

*Supporting
YOU in times
of crisis*



CRISIS RESPONSE NETWORK
OF SOUTHERN ARIZONA, INC.

2014 ANNUAL REPORT



A New Kind of Crisis Response

We are here to help, listen and connect people to care.

To have the opportunity to serve as President/CEO and Board Chair of the most progressive behavioral health specialty provider in the country is very humbling. Every person involved with the organization from staff to Board members is dedicated to and invested in helping those we serve. We believe that no position is too small, no function too menial. We believe that we all play a vital role in the success and development of this organization. We take our mission of Inspiring Hope in those we serve to heart.

Over the past two years, Crisis Response Network of Southern Arizona, Inc. (CRNSA) has set many enhancements in motion to better serve our community. This annual report is unique as it covers a 15-month period as CRNSA realigned the fiscal year to follow the federal fiscal year and provides a snapshot of some of the enhancements, changes and innovations from July 1, 2013 – September 30, 2014.

We are blown away each and every day at the amazing work of every CRNSA employee and Board Member. We work hard and are committed to taking care of each other and our community. We strive to emerge as the foremost leader in connecting people with the right care, at the right time, in the right way.

We are excited to have such a great team pulling this together, paving the way for the future.

Sincerely,

Justin N. Chase, President/CEO,
Crisis Response Network of Southern Arizona, Inc.

Laura Larson-Huffaker, founding Board Member - Chair
Executive Director, Empact-Suicide Prevention Center, Inc.

"I want to thank you personally for giving my daughter that moment of peace she had that night."

-Family Member

Our Mission: Inspiring Hope During Life's Most Challenging Times

The goal of CRNSA is to help individuals regain hope, find stability, and begin recovery through respectful and knowledgeable intervention. Everyone faces crisis, but no one needs to go through it alone. Our experienced, professionally trained Crisis Specialists are ready to respond 24/7/365 to whatever crisis an individual is facing.

We answered almost 20 calls per hour. That's more than 477 calls per day! We answered calls within 10 seconds far exceeding the state requirement of 18 seconds or less.

Average Time to Answer a Call



00:10

CRNSA answered calls within 10 seconds far exceeding the state requirement of 18 seconds or less.

For crisis situations that can't be resolved over the phone, our specially trained mobile teams are dispatched to meet people where they are in the community. We dispatched 5,165 requests for mobile response teams, reaching people within 44 minutes (more than half an hour faster than the state requires).

Crisis teams are dispatched in response to calls from police and law enforcement agencies, helping keep police officers on the street, and people who are dealing with crisis situations out of the emergency rooms and criminal justice system. We responded to 1,938 police requests for mobile response teams.

"He calmed me down and was so kind. He gave me some information and resources that I needed. I felt really good after calling."

-Crisis Caller



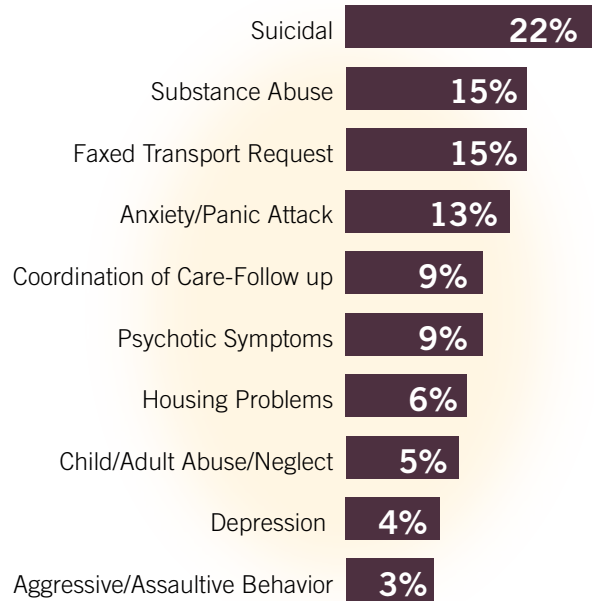
"In just three months of intensive case management and working together with various partners and agencies, a crisis line caller, who had been on the streets for years and in and out of jail a dozen times, now has the opportunity and resources to improve her quality of life."

- Case Manager

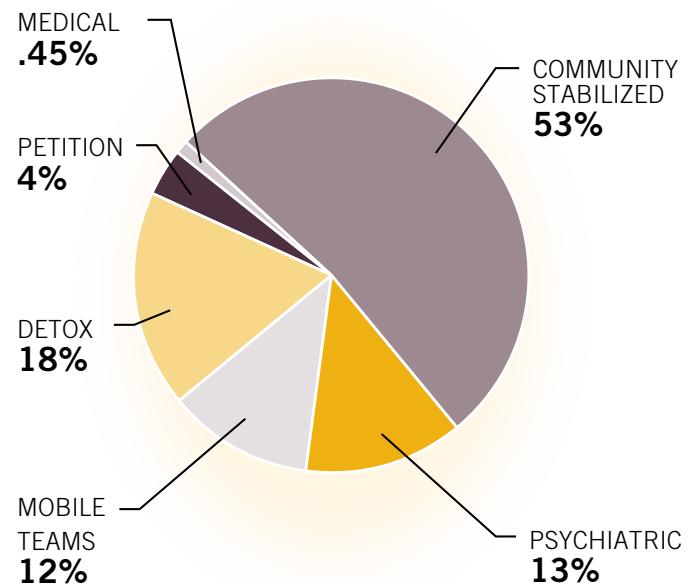
Community Impact

Every minute of every day, CRNSA helps individuals struggling to cope. Whether it's help managing stress, anxiety, or depression, or dealing with an unsafe or life-threatening situation, CRNSA has an enormous impact on the community every day.

Top 10 Primary Call Reasons



Tucson Dispositions, July 13 - September 14



Crisis Response Network of Southern Arizona, Inc. 2014 Financials

Total Revenue **\$15,839,000**

Expense

Program Services:

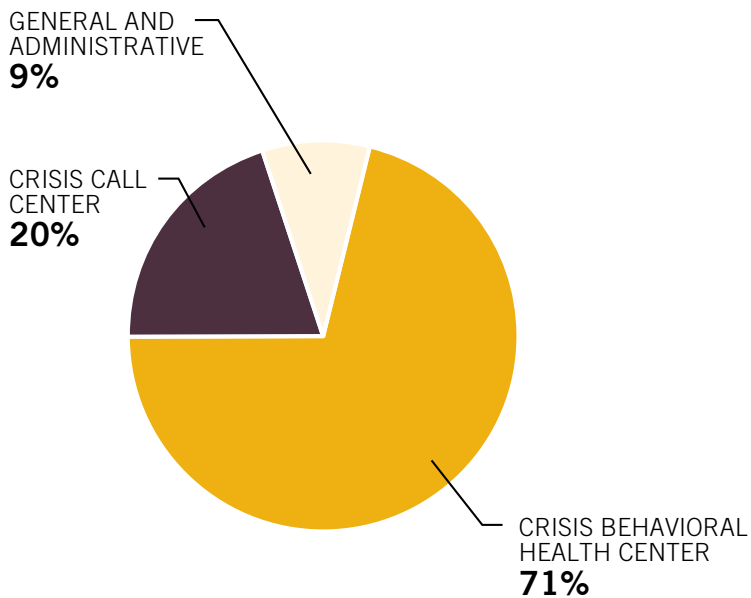
Crisis Behavioral Health Center	10,945,000
Crisis Call Center	3,090,000

Total Program Services 14,035,000

Supported Services:

General and Administrative	1,419,000
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Total Expense **\$15,454,000**



Board Of Directors

Laura Larson-Huffaker, founding Board Member - Chair
Executive Director, Empact-Suicide Prevention Center, Inc.

Neal Thomas, founding Board Member – Vice Chair
President, ComTrans

Peggy Chase, founding Board Member – Secretary
President/CEO, Terros

Peggy Hutchinson, Treasurer
CEO, Primavera Foundation

Carrie Rednour
Attorney, Rednour Law

Services provided by CRNSA are funded through contracts with Community Partnership of Southern Arizona (CPSA), The Arizona Department of Health Services / Division of Behavioral Health Services (ADHS/DBHS), Arizona Health Care Cost Containment System (AHCCCS), and Substance Abuse and Mental Health Services Administration (SAMHSA).



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