



A trusted support when life gets tough.

All people. Any time. Every time.



Foundation 2
Crisis Services

FY2020
**Annual
Report**

Our mission is to be

a trusted support when life gets tough.

All people. Any time. Every time.

Like for many of you, it has been a challenging year at Foundation 2 Crisis Services! The coronavirus pandemic challenged us to pivot quickly, rethink our programming, and continue collaboration with our community partners.

The pandemic affected all of us in some way - callers experienced increased depression and anxiety from isolation and lack of social connectedness. We had many first time callers this year. We thank the thousands who took that step to seek support when needed. We are honored to be a safe place for people in crisis.

I'm proud of the innovation and dedication demonstrated by our team of 130 employees, coupled with our supportive Board. We know the mental health fallout of this year's events will continue to grow and change as we move forward, but we are ready and prepared to support our communities. Our team's expertise will guide us in providing quality mental health services in the community to encourage mental wellness for all people.

No matter what you are going through, we're here, ready to support you and those you care about when life gets tough. We extend our sincerest gratitude to our clients, Board, donors and team of employees who have been strong allies for almost 50 years. **We're incredibly thankful for you.**



Emily Blomme
Chief Executive Officer

Alex Trunnell
Board President

Our vision

To build resilience and improve quality of life by ensuring every lowan has access to our lifesaving work in crisis prevention, intervention and response.

A sincere thank you to FY2020 board members

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Katie Curtis Chief Development Officer
Drew Martel Crisis Services Director

Crisis Center

At the Foundation 2 Crisis Center, our team of crisis counselors provide 24/7 support over our phone line, chat and text.




44,792
crisis phone contacts


4,719
crisis chats or texts and

4,366
follow up calls to clients

When individuals call the Foundation 2 crisis line, they are often experiencing very difficult emotions and situations, such as grappling with the loss of a spouse or child, mental illness, or an active suicide attempt. We are there for every call, no matter the time or reason.

Some callers contact us once; others call many times over the course of weeks, months or years, especially when they may not have access to or feel comfortable seeking other forms of care or support.

This spring, Tom* called the crisis line multiple times as he coped with the passing of his wife. He struggled with his emotions, feeling lost and alone. With the support of Foundation 2 crisis counselors, he learned to let go of his grief and realize that he could reclaim the love and enjoyment he'd had with his wife. With Foundation 2, Tom was able to work toward stability and peace.

Tom is one of thousands of lowans impacted by the Foundation 2 Crisis Center - between FY19 and FY20, we experienced a 23% increase in calls. Together, we can continue to be a trusted support when life gets tough for **all people, any time, every time.**

*name has been changed to protect privacy



1,354

Mobile Crisis Outreach
dispatches*

*includes contractors

Due to COVID-related service changes, we saw a decrease in utilization of our in-person services.

Call us 24/7, 365 days a year at **319-362-2174** to talk to a trained crisis counselor, or visit foundation2.org to learn more.



VIDEO

Hear from the Independent Living Program about the impact we are making every day.

Shelter & Support

At Foundation 2, our youth and young adult services provide emergency and continued support for young people who need out-of-home placement or resources for transitioning out of foster care.

When teen Daren* came to the Foundation 2 emergency youth shelter, he hadn't experienced the security of positive, healthy relationships. He was frequently destructive and verbally aggressive with peers and counselors. Over time, staff noticed Daren becoming more open and willing to talk. Eventually, he became excited to see staff and developed positive, healthy relationships that he'd previously lacked. When a foster family placement became available, Daren was excited and able to form new healthy relationships like he'd had with Foundation 2 staff during a pivotal time in his development.

While Carly* lived at home with her mother, she was concerned for her safety due to her mother's drug use. After accidentally ingesting drugs from an open soda, Carly sought help through Foundation 2's Independent Living Program. Staff worked with Carly to find, apply for and rent an apartment, a difficult process for young people without a cosigner. With Foundation 2's support, Carly was able to rebuild a relationship with her sister, attend college classes and work part time. She is making steady progress by maintaining steady employment and housing, building a bright future for herself.

*name has been changed to protect privacy



97

Iowa Aftercare Clients



233

Youth Shelter admissions



97

AMP Members

By the Numbers



563

Law Enforcement Liason dispatches

The Foundation 2 co-responder model saw continued success in 2020. Foundation 2 has three full-time employees working in collaboration with the Benton County Sherriff's Department and the Cedar Rapids Police Department to increase access to skilled resources for mental health-related emergency calls.

The co-responder model of care helps build strong relationships between law enforcement and mental health services in our communities, and provides law enforcement officers access to trained crisis counselors who can help in a mental health or substance use situation.

Our staff utilize a trauma-informed and hands-off approach to diffuse crisis situations during mental health calls.

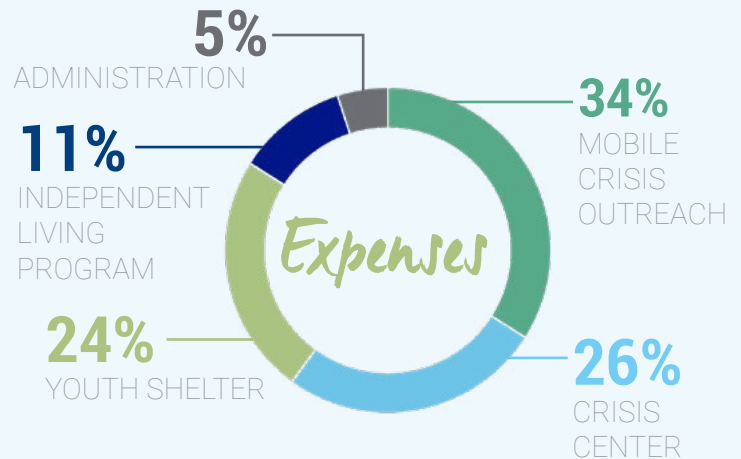
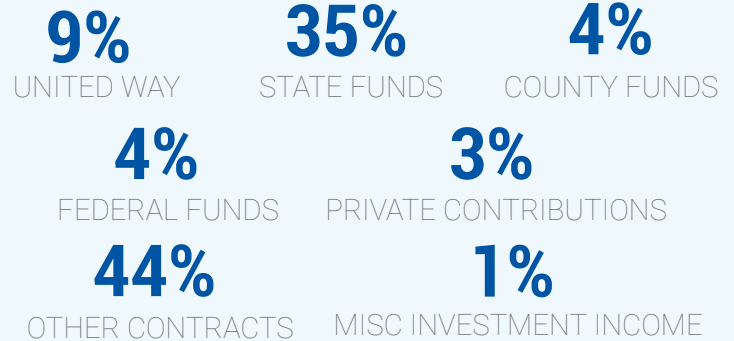
With each co-responder dispatch, we increase the ability for individuals to be stabilized in the community, and increase rapid referrals and connections to community-based services to meet their needs. We are proud of the preventative and holistic nature of this program and look forward to working collectively with more police departments as we continue to expand our efforts.

It's important to us that our donors know exactly how their dollars are being spent.

Your dollars at work

When our **oven** unexpectedly died at the youth shelter, private contributions allowed us to immediately replace it, ensuring our youth could continue to have hot group meals for a home-like structure. Private contributions also helped support our **Director of Crisis Services** position to provide high-quality clinical training and professional support for all Crisis Service employees. When our MCO team was dispatched to assist a homeless client, donor dollars allowed us to **get her to the closest available shelter** more than 2 hours away and **provide basic household needs** when she got established in a new location.

Income



Numbers taken from pre-audited FY20 financial statement.

Providing *hope* in a pandemic

Like the rest of the world, our services were flipped upside down in March with the development of the coronavirus pandemic.

The Crisis Center quickly shifted to a work-from-home model, ensuring our staff could remain safe and still provide high quality 24/7 services. We transitioned Mobile Crisis Outreach and our Independent Living Program to tele-health with the support of our contractors and the Department of Human Services. This allowed these services to continue while following social distancing guidelines.

The emergency youth shelter remained open and our team sprung into action, securing personal protective equipment and devising plans to keep the youth in our care feeling safe and calm. Part of the restrictions required suspending family visits. With the help of donors, we quickly secured additional technology to enable youth to stay connected with family and friends over video.

We immediately saw the mental health impact in the spring. We experienced an increase in calls, including many first time callers who were experiencing mental health crises due to social isolation, widespread uncertainty, job loss or insecurity, pandemic-related medical concerns and more. These concerns continue to exist and we know there will be a significant mental health fallout as a result of the pandemic.

In the ever-changed landscape of community mental health needs, we will continue to be a support for **all people, any time, every time.**

Connect with us



foundation2.org



@Foundation2Iowa



Foundation 2



*We Are There
Any Time*

John* became concerned when his mother became "delusional and suicidal" while isolated at home during the coronavirus pandemic. He called Foundation 2 and Mobile Crisis Outreach responded, providing support for John and his parents. Staff came to the family, helped them navigate services at the hospital and provided referrals for continuing support.

"I will never be able to repay [Foundation 2] for being there in support of my mother and family. But...I offer my deepest and most sincere gratitude," John said.

*Name has been changed to protect privacy



NEWS ARTICLE
KCRG highlights increasing need for mental health care during the pandemic.

Thank you!

FY20 Donors

Thank you to the generous donors who support the work we do every day. Every effort was made to ensure accuracy and we regret any accidental omissions.



VIDEO

Hear from CEO Emily Blomme on how community support helps us fulfill our mission.

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