

Sent 7.24.12 by email, in pdf version; also attached reports due by 8.1.12: 990, audit, and annual report.

**City of Lawrence
Social Service Agency
Bi-Annual Report
January – June 2012**

Reports on activity should be submitted electronically to Casey Toomay, Budget Manger at ctoomay@lawrenceks.org. Reports on activities from January to June are due on July 30th. Reports on activities from July through December are due on February 15^t

Agency Name: Headquarters Counseling Center

Reporting period:

1 January - June
(deadline July 30)

2 July - December
(deadline February 15)

1. Give a brief narrative of the activities that were funded with City funds over the reporting period checked above.

Headquarters Counseling Center is the *only* support service in Lawrence that is available 24 hours daily with counselors on-site available for any personal concern of people of any age. Our information and referral (formerly called *First Call For Help*) service is a comprehensive health and human services information and referral service. Each month information updates are added by our Information Specialist.

Our substance abuse intervention services include:

1. We are often the *first step* for a person realizing that s/he has a problem with the use of alcohol or other drugs. Some people contact us before they would reach out to more traditional centers which require a great deal of identifying information, and appointments.
2. We provide *immediate* counseling for the person who is abusing alcohol/other drugs and referrals to support groups and treatment programs.
3. We provide immediate counseling, emotional support, and referrals *for the person concerned about, and affected by, someone else's* alcohol/other drug abuse. This service is used by family members, relationship partners, and co-workers.
4. We provide *on-going emotional support* for people who are also using other treatment services. We encourage this service for people struggling with stopping substance abuse.

From January through June 2012, we were used **13,000** times for counseling and referral assistance. Of these **153** were *primarily* related to alcohol or other drug abuse. Substance abuse was also a factor in *many other* contacts, including many of the **2,500** requests for assistance with depression and suicide intervention, and the **900** that included referrals to other helping services.

Note: we are still in the "learning curve" with our electronic record-keeping system which generated the above data.

2. Provide specific detail (and supportive documents, if needed) to demonstrate progress made toward your goals/objectives.

From our 2012 application, our goal/objective is "Caller shows improvement from start to end of

call.” Our success results from integrating national research-based standards on crisis counseling and suicide prevention services into our counseling and referral service.

In the words of a caller on 5/1/12, *“I can't thank you enough. I needed someone to listen and didn't have anyone. You don't know what a difference you make. I am so glad you're there.”*

3. How have you impacted the citizens of Lawrence?

Through the counseling and referral services which are supported in part through this funding: As noted above, our center's services are informed by national research-based standards on crisis counseling and suicide prevention services, therefore we are able to improve the emotional well-being and safety of those who use our services: people who reached out to us for help, as well as people who we were asked to contact. When a person has a concern about the safety or well-being of a family member, friend, acquaintance, co-worker, etc. we will reach out to that person by phone, text, or email to provide supportive counseling. We receive such requests each day.

4. What barriers, if any, have you encountered?

Our biggest barrier to providing more assistance to more people is funding: for raising awareness of our services and for staffing (including for supervision of volunteers in special roles) that would allow providing services through text and online chat, as well as on-site at organizations with whom we work closely.

5. Review the line-item budget you provided in your application. How much of your allocation has been spent?

As in previous years, the Special Alcohol Tax Funds support on-going substance abuse intervention services by providing funding for the general operations of the agency.

January 1 through June 30, 2012 agency expenditures totalled \$99,755, therefore our January through June 2012 allocation of \$11,250 has been well-spent on the safety of members of the Lawrence community who are affected by their own or someone else's substance abuse.