2013 Annual Report No Going Back



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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

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"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 highquality care they deserve." - 2013 Volunter

Tolunteers 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 Timothy Allen Megan Andersen Tom Balslev Caitlin Barden Jessica Baum Heather Bemmels Constance L. Bennett Douglas Beumer Rachel Bialostosky Abby Birmachu Carissa Brandt

Judy Brooks Thomas Brvant Mary Buchta Patricia Burger Christena Buttress Britt Cain Lynda Kay Carter Martha Cherney Dan Christensen-Cowan Cvnthia Conrad Sally Costello Jessica Davis

Sandra Dorn Kristy Dunham Kristin Engdahl Shawn Englund-Helmeke Emily Erickson Melissa Erskine Julie Eschenlauer Edward Evans Mary Evans Melanie Faulhaber Julia Field Keil Figenskau-Wilev

Andrea Flaherty Kathleen Flanagan Daniel F. Flynn David Fredman Pamela J. Freske Amber Fuller Jovce Gable Kathleen Garry Hilde Gasiorowicz Madeline Gauthier Melissa Getzkin Johanna Goossen Amv Grobovsky Jo Gulstad Toni Guvette Pamela Marie Haas Jean Haley Navla Hamdi Mary Harlow Dorothea Harris Yaliu He **Rachel Herman** Mark P. Hevmans Anne Hibbard To Nga Hoang John Honebrink Joseph Hoops

Sonia Hovum Marv Huettl Peggy Huot Danialle Jensen Kangting Ji Elizabeth Johnson Susan Johnson Jenna Jovellana Mary Ann Jurney Toni Kaczkurkin Juliana Keen Kari Kelcher Kvle Keller Touba Khurshid Rvoka Kim Kelly Kirk-Willenbring John Koester Bibiana Koh Georgi Kroupin Burna Krugler Linda LaBarre Christine Larson Mark Lasoff Andv Lear Jinhee Lee Lisa N. Legrand John Lowe

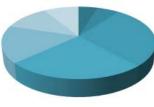
Jamie Lunnv Alexandra Lvon Molly Martin Judith Mason John McGeever Emily Merritt Emilv Nahem Chantal Nason Robert G. Neal Kristine Nelson Nate Nickel Sara Nobbs Shani Ofrat Nancy O'Hara Michelle Pahl Maria Parra Mary Petrosko Clio Pitula

Barbara McClearv Maurine McCort Chelsea McGuire Hannah Murphy Ann Murphy O'Fallon Tomoko Ogasawara Begga Olafsdottir Carolvn Parsons Danvelle J. Pierce

Richard Portnov Ronald Prieve Jo Quanbeck Jean Ramlow Krista Redlinger-Grosse Tracee Robinson John Rogers Victoria Romberg Jenna Sage Greg Sakowski Jeanne Schaum Maria B. Scheidegger Sarah Schlettv Bret Schneider Michael Schock Katherine Schueler Patrick Schulte Kristv Schutt Annie Schwain Laurel Severns Guntzel Larissa Shea Ilyssa Siegel Charles Sim Marla Simmet Marjorie Sita Trina Smith Jordan Sparks

Angie Star Rachel Stein Gary Stucky Jennifer Toure Frin Urban Marv Utz Linda Valerian Scott Walker Cindy Walsh Kathy Watt Patricia Weber Stacy Wedding Tricia Wendt Sarah Wiliamaa Marcuetta Williams Olealia Wisner Ashley Witt Jennifer Wollenberg Anna Zimmerman Lori Zook-Stanlev

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



Under 18: 18 - 21 years: 22 - 29 years: 30 - 39 years: 40 - 49 years: 50 - 59 years:

AGE

60+ years:

5%

6%

28%

25%

17%

11%

9%

GENDER Female: Male: Transgender:





INSURANCE
Yes (Mental Hea
No Coverage:
Not Sure:

Mental Health):	38%
overage:	43%
Sure:	19%

41%

21%

14%

10%

6%

8%

FAMILY SIZE Sin

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

T n 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.

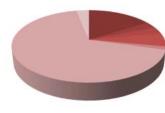
Walk-In matters to so many people. It's the only place where they find no waiting lists and no fees, just instant access to the support and help they need when life gets messy.

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.



ETHNICITY

aucasian:	65%
frican American:	16%
lispanic:	6%
frican Refugee:	3%
sian:	3%
/lulti-Ethic/Other:	3%
lative American:	1%



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lo Coverage:			

ANNUAL INCOME

Under \$10.000:

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

\$20,000 - \$29,999:

\$30,000 - \$39,999:

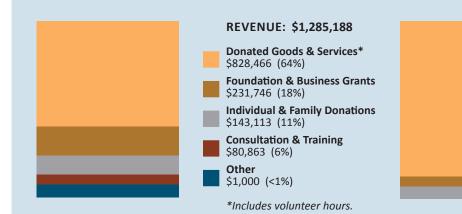
\$40,000 - \$49,999:

\$50,000+:



"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



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 to discuss your estate plan or gift.



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

\$50.000+

EXPENSES: \$1,278,922

Our 2013 balance sheet & year-end

financial report can be found at:

www.walkin.org/about/financials

Programs & Services*

\$1,118,392 (87%)

Management

\$77.376 (6%)

Fundraising

\$83,154 (7%)

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 Grav Marla & John Simmet Simmet Family Foundation The Woman's Club of Minneapolis

\$1.000 - \$4.999

Sue Bennett Amy Blumenshine & Michael Troutman Bruce Bobbitt Howard Bolter & Linda Soranno John & Jeanne Buck Lois E. Carlson Patricia A. Champ John & Bonnie Driggs Jack Fentress Shotsie Forsythe Sharon Gregoire Joe Housman Susan & Bill Kirkpatrick Kopp Family Foundation Mark & Susan Lasoff Patricia Lavton & Brad Engdahl Dick & Joan Niemiec Phil Oxman & Harvey Zuckman Kathleen Papatola Jon Ruiz & Kristin Anderson Betsy Sansby & Alan

Dworsky* Kunkel Foundation Catherine A. Weik

Pope \$500 - \$999

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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