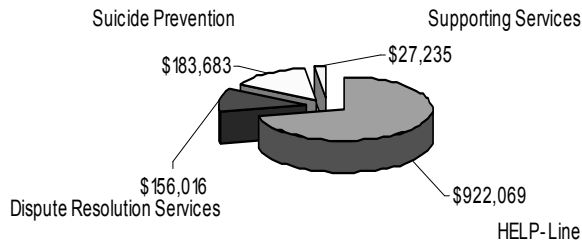


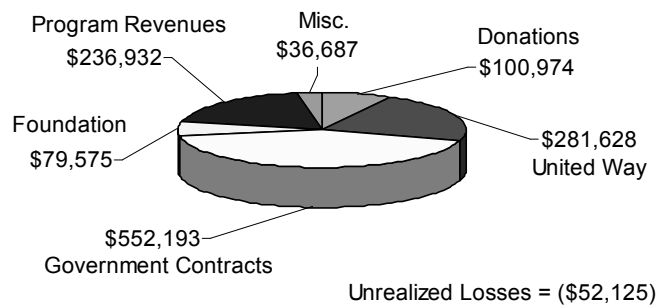
Annual Report 2008



2008 Expenses = \$1,289,003



2008 Revenues - \$1,235,864



Dear Friends of Gryphon Place,

The past year was one of remarkable accomplishments, significant growth and many new challenges.

The 2008 Crisis Center of Excellence awarded by the American Association of Suicidology was of great pride. We received this award because of the diversified and best practice suicide prevention services that our agency delivers. We continued to grow Suicide Prevention Services this past year expanding into increased community awareness and training programs that are designed to reduce the incidence of suicide in our community. We do this as part of a collaboration that has taken a community approach to suicide prevention.

2-1-1/HELP-Line continues to expand services to new customers and to increasing numbers of our citizens who find themselves in need of help. The volume of calls increased by 10 percent locally, but statewide our increase was 48 percent reaching more than 65,000 people in need. This increase is largely related to our new contract to serve the 15 community mental health centers in the upper peninsula. The other increases are related to increased poverty from the ongoing recession in Michigan and in the nation. The need for help with mortgage foreclosures, eviction notices, utility shut-offs and for emergency food has increased locally.

Dispute Resolution Services continues to innovate new approaches to mediation of conflicts including a unique approach to mediating with sexual minorities. This program is the first of its kind in the state. We also have begun to mediate adult felony cases that can lead to agreements, as well as healing, between victims and offenders.

Looking ahead this year, we are very excited to be implementing the Southwest Michigan regional 2-1-1 center, serving Allegan, Cass, Berrien and Van Buren Counties. New prevention strategies will be implemented through the community Older Adult Suicide Prevention Plan. This plan is the first of its kind in the state of Michigan.

On the challenges side, we can expect to be asked to provide more services with fewer financial resources, as local funding cuts will occur. Our business plan to continue to diversify has proven to be a successful model for keeping local services going at high quality. We have outgrown our facility and are exploring options to address this as well as generating operational support through endowment gifts.

To meet these challenges, we continue to grow our volunteer resources and internship opportunities; we continue to innovate new strategies for increasing philanthropic giving; we continue to add technologies to increase efficiencies; and we continue to seek new paying customers.

Of course, again this year, I have to ask you to consider supporting Gryphon Place with your donations. We now offer on-line giving at www.gryphon.org as well as the several direct solicitations that we have done in the past.

Please review the outcome data for our programs. Once again, we continue to exceed our own as well as national standards for quality.



Sincerely,

Bill

William H. Pell
Executive Director

Gryphon Place connects people to information, resources and support systems to assist them in resolving crises and meeting life challenges.

2008 Services and Outcomes

2-1-1 /HELP-LINE: answered **64,581** statewide calls. Our staff provided crisis intervention, information and referrals 24 hours a day. We also intervened whenever a caller was suicidal.

OUTCOMES:

- 98% 2-1-1/HELP-Line calls were immediately answered by a trained crisis worker.
- 94% Callers in crisis demonstrated relief from stress after talking to a 2-1-1/HELP-Line worker.
- 96% Callers seeking information and referral demonstrated increased knowledge of appropriate community resources after calling the 2-1-1/HELP-Line.



SUICIDE PREVENTION SERVICES: reached **4,075** students as well as 500 community people. Within the 152 classrooms and community settings, we taught groups about the warning signs for suicide and violence and how to refer at-risk peers to trusted adults for intervention.

OUTCOMES:

- 169 Students were referred for follow-up.
- 52 Awareness presentations and trainings were conducted in various settings.

DISPUTE RESOLUTION SERVICES: mediated **351** cases whereby disputing parties attempted to resolve differences using a win-win process. Mediations occurred in a variety of settings including the courts, schools and other public meeting spaces.

OUTCOMES:

- 81% Parties reached an agreement.
- 83% Parties stated that the mediation process helped resolve the dispute.



OUR DEDICATED VOLUNTEERS

2-1-1/HELP-Line: Thirty new volunteers were accepted into and passed the rigorous 45 hour training. Combined with all volunteers, these individuals provided 6,339 hours of service.

Dispute Resolution Services: The active roster of volunteer mediators includes 23 adults and 38 students. In addition, nine people serve on the DRS Advisory Committee.

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