



**Healing
Work Is Justice
Work:
2025 Annual
Report**





Walk-In Counseling Center provides free, anonymous, no-appointment mental health counseling **MWF 1-3 pm** and **MTWTh 5:30-7:30 pm**, with in-person, phone and virtual options available. To learn more, visit walkin.org or call (612) 870-0565.

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Alex S., a counselor, says: *Working with my clients, it's about bringing hope. I am honored to walk beside them.*

.....
One client says: *Today I brought my younger brother who needed help. I came here in 2016 in need of help. I can only describe my counselor as an angel. I have never forgotten about her. I always promised myself if I become rich I would donate here. You have no idea what this place means to me.*

Kris Lang-Shasky tells us why she prioritizes donating generously every year to Walk-In:

I'm proud to support Walk-In Counseling Center with an annual donation because timely, barrier-free access to mental health support can make all the difference in a moment of crisis. This is a powerful way to create a meaningful impact in our community, as they ensure that no one is turned away. By removing barriers like cost and wait times, Walk-In provides support when it matters most. Their immediate and compassionate support can change the trajectory of a life. Their model helps individuals regain footing, which also helps support a stronger, more resilient community. And this has been repeatedly shown by their long successful 56-year history.

I hope others will join in supporting their essential work.





Letter from the Executive Director

Dear Community,

This past year held a lot for Walk-In — and for the community we serve. More people came to us in crisis. More volunteers showed up to meet them. And quietly, honestly, we began asking harder questions about what it takes to sustain this work for another generation.

In 2025, we walked alongside over 1,500 people through more than 3,700 counseling sessions. One person came to us stuck on a merry-go-round of anxiety, isolation, and despair. At first it was just connection — the counselor wasn't even sure they'd made a difference. But the person came back, saw another counselor, then another. Eventually they took us up on the offer to do ongoing work.

Something kept them returning — at Walk-In, we'd argue it was connection. Their capacity for change started to grow: first small promises, then bigger ones, and progress

became evident. Our counselors help save lives, literally in some cases. They partner to improve them, redirect them out of despair.

Our volunteer counselors — over 100 trained clinicians at every stage of the professional journey — make this possible. What's less visible is what Walk-In gives back to them: a community of practice, a place to be held, and challenged, and grow. That exchange of care, commitment, and healing is what Walk-In has always been built on.

Here's what else is true: our expenses are exceeding our revenue. We're secure for now — the reserves built over decades by this community are holding us — but we can't keep doing what we're doing. Not because we're failing. Because the need is growing, the complexity is increasing, and our tools need to match the moment. We're adding volunteers to shifts precisely because we anticipate an increase in need for an indefinite future, as we tend to the harm of the present.

Our expenses are exceeding our revenue. So we're asking hard questions about how we deliver services and how we fund this work.

Over 56 years, Walk-In has weathered economic recessions, public health crises, and waves of community trauma. We've learned something essential: you can't just respond to crisis. You have to build foundations that can weather what's ahead. That's what we're doing now — asking hard questions about how we deliver and fund this work, investing in technology, and preparing the next generation of healing professionals, so that when we grow, we grow well.

People are exhausted. They need a bridge to a better path. Walk-In has been that bridge for 56 years — not a crisis hotline, not long-term therapy, but the hard middle place that helps people move from acute crisis toward healing, not just survival. With your continued partnership, we'll be here for the next 56 — stronger, more sustainable, and ready.

Thank you for being part of this work. Your investments — of time, resources, and trust — make healing possible.

With gratitude,

Kate Fischer
Executive Director
Walk-In Counseling Center

Who We Served And Our Impact

1,500 people in **3,700** free counseling sessions

Clients were

55% women

37% men

7% other

58% non-white (when race was identified)

70% 40 years old and younger

58% earned less than \$50,000 a year

Top reasons clients came to us:

Needed complete anonymity

Couldn't afford copays or deductibles

No insurance or underinsured

Couldn't wait for an appointment

Who Made It Possible And What We Did

10 board members

108 volunteers

5 staff

And our community spreading the word

20 foundations, businesses, and religious community groups contributed **\$133,681**

350+ individuals donated **\$296,755**

108 volunteers contributed over **10,000** hours of clinic availability, case consultation, counseling, and outreach. Estimated value: **\$989,000**

Our Mission

Walk-In Counseling Center 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.

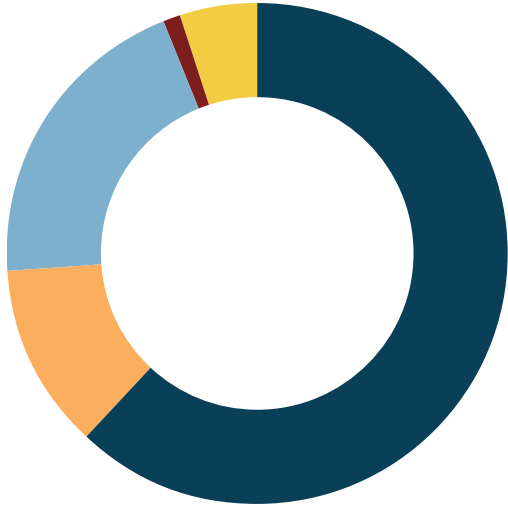
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Our Service:

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

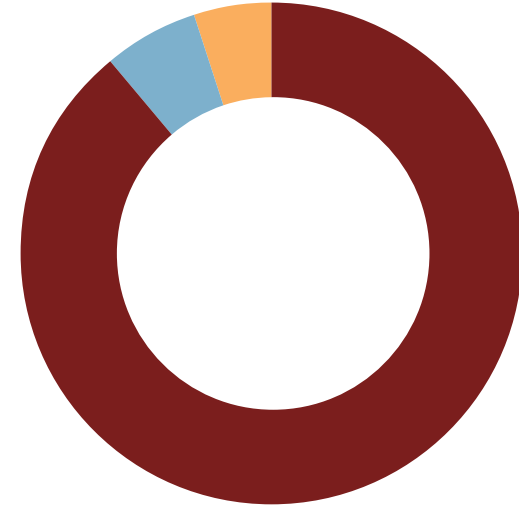


Financials



2025 Revenue (\$1,487,980)

- 67% In-Kind
- 9% Foundation, Corporate, Religious & Community Grants
- 20% Individual Donors
- <1% Consultation & Training
- 4% Other



2025 Expenses (\$1,586,757)

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

Board of Directors

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Glenn Hirsch, LP Psychologist
Success Psychological Services PLCC

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Executive Director

Kate Fischer (started August 2025)

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Director of Volunteers

Pang Chang

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Thank You 2025 Volunteers!

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Becky Norine
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Douglas Pearson



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David Ports
Kaitlyn Pscodna
Jessica Pusch
Katie Querna
Bree Radford
Natalie Rahn
Bonnie Resnick
Destiny Reuvers
Sharmika Riddley
Louis Robards
Ruby Rogers
Therese Ruff
Samantha Sands
Malinda Sarbacker
Maria Scheidegger
Annie Schenck
Alex Schmid
Lea Anne Schmidt
Paul Schuster
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Saada Shato
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Thank You 2025 Donors!

\$20,000 and up

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Donations in honor are noted with +

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