

TIP Update

TRAUMA INTERVENTION PROGRAMS OF ORANGE COUNTY

My View

We are pleased to provide you with an update about TIP of Orange County's accomplishments in fiscal year 2008/2009. In this update, we provide statistical data, quotes from grateful clients, highlights and news about upcoming events. What is not evident in this update is the feeling of appreciation we feel for all of our supporters in Orange County.

As you know, these are very difficult financial times, and TIP has been affected like everyone else. While we have never doubted our ability as an organization to "weather the storm," we have often wondered **how**. Well, the answer is that our supporters — elected officials, police and fire chiefs, hospital administrators and donors have stepped up and have continued to provide financial, in kind and moral support. And, of course, those on the front lines — TIP volunteers and first responders — have never wavered in their willingness to provide crisis services to traumatized Orange County residents. On behalf of our Board of Directors and staff...**Thank You!!!**

We expect 2009/2010 to be another financially challenging year for TIP like it will be for everyone else. Our "survival strategy" is simple . . . continue to provide excellent service, cut costs and effectively communicate with our constituents.

All the best,



Wayne Fortin, Founder & CEO
TIPIncCEO@aol.com

STATISTICAL DATA: 2008/2009

# of clients served	5,324
# of client services provided	8,855
# of ready alert hours provided by TIP volunteers	35,040
# of active TIP volunteers	92
Average response time	21 minutes

Reliability: TIP responded to 100% of requests for service by emergency responders

QUOTABLES

"The volunteer was so wonderful. She stayed with me for hours and answered all my questions. She will always be in my heart."
TIP Client

"The volunteer was kind, compassionate, non-judgmental and comforting during the crisis. I wish to thank your organization and especially the volunteer for helping me in my time of need. It gives me great comfort to know there are people like you who reach out to total strangers in their time of need."
TIP Client

HIGHLIGHTS

- In November, TIP hosted its **Annual Heroes With Heart Dinner**. The Dinner honored police officers, firefighters, nurses and doctors. Over 250 community leaders attended it.
- In December, TIP officially began serving both **Kaiser Hospitals** in Orange County — Kaiser Hospital in Irvine and Kaiser Hospital in Anaheim.

- In January, TIP of Orange County began serving the **City of Los Alamitos**.
- In February, 34 residents completed the **TIP Volunteer Training Academy**.
- In May, TIP of Orange County staff provided ***Emotional First Aid Training** to all officers in the City of Sacramento Fire and Police Departments.
- In June, after a 3-month field-training period, 27 TIP trainees **graduated** as TIP volunteers.
- The **TIP Resource Guide** was given a makeover this year. This 60+-page booklet is given to all of our clients. It contains very helpful information for those coping with tragedy. The Resource Guide which was always an excellent tool, is now more comprehensive and easier to use.
- TIP responded to a number of **major incidents** including to the Freeway Complex fire, to multiple major fatal auto accidents involving teens, and to schools after the death of students. All of these major incidents required the response of many TIP volunteers usually over a 2 to 3 day period.
- TIP now has a new **Comfort Dog**, Tassie and his owner Rick Majewski are called out by TIP volunteers to major incidents when volunteers determine that the presence of a comforting dog will be helpful.
- TIP now has a **YouTube** page (www.youtube.com/TIPNational). This page contains numerous videos about the TIP Program which were produced over the last 20 years.
- TIP launched a **Social Networking** site which enables TIP volunteers to obtain important information and to communicate with one another.

UPCOMING EVENTS

1

TIP Volunteer Training Academy:
September 10-19th



Upcoming Schedule

www.TIPOrangeCounty.org/TIPTraining.htm

2

HEROES WITH HEART Dinner: October 23rd

Presenting Sponsor:
AMCOR/SUNCLIPSE

Visit www.TIPOrangeCounty.org/HeroesHeart.htm

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NATIONAL NEWS

- TIP National is working with the **Reno**, NV Police Department to establish TIP of Northern Nevada. The program is expected to be "on line" by December 1, 2009.
- On September 25th & 26th, TIP managers from across the country will gather in Carlsbad, CA for their **Annual Meeting**. At the meeting, managers hear from various speakers and share best practices.
- Two (2) TIP volunteers and the Crisis Team Manager— Colleen Parsons, Pat Cahill and Debbie Simpson graduated in February from the **National Training the Trainers Course**. They are now qualified to conduct TIP Volunteer Training Academies across the country.

***Emotional First Aid Training in the Workplace is also available.**

For more information, contact Wayne Fortin at TIPIncCEO@aol.com or by phone at **714.314.0744**

For information about Trauma Intervention Programs, Inc. of Orange County, please visit: www.TIPOrangeCounty.org

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