

## 50 Years of Help, Hope and Healing in the Community

The Crisis Center is celebrating its 50th Anniversary this year! I've served as President & CEO of the Crisis Center for seven years but my involvement with this organization goes back to the early 1990's when I joined the Board of Directors. I've seen the Crisis Center do amazing things and want to reflect on how we got to where we are today.

In 1972, the Crisis Center of Tampa Bay began through telephonic support. Over the years, these services expanded, moving from volunteers to a 24/7 operation run by highly trained, paid staff. In 1999, suicide prevention call boxes were installed at the top of the Skyway Bridge. In 2001, the Crisis Center began answering local calls to the new 211 line. The Crisis Center continues to expand by responding to unique needs in the community and around the state, including the new crisis number 988.

In 1982, the Crisis Center's TransCare division was founded to provide specialized van transportation for people facing an emotional crisis. Having this option available reduces the burden on law enforcement and is also better for the patient. In 1996, TransCare was approved to provide basic life support ambulance services. We have since expanded to include Advanced Life Support services as well as Community Paramedicine support for frequent utilizers of hospital emergency rooms.

Another point of pride is our work with sexual assault survivors. A treatment center was founded in 1974 because people recognized the unique needs and service requirements for sexual assault survivors. Sexual Assault Services relocated from a hospital emergency room to our free-standing facility in 1990. Later this year, we will open a second sexual assault services location in south Hillsborough County to better serve our community members living in that region.

Our work with sexual assault survivors provided insight into the long-term impact trauma can have, and in 1991 we launched a sexual abuse treatment program. In 2006 we expanded these services to include all forms of trauma. Today, Corbett Trauma Center operates in three facilities as well as via tele-therapy providing individual trauma counseling and support groups.

These past 50 years could not have been possible without YOU! Thank you for your past, present and future support to ensure no one has to face crisis alone.



**Clara A. Reynolds, LCSW, MBA**  
PRESIDENT & CEO


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## My Future Looks Bright: A Client's Own Words

A counseling client within the Corbett Trauma Center wrote about their past, present, and future. Below is what they envision for their future now that they have healed from their trauma.

My future looks bright. I want more for myself. I'm growing and learning everyday! I plan to go to college and start a degree in therapy. I am already in the process of saving to buy my first house at 20 years old. I will be a god mom/Aunt to baby wynn. Things are looking good for the first time in a long time. I still have bad days but so does everyone. The most important thing is I know how to handle my days and I ALWAYS have more good days. 2022 I'm taking trips ? living my life! Yolo!

Jan 4<sup>th</sup>   
2022

## An Update to the Suicide Prevention Lifeline Number: 988

This summer, the National Suicide Prevention Lifeline officially transitioned to the new 988 number (previously, this number was 1-800-273-TALK). The line is now known as the “988 Suicide & Crisis Lifeline”. The hope is that the new shorter number will be easier to remember and will result in less barriers to individuals seeking support when they need it most.

Anyone who is experiencing thoughts of suicide or a mental health crisis can dial 988 for support 24/7. When this number is dialed in Hillsborough County, callers are connected with one of the caring, compassionate team members in our Gateway Contact Center. All of our staff are trained to answer these calls and will stay on the line as long as is needed to ensure the caller feels safe and has established next steps to help themselves.

### What are 988\*, 911, & 211?

**988:** Suicide and mental health crisis care

**911:** Dispatching Emergency Medical Services, fire and police

**211:** Information and referrals regarding health and social service resources

\*Formerly 1-800-274-TALK (8255)



## Support for First Responders in Southwest Florida

In 2020, the Crisis Center launched a support line specifically for first responders. This population – police officers, fire fighters, paramedics – shows up without hesitation when we are experiencing our most terrifying and stressful moments, but then have to carry those traumatic events with them long after the 911 call is complete. The First Responder Line provides a safe, confidential resource where these individuals can seek support for whatever is weighing on them.

Recently, the Crisis Center was awarded a grant from the Florida Department of Children and Families (DCF) to expand this existing service to 11 counties throughout Southwest Florida – Charlotte, Collier, DeSoto, Glades, Hendry, Hillsborough, Lee, Manatee, Pasco, Pinellas, and Sarasota counties. A First Responder Ambassador has also been hired to support and promote the program throughout the counties, alongside an awareness campaign. The line will be staffed with former first responders, or individuals with a personal connection to first responders, providing peer support.

**The HERO Line can be reached when you dial 1-866-4FL-HERO (435-4376).**

## A New Opportunity for Prospective Emergency Medical Technicians

TransCare Medical Transportation has partnered with Ultimate Medical Academy (UMA) to provide another means for prospective Emergency Medical Technicians to become certified in Tampa. UMA has launched a program through their school to provide the education and training needed for this specialized field, while working with TransCare to provide flexible, relevant employment to the students as Behavioral Health Attendants. Individuals who graduate from the program and become certified will continue their employment with TransCare as Emergency Medical Technicians.

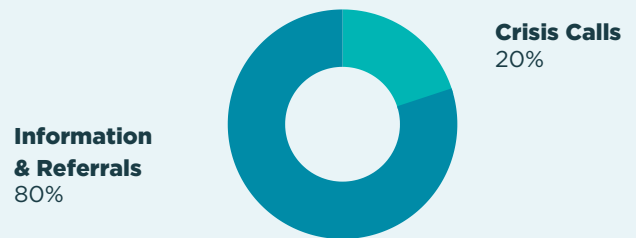
## Support Our Work with a Donation

Simply scan the code below with your camera phone to open the donation page on our website.

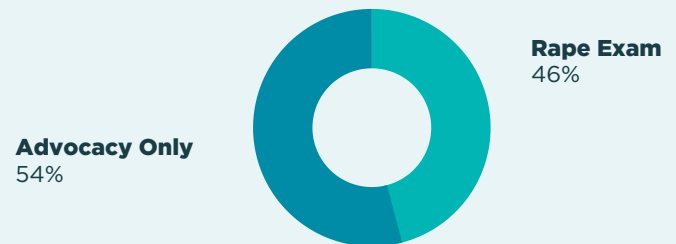


# OUR IMPACT ON THE COMMUNITY

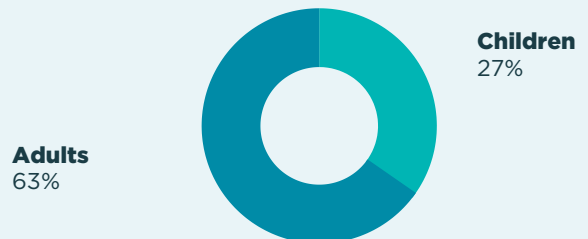
The Gateway Contact Center answered **84,536** calls.



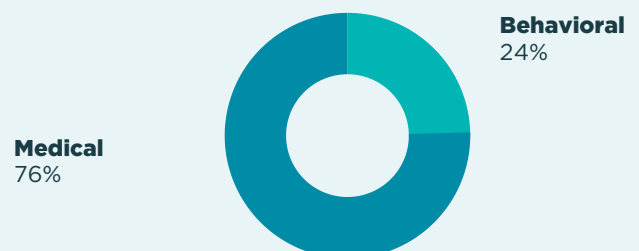
Sexual Assault Services provided support to **693** individuals.



Corbett Trauma Center held **10,261** counseling sessions.



TransCare provided **7,554** behavioral health and **24,291** medical transports.





## Celebrating 50 Years at the Cup of Compassion

On Thursday, February 17th, over 400 community members gathered in person and virtually for the Crisis Center's 19th annual Cup of Compassion fundraising breakfast.

Crystal Clark of the Hillsborough County Sheriff's Office served as the master of ceremonies. The event speakers included Board Chair Meredith Freeman, Crisis Center CEO Clara Reynolds, and former Crisis Center client Norasha-Nya Burton. Clara Reynolds reflected on the Crisis Center's 50 year legacy throughout the community and how services have grown and evolved over the course of the Crisis Center's history, always adapting to



meet the needs of the community in whichever way is needed.

After a video of her story was shared, Norasha-Nya spoke about the community that surrounded her – friends, family members, police officers, Crisis Center staff – as she navigated a journey of healing after experiencing two sexual assaults.

This year's Cup of Compassion raised over \$445,000! A special thank you to our event sponsors, as well as Bob Gries and Elizabeth and Tim Traud who each committed to matching up to \$25,000 in gifts.



## A Bridge of Mental Health Support

Earlier this year, the Crisis Center joined Tampa Bay Thrives to provide support for their Let's Talk program. Community members in Tampa can dial 844-YOU-OKAY to be connected with behavioral health counseling resources through a network of providers. Callers can also receive interim support while waiting for their first counseling appointment.

The Crisis Center's role in this program is answering the 844-YOU-OKAY line, as well

as providing bridge counseling services while individuals wait to get established with their permanent therapist. With the increasing need for mental health support as a result of the pandemic, this service will enable individuals to receive immediate support and coping mechanisms to better manage their mental health symptoms.

**For more information on Let's Talk, visit [letstalktampabay.org](http://letstalktampabay.org).**

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## New Sexual Assault Services Location in South Hillsborough County

In partnership with the Hillsborough County Board of County Commissioners and the Hillsborough County Sheriff's Office, the Crisis Center will be opening a second sexual assault services location later this year. As the certified rape crisis center for Hillsborough County, any survivor who seeks support following an assault\* comes to the Crisis Center's north Tampa location for services. The second location will be in south Hillsborough County to better serve the growing population in that area of our community.

The staff within our Sexual Assault Services team will provide emotional support, linkages to

community resources, and forensic examinations with the same level of care they have always provided at the north Tampa location. Given the large Spanish-speaking population that lives in south Hillsborough County, we will be staffing the new location with several bilingual individuals to ensure that clients are able to receive support in the language they are most comfortable speaking.

\*The Crisis Center works with individuals 13 years and older. Those 12 and under receive services at Mary Lee's House.

## A New Service for TransCare: Advanced Life Support Transports in Hillsborough County

TransCare Medical Transportation Services has been a part of the Crisis Center since 1982. Although TransCare originally started with psychiatric patient transportations, providing Advanced Life Support (ALS) transports has been a goal for several years. After adding Basic Life Support, Marchman Act, and community paramedicine services over the years, TransCare was approved by the Board of County Commissioners late last year to become the third private ambulance service providing advanced life support inter-facility transports in Hillsborough County.

By providing this service, TransCare can now transport patients who require a higher level of care, including advanced forms of cardiac monitoring, airway management, and medication administration. This ALS service will help lessen transfer delays experienced at community hospitals and free-standing emergency facilities.

TransCare will continue to operate the same high quality, basic life support services that Hillsborough County citizens have received for more than twenty-five years.



### DONOR SPOTLIGHT

## Carol & Lawrence Muroff

Carol and Lawrence Muroff first became involved with the Crisis Center over 20 years ago. Carol was introduced to our organization when attending a women's country club function. Together they have participated in countless events over the years to stay informed of the Crisis Center's work and expanding services throughout the community. They continue to be impressed by the stories of hope and healing, as well as the needs the Crisis Center meets for individuals throughout Hillsborough County.

Wishing to take their philanthropy further, Carol and Lawrence became Legacy Society members in 2019. By making a planned gift, they have ensured that their legacy will continue to support those in need beyond their own lifespans.

If you wish to leave a legacy gift for the Crisis Center, contact **Jennifer Moore at [jmoore@crisiscenter.com](mailto:jmoore@crisiscenter.com)**.

## Your Gateway to Help, Hope & Healing



CRISISCENTER.COM

### MISSION

To ensure that no one in our community has to face crisis alone.

### VISION

To be that extraordinary place where all people find help, hope and healing to make tomorrow better.

### VALUE STATEMENT

Physical and psychological safety, collaboration, resourcefulness, accountability and empowerment.

### THANK YOU TO OUR CORPORATE PARTNERS



### THANK YOU TO OUR COMMUNITY PARTNERS

