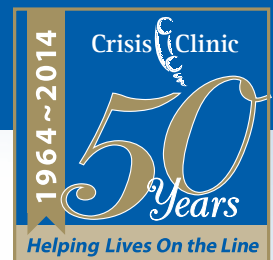


# Crisis Clinic 2013 Annual Report



*"As a minister at Japanese Baptist Church, I was one of the first volunteers answering Crisis Line calls and then joined the Board. It was fulfilling to work with others*

*towards a common goal—ensuring that a caring and understanding voice was on the phone when those calls came to us."*

REV. PETER KOSHI  
1964 Crisis Line Volunteer and Trustee



*"Since joining the Board in 2011, Crisis Clinic has experienced tremendous growth in the number of calls received and programs offered. It's clear that Crisis Clinic's*

*services are just as relevant and essential today as they were 50 years ago. I'm honored to be a part of an organization that's making such an enormous impact in our community."*

BOB TENCZAR  
Board President, 2013-2014

#### 24-HOUR CRISIS LINE

1.866.4CRISIS | 206.461.3219 TTY

#### KING COUNTY 2-1-1

Dial 2-1-1 | 1.800.621.4636 | 206.461.3610 TTY

#### WA RECOVERY HELP LINE

1.866.789.1511 | 206.461.3219 TTY

#### TEEN LINK

1.866.TEENLINK | 206.461.3219 TTY

#### WA WARM LINE

1.877.500WARM | 206.461.3219 TTY

#### CRISIS CLINIC BUSINESS OFFICE

206.461.3210 | Business Fax 206.461.8368  
www.crisisclinic.org | info@crisisclinic.org

1964 ~ 2014

## Celebrating 50 Years of Service

2014 begins our year-long celebration of the many people who helped Crisis Clinic fulfill its mission:

*Our passion is caring and listening—  
empowering people to make positive life changes.  
We do this through connections between  
people and critical resources.*

During the year, we want to reach out and reconnect with the many, many people who worked and volunteered with Crisis Clinic over the past 50 years. We have been able to help so many people because of the generosity of community members who gave their time and talent.

If you were one of those people or know someone one who was, ask them to contact us via our 50<sup>th</sup> anniversary website or at info@crisisclinic.org. We are looking for people who are willing to share their stories of working and volunteering with us over the years. We'd also like to invite everyone to join us for our:

**50th Anniversary Celebration**  
Thursday, October 9th, 5:30-7:30 p.m.  
Seattle Center's Fisher Pavilion

Crisis Clinic had a record-breaking year, helping more people than ever before in our 50-year history. With your support, we were able to respond to over 236,000 calls or online chats from individuals in emotional distress or needing help finding community resources. Also for the first time, we were able to answer 4,320 text messages from youth in crisis nationwide. Despite the declines in funding for mental health and human services, our commitment remains firm—we will be there whenever you need help!

As always, we are extremely grateful for your support as a friend, partner, advocate and donor of Crisis Clinic. Together, with you, and our dedicated staff and volunteers, we will continue "helping lives on the line." Thank you!

Kathleen Southwick, Executive Director

24-HOUR CRISIS LINE



*"I'm most proud of the small moments when a caller hangs up feeling just a little better and more relaxed than when they picked up the phone. When you're suffering, alone, and your regular supports aren't available, that small shift is huge."*

GAIL HOFFMAN  
Crisis Line and Recovery Help Line Volunteer

The 24-Hour Crisis Line is a unique and vital resource for people in crisis, anyone needing access to mental health services, or for family and friends concerned about a loved one. This free service has been available to everyone in King County for 50 years and each day we answer nearly 300 calls. In 2013, we responded to over 109,000 calls for help.

Helping Lives on the Line

We're able to provide an immediate response thanks to the 269 volunteers who answer calls. They provided over 34,931 hours of service to Crisis Clinic in 2013—an in-kind value of \$506,500!

Making a Difference

We helped 66% of our callers reduce their distress, 70% were able to engage in addressing their problems, and 88% expressed "thanks" for the help they received. We received 3,602 calls from people seriously considering suicide and 77% agreed to keep themselves safe until we could arrange help.

WASHINGTON RECOVERY HELP LINE

The WA Recovery Help Line responded to 19,470 calls from adults and teens across Washington State needing support and resources for mental health, substance abuse, and problem gambling. Nearly 11,000 callers needed help with emotional health issues, 11,562 needed drug treatment, and nearly 5,300 needed help with alcohol dependency. Thank you to the 18 interns and volunteers who contributed over 3,000 hours of help!

WASHINGTON WARM LINE

In May, Crisis Clinic assumed operation of the Washington Warm Line, a peer-answered support line for people from across the state living with mental illness. Since then, volunteers have answered 748 calls, providing comfort and connection to their peers! In total, nine volunteers contributed more 600 hours of service.

*"I enjoy having the opportunity to be supportive by listening and instilling hope in the moment. The Warm Line is important because it provides people with an opportunity for empowerment and autonomy."*

PENNY PHAIR  
Warm Line Volunteer

CRISIS TEXT LINE

In August, we joined Crisis Text Line, a national organization committed to providing a 24/7/365 text response to youth in crisis. One of three centers providing this service nationally, Crisis Clinic responded to 4,320 or 33% of the nearly 13,000 texts answered in 2013.

KING COUNTY 2-1-1



*"2-1-1 not only provides information and resources; we provide hope, education, and guidance. I always try to remind people that they are not alone and give them encouragement to keep moving forward. I want my clients to feel hopeful and reenergized for the work that lies ahead."*

CARLOS SOTO  
Bilingual I&R Specialist

In 2013, 2-1-1 Specialists helped nearly 105,000 people find health and human services resources. But 2-1-1 does more than give referrals to community agencies, we also coach callers on how to best present their situation and explain how the social service systems work, greatly improving a caller's chances of getting assistance.

Helping the Most Vulnerable People

Of the help sought, 59% was for financial assistance or basic needs. Ninety-four percent of callers had poverty level incomes, 60% identified as a person of color, 35% were disabled and 20% were homeless. In 2013, we saw a significant increase in the number of people identifying as homeless and asking for housing or shelter.

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

Ninety-five percent of callers learned about new resources, 99% planned to follow-up to get help and 99% also said 2-1-1 was helpful. One caller recently told us:

*"If it weren't for 2-1-1 and Family Housing Connection, I don't know what we would have done. You gave us an appointment within a week and they found us a three bedroom, fully furnished apartment. I couldn't ask for anything better. I love 2-1-1! You are so helpful and polite when I call and I appreciate it!"*



*"Many things in life get sketchy and unpredictable, but Teen Link is like an unwavering best friend. People are social creatures and want to be heard. Callers can talk to us about anything. Teen Link is always there to listen."*

PHAOLAN CLASS  
Teen Link Volunteer

Teen Link volunteers answered 1,667 calls and 259 online chats 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 6-10 p.m., trained teen volunteers are available to talk and listen to their peers. Our 99 teen and adult volunteers contributed over 7,785 hours in 2013!

Teens Struggle with Difficult Issues

The top reasons teens called were related to emotional health, including conflict/stress, mental illness, suicide, and self-harm; 1,828 times teens expressed these concerns. We considered 142 teens to be an immediate suicide risk and asked each one for a safety plan (an agreement to keep safe or to call us back if they felt they couldn't), and 101 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 2012 in King County, 18 teens died by suicide—a 64% increase over 2011. Researchers note 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 conducted 348 youth suicide prevention presentations in 2013, training nearly 9,300 students. Eighty-one percent of teens told us the training increased their awareness of suicide prevention.

*"I found the whole talk very informative, especially because I once had a friend who showed most of the warning signs for months and I didn't know how to help; but now I do. Thank you so much. I really appreciate it."*

STUDENT  
Newport High School, Bellevue WA

CONNECT WITH US!

Facebook icons for Crisis Clinic, WA Recovery Help Line, King County 2-1-1, and Teen Link. Twitter icons for @Crisis Clinic, @WA Recovery Help, @King County 211, and Crisis Clinic. LinkedIn icon for Crisis Clinic.

Check out our 50th anniversary website: [www.50years.crisisclinic.org](http://www.50years.crisisclinic.org)

Help us celebrate our 50th anniversary by visiting our new website—it's filled with historical information, photos, and news articles. Plus, you can share your story with us! How are you connected to Crisis Clinic? Do you have a special anniversary message for us? We'd love to hear from you!

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:

- Suicide and Crisis Intervention
- Dealing with Difficult People
- The Art of Referral and Accessing Community Resources
- Battling Compassion Fatigue

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

Become a Volunteer

Join our team of empathetic and dedicated community volunteers! We streamlined our training process for 2014 and now offer separate tracks for the 24-Hour Crisis Line, WA Recovery Help Line and Crisis Chat – which you can do from home! Teen Link is also in need of adult volunteers to supervise teen help line volunteers. To learn more about the opportunities available, visit our Volunteer page at: [www.crisisclinic.org/volunteer](http://www.crisisclinic.org/volunteer).

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.

Join Us for Online Chat!

The 24-Hour Crisis Line and Teen Link have volunteers ready to respond to online chats for those who feel more comfortable communicating in this way. The availability of online emotional support is more important than ever before and we want to continue being there for those who need it. To chat with us, visit us online at: [www.crisisclinic.org](http://www.crisisclinic.org) or [www.866teenlink.org](http://www.866teenlink.org).

Thank You for Your Generosity!

Because of your support, Crisis Clinic serves as a lifeline for thousands of individuals and families in our community each year. Each contribution, no matter the size, positively impacts the lives of our callers. For this, we are extremely grateful. Thank you so much for your generous support!

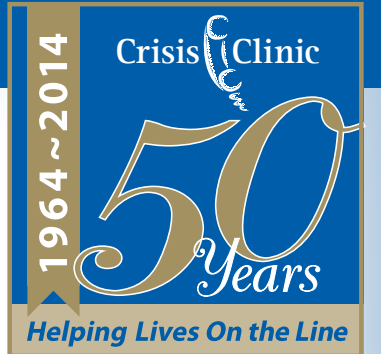
To explore your giving options or make a donation online, visit us at: [www.crisisclinic.org/donate](http://www.crisisclinic.org/donate).

Since 1964, Crisis Clinic has developed innovative programs and responded to more than 5.5 million calls from adults and youth in crisis or seeking help.

What will the next 50 years bring and how will Crisis Clinic continue helping lives on the line?

# 50 Years of helping lives on the line...

1964~2014



**1963** A 12-year-old girl was brutally stabbed by a distraught postal worker. She survived the attack and became the inspiration behind Crisis Clinic. A community meeting was held at University Unitarian Church to explore the possibility of establishing a new service for people experiencing emotional crisis.



**1992** Presented with 1992 Community Service Award from the American Association of Marriage and Family Therapy for our exceptional contribution to families.

**1996** On March 18th, Teen Link, our teen-answered help line launched with teens answering calls Sunday-Thursday, 6-10PM.



**1997** Community Resources database became available online to the public. Teen Link published its first *Where to Turn for Teens* guide and staff trained more than 2,000 students in youth suicide prevention.



**1991** Operated a month-long "Puget Sound Gulf War Info Line" at the request of United Way. There was concern the first war since Vietnam would generate anxiety and stress from the public concerned about the duration and intensity of the war.

**2000** Now operating seven nights a week, Teen Link received the Outstanding Service Innovation Award by the King County Mental Health Chemical Abuse and Dependency Services Division.

**1966** *The Slender Thread*, a movie based on a story in *Life* magazine about Crisis Clinic, debuted at the Orpheum Theatre in Seattle with over 1,000 people in attendance. The film starred Sidney Poitier as a UW student and Crisis Line volunteer who helps a distraught woman, played by Anne Bancroft, who had taken an overdose of pills.



**1964** Crisis Clinic of Seattle and King County, Inc. was incorporated on February 27th. The board raised \$115 for start-up operations. In March, Crisis Clinic's phone number, MU2-1454, was published in the Seattle phone book. Original volunteers answering calls were social workers, psychologists, doctors, psychiatrists, or clergy. On May 4th, Crisis Clinic opened its first office at 1317 Marion Street. Robert K. Lowe, a social worker, was hired as the first Executive Director.

The first two-hour training for lay volunteers was held on May 27th. These volunteers would eventually take daytime calls, while professionals continued to answer calls at night and follow up with callers to make sure the crisis had been resolved. At this time, we handled about four calls a day and answered 1,736 calls in the first year.

**2006** Community Information Line became King County 2-1-1, joining with other centers to build a statewide 2-1-1 system in Washington.

**2010** Crisis Line and Teen Link began using chat to respond to adults and teens in crisis.



**1980** The 24-Hour Crisis Line became the center of the county mental health system with a new countywide phone number. We began scheduling next day appointments at mental health centers for people with emergent needs and referring people to a County Designated Mental Health Professional for an outreach evaluation. This increased the number of calls from people with serious mental illness, changing the nature of the Crisis Line from a community-based line to one more integrated with the public mental health system.

The Community Information Line also went countywide with a single phone number and we began a computerization project to better organize and retrieve the 1,500 services in our database. New countywide phone numbers increased calls from 64,000 in 1979 to more than 106,000 in 1980.

**1984** We established Survivors of Suicide support groups, including: telephone and in-person support, an eight-week support group, and referrals to other community services. After 20 years, we were now responding to 115,000 calls annually.

**2011** Selected by DSHS to operate the Washington Recovery Help Line, a statewide help line for substance abuse, problem-gambling and mental health.

**2013** Crisis Clinic assumed operations of the WA Warm Line, a peer-answered help line for people living with mental illness.

We were also selected by Crisis Text Line to respond to crisis texts from youth as part of an effort to build a national crisis text response.



**1968** Crisis Clinic began handling "information and referral" calls for community services at the request of United Way.

**1972** At the request of the King County Mental Health Board, Crisis Clinic operated a Youth Hotline, which at its peak was responding to 7,000 calls a year. It merged with the Crisis Line in 1976.

**1973** Offices were established in East and South King County to better respond to the needs of residents countywide. We were now handling 64,700 calls annually.



## DONORS

*Thank you to the many people who have given individually and through their corporations and foundations to support our work in 2013. It is through your generosity that we are able to make a difference.*

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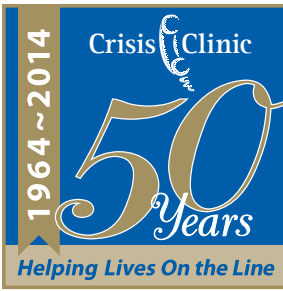
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Bristol-Myers Squibb Foundation  
Causality  
CFC King County  
City of Seattle Employee Giving  
Combined Federal Campaign of North Puget Sound  
Costco Business Center  
DIFFA  
Elizabeth Lynn Foundation  
Exchange Club of Highline  
Fales Foundation Trust  
Fedelta Care Solutions  
Fidelity Charitable Gift Fund  
Fred Meyer  
GoodSearch  
Google Matching Gifts Program  
Group Health Cooperative  
Hillel Foundation for Jewish Life at the U.W.  
Jeffris Wood Foundation  
JP Morgan Chase & Co. Matching Gifts Program  
Kawabe Memorial Fund  
King County Employee Giving Campaign  
Lakeside Milam Recovery Center  
Lambert House  
Liberty Mutual Group Employee Giving Program  
Lucky Seven Foundation  
Medina Foundation  
Microsoft Corporation  
Microsoft Giving Campaign & Matching Gifts  
Network for Good

Hillel Foundation for Jewish Life at the U.W.  
*In Honor of Laura Wachs*  
Carol Weisbecker & The Ernst Family  
Norcliffe Foundation  
Oak Creek Foundation  
OneFamily Foundation  
Pemco Foundation Inc  
Pepsi Bottling Company  
Quality Food Company (QFC)  
Rabbit Hole  
RealNetworks Foundation  
Redmond General Insurance Agency  
Russell Investments Matching Gifts Program  
Schoenfeld - Gardner Foundation  
Schwab Charitable Fund  
Seattle Mariners Baseball Club  
Seattle Police Employees' Charity Fund  
Seattle Police Officers' Guild  
Sheng-Yen Lu Foundation  
Starbucks Matching Gifts Program  
Teamsters Local Union 117  
The Academy of Citizenship and Empowerment  
The Chicago Community Foundation  
The F. Danz Foundation  
The Mick Lamb Foundation  
The Shapiro Family Foundation  
The Seattle Foundation  
Truist  
Tulalip Tribes Charitable Fund  
United Way of Greater Philidelphia & Southern New Jersey  
United Way of King County  
United Way of the Bluegrass  
Washington State Combined Fund Drive  
Windstream  
Wyman Youth Trust

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King County  
United Way of King County  
Washington Information Network 2-1-1

*We strive to maintain accurate information on our donors. If you note an error or omission, please call our development office at (206) 461-3210 ext. 605.*



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# 2013 Annual Report *Special Edition*

## Board of Trustees 2014

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Christopher Carney <i>Carney Gillespie Isitt PLLP</i>	Doug Stevenson <i>Human Services Consultant</i>

## Management Staff 2014

Kathleen Southwick <i>Executive Director</i>	Anna Kallis <i>Teen Link Manager</i>
Michael Reading, MS, NCC, LMHC <i>Crisis Services Director</i>	Brannon Mark <i>Volunteer Services Manager</i>
Katie Stevens, MA, LMHC <i>Crisis Services Manager</i>	Coral Letnes <i>Business Manager</i>
Robyn Smith, MSW, CDP <i>Recovery &amp; Crisis Text Line Manager</i>	Carrie McBride <i>Development &amp; Community Relations Manager</i>
Susan Gemmel <i>2-1-1 Director</i>	Mike Maloy <i>IT Manager</i>
Dana Easterling <i>2-1-1 Manager</i>	

## Consultants

Real Estate Consultant Derek Hermesen <i>Flinn Ferguson</i>	Web Consultants Terri Gaines <i>Causality</i> Simeon Minshew <i>Minshew Networks</i>	50th Anniversary PR & Communications Melissa Cafiero Linda Gainer <i>PR Volunteers</i> Amy Balliett <i>Killer Infographics</i>
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## 2013 FINANCIAL REPORT

UNAUDITED

<b>Support &amp; Revenue</b>	
Contributions	\$ 292,847
Government & United Way	3,111,455
Program Service Fees	709,366
Interest Income	849
<b>Total Revenue</b>	<b>\$4,114,517</b>
<b>Expenses</b>	
Personnel	\$ 3,017,253
Direct Expenses	1,020,038
Depreciation	25,455
<b>Total Expenses</b>	<b>\$4,062,746</b>
<b>Operating Gain</b>	<b>\$51,771</b>

*Our passion is caring and listening—  
empowering people to make positive life  
changes. We do this through connections  
between people and critical resources.*

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 include training, outreach and a bridge to other community resources. We're here to help.

Crisis Clinic maintains its original mission with the financial support of local government, United Way of King County, corporations, foundations, and individuals.

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.

