From the TIPNW Staff

2020 – what a year! Our community experienced a major global health pandemic, protests, and wildfires. TIP Volunteers kept their boots on the ground and their hearts full of compassion. They kept the mission going.

We have been stuck in a moment where we are more separated than ever. We are all constantly choosing sides. Tragedy doesn’t pick sides — so neither does TIP. We have helped emergency responders, survivors, and fire evacuees. We continue to provide support to people protesting. TIP Volunteers break down barriers that divide us, by being present and proactive — providing emotional first aid for everyone.

In March, we were all affected by COVID. TIP seamlessly adapted to Tele-TIP. What normally took 3 hours face-to-face was now a series of 4-5 phone calls supporting someone. In 2020, we spent over 9,500 hours listening and “being there” for citizens experiencing a crisis/trauma.

This pandemic enabled us to implement a new program. We created a “30-Day Follow-Up Call”. This allows our clients time to tell their story to someone who cares after the immediate crisis, when the dust has settled, family is gone, and they are trying to find their way in a new normal.

TIP is what we need now more than ever — people helping people — without judgment or prejudice.

In a year that has turned our world on its axis, we look forward to 2021 where we welcome and support a diverse volunteer group that serves all members of our community. We are grateful to be of service and to “be there”.

In TIP Spirit,

TIPNW Staff

June, Jordan, Keri, Dennis and Jami

What is TIP?

TIP is a group of specially trained citizen volunteers who provide emotional aid and practical support and resources to victims of traumatic events and their families in the first few hours following a tragedy.

TIP Volunteers are available 24 hours a day, 365 days a year.

TIP Volunteers are called by the emergency response system (police officers, firefighters, paramedics, hospital personnel and medical examiners) to assist family members and friends following a natural or unexpected death; victims of violent crime; victims of fire; disoriented or lonely elderly persons; people involved in motor vehicle accidents; people who are distraught and seeking immediate support; and survivors of suicide.

Always Ready… Always There.

Mission: Our citizen volunteers provide emotional first aid to survivors of tragedy in order to ease their immediate suffering and facilitate their healing and long term recovery.
### Who We Are

- **196** active volunteers
- **24** TIP Teens from 15 schools
- **40** hours
- **95,000** ready-alert hours

**Volunteers who are prepared, willing and able to respond to scenes of crisis on a moment’s notice.**

**Teens are trained alongside adult volunteers—primarily responding to homes, schools and hospitals.**

**The number of hours each volunteer commits to TIP every month.**

**Hours provided by TIP Volunteers who are ready to respond on a 24/7 basis.**

### What We Did in 2020

- **2,797** scenes of tragedy
- **9,789** hours spent supporting clients
- **1,631** calls made to citizens
- **382** hours on the phone
- **11,188** citizens supported
- **2,797** locations responded to by a TIP Volunteer.
- **40** hours spent working with citizens immediately following a crisis.
- **1,631** Tele-TIP and 30-Day Follow-Up Calls.
- **Hours spent supporting and listening to citizens.**
- **11,188** citizens provided with emotional and practical support.

**DURING THE GLOBAL HEALTH PANDEMIC, TIP NW:**

- Trained 60 community members to be TIP Volunteers.
- Created and fine-tuned our “Tele-TIP” response; supporting citizens by phone when an in-person response is not possible.
- Implemented a new 30-Day Client Follow-Up program.
- Held our first virtual fundraiser, which allowed even more people to learn about TIP.
- Provided support to those displaced by the Clackamas Wildfires.
- Provided support to those who worked in the COVID Emergency Operations Center.
Other Facts: **In the Numbers**

- **5 STAFF MEMBERS**
- **56 VIRTUAL SUPPORT MEETINGS**
- **95% OF FUNDS GOES DIRECTLY TO TIP MISSION**
- **34 SCHOOLS SUPPORTED**
- **35+ USER AGENCIES**

Day-to-day operations are fulfilled by 5 paid employees and volunteers.

TIP provided “virtual” support to 56 businesses, government agencies and schools.

Only 5% of all income goes to administrative costs.

34 schools received TIP support in 2020.

TIP Volunteers are requested by over 35 User Agencies that cover over 38 cities.

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**How You Can Help**

- **DONATE YOUR TIME**
  - Become a TIP Volunteer. Volunteer Training Academies are held at least once a year.

- **DONATE YOUR CONNECTIONS**
  - Connect TIP with your network of personal and professional supporters.

- **DONATE YOUR TREASURE**
  - All donations are tax-deductible and directly support the TIP Mission.

TIP volunteers supporting the community after the wildfires and at a shelter for displaced citizens.
Contact TIP

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