



Summer 2006

Lifelines

2-1-1 Tampa Bay Growing in Stature and Responsibility

March 2006 was a momentous month for the Crisis Center's 2-1-1 Tampa Bay division. After undergoing a very lengthy and thorough review process by the **Alliance of Information and Referral Systems (AIRS)**—the national accrediting body for the I&R profession), 2-1-1 Tampa Bay was awarded the prestigious AIRS accreditation. Director **Debra Harris** was quick to commend all of her division's staff, as well as the Crisis Center's support staff, for their assistance in this huge undertaking. During the accreditation process,



AIRS determined 2-1-1 Tampa Bay to be the 2-1-1 model, and is adding several of our practices to the AIRS Best Practices 2-1-1 Tool Kit. In addition, AIRS has invited us to facilitate numerous workshops at national conferences in 2006 and 2007.

Along with this increase in stature came an increase in responsibility as well. On March 1, 2-1-1 Tampa Bay assumed the responsibility of pre-screening the telephone calls placed to the Crisis Center's **Family Support Services** division - a cooperative venture that has proven to be a win-win situation for both divisions. In April, the Family Support Services line brought in 1,087 calls to 2-1-1 Tampa Bay—or 21% of the total call volume. But, as Family Support Services' assistance is restricted by zip code and other qualifying factors, several of the calls they receive actually need to be

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Crisis Center Board Chair Selected To Win The United Way's Golden Achievement Award

On April 18 the **United Way of Tampa Bay** announced that Crisis Center Board Chair **Jeffrey Drew Butt, Esquire**, was selected by its panel of judges as the winner of its Golden Achievement Award, the highest honor a volunteer can receive from the United Way.

The Crisis Center was honored to nominate Jeffrey as one of 114 contenders

in the Tampa Bay area for this award, in recognition of the tremendous amount of time and talent he has donated to the agency over the past sixteen years, including serving on the Executive Committee for more than ten years, and as Board Chair for the past three. During this time, Jeffrey has donated more than \$300,000 in pro bono legal work, secured corporate donations, recruited numerous other Board Members and was instrumental in transforming our **TransCare** program into a profit generating division, producing significant funding for the other divisions of our agency each year.

When asked what motivates him to give his time to the Crisis Center, Jeff responded: "Part of it is making the world better for my kids and family. I grew up in a middle-class family and worked my way up. So I've always been interested in giving back."

This year's judges for the awards included: **Kathy Castor**, Hillsborough County Commissioner; **Ernest Hooper**, St. Petersburg Times; **Ric Sierra**, Tampa Tribune; **Arlene Newman**, Hillsborough County Department of Children's Services; **Beverly Kieny**, 3-D Creative Services and **Kathy Belmonte**, Bank of America.

Thank you, Jeff, for your tremendous leadership and all you have done for the Crisis Center of Tampa Bay. Congratulations on this well-deserved honor!

Thank
You!

To The Anonymous Donor
Whose Generous Donation
of \$750,000
To The Crisis Center of Tampa Bay,
Through The Community Foundation
of Tampa Bay,
Is Helping Us To Make An Even
Bigger Difference In The Community.



Letter from the President & CEO

Dear Friends:

The year 2006 continues to be an extraordinary time in terms of outside recognition for the excellence of the Crisis Center's programs and services.



In our spring newsletter we had reported that the Crisis Center of Tampa Bay was one of three recipients statewide of **The Blue Foundation**

For A Healthy Florida's first annual Sapphire Award, which included \$100,000 in discretionary funds. In March, our 2-1-1 Tampa Bay division was accredited by the **Alliance of Information & Referral Systems (AIRS)**. Also in March, the Crisis Center was notified that it was being awarded a \$750,000 gift fund by an anonymous donor through the **Community Foundation of Tampa Bay**, to be paid out \$150,000 annually for 5 years, and \$75,000 annually after that, until the fund assets from investment earnings are completely paid out.

In these times of increased fiscal conservatism, we are truly grateful to have the backing and support of so many fine employees, volunteers and outside organizations.

Sincerely,

Dennis M. Ross
President & CEO

David Shern, Ph.D.

It was a red-letter day for the Crisis Center of Tampa Bay, when **David Shern** agreed to serve as a member of its Board of Directors in 2003.

Shern, a Colorado native who earned his Ph.D. in Psychology from the University of Colorado at Boulder, has been the Dean of the University of South Florida's Louis de la Parte Florida Mental Health Institute (FMHI) since 1994. Under Dr. Shern's leadership, a broad range of research, training and educational programs have been carried out, transforming many of FMHI's approaches to mental, addictive and developmental disorders.

Florida **Governor Jeb Bush** also selected Dr. Shern to chair the state commission on mental health and substance abuse, which involved traveling throughout Florida, conducting hundreds of interviews, and crafting recommendations that have impacted national policy.

"I'm proud to say that the Florida system has served as a foundation for the national discussion on the President's New Freedom Commission on Mental Health, as well as several legislative initiatives within Florida," Shern stated.

Dr. Shern came to the attention of Crisis Center President & CEO, **Dennis Ross**, when the latter was a member of the Florida Board of Regents in the 1990s. After assuming the Crisis Center's presidency in 2002, Ross, who had been impressed by Dr. Shern's strength of voice and vision with regard to the advocacy of early detection and intervention of mental illness, vigorously pursued him to join his Board. Although already actively working on mental health causes at the national level, Shern was impressed with the Crisis Center of Tampa Bay's strong mission to be "a safe place to call when life hurts" by providing crisis response, using best science practices, augmented by its being the 2-1-1 Information & Referral provider for Hillsborough County. He realized that by contributing to his own community through the Crisis Center, he would gain a better understanding of mental health issues on the local level as well.

Subsequent to joining the board three years ago, Dr. Shern has been a generous donor, as well as a very active board member, advisor, and community activist/collaborator on behalf of the Crisis Center. Over the course of a year, he attended more than 30 meetings with staff and other board members, working tirelessly to develop a business sustainability plan, in order to utilize social entrepreneurial efforts to supplement funding for the agency's programs. At the same time, he spearheaded the local effort to bring Columbia University's National TeenScreen Program to both Hillsborough and Pinellas counties, through a



David Shern, Ph.D.



Linda Miller

A veteran of more than 21 years as a member of the Crisis Center of Tampa Bay's Board of Directors, **Linda Miller** has a strong history of dedicated service to the people, companies and causes that she holds dear. Married 30 years to her husband, **Mitch Lee**, Miller has always been very focused and goal oriented. She was born and raised in New Jersey, received her Bachelor's Degree with high honors from Williams College in northwestern Massachusetts (where she was a National Merit Scholar and a Phi Beta Kappa) and spent 3-1/2 years working as a budget analyst for the Department of the Army in Germany (while her husband was stationed there), before moving to Tampa in 1980. She earned her MBA degree, concentrating in finance, from the University of South Florida and worked for many years as a senior financial officer at TECO, raising project funds for one of its unregulated subsidiaries.

Miller's volunteer efforts with the Crisis Center began in 1985 when Julius Hobbs,

TECO's Community Coordinator at the time, served as matchmaker between Miller and the **Sexual Abuse Treatment Center (SATC)**. TECO's employee culture has long placed a strong emphasis on employee involvement in the community and Hobbs knew that the SATC needed more financial expertise on its board. It proved to be a good match. A few years later, when the SATC merged with two other agencies and became the Crisis Center, Miller came along with the merger.

Miller has served as Board Chair, Board Treasurer, and is currently serving as a member-at-large on the Executive Committee; always giving generously of her time, talent and resources. Over the years, she has taken great pride overseeing the relocation of APPLE Services' (now APPLE Trauma Response Center) into the old United Way building in downtown Tampa, the Nurse Examiner Program into private office space at the One Davis Island medical building, and ultimately, the consolidation of all of the Crisis Center's divisions and services to its current location on Bearss Avenue. She has also offered great support during the times that the

Crisis Center faced many challenges during its growth.

In addition to her volunteer work for the Crisis Center, Miller also volunteers in several capacities for St Petersburg High School; chairing a committee related to the International Baccalaureate program, providing piano accompaniment for students at various events, and working as musical director/accompanist for four high school musicals in the last three years. The first of the four, "Guys and Dolls," had a special significance for Miller: her daughter, **Katie**, was playing the lead role of "Adelaide." Ironically, Miller had first accompanied that musical when she was in high school in 1971. In that production, her future husband played the male lead role, "Sky Masterson."

After spending more than 20 years with TECO, Miller now works as a consultant, pursuing the development and financing of energy-related projects. Miller and Lee have been residents of St. Petersburg since 1983, where Lee has been employed for Raytheon since 1981. He also strongly values volunteer service to the community, as a current member of the Executive

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Linda Miller with her family, from left: husband, Mitch, daughter Katie, and son Scott.



Crisis Center Celebrates Third Annual Cup of Compassion Breakfast

The Crisis Center of Tampa Bay held its Third Annual Cup of Compassion Breakfast on May 11 at Raymond James Stadium. This year's event was a double celebration, honoring both Crisis Center Board Member



Crisis Center President & CEO Dennis Ross presents honoree Gary Howell with the Cup of Compassion etched crystal vase.

Gary Howell, for his long-time, heartfelt contributions of strong leadership, integrity, and generosity; and the Crisis Center itself, for its recent awards for excellence, and high merit in its programs serving the people of Hillsborough County, by **The Blue Foundation for a Healthy Florida**,

the **Alliance of Information and Referral Systems (AIRS)** and an anonymous donor through the Community Foundation of Tampa Bay.

Bay News 9 news anchor **Jen Holloway** served as Mistress of Ceremonies for the Cup of Compassion Breakfast, so named because it describes the Crisis Center's true mission: to reach out compassionately to people in need. The event, which is the agency's major annual fundraising event, featured a special video produced by **Linda Goldstein** and **Brenda Martin**, which provided an overview of the Center's programs and Gary Howell's significant contributions.

Howell, who works as an actuary and retirement practice leader for Mercer Human Resources Consulting, has served on the board for



Dennis Ross, Crisis Center President & CEO (left), and David Fischer, Community Foundation of Tampa Bay President & CEO (right), are happy to congratulate honoree, Gary Howell.



From left, Justin, Maleah, Tracy and Sarah Howell beam with pride at Dad's proud moment!

more than ten years, transferring in as an active board member of Travelers Aid and Family Support Services, when that agency merged with the Crisis Center in 1997. A few years later, he was elected Chair of the Crisis Center's board, a position he held for over three years. During his leadership, the Crisis Center experienced crises of its own, but under his steady hand, it grew and flourished. Although Gary has recently begun working primarily at Mercer's office in Memphis, Tennessee, he remains active on the board.



Gary Howell enters Family Support Services.

At the conclusion of the video presentation, Crisis Center board member, **Susanna Martinez**, who also serves as agency advisor for marketing and media, introduced Howell to the audience, stating: "Gary, you have been so generous to this agency. We can't overstate our hope that you will stay active, even after you have totally transitioned your life to Memphis." Florida State University student, **Jessie Hanson**, who is also the granddaughter of Crisis Center Board member **Barbara Wilcox**, then sang a special musical selection to pay further tribute to Howell.

Following the tributes to Gary Howell, **Dr. Nancy Bell**, one of the three individuals who nominated the Crisis Center for the Sapphire Award, spoke of the positive influence the Crisis Center's programs had on her life when she used our services. 2-1-1 Tampa Bay director, **Debra Harris**, then spoke about

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APPLE Services Has A New Name!

The Crisis Center of Tampa Bay's APPLE Services division has once again expanded its services to meet the changing needs of Hillsborough County citizens, this time adding treatment interventions for children, adults, and families who have experienced physical abuse, emotional trauma and other types of violence or trauma in their home or community. The addition of these specialized treatment services to APPLE's longstanding services for sexual abuse and/or assault has prompted a name change as well, to the **APPLE Trauma Response Center for Children and Families**.

Acute traumatic events such as school shootings, terrorist attacks, natural disasters, sudden or violent loss of a loved one or sexual assault; and chronic traumatic events such as longstanding sexual abuse, domestic violence, wars and other forms of violence, often call forth overwhelming feelings of terror, horror, helplessness, decreased sense of personal safety, guilt, and shame. APPLE's therapists are state licensed, Master's level clinicians, with at least 10 years of experience in the area of abuse, neglect, and trauma, and are specially trained to help individuals and families to identify the ways traumatic events have affected them and to recover from the impact of those events. APPLE delivers evidence-based interventions and is currently providing clinical training through a Master's level counseling internship program to seven students with the University of South Florida (USF).

For more information call APPLE at 813-264-9955.

NEP FACTS

- 3% of American men have experienced attempted or completed rape in their lifetime.
- 17% of American women have experienced attempted or completed rape in their lifetime.
- Nearly 60% of sexual assaults occur in the victim's home or that of a friend or relative.
- NEP nurse practitioners attend depositions or trials in 25% of the cases seen in NEP.
- One-half of rape defendants are released prior to trial, on an average bond of \$23,500.
- The average sentence is slightly less than 14 years.
- In Florida, convicted rapists must serve 85% of the sentence.

Kid Connection Hillsborough



The Education Services division has been actively involved with the new community initiative, **Kid Connection Hillsborough**. This project, funded by the **Children's Board of Hillsborough County**, was created to provide case management support for families who are seeking information and referral (I&R) to the broad array of early childhood services in Hillsborough County. As a community partnership of child-serving agencies, the network is committed to the development of a more responsive, comprehensive approach to helping families and providers access appropriate services and support for children from birth to age 8.

Since 2-1-1 Tampa Bay is the gateway to human services in Hillsborough County, the Kid Connection Network will direct families to call 2-1-1 when they are looking for services for their young children. The Kid Connection Network director, Janet Hess, and the Crisis

Center's Education Services director, **Tom Mueller**, have been presenting workshops to educate people from community agencies about how to access and use the resources of 2-1-1 Tampa Bay. The Network members are learning how to use 2-1-1's online resource database, which is accessible at: www.211atyourfingertips.org. The 35 member agencies can look up resources for families or teach their clients to use the online database themselves. The staff in the member agencies and families can also call 2-1-1 to get assistance from our Information & Referral specialists and counselors. The workshops include information about how the 2-1-1 staff can help agencies and families find services that meet their specific needs.

The Kid Connection Network staff is available to provide case management services for families when the families' needs are complex or the families require help on an ongoing basis to coordinate service arrangements. Now that this initiative is in place, 2-1-1 counselors can transfer callers in need of this type of case management assistance directly to the staff at the Kid Connection Network office. Over 350 community agency personnel have already attended these workshops, and have begun spreading the word about 2-1-1 online and the valuable services available in the Tampa Bay community for families and young children.



Crisis Center Programs & Services

ElderNet Volunteers Make A Difference!

In addition to making daily reassurance calls and safety checks, ElderNet sometimes steps in with volunteers to help elderly clients remain in their homes. Earlier this year, ElderNet did just that, with the help of a group of **Heritage Fellowship Church** volunteers! This great team of volunteers assisted an ElderNet client with deep-cleaning, including organizing her laundry and cleaning the kitchen from top to bottom, in addition to taking on her regular chores of mopping, dusting, etc. Noting that the bathroom floor was beginning to sink as a result of years of water damage, ElderNet contacted the **Senior Home Improvement Program (SHIP)** to make the necessary repairs. SHIP did an outstanding job repairing the floor and plumbing, and even repaired and replaced several doors!



Another great group of volunteers from **Idlewild Baptist Church** also stepped up to the plate, prepping and painting a client's house as well as adding some lovely landscaping. It's amazing what can be accomplished when the resources are available, especially the dedicated efforts of so many wonderful volunteers!

Thanks to all who make a difference to the seniors in our community!"

Volunteer

to help provide "a safe place to call when life hurts"

Volunteer Opportunities for Individuals

- **2-1-1 Tampa Bay Crisis Counselor-** Provide crisis counseling and community referrals on our 24-hour hotline. No experience is necessary; a 46-hour training class will be provided. Counselors are asked to volunteer four hours per week for a minimum of six months.
- **Sexual Assault Crisis Counselor -** Help a recent victim of sexual assault get back on the road to recovery. No experience is necessary; a 46-hour training class will be provided. Sexual Assault counselors are asked to be on call twice a month, during an overnight or weekend shift, for a minimum of six months.
- **ElderNet Services Caller-** Take ten minutes out of your day to make a daily reassurance call to a homebound elderly person, and you can volunteer from the

comfort of your home or office! ElderNet volunteers may also accompany clients to special events or work with other volunteers to complete chore projects.

- **Travelers Aid Airport Assistant-** Help travelers at Tampa International Airport with travel related problems and information. Volunteers are asked to work a four hour shift per week, with shifts available seven days a week, 9 a.m. - 7 p.m.
- **Friends of the Crisis Center-** Have fun raising funds! The Crisis Center holds a fundraiser each year and we are always looking for enthusiastic individuals to either serve on a committee or help out on the day of the event.
- **Speakers Bureau-** Interested in public speaking? Join our Speakers Bureau and present the story of the Crisis Center to employees of corporations and memberships of civic and social organizations.
- **Office Assistant-** Activities may include light clerical duties, computer work involving data entry, and preparing large mailings. Schedules vary, depending on assignment.

Volunteer Opportunities for Groups

- **Cell Phone/Pager Collection Drive-** A project for groups or individuals. Help children in crisis by assisting with a collection drive of used or new cell phones, pagers, palm pilots, PDAs, and digital cameras. Collected items are forwarded to an organization that recycles them; in return we receive funding to expand our ability to provide services to children who often have nowhere else to turn.
- **Holiday Gift Delivery-** Share the spirit of the winter holidays with a homebound senior or disabled adult. Volunteers create gift baskets using new, donated items and deliver them to ElderNet clients. A Crisis Center tradition.
- **Serve Our Seniors Chore Program-** Volunteers help homebound seniors and disabled adults gain a sense of pride in their homes and accomplish tasks they cannot do alone. Activities include yard work, cleaning, painting, and other house projects that seniors are not able to do on their own.



For Information, Please Contact Our

Volunteer Services Department At: (813) 969-4991 or volunteerservices@crisiscenter.com.

Notes and News from The Crisis Center of Tampa Bay

Upcoming Suicide Prevention Events

National Suicide Prevention Week, September 10th through the 16th

The Crisis Center of Tampa Bay's Suicide Prevention division will offer a Gatekeeper Training Session. Participants will be taught the warning signs of suicide and how to help someone who may be suicidal.

For more information, please visit:

<http://www.crisiscenter.com/bsuicidegate.htm>

National Survivors of Suicide Day, November 18

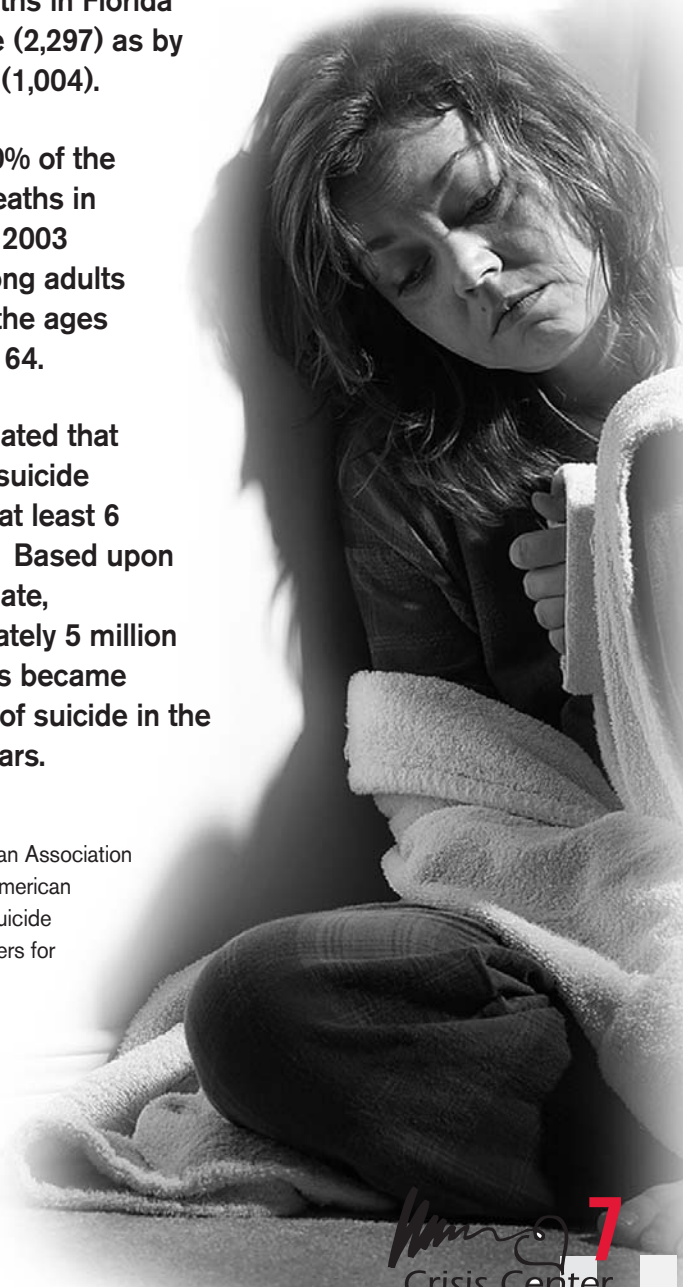
The Crisis Center will host a local gathering as a part of the unique network of healing conferences nationwide, which help survivors connect with others who have survived the tragedy of suicide loss, to express and understand the powerful emotions they experience. For more information on the gathering in Tampa, please call our Suicide Prevention Services division at 813-969-4943.

To speak with a trained professional counselor anytime about suicide or other human service needs, please call 2-1-1.

Did you know?

- In 2003 there were twice as many deaths in Florida by suicide (2,297) as by homicide (1,004).
- Almost 70% of the suicide deaths in Florida in 2003 were among adults between the ages of 25 and 64.
- It is estimated that for every suicide there are at least 6 survivors. Based upon this estimate, approximately 5 million Americans became survivors of suicide in the last 25 years.

Sources: American Association of Suicidology, American Foundation for Suicide Prevention, Centers for Disease Control



Family Support Services and Child Victim Rapid Response Assist Family

Over the past school year, the Student Advocates of **Family Support Services' Child Victim Rapid Response** program gave 583 presentations on safety issues to Hillsborough County elementary school children. Ironically, during one of those presentations two students became engaged in a conflict, providing the student advocate with the perfect opportunity to teach the students how to resolve conflicts peacefully. As a matter of routine, all of the children in the class were given a letter to take home to inform their parents that the safety presentation had been given in class that day. When the student advocate met individually with the boy who had initiated the conflict, *Vincent**, she learned that due to his being physically abused by his father, he and his mother had recently moved out on their own.

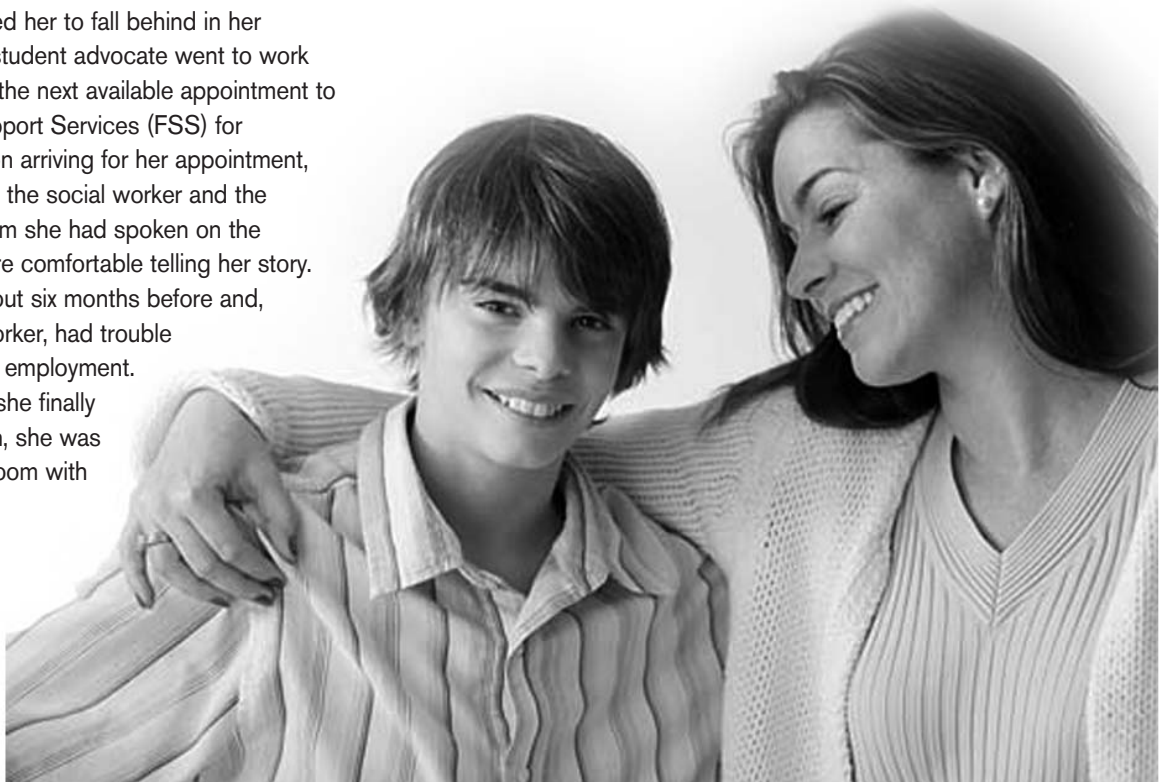
When Vincent gave his letter about the safety training class to his mother, *Tonya**, after school, she immediately called for help, stating that, not only had it been hard for her to keep steady work since she and Vincent had left his father, but that she had suffered from a number of medical problems, which had caused her to fall behind in her mortgage payments. The student advocate went to work immediately, getting Tonya the next available appointment to be screened by Family Support Services (FSS) for economic assistance. Upon arriving for her appointment, Tonya was greeted by both the social worker and the student advocate with whom she had spoken on the phone, making her feel more comfortable telling her story.

She had lost her job about six months before and, although she is a skilled worker, had trouble finding full-time, permanent employment. Unfortunately, shortly after she finally found a permanent position, she was rushed to the emergency room with severe stomach pains and

underwent surgery. That surgery required two weeks hospitalization, followed by bed rest at home for another two weeks. Tonya has never received child support from Vincent's father. Between her employment difficulties, medical problems, and lack of child support, Tonya was facing possible foreclosure on her home and disconnection of her utilities. In addition, she had exhausted the resources her family could offer and had been denied assistance by other agencies within the community. The Family Support social worker was able to give Tonya clothing for herself and her son, in addition to a referral for food, information about the Victim's Compensation program and other community information. Tonya quickly provided the additional information FSS requested, enabling them to make contact with Tonya's mortgage and utility companies, and ensure they didn't lose their home.

Tonya is now current on her mortgage and utility payments and doesn't have to fear that she can't provide for her son. She also has more appropriate work attire, and has even been given a promotion at work: her current income more than meets her family's monthly expenses! Tonya realizes that she might never have caught up with her bills if it weren't for the assistance of the Child Victim Rapid Response Program and Family Support Services.

** Indicates names have been changed.*





Spotlight

Travelers Aid at Tampa International Airport

Each day the volunteers who run the Crisis Center's **Travelers Aid Booth at Tampa International Airport** are greeted by a variety of new and interesting challenges. Sometimes the challenges have easy solutions, providing immediate gratification for both the volunteer and the traveler seeking assistance; other times, the situations are a bit more complicated, involving such things as communication difficulties, elder-care issues, and simple misunderstandings.

A recent example of an easy challenge was the case of a grateful Canadian couple who were first time visitors to the Tampa Bay area. Upon arrival, they stopped by the booth asking for assistance in finding a hotel on the beach. The Travelers Aid volunteer on duty, **Lorraine Taylor**, helped them look through a hotel guide and made a few phone calls to locate lodging for them, before showing them where to get the shuttle service to the hotel. Earlier that evening however, the situation was a bit more complex, when Lorraine was approached by a group of people who were speaking rapidly and excitedly in Italian. Although they spoke very little English, it was clearly obvious that they were upset. Lorraine surmised that they were there to meet someone who was arriving on a flight and motioned for them to follow her to the baggage claim area. Moments later a happy reunion was in progress, with hugs and kisses for all - including Lorraine.

Volunteer **Norma Perry** was able to turn one good deed into another when a passenger gave her a cell phone he had found on a chair. By calling various numbers in the phone's memory, she located the mother of the phone's owner, and was able to mail it home. The grateful owner sent Norma a thank you note when he returned from his trip. And one Tampa resident sent a thank you letter and a check for repayment to volunteer **Mike Woodworth**, stating: "... (He is) a rare and trustworthy person, (who) sent my knife back to me at his



expense. His act of unselfishness is extremely important in this world today. That knife means a lot to me...."

Of course, travel-related crises know no limits with regard to age or significance. From the teary-eyed six-year-old boy whose toy pirate swords and pistols (souvenirs of his first trip to Disneyworld) caused a problem at the security checkpoint; to the wheelchair-bound, elderly, non-English speaking lady, whose family had left her at the airport 12 hours prior to her flight time, Travelers Aid volunteers are there to save the day! With the promise of a little paper, postage and string, the volunteer on duty turned the little boy's tears into a smile. And when the airport police brought the elderly lady to the attention of volunteer **Jean Pietrzyk**, she not only provided her with a meal voucher, but with snacks and juice for later.

Most of these situations don't require a lot of time or resources, and it is often the little things that mean so much. One passenger said it best when he asked if all airports have a Travelers Aid booth. He was disappointed that the answer was no and stated "...how fortunate the Tampa Airport is to have volunteers willing to staff the booth and offer friendly assistance to those who ask."



Our Generous Donors

From February 1 through May 31, 2006

\$5,000 +

Broad & Cassel/Steve Burton
John H. Sykes Foundation, Inc.

\$2,500 - \$5,000

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Frederick W. & Barbara L. Leick
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Kathleen S. McCarey
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Thomas M. & Jane S. Watters
Herbert L. & Jill E. Wax
Barbara N. Wilcox
Rowena Wilkinson
Ethel Wurdeman

HONOR GIFTS

*In Honor of the Staff of the Crisis
Center of Tampa Bay, Inc.*

Linda Eisenhart

In Honor of Barbara N. Wilcox

Alan B. & Michele Schreier

In Honor of Jim Wurdeman

Ethel Wurdeman

MEMORIALS

*In Memory of Gaetano
"Guy" Ferlita*

Adele E. Ferlita

In Memory of Ken Kucynski

Barbara N. Wilcox

In Memory of Clarita Garcia

Allstate Food Marketing, Inc.

Burger King Corporation

Thomas C. & Anne Burst

Helen & Bob Cairns

Dennis J. Casey

Thomas W. & Gail S. Colman

Margaret E. Davis

Susan B. Day

Ted & Robin De La Vergne

William C. Demetree, Jr.

Foundation, Inc.

Marilyn V. & David M. Dickinson

A. William Forness, Jr.

James L. Hewitt

Elaine & Doug Kerr

Frederick W. & Barbara L. Leick

Thomas C. & Barbara Nelson

Robert P. Saltzman

Julie G. Sargent

Linda P. Schofield

Gary L. Sorensen

David & Linda Stein

Sysco Food Services of

Central Florida

Gail Slocum Thornton

Urban Life Management, LLC

Thomas & Joyce Valdes

Gloria & Noah E. Varnadore

Winter Park Capital Company

2-1-1 Tampa Bay cont. from page 1

referred to other community agencies. The 2-1-1 Tampa Bay counselors are excelling at pre-screening these calls, providing the appropriate information and referrals to citizens in need, as well as allowing the Family Support Services intake counselors to provide better service.

Because 2-1-1 Tampa Bay is the gateway to health and human services in Hillsborough County, most callers are referred to other agencies to find the help they need, providing the Crisis Center with very little feedback. To remedy that and to help ensure that 2-1-1 Tampa Bay counselors continue to do a great job, a new Customer Response System is in the testing stage. At the end of each call, the client is asked to take a few moments to answer three short questions about our services, after which the client may elect to leave a voice message for review by our Customer Response Team. So far, the messages have ALL been positive! Some of the responses were: "I was very pleased with the help from the customer service representative. I will call again if I need help..." "Thank you...you guys have helped me very much, thank you." "Thank you very much for your help...you have been very helpful...you guys have a great day and if I need to call you again, I will... thank you very much...you have a great day..." The Customer Response System is proving to be a valuable tool to ensure the delivery of excellent services to clients and other 2-1-1 Tampa Bay stakeholders!

David Shern, Ph.D. cont. from page 2

collaborative effort between the Crisis Center of Tampa Bay, **FMHI**, and **Northside Mental Health**. The program's goal is to make voluntary mental health check-ups available for all American teens. Under Dr. Shern's plan, the Crisis Center, FMHI and Northside would have provided the screening and ongoing counseling for all who need it, regardless of their ability to pay. Although that project still has not come to fruition locally, nationally it has grown to serve more than 60,000 teens annually, and Dr. Shern hopes that someday it will be available to teens in the Tampa Bay area as well.

Fortunately for the nation as a whole, but unfortunately for the Crisis Center and the Tampa Bay area, all good things must end – or at least go on hiatus. Dr. Shern recently announced that

he has been offered and has accepted the position as head of the **National Mental Health Association** (www.nmha.org) and will be moving to the Washington, D.C. area at the end of August. "I leave with great sadness," he said. "The opportunity to work for an organization that is the nation's voice for mental health, providing the kind of advocacy that will make a difference throughout our country was just too exciting to pass by. I'll miss everyone at the Crisis Center and FMHI. You know that I'll be working for the cause, however, with everyone in my thoughts and schemes."

In a press release dated May 5, 2006, University of South Florida Provost, **Dr. Renu Khator** stated: "David's departure is a tremendous loss for USF but a big gain for NMHA. This outstanding organization couldn't have found a better person to lead the charge for mental health in America. Even as I'm sad for us, I am extremely happy for David...I understand that he couldn't pass up this opportunity to play such an important role on the national scene. It has been a privilege to work with him."

Linda Miller cont. from page 3

Committee and past Chairman of the Pinellas County Education Foundation. In addition to their daughter, Katie, now 20, and a junior at Duke University majoring in political science and theatre, the Lee's also have a son, **Scott** (17), a senior at St Petersburg High School, who is a runner and accomplished pianist, playing classical music and jazz with a jazz band.

CC Celebrates cont. from page 4

the significance of the AIRS accreditation and the great effort that went into that process. Former St. Petersburg mayor, **David Fischer**, who is now the President of the **Community Foundation of Tampa Bay**, who spoke about the foundation's recent donor recognition of the Crisis Center, followed Harris. Crisis Center President & CEO **Dennis Ross** closed the event, inviting everyone in attendance to take home the beautiful sapphire blue coffee mugs that were placed at each seat, as a souvenir of the event and a reminder to be compassionate and generous toward others.



Wish List

Program Supplies

- **APPLE Trauma Response Center** needs blank journals and art supplies to help with counseling activities.
- **Child Victim Rapid Response Program** needs school supplies and backpacks; used cell phones, pagers, PDAs, Blackberries and digital cameras, which can be traded for cash to purchase additional supplies
- **Entertainment Passes** – Busch Gardens, MOSI, Lowry Park Zoo, Florida Aquarium and/or movie passes for clients.
- **Gift Certificates** from local fast food restaurants and food retailers, for families to buy groceries.
- **Hygiene and Baby Supplies for Families** – Small bags containing personal care items such as shampoo, conditioner, laundry detergent, feminine products, soap, diapers, Depends and baby supplies to assist Rapid Response and Family Support Services client families.

Dennis M. Ross, *President & CEO*

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Please help us keep our mailing list current. If you would like to make corrections to your mailing label or you are receiving more than 1 copy, contact Roxanna Gusweiler at (813) 969-4976 or by email at: rgusweiler@crisiscenter.com.

Crisis Center of Tampa Bay, Inc. Funding Partners:

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Help Us Provide Additional Services and Resources To Children Who Are Victims of Violence, Abuse or Neglect

Donate to the Crisis Center's
Child Victim Rapid Response program

We can raise additional funds to help kids and help the environment at the same time by recycling these electronic items. In addition to raising funds, some of the phones are turned into "911" phones for victims.