

# 2011 Annual Report



*"The Crisis Line training was really worth it. The trainers were great. After 4 years it's the people I get to talk with that keeps me coming back."*

Doug  
Crisis Line Volunteer

*"I love this work and am so grateful for my supervisors!"*

Linda  
Crisis Line Volunteer



On July 1st, Crisis Clinic added a new major program: The Washington Recovery Help Line, a 24/7/365 resource for information and support about substance abuse, problem gambling and mental health issues for anyone in Washington State. Teen Link is part of this program and now available to take calls from teens anywhere in the state.

Crisis Clinic was selected through a competitive process by the Department of Social and Health Services, Division of Behavioral Health and Recovery (DSHS/DBHR) to operate this new statewide consolidated help line.

We're excited about this opportunity to expand our services throughout Washington State. The new service is an effective way to provide support to those struggling with addiction and mental health issues, and to provide referrals to treatment agencies across the state.

At Crisis Clinic, we pride ourselves on providing excellent service and adhering to the best practices in the industry, which is why we were thrilled when the 24-Hour Crisis Line was reaccredited by CONTACT USA with a near perfect score! We are also seeking accreditation for Teen Link and our Crisis Chat programs, which will make us industry leaders in these areas also!

This year our Board of Trustees completed our strategic plan, reaffirming "who we are," "what we believe," and setting the direction for "where we are going." These are challenging times as human service providers struggle to meet the needs of their clients when government funding continues to decline. We are fortunate that we have diversified funding and financial reserves to help us weather this storm. We are actively involved in advocating for additional mental health and social service funding because we understand how many people depend on state funding for food, shelter and other vital services. We are very concerned that the safety net is broken, leaving more families with less ability to return to self-sufficiency.

We're thankful for your support as a friend, partner, advocate of and donor to Crisis Clinic. Together, with you, and our skilled and dedicated staff and volunteers, we will continue "helping lives on the line."

*Thank you!*

*Kathleen Southwick*  
Kathleen Southwick, Executive Director

#### 24-HOUR CRISIS LINE

866.4CRISIS | 206.461.3219 TTY

#### KING COUNTY 2-1-1

Dial 2-1-1 | 800.621.4636 | 206.461.3610 TTY

#### WA RECOVERY HELP LINE

866.789.1511 | 206.461.3219 TTY

#### TEEN LINK

866.TEENLINK | 206.461.3219 TTY  
[www.866teenlink.org](http://www.866teenlink.org)

#### CRISIS CLINIC BUSINESS OFFICE

206.461.3210 | Business Fax 206.461.8368  
[www.crisisclinic.org](http://www.crisisclinic.org) | [info@crisisclinic.org](mailto:info@crisisclinic.org)

## 24-HOUR CRISIS LINE

*"As Volunteer Phone Workers, we provide our callers a safe place to be heard. With that comes validation, empowerment and a community for many! Thankfully, there is a supporting team for each call and each phone worker."*

Jeannette  
Crisis Line Volunteer



The 24-Hour Crisis Line is a unique and vital resource for those in crisis, for people needing access to mental health services, or for family and friends concerned about a loved one. For 48 years this free service has been available to everyone in King County, and each day we answer more than 300 calls. In 2011, we responded to nearly 104,000 calls for help—a 7% increase over 2010.

### Helping Lives on the Line

We're able to provide an immediate response thanks to the 241 volunteer phone workers who answer calls. They provided over 32,000 hours of service to Crisis Clinic—an in-kind value of \$467,000.

### We Make a Difference in the Lives of Our Callers

Sixty-four percent demonstrated a reduction in distress, 74% were able to engage in addressing their problems and 89% expressed "thanks" for the help they received.

### The Challenges our Callers Face are Serious

Seventy percent of our callers are living with a serious or chronic mental illness, and 24% had no mental health treatment provider. Of the 3,159 people seriously considering suicide, 77% agreed to keep themselves safe until we could arrange help.

## WA RECOVERY HELP LINE

### Washington Recovery Help Line

In its first six months, the WA Recovery Help Line responded to 3,331 calls from adults and teens across Washington State. More than 2,300 times callers stated they needed help with emotional health issues, and 1,284 times they needed help finding drug treatment. More than 800 callers needed help for alcohol dependency. Callers living in 25 of Washington's 39 counties used the help line, which is an excellent start for a new program!



*"I have a passion for helping people 'connect the dots' on alcohol/drug recovery. Here at Washington Recovery Help Line, I have the opportunity to serve people who need help at every stage of the recovery process."*

Julie  
WA Recovery Help Line  
Staff and Volunteer

## KING COUNTY 2-1-1

In 2011, 2-1-1 Specialists helped 80,240 callers find health and human service resources—but 2-1-1 does more than give referrals to community agencies, we coach callers on how to best present their situation to get help, and we explain how the social services system works.

### We Help the Most Vulnerable People Find Help

Of the help sought, 55% was for financial assistance or basic needs. Of the people who called 2-1-1:

- 96% had poverty-level incomes
- 66% identified as a person of color
- 51% were families with children
- 34% were disabled
- 13% were homeless
- 3% spoke English as a second language

### Our Callers Tell Us 2-1-1 is a Valuable Service

Ninety-seven percent of callers learned about new resources, 100% planned to follow up to get help and said that 2-1-1 was helpful. A caller talking about her experience with our Specialist said, *"I'm really pleased with the service; it's a great, free service. Everyone I spoke with has been very knowledgeable and explained things very clearly. I've worked all my life and have never been in this situation before, so, when you are treated nicely and with respect, it makes it easier. You are all wonderful."*

### Specialized Services

2-1-1 is becoming an increasingly important entry point for screening people for housing, rent, mortgage and move-in assistance. In fact, 37% of all calls related to these needs. We are also the entry point for civil legal assistance, which constituted more than 10% of our calls. Our Specialists in both these areas, plus our Disability and Caregiver Specialists, make sure we can give accurate information to people with specialized needs.



*"Many callers express that they've been making call after call, connecting to voicemails and recordings, without ever speaking to a person. It usually comes as a nice surprise when we pick up the phone and actually listen to them and give the best options to resolve their needs."*

Daniel  
I&R Specialist

*"2-1-1 provides a priceless service to the King County community! We do not just offer information, but a friendly human connection as well."*

*"¿2-1-1 provea un servicio invaluable a la comunidad del Condado de King! ¡Nosotros no solo ofrecemos información, sino también una conexión humana amigable!"*

Sean  
Bilingual I&R Specialist



## TEEN LINK



*"Choosing to volunteer with Teen Link has been one of the best decisions I have ever made. At first it was a little intimidating, but very soon I felt like part of the Teen Link family."*

*"It's the first time that I feel I am making a difference in peoples' lives and in my own. It feels so good to help people and it has shown me that I want to help people for the rest of my life."*

Liv  
Teen Link Volunteer

In 2011, Teen Link volunteers answered 1,538 calls from teens seeking a safe and confidential way to discuss their fears and concerns, to find support or to locate teen-friendly community resources. Each evening between 6 and 10 PM, trained teen volunteers are available to talk and listen to their peers. Our 50+ teen and adult volunteers contributed over 6,000 hours!

### Teens are Struggling with Difficult Issues

The top reasons teens called were related to emotional health, including conflict/stress, mental illness, suicide and cutting; 980 times teens expressed these concerns. Ninety-eight teens talked to us about suicide. Of those, we considered 22 to be at immediate risk. We asked each one for a safety contract (an agreement to keep safe or to call us back if they felt they couldn't), and 16 teens were willing to do so.

### Youth Suicide Prevention

In Washington State, suicide is still the second leading cause of death for youth ages 15-19, with more than 100 teens dying each year. In 2010 in King County, nine teens died by suicide. Researchers noted that for every completed suicide by a young person there are another 100+ attempts, so suicide continues to be a serious public health issue.

Teen Link conducts youth suicide prevention training in schools and for youth organizations throughout King County. Last year, Teen Link trained more than 7,600 teens, making 313 presentations. Eighty percent of teens told us the training increased their awareness of suicide prevention.

*"Teen Link is an incredible program. It provides a unique opportunity for teens to become actively engaged in their community. Many of the Teen Linkers come in looking for a volunteer opportunity for college, but they leave with a new perspective on people, an education on real life problems, a working knowledge of Seattle's resources, and a deeper understanding of themselves."*

Breona  
Teen Link Outreach Specialist



## COMMUNITY SERVICES

### Community Trainings for Professionals

Our trainers are experts in crisis intervention, mental health and information and referral. Topics can be tailored to your employees or group. Trainings include:

- Crisis Intervention and Dealing with Difficult Clients
- Suicide Assessment and Intervention
- The Art of Referral and Accessing Resources
- Aftermath of Trauma

We offer these trainings on a regular basis, so check our website for the specific dates and times.

### Volunteer on the Crisis Line

The 24-Hour Crisis Line is now recruiting new volunteers. Join our team of empathetic and dedicated community volunteers! Trainings start in March, June, August and October. Visit [www.crisisclinic.org](http://www.crisisclinic.org) for more information.

### Lost a Loved One to Suicide?

Our Survivors of Suicide drop-in groups are the first and third Monday of each month at 6:30 PM at our business office. This professionally led support group helps the healing process begin. For more information, contact the 24-Hour Crisis Line at 206-461-3222.

### Come Chat With Us!

Every Monday, Tuesday and Thursday evenings both the 24-Hour Crisis Line and Teen Link have volunteers able to respond to people who want to chat as a way to get emotional support. We know that online emotional support is growing in importance and we want to be there for those in need. You can link to us through our website at [www.crisischat.org](http://www.crisischat.org) or [www.866teenlink.org](http://www.866teenlink.org).

### Join Us at Our "Answering the Call" Fundraising Event!

Mark your calendar for Thursday, October 11, 2012 from 5:30-7 PM at St. Demetrios Center as you join other supporters to raise money for Crisis Clinic programs. Contact Libbie Stellas, Development and Community Relations Manager, at 206-436-2978 or [lstellas@crisisclinic.org](mailto:lstellas@crisisclinic.org) for more information.

### Stay Connected Online

Keep up to date on Crisis Clinic events, volunteer opportunities, trainings and resources by following us online.



## DONORS

*Thank you to the many people who have given individually and through their corporations and foundations to support our work in 2011. It is through your generosity that we are able to make a difference.*

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## 2011 FINANCIAL REPORT

*Unaudited*

### Support & Revenue

Contributions	\$ 204,130
Government & United Way	2,955,159
Program Service Fees	515,199
Interest Income	1,717
<b>Total Revenue</b>	<b>\$3,676,205</b>

### Expenses

Personnel	\$ 2,850,213
Direct Expenses	786,013
Depreciation	24,683
<b>Total Expenses</b>	<b>\$3,660,909</b>
Operating Gain	\$ 15,296

Crisis Clinic, a safety net for anyone in crisis, began in 1964 as one family's answer to an act of violence that could have been avoided. As a result of that experience, community members founded one of America's oldest crisis telephone lines—a resource for people in crisis—a place they could call for counseling and intervention 24 hours a day. Today, Crisis Clinic is the focal point for crisis resources that includes training, outreach and a bridge to other community resources. Crisis Clinic maintains its original mission with the financial support of local government, United Way of King County, corporations, foundations, and individuals. We're here to help.

Crisis Clinic is a non-profit agency registered with the Secretary of State as a charitable organization. We are state-licensed as an emergency telephone service and chemical dependency provider. We are accredited by the Alliance of Information & Referral Systems and CONTACT USA. Crisis Clinic is an equal opportunity employer and service provider.



United Way of King County

