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**
During This Past Year 2017-18

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.
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.

**Build Connections**

**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.

Thank you to our board and staff!
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