

Walk-In Counseling Center:

Serving More People in More Places



Annual Report 2017



Things to be thankful for . . .

These times frequently challenge us to find the positive in our day-to-day lives. Each day, I find it helpful to start by thinking of the smaller, easily ignored, things to be thankful for.

At Walk-In we have a sign that reminds us to be thankful for books, chocolate, dogs, email (!), gardens, ice cream, kindness, oatmeal, refrigerators, rain, toilet paper, valentines, watermelon, zoos.*

Reflecting on this list of “smalls” can bring me quickly to the “biggs.” At Walk-In, we have so many big things to be grateful for.

To the list, I will add:

. . . for the 165 volunteers who have made this past year so overwhelmingly positive for the 2,600 clients who came;

. . . and for the many people we encounter in the community who happen to know about us because they, a friend, or a family member used our services;

. . . and for the many other professionals and service providers in the community who refer clients when income and insurance is a barrier to using their services, but is not a barrier at Walk-In;

. . . and for the many board members who have continued over the years to support and advocate for the original Walk-In mission: Free, anonymous, no appointment counseling services;

. . . and for Family Tree, Neighborhood House, and First Lutheran Church for their partnership in ensuring that east metro residents have easy access to Walk-In’s services;

. . . and for the Spanish speakers among our volunteers who have made our services accessible for immigrants who are, especially now, among the most vulnerable of our neighbors;

. . . and finally, to all of those who have kept our doors open by donating to Walk-In. Without you, we wouldn’t be here today.

Walk-In is a resource that is needed now, as much or more than it ever was. In 2019, we will celebrate our 50th anniversary. That is truly something to be thankful for.

Mary Weeks, MSW, LISW
Executive Director

*ABC’s of Small (Mostly Free) Things to be Thankful For



Supporting All, One Person At A Time.

2,648
people received
6,853
free counseling
sessions.

99%
of clients were
satisfied with the
services.

90%
of clients felt
more hopeful
after coming to
Walk-In.

100%
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.

41% of clients had annual household incomes of less than \$30,000.

57% of clients were women, 41% men, 2% transgender.

75% of clients were between the ages of 15 and 39.

36% of clients were non-Caucasian.

37% 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.



“This place has changed my life. It has helped me grow and given me strength to stand up to life’s challenges. I am ever so grateful.” - Client

Being Present. Listening. Healing.

Walk-In Clinic sites in 2017

- 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

13
board
members

165
volunteers contributed

18,000
hours of clinic availability, case
consultation, counseling, outreach,
and administrative assistance
with an estimated value of

\$1,115,034

3
partner
sites

31
foundations, businesses,
and religious/community
groups contributed

\$278,816

6
staff
members

140
client
donations totaled
\$4,367



“Walk-In serves the local community’s mental health needs in times of crisis or where there is no place else to go. Thank you!”-Donor

Thank you, volunteers!

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2017 Revenue (\$1,602,300)

- 70% In-Kind (\$1,115,034)
- 17% Foundation, Corporate, & Community Grants (\$278,816)
- 10% Individual Donations (\$155,419)
- 3% Consultation & Training (\$51,472)
- <1% Other (\$1,559)

2017 Expenses (\$1,549,083)

- 91% Programs (\$1,409,549)
- 5% Management (\$70,109)
- 4% Fundraising (\$69,425)

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



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