Dear Friends,

It has been an incredible honor and privilege to lead Crisis Clinic these past 19 years. While I started this position on March 9, 1998, I never imagined I would stay as long—nor were there any expectations 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 $51 million and 50 employees to one with a budget of nearly 256 million, financial reserves of over $100 million, and hundreds of 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 our Crisis and Commitment Services.

I am proud Crisis Clinic led the way in bringing the 2-1-1 service to WA State over 10 years ago. It’s clear that everyone needs Health and Homelessness 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 Line programs. All of our services focus on providing effective listening, a compassionate presence, and in many cases, helping people connect to needed services. I have heard countless calls tall how surprised and happy they are to talk to a “real person” who will listen to them and offer solutions 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 a sense of investment in 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 Crisis Clinic has become so much part of our community. We have yet to hear. Thank you to the many donors who have supported us all these years. I couldn’t have asked for a better team.

Kathleen Southwick, Executive Director

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

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Cheryl O. Roy-Byrne

Chelsea Brice

Crisis Clinic is a safety net for anyone in crisis, large and small. We are an arm of volunteers that could be awarded as a result of personal, community, or government generosity. Our commitment to delivering those services has led us to focus our attention on vulnerable populations. In recent years, we’ve launched the WA Recovery Help Line, the WA Warm Line, and Teen Line programs. All of our services focus on providing effective listening, a compassionate presence, and in many cases, helping people connect to needed services.

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2016 FINANCIAL REPORT

Support & Revenue

Government Support $298,081

Program Service Fees 175,828

Total Revenue 473,909

Expenses

Personnel Expenses $5,384,872

General Expenses, Indirect 1,075,276

Total Expenses 6,460,148

Operating Income $71,088

Annual Report 2016

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The WA Warm Line is a statewide peer-answered support line that people can call to talk and listen to others who have lived through similar experiences. Volunteers are trained to help callers identify problems, provide emotional support, and connect them to other resources. The Warm Line helps callers face life’s challenges and build skills for resilience and recovery.

Volunteers: Helping Lives on the Line

We were able to provide an immediate response to the 217 volunteers who answered calls. They provided almost 5,000 hours of service—and in kind value of $150,000.

Our Callers Face Serious Challenges

Sixty percent of our callers live with a serious or chronic mental health issue, 20% had a drug or alcohol problem, and 38% had a physical health issue. We received 7,345 calls from people seriously considering suicide and 80% of those asked to keep themselves safe until we could arrange help.

We helped 70% of our callers reduce their distress, 74% were able to engage in addressing their problems, and 89% agreed to keep themselves safe until we could arrange help.

Callers Express Their Thanks

Ninety-five percent of callers learned about new resources, 91% planned to follow-up to get help, and 101% said it was the most helpful. One caller, a new foster parent looking for glasses and vision care for her foster child, monthly status: “I’ve used your line three times in the last month and every time I’ve gotten the help that I need. You guys are awesome!”

KING COUNTY 2-1-1

In 2016, 2-1-1 Specialists helped 71,880 people find health and human services resources. But 2-1-1 does more than give referrals and connect people with community agencies; we also coach callers on how to present their situation and explore how the social service systems work, greatly expanding their chances of getting assistance.

“[It] can be hard for some people to ask for help, but by simply picking up the phone, callers have the resources to confidently get the information they need. Most of the calls are simply about finding the right resources, but we also take the time to intervene and come up with new solutions to familiar problems.”

– taco, 2-1-1 Specialist

TEEN LINK

TeenLink volunteers answered 3,277 calls from teens seeking support and confidentiality to discuss their fears and concerns, find support, or locate teen-friendly community resources. Each evening between 5-10 p.m., trained teen volunteers are available to talk and listen to their peers. Over 127 teens and adult volunteers contributed over 6,000 hours in 2016.

“[It] was a life-changing experience. I learned a lot about active listening and the importance of giving a patient enough space to talk to tell their story. The training was very effective, easy to listen to, and engaging!”

– TeenLink volunteer

Youth Suicide Prevention

In Washington state suicide is still the second leading cause of death for youth ages 15-24, with over 331 deaths a year. According to the 2014 Healthy Youth Survey, roughly 18% of 9th, 10th, and 11th grade students have seriously considered suicide and 8% have attempted suicide.

TeenLink trained 8,600 students in youth suicide prevention in 2014. When surveyed, 98% of teens told us the training was helpful and 86% said it increased their awareness of suicide prevention resources.

“Because of your presentation, you helped save two lives last week. Students now know how to help themselves, and people they know how to help being suicidal teens.”

– Program Director, High School Counseling, Central Middle School

CONNECT WITH US!

@ифд

211 WA

TeenLink

Christena Coutsoubos

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Sally Bjorklund

Dana Bettinger

Bruce Beck & Ralph Johnson

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Thank you to our supporters!
The WA Recovery Help Line responded to 27,997 calls from adults, as well as online and in-person training options. Learn more at: www.crisiscall.org/volunteer

Teen Link volunteers answered 3,277 calls and chats from teens seeking help, safety, and information about mental health, substance abuse, and problem gambling. Last year, 25,852 teens called for the help line, and 3,192 needed medication treatment, and 2,932 needed help with alcohol dependency. Thanks to the 153 volunteers who contributed nearly 4,000 hours of service.

‘When someone calls, they are in one of the most vulnerable places. They need to feel safe and not be alone. They aren’t just calling; they are calling for help.’

Teen Link Volunteer

Can you join in their journey to support and dedicate your time to volunteer? We offer a variety of opportunities for youth and adult volunteers, whether it’s one-time volunteering or in-person training options. Learn more at: www.crisiscall.org/volunteer

TREASURY ENGAGEMENT

Volunteer: Lead an Ear to Someone in Crisis

Join our team of compassionate, dedicated, and dedicated volunteers! We offer a variety of opportunities for youth and adult volunteers in-person or virtually. For more information, contact the 24-hour Crisis Line at 206-461-3232.

CRISISLINE VOLUNTEER

Lost a Loved One to Suicide?

Our support group is open to anyone who has lost a loved one to suicide. We provide a safe, confidential space where you can share your story and connect with others who have experienced similar losses. We meet virtually on the last Wednesday of every month from 6:30 to 8:00 p.m.

We are meeting in the Open Discussion of the Philips 59th floor for the next few months. For more information, contact the 24-hour Crisis Line at 206-461-3232.

Thank you to our supporters!

Because of your support, Crisis Clinic cares are free for thousands of individuals and families in our community each year. Each contribution makes the difference in helping someone in need. The 24-hour Crisis Line is open 365 days a year. For a full list of our supporters, please visit: www.crisiscall.org/supporters

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Thank you to our supporters!
King County 2-1-1

In 2016, 2-1-1 Specialists helped 76,800 people find health and human services resources. But 2-1-1 does more than just give referrals to community agencies, we also coach callers on how to present their situation and explore how the social service systems work, greatly expanding our clients’ chances of getting assistance.

“If you can and for some people wait for help, but to only by picking up the phone, or call, they hesitate to ask or they even have theinfo they need. If not, they are simply are already finding the need to use the service they could only have access to social service systems and we offer them the chance of getting assistance.”

Helping the Most Vulnerable People
Of the 161,616 people helped by 2-1-1, 9% were for financial assistance or basic needs. Eighty-eight percent of callers had a household income; 48% 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% said the service was helpful. One caller, a nurse, felt more confident for looking for glasses and vision care for her foster child, monthly status:

“I’ve used your service in the past months and every time I’ve gotten the help I’ve needed. You guys are amazing!”

Teen Link
Teen Link volunteers answered 3,277 calls and chats from teen suicidal ideation and crisis calls to discuss their fears and concerns, find support, or locate teen-friendly community resources. Each evening between 5pm and 1am, trained teen volunteers are available to talk and listen to their peers. Over 127 teens and adult volunteers contributed over 9,000 hours in 2016.

“We are thankful for the impact 2119 teens have made to our community each year. I want to thank you for making a difference! Thank you for your support!”

Teen Talk Volunteer

Thank you to our supporters!

Because of your support, Crisis Clinic staff cares are at $10,000 for thousands of individuals and families in our community each year. Each contribution can transform the lives of someone in your area. Support us today for a brighter tomorrow.

Thank you for making a difference!

The WA Recovery Help Line responded to 27,997 calls from people in crisis, anyone needing access to mental health services, or anyone who simply needed to talk.

24-HOUR CRISIS LINE

3,600 hours of service.

Volunteers: Helping Lives on the Line
We were able to provide an immediate response to the 271 volunteers who answered calls. They provided almost 36,000 hours of service—and kind of value. $100,000.

Our Callers Face Serious Challenges
Sixty percent of our callers live with a serious or chronic mental health, and 38% had a physical health problem. We received 7,367 calls from people seriously considering suicide and 94% agreed to keep themselves safe until we could arrange help.

Making a Difference
We helped 96% of our callers reduce their distress, 74% were able to engage in addressing their problems, and 89% expressed “I’m glad I called.”

People call us for a plethora of reasons, but the commonality is their feeling of being lost. They feel alone, isolated, or overwhelmed with a problem. We are there to help them through that moment of crisis. But that can be long-term support.

“Dear 2119, Thanks so much for helping save two lives last week. There are no words to express how much you and 2119 have done for our community. It makes a difference!”

JESSICA HOFFART

Community Trainings for Professionals
Our seminars and trainings help individuals develop mental health, and information and referral. Trainings include:

• 2017 Annual Assessment Training - 3 CEUs
• Suicide Assessment, Screening & Referral - 3 CEUs
• Applied Suicide Intervention Skills Training (ASIST) - 13 CEUs
• Crisis Intervention Training

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

“During the ‘Suicide Assessment and Intervention’ training I took, I learned a lot about active listening and the importance of giving a patient in crisis sufficient time for a story. The training was very effective, easy to listen to, and engaging.”

TRAINING OPPORTUNITIES

Volunteer: Lead an Ear to Someone in Crisis
Any trained team of compassionate and dedicated community volunteers! We offer a variety of opportunities for youth and adult volunteers in support and in person training options. Learn more at: www.crisisclinic.org/volunteer

Thank you for the impact you’ve made to our community! We are so grateful for our supporters. Thank you for making a difference!

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Save the Date: GiveBIG May 10th
Mark your calendar! The Seattle Foundation’s annual GiveBIG event will be held Wednesday, May 10, 2017. With your help, we can raise $116,000 last year during this one-day online giving extravaganza! We are looking forward to directly to supporting our programs and helping people in need. Thank you for making a difference!

Thank you to our supporters!

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Dear Friends,

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My tenure has been a time of incredible growth for Crisis Clinic. We went from being a small organization with a budget of $71.4 million and 80 employees to one with a budget of nearly $60 million, financial support from 1,200 sponsors, dozens of volunteers, and a staff of 340. In addition, we have grown from a four-person medical staff in 2001 to a 60-person staff today. We have maintained a high level of quality care while growing in size and complexity.

Crisis Clinic, a safety net for anyone in crisis, began in 1970 with a phone line. Today, we operate a 24-hour Community Crisis Line with an in-person Crisis Clinic and a community-wide network of mental health services. Our service area has grown from King County to 26 counties across the State of Washington. In 2015, we served more than 100,000 people in need.

Our mission has evolved from a community-based crisis center to a comprehensive mental health provider with a client-centered, evidence-based approach. We have focused on increasing access to care and reducing barriers to treatment. We have also expanded our services to include outreach, mental health education, and community engagement.

We continue to work towards our vision of a community that values mental health, where everyone has access to the care they need. We believe that our success is due in large part to the dedication and excellence of our staff and volunteers.

I am proud to have led Crisis Clinic through a time of change and growth, and I am grateful to everyone who has supported us along the way. Our success is due to the support and guidance of our board of trustees, donors, partners, and the community we serve.

I am excited for the future of Crisis Clinic and the work that lies ahead. We will continue to innovate and adapt to meet the needs of our community. Thank you for your support and for being a part of our mission.

Sincerely,

Kathleen Southwick
Executive Director
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Deborah Doughten, Director of Development
Laura Brown, Ph.D., Director of Community Health
Jennifer Ferdinand, Director of Human Resources
Molly Schopen, Director of Marketing & Communications

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Crisis Clinic, a safety net for anyone in crisis, began in 1973 as an act of kindness that could have been awarded to a mystery donor, funded out of America’s earliest telephones, and has served answering the phones for people in need of support and information. On a typical day, Crisis Clinic in the Northwest helps about 750 people, including providing services that include listening, outreach and disaster or other community resources. Here are some of the numbers from 2016:

Support & Revenue

- Contributions $296,081
- Government Grants $140,088
- Program Service Fees $11,333
- Total Revenue $459,494

Expenditures

- Salaries & Benefits $456,570
- Total Expenditures $459,494

Operating Income $5,988

Crisis Clinic, a nonprofit agency, is a leading provider of behavioral health crisis services in Washington state. We serve Clark, King, Pierce, and Snohomish counties. Our mission is to help people in crisis by providing immediate emotional support and connecting them to ongoing support services. Our crisis hotline is available 24 hours a day, 7 days a week.

2016 Crisis Clinic served over 100,000 individuals across the state of Washington. Our services include training, outreach and a bridge to other community resources. We’re here to help.

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2016 FINANCIAL REPORT (UNAUDITED)

Crisis Clinic, a safety net for anyone in crisis, began in 1973 as an act of kindness that could have been awarded to a mystery donor, funded out of America’s earliest telephones, and has served answering the phones for people in need of support and information. On a typical day, Crisis Clinic in the Northwest helps about 750 people, including providing services that include listening, outreach and disaster or other community resources. Here are some of the numbers from 2016:

Support & Revenue

- Contributions $296,081
- Government Grants $140,088
- Program Service Fees $11,333
- Total Revenue $459,494

Expenditures

- Salaries & Benefits $456,570
- Total Expenditures $459,494

Operating Income $5,988

Crisis Clinic, a nonprofit agency, is a leading provider of behavioral health crisis services in Washington state. We serve Clark, King, Pierce, and Snohomish counties. Our mission is to help people in crisis by providing immediate emotional support and connecting them to ongoing support services. Our crisis hotline is available 24 hours a day, 7 days a week.

2016 Crisis Clinic served over 100,000 individuals across the state of Washington. Our services include training, outreach and a bridge to other community resources. We’re here to help.

In 2016, Crisis Clinic answered over 100,000 calls on our crisis hotline. We helped people in crisis by providing immediate emotional support and connecting them to ongoing support services. Our crisis hotline is available 24 hours a day, 7 days a week.

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.

In Memory of Virginia Lawson
In Memory of Nicole Lambert
In Memory of Benjamin Kallander
In Memory of Justin Kakaley
In Memory of Darrell Dragoo
In Memory of Carmelita
In Memory of Summer Booher
In Memory of Marc & Adam Beloff
In Memory of Ian Nelson-Ruehl
In Memory of Wanda Makar
In Memory of Doug McCollough
In Memory of Joy McLean
In Memory of Doug Smith

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

Board of Trustees 2017

Jane Corrigan, President
Laura Brown, Ph.D., Vice President
Ann Bodden, Treasurer
Kathleen Southwick, Secretary
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Jerilyn Anderson, Human Resources Manager

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Carson Gerstbauer, Director of Operations
Dean Kreibich, Director of Finance
Deborah Doughten, Director of Development
Laura Brown, Ph.D., Director of Community Health
Jennifer Ferdinand, Director of Human Resources
Molly Schopen, Director of Marketing & Communications

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