



The Family Tree is a publication of Family & Children's Service, a private non-profit 501(c)(3) agency. Family & Children's Service provides real help for real hurt, right now.® Through compassionate expertise, we strengthen relationships to create hope and healing.

## The Family & Children's Service Crisis Center – Celebrating 40 Years of giving real help for real hurt, right now.®

## The Family Tree Fall 2008



### Family & Children's Service Programs:

#### COUNSELING

- Crisis Center/2-1-1 Information & Referral Service
- Trauma Counseling
- Family Service Counseling
- Community-Based Counseling
- Survivors of Suicide

#### CHILD WELL-BEING SERVICES

- Connecting Kids
- Davidson County Relative Caregiver Program
- Family Resource Center Programs
- School-Based Services

Charity begins @ the home page.

Donate on-line at our website – fcsnashville.org.

*Family & Children's Service: Mission Driven Since 1943*  
Family & Children's Service provides real help for real hurt, right now.® Through compassionate expertise, we strengthen relationships to create hope and healing.

### FAMILY & CHILDREN'S SERVICE

*Celebrating 65 Years of Strengthening Families!*

1943 – 2008

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Would you prefer to receive our newsletter via email?

Email newsletters save our financial resources and help the environment! Please contact Dinh Phan, Donor Relations Manager at 320-0591 x132 or [dinh.phan@fcsnashville.org](mailto:dinh.phan@fcsnashville.org).

Family & Children's Service is a 501(c)(3) non-profit agency. We are funded through federal, state, local, and foundation grants. A large part of our funding comes from our generous local donors. We are accredited by the Council on Accreditation of Services. Services are offered without discrimination and are accessible for persons with disabilities. We are a member of the Alliance for Children & Families. The Crisis Center is a member of the Alliance of Information and Referral Systems and is accredited by the American Association of Suicidology.

2008 marks the 40th anniversary of the Crisis Center – Middle Tennessee's mental health safety net for anyone dealing with a personal crisis. Last year Crisis Center telephone counselors gave almost 35,000 people the support they needed to successfully navigate some of life's most challenging circumstances. Callers struggle with grief, depression, family or parenting stress, domestic violence or addiction. Others may be at extreme risk because they are actively suicidal or homicidal.

The heart of the Crisis Center's work has always been the delivery of compassionate, respectful and effective counseling that helps callers help themselves. Crisis Center counselors de-escalate the immediate likelihood of harmful behaviors and help callers develop action plans for dealing with their situation. We also connect them with others in the community who can help with financial,

legal, medical, or other assistance.

The confidential nature of a call to the Crisis Center is often what enables people to

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reach out for help, and the fact that counseling is free means many can receive help they might not otherwise be able to afford. Because the Crisis Center is as close as a telephone, lack of transportation is never a barrier to getting help and Tele-Interpreter service in 153 languages makes counseling available regardless of the caller's native language.

The Crisis Center also reaches out into the community. For those grieving the death of a loved one by suicide, free

individual counseling and on-going support is available through the weekly Survivors of Suicide (SOS) support group. Counseling can be provided in area schools in case of suicide and a Survivors of Suicide group will be available in Williamson County later in 2008.

Thank you to the volunteers, staff and donors who have been partners in helping the Crisis Center provide real help for real hurt since 1968.



### Real hurt wears many faces...

*The distraught caller threatening to take her life by jumping into a nearby river. The Crisis Counselor traced the call and helped police locate her in time to prevent a tragedy.*

*The father grieving his wife's death and overwhelmed by caring for his children alone. The Crisis Center provided emotional support and community resources to help him through a difficult time.*

*A disabled woman abandoned by her husband without food or resources. A Crisis Counselor alerted Adult Protective Services to assist her.*

*A loving husband who battles serious mental illness daily. Crisis Counselors continue to provide support that helps him remain functional and productive.*

*The elderly amputee who falls while alone and is fearful and embarrassed. A Crisis Counselor remained on the phone with him and dispatched paramedics.*



*From the Heart of the President/CEO*  
**Dr. Raquel Hatter**

**F&CS Repositions to Continue Services to Crisis Center Callers**

**Greetings F&CS Friends:**

By now many of you have probably heard about the impact of recent funding cuts on Crisis Center services. These cuts have come as a result of a struggling economy and challenging times for public and private funders. F&CS has realigned Crisis Center hours to be congruent with funding levels. As funding streams shrink we have responded accordingly. The Crisis Center will no longer respond to calls 24 hours a day. Program staffing has been restructured both to offer consistent hours every day while also staffing during the Crisis Line's highest call volume times. The new crisis center hours are 2 p.m. – 12 Midnight, 7 days a week, effective July 1, 2008.

Cutting the hours of the Crisis Center was a difficult decision, but the fact remains that there are many people in the community that will still benefit from the supportive counseling the Crisis Line provides during the hours we are open. We are working with our community partners who operate specialty crisis lines to provide an alternative to callers in need during the hours the Crisis Line is not available.

As Elizabeth Todaro, previous Crisis Center Program Director states, "Some of the individuals who benefit most from the crisis line are those people who never thought that they would need our service. Yesterday, they would not have called a Crisis Line. They are people in our community who experience

a tragic loss, an unexpected burden, a natural disaster, and who need help just to get through." Our trained counselors provide support and even referrals to other services that may further benefit these individuals. As Stephanie Barger, long time supporter and leader in the Crisis Center, states, "Part of the ethos of the Crisis Line is that we let our clients define their crisis. We meet people where they are, we help them identify and build on their own strengths, and we connect them with other resources when they need additional intervention."

F&CS was born during the Great Depression, another time when there was a tough economy. We are an agency that operates from a position of strength and resilience. We are very grateful for the support we receive from our donors, board, staff, volunteers and other partners. There are truly no words to express our appreciation for our staff that make a decision daily to stay in the "fight" for children and families in need of clinical services to which they would otherwise not have access.

We are still here and we are committed to doing all we can with the resources that remain. This has been a challenging time for us as it has been for many other human service agencies, but we remain focused on the reason we are here – *to strengthen families.*

*Thank you for your continued response to the recent Crisis Center Appeal.*

**Crisis Counselors give Help, Hope & Healing.**

Dorothea Severino is one of the Crisis Center's compassionate and highly trained telephone counselors and she has been a vital part of the Crisis Center team since 1994. Dorothea says she volunteers because "I've been the recipient of kindness every day." She feels it's important for Crisis Center callers to know that they are not alone.

Volunteers like Dorothea work daily alongside Crisis Center staff and under their

direct supervision. Last year volunteer counselors provided nearly 12,000 hours of counseling. Dorothea's volunteer service is even more amazing when you realize that she is blind, yet she works efficiently and effectively with state-of-the-art call center equipment. Advanced technology, much of which has been donated, makes it possible for Dorothea to help literally thousands of people through some of life's roughest seas. Her leadership, dedication and commitment

to improving our community through volunteer service made Dorothea a 2007 finalist for the Tennessee Titans Community Quarterback Award.

Family & Children's Service is grateful to Dorothea and all of our counselors who are the voices giving help, hope and healing for callers who feel they have no where else to turn.

If you would like information on becoming a Crisis Center volunteer



**It's important for Crisis Center callers to know that they are not alone.**

— Dorothea Severino

counselor or administrative volunteer, contact Granger Brown, Crisis Center Clinical Supervisor at 615-320-0591 ext. 223.

**PLEASE SAVE THESE SPECIAL F&CS DATES**

Family & Children's Service • 1943 – 2008

*65th Anniversary Recognition Event*

**Honoring Volunteers, Staff and Donors**

**Tuesday, October 14, 2008**

**11:30 a.m. – 1:00 p.m.**

**Nashville Public Library**

**Emcee: Sara Dorsey, WSMV-TV Channel 4**



*For ticket information, contact Sara Fried, Director of Marketing & Special Events at 340-9718 or sara.fried@fcsnashville.org.*

**FrivolitiES '09**

**SATURDAY, JANUARY 17, 2009**

**NASHVILLE HILTON DOWNTOWN SUITES**

*Volunteers needed – contact Sara Fried, Director of Marketing & Special Events at 340-9718 or sara.fried@fcsnashville.org.*

ANNUAL FUNDRAISER



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*Thank You!*

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**Lunch & Learn**



Enjoy a free lunch and learn firsthand about the work of Family & Children's Service. Contact Sara Fried, Director of Marketing & Special Events for dates and times at 340-9718 or Sara.fried@fcsnashville.org.