

Dear Friends,

It has been an incredible honor and privilege to lead Crisis Clinic these past 19 years. When I started this position on March 9, 1998, I never imagined I would stay so long—but every year there were more opportunities for Crisis Clinic to serve the community, so how could I leave? However, last fall, I made the difficult decision to retire this year in April.

My tenure has been a time of incredible growth for Crisis Clinic. We went from being a small organization with a budget of \$1.4 million and 60 employees to one with a budget of nearly \$6 million, financial reserves of more than \$2 million, with a staff of 110 and over 300 volunteers. Most importantly, we have expanded our ability to serve the community in new ways.

Integral to our success has been the trusted relationship we've developed with the King County Behavioral Health and Recovery Division, as they have relied on us to connect people in distress to emergency mental health services. Not only do they support our 24-Hour Crisis Line, but they also have made substantial investments that enable us to screen and connect people to psychiatric hospital beds and handle calls from the public and professionals to their Crisis and Commitment Service.

I am proud Crisis Clinic led the way in bringing the 2-1-1 service to WA State over 10 years ago, so that everyone seeking health and human services had an easy-to-remember phone number to call. We've also reached out beyond King County to serve the entire state with our WA Recovery Help Line, WA Warm Line, and Teen Link programs. All of our services focus on providing effective listening, a compassionate response, and help connecting to community resources. Every day, callers tell us how surprised and happy they are to talk to a "real person" who will listen to them and offer referrals to agencies that can help!

In reflecting on my time at Crisis Clinic, perhaps the main reason I've stayed so long is because of the dedicated staff and volunteers. I know every departing Executive Director says that, but it's really the truth! Every person I have worked with over these 19 years has had such a passion for helping others, a desire to do an excellent job, and a commitment to bettering our community. They have fostered the environment of excellence that Crisis Clinic is known for and will continue long after I've retired.

I am excited for the future and where the next leader takes us because I know Crisis Clinic's best days are yet to come. Thank you to the many funders, donors, staff, and volunteers who have supported me all these years. I couldn't have asked for a better team.

*Kathleen Southwick*

Kathleen Southwick, Executive Director



*"Leading Crisis Clinic these last 19 years has been deeply rewarding. It's such a unique agency, with a long history and stellar reputation. I know the dedicated staff and volunteers will continue this tradition of excellence long after I retire."*

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**

206.461.3210 | Business Fax 206.461.8368  
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. In 2016, we responded to almost 128,000 calls for help.

### Volunteers: Helping Lives on the Line

We're able to provide an immediate response thanks to the 271 volunteers who answer calls. They provided almost 34,000 hours of service—an in-kind value of \$510,000!

### Our Callers Face Serious Challenges

Sixty percent of our callers live with a serious or chronic mental illness, and 28% had no mental health provider. We received 7,345 calls from people seriously considering suicide and 80% agreed to keep themselves safe until we could arrange help.

### Making a Difference

We helped 70% of our callers reduce their distress, 74% were able to engage in addressing their problems, and 89% expressed "thanks" for the help they received.



*"People call us for all kinds of reasons, but the commonality is their feeling that they have nowhere else to turn. Our first job is to listen, to let them know they are being heard, that someone understands. Sometimes all we can do is help them through the moment of crisis. But that can be life-saving."*

MARCIA ARTHUR  
Crisis Line Volunteer

## WASHINGTON WARM LINE

The WA Warm Line is a statewide peer-answered support line for people living with mental illness. In 2016, volunteers answered over 4,800 calls, providing comfort and connection to their peers! In total, 29 volunteers contributed more than 3,600 hours of service.



*"A lot of the calls we get are from people who just need to be heard. They may be lonely, dealing with a decision, or just want to talk about their day. In the end, they're glad they called, and they feel like they're in a better place."*

MEGAN FLEMINGS  
Washington Warm Line Volunteer

## WASHINGTON RECOVERY HELP LINE

The WA Recovery Help Line responded to 27,997 calls from adults and teens across Washington State needing support and resources for mental health, substance abuse, and problem gambling. Last year, 13,794 callers needed help with emotional health issues, 20,106 needed drug treatment, and 6,842 needed help with alcohol dependency. Thank you to the 31 interns and volunteers who contributed nearly 3,627 hours of service!



*"We offer a lot of emotional support. Around half our calls are from loved ones — people who are trying to help a family member, a son, or daughter. With recovery, the first few steps are really big steps! Sometimes you need help. I like to think that with our compassion, we are able to bridge that gap."*

JOSEPH REVARD  
Washington Recovery Help Line Specialist

## KING COUNTY 2-1-1

In 2016, 2-1-1 Specialists helped 75,880 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 chance of getting assistance.



*"It can be hard for some people to ask for help, but by simply picking up the phone, a caller has the chance to confidentially get the information they need. Many of the calls are simply about finding the right resource, but we also like to take the time to brainstorm and come up with new solutions to familiar problems."*

JESSICA HOFFART  
Housing Specialist

### Helping the Most Vulnerable People

Of the help sought, 61% was for financial assistance or basic needs. Eighty-eight percent of callers had poverty level incomes, 68% identified as a person of color, 42% were living with a disability, and 25% were experiencing homelessness.

### Callers Express Their Thanks

Ninety-five percent of callers learned about new resources, 100% planned to follow-up to get help and 100% also said 2-1-1 was helpful. One caller, a new foster parent looking for glasses and vision care for their foster child, recently told us:

*"I've used you guys three times in the last month and every time I've gotten the help that I need. You guys are awesome!"*

## TEEN LINK

Teen Link volunteers answered 3,277 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 127 teen and adult volunteers contributed over 8,302 hours in 2016!



*"When someone calls in, the majority of times, they are feeling pretty down or even hopeless. They usually just need someone to talk to, and that's why we are here. We always listen to them first."*

HUGO PONTES  
Teen Link Volunteer

### Teens Struggle with Difficult Issues

The top reasons teens called were related to emotional health, including conflict/stress, depression, suicide, and self harm. We considered 412 teens to be an immediate suicide risk and asked each one to keep themselves safe; 82% of the teens were willing to do so.

### Youth Suicide Prevention

In Washington state suicide is still the second leading cause of death for youth ages 10-24 with over 100 deaths a year. According to the 2014 Healthy Youth Survey, roughly 18% of 8th, 10th, and 12th graders have seriously considered suicide and 9% have attempted suicide.

Teen Link trained 8,960 students in youth suicide prevention in 2016. When surveyed, 98% of teens told us the training was helpful and 82% said it increased their awareness of suicide prevention.

*"Because of your presentation, you helped save two lives last week. Students now know how to help themselves, and people they know who may be having suicidal ideation."*

LISA THEOFELIS  
8th Grade Counselor, Cascade Middle School



## COMMUNITY SERVICES

### Community Trainings for Professionals

Our trainers are experts in crisis intervention, mental health, and information and referral. Trainings include:

- Suicide Assessment, Intervention, & Treatment - 6 CEUs
- Suicide Assessment, Screening, & Referral - 3 CEUs
- Applied Suicide Intervention Skills Training (ASIST) - 13 CEUs
- Dealing with Difficult Behaviors
- The Art of Referral & Accessing Community Resources

We offer these trainings on a regular basis, so check our website for the specific dates and times.

*"I appreciated the instructor's open and informative style — she made this very difficult topic approachable. She did an excellent job!"*

*"I learned a lot about active listening and the importance of giving a patient in crisis a chance to tell his or her story. The training was very effective, easy to listen to, and engaging."*

TRAINING ATTENDEES

### Volunteer: Lend an Ear to Someone in Crisis

Join our team of empathetic and dedicated community volunteers! We offer a variety of opportunities for youth and adults, as well as online and in-person training options. Learn more at: [www.crisisclinic.org/volunteer](http://www.crisisclinic.org/volunteer).

*"I'm grateful to be able to talk with all of our callers in general, and to better understand and validate the feelings of others."*

CRISIS LINE 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 p.m. 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.

*"We are impressed with the caring and involvement of your staff members. Preventing suicide is such a critical service, and we thank you for the efforts you make each day."*

ATTENDEE OF SURVIVORS OF SUICIDE SUPPORT GROUP

### Save the Date: GiveBIG May 10th

Mark your calendars! The Seattle Foundation's annual GiveBIG event will be held Wednesday, May 10, 2017. With your help, we raised over \$18,000 last year during this one-day online giving extravaganza! All funds raised go directly to supporting our programs and helping people in crisis. Thank you for making a difference!





## Thank you to our supporters!

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. To explore your giving options or make a donation online, visit us at: [www.crisisclinic.org/donate](http://www.crisisclinic.org/donate). Thank you so much for your generous support!

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Bob & Kathy Erickson  
*In Memory of Benjamin Eskenazi*  
Martin Eskenazi  
*In Memory of Ashkan Fathi*  
Molly Schopen  
*In Memory of Aaron Foote*  
Darci Jewitt  
*In Memory of Kathy Gehrt*  
Christina Clark  
John Gehrt  
*In Memory of Matthew Gordecki*  
Manuel Barbosa  
*In Memory of Stephen Graffius*  
Donna Graffius  
*In Memory of Lee Holland*  
Andrea Holland-Bonneu  
*In Memory of Justin Kakaley*  
Bethany Guld  
*In Memory of Benjamin Kallander*  
Jennifer Gerten  
*In Memory of Francis Kemp*  
Robert & Mary Melvey  
*In Memory of Jane Kowals*  
Cal & Lynda Tregler  
*In Memory of Neal Kuyper*  
Philip Kuyper & Elizabeth Herseth  
*In Memory of Nicole Lambert*  
Anonymous  
*In Memory of Virginia Lawson*  
Eastside Foursquare Church  
*In Memory of Anwar Leonard*  
Robert Anastasio  
Brian & Peggy Brown  
Ari Consul  
Jason Griffith  
Krav Maga Seattle, LLC  
Tom & Martha Patterson  
Michelle Peet & Rex Robinson  
Rex & Lilly Robinson  
John Warner  
*In Memory of Audra Letnes*  
Judy Albrecht  
Coral Letnes

*In Memory of Wanda Makar*  
Michal & Margaret Makar  
*In Memory of Joan Mathay*  
Joan Stoupa  
*In Memory of Doug McCollough*  
Katie Simmons  
*In Memory of Joy McLean*  
Kathryn Lang  
*In Memory of Andrew Mohebbi*  
Molly Schopen  
*In Memory of Sarita Mullins-Williams*  
Kathryn Williams  
*In Memory of Shaun Murphy*  
Lisa Herriott  
*In Memory of Ian Nelson-Ruehl*  
Zaher Hulays  
*In Memory of Obaid Quadri*  
William Affolter  
Deborah Doughten  
Sharon Greenblum  
Tim Hoar  
Srivani Jade  
Shikha Jain  
Rajesh Jha  
Gokul Karthik  
Kristina Kerr  
Dinesh Korde & Rituja Indapure  
Shruthi Krishnaswamy  
Stephanie Lukas  
Cam McIntyre  
Rajesh Munshi  
Hari Prasad & Shubha Nambiar  
Shanta Ram Punukollu  
Sriram Rajagopalan &  
Bipasha Mukherjee  
Suri & Mala Raman  
Krishna Ravikumar  
Navia Samal  
Tasveer  
Himabindu Thota  
Thien Truong  
Michael Williams  
*In Memory of Lee Rasmussen*  
Alan Thompson & Beth Light  
*In Memory of Jerry Ryder*  
Richard & Judy Harwood  
*In Memory of Nathan Seramur*  
Catherine Scott  
*In Memory of Kevin Slattery*  
Sara Magee  
John & Judy Slattery  
*In Memory of Janice Diane Smith*  
Doug & Ruth Smith  
*In Memory of Dick Spady*  
Jerry Kiser  
*In Memory of Cynthia Thomas*  
James Thomas & Pam Obst  
*In Memory of Randy Tomlinson*  
Ursula Whiteside Ph.D.  
*In Memory of Ryan Vego*  
Heather Dwyer  
*In Memory of Greg Wallace*  
Djuna Davidson  
*In Memory of Kevin Williams*  
Edward & Sheila Barnes  
*In Memory of Nancy Workman*  
Miranda Askey

## HONORARIUMS

*In Honor of Jerilyn Anderson*  
Bert & Terry Romberg  
Christa Mazzone Palmberg  
*In Honor of Emma Barker*  
Donna Barker  
*In Honor of Peter Braitsch*  
Lois Self  
*In Honor of John Brummet*  
Ron & Jana Lone  
Jonathan King & Betsey Curran  
*In Honor of Jessica Christensen*  
Constantine Singer  
*In Honor of Colin & Pete Curran*  
Eric & Megan Sanchez

*In Honor of John & Dolores Daily*  
Jack & Linda Barker  
*In Honor of Calvin Dickinson*  
David Dickinson  
*In Honor of Craig Eddy*  
George Ledyard  
*In Honor of Janice Edwards*  
Dave Salzer & Elinor Lindquist  
*In Honor of Kate Ericson*  
Alan & Kettia Huggard  
*In Honor of Anna Fusaro*  
Rowan McDowell Thompson  
*In Honor of Joy Helmer*  
Beverly Taylor  
*In Honor of Victoria Hill*  
Maureen Calhoun  
*In Honor of Scott Johanson*  
Jennifer Ferdinand  
*In Honor of Finnley Kafer*  
Alice Braverman  
*In Honor of Julie Knausenberger*  
Karen Williams  
*In Honor of Michael Kraft*  
John Kraft  
*In Honor of Gerry MacCamy*  
Kathryn MacCamy  
*In Honor of the Staff at Moorlands Elementary School*  
Matt Albertson & Sarah Boerner  
*In Honor of Erin Moynihan*  
Anonymous  
Kimberly Moynihan  
*In Honor of Michael Nielsen*  
Catherine Walker  
Rob & Jess Nielsen  
*In Honor of Rob Perry*  
Andrea Christopher  
*In Honor of Jennifer Peters*  
Deborah Grant  
Melissa Rogers  
*In Honor of Scott Renschler*  
Laura Brown, Ph.D.  
*In Honor of Coco Sack*  
Alexa Albert  
*In Honor of Dani Schulman*  
Tracy Morris  
Wendy Goffe  
*In Honor of Kathleen Southwick*  
Jeanne Dorn & Samara Hoag  
Gary Davis  
*In Honor of Cheryl Stumbo*  
Jeff Davis & Sara Levin  
*In Honor of Christina Wallace*  
Danielle Wallace  
*In Honor of Nico Wirtz*  
Mollie Wirtz

## ORGANIZATIONS/ FOUNDATIONS

501 Commons  
Adobe Systems Inc. Matching  
Gifts Program  
Aerospace Machinists District -  
Lodge 751  
Alaska Airlines Inc  
Alexsa Consulting &  
Leadership Coaching  
AmazonSmile Foundation  
Applied Technologies NW  
Arctic Printing & Mailing  
Aven Foundation  
Bellsea Group LLC  
Boeing Employee Individual  
Giving Program  
Capital One  
Catalyst Storage Partners LLC  
Catherine Holmes Wilkins Foundation  
Charis Fund  
Chubb & Son  
City of Seattle Employee Giving  
Combined Federal Campaign of  
King County  
Courage House  
Eastside Foursquare Church

Elizabeth A. Lynn Foundation  
Exchange Club of Highline  
Fales Foundation Trust  
Family Enrichment Center of Seattle  
Fedelta Home Care  
Fidelity Charitable Gift Fund  
Glaser Foundation  
Greater Olympic Peninsula Combined  
Federal Campaign  
Group Health Cooperative  
Holy Spirit Lutheran Church  
Homestreet Bank  
Jeffris Wood Foundation  
Jewish Community Foundation of  
Greater Kansas City  
KIND Snacks  
King County Employee Giving Campaign  
Kirsten J Smith Coaching & Consulting  
Krav Maga Seattle, LLC  
Kroger  
Lambert House  
Liberty Mutual Group Employee  
Giving Program  
Lunchbox Laboratory  
Microsoft Alumni Network  
Microsoft Corporation  
Microsoft Giving Campaign &  
Matching Gifts  
Nesholm Family Foundation  
Network for Good  
Nordstrom Cares  
Outerwall Employee Giving  
Pacific Medical Centers  
Pacific Science Center  
Parrot Place LLC  
PayPal Giving Fund  
Pepsi Bottling Company  
Pine Lake Covenant Church  
Puget Sound Energy  
Rabbit Hole  
Redmond General Insurance Agency  
Saint Louise Parish School  
Schiff Foundation  
Schoenfeld - Gardner Foundation  
Seattle Police Employees' Charity Fund  
Snoqualmie Tribe  
Summit Implants & Oral Surgery  
Tableau Foundation Employee  
Engagement Fund  
Tasveer  
Teamsters Local Union 117  
Terrene Clearinghouse LLC  
The Benevity Community Impact Fund  
The F. Danz Foundation  
The Mick Lamb Foundation  
The Seattle Foundation  
The Sunbridge Foundation  
T-Mobile USA Inc.  
Truist  
Tulalip Tribes Charitable Contributions  
United Way of Greater Atlanta  
United Way of Greater Philadelphia &  
Southern New Jersey  
United Way of King County  
United Way of Kitsap County  
Washington State Combined Fund Drive  
Washington Women's Foundation  
Willamette Dental Group  
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



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# 2016 Annual Report

## Board of Trustees 2017

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Ann Bodden <i>American Red Cross</i>	Ursula Whiteside, PhD <i>Suicidology Researcher</i>

## Management Staff 2017

Kathleen Southwick <i>Executive Director</i>	Coral Letnes <i>Business Manager</i>
Michael Reading, MS, NCC, LMHC <i>Crisis Services Director</i>	Susan Barlet <i>Human Resources Manager</i>
Jane Day, MS, MHP <i>Crisis Line Manager</i>	Carrie McBride <i>Development &amp; Community Relations Manager</i>
Robyn Smith, MSW, CDP <i>Recovery Line Manager</i>	Jennifer Winslow, M.Ed., LMHC <i>Training Manager</i>
Susan Gemmel <i>2-1-1 Director</i>	Ken Nunn <i>IT Manager</i>
Letha Myers <i>Volunteer Services Manager</i>	

## 2016 FINANCIAL REPORT

UNAUDITED

<b>Support &amp; Revenue</b>	
Contributions	\$ 298,081
Government & United Way	4,562,880
Program Service Fees	714,503
Interest Income	13,565
Release of Restricted Assets	81,524
<b>Total Revenue</b>	<b>\$5,670,553</b>
<b>Expenses</b>	
Personnel	\$ 4,384,473
Operating Expenses	1,209,532
Depreciation	65,960
<b>Total Expenses</b>	<b>\$5,659,965</b>
<b>Operating Gain</b>	<b>\$10,588</b>

*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.

