

# voice

a newsletter from **Crisis Clinic**

summer 2017



ALLIE FRANKLIN  
EXECUTIVE DIRECTOR

*“So much of what we do at Crisis Clinic resonates with my personal values. I’m humbled and grateful to represent such an amazing team and organization.”*

## Letter from the Executive Director

Dear Friends,

I am very excited to be the new Executive Director of Crisis Clinic. In the past few months, I’ve spent a great deal of time witnessing the incredible difference we make in the lives of people in our community. I knew Crisis Clinic had a longstanding, excellent reputation and I was familiar with many of the services provided—but it wasn’t until I spent time with our dedicated staff and volunteers that I began to fully appreciate the depth and breadth of the work we do. It’s truly impressive!

One of my first priorities as Executive Director is to evaluate how emerging issues in healthcare will affect Crisis Clinic. The integration of behavioral and physical healthcare, which is legislatively mandated to occur by January 2020, is something we’ll be watching very closely. Another trend is the movement toward a value-based payment model, which means providers will be paid based on quality of health outcomes instead of quantity of care.

Changes like these could be very good for an organization like Crisis Clinic, because our services prevent crises, keep people safe, and support whole-person wellness. I believe there are some exciting growth opportunities on the horizon that will help sustain our existing programs and allow us to offer new services to meet emerging needs in healthcare and our community.

For instance, because of the strength of our volunteer program, we can offer solutions to workforce issues posed by integration—including supporting volunteers interested in pursuing employment in a clinical field. We would like to expand our support group offerings to include suicide-attempt survivors and their families, and provide greater support statewide in addressing the opioid epidemic. Crisis Clinic’s resource database could also be utilized by primary care physicians and care coordination organizations to better serve the holistic needs of their clients.

These are only a few ideas about how we can grow in ways that are congruent with our mission and values. As a supporter of Crisis Clinic, you play an important role in our success and I would be very interested in hearing your ideas. If you’d like to share your thoughts, please feel free to contact me directly at (206) 436-2980 or [afranklin@crisisclinic.org](mailto:afranklin@crisisclinic.org).

These are exciting times in healthcare and for Crisis Clinic. Our history of excellence—combined with the strength and generosity of our community partners and supporters—puts us in a wonderful position to lead the way to a healthier community. Thank you for the many ways you support our work!

Allie Franklin  
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  
[www.211kingcounty.org](http://www.211kingcounty.org)

TEEN LINK  
1.866.TEENLINK  
206.461.3219 TTY  
[www.866teenlink.org](http://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](mailto:info@crisisclinic.org)

COMMUNITY  
RESOURCES ONLINE  
[www.crisisclinic.org](http://www.crisisclinic.org)

## Veterans, Seniors, and Human Services Levy



King County Executive Dow Constantine speaks at the VSHS Press Conference

The Veterans and Human Services Levy, which reaches its expiration at the end of this year, has been updated and proposed for renewal. With 35,000 people served each year by the levy since 2012, this initiative has been incredibly important to the communities of King County. The proposed 2018-2023 Veterans, Seniors, and Human Services (VSHS) Levy will generate just over \$400 million over the next six years, and continue to provide affordable housing, job training, behavioral health treatment, and more for veterans and other individuals and families in need. The levy has also expanded to meet the needs of our region's growing senior population.

On May 22, King County Executive Dow Constantine addressed a packed room at the King County Veteran's Program in Belltown to announce the new VSHS Levy. Crisis Clinic was proud to attend and fully supports the version of the levy that has been forwarded to the King County Council for approval.

### The VSHS Levy and King County 2-1-1

While the levy supports a wide variety of important programs, we have been particularly grateful for its support of King County 2-1-1. The levy has enabled us to help callers throughout our communities, providing resources to help keep them safe, sheltered, fed, and healthy. If the new VSHS Levy goes to ballot as proposed, it will significantly increase the funding for these critical services.

It is important for the VSHS Levy to pass if we're to continue providing these important services—but it first needs to be approved by the King County Council. We encourage you to contact your Councilmember to tell them you support the VSHS Levy and would like to see it on the November ballot.

If you'd like to learn more about the proposed VSHS Levy, visit [www.kingcounty.gov/elected/executive/constantine/news/release/2017/May/22-veterans-seniors-levy.aspx](http://www.kingcounty.gov/elected/executive/constantine/news/release/2017/May/22-veterans-seniors-levy.aspx)

## Volunteer Spotlight



OLIVIA LI  
CRISIS LINE  
VOLUNTEER

**Olivia Li** is a volunteer phone worker on the 24-Hour Crisis Line. She loves the supportive, caring environment and finds the work itself to be very rewarding:

*"Our work is kind of like lifeguard's work. When we see people struggling in the water, we jump in and drift along with them. When they tell us about their hopelessness and struggles, we recognize the difficulties and support them so that they have the strength to keep swimming. Our goal is to accompany them to some shallow spot to rest a little. I think the work is really meaningful."*

Crisis Clinic offers a variety of volunteer opportunities, for both youth and adults, that can be matched to your interest and availability. All volunteers receive professional training and caring supervision from an outstanding and supportive team. For more information on phone worker training, the volunteer program, or the application process, visit [crisisclinic.org/volunteer](http://crisisclinic.org/volunteer) or contact [VolunteerServices@crisisclinic.org](mailto:VolunteerServices@crisisclinic.org)

## Staff Spotlight



JANELLE  
KNOWLTON, MPH  
YOUTH SERVICES  
MANAGER

Recently, Janelle Knowlton joined Crisis Clinic as the Youth Services Manager, and we are very excited to have her on our team! Janelle, a recent graduate of Boston University's School of Public Health, brings a passion for her work and an excellent background in behavioral health and social services. She previously worked as a Suicide Prevention Crisis Worker and a Domestic/Sexual Violence Advocate while living in Arizona—important experiences that shaped her career early on.

*"The most valuable part of those experiences was learning from the people we helped. I still have memories from certain situations I dealt with and the people I encountered that shaped who I am as a person. I feel very grateful to those who let us into their lives during some of their most difficult times."*

As Crisis Clinic grows to provide more youth services, Janelle will be a valuable addition to Crisis Clinic's leadership team, but also to the Teen Link program. "I love my role in supporting the teens who do this work, and I think we have some of the brightest teen volunteers around!"

## Crisis Clinic Adopts YSPP Training & Curricula

The Youth Suicide Prevention Program (YSPP) ceased operation on March 1st. In anticipation of this closure, Crisis Clinic was asked to carry the organization's mission forward by adopting their training and curricula.

We will soon be releasing updated curricula designed to be taught by classroom teachers to elementary, middle, and high school students. Crisis Clinic is also conducting the MIDD-funded Networks for Life training, which focuses on youth suicide prevention and intervention for adults who work with youth—including teachers, school nurses, counselors, administrators, and others.

This work aligns well with our mission and values, and expands on the work we're already doing through our Teen Link and Community Training Programs. It was a natural fit and we are honored to carry on the legacy of YSPP.

## Many Minds Collaborative

In April, the Many Minds Collaborative announced a pledge of \$100,000 a year for the next three years to help us expand our capacity on the 24-Hour Crisis Line. We will soon be implementing a new service model, which will add one paid staff person to each shift 24/7 to help answer and screen incoming calls whenever the volunteer-answered phone lines are busy.

This new service model is a national best practice, ensuring fewer callers receive an automated message and are placed on hold. It will allow us to answer more calls, more quickly and ensure each caller receives immediate assistance from a live person. We will be implementing this new model gradually in the coming months, and look forward to updating you on our progress. Thank you to Many Minds Collaborative for this very generous gift—and for helping ensure our community has a more robust crisis response!

## GiveBIG 2017 Results

Our 2017 GiveBIG campaign was a wonderful success thanks to the 115 supporters who donated \$19,300! We also extend our deepest appreciation to our Board of Trustees and the anonymous donors who provided a 100% matching gift. Your generosity helps ensure no call goes unanswered, no voice left unheard—and for this, we are truly grateful!

## Leave a Legacy at Crisis Clinic

Interested in making a lasting impact at Crisis Clinic? For many people, a planned gift is a meaningful way to ensure our important work continues well into the future. There are many ways to leave a legacy gift, including charitable bequests or listing Crisis Clinic as a beneficiary on your life insurance or retirement plan. For more information about planned giving, please contact Carrie McBride, Development & Community Relations Manager, at (206) 436-2978 or [cmcbride@crisisclinic.org](mailto:cmcbride@crisisclinic.org).

### CONNECT WITH US



CRISIS CLINIC



WA RECOVERY HELP LINE



KING COUNTY 2-1-1



TEEN LINK



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@CRISISCLINIC



@WARECOVERYHELP



@KINGCOUNTY211



TEENLINKSEATTLE



@CRISISCLINIC



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Seattle, Washington 98115

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Seattle, WA  
Permit No. 363

## Survivors of Suicide FALL 2017 SESSIONS



### Six-Week Bereavement Support Group

Losing a loved one to suicide involves a unique and complicated grief. The Survivors of Suicide Bereavement Support Group provides a safe environment where others engaged in the same experience can speak freely. This six-week bereavement group is designed for those who are at least six months beyond the suicide, and who desire more support in a closed group setting.

**September 13 – October 18**  
Wednesdays from 6:30 - 9:00 p.m.

**Cost**  
\$250. A payment plan may be arranged and insurance may cover the cost. Limited scholarships may be available.

**Contact:**  
Jennifer Winslow, MEd, LMHC  
Training Manager  
206.436.2977  
jwinslow@crisisclinic.org

**Location**  
Crisis Clinic Business Office  
Northgate Executive Center II  
9725 3rd Ave NE, Suite 300  
Seattle, WA 98115

**Drop-In Support Group**  
Crisis Clinic also offers a drop-in support group on the first and third Monday of the month, 6:30-8:30 p.m.



For more information, call the 24-Hour  
Crisis Line at 206.461.3222 or toll free at  
866.4CRISIS (866.427.4747)