

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.

Caller at 10:29pm on 2.16.13:

Called to say thank you for all of the help that he has received from HQCC. He first called about two years ago, and was struggling with alcohol, had no direction, and wanted to die. He said that we really saved his life, that he graduated from high school and college, and now has a very positive future ahead of him. He thanked me again, and let me go.

- 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 increasing awareness of our services; and for increasing capacity through additional staffing (including for supervision of volunteers in special roles) that would allow adding phone lines, and 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. We use 1/12th of the annual allocation each month; so have used ½ of the annual allocation as of June 30, 2013. The funding 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.

Addition: please confirm whether you have sent your end of year reports/documents for 2012 funding In March 2013, the end of year report and corporate reports were emailed and receipt was verified by Casey Toomay.