

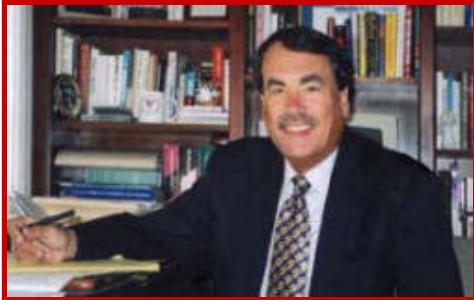


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# Trauma Intervention Programs, Inc "Citizens Helping Citizens in Crisis"

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## From the Founder: My Views



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## TIP of San Diego County, Inc

by Wayne Fortin

Periodically, I will use "My View" to profile one of our affiliates. Although I spend much of my time engaged in national activities, I am fully aware that it's in our local affiliates "where the action is." 100's of times a week our mission is put into action by our local affiliates as TIP volunteers respond to help traumatized citizens. Each of our affiliates is a gem, unique and special. Throughout the year I will be presenting each of these gems to you.

It seems appropriate that my first affiliate profile be of TIP of San Diego County (TIPSD), our founding affiliate. TIPSD was founded in 1985 and for the past 22 years has provided uninterrupted service to San Diego County, CA.

Today, TIPSD has 5 separate volunteer response teams providing service to 11 cities and 6 unincorporated areas. Approximately 80 volunteers respond to over 100 calls a month. TIPSD is staffed by 1 full time executive director, 2 part time crisis team managers and 1 part time administrative assistant.

There are many outstanding aspects of TIPSD. I will focus on four of these aspects. First, TIPSD has established and continues to establish innovative partnerships with various organizations in San Diego County. In addition to the traditional partnerships TIP establishes with public safety agencies and hospitals, TIPSD has partnered with businesses, the transit district, the local university, and even a veterinary hospital. All of these entities utilize TIP services and provide TIPSD with new sources of revenue.

The second outstanding aspect of TIPSD is the quality of service provided. One might expect that after 22 years that the service provided by TIPSD would be lax and "ho hum." Not so. The service TIPSD provides the community is excellent. I can best illustrate this by quoting a police lieutenant who was given the task of researching TIPSD by his Chief who was considering signing on with TIP. The Lieutenant wrote his Chief: *"I must say the review is outstanding across the board — dispatchers, watch commanders, and officers rave about TIP. It has great response times, quality of program, etc."*

The third outstanding aspect of TIPSD is the spirit among its volunteers. TIPSD staff has put a high priority on team building, and it shows. According to Mandy Atkisson, a TIPSD Crisis Team Manager *"Each volunteer seems to have more of a commitment to TIP because they are committed to being there not only for the community and the emergency responders, but for each other as well."*

The fourth outstanding aspect of TIPSD is its resilience. Like all organizations, TIPSD has confronted many challenges over the years. Through it all it has not only provided uninterrupted crisis services, but it has also grown and innovated.

Since leaving as the founding executive director in 1992, I've observed the San Diego Affiliate from a distance. One of the things I've come to appreciate is how much building and operating a successful TIP Affiliate is an ongoing process and not a race with a finish line. The TIPSD staff will tell you that they have the same challenges and problems that all TIP Affiliates experience, and that even after 22 years they need to continually improve and nurture their organization. I think we can all learn something from TIPSD's experience about the important of making progress and not expecting perfection.

Finally, I would like to thank the TIPSD staff, board members and volunteers for taking such good care of our founding affiliate, and for demonstrating TIP's ability to survive and thrive over the long run.

You can communicate with TIPSD staff at [tipsandiego@sbcglobal.net](mailto:tipsandiego@sbcglobal.net).

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