

# 2013 Annual Report

*No Going Back*



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**Jim Ayers**, *Clinic Director (retired)*

**Lori Zook-Stanley**, *Interim Clinic Director*

**Tracie Huhn-Carr**, *Director of Development & Communications*

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Dear Friends,

Throughout our lives we all experience “no going back” moments – those times or circumstances that change us forever. Sometimes those moments are obvious life-changers: accepting a job offer, relocating to a new city, becoming a parent. Others – a first date, a medical appointment – we may not recognize as significant until much later.

People who come to Walk-In may not realize it, but the moment they physically walk in our door they experience a “no going back” moment. When they meet with a counselor and begin to explore and tackle tough issues, they also walk through an emotional door...it’s a brave moment...they’ve started a journey of healing...they don’t know what they’re going to find along the way, but undoubtedly they will be changed...and there’s no going back.

In 2013, Walk-In Counseling Center had its own “no going back” moment. Huge changes in health care were looming with the advent of MNsure, and we had to ask a few big questions: If everyone will soon “have insurance” will there be a role for Walk-In at all? How might our role change? Will we have to quietly close our doors like so many other nonprofits have?

We had been a critical part of this community for 44 years, so it was difficult to “walk through the door” and explore these questions. But we did. And after many discussions with very knowledgeable people in health care and in the community, we became convinced that, even with the new changes and expansions in health care, Walk-In will continue to be a much-needed, primary “safety net” service.

And the community agrees. Early in the year we surveyed community service providers, and their overwhelming message was, “Walk-In, please continue to do this badly needed work!”

- 100% agreed that our services address gaps in the mental health system
- 97% said that the free and no-appointment-needed nature of our services are very important
- 94% believed we contribute to a broader community culture of positive mental health

Our “no going back” moment happened when we fully incorporated the message that, regardless of the changes and uncertainty about health insurance, we must continue to provide *our services our way*. We are needed by so many people, and we will not turn them away in their “no going back” moments.

- Mary Weeks, *Executive Director*





*"I have grown personally and professionally by volunteering at Walk-In. The interactions with clients and team members have helped teach me the art of patience, kindness, humility, and grace." - 2013 Volunteer*

*"I've learned and grown in an environment that is nurturing, supportive, welcoming and committed to providing clients the high-quality care they deserve." - 2013 Volunteer*

**V**olunteers are the heart and soul of Walk-In. Without them we simply could not provide our services for free to the many people who need us.

In 2013, **164 volunteers** were there for our clients in their "no going back" moments...and in turn experienced their own "no going back" moments as they developed both professionally and personally.

Social workers, psychologists, marriage and family therapists, professional counselors, advanced graduate students and lay volunteers made up our clinic teams. In total, they volunteered **13,894 hours** of their time and talents – an estimated **\$826,595** in volunteer services to this community!

**With gratitude, we wish to recognize these volunteers:**

Kenneth Abrams	Judy Brooks	Sandra Dorn
Timothy Allen	Thomas Bryant	Kristy Dunham
Megan Andersen	Mary Buchta	Kristin Engdahl
Tom Balsley	Patricia Burger	Shawn Englund-Helmeke
Caitlin Barden	Christena Buttress	Emily Erickson
Jessica Baum	Britt Cain	Melissa Erskine
Heather Bemmels	Lynda Kay Carter	Julie Eschenlauer
Constance L. Bennett	Martha Cherney	Edward Evans
Douglas Beumer	Dan Christensen-Cowan	Mary Evans
Rachel Bialostosky	Cynthia Conrad	Melanie Faulhaber
Abby Birmachuk	Sally Costello	Julia Field
Carissa Brandt	Jessica Davis	Keil Figenskau-Wiley

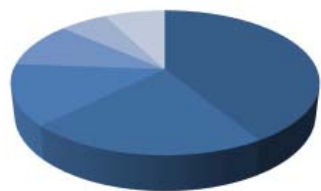
Andrea Flaherty	Sonja Hoyum	Jamie Lunny	Richard Portnoy	Angie Star
Kathleen Flanagan	Mary Huettl	Alexandra Lyon	Ronald Prieve	Rachel Stein
Daniel F. Flynn	Peggy Huot	Molly Martin	Jo Quanbeck	Gary Stucky
David Fredman	Danielle Jensen	Judith Mason	Jean Ramlow	Jennifer Toure
Pamela J. Fresco	Kangting Ji	Barbara McCleary	Krista Redlinger-Grosse	Erin Urban
Amber Fuller	Elizabeth Johnson	Maurine McCort	Tracee Robinson	Mary Utz
Joyce Gable	Susan Johnson	John McGeever	John Rogers	Linda Valerian
Kathleen Garry	Jenna Jovellana	Chelsea McGuire	Victoria Romberg	Scott Walker
Hilde Gasiorowicz	Mary Ann Jurney	Emily Merritt	Jenna Sage	Cindy Walsh
Madeline Gauthier	Toni Kaczurkin	Hannah Murphy	Greg Sakowski	Kathy Watt
Melissa Getzkin	Juliana Keen	Ann Murphy O'Fallon	Jeanne Schaum	Patricia Weber
Johanna Goossen	Kari Kelcher	Emily Nahem	Maria B. Scheidegger	Stacy Wedding
Amy Grobovsky	Kyle Keller	Chantal Nason	Sarah Schletty	Tricia Wendt
Jo Gulstad	Touba Khurshid	Robert G. Neal	Bret Schneider	Sarah Wiljamaa
Toni Guyette	Ryoka Kim	Kristine Nelson	Michael Schock	Marcuetta Williams
Pamela Marie Haas	Kelly Kirk-Willenbring	Nate Nickel	Katherine Schueler	Olealia Wisner
Jean Haley	John Koester	Sara Nobbs	Patrick Schulte	Ashley Witt
Nayla Hamdi	Bibiana Koh	Shani Ofrat	Kristy Schutt	Jennifer Wollenberg
Mary Harlow	Georgi Kroupin	Tomoko Ogasawara	Annie Schwain	Anna Zimmerman
Dorothea Harris	Burna Krugler	Nancy O'Hara	Laurel Severns Guntzel	Lori Zook-Stanley
Yaliu He	Linda LaBarre	Begga Olafsdottir	Larissa Shea	
Rachel Herman	Christine Larson	Michelle Pahl	Ilyssa Siegel	
Mark P. Heymans	Mark Lasoff	Maria Parra	Charles Sim	
Anne Hibbard	Andy Lear	Carolyn Parsons	Marla Simmet	
To Nga Hoang	Jinhee Lee	Mary Petrosko	Marjorie Sita	
John Honebrink	Lisa N. Legrand	Danyelle J. Pierce	Trina Smith	
Joseph Hoops	John Lowe	Clio Pitula	Jordan Sparks	

***Thank you for being there for so many "no going back" moments in 2013!***



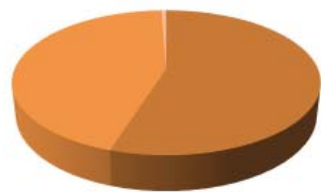
### AGE

Under 18:	5%
18 - 21 years:	6%
22 - 29 years:	28%
30 - 39 years:	25%
40 - 49 years:	17%
50 - 59 years:	11%
60+ years:	9%



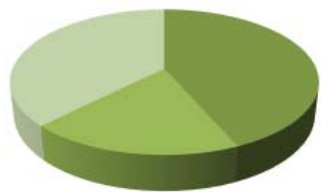
### ANNUAL INCOME

Under \$10,000:	41%
\$10,000 - \$19,999:	21%
\$20,000 - \$29,999:	14%
\$30,000 - \$39,999:	10%
\$40,000 - \$49,999:	6%
\$50,000+:	8%



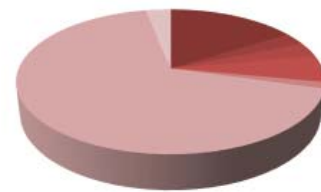
### GENDER

Female:	55%
Male:	45%
Transgender:	1%



### INSURANCE

Yes (Mental Health):	38%
No Coverage:	43%
Not Sure:	19%



### ETHNICITY

Caucasian:	65%
African American:	16%
Hispanic:	6%
African Refugee:	3%
Asian:	3%
Multi-Ethic/Other:	3%
Native American:	1%



### FAMILY SIZE

Single:	38%
2 people:	28%
3 people:	17%
4 people:	9%
5 or more:	8%

In 2013, 2,111 people needed us in their “no going back” moment, and we provided them with 6,342 sessions of free mental health counseling at our Minneapolis and St. Paul sites. More than 60% of these free sessions were scheduled, follow-up appointments to address more complex issues. An additional 200 people received more casual ongoing interventions and group counseling at Love Grows Here Wellness Center in St. Paul.

Walk-In matters to so many people. It’s the only place where they find no waiting lists and no fees, just instant access to the support and help they need when life gets messy.

That’s important – 99% of clients responding to our 2013 survey reported that the most important reason they came to Walk-In was our free services. Almost as important were the walk-in nature of our services and our services being provided by professionals.

Our 2013 client survey also revealed:

- 93% of respondents to the survey felt more capable of coping with their presenting issues as a result of coming to Walk-In
- 98% felt like they now had somewhere to go for help in the future
- 98% would refer a loved one in need

We have always believed that when people get the help they need to cope with difficult life circumstances they “do better”. And when individuals do better, so do their families and communities.



*“As a person who was broke and suffering from depression (Walk-In) has given me a light at the end of the tunnel.” - 2013 Client*

*“Thank you for being here. I needed this help and didn’t have anywhere else to go.” - 2013 Client*



**REVENUE: \$1,285,188**

- **Donated Goods & Services\***  
\$828,466 (64%)
- **Foundation & Business Grants**  
\$231,746 (18%)
- **Individual & Family Donations**  
\$143,113 (11%)
- **Consultation & Training**  
\$80,863 (6%)
- **Other**  
\$1,000 (<1%)

*\*Includes volunteer hours.*



**EXPENSES: \$1,278,922**

- **Programs & Services\***  
\$1,118,392 (87%)
- **Management**  
\$77,376 (6%)
- **Fundraising**  
\$83,154 (7%)

*Our 2013 balance sheet & year-end financial report can be found at:*

[www.walkin.org/about/financials](http://www.walkin.org/about/financials)

## Consultation & Training Institute

Directed by Gary Schoener, M.Eq., L.P., the Institute continues to offer assessment and coaching of impaired professionals, training on boundaries and ethics, and clinical consultation. **Revenue generated by the Institute helps support Walk-In's clinic services.**

## Founders & Builders Circle

Join our Founders & Builders Circle by including us in your estate planning. Such gifts allow us to engage in special opportunities, help ensure our long-term financial stability, and enable Walk-In Counseling Center to be here far into the future for so many people during their "no going back" moments. **Please contact Mary Weeks, Executive Director, at 612-870-0565 x109 or [mweeks@walkin.org](mailto:mweeks@walkin.org) to discuss your estate plan or gift.**



*Thank you for helping us be there for so many people in their "no going back" moments!*

### \$50,000+

WCA Foundation

### \$20,000 - \$49,999

Abbott Northwestern Hospital Foundation  
F.R. Bigelow Foundation  
McVay Enterprises

### \$10,000 - \$19,999

Beverly Foundation  
Frey Foundation  
George Family Foundation  
Katherine B. Andersen Foundation  
Jerstad Family Foundation  
Pohlad Family Foundation  
The Saint Paul Foundation  
Trisha Stark

### \$5,000 - \$9,999

Helen Sperry Lea Foundation  
Gary Schoener & V. Katherine Gray  
Marla & John Simmet  
Simmet Family Foundation  
The Woman's Club of Minneapolis

### \$1,000 - \$4,999

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Bruce Bobbitt  
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Lois E. Carlson  
Patricia A. Champ  
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Jack Fentress  
Shotsie Forsythe  
Sharon Gregoire  
Joe Housman  
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Jon Ruiz & Kristin Anderson  
Betsy Sansby & Alan

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Cheryl Thoresen & Alan Kunkel  
David & Carolyn Von Weiss  
Archie B. & Bertha H. Walker Foundation  
Mary Weeks & Phil Johnson  
Catherine A. Weik  
Timothy Wong & Jodene Pope

### \$500 - \$999

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Michael Israel & Laura Landy  
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Stull Family Foundation\*  
Terry Tranter\*  
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Michele & Carroll Vance  
Scott & Michele Walker  
Anna & Bernhard Zimmermann

### \$100 - \$499

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Linda Sue Anderson & Tim Hammett  
Roni Ahern  
Connie Archbald  
ATK Community Investment Foundation  
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Cara Beames\*  
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Diane Dovenberg Lewis & Harvey Lewis

*\*made memorial or honoraria gift*

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Deborah Fowler & John Schenk	James L. Jorissen	Carol Mollner	Richard & Linda Seime	<b>Up to \$100</b>	Jessica Buchholz	Susan Eichhorst	Nicole Hanger	Erin Kline	Jennifer Moore
Paula & Norman Fox	Mary Ann Journey	Elaine Moore Kirk	Joe Selvaggio	Anonymous (424)	Elizabeth Burr	Howard Epstein & Lynda Kelley	Martha Hardy	Erik Kojola	Linda & Joseph Muldoon*
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Mary Weeks  
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Linda Magdsick &  
Parker Quammen  
Mark Heymans &  
Donn Burleigh  
Nikki Buckholz &  
Patrick Hedren



*Since 1969, Walk-In Counseling Center has provided free, accessible mental health counseling to tens of thousands of people with urgent needs but few, if any, service options.*

**2421 Chicago Ave. S.  
Minneapolis, MN 55404  
612-870-0565  
www.walkin.org**