

MESSAGE FROM OUR CHAIRMAN



CRAIG SAPHIN
CHAIRMAN OF THE BOARD

2013 was a successful year for TELL. TELL is now 40 years old and has a new brand. We have a wonderful, dedicated and talented staff and an experienced and diversified board. We ran successful fund-raising events and had great support in the community from individuals, companies and various professional and religious organizations. We appointed Ian de Stains as the new Executive Director. The Lifeline continues to provide a valuable service and handle an increasing number of calls. The provision of clinical services and outreach programs continues to expand and be well received by the community. However, I believe that TELL can and should increase the level of support to the community to meet more of the demand.

Firstly: The demand for TELL's Lifeline services is much greater than the supply of the service. I want the TELL community to work together and support our hard working Lifeline Director, Vickie Skorji, and her staff and volunteers so that TELL can increase the support to the community. The initial target will be a 24-hour service.

Secondly: TELL fund-raising is made up of individual donors, corporations, professional bodies, religious organizations and various grants. We need to reach out and bring this group closer to TELL; thank them, update them on TELL activities and priorities and garner support for the priority projects and securing the future of TELL. At the same time we need to find more people who are empathetic to the TELL cause and mission.

In summary 2013 has been a year of transition focused on putting TELL on a new trajectory for the future. We have set some lofty goals aimed at taking TELL to the next level as a service provider to the Japan community. To be successful TELL will need the continued support and commitment from the TELL community, and from you.

ABOUT TELL

Since its establishment in Japan in 1973, TELL has been dedicated to providing world-class, effective support and counseling services to Japan's international community and helping to address the country's growing mental health care needs. An accredited and certified non-profit organization, TELL's vision is to be a leader in services and education by practicing state-of-the-art standards of care in the mental health field. Services include free phone counseling, professional face-to-face evaluations and therapy and community-wide programs. For more information on TELL's services, please visit telljp.com.



IAN DE STAINS OBE
EXECUTIVE DIRECTOR

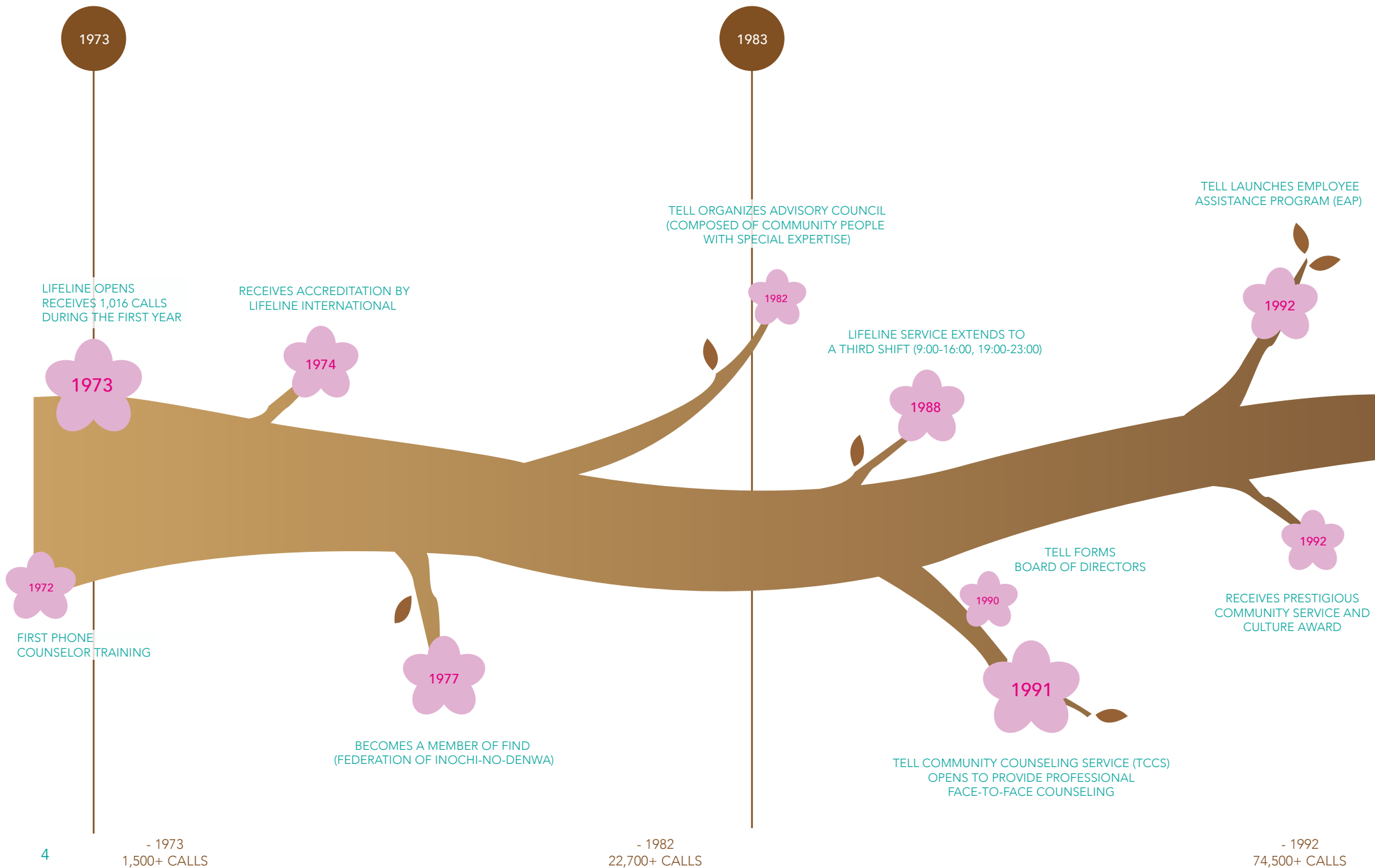
My first contact with TELL was in the late 1970s when I did a radio interview with Miriam Olsen, one of the founders. Then, in the 80s I encountered a situation where I needed TELL's help: I called the Lifeline and found understanding and support to a degree that still moves me to this day. Thereafter, I became involved in more practical ways: volunteering, fund-raising, serving on the board and editing and producing on DTP the newsletter, *The Connectors*. Throughout, I have been struck by the dedication and commitment of those who choose to serve TELL in a variety of capacities and I continue to be inspired by them.

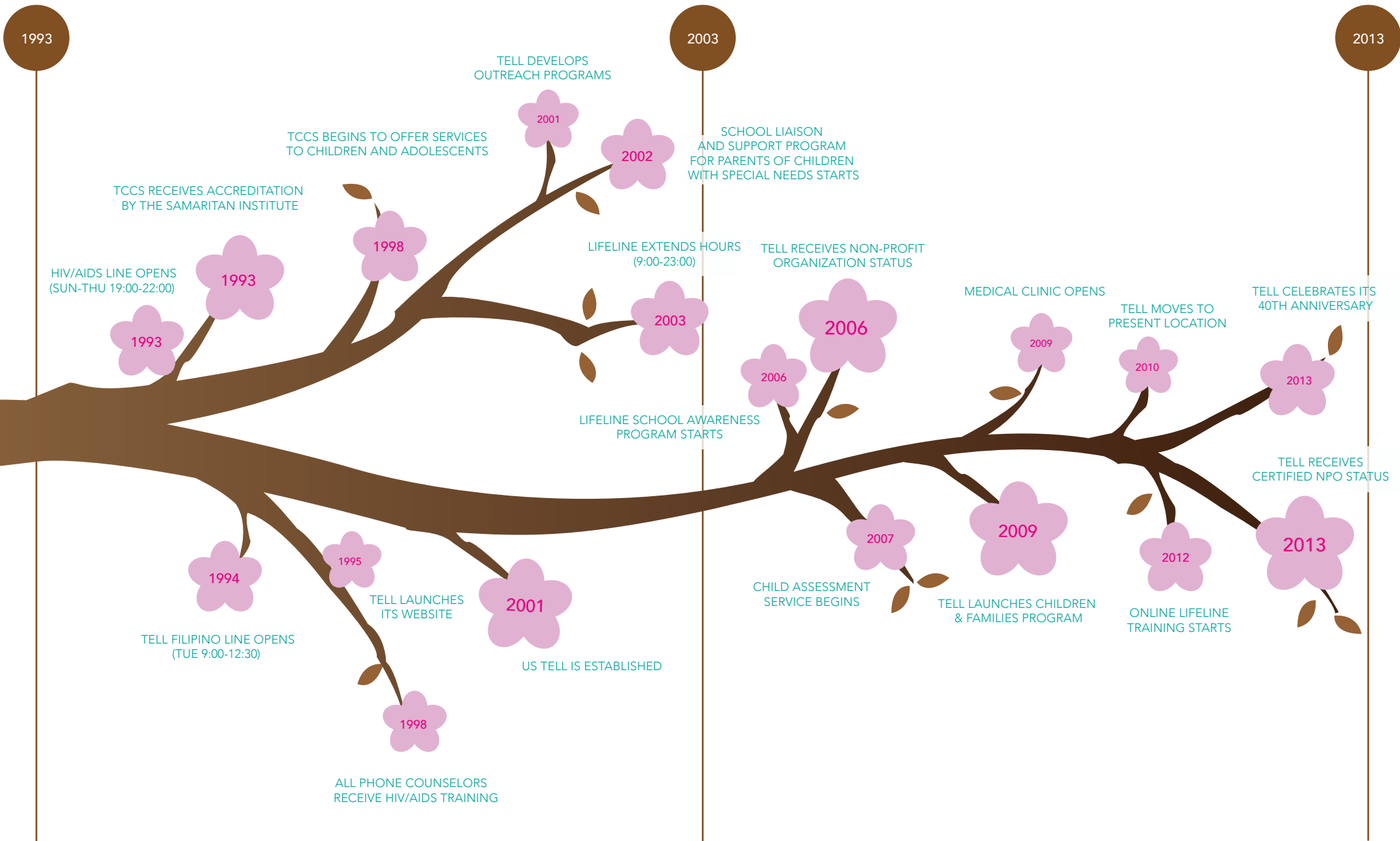
More recently, as Board Vice-Chairman I was delighted to take part in the planning of the event to mark TELL's 40th anniversary held in the delightful residence of the Ambassador to Japan of the Netherlands, at which we launched the rebranding. This remains an extremely important focus for the organization, especially as we look to expand into Kansai later in 2014.

In the same Board role I was keenly interested in the discussion that led up to the decision to appoint an Executive Director. TELL has had Executive Directors in the past but this is a new role, newly defined and with new expectations. I was a keen advocate, never suspecting at the time of my proposals to the Board that I would be asked to take on the position. I do so with a sense of humility and an even greater sense of responsibility.

I want to thank our staff and volunteers for all they do and ask for their support in the year ahead. Above all, I would like to say how grateful we all are for the continued support of the individuals and corporations, which makes our mission possible.

TELL: 40 YEARS OF GROWTH





- 2002
136,000+ CALLS

- 2012
197,000+ CALLS

LIFELINE: SAVING LIVES EVERY DAY FOR 40 YEARS

Celebrating 40 Years of Providing Support and Connections

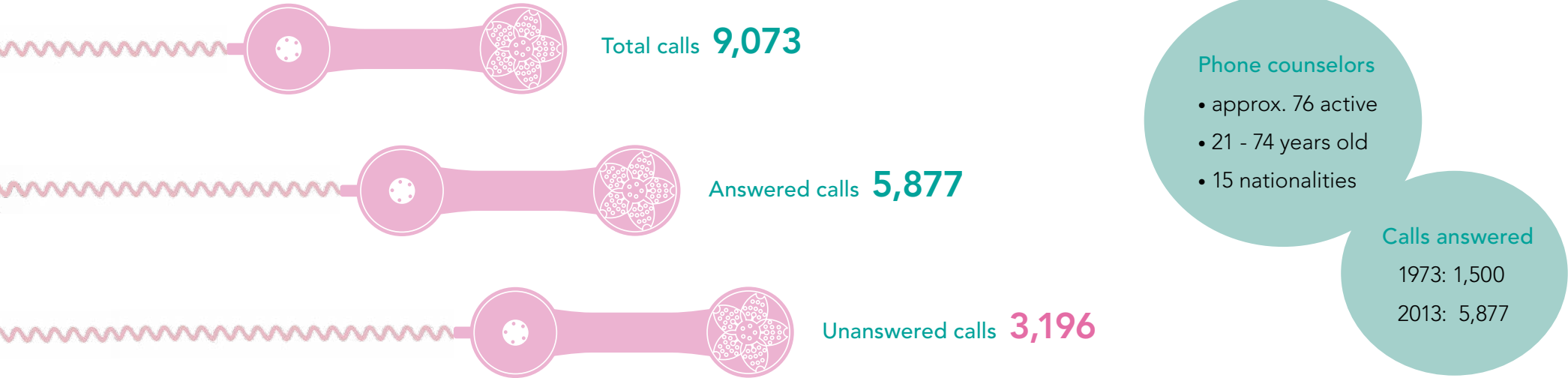
Every day the Lifeline saves lives by reaching out and being available to people in need throughout Japan between 9 a.m. and 11 p.m., providing real support and connections when people feel overwhelmed and alone.

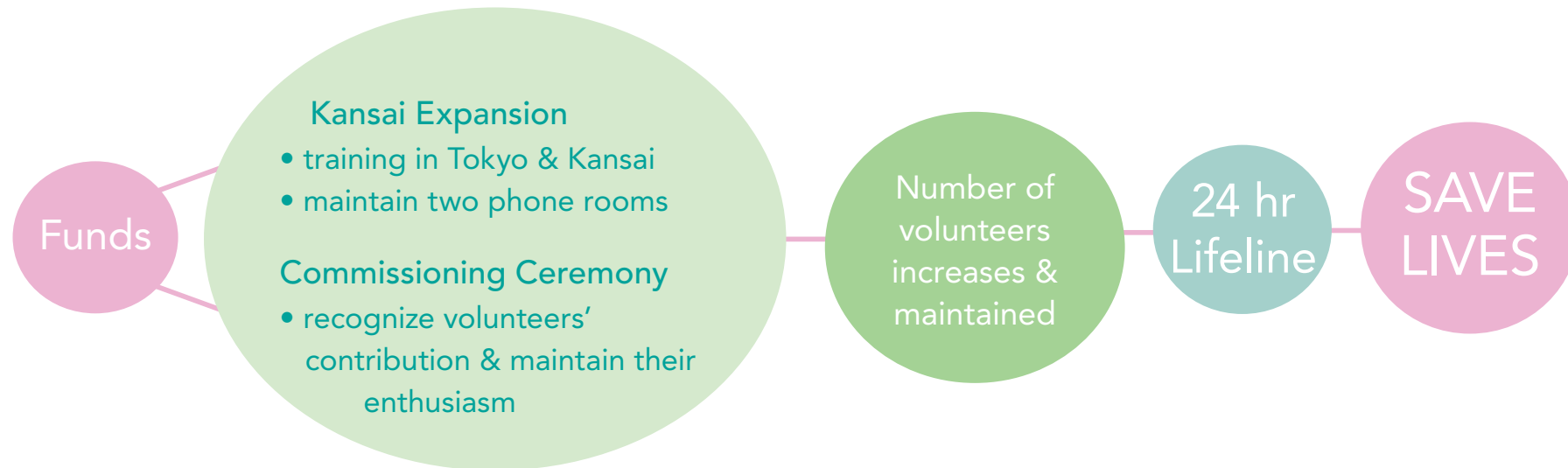
TELL ensures that our phone counselors are highly trained in all issues with a particular focus on suicide risk, domestic violence and sexual assault.*¹ In 2013, over 4,500 calls were counseling calls in which counseling was provided to people needing emotional support, and 330 calls were from those at risk of suicide. 44 calls were related to domestic violence, and 27 calls were on sexual assault.

Funding Needed to Save More Lives through 24 hour Support Line

Every day the Lifeline phone counselors are helping to save lives on the line. The Lifeline that offers 6,000 hours of support is only possible due to their passion and dedication.

Many TELL phone counselors are foreign nationals living in Tokyo, resulting in a high turnover rate among volunteers. The volunteers that operate the Lifeline are required to stay anonymous, receiving no acknowledgment from the community for the important service they provide. These unique challenges faced by TELL affect not only the number of volunteers but also the hours of operation.





Since the Lifeline first started taking calls 40 years ago, the goal has always been to operate a 24-hour support service. Research shows that the late-night hours and early mornings are particularly challenging and critical times for those in crisis. It is a time of the day when many may feel alone but unable to connect with anyone, placing them at risk and in greater need of the counseling and support that lifelines provide.

In order for the Lifeline to offer 24-hour support, we need a minimum of 110 phone counselors. This is where our community can offer us a helping hand. In 2013, the phone counselor training was held thanks to the generous donation from **Boeing Japan**. With sufficient funds, TELL can offer phone counselor trainings twice a year

in Tokyo and Kansai, maintain phone rooms in these two locations, and hold annual commissioning ceremonies*2 where volunteers are sufficiently acknowledged for their selfless service. These will enable us not only to maintain our volunteers but also to steadily increase our phone counselor numbers.

In 2014, TELL will be expanding into the Kansai region and opening a satellite phone room. This is only possible thanks to the generous funds provided by the **American Chamber of Commerce in Japan (ACCJ)** and cooperation from the **Kobe Union Church**, who will provide us with a training location. We ask the community to extend financial aid to TELL Lifeline so that we can serve 24 hours, ensuring emotional support is available to those in need all day, every day of the year.

*1 Workshop was held for phone counselors to receive ongoing training and keep their counseling skills up-to-date.

*2 This important event was made possible once again by the generous donation of **Skadden, Arps, Meagher and Flom**.

EXCEPTIONAL MENTAL HEALTH SERVICES IN JAPAN

“Confidential, comprehensive, multilingual and multi disciplinary mental health services for the increasingly diverse international community in Japan”

Providing High Quality Service to Those in Need

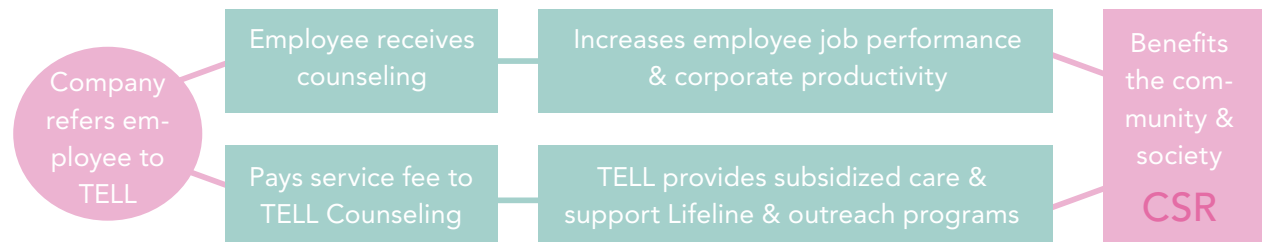
TELL Counseling operates according to a flexible-fee pricing structure to remove financial barriers and to ensure everyone has equal access to mental health services. In 2013, the amount subsidized to need-based individuals and families nearly tripled from the previous year, providing professional mental care to those in need.

Employee Assistance Program

TELL Counseling is a provider of Employee Assistance Programs (EAP) to over 20 companies whereby the company arranges for confidential treatment at no cost to the employee, ensuring their mental well-being. In 2013, employees received face-to-face counseling on issues such as work related stress, workplace crisis, depression, substance abuse and personal crisis, improving their work performance and learning how to respond effectively to conflict in the workplace.

What makes TELL Counseling exceptional?

- open 6 days, 9:00-21:00
- counseling & testing offered in multiple languages
- 11 therapists, 4 testers, 3 psychiatrists
- over 40 areas of expertise
- 15 methods of treatment used
 - Therapists & testers receive regular clinical supervision



Amount subsidized to need-based individuals and families: **¥ 8,692,400**

Therapists Areas of Expertise (adult)



TELL Eating Disorder Program

- keeps family together
- offered in multiple languages
- evidence-based treatment
- up-to-date resources
- coordinator receives supervision & attends International Conference on Eating Disorder every year

Children & Families Counseling

- 199 new clients
- 528 sessions

Testing

- 134 new clients
- 258 sessions

TELL Eating Disorder Treatment Program

Eating disorders are one of the most complex and challenging mental and medical conditions that are difficult to treat. However, the generous donation by **Ichigo Asset Management** has allowed TELL to be trained in the most up-to-date and evidence-based treatments (Maudsley Family-based Therapy and Cognitive Behavioral Therapy). Staff receive ongoing consultation and supervision, making TELL one of the most solid and reliable resources in the community for treating eating disorders in an outpatient setting. In 2013, 23 clients were treated at TELL. In April, TELL trained 18 Japanese medical and mental health professionals from different parts of Japan in the treatment of eating disorders.

TELL Children & Families Program

Children & Families is a team under the umbrella of TELL Counseling that provides a range of confidential and evidence-based assessment and treatment services for children and teens with learning, emotional and/or behavioral problems. The team’s therapists’ and testers’ areas of expertise include anxiety, mood disorders, behavior issues, learning problems and adjustment issues. In 2013, Children & Families offered 12 free workshops to international schools on various mental health topics such as ADHD, autism and depression, thanks to the grant received from **State Street Fund (Give2Asia)**. The team hopes to raise more public awareness on children’s mental health issues and promote prevention and early intervention of childhood mental disorders.

OUTREACH PROGRAMS FOR THE COMMUNITY



The number of flowers shows the level of funds needed to sustain those programs in 2014



Child Protection Program

Provides support and updated information about the Japanese Child Protection System to the community. In 2013, TELL made 11 child abuse reports to the local Child Guidance Center, provided one child protection workshop to an international school, and offered 8 subsidized counseling sessions on child abuse related issues. Funds were provided by the **Mitsubishi Foundation**.



Exceptional Parenting Program

Provides a forum where parents and professionals can broaden their knowledge of issues related to raising and educating children with diverse needs, seek and exchange information in a supportive atmosphere, and access lending resources and recorded presentations. In 2013, the program provided a total of 7 workshops funded by the **Mitsubishi Foundation**.



Lifeline School Awareness Program

Provides interactive student workshops to teenagers at schools to explain that the Lifeline is a safe, confidential, and non-judgemental place for them to call. In 2013, the program held workshops with funding received from **Morgan Stanley**.



Suicide Prevention Program

Provides a range of workshops within schools and the community aimed at reducing the myths and stigma surrounding suicide and providing skills we can all use to support someone in need. In 2013, 5 workshops were held including on World Suicide Prevention Day. Two workshops on depression and suicide held at international schools were made possible by the fundings from **State Street Fund (Give2Asia)**.



Community Workshops

TELL offers training to corporate employees through Employee Assistance Programs, and to our community through various workshops in an effort to increase mental health awareness and reduce stigma. In 2013, thanks to the generous support of **Morgan Stanley**, the Grief & Loss Support Group organized by the Lifeline provided a total of 10 sessions to those bereaved. TELL also launched the TELL Bully Project that introduced the documentary film *Bully* to schools and the community to shine a spotlight on the toll bullying and cyberbullying has on the victims and others involved.

Other Outreach Activities



TEDxTokyoTeachers 2013

Jason Chare, former Lifeline Director, spoke at TEDx-TokyoTeachers on "A Case for Active Listening."

Grief Support Group

TELL offered a 10-week Grief Support Group for those in the English-speaking community who have experienced the death of a loved one. This was possible thanks to funding provided by **Morgan Stanley**.

Adult Talk: Frames of Mind

TELL continued a workshop series *Adult Talk: Frames of Mind* with showings of films dealing with the human condition, followed by a discussion with TELL therapists and staff on themes such as school shooting and bullying. Funding was provided by **Morgan Stanley**.



Give2Asia School Workshop

TELL Children & Families offered 12 free workshops to international schools thanks to funds provided by **State Street Fund (Give2Asia)** on various topics such as autism, ADHD and conflict resolution.

Disaster Preparedness Training for Embassies

As part of a project funded by the **National Center of Neurology and Psychiatry**, TELL offered free training in disaster preparedness to 6 embassies in Tokyo. A total of 88 embassy staff learned about the basic approach of Psychological First Aid (PFA) recommended by the World Health Organization and its application to their work under an emergency situation. Pre- and post-tests was conducted to examine the effectiveness of the training, which revealed a statistically significant increase in participants' knowledge and perceived competence on supporting people affected by a crisis.



World Suicide Prevention Day

On September 7, TELL joined thousands of organizations worldwide in marking World Suicide Prevention Day. The year's focus was on stigma and TELL was proud to be joined by Dr. Rene Duignan, director and producer of "Saving 10,000 - Winning the War on Suicide," and Prof. Yasuyuki Sawada, a suicide prevention researcher and author at Tokyo University. The event ended with a candlelit vigil to remember those who have lost their lives to suicide. Also on this day, TELL announced its collaboration with Facebook which enables more than 21 million Facebook users in Japan to connect with trained mental health professionals if they feel that they or someone they know is at risk of suicide.

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Yamano & Associates
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Yokohama Union Church

Embassies

Embassy of Australia
Embassy of Israel
Embassy of Canada to Japan
Embassy of Switzerland
Embassy of the Czech Republic
Embassy of the Kingdom of the Netherlands
Embassy of the Republic of Angola
Embassy of the Republic of Chile
South African Embassy - Japan

Grants

Boeing Japan
State Street Fund (Give2Asia)
Ichigo Asset Management, Ltd.
Mitsubishi Foundation
Morgan Stanley MUFG Securities
Skadden, Arps, Meagher and Flom

Individual

Christina Ahmadjian
Tsuyoshi Akiyama
Patricia Bader-Johnston
Thilak Basnayaka
Mark Baxter
Peter Bernick
Jeffrey Bernier
Aston Bridgman
Rachel Clare Burdett
Kathy Burton-Lewis
Robert J. Carlson
Ian de Stains
Rene Duignan
Helen Fujimoto
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Nana Sugawara
Mayumi Takahashi
Elizabeth Takai
Machi Taniguchi
Efrot Weiss
Carl Westby
Marcy Wilder
Nan Yamada
Hitomi Yokote

Save a Life Campaign

Christina Ahmadjian
Jeffrey Bernier
Melanie Borisoff
Marielle Gorissen
Susan Griffen
Lori Henderson
Mica Henderson
Marcia Ishizuka
Nancy Kobayashi
Nick Masee
Kathy Matsui
Robin Maynard
Kathleen Pike
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Roland Thompson
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Denise Winslow
Kathryn Wriston

The Edward and Peggy Eu Foundation

About U.S. TELL

U.S. TELL was established to support mental health services for the international community living in Japan. By supporting multiple programs at TELL Japan, US TELL makes it possible for people or companies who wish to donate to TELL Japan to do so in US dollars through a US non-profit organization.

Mission Statement :

- U.S. TELL supports the delivery of mental health services to the international community in Japan.
- U.S. TELL provides grants to support the work of TELL Japan.

TELL would like to thank all the sponsors and donors who supported our programs and activities in 2013.

FUND-RAISING EVENTS OF 2013

As a heavily utilized non-profit organization, TELL relies on the success of several fund-raising events held throughout the year to raise the funds needed to continue our 40-year legacy of providing our invaluable community services. TELL would like to thank the generous and exemplary efforts of its hundred volunteers for helping to ensure the success of fund-raising events.

TELL would also like to say a special 'thank you' to Mr. Nathan Gildart for organizing local band performances; "Band Night for TELL", raising 140,000 yen for TELL.



Ballet for Children
"The Magic Flute" at
the Russian Embassy



Band Night for TELL



Charity Walk & Runathon



Connoisseurs' Auction at the Angolan Embassy



FINANCIAL REPORT

Income & Expenditure 2013 (Jan - Dec 2013)

(in thousand yen)		
Revenues		
Membership Admission fee		106
Donations		30,936
Grant		1,269
Program Incomes		62,070
Counseling & Lifeline	60,012	
Clinic	1,194	
Public awareness & PR	864	
Other Income		471
Total Income		94,852
Expenses		
Program Expenses		80,353
HR expenses	60,610	
Other program expenses	19,743	
Overhead Expenses		15,155
HR expenses	5,107	
Other overhead expenses	10,048	
Total Expenses		95,508
Income (Loss) from 2013 activities		(656)
Income tax expenses		(70)
Net Income (Loss)		(726)
Retained earnings - beginning of year		48,215
Retained earnings - end of year		47,489

Balance Sheet 2013 (As of Dec. 31, 2013)

(in thousand yen)	
Assets	
Current Assets	
Cash & current bank deposits	48,330
Accounts receivable	5,188
Prepayments	1,208
Prepaid expenses	57
Other assets	22
	54,805
Fixed Assets	
Equipments	281
Software	75
	356
Total Assets	55,161
Liabilities	
Account payable	5,436
Accrued grants	713
Deposits received	522
Income tax payables	70
Consumption tax payable	930
Total Liabilities	7,671
Equity	
Beginning balance	48,215
Current earnings (deficit)	(726)
Total Equity	47,489
Total Liabilities and Equity	55,161

Comments on 2013 Financial Report

TELL is pleased to report solid financial results for the year 2013. Consistent efforts to control expenses while seeking finance support proved successful in 2013 as highlighted below:

Income:

- Income recognition (except donation) has been changed to an accrual basis in line with NPO accounting standards implemented from 2013.
- TELL Counseling income recorded a 12.5% increase due to our counseling services insured by Cigna International.
- Donations for TELL 40th anniversary and Auction enabled TELL to maintain individual donation income despite difficult economic circumstances.

Expenses:

- Expenses were continuously under strict control, except HR expenses for therapist fees showed an obvious increase reflecting the increase in TELL Counseling income.

OUR PEOPLE

TELL Board of Directors

Dr. Tsuyoshi Akiyama
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Ian de Stains OBE
Roberto De Vido
Susan Griffen
Helen Iino
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TELL Business Office Staff

Executive Director: Ian de Stains
Lifeline Director: Jason Chare*
Vickie Skorji
Clinical Director: Linda Semlitz, MD*
Assistant Lifeline Director: Mica Henderson
Clinical Services Coordinator: Sara Dwiyanti
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Children & Families Coordinator:
Aska Aoshima, Ai Kokunugi
Exceptional Parenting Program Coordinator:
Chie Sawa
Child Protection Program Coordinator:
Ai Kokunugi

TELL Counseling Clinicians

Chiaki Abe-Lazaroiu, MS, LCSW
Aska Aoshima, EdM, LMSW
Melanie Borisoff, PhD, LCP
Dalia Gold, PhD*
Marielle Gorissen van Eenige, PhD
Chikako Ishii, MS
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Sukanya Wignaraja, MSW
Nan Yamada, MA, LCSW

*Left the organization in 2013-2014

