

# voice

A Newsletter from Crisis Clinic



FALL 2014



*"Our ability to provide crisis intervention has really grown. We're able to get creative when helping people because we have more options. The new Mobile Crisis Team streamlines the system so more people receive assistance quickly and expediently."*

~ SANDY FOSSHAGE  
CRISIS LINE SUPERVISOR SINCE 1986



*"My primary job is to make an authentic and empathetic connection with the person calling. They're reaching out because they're struggling, have lost hope, and we're their only lifeline. With resources like next-day appointments, it's nice to know the help they're receiving doesn't end when the call is over."*

~ SCOTT BOYER  
CRISIS LINE VOLUNTEER SINCE 2003

## Improving Access to Crisis Intervention Services

Every day, the staff and volunteers at Crisis Clinic's 24-Hour Crisis Line are working to reduce the risk of violence to the person calling and to others in the community. We play an important role in connecting people to emergency mental health services.

We screen and schedule a next-day appointment at a mental health center so someone can quickly receive an assessment and treatment. We screen and dispatch the Children's Crisis Outreach and Response Service so families can receive crisis stabilization support and services to keep a troubled child in the home.

In July, we began screening and dispatching the newly developed Mobile Crisis Team, which responds to requests from family and friends of someone whose behavioral crisis may place them at risk of harming themselves or others. The Mobile Crisis Team is able to provide crisis stabilization support, connection to other crisis services, or bring the person to the Crisis Solutions Center. At the Crisis Solutions Center people can receive an assessment, medication, treatment, and short-term care in a 24-hour staffed setting, thus preventing hospitalization.

In addition to these services, Crisis Clinic counsels families when it is time to seek psychiatric hospitalization for their loved one. Our Crisis Supervisors also consult with police officers when they are working with someone in crisis who may have a mental health or substance abuse disorder to help them find treatment.

For 50 years, Crisis Clinic has been the "first call for help" whenever someone experiences a mental health crisis. We connect thousands of people each year to agencies where they can get further support. King County recently expanded our funding for next day appointments and dispatching the Mobile Crisis Team, recognizing the important role we play in improving access to treatment and increasing our capacity to provide support and resources for some of the most vulnerable people in our community.

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  
www.211kingcounty.org

TEEN LINK  
1.866.TEENLINK  
206.461.3219 TTY  
www.866teenlink.org

WA WARM LINE  
1.877.500.WARM (9276)  
206.933.7001

WA RECOVERY  
HELP LINE  
1.866.789.1511  
206.461.3219 TTY

CRISIS CLINIC  
BUSINESS OFFICE  
206.461.3210  
Fax 206.461.8368  
info@crisisclinic.org

COMMUNITY  
RESOURCES ONLINE  
www.crisisclinic.org

## Helping King County Address Psychiatric Boarding

A recent article in *The Seattle Times* on the impact of psychiatric boarding at emergency rooms spurred the state to find additional funding for psychiatric beds. However, King County was already working to find ways to make more beds available.

In September, they expanded funding for Crisis Clinic to manage the length of voluntary psychiatric hospital stays so more beds would be available for people seeking voluntary psychiatric hospitalization. Crisis Clinic Care Coordinators will be authorizing three, four, or five-day initial stays, while the hospitals have the option of requesting extensions. An eighteen-month pilot project demonstrated this approach reduced the average length of an initial stay from 10.3 days in 2011 to 8.0 days in 2013. This is a reduction of more than \$8.1 million in cost to the County and more importantly, frees up more beds for people who need hospitalization.

## Southwick Honored with Community Service Award

Kathleen Southwick, Crisis Clinic's Executive Director, was recently honored by Companis with the Janet G. Newell Award for Community Service. Companis is a non-profit organization that places professionals with other non-profits that can benefit from their expertise. Kathleen served on the founding board of Companis and was also chair of the organization.



*"We're honored to shine a spotlight on Kathleen's dynamic leadership and its many legacies in our community, making it a more vibrant and healthy place for us all to live."*

~ STERLING MORRIS  
COMPANIS BOARD PRESIDENT

Kathleen was honored for her leadership at Crisis Clinic and many other community service organizations. Currently, she is on the Interagency Council of the Committee to End Homelessness and is co-chair of Public Health's Vulnerable Populations Committee. She was instrumental in the development of the statewide 211 system, served on the WIN211 Board, and is currently their Advocacy Committee Chair. She also served as President of the Pike Place Market Constituency, the 36th District Democrats, and Bathhouse Theatre. Prior to joining Crisis Clinic, Kathleen worked in health care where she was instrumental in the development of Rosehedge, the state's first adult family home for persons with AIDS, and several housing and service integration programs for people with physical and developmental disabilities.

Because of her long history working in support of health and human services, the City Council also passed a proclamation that September 14, 2014 was Kathleen Southwick Day in Seattle.

## Crisis Clinic Launches New Mental Health Disaster Triage Program

Oso landslide victims experienced high levels of psychological trauma associated with not only the loss of their housing and belongings, but also the death of close neighbors and friends. Our emergency disaster response system is excellent in triaging care for people with a physical trauma, but how does one assess psychological trauma at large scale disasters?

Public Health-Seattle & King County has long wanted to address this issue and in July, selected Crisis Clinic to implement an innovative program for King County. Developed by Dr. Merritt Schreiber of the Department of Emergency Medicine at University of California, Irvine, PsySTART is an evidenced-based practice enabling non-mental health professionals to screen people based on the type and level of trauma experienced. This information is then used to arrange for timely access to treatment for the most severely traumatized people. Disaster mental health research indicates that between 30-40 percent of those directly impacted by a major disaster are at risk of developing a new clinically diagnosable mental illness such as depression or post-traumatic stress disorder.

Crisis Clinic will be inviting area hospitals, primary care clinics and mental health organizations to participate in this program by incorporating the PsySTART screening tool in their disaster response protocols.

*"We appreciate the City of Seattle recognizing the need and funding this innovative work, and are excited to partner with Crisis Clinic and area healthcare facilities to bring PsySTART, a nationally-recognized mental health triage tool, to King County."*



~ CARINA ELSENBOS  
PUBLIC HEALTH PREPAREDNESS DIRECTOR,  
PUBLIC HEALTH SEATTLE-KING COUNTY



## Become a Volunteer

Crisis Clinic offers a variety of volunteer opportunities for both youth and adults, suited to meet your interests and availability. New volunteers are always needed to:

- Answer calls on the 24-Hour Crisis Line, WA Recovery Help Line, and WA Warm Line
- Respond online with Crisis Chat
- Mentor youth volunteers with Teen Link
- Listen to quality assurance calls for King County 2-1-1

Training is offered at various times throughout the year and we're currently accepting applications for the training sessions starting in October 2014 and January 2015.

For more information about any of these opportunities, please visit our Volunteer page at: <http://www.crisisclinic.org/volunteer>

## Stay Connected Online

Keep up to date on Crisis Clinic events, programs, resource information, volunteer opportunities and trainings.



Crisis Clinic



WA Recovery Help Line



King County 2-1-1



Teen Link



@Crisis Clinic



@WA Recovery Help



@King County 211



Crisis Clinic

## Updates

### Recent Grants

Crisis Clinic would like to thank the following organizations for their generosity in supporting our programs in 2014:

- |                              |                                |
|------------------------------|--------------------------------|
| Aven Foundation              | Microsoft Corporation          |
| Costco Charitable Giving     | Norcliffe Foundation           |
| Commonweal Foundation        | OneFamily Foundation           |
| Harrington Schiff Foundation | RealNetworks Foundation        |
| Jeffris Wood Foundation      | Sheng Yen Lu Foundation        |
| Kawabe Memorial Fund         | Tulalip Tribes Charitable Fund |

### Thank you GiveBIG donors!

Crisis Clinic received over \$19,500 from our generous supporters during The Seattle Foundation's GiveBIG event. More than 1,400 nonprofits received \$13.9 million through this one-day philanthropic event. A special thank you to the 118 donors who participated in GiveBIG—we're so grateful for your support!

### Give to Crisis Clinic through Workplace Giving

Many workplace giving campaigns will be launching soon, including United Way. Workplace giving is a convenient and sustainable way for many people to support their favorite charities. We hope you'll consider designating your gift to Crisis Clinic this year. Every donation makes a difference!

### Teen Resource Guide Available

Have a teen in your life? *The 2014-2015 Where to Turn for Teens* resource guide is now available for families, schools, and youth-serving organizations. To request these free guides, call 206.461.3210 x620 or you can download the PDF version at: <http://www.866teenlink.org>.



### Order your 2014 Where to Turn Resource Directory

Copies of our 2014 *Where to Turn Plus* (\$36) and *Quick Reference* (\$16) are still available and are a great way to keep a list of the most needed agencies and their phone numbers at your fingertips! Order directories through our website at: <http://www.crisisclinic.org>.

### Upcoming Events & Trainings

**OCTOBER 9:** 50th Anniversary Celebration

**NOVEMBER 6:** The Tools of King County 2-1-1

**NOVEMBER 22:** International Survivors of Suicide Loss Day

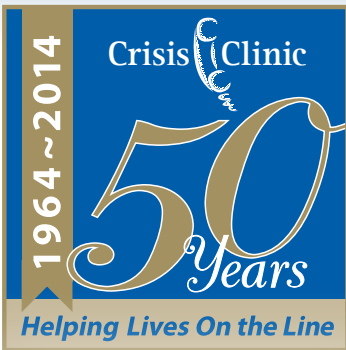
**DECEMBER 2-3:** ASIST | Applied Suicide Intervention Skills Training

**JANUARY 21:** Suicide & Crisis Intervention



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

**50th Anniversary Celebration**



A BENEFIT FOR CRISIS CLINIC

**Thursday, October 9, 2014, 5:30 – 7:30 p.m.  
 Fisher Pavilion at Seattle Center**

There is no charge to attend, but a gift of \$150 or more would be greatly appreciated.  
 For more information, please visit [www.crisisclinic.org/events](http://www.crisisclinic.org/events)



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