

Walk-In Counseling Center

Annual Report 2020:

A Year of Change

What a year! In our 52nd year of operation, Walk-In moved our services entirely to phone and on-line at the onset of the pandemic in March. Our community experienced much mental health and economic pain during the year.

You saw us through.
Thank you.





2020. What a year it was!

Though really calamitous things happened, there was also good to be found. In my search for silver linings, the conversation with myself has gone something like this, bouncing back and forth between the bad and the good.

COVID-19 hit suddenly and hard, sickening and killing way too many people. But at the same time, our awareness of our vulnerability grew, communities stepped up to take care of each other, and our loved ones became even more dear to us. Lockdowns kept many people stuck at home while essential workers had to risk their lives daily.... Meanwhile, air pollution decreased, and whole neighborhoods of homebound people spontaneously cheered their appreciation to health workers.

George Floyd was murdered, setting off worldwide demonstrations and sometimes destruction and violence. But from that experience, many white people and institutions began to better understand what history should have taught, and racial reckoning gained a higher platform and chance to succeed.

Who Came and What They Experienced

1,500
people received
3,000
free counseling
sessions.

100%
of clients were
satisfied with the
services.

96%
of clients felt
more hopeful
after coming to
Walk-In.

100%
of clients
would refer a
friend or family
member.

**Walk-In Counseling Center
provides free, anonymous,
no-appointment counseling
every weekday during clinic
hours.**

**We serve Spanish speakers
and those who need
additional counseling by
appointment.**

40% of clients were non-white.

59% of clients were women,
37% men, 4% other.

76% of clients were 40 years old
and younger.

Top reasons clients came to us:

Had no or poor insurance

Couldn't afford copays or deductibles

Couldn't wait for an appointment

Needed complete anonymity.



Since 1969, Here For All Who Need Us

My counselor was great, I liked her very much and she said things that really helped my situation. Thanks to all of you for offering your precious time to people in desperate need of help! What a gift you are to everyone!

Client

Walk-in Counseling Center has been a core part of my referrals. It is such an essential service for people who need to access treatment outside of traditional business hours and who are unable to afford mental health services due to being uninsured or underinsured.

It's an honor to walk with people in their journeys toward healing. I am constantly overwhelmed by people's resourcefulness in the face of huge challenges.

Counselor

Donor

Who Makes It All Possible.

11
board
members

Our
community
spreading the
word

37
foundations, businesses,
and religious/community
groups contributed

\$305,778

135
volunteers contributed

thousands

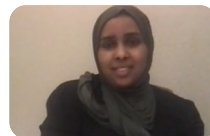
of hours of clinic availability, case
consultation, counseling, outreach,
and administrative assistance
with an estimated value of

\$1,100,000

500+
individuals donated

\$228,708

5
staff
members



Thank you, volunteers!

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All courageous souls
All Walk-In volunteers
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2020 Revenue (\$1,565,835)

- 70%** In-Kind (\$1,098,484)
- 20%** Foundation, Corporate, State & Community Grants (\$305,778)
- 15%** Individual Donations (\$228,708)
- 2%** Consultation & Training (\$32,657)
- <1%** Other (\$208)

2020 Expenses (\$1,548,450)

- 90%** Programs (\$1,400,529)
- 5%** Management (\$72,423)
- 5%** Fundraising (\$75,498)

Visit walkin.org/about for our Form 990 and 2020 Year-End Financial Assessment.

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Thanks to dedicated volunteers and supporters, Walk-In Counseling Center continued to serve clients in 2020...just differently. Clinical teams used Zoom's video and phone-in platform to serve all comers: Free, no-appointment, anonymous mental health counseling for those with urgent needs, limited options, and all delivered by talented clinical volunteers.

2421 Chicago Ave. S.
Minneapolis, MN 55404
walkin.org
(612) 870-0565



We look forward to adding in-person services again soon, but remote care is here to stay.

