

Center  
anonymous  
2016  
Walk-In  
Counseling  
Annual  
Report  
healing  
free  
kindness  
effective  
grief  
counselor  
trauma  
urgent  
anyone  
no-appointment  
enduring  
values  
days  
clients  
listening  
door  
community  
options  
available  
volunteer  
support  
critical  
service  
relationship  
safety-net  
needs  
come  
help  
counseling  
anxiety  
served  
five  
health  
loss  
hope  
transformational  
calm  
inspiration  
unique  
welcome  
peaceful

Dear Friends of Walk-In,

In this busy and challenging time, I try to look for inspiration.



That's what I find in the Word Cloud on the front of this annual report...the words that represent the many things people say about Walk-In. And they inspire me. Both the words, and the people who say them.

The people who come to Walk-In are survivors. Their strength in walking in the door is inspiring. As are...

...the volunteers who are here to hear them, listening. And as we know and sometimes forget, just being listened to is therapeutic!

...the two young men who helped a person with a handicap get to Walk-In. "We'll make sure she gets there okay," they told me. And they did.

...the counselor who expressed thanks for the gift her clients give her when they share their journey with her.

...the thousands of other counselors who have given of their time in years past—soon to be 50—so that others could heal.

And despite the seemingly endless news of challenging events in each day's paper, it was in the young boy who brought cheer to his neighborhood by putting jokes in his neighbors' mailboxes. (*Star Tribune*, March 27, 2017).

His philosophy was: "If everyone did this everyone would be walking around saying positive things, building other people up, and making them and everyone around them a great, kind person...Kind people are the best kind of people." Ahhh, the wisdom of the young.

Especially now, we need to be kind. To listen. To help someone who may be struggling. To look for the daily acts of kindness that inspire...that inspire us to be, in turn, kind.

Thank you for your kindness. You help make it possible for Walk-In to bring inspiration, hope, and healing—more words for the Word Cloud—to so many people who desperately need mental health and crisis services.

May you be an inspiration to others in your life.

Mary Weeks, MSW, LISW  
Executive Director

# Providing Support. Transforming Lives.

**2,276**  
people received  
**6,224**  
free counseling  
sessions.

**99%**  
of clients were  
satisfied with the  
services.

**97%**  
of clients felt  
more hopeful  
after coming to  
Walk-In.

**97%**  
of clients  
would refer a  
friend or family  
member.

Walk-In Counseling provides free, anonymous, no-appointment counseling every weekday during clinic hours for English and Spanish speakers. Those who need it also receive free counseling by appointment.

**54%** of clients had annual household incomes of less than \$30,000.

**54%** of clients were women, 46% men, 1% transgender.

**74%** of clients were between the ages of 15 and 40.

**38%** of clients were non-Caucasian.

**49%** of clients had insurance, but came to Walk-In because they couldn't afford copays or deductibles, couldn't wait for an appointment, or needed complete anonymity.



*“As a person who is broke and suffering from depression, this has given me a light at the end of the tunnel.” - Client*

# Inspiration, hope and healing.

Walk-In Clinic sites in 2016

- 2421 Chicago Ave. S., Minneapolis
- Family Tree: 1619 Dayton Ave., Saint Paul
- Neighborhood House: 179 Robie St. E., Saint Paul
- First Lutheran Church "Love Grows Here"  
Wellness Center: 463 Maria Ave., Saint Paul

**14**  
board  
members

**168**  
volunteers contributed

**17,907**  
hours of clinic availability, case  
consultation, counseling, outreach,  
and administrative assistance  
with an estimated value of

**\$1,107,805**

**3**  
partner  
sites

**40**  
foundations, businesses,  
and religious/community  
groups contributed

**\$364,491**

**403**  
individuals  
donated  
**\$123,941**

**6**  
staff  
members



*“We marvel at your generosity and your kindness  
and your passion for people in need.”-Donor*

## Thank you, volunteers!

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## Thank you, donors!

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## 2016 Revenue (\$1,669,362)

- 66% In-Kind (\$1,107,805)
- 22% Foundation, Corporate, & Community Grants (\$364,718)
- 7% Individual Donations (\$123,941)
- 4% Consultation & Training (\$71,358)
- <1% Other (\$1,540)

## 2016 Expenses (\$1,551,613)

- 90% Programs (\$1,401,011)
- 6% Management (\$87,372)
- 4% Fundraising (\$63,230)

Visit [www.walkin.org/about](http://www.walkin.org/about) for our Form 990, balance sheet, & financial report.

move someone plan  
trouble available  
positive suffering You  
immediate free appreciate resource work impact time  
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