



**Still here, and accessible** | 2023 Annual Report



My counselor was wonderful!  
I've never spoken to a mental health professional before, and I'm so glad that first experience was with her. By the end of the hour, I was a lot calmer and equipped with new tools to help me manage my daily anxiety. — *Client*

I'm glad this service was available by phone. I needed help during a crisis situation, and I got it immediately. — *Client*

In order to help diversify the mental health profession in the Twin Cities, Walk-In in 2022 launched the Mental Health Licensing Diversity Award. As of 2023, eight professionals from underrepresented backgrounds have received the award, which provides up to \$2,500 toward the cost of preparing for and obtaining licensure as a counselor.

# Whew...we made it through another year!

And 2023 was a big one for us. In January, we restarted our in-person counseling services after three years of being available only online or by phone. For a while, we thought we'd have to change our name, because clients couldn't walk in any more!

But our volunteers came through. Many of them love virtual counseling, but as soon as in-person became possible, some wanted to do it instead. Regardless, thanks to these generous professionals, we are back in person three times a week, and still accessible virtually at all seven weekly clinics! (And don't forget, all are free and anonymous!)

Being accessible is important to us. During the years of virtual-only services, a client still needed a phone or computer to access us. Even now, with in-person services, some clients need a car to get to us! (Surprised that some people don't have any of these?)

I feel very lucky that I have all these things (car, phone, computer, internet, etc.). Some

of our clients don't. I think of them when I'm feeling sorry for myself. I hope you do, too (think of them, not feel sorry for yourself!). So many of us are very lucky to have all we need and much of what we want.

I am grateful for some of the things that have stayed the same: Our volunteers continue to provide excellent services; and so many of you have continued your support over many years. And some of you (supporters) are relatively new or new. Thank you, and bless you.

And thank you, too, if you have told a struggling friend about Walk-In, or if you've encouraged a colleague to volunteer here. Since we'll never go back to the before-times, let's each look around and think about what we can do to make this new landscape the place we want it to be!



Mary Weeks,  
Executive Director  
Walk-In Counseling Center

# Who we served and our impact.

**1,600**  
people received  
free counseling  
services

**47%**  
of clients were  
non-white

Clients were  
**58%**

WOMEN

**36%**

MEN

**6%**

OTHER

**63%**  
of clients were  
40 years-old  
or younger

**40%**  
earn less than  
\$30,000 a year

## Top reasons clients came to us:

COULDN'T AFFORD COPAYS OR DEDUCTIBLES

*Needed  
complete  
anonymity*

**Had no or poor insurance**

**Couldn't wait  
for an appointment**

## **Our Mission**

**Walk-In Counseling serves our communities' unmet needs for accessible mental health counseling services. We help people stabilize during a time of crisis and resolve problems before they become severe. We provide free, anonymous, easily accessible services, by professional volunteers who share the values of dignity, compassion, equity and inclusion.**

**Walk-In Counseling Center's free clinics are open in person MWF 1-3 pm and by phone/computer MWF 1-3 pm and MTWTh 5:30-7:30 pm. We serve Spanish speakers and those who need additional counseling by appointment.**

# Who made it possible & what we did.

**11**

board members

**103**

volunteers

**5** staff

AND OUR COMMUNITY  
SPREADING THE WORD

**29**

foundations,  
businesses  
government,  
and religious  
community  
groups

CONTRIBUTED  
\$338,728

**450+**

individuals

DONATED  
\$271,288

**103**

volunteers

CONTRIBUTED OVER

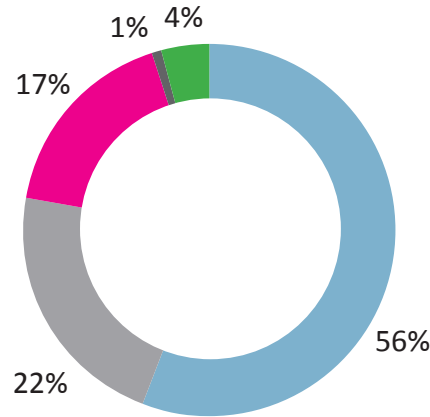
**10,000**

hrs OF CLINIC AVAILABILITY, CASE  
CONSULTATION, COUNSELING,  
AND OUTREACH

ESTIMATED VALUE:  
\$889,920

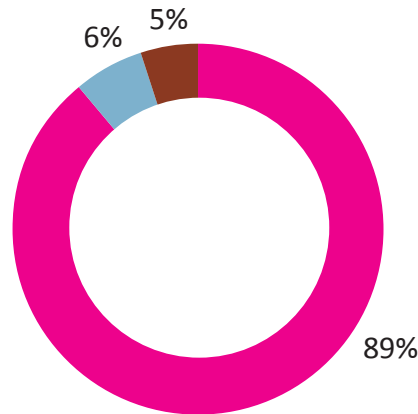
### 2023 Revenue (\$1,579,000)

- 56% In-Kind
- 22% Foundation, Corporate, Religious & Community Grants
- 17% Individual Donations
- 1% Consultation & Training
- 4% Other



### 2023 Expenses (\$1,380,000)

- 89% Program Services
- 6% Management
- 5% Fundraising



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**I love giving back to the community,  
especially as part of a team of dedicated  
professionals...it's nice to be able to focus on  
the clients' needs instead of the needs of the  
insurance companies.” — *Volunteer Counselor***



# Thank you 2023 Donors!

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