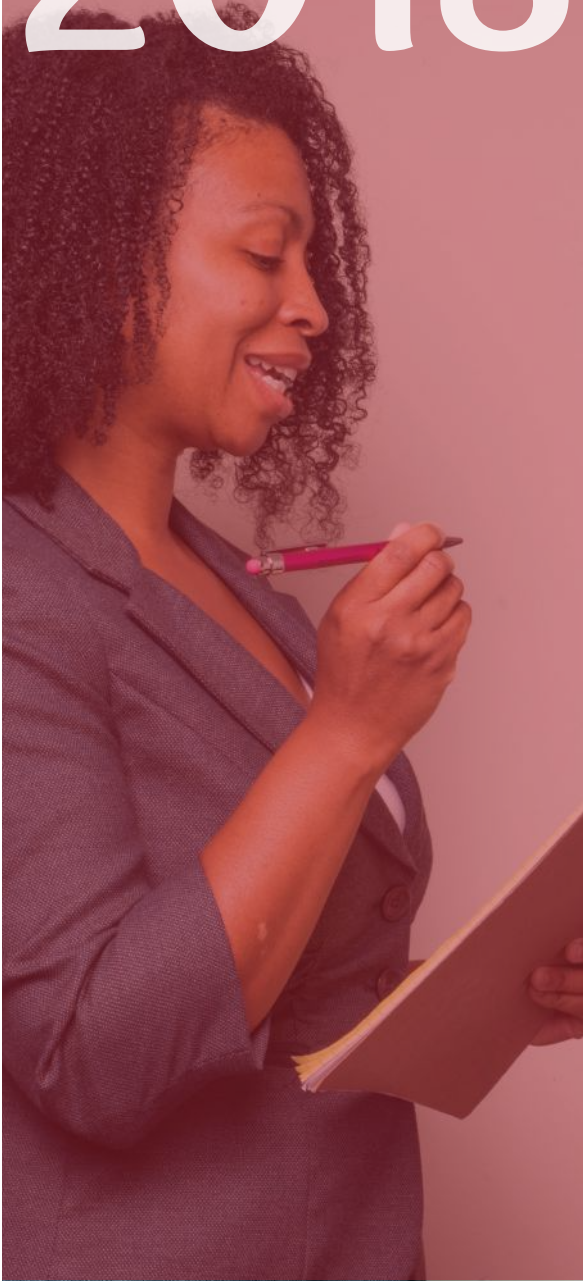


2018 - 2019



Common Ground
helping people move from crisis to hope

Annual Report



Dear Friends,

Welcome to Common Ground's 2019 Annual Report. This edition features stories on one of our outstanding board members, what's next for the Resource and Crisis Helpline, planned giving and some of the people we have served.

Common Ground had a solid financial performance last year and implemented a redesign of our crisis services. We are constantly trying to be better and more efficient in providing high quality care to people in crisis. To that end, we created a crisis assessment team to facilitate our triage process and maintain the stabilization unit for people whose crises are high risk. We are still working out some kinks, but I remain confident this will allow us to serve more people faster.

One area we will be focused on in the year ahead is our Resource and Crisis Helpline. While we were successful raising funds to expand text and chat, ever increasing call volumes continue to put pressure on our capacity. We must continue to hire more people to answer crisis texts. Increasing volumes might mean calls go unanswered or are delayed in being answered - this is not an acceptable option. We are looking into new technologies that will help us manage the influx in calls and help more individuals in crisis.

I would also like to take a moment to honor and remember our former CEO and friend, Tony Rothschild, who passed away on January 22, 2019. It's been a year since we lost Tony and everyday we strive to honor his memory in helping people move from crisis to hope.

Common Ground continues to meet the needs of our community thanks to supporters like you. We are grateful, but still need your help. Whether you're a donor, a staff member or volunteer, we are fortunate to have you! Thank you for helping us help others move from crisis to hope.

Heather Rae
CEO and President



Heather Rae
CEO



Don Campbell
Board Chair



Doug Wright
*Immediate Past
Board Chair*

Stories from those we served



Jessica

After losing her father, uncle and grandfather to suicide, Jessica was looking for a way to cope with her losses. In 2014, Jessica organized the first Facials Against Suicide. This annual fundraiser raises funds for Common Ground's suicide prevention and awareness programs. Jessica is the owner of Heavenly Day Spa and an advocate for Common Ground and suicide prevention. Jessica has also found the Survivors of Suicide Loss Support Group at Common Ground to be an essential part of her healing process.

"Coming to Common Ground and sitting through the Survivors of Suicide Loss Support Group really helped me learn that I wasn't the only one going through these things. Listening to these men and women talk opened up a whole new world for me."

Melvin

When Melvin had no support during a tough time in his life, he turned to Common Ground. Through the Resource and Crisis Helpline, Common Ground was able to get Melvin the help and support he needed. Melvin is now a Recovery Coach in Common Ground's Sober Support Unit, helping others who were once in similar situations that Melvin went through and overcame.

"There was a time in my life where I wasn't as healthy mentally as I would like to be. There was no family support and I needed to talk to someone - someone suggested I give Common Ground a call - and I did. I was very impressed with the time that the person on the line gave me, they gave me support and direction."



Dana

Ten years ago, Dana's daughter participated in the expressive arts program at the Sanctuary. Because of her time at the Sanctuary, Dana's daughter learned how to express herself through art and rekindle a positive connection with her mother. After seeing the change in her daughter, Dana decided to join the Sanctuary program as a Residential Specialist.

"My child was going through things that she was not able to express to me. Now, she has really tapped into her sense of art - she wouldn't have done that if she hadn't found her creative side through art therapy at the Sanctuary."

Board Member Spotlight!

Lyle Dahlberg has served on Common Ground's Board since 2017. Check out his story below!



What is your professional background?

I am a senior vice president and senior trust officer at Bank of Ann Arbor. I joined the Bank in June 2010 after spending two years in private practice in the Detroit area. Prior to that, I worked for 28 years at JPMorgan Chase and its predecessors as a successful leader of advisor teams in Michigan and Florida.

I earned my JD from Detroit College of Law, am a graduate of National Trust School, and an honors graduate of National Graduate Trust School. I am a member of the Financial and Estate Planning Council of Metropolitan Detroit.

How did you become involved with Common Ground?

My wife, Peggy, and I had a dear son who died by suicide. A few years ago, we witnessed the value of the Resource and Crisis Center through successful counseling provided to a close friend.

Don Campbell is an acquaintance of mine and he suggested that I become more involved with Common Ground. This led to a visit with Kay White and others and I joined the Board in the fall of 2017. I continue to serve on the Board today and am the chair of the Operations Committee.

What changes and growth have you noticed over the years?

In my short time at Common Ground, I have been impressed by the quality of the volunteers and staff. This team is able to provide increasing levels and amounts of service each year. The redesign of Common Ground's intake model will enhance the team's abilities and improve client outcomes. Our Board has become more diverse and draws members from backgrounds that provide expertise in areas that compliment the skills of the leadership of Common Ground.

What do you see in Common Ground's future?

I see Common Ground as a growing organization and a leader for other crisis management organizations, sharing our best practices and data collection skills for the benefit of the people we are helping move from crisis to hope.

What You Need to Know About Planned Giving:

Making a charitable contribution is a great way to "give back" as you age and accumulate wealth. It lets you invest in causes and organizations you care about. A charitable contribution can also help reduce your overall tax burden. We have all heard the saying "it is better to give than receive"; with proper planning both can be accomplished.

How can we help you chose the right type of donation? There are many ways to make charitable contributions, all which ultimately will have a positive impact on a charitable cause or group. The strategy you choose will depend upon your individual goals, tax and financial plan.

One way to give is to make a direct contribution of cash, appreciated stock, or property. This can be done during your lifetime as a gift and reduce overall taxes. You may also want to make a bequest in your Will or personal trust, which is a way to have your charitable goals and memories live on. Another way to give is to make the charity the beneficiary of a retirement account. You may also use special charitable trusts to make a current or future contribution. These are just a few of the options available.

The tax benefits of charitable giving are very complex and ultimately depend upon your individual situation. Before enacting any of the strategies you should consult with a tax or financial planning professional to see how it may impact your financial and tax plan.

By making a contribution to Common Ground, you are doing the "right thing." We thank you for your support and generosity. If you have any questions or would like more information on planned giving - please reach out to Common Ground's Development Department.

"It's not how much we give but how much love we put into giving."

- Mother Teresa

Can Artificial Intelligence Save Lives?

Research says the US suicide rate is up 33% since 1999, the highest it's been since World War II (Jacqueline Howard, 2019). It's the second leading cause of death among those aged 15-34. That's where Artificial Intelligence (AI) technology comes in. A Mental Health Chatbot, using AI technology, can coach people through difficult times through text message conversations.

With that said, everyone is probably wondering “*doesn't our Resource and Crisis Helpline volunteers and staff already do this?*” “*What's so different between AI and our current staff and volunteers on the Resource and Crisis Helpline?*” “*How is this new technology going to better help those who are in crisis?*” The number of those we serve continuously increases, which presents the challenge of how to give people the quality support they need when there's not enough volunteers and staff available.

Essentially, when someone texts Common Ground, the person can choose if they'd like to talk to an AI Chatbot or a human. During the conversation, if the AI Chatbot considers an individual to be a “high risk” based off the keywords the person uses, it will notify counselors within seconds that a conversation take over is required (see Figure 1). This means that the AI Chatbot can help those who are not suicidal or are considered to be lower risk while the staff and volunteers on the Resource and Crisis Helpline can give quality support to those who are suicidal or high risk.

With 7 published peer reviewed studies, research has found that chatting with an AI Chatbot led to significantly reduced symptoms, on average by 28% for depression and 18% for anxiety (see information displayed in Figure 2).



Figure 1

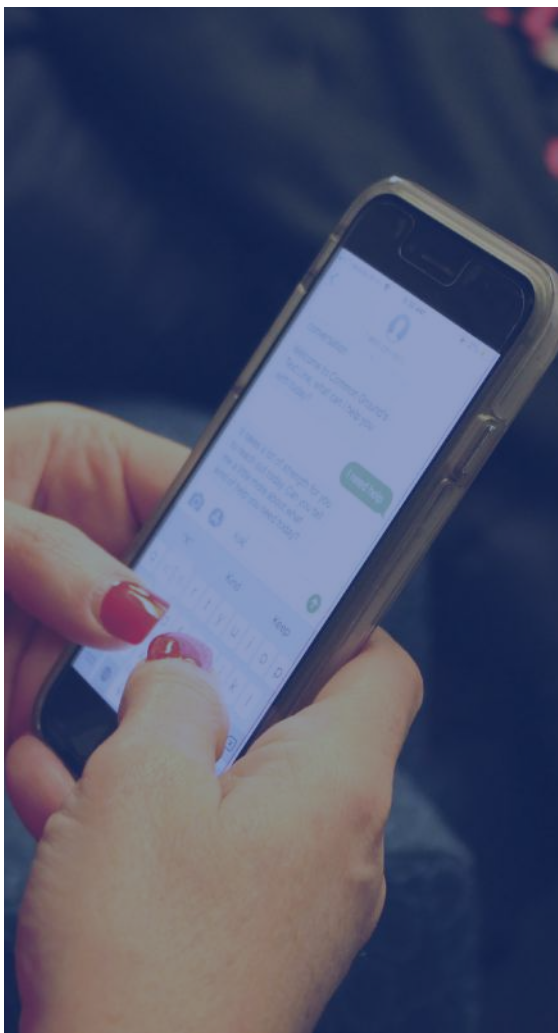


Figure 2

An AI Chatbot is HIPAA compliant and has the ability to be multilingual and culturally inclusive, provide referrals to local resources, and schedule check-ins and goal setting.

Through grants and public support, we hope to raise enough funds to acquire and sustain this technology in the near future for Common Ground. Without generous donations and funding from dedicated donors and foundations, obtaining life-saving technology will be extremely challenging.

We're looking forward to helping more people move from crisis to hope in the years ahead!

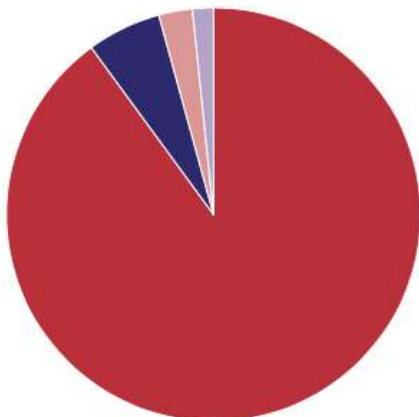
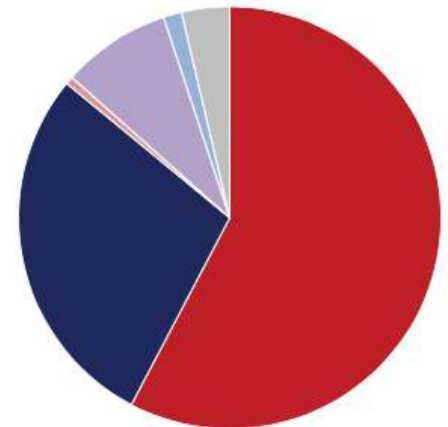
Expenses & Revenue

Common Ground is grateful for the generous support of the community which allows us to continue providing exemplary services. We appreciate the funding we have received from a variety of sources, including Oakland Community Health Network, Genesee Health System, state and federal grants and our generous donors. Overall, we had a great year for fundraising, exceeding our goal for the fiscal year. We will continue to help people move from crisis to hope, thanks to your continued support.

If you are interested in how your support is making a difference, we invite you to visit Common Ground. Contact Jeff Kapuscinski, Director of Business Development, at 248-451-3730 to schedule a visit.

Thank you!

EXPENSES	DOLLARS	PERCENTAGE
Responding to Crisis	8,597,865	57.71%
Providing Safety and Advocacy	4,209,307	28.25%
Community Education/Outreach	89,655	0.60%
Management and General	1,245,579	8.36%
Fundraising	209,195	1.40%
Increase in Net Assets	546,722	3.67%
	14,898,323	100%



REVENUE	DOLLARS	PERCENTAGE
Grants/Contracts	13,401,038	89.95%
Public Support	861,775	5.79%
Business Income	392,276	2.63%
In-kind Donations	243,234	1.63%
	14,898,323	100%

2019 VOLUNTEERS

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Stephen Applegate
Ellen Bean
Ariana Beard
Fabrizia Begozzi
Avenn Benton
Nikita Bhatnagar
Rebekah Bibbs
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Kathie Boley
Mary Bonds
Elisabeth Brin
Tre' Brown
Keyanna Burns
Mostapha Bzeih
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Julie Marcano
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Shakeena Melbourne
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Delia Miller
Jordan Miller
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Chuck Morris
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Logan Steele
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Nuculaj Tereze
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Donna Thomas
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Helen Weber
Kay White
John Williams
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Daniel Yamane
Jenni Yeater
Dale Young
Isabella Yzerman
Sophia Zollner

Common Ground's Interns & Volunteers contributed

18,653 hours

throughout the 2018-2019 fiscal year.

This equates to more than \$280,000 in donated time and services.

"Thank you to all of our Volunteers and Interns, we appreciate you!"

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