Looking to the Future

In 2014, we celebrated 50 years of serving our community. In 1964, I’m sure our founders never envisioned Crisis Clinic would grow to become such an integral part of the mental health and social services system in King County. Today, with more than 100 employees and 400 volunteers, Crisis Clinic continues to offer assistance in solving the problems facing our community!

One of the problems facing the mental health system is “psychiatric boarding.” We are implementing King County’s policies to make sure people needing psychiatric hospitalization are able to find a hospital bed quickly and begin their recovery. We now check the availability of beds during the early mornings, evenings, and weekends in order to connect people waiting for psychiatric care with an available hospital bed.

We also revised how we authorize payment for hospital stays to shorten the length of hospitalization. This increases the turnover in psychiatric beds so they become available to new patients more quickly. After making this change, we saw the monthly number of hospital days drop from an average of 993 to 883 per month. This decrease of 160 days a month at over $1,000 a day is a considerable savings to the King County mental health system. Both of these activities are designed to help more people get the treatment they need.

Crisis Clinic is very fortunate to have a broad base of government and charitable support. We want to acknowledge the leadership of Seattle City Councilmember Bruce Harrell who championed funding of our 24-Hour Crisis Line. With his support, the entire council approved $93,000 to help underwrite our service in 2015-16. With more than 40,000 calls coming from Seattle residents each year, this funding helps assure we can offer a stable and robust response.

We know community conditions change, but what won’t change is our commitment to being part of the solution. You can count on Crisis Clinic’s staff and volunteers to be there whenever anyone reaches out to us for help. Thank you for your part in keeping the safety net strong and responsive as Crisis Clinic looks forward to the next 50 years.

Kathleen Southwick, Executive Director
24-HOUR CRISIS LINE

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 over 50 years and each day we answer over 300 calls. In 2014, we responded to over 117,000 calls for help—a 7% increase over 2013.

Volunteers: Helping Lives on the Line

We’re able to provide an immediate response thanks to the 261 volunteers who answer calls. They provided over 34,280 hours of service to Crisis Clinic in 2014—an in-kind value of $497,000!

Our Callers Face Serious Challenges

Fifty percent of our callers are living with a serious or chronic mental illness, and 27% had no mental health provider. We received 4,323 calls from people seriously considering suicide and 80% agreed to keep themselves safe until we could arrange help.

Making a Difference

We helped 66% of our callers reduce their distress, 75% were able to engage in addressing their problems, and 89% expressed “thanks” for the help they received.

“People calling the Crisis Line are experiencing a wide range of emotions. Someone may be angry and just need to vent, or they might be anxious and need to take a few deep breaths. Most people just want to be heard. No matter what, we’re here to listen and offer a safe place for them to release their emotions so they can feel better.”

LISA DA COSTA
Crisis Line Volunteer

WASHINGTON RECOVERY HELP LINE

The WA Recovery Help Line responded to 23,843 calls from adults and teens across Washington State needing support and resources for mental health, substance abuse, and problem gambling. A total of 10,439 callers needed help with emotional health issues, 14,356 needed drug treatment, and 6,667 needed help with alcohol dependency. Thank you to all the 32 interns and volunteers who contributed nearly 2,500 hours of help!

“Sometimes callers say they’re on the verge of giving up, that they’ve tried everything, that they’ve run out of options. Nearly every call, I’ve been able to find something, some way, to help them change that perspective. We just keep talking, sharing resources, considering alternatives, and eventually, they start seeing a way out. That’s a joyful result.”

LAURAMARY GOLD POST
Recovery Help Line Volunteer

WASHINGTON WARM LINE

The WA Warm Line is a statewide peer-supported answer line for people living with mental illness. In 2014, volunteers answered over 3,000 calls, providing comfort and connection to their peers! In total, 19 volunteers contributed more than 1,100 hours of service.

“People are starting to believe they are not alone and that they can reach out for help.”

DAN HARMON
Warm Line Volunteer

WEST REMOTE CRISIS CLINIC

The WA Warm 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 over 50 years and each day we answer over 300 calls. In 2014, we responded to over 117,000 calls for help—a 7% increase over 2013.

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LISA DA COSTA
Crisis Line Volunteer

HELPING THE MOST VULNERABLE PEOPLE

Of the help sought, 61% was for financial assistance or basic needs. Ninety-one percent of callers had poverty level incomes, 70% identified as a person of color, 36% were disabled, and 22% were homeless.

Callers Express Their Thanks

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:

“Everyone I’ve talked to at 2-1-1 was the same: they all wanted to help and took time to understand my situation and what I was going through. You’ve helped me connect to all different kinds of people and places to help me out. You really are a lifeline!”

STUDENT FROM KENTWOOD HIGH SCHOOL IN KENT, WA

TEEN LINK

Teen Link volunteers answered 2,271 calls and chats from teens seeking a safe and confidential way to discuss their fears and concerns, find support, or 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 117 teen and adult volunteers contributed over 8,966 hours in 2014!

“Teen Link has been great for me. I’ve had a lot of stress from school and trying to figure out what I want to do with my life. It feels great to be able to talk to someone about it.”

SOPHIE PEREZ
Teen Link Volunteer

Youth Suicide Prevention

In Washington State, suicide is still the second leading cause of death for youth ages 15-19, with over 100 teens dying each year. In King County, 13 teens died by suicide in 2013. Researchers have found that for every completed suicide, there are another 100+ attempts, so youth suicide continues to be a serious public health issue.

Teen Link conducted 369 youth suicide prevention presentations in 2014, training over 9,400 students. Ninety-eight percent of teens told us the training was helpful and 87% said it increased their awareness of suicide prevention.

“Teen Link is important in educating youth on suicide prevention and helping to save lives.”

JASON GIANELLA
Teen Link Volunteer

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JASON GIANELLA
Teen Link Volunteer

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:

• Suicide and Crisis Intervention
• Applied Suicide Intervention Skills Training (ASIST)
• 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! Help answer calls on the 24-Hour Crisis Line, WA Warm Line, or WA Recovery Help Line—which now offers remote training! Teen Link also needs adult volunteers to supervise teens working on the help line. 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

Every Monday, Tuesday, and Thursday evening, the 24-Hour Crisis Line has volunteers ready to respond to online chats for those who feel more comfortable communicating in this way. Teen Link also offers online chat every night of the week from 6-10 p.m. 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 any of our staff members, visit our online chat at: www.crisisclinic.org or www.866teennlink.org.

Save the Date: GiveBIG May 5th

Mark your calendars! The Seattle Foundation’s annual GiveBIG event will be held Tuesday, May 5, 2015. All donations made to Crisis Clinic through The Seattle Foundation’s website on this day are stretched, increasing the size of your gift. It’s a great way to maximize your giving to Crisis Clinic!

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.
DONORS

Thank you to the many people who have given individually through their corporations and foundations to support our work in 2010 that is generosity that we are able to make a difference.

INDIVIDUAL DONORS

Nancy Case
Christopher Carney
Jeffrey Eaton, MA, LMHC
Sue Eastgard
Mike & Hannah Ducey
Joan Dinkelspiel
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Wendy Hoff
David & Elizabeth Herrick
Roberta Newell & Charles Heffernan
Andre Needham
Ron Nation
Patrick J. Nalbone, Ph.D.

IN MEMORY OF

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In Memory of Karen Ames
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In Honor of Calvin Dickinson
In Honor of Coral Letnes
In Memory of Kevin Williams

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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.
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.

2014 FINANCIAL REPORT
UNAUDITED

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