



## King County 2-1-1 Selected as Central Access Point for New Community Living Connections Program



*"We want to help people maintain their independence and stay in their homes. They might need help with a utility bill or finding home delivered meals. Whatever the need, 2-1-1 can help!"*

SUSAN GEMMEL  
DIRECTOR, KING COUNTY 2-1-1

### FROM OUR CALLERS

*"You were so helpful and gave me information I never knew existed. It makes me hopeful I'll find the help I need. Thank you so much!"*

– Senior from North Bend

*"I felt so lost when I called you, but now I feel like I have a place to start. Your kindness and concern comes through so clearly. Thank you for the work you do."*

– Caregiver from Seattle



In June, City of Seattle's Aging and Disability Services division selected King County 2-1-1 to be the central access point for the new Community Living Connections program.

By calling 1-844-348-5464, older adults and people with disabilities—as well as their caregivers, family members, and friends—are able to find the support and resources they need to continue living independently in the community.

### What is Community Living Connections?

Community Living Connections is Washington State's term for Aging and Disability Resource Centers, a federal initiative and collaborative effort of the federal Administration for Community Living and Centers for Medicare and Medicaid Services. The goal of the initiative is to streamline access to long-term services and supports for older adults, persons with disabilities, family caregivers, veterans, and providers.

The new program provides easy access to information and one-on-one counseling to help individuals explore a full range of options for living in the community. It will also help participants apply for programs and benefits, and provide short-term support in coordinating services and resources.

### Why is King County 2-1-1 a good fit as the central access point?

Since 1968, we have been King County's designated entry point for health and human services. King County 2-1-1 was previously funded to offer a specialized Disability Information and Assistance Program and a Family Caregiver Support Program—both of which gave our staff the expertise necessary to respond to requests for help with long-term care. We are also experts in working with older adults and people with disabilities. In 2014, we responded to more than 7,600 calls from people over age 60 and nearly 33,000 calls from people with disabilities. While some calls were related to long-term care, many calls were from people seeking help with food, shelter, transportation, legal assistance, and payment assistance for housing or utilities.

Our involvement with Community Living Connections reaffirms our role at the heart of the community safety net. This important work wouldn't be possible without the generosity of our supporters. Thank you for all you do to ensure we're able to continue helping lives on the line!

*Kathleen Southwick*

Kathleen Southwick, Executive Director

## Volunteering with Crisis Clinic

Geoff Swarts has been a volunteer on the 24-Hour Crisis Line for four years. In that time, he's helped people in all kinds of emotional distress: depression, anxiety, grief, shame, loneliness, and even thoughts of suicide.

"There are callers who just want to connect with someone, and I provide that connection," says Geoff. "I try to learn more about their situation while also providing emotional support. We don't solve the issues of the world, but one at a time, we make a difference to people."

Crisis Clinic's volunteer opportunities offer a unique and in-depth experience. Volunteers receive professional training, commit to a year of service, and work one 4.5 hour shift each week. In return, they become part of a community of staff and volunteers who help callers in crisis—and each other.



"I love the variety of the position and the staff is so supportive," says Geoff. "They provide advice and support on the tough calls and they make sure we're taking care of ourselves."

In regard to how volunteering has made a difference in his life, he added, "I feel like it has helped me learn how to read emotions and understand my own emotions better. Helping other people and volunteering at the Crisis Line has, in turn, helped me."

Crisis Clinic's programs are largely staffed by volunteers, including the 24-Hour Crisis Line, WA Warm Line, WA Recovery Help Line, and Teen Link. For more information about any of these opportunities, please visit our Volunteer page at: <http://www.crisisclinic.org/volunteer>

## Crisis Clinic Endorses Best Starts for Kids Levy

In May, Crisis Clinic was one of the earliest organizations to formally endorse Best Starts for Kids, King County Proposition 1. The six-year levy would invest in prevention and early intervention strategies to increase the number of children in King County who reach adulthood healthy and ready to contribute to the prosperity of the region.

According to Executive Director Kathleen Southwick, "Every day Crisis Clinic responds to families in crisis who need help. This levy provides the much needed resources to help both children and their families build a solid foundation for the future."

Science tells us prevention and early intervention are the most effective and least expensive ways to address our most serious problems, yet much of the County's funding responds to negative outcomes – severe mental illness, homelessness, chronic illness, and youth who have already dropped out of school or been involved in the juvenile justice system. Best Starts for Kids invests in a child's early years, carries forward throughout their journey to adulthood, and creates healthy communities that reinforce their progress.

Please support Best Starts for Kids on November 3rd by voting YES on King County Proposition 1. To learn more, please visit: [www.beststartsforkids.com](http://www.beststartsforkids.com)

## Caregiver Support Program Renewed

The City of Seattle's Aging and Disability Services (ADS) division selected Crisis Clinic to continue providing information and support to caregivers. We are one of several providers who are part of the King County Family Caregiver Support Program, a network of agencies focused on serving people caring for an older adult or person with a disability over age 18. We have been providing this service since 2002 and appreciate the confidence ADS has shown in our ability to help caregivers.

Our Caregiver Specialist, Lisa Cloutier, is available to provide emotional support to caregivers, provide information on other community services, and arrange for emergency respite for caregivers who need a break from caring for their loved one. Our emergency respite fund is unique in that it focuses on paying for in-home or out-of-home support based on the caregiver's needs. For more information, contact Lisa at 206-461-3210 ext. 626 or call 2-1-1.



*"This is a wonderful opportunity for us as a community to take a proactive approach, based in recovery principles to social and human service issues in King County, rather than one that is reactive."*

DANIE EAGLETON, MA, LMHC  
CRISIS CLINIC BOARD OF TRUSTEES

## Crisis Clinic Expedites Psychiatric Hospital Placements

Crisis Clinic has been connecting people waiting for psychiatric care with available hospital beds, ensuring more people get the care they need.

In response to a request from the King County Mental Health, Chemical Abuse and Dependency Services Division (KCMHCADSD), Crisis Clinic hired staff to work directly with hospitals to facilitate this connection. Every day between 6 AM and 10 PM, we are checking with hospitals to identify who needs a placement and which hospitals have openings. Since we started in January, we have facilitated 734 placements.

According to Jean Robertson, KCMHCADSD Assistant Division Director, "This is a critical piece of the puzzle to reduce holding people in non-psychiatric settings while awaiting appropriate inpatient psychiatric care."



*"By coordinating patient placement, we're not only streamlining a very complex system, but we're making sure people don't have to wait in the ER as long and can begin their recovery sooner."*

EMILIE BEAUDREAU  
PATIENT PLACEMENT COORDINATOR

### CONNECT WITH US!



## Updates

### Welcome New Crisis Clinic Trustees

Clif Curry, *Metropolitan King County Council Staff*  
Danie Eagleton, *Navos*  
Mike Nielsen, *Community Volunteer*  
Meghan Sample, *Amazon*  
Ursula Whiteside PhD, *NowMattersNow.org*

### Recent Grants

Crisis Clinic would like to thank the following organizations for their generosity in supporting our programs in 2015:

<i>Dupar Foundation</i>	<i>Medina Foundation</i>
<i>First Financial NW Foundation</i>	<i>Puyallup Charity Fund</i>
<i>Harrington Schiff Foundation</i>	<i>RealNetworks Foundation</i>
<i>Jeffris Wood Foundation</i>	<i>Tulalip Tribes Charitable Contributions</i>

### Give to Crisis Clinic Through Workplace Giving

Workplace giving season kicks off in October, including many United Way campaigns. Many companies encourage employee giving by making it simple to donate through your payroll. For many people, this is a convenient and sustainable way to support their favorite charities at a level that may be challenging as a single gift. We hope you'll consider designating your gift to Crisis Clinic this year. We greatly appreciate your support!

### Teen Resource Guide Available

Have a teen in your life? The 2015-2016 *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 ext. 620 or you can download the PDF version at: <http://www.866teenlink.org/wttft>



## Upcoming Events & Trainings

**October 6:** Crisis Clinic Open House

**October 8:** Suicide & Crisis Intervention

**October 14:** Dealing with Difficult People & Battling Compassion Fatigue

**October 21:** The Art of Referral & Accessing Community Resources

**November 21:** International Survivors of Suicide Loss Day

**December 8-9:** Applied Suicide Intervention Skills Training

*Visit [crisisclinic.org](http://crisisclinic.org) for more information.*





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*You're Invited*



# *Open House*

Tuesday, October 6, 2015

11:30 am – 1:00 pm

9725 3rd Ave NE, Room 304

Seattle, WA 98115

*Join us* for lunch and learn more about Crisis Clinic's programs!  
You'll hear directly from our volunteers and have the chance to  
take an optional "Behind the Scenes" tour from 1:00-1:30 p.m.

Space is limited. Please RSVP online at: <http://crisisclinic.org/open-house>  
Questions? Contact Carrie McBride at: [cmcbride@crisisclinic.org](mailto:cmcbride@crisisclinic.org) or (206) 436-2978.

*We hope to see you there!*