

# voice

a newsletter from **Crisis Clinic**

fall 2016



*"I smile when I see Teen Link listed as a resource for local youth, and love to hear teachers boast about the quality presentations their students have received. My career has been long and as I look forward to retirement, Teen Link is one of the things I am most proud of."*

SUE EASTGARD

FORMER EXECUTIVE DIRECTOR,  
CRISIS CLINIC



*"I felt passionate about helping other young people who were experiencing hardships of their own. It is vital to our community that our young people feel supported, cared for, and most importantly, listened to."*

QUINN SMART

TEEN LINK VOLUNTEER

## Teen Link Celebrates 20 Years

Our Teen Link program proudly celebrated its 20th anniversary this year! The teen-answered help line has been a crucial resource for youth in our community since 1996. We would like to take this opportunity to thank the amazing staff, volunteers, and community supporters who've helped make Teen Link such a wonderful success.

### TWO DECADES OF TEEN LINK

- 1993** Audra Letnes, the daughter of a Crisis Clinic employee, is murdered by her boyfriend. Like many young people, Audra was uncomfortable opening up to adults and had trouble connecting to services. Audra's mother worked together with Crisis Clinic to develop a program in her memory – Teen Link, a safe place for any young person to connect with other youth for resources and emotional support.
- 1996** Teen Link received its first call on March 18th at 6:32 p.m. from a teen who just needed someone to talk to. As a way to complement the new help line, Teen Link also began conducting youth suicide prevention education in area schools.
- 1997** Teen Link published its first *Where to Turn for Teens* resource directory.
- 1998** Teen Link expanded to seven nights a week and added a toll-free number.
- 2000** Teen Link was awarded the Outstanding Service Innovation Award by the King County Mental Health Chemical Abuse and Dependency Services Division.
- 2004** Teen Link took nearly 1,000 calls on the help line, and trained more than 4,800 students in suicide prevention.
- 2010** Teen Link began using an online platform that allowed teen volunteers to respond to youth via chat three nights a week.
- 2012** Teen Link became the first teen help line in the nation to be fully accredited as a crisis line by Contact USA.
- 2014** Teen Link expanded the online chat service so it was offered every night of the week, 365 days a year.
- 2016** Teen Link celebrates its 20th anniversary. Since 1996, the program has helped over 26,000 youth on the help line and trained over 100,000 teens in youth suicide prevention.

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

# Suicide Prevention Training for Health Professionals



JENNIFER WINSLOW

## TRAINING MANAGER

Approximately 90% of people who die by suicide have a diagnosable psychiatric disorder such as depression, and most people exhibit warning signs or behaviors prior to an attempt. In addition, SAMHSA estimates that up to 45% of individuals who die by suicide visited their primary care physician within a month before their death. Given these statistics, health professionals in all specialties have

enormous potential to prevent suicide and connect people to needed resources.

## Washington State: Leading the Way

Washington was the first state to require suicide prevention training for licensed professionals, including social workers, mental health counselors, physicians, and nurses. This landmark legislation was passed in 2012 and 2014. The most recent bill also required a statewide Suicide Prevention Plan, which was released earlier this year.

## Crisis Clinic's Role

Crisis Clinic has been providing suicide prevention training to our Crisis Line volunteers for over 50 years, and is well known locally and nationally as a leader in suicide prevention. It was a natural fit to expand our training program to meet the new demand for suicide prevention training for health professionals. We recently added a new Training Manager, Jennifer Winslow, to our staff to oversee these efforts. Since joining our team in June, she has already trained over 150 professionals in suicide prevention and gained certification as a trainer in Mental Health First Aid and Applied Suicide Intervention Skills Training (ASIST).

Training health professionals is just one more way Crisis Clinic continues to meet the needs of our community and help people in crisis stay safe. For more information about our Community Training Program, please visit:

<http://crisisclinic.org/training>.

*"The facilitators were helpful, knowledgeable, and encouraging. Most of all, I appreciated how authentic and genuine they were. I would highly recommend this workshop."*

ASIST WORKSHOP ATTENDEE

## Reading Shares Expertise at Global Conference



MICHAEL READING

CRISIS SERVICES  
DIRECTOR

This past July, our Crisis Services Director, **Michael Reading**, attended the 20th annual International Federation of Telephone Emergency Services (IFOTES) Congress in Aachen, Germany. The conference included over 1,500 attendees from 33 countries. The theme for 2016, *For Life to Go On*, celebrated 50 years of providing emotional support and preventing suicide. Michael also presented at the conference on the

topics of recruiting and training volunteers, and the effectiveness of crisis helplines in the US in assessing for suicide risk and establishing a safety plan.

While in Germany, Michael also joined the World Alliance of Crisis Helplines (WACH) committee and is now serving as its chair. The committee comprises six individuals from various organizations across the globe, including the US, UK, Italy, and Australia. The committee will be working together to submit information to the



World Health Organization about the importance of crisis lines in preventing suicide. We are extremely proud of Michael's work, and are honored to have him represent our organization here and abroad.

# Volunteer Spotlight



**COLLEEN THOMAS**  
RECOVERY HELP  
LINE VOLUNTEER

**Colleen Thomas** has been a volunteer on the Recovery Help Line for seven months. As a student of the Alcohol and Drug Abuse Counseling program at Bellevue College, she finds a great deal of satisfaction in volunteering at Crisis Clinic. In just a few short months, she has already helped a wide variety of people who are struggling —with mental health challenges, problem gambling, substance abuse, and the need to connect with important recovery resources.

"I've learned that just simply listening to the caller for the first part of the call has a calming effect," Colleen says. "Whether people just need to talk or need resources, I am happy to be there for people because they are reaching out and trying to change their own lives."

Crisis Clinic's volunteer opportunities offer a very unique and meaningful experience. From the beginning, volunteers are guided by seasoned mentors, trained over several weeks of observation and practice. Each volunteer commits to one year of service with one 4.5-hour shift each week. In return, the volunteers quickly become part of a tight-knit community of staff and other volunteers who not only support callers in crisis, but also each other.

Colleen currently works at an audio engineering company, and she's looking forward to finishing her degree and a bright future ahead. The 24-Hour Crisis Line, WA Warm Line, WA Recovery Help Line, and Teen Link are all largely staffed by wonderful, compassionate volunteers like Colleen. For more information about any of these opportunities, please visit our Volunteer page at [www.crisisclinic.org/volunteer](http://www.crisisclinic.org/volunteer).

## CONNECT WITH US



CRISIS CLINIC



WA RECOVERY HELP LINE



KING COUNTY 2-1-1



TEEN LINK



CRISIS CLINIC



@CRISISCLINIC



@WARECOVERYHELP



@KINGCOUNTY211



TEENLINKSEATTLE



@CRISISCLINIC

# Updates

**ANSWERING THE CALL** was a great success! We are so grateful to our friends, family, and community for their generosity and support — without your help, our work would not be possible. The event helped us raise nearly \$85,000, which will provide direct support to our programs and help us answer over 260,000 calls from adults and teens in crisis every year. Thank you to everyone who joined us — because of your help, Crisis Clinic will always be here to listen and provide caring, compassionate support to the people who need us.

## UPCOMING EVENTS & TRAININGS

<b>November 3</b>	Dealing with Difficult Behaviors
<b>November 4</b>	Community Celebration
<b>November 19</b>	International Survivors of Suicide Loss Day
<b>December 7</b>	King County Behavioral Health Legislative Forum
<b>December 14 - 15</b>	Applied Suicide Intervention Skills Training
<b>January 10</b>	Suicide & Crisis Intervention

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

## WELCOME NEW CRISIS CLINIC TRUSTEES

We are very excited to welcome **Ann Bodden** (American Red Cross) and **Jean Ciesynski** (Seattle Bank) to our board of trustees.

**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!



**THE 2016 TEEN RESOURCE GUIDE** is now available for families, schools, and youth-serving organizations. Do you have a teen in your life? *Where to Turn for Teens* is free and available upon request. Call 206.461.3210 ext. 620, or simply go to [www.866teenlink.org/wttft](http://www.866teenlink.org/wttft) to download a PDF copy.



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Seattle, Washington 98115

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# COMMUNITY CELEBRATION

Special Thanks to our Sponsor:  
PACIFIC MEDICAL CENTER NORTHGATE

FRIDAY, NOVEMBER 4, 2016  
5:30-7:30PM

Awards and Light Dinner

NORTHGATE COMMUNITY CENTER  
10510 5TH AVENUE NE

Behind the library on 5th Ave NE

Parking available in the lot or at Northgate Mall

## 2016 HONOREES

### 5 years

Marie Barry  
Calvin Burnap  
Jamie Christianson  
Carol DeSalles  
Greg Humphrey  
Alex Kacmieroski  
Mei-Ling Morrison-Beals  
Philip Moser  
Breanna Peter  
Troy Seibert  
Rabyn Smith  
Geoff Swarts  
Danielle Watkins

### 3 years

Natalie Buehrer  
Jana Ehler  
Hannah Kim  
Coco Sack  
Joseph Weiser  
Emma Williams

### 15 years

Gerrit Rielberg  
Larry Zeldner

### 20 years

Anna Kallis  
Lynn Morris  
Jackie Requa-Hall

### 25 years

Jeff Scholl  
Scott Thiessen

### 30 years

Debra Dahlin  
Sandra Fosshage  
Tim Hilleman

### 10 years

Ted Day

## RSVP

To reserve seats, contact Carrie by October 26  
at 206-461-3210 x 605  
or [cmcbride@crisisclinic.org](mailto:cmcbride@crisisclinic.org)