

A word cloud on a light blue background. The largest words are "Walk-In Counseling" in dark blue, "Annual Report" in dark red, and "2016" in light blue. Other prominent words include "Center", "anonymous", "free", "healing", "help", "hope", "welcome", "kindness", "effective", "urgency", "trauma", "grief", "counselor", "no-appointment", "enduring", "values", "days", "clients", "listening", "door", "community", "options", "available", "volunteer", "support", "critical", "service", "relationship", "safety-net", "needs", "come", "counseling", "anxiety", "served", "five", "health", "loss", "transformational", "calm", "inspiration", "unique", "peaceful", "grief", "counselor", "urgency", "trauma", "no-appointment", "enduring", "values", "days", "clients", "listening", "door", "community", "options", "available", "volunteer", "support", "critical", "service", "relationship", "safety-net", "needs", "come", "counseling", "anxiety", "served", "five", "health", "loss", "transformational", "calm", "inspiration", "unique", "peaceful".

Dear Friends of Walk-In,

In this busy and challenging time, I try to look for inspiration.



That's what I find in the Word Cloud on the front of this annual report...the words that represent the many things people say about Walk-In. And they inspire me. Both the words, and the people who say them.

The people who come to Walk-In are survivors. Their strength in walking in the door is inspiring. As are...

...the volunteers who are here to hear them, listening. And as we know and sometimes forget, just being listened to is therapeutic!

...the two young men who helped a person with a handicap get to Walk-In. "We'll make sure she gets there okay," they told me. And they did.

...the counselor who expressed thanks for the gift her clients give her when they share their journey with her.

...the thousands of other counselors who have given of their time in years past—soon to be 50—so that others could heal.

And despite the seemingly endless news of challenging events in each day's paper, it was in the young boy who brought cheer to his neighborhood by putting jokes in his neighbors' mailboxes. (*Star Tribune*, March 27, 2017).

His philosophy was: "If everyone did this everyone would be walking around saying positive things, building other people up, and making them and everyone around them a great, kind person...Kind people are the best kind of people." Ahhh, the wisdom of the young.

Especially now, we need to be kind. To listen. To help someone who may be struggling. To look for the daily acts of kindness that inspire...that inspire us to be, in turn, kind.

Thank you for your kindness. You help make it possible for Walk-In to bring inspiration, hope, and healing—more words for the Word Cloud—to so many people who desperately need mental health and crisis services.

May you be an inspiration to others in your life.

Mary Weeks, MSW, LISW
Executive Director

Providing Support. Transforming Lives.

2,276
people received
6,224
free counseling
sessions.

99%
of clients were
satisfied with the
services.

97%
of clients felt
more hopeful
after coming to
Walk-In.

97%
of clients
would refer a
friend or family
member.

Walk-In Counseling provides free, anonymous, no-appointment counseling every weekday during clinic hours for English and Spanish speakers. Those who need it also receive free counseling by appointment.

54% of clients had annual household incomes of less than \$30,000.

54% of clients were women, 46% men, 1% transgender.

74% of clients were between the ages of 15 and 40.

38% of clients were non-Caucasian.

49% of clients had insurance, but came to Walk-In because they couldn't afford copays or deductibles, couldn't wait for an appointment, or needed complete anonymity.



“As a person who is broke and suffering from depression, this has given me a light at the end of the tunnel.” - Client

Inspiration, hope and healing.

Walk-In Clinic sites in 2016

- 2421 Chicago Ave. S., Minneapolis
- Family Tree: 1619 Dayton Ave., Saint Paul
- Neighborhood House: 179 Robie St. E., Saint Paul
- First Lutheran Church "Love Grows Here"
Wellness Center: 463 Maria Ave., Saint Paul

14
board
members

168
volunteers contributed

17,907
hours of clinic availability, case
consultation, counseling, outreach,
and administrative assistance
with an estimated value of

\$1,107,805

3
partner
sites

40
foundations, businesses,
and religious/community
groups contributed

\$364,491

403
individuals
donated
\$123,941

6
staff
members



*“We marvel at your generosity and your kindness
and your passion for people in need.”-Donor*

Thank you, volunteers!

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2016 Revenue (\$1,669,362)

- 66% In-Kind (\$1,107,805)
- 22% Foundation, Corporate, & Community Grants (\$364,718)
- 7% Individual Donations (\$123,941)
- 4% Consultation & Training (\$71,358)
- <1% Other (\$1,540)



2016 Expenses (\$1,551,613)

- 90% Programs (\$1,401,011)
- 6% Management (\$87,372)
- 4% Fundraising (\$63,230)

Visit www.walkin.org/about for our Form 990, balance sheet, & financial report.



move
 someone plan
 trouble available
 positive offer
 suffering listen
 immediate free
 appreciate resource
 no-insurance ear
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