



CCSI Community Crisis Services, Inc

**BIGGER.
BETTER.
BOLDER.
BRIGHTER.**
COMMUNITY CRISIS SERVICES, INC.



Community Crisis Services

Annual Report FY 2023-24

Community Crisis Services provides compassionate crisis support through its hotline, safe shelter programs and information and referral services.



I am humbled by the work that Community Crisis Services, Inc. (CCSI) does every day. The past two years, July 2022 -June 2024, have see tremendous growth at CCSI. 9-8-8 launched nationally from CCSI in Hyattsville on July 16, 2022. We were thrilled to host the Second Gentleman Doug Emhoff in December of 2022 to highlight our 9-8-8 services. Safe Passages, our safe shelter for survivors of domestic violence, continues to grow and expand

services. Safe Passages excels at helping survivors to find safe housing and stability, meeting national standards by over 200%. Warm Nights, our homeless shelter for individuals and families, remains a beacon of hope offering immediate assistance and sustainable solutions to individuals and families experiencing homelessness. We continue to train hundreds of folks every year in suicide prevention, intervention and mental health awareness.

Working diligently to help those in crisis everyday – our amazing staff provide critical services to those in need. A calming influence is sometimes the one thing most needed during a desperate time. CCSI counselors worked with folks struggling with suicide, homelessness, child abuse, loneliness, financial challenges, family issues and many day-to-day challenges. These services are provided in English, Spanish and American Sign Language.

The work that we do every day is not possible without the amazing support of this community including our faith-based partners; our Prince George’s County Executive and County Council; the amazing folks who donate their time or funds; our volunteers; staff and interns; and our amazing board of directors. I hope you take a moment to learn about the great work being done at CCSI every day.

A handwritten signature in black ink, appearing to read 'Tim Jansen', with a long, sweeping underline.

Tim Jansen, LMSW
Chief Executive Officer



CCSI Community Crisis
Services, Inc

Executive Team

Tim Jansen - Chief Executive Officer

timj@ccsimd.org

Michele Williams - Chief Operating Officer

michelew@ccsimd.org





CCSI Community Crisis
Services, Inc

Crisis Center/Crisis Response Team

Erica Turner - Chief Clinical Officer

ericat@ccsimd.org

Jamieson Brill - Crisis Center Director

jamieb@ccsimd.org





CCSI Community Crisis
Services, Inc

Homeless and Victim Services Division

Kisha Neloms - Homeless Services Director

kishan@ccsimd.org

Deidre McCalaster - Warm Nights Manager

deidrem@ccsimd.org

Gabrielle Parson - Victim Services Coordinator

gabbyp@ccsimd.org

Gwen McCraw - Safehouse Shelter Manager

gwenb@ccsimd.org





CCSI Community Crisis
Services, Inc

Administrative and Development Team

Kira Simmons - Human Resources Director

kiras@ccsimd.org

Tasheika Wester - Operations Manager

michelew@ccsimd.org

Bill Leary - Development Director

bill@ccsimd.org

Nathan Dimes - Outreach and In-Kind Donations Manager

nated@ccsimd.org





CCSI Community Crisis
Services, Inc

Board of Directors

Patrick Cumba

President

David K. North and Malinda Nafziger

Co-Vice Presidents

Meghan Kramer

Secretary

Danielle Beitzell

Treasurer

Members

Dr. Steven Jordan, PhD.

Carolyn Mooney

Matthew Tedesco, Esquire

Ginny Lee

Annie Mack

Henry Meisner

Theresa Mitchell - Dudley

Dr. Delaine Smith - Clark PhD.

Ravin Tatman

Jarod Towers

CCSI By the Numbers

FY 23

FY 24

Total number of calls answered by CCSI	267,774	263,591
Total number of suicide related calls answered	44,883	59,338
Total number of suicide related texts/chats answered	57,693	18,524
Total number of deaf/hard of hearing calls	N/A	10,074
Total number of protective services calls answered	18,784	21,033
Total number of homeless calls answered	33,354	37,007
Total Warm Nights overnight stays	53,122	44,094
Total number Warm Nights guests served	446	380
Total number of meals served to Warm Nights guests	159,366	132,282
Total number sheltered Warm Nights		
Men	111	87
Women	132	121
Children	202	123
Total number of domestic violence calls	3,685	3,465
Total number of domestic violence texts/chats answered	163	624
Total domestic violence overnight stays	16,392	12,152
Total number of meals served to Safe House guests	49,176	36,456
Total number sheltered Safe House		
Man	11	4
Women	226	224
Children	251	237



Homeless & Victim Services

Community Crisis Services, Inc. (CCSI) is dedicated to providing essential services to individuals in crisis, striving to create a supportive and empowering environment for all clients.



Homeless Services Division



- **Director:** Kisha Neloms
- **Email:** kishan@ccsimd.org
- **Warm Nights Manager:** Deidre McCalaster
- **Email:** deidrem@ccsid.org

Key Services:

- **Homeless Hotline, Street Outreach, and Diversion Program:** Immediate assistance and sustainable solutions for individuals experiencing homelessness.
- **Warm Nights Shelter:** A Low Barrier Shelter offering inclusive, accessible refuge for a diverse population, including those facing mental health issues and substance use disorders.

Victim Services Division



- **Coordinator:** Gabrielle Parson
- **Email:** gabbyp@ccsimd.org
-

Key Services:

- **Domestic Violence (DV) Hotline and Chatline:** Support and resources for survivors.
- **Survivor Support Initiative Community Program:** Assistance with emotional, financial, and safety needs.
- **Lethality Assessment Program:** Evaluating and addressing the immediate risks faced by survivors.
- **Financial Freedom Program:** Financial aid for education and employment opportunities to enhance self-sufficiency.

Safehouse Shelter Program



- **Manager:** Gwen McCraw
- **Email:** gwenb@ccsimd.org

Key Services:

- **Safe Passages Program:** Emergency safe house for victims of intimate partner violence and human trafficking.
- **Comprehensive Support:** Includes housing, relocation assistance, youth services, and therapy.

Success Highlights



Homeless Services:

- Enhanced the Warm Nights program to a 24-hour residential shelter, providing a safe haven during the COVID-19 pandemic.

Victim Services:

- Developed a Financial Freedom program to support survivors in achieving greater self-sufficiency.

Safehouse Shelter:

- Established the only emergency safe house in Prince George's County for victims fleeing intimate partner violence.



Behavioral Health & Suicide Prevention Services

Community Crisis Services, Inc. (CCSI) is dedicated to providing essential services to individuals in crisis, striving to create a supportive and empowering environment for all clients.



988 National Suicide Prevention Lifeline

A nationwide, 24/7 toll-free service providing crisis counseling for individuals experiencing suicidal thoughts, those affected by suicide, and anyone seeking help.



- **Director:** Jamieson Brill
- **Email:** jamieb@ccsimd.org

Key Services:

- **Immediate Crisis Counseling:** Empathetic support from trained crisis counselors available around the clock.
- **Support for Loved Ones:** Assistance for those impacted by suicide or worried about someone at risk.
- **Resource Connection:** Links individuals to local mental health resources and ongoing support.

911-988 Behavioral Health Diversion

A specialized program connecting 911 callers experiencing mental health or substance use crises to 988 crisis counselors, improving response effectiveness.



- **Chief Clinical Officer:** Erica Turner
- **Email:** ericat@ccsimd.org

Key Services:

- **Targeted Crisis Support:** 911 calls are diverted to 988 counselors trained in behavioral health crises, excluding situations with immediate violence or safety concerns.
- **Mental Health and Substance Use Focus:** Addresses specific needs related to mental health and substance use, providing appropriate interventions and connections to services.
- **Crisis De-escalation:** Provides calm and effective de-escalation techniques through trained crisis counselors.

Video Call/Web Connection

Expands access to crisis services via video calls, ensuring comprehensive support for diverse communication needs.



- **Manager:** Anastasia Wroblewski
- **Email:** anastasiaw@ccsimd.org

Key Services:

- **Videophone Service:** The 988 Lifeline offers video call support for sign language users and those preferring visual communication.
- **Accessible Crisis Care:** Ensures individuals can receive crisis counseling through their preferred method, including web and video platforms.
- **Enhanced Communication:** Facilitates more effective interaction for individuals with hearing impairments or those who benefit from visual cues.

Success Highlights



988 Lifeline Impact:

- **Broad Accessibility:** Nationwide availability ensures that individuals across the country can access immediate, empathetic crisis support at any time.

911-988 Diversion Program Achievements:

- **Focus on Behavioral Health:** Provides dedicated crisis support for mental health and substance use issues, reducing unnecessary involvement of emergency responders for non-urgent cases.

Video Call/Web Connection Program:

- **Improved Crisis Interventions:** Visual communication enhances understanding and intervention, especially for those with hearing impairments or needing visual support.

Community Crisis Services
Statement of Financial Position
June 2023
With comparative totals as of June 30, 2022

	2023	2022
Current Assets		
Cash & Cash Equivalents	\$546,677	\$730,856
Accounts Receivable - Net	\$2,564,997	\$2,429,336
Prepaid Expenses	\$38,027	\$41,448
Total Current Assets	\$3,149,701	\$3,201,640
Property & Equipment, Net	\$697,404	\$528,670
Pledges Receivable -Non-current	\$1,327,789	\$1,327,789
Total Assets	\$5,174,894	\$5,058,099
 Current Liabilities		
Accounts Payable & Accrued Expenses	\$844,911	\$1,109,079
Total Current Liabilities - Total Liabilities	\$844,911	\$1,109,079
 Net Assets		
Without Donor Restrictions	\$2,965,521	\$2,581,225
With Donor Restrictions	\$1,364,462	\$1,367,795
Total Net Assets	\$4,329,983	\$3,949,020
Total Liabilities & Net Assets	\$5,174,894	\$5,058,099



**"A DISTINGUISHED VISIT:
THE SECOND GENTLEMAN'S
ENGAGEMENT WITH CCSI"**

REFLECTIONS ON CCSI EVENTS: A YEAR IN REVIEW

**"CONNECTING LEADERS
AND COMMUNITIES:
ELECTED OFFICIALS AT
CCSI"**

