

HELP CENTER, INC.

ANNUAL REPORT

2022



Updates & Highlights

Every year seems to fly by and when we pause to reflect on all that we accomplished, we know we simply couldn't serve our region without our hard-working and dedicated staff and volunteers. Our people have always been the lifeblood of our organization. As we consider ALL the challenges, we as a nation, state and community, have experienced in recent years, the steadfastness and resilience of our people has kept us going. We have never missed a day of service in our 52-year history thanks to our people.

In 2022, we asked for confidential feedback, you responded, and we listened. With your support, we've determined that, yes, now is indeed the time for Help Center, Inc. to envision and pursue new and improved facilities. For the benefit of our clients, our team members, and our rapidly growing communities, we're honing in our plans, having early, and exciting conversations and looking forward to sharing more in the very near future. In the meantime, if the suspense is too much and you're eager to help make our bold vision possible, don't hesitate to reach out to Mandy, our Development & Communications Coordinator, at mandy@bozemanhelpcenter.org or any member of our dedicated board of directors.

Here are a few 2022 updates and highlights:

- Our Gallatin County Child Advocacy Center (CAC) received a 5-year re-accreditation through the National Children's Alliance. Our multidisciplinary team worked tirelessly on this re-accreditation to demonstrate how we are ensuring an effective, trauma-informed and consistent delivery of services to children and their loved ones. Accreditations not only highlight our good work, but also provide an opportunity to ensure that we meet the highest standards and receive important feedback from the accreditation body. We're learning all the time!

- The 988 Suicide & Crisis Lifeline was implemented in July 2022 across the U.S. as the new way to reach the National Suicide Prevention Lifeline. The Help Center is one of three crisis centers in Montana that answers this number. We serve 13 counties in Southwest Montana and have been answering the Lifeline since 2007. As anticipated, across the state we have seen a 30% increase in calls to 988.
- Over recent years, we have been active members of the Gallatin Behavioral Health Coalition (GBHC). The mission of this group is to improve and implement an appropriate system of prevention, intervention, treatment, and rehabilitation for community members, so every person receives the right service in the right place, every time. This team has been diligently working on creating a sustainable mental health crisis response model for Gallatin County. Crisis call centers like ours provide critical interventions and coordination in collaboration with our partners.
- Growth and stable funding continue to be a challenge. Our victim services programs primary source of funding is through Victims of Crime Act (VOCA) and Sexual Assault Services Program (SASP). Starting in FY23, our funding was cut by 30 and 20 percent, respectively, over the previous year's budget. As the only designated direct service Sexual Assault Center in the state, and one of many victim services programs across the state affected by these cuts, we are wrestling with doing all that we can to mitigate the impact while still providing our high quality trauma-informed services.

Over the years, we have experienced both challenging times and incredible moments of celebration, both big and small. Thank you to all our supporters who are there through it all.

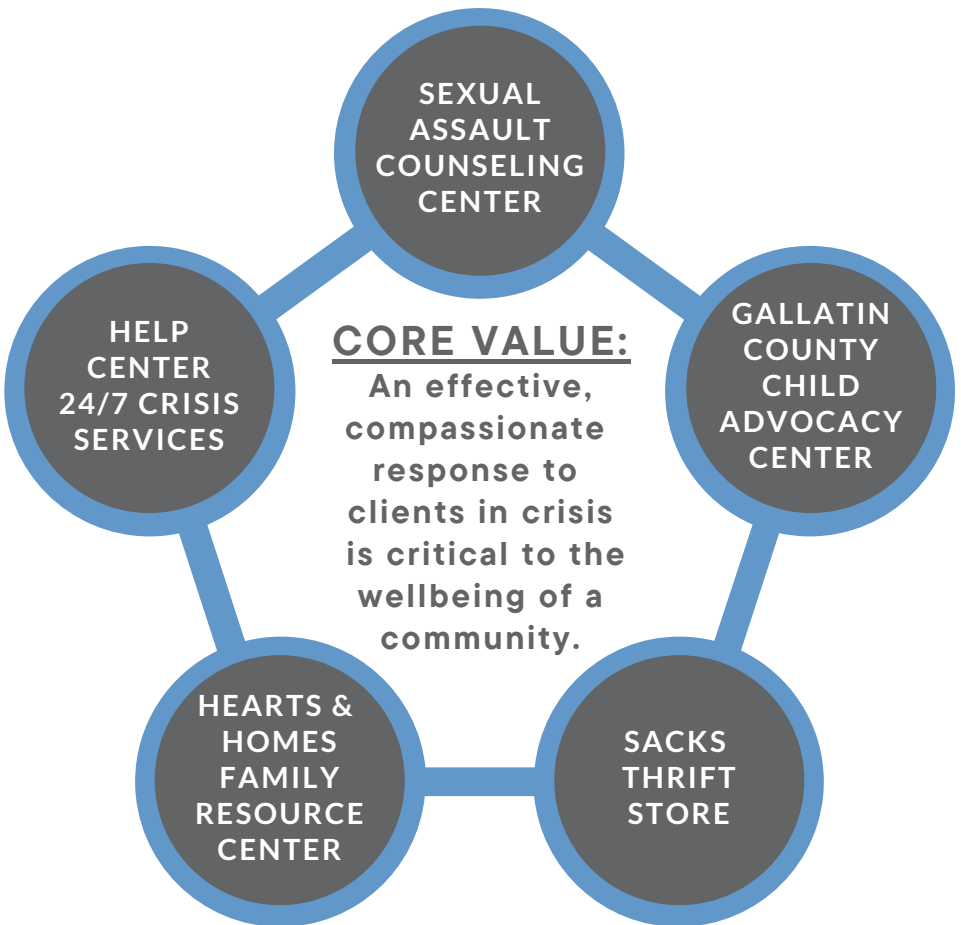
With Gratitude,
Help Center, Inc.



Our Mission:

Help Center, Inc. provides crisis counseling, advocacy, information, outreach, support, and services to clientele in a safe, confidential environment. The intent is to assist clients in gaining insight, clarity, empowerment, client centered solutions and life improvement in the wake of life's difficulties and in the aftermath of traumatic events.

We achieve our mission through the following programs:



Client Impact Story

Content Warning: Discussion of suicide.

“My need to call the Help Center boiled up over years. After a series of things going on in my life combined with my depression, I was considering suicide. I was at work one day and had a bottle of pills. I dialed in the Help Center number and I had a choice right there to make: Which hand was I going to choose? I chose my right hand and called the Help Center. I was connected with a crisis counselor and they had me flush the pills so that piece of my decision-making was out of my hands. They talked to me for a couple of hours and asked who I could be connected to that was supportive in my life. I gave her the number of a family member that I really trusted and knew would be supportive of me. The crisis counselor made the initial contact to that family member, which was helpful to me. I didn't have the power in that moment to be vulnerable with that family member, but I knew she would be the one with the big heart to help me. Later that day, I got a call from the crisis counselor, just checking in with me. And over the next couple weeks I kept getting calls from the Help Center, just checking in. They kept checking in with me because my crisis wasn't over. My depression wasn't just immediately lifted. I had a lot of work to keep doing, to start living a better life. One that I actually wanted to live. I'm learning a lot more things about myself and really getting to embrace the things I do love to do. Knowing that the Help Center was there was exactly what I needed.”

-Kai



HELPING THE COMMUNITY

130

HOURS OF
COMMUNITY EDUCATION
REACHING 1,644 PEOPLE.

1,787

HOURS OF FREE
COUNSELING
THROUGH ALL
PROGRAMS.

411

ADULT SEXUAL ASSAULT SURVIVORS
AND THEIR IMPACTED CONCERNED
LOVED ONES WERE PROVIDED
ADVOCACY AND COUNSELING.

3,951

CONNECTIONS TO
COMMUNITY
SUPPORT.

412

CHILDREN AND THEIR FAMILY
MEMBERS WHO HAVE
EXPERIENCED ABUSE SUPPORTED
BY OUR COUNSELOR-ADVOCATES

15,876

CONTACTS ON
OUR 24/7 LINES
(THAT'S 43 A DAY!)

10,005

VOLUNTEER HOURS
VALUED AT \$299,650
WAS GIVEN ACROSS
OUR ORGANIZATION!

1,576

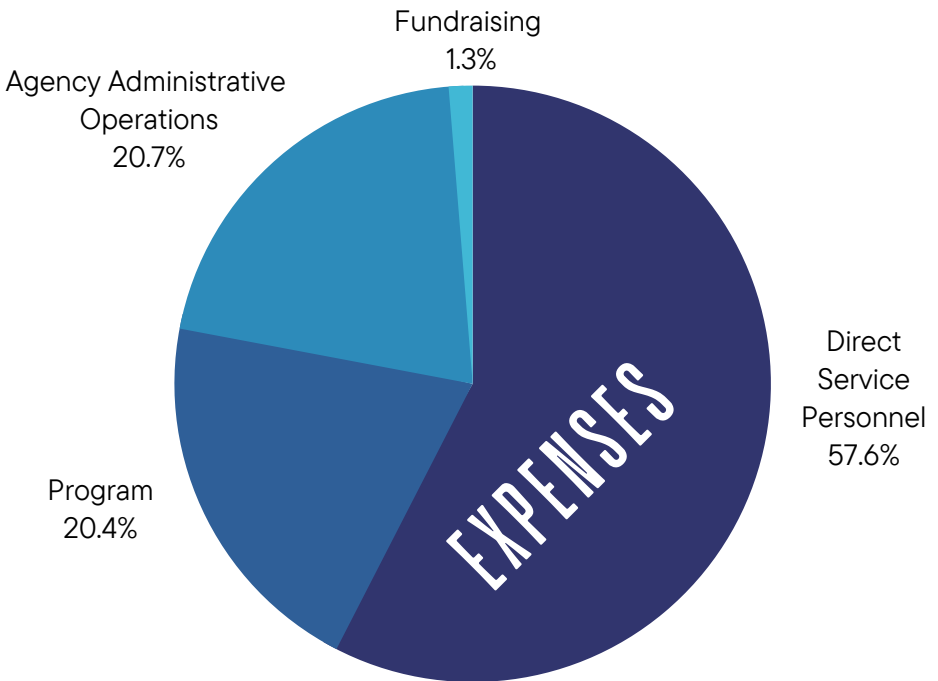
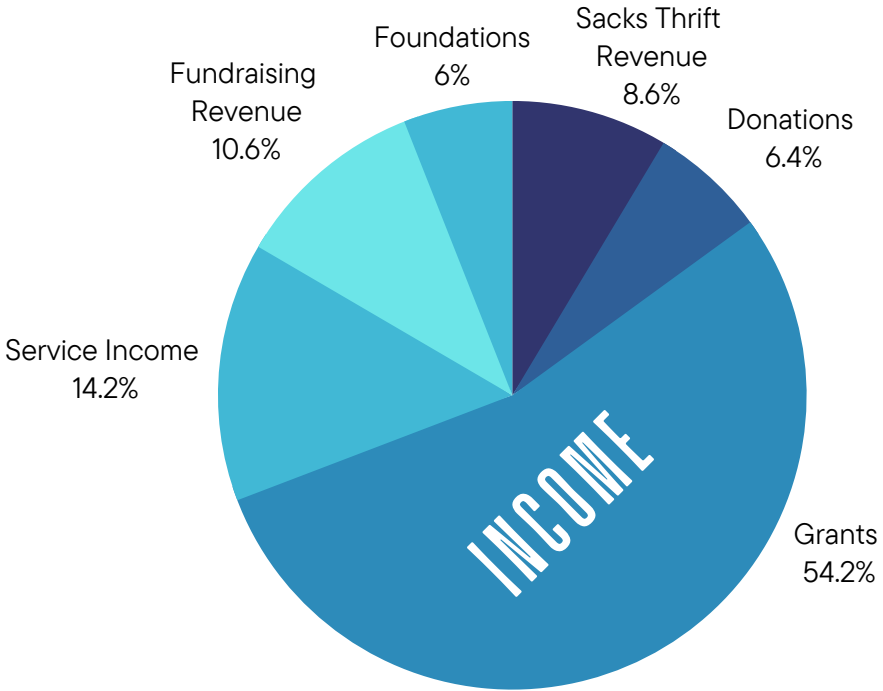
VISIT COACHING
HOURS
SERVING 147
CLIENTS.

577

SACKS VOUCHERS TOTALING
\$9,241 TO INDIVIDUALS AND
FAMILIES IN NEED OF BASIC ITEMS.

HELP CENTER, INC. FINANCIAL OVERVIEW

FY22 Annual Operating Budget: 1.27 million



THANK YOU TO OUR MAJOR SUPPORTERS!

AMB West Philanthropies

Billion Auto Group

City of Bozeman

Gallatin County

Gallatin County Nonprofit Vitality Fund

Gilhousen Family Foundation

Greater Gallatin United Way

Montana Board of Crime Control

Montana Department of Health & Human Services

Rocky Mountain Development Council, Inc.

The Rieschel Foundation

Yellowstone Club Community Foundation

24/7 Confidential Help provided by Help Center, Inc. programs:

Help Center Local Crisis Line: 406-586-3333

988 Suicide & Crisis Lifeline: 988

Montana 211 Community Resources: 211 or Montana211.org

Sexual Assault Support Line: 406-586-3333

bozemanhelpcenter.org

sacksthrift.org

info@bozemanhelpcenter.org



BOZEMANHELPCENTER & SACKSTHRIFTSTORE



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Help Center, Inc.

