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 50th 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

“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

Kathleen Southwick, Executive Director
WASHINGON 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 5,500 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 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.

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 4,120 or 33% of the nearly 13,000 texts answered in 2013.

“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 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 3,620 calls from people seriously considering suicide and 77% agreed to keep themselves safe until we could arrange help.

“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.”

PHADRAN CLAUS
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!

“Thank you so much for your generous support! 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!”

Check out our 50th anniversary website: 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.

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 or 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.

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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?

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, M U2-1454, 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.

1965 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.

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.

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.

1976 Crisis Line and Teen Link began using chat to respond to adults and teens in crisis.

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.

1980 The Community Information Line became King County 2-1-1, joining with other centers to build a statewide 2-1-1 system in Washington.

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

1989 We were selected by DSHS to operate the Washington Recovery Help Line, a statewide help line for substance abuse, problem-gambling and mental health.

1992 We established Community Resources database became available online to the public.

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

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.

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