

2014 Annual Report



"It's an incredible gift to hear the relief in a person's voice when they realize they are not alone in their struggles and they have real people to turn to for help. Having been on both ends of providing help and

requesting help from Crisis Clinic, I know lives are saved and made better every single day."

LT. LISA FLORES-YOUNG (RET.)
Board of Trustees
Former Crisis Line Volunteer



"If someone is calling the Crisis Line to discuss thoughts of suicide, that is a great step in the right direction. It makes me feel hopeful for their situation and grateful we have

so many wonderful volunteers here 24/7 to pick up a call that might change or save a person's life."

SARAH BOLTON
Crisis Line Volunteer

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

Kathleen Southwick, Executive Director

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

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www.crisisclinic.org | info@crisisclinic.org

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 \$497,060!

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 WARM LINE

The WA Warm Line is a statewide peer-answered support 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 1,900 hours of service.



"The Warm Line is about connecting with someone through shared experience. There's a level of trust and rapport when you talk to someone who's gone through the same things you have. When I talk to our callers, I see hope for them and in return, I see hope for myself."

DAN HARMON
Warm 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 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."

LAURAMAERY GOLD POST,
Recovery Help Line Volunteer

KING COUNTY 2-1-1

In 2014, 2-1-1 Specialists helped 108,707 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.



"Callers often say they feel better having finally reached a live person on the phone, someone who will take the time to listen and understand the problem they're facing. They're usually going through a tough time and don't know where to go or how to get help. I'm able to provide resources that will hopefully make life a little bit better for them."

ALEX WILLIAMS
Resource Center Supervisor

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!"

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!



"The best aspect of volunteering for Teen Link is the opportunity to help teenagers my age going through a difficult time. That might mean listening and providing support, and sometimes it's like being a friend and standing by their side to share the burden. Personally, I find it very rewarding to be that someone people can reach out to when there is nobody else."

CHRISTOPHER NADALA
Teen Link Volunteer

Teens Struggle with Difficult Issues

The top reasons teens called were related to emotional health, including conflict/stress, mental illness, suicide, and self-harm; 3,507 times teens expressed these concerns. We considered 181 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 119 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 over 100 teens dying each year. In King County, 15 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.

"I've kept the Teen Link number by my bed for the past year and it really helped me. Knowing there was someone I could talk to when I needed it was really comforting."

STUDENT FROM KENTWOOD HIGH SCHOOL IN KENT, WA

CONNECT WITH US!



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 us, visit us online at: www.crisisclinic.org or www.866teenlink.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.

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Thank you to the many people who have given individually and through their corporations and foundations to support our work in 2014. It is through your generosity that we are able to make a difference.

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Meghan Sample, John & Judy Slattery, Patrick Wojdowski
In Memory of Ricarda Spee
Marie Barry, Sandy Fosshage, Spee West Construction
In Memory of Don Stangeland
Donna Stangeland
In Memory of Lillian Strange
Cheryl Strange & Michelle Bauchman
In Memory of Steven Stuckey
Sarah Stuckey
In Memory of Roopali Thomas
Surendra & Archana Verma
In Memory of Ryan Vejo
Heather Dwyer
In Memory of Kevin Williams
Edward & Sheila Barnes

HONORARIUMS

In Honor of Jonathan Bauman
Kirsten Tychonievich
In Honor of Michael Berglund
P.B. Gorton
In Honor of Coral Letnes
Douglas Adams
In Honor of Calvin Dickinson
David Dickinson
In Honor of David Dickinson
David Coffey
In Honor of Kate Ericson
Alan & Ketrria Huggard
In Honor of Alice Fair
Aaron Parker
In Honor of Christa Gleason
Virginia Gleason
In Honor of Lt. Kevin Grossman
Paul McDonagh
In Honor of Joy Helmer
Beverly Taylor
In Honor of Raagini Iyer
Subhashri Iyer
In Honor of Anna Kallis
Jennifer Bullock
In Honor of George Knickrehm
Jorji Knickrehm
In Honor of Dana Kovalchick
Laurie Cohen
In Honor of The Marchan Family
Derek Hermesen
In Honor of Andrew Mohebbi
Molly Schopen
In Honor of Mayor Ed Murray
Kaye Johnson
In Honor of Kathleen Southwick
Jeanne Dorn & Samara Hoag
In Honor of Daniel Thompson
Kalindi Thompson
In Honor of Vallabh
Venkata Ponnappalli

ORGANIZATIONS/ FOUNDATIONS

2 Bit Saloon
Aerospace Machinists District - Lodge 751
AmazonSmile Foundation
Arctic Printing & Graphics, Inc.
Aven Foundation
Ballard Emblem Club #216
Bank of America - Northgate Branch
Bank of America Charitable Foundation
Boeing Employee Individual Giving Program
Bothell High School Theatre Arts Booster Club
Bristol-Myers Squibb Foundation
Byron & Alice Lockwood Foundation
Charis Fund
City of Seattle Employee Giving
ClearPoint Credit Counseling Solutions

Coca Cola
Coinstar Employee Matched Giving Program
College Spark Washington
Combined Federal Campaign of King County
Combined Federal Campaign of North Puget Sound
Commonweal Foundation
Community Psychiatric Clinic
Costco Wholesale
Exchange Club of Highline
Fales Foundation Trust
Fedelta Care Solutions
Fidelity Charitable Gift Fund
Glaser Foundation
Global Impact
Goodshop
Green River Aerie, #1490, F.O.E.
Group Health Cooperative
Horizons Foundation
Jeffris Wood Foundation
JP Morgan Charitable Giving Fund
Kawabe Memorial Fund
Killer Infographics
King County Employee Giving Campaign
Kroger
Lakeside Milam Recovery Center
Liberty Mutual Group Employee Giving Program
Microsoft Corporation
Microsoft Giving Campaign & Matching Gifts
Mile High United Way
Nesholm Family Foundation
Norcliffe Foundation
OneFamily Foundation
Pacific Office Automation
Peterson Sullivan, LLP
PrepNorthwest
Quality Food Company (QFC)
Rabbit Hole
Raven Foundation
RealNetworks Foundation
Redmond General Insurance Agency
Schieff Foundation
Schoenfeld - Gardner Foundation
Seattle Police Employees' Charity Fund
Seattle Police Officers' Guild
Sheng-Yen Lu Foundation
Sisterhood of Temple B'Nai Torah
Spee West Construction
St. Louis Parish
Summit Implants & Oral Surgery
Teamsters Local Union 117
The Evergreen School
The Grainger Foundation
The Mick Lamb Foundation
The PIM3 Group and Friends
The Seattle Foundation
Transitional Resources
Truist
Tulalip Tribes Charitable Fund
United Way of King County
United Way of Tucson & Southern Arizona
Washington State Combined Fund Drive
Washington Women's Foundation
Wells Fargo
Worldbop, LLC
Wyman Youth Trust

INSTITUTIONAL FUNDERS

Cities of . . .
Auburn, Bellevue, Bothell, Burien, Covington, Des Moines, Federal Way, Issaquah, Kenmore, Kent, Kirkland, Redmond, Renton, Sammamish, SeaTac, Seattle, Shoreline, and Tukwila
King County
United Way of King County
Washington Information Network 2-1-1
Washington State Division of Behavioral Health & Recovery

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.

2014 Annual Report

Board of Trustees 2015

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Clif Curry <i>King County</i>	Lt. Lisa Flores Young (ret.) <i>Microsoft</i>
David A. Dickinson <i>SAMHSA</i>	
Lt. Kevin Grossman <i>Seattle Police Department</i>	

Management Staff 2015

Kathleen Southwick <i>Executive Director</i>	Anna Kallis <i>Teen Link Manager</i>
Michael Reading, MS, NCC, LMHC <i>Crisis Services Director</i>	Letha Myers <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 Line Manager</i>	Susan Barlet <i>Human Resources Manager</i>
Susan Gemmel <i>2-1-1 Director</i>	Carrie McBride <i>Development & Community Relations Manager</i>
Dana Easterling <i>2-1-1 Manager</i>	Mike Maloy <i>IT Manager</i>

Consultants

Real Estate	Derek Hermsen, <i>Flinn Ferguson</i>
Legal Counsel	Mike Killeen, <i>Davis Wright Tremaine, LLP</i>
Auditors	Ray Holmdahl, Matt Matson, <i>Peterson Sullivan, PLLC</i>
Web	Simeon Minshew, <i>Minshew Networks</i>

2014 FINANCIAL REPORT

UNAUDITED

Support & Revenue	
Contributions	\$ 390,321
Government & United Way	3,474,517
Program Service Fees	930,666
Interest Income	285
Total Revenue	\$4,795,789
Expenses	
Personnel	\$ 3,504,477
Operating Expenses	1,195,247
Depreciation	28,921
Total Expenses	\$4,728,645
Operating Gain	\$67,144

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.

