



CRISIS SUPPORT SERVICES of Alameda County

WINTER/SPRING
2019

Our Agency's Core Values



Dear Friends of Crisis Support Services of Alameda County,

This issue of our newsletter highlights the recent development of our agency's core values. In the spring of 2018 we launched a values initiative that was spearheaded by **Steph Mann** and **Anne Foreman** of **At Your Core** and co-developed by a **Core Values Team** comprised of our board, staff, interns and volunteers. Together, we identified and developed four core values that detail what is acceptable, expected and celebrated here at CSS.

It is with tremendous pride that I share our values with you in this newsletter. I hope you will reflect on our agency's strong values and the important, life-saving work that we do and give a gift, should you feel inclined. Every gift always means a lot to us.

Thank you so very, very much and enjoy this issue of our newsletter!

Warmest regards,

Nancy Salamy, LMFT
Executive Director



Mission

To reach out and offer support to people of all ages and backgrounds during times of crisis, to work to prevent the suicide of those who are actively suicidal, and to offer hope and caring during times of hopelessness.

Values

We **Care, From the Inside Out. With Open Hearts and Minds**, we **Build Connections** and remain **Committed to Growth** to be the best for the people we serve.

During This Past Year 2017-18

We responded to **57,551** Crisis Line Calls through our **24-Hour Crisis Line Program**

We served **12,467** students, teachers, parents and school staff through our **Teens for Life Program**

We provided **2,468** Senior Counseling Sessions for older adults through our **Senior Counseling Program**

We provided **1,969** counseling sessions for children/youth through our **School-Based Counseling Program**

We trained **1,461** adults through our **Community Gatekeeping Program & Mental Health Consultations**

We reached **1,375** community members at health fairs through our **Community Education Program**

We responded to **1,096** emergency outreach calls to our Crisis Line via our **24-Hour Crisis line Program**

We held **887** text sessions with teens through our **Teen Text Line Program**

We provided **213** individual grief counseling sessions for adults through our **Grief Counseling Program**



Care from the Inside Out

We are here because we care—for our clients, for our community and for each other. We do what we can and we accept our limitations. We treat ourselves and our organization with the same care and consideration we provide our clients. Because caring for ourselves is critical to taking care of others.

Our Behaviors:

Compassion and Respect for All

Share the Load

Reach Out Early and Often

Set Boundaries

Be Kind to Yourself

Open Hearts and Minds

Our Behaviors:

Welcome Differences

Meet People Where They're At

Assume Good Intentions

Lean In

Advocate

There is intrinsic value in each person who comes through our door. We welcome differences of opinion, background and experience. We recognize that everyone has highs and lows, and we aren't afraid of the lows. Through our open hearts and minds, we work to educate others and end stigma.



Build Connections

We all need a space to be seen and heard. To connect. It is through listening and sharing, crying and laughing, that we form vital connections with each other and our community.

Our Behaviors:

Listen Actively

Communicate Thoughtfully

Collaborate

Share Our Stories

Welcome Levity

Committed to Growth

Our Behaviors:

Reflect

Give and Receive Feedback

Learn, Always

Be Resilient

Adapt

We are committed to learning. We acknowledge that no one is perfect, ourselves included. So we reflect, we lean on each other and we never stop learning. We look for opportunities to stretch, to grow, to teach, and to train. To be the best for the people we serve.



Many thanks to our recent donors! We would like to recognize our recent donors who gave gifts between 12/08/2017 and 12/03/2018. Our apologies if we missed you! Please let us know so we can list you on our website's donor acknowledgment page: kmizuhara@crisissupport.org.

| | | | |
|------------------------------------|----------------------------------|---------------------------------|------------------------------|
| Adams, Sheridan & Jeff Kitzes | Farren, Georgianna | Leaper, Pat | Reisman, Jeanne |
| Adler, Patricia & Ronald | Feinstein, William | Lee, Gorton | Renteria, Henry |
| Ahronheim, Judith | Ferman, Douglas & Rosalyn | Lee, Vivian | Riess, Suzanne |
| Aldritt, Arthur & June | Findikakis, Angelos | Lehner, Zheindl | Riskin, Jacqueline |
| Alvarez, Walter & Mildred | Fisher, Brigitte | Lenz, Deborah | Robarts, Drew & Margaret |
| Amachree, Nimi | Fitzmaurice, Gael | Lerman, Esther | Rogers, Elizabeth |
| Angell, Jeffrey & Joan King Angell | Frenkel, Irina | Levin, Sue | Ronhaar, Larry |
| Anonymous | Friedman, Andrew & Cynthia | Levy, Deborah | Rubin, Laura |
| Apte, Robert & Evelyn | Friedman, Matthew & Lisa | Lieberman-Auerbach, Emery | Salamy, Nancy & George |
| Armstrong, Sandra Brown | Friedman, Nancy | Light, William & Mary | Schaechner, Lillian |
| Atlas Project Donors | Gabrielson, Kathryn | Lin, Raymond & Joanne | Schneider, Echa |
| Audette, Steve | Galland, Victoria | Livingston, Kit | Schwartz, Marjorie |
| Bank, Peter | Gangwer, Patricia M. | Loeb, Emily | Scott, Reverend Dr. Maurice |
| Barnhardt, Kathryn & John McCarthy | Garber, James | Long, Jill & Mark | Seely, Margaret & Contee |
| Barry, Kathleen | Garrido, Sharidean | Long, Meghan | Shanks, David |
| Battaglia, David | Garrison, Sayrah | Long, Seth | Shanks, Pat & Merrill |
| Becker, Roderick | Gentle, Terrence | Loria, Mari | Shapiro, Barbara & Martin |
| Beggs, Robert & Mary Ashby | Glover, Hubert | MacClelland, Grinling & Kathy | Shaw, Janet |
| Berumen, Patricia | Goad, Jerry & Barbara | Madden, John & Nanette | Shelby, Robert |
| Beth, Jacqueline | Goldbart, Stephen | Maginn, Chris | Shobar, Robert |
| Betts, Katherine | Goldberg, Ruben & Eileen | Mann, Steph | Shoehalter, Nina |
| Bickel, Peter & Nancy | Goldin, Lorrie & Jonathan | Mann, Thomas | Shultz, Steven |
| Biddle, Kevin & Anette | Gothelf, Michael & Laurel | Mannis, Adrienne | Shupe, Thea |
| Bigelow-Teller, Betsy | Gould, Shoshana | Mansell, Yvonne | Siegelman, Ellen & Philip |
| Binger, Elaine | Gregerson, John | Martin, G. Steven & Gail | Simon, Guy |
| Blue, Laurie | Griffiths, E. Anne | Martin, Greg | Simon, Larry |
| Bowman, Darlene | Grube, Peter | Martin, Michael | Smith, Jessica |
| Brauer, Nora Silver | Guha, Anna | Mason, Timothy | Sniderman, Susie & Paul |
| Brawn, Christopher | Gusfield, Chaya | Mastin, Rene | Sobek, Carlota |
| Bredderman, Rudolph & Helen | Haake, Mary | McAdams, Abby | Sperber, Stephen |
| Breyerly, Melinda | Haberlin, Rita | McNeil, Constance | Spoehr, Kate |
| Brody, Richard & Marjorie | Hamlin, Earl & Barbara | McVey, Wendy & Dave | Stinnett, Lynee & Ronnie |
| Brooks, Joseph & Iris | Harber, Karen | Mehl, Carter | Strauss, Mary |
| Brown, Gail | Hazelton, Tracy | Mehling, Chris | Suderman, Annemarie |
| Brown, John F. Jr. | Heaps, Richard | Mendez, Yesica | Swafford, Mildred |
| Brown, Marietta | Hege, John | Miller, Dan | Tauber, Ron & Frances |
| Bruggemeyer, Amy | Heiliger, Maxine | Millikan, Marlene | Thiel, John |
| Bucey, Robert & Karen | Herm, Joel | Mizuhara, Kim | Tillin, Sandra |
| Byrd, Lauren & Debra | Hintz, Richard | Mizuhara, Phyllis | Toder, Charles & Susan |
| Callaghan, Terence | Hochbaum, Susan | Moore, Irene D. | Tsakopoulos, Angelo |
| Cancilla, Joseph | Hoeschen, Mike | Mornard, Tina | Underhill, Brian |
| Canyon, Lewis | Hoover, Anna | Morse, Andy & Nancy Galloway | Van Anda, Marc |
| Capor, Mitchell & Claire | Horsch, John & Rachel | Moyers, James | Van Steenberg, Ann |
| Casale, Anna | Hovingh, Mary | Muller, Peter | Vyse, Ron |
| Castiglia, Mary & Adrian | Huffine, Carol | Mullens, James | Wager, Joan |
| Chambers, Kevin & Margaret Lim | Hume, Justine | Musser, Jane | Wahrhaftig, Claire Isaacs |
| Christin, N.A. | Humes, Morgen & Peter Cook | Nasman, Linnea | Walker, Jayne |
| Coates, Jim | Hurwich, Janet | Neubauer, Anne | Wallach, Andrew |
| Coffey, Joan | Jacobs, Richelle | Newman, E.G. | Watson, Brad |
| Cohn, Ruth | Jaeger, Jeremy | Nobari, Nuchine | Weeks, Barry |
| Coleman, John | Jokelson, Anderw & Susan | Nobari, Sadegh | Weiler, Nick |
| Collins, Alice | Jones, Lorna | Oberstein, Adrienne | West, Beverly |
| Condey, Andrew | Juster, Shirley | O'Brien, Barbara | White, Elizabeth |
| Cook, Frank | Kallen, Elliot | Olbrich, Gretchen | White, Lynne |
| Creger, John | Keeshan, Ellen & Lawrence | Olson, John & Kristin | White, Melissa |
| Cullen, Ann Marie | Kessel, Eric & Athena Galanis | Olson, Karl | Wilkins, Alice |
| Daniel, Carolyn & Paul | Kessel, Hannah | Olson, Luther, Carol, & Katie | Williams, James |
| Daniels, Nick | Kessler, David & Nancy Mennel | Ortiz, Maria | Wolf, Lois |
| Dembroge, Stacey | Kiehn, Donald | Ostruske, Helen, Ringo, & David | Wolfinger, Barbara |
| Do, Quyen | Kim, Nanci | Padinjaredath, Jayanthan | Wong, Losa & Larry Mar |
| Dorough, Steven | Kimner, Hayin | Palmer, Ruth | Woodley, Shailene |
| Dyer, Brooks | King, David | Parenti, Rosalind | Yee, Jean |
| Dytch & Sims, Albert & Andrea | Kissler, Carol | Parker, Michael & Ann | Yinger, Nikole |
| Edelson, David | Komori, Kristina | Peterson, Grant | Yost, Deborah |
| Elefant, Douglas & Lori | Kong, Jennifer | Powell, Juliette | Zelnick, Elaine |
| Elkind, Stephen | Kostick, Neil & Peggy | Pringle, Casey & Erica | Zelnick, Pamela |
| Elliott, William & Nancy | Kratz, Gerald | Rabinowitz, Miriam | Ziontz, Barbara |
| Elson, Ronald | Kunhardt, Peter | Ranney, Nancy | Zipprich, Karen |
| Erickson, S. Osborn | Kuznetsova, Lyudmila | Rebensdorf, Elizabeth | Zuhl, Nancy & Gerald |
| Estrada, Sonia | Kvikstad, Catherine | Reburn, Chris | Facebook, Music Vibes, & Our |
| Faith, Wendy | Lazarus, Andrew & Naomi Janowitz | | Walk/Run Donors-Thank you! |

Thank You to our 2018 RBMGT Sponsors and Supporters!

PRESENTING SPONSOR

Anonymous

GOLD DINNER SPONSOR

Luther, Carol, and Katie Orton

GOLD SPONSORS

John Hopkins, InterWest Insurance Service
Steve Souza, Souza Construction

SILVER SPONSORS

Frank Cook, A.J. Gallagher & Company
Rich Parodi, FERMA Corp
Jim & Liz Jackson, GRFCO, Inc.
Bob Samanigo, Lone Star Landscaping
Chuck Griswold, McSherry & Hudson
William Syrkin, Millenium Corporate Solutions
Sprig Electric, Pepper Snyder

BRONZE SPONSORS

Tom Park, California Bank of Commerce
Matthew Shaw, Shaw Pipeline
Matthew Bousman, Whitaker Construction Group

CONTEST HOLE SPONSORS

Steve Carter, Abbott, Stringham & Lynch
Chris Reburn, Anchor Insurance & Surety
David & Rebecca Robertson, DRP Builders
Dan Graves, Falvey Cargo
Dave & Eveline Castro, Horizon Construction
Tom Locatelli, Integrated Copy Solutions
Kieran Woods, K.J. Woods Construction
Stewart Mitchell, M Squared Construction, Inc.
Robert Benson, R.C. Benson & Sons
Jim Shea, Shea Surety
Paul Simpson, Simpson, Garrity, Innes & Jacuzzi

BEVERAGE HOLE SPONSORS

Shelley Bugler, Bugler Construction
Andrew Borrego, CalState Construction
Chubb Group of Insurance Companies
Michelle Brooks, RFI Enterprises
Leslie Lord, United Contractors

HOLE SPONSORS

Jeanine Nyberg, American Asphalt
Dana Hyzer, Burns & Wilcox Brokerage
Steve Schultz, Clifton Larson Allen, LLP
Margie Wager, Crest Insurance Group
Margaret Lim, DHW Insurance Brokers
Kevin Chambers, The Guarantee Company of North America
The Hartford Financial Services Company
Mary Castiglia, HUB International
Elliot Kallen, Prosperity Financial
Craig Santa Maria, Santa Maria Co Risk & Insurance Services

IN-KIND DONORS: Rob Babcock, Babcock Insurance; Kevin Chambers, GCNA; Mark Shreckengast; and Chris York, TYS, LLP



A SPECIAL THANKS TO: Katie Babcock, Mollie Whalen, Kevin Chambers, Margaret Lim, Frank Cook, Jeremy Jaeger, Katie Orton, Sophia Brinton, Phil Watson, Larry Ronhaar, Bob Bucey, Mercedes Coleman, Matt Podkomorski, Ben Pauw, Jennifer Johal, Marjorie Darrow, Katie Halman, Stephen Renz, Karen Oberdorfer, Susie Sniderman, Shirley Juster, Barbara Ziontz, Matthew Friedman, Nancy Salamy, and the CSS Board.



CRISIS SUPPORT SERVICES of Alameda County

NONPROFIT ORG
U.S. POSTAGE PAID
SAN JOSE, CA
PERMIT 1206

Crisis Support Services of Alameda County
P.O. Box 3120
Oakland, CA 94609

CRISISUPPORT.ORG
ADDRESS CORRECTION REQUESTED

