

2012 Annual Report



"As a clinical psychologist, I know the value that Crisis Clinic provides. It assures me that when I am not available for my clients there is a resource 24/7/365 to help them in

an emergency. The staff and volunteers are committed to providing an excellent response to everyone who calls!"

SCOTT RENSCHLER, Psy.D.
Former Board President
Past Crisis Line Volunteer



"Listening to callers' stories has shown me how meaningful it can be to pause for a moment and truly listen.

While many individuals share their pain with

us, we also have the privilege of hearing success stories. Sharing in those successes is incredibly rewarding and reminds me that each individual has the potential to rewrite their story and achieve their goals."

LEIGH ANN HIGA
Crisis Line Volunteer

24-HOUR CRISIS LINE
866.4CRISIS | 206.461.3219 TTY

KING COUNTY 2-1-1
Dial 2-1-1 | 800.621.4636 | 206.461.3610 TTY

WA RECOVERY HELP LINE
866.789.1511 | 206.461.3219 TTY

TEEN LINK
866.TEENLINK | 206.461.3219 TTY
www.866teenlink.org

CRISIS CLINIC BUSINESS OFFICE
206.461.3210 | Business Fax 206.461.8368
www.crisisclinic.org | info@crisisclinic.org

Crisis Clinic had a record-breaking year, helping more people than ever before in our 49-year history. With your support, we were able to respond to more than 233,000 calls or chats from individuals in emotional distress or needing help finding community resources. Despite the decline in funding for mental health and human services, our commitment remains firm—we will be there whenever you need help!

Teen Link Makes History with National Accreditation

We are excited to report that Teen Link recently became the first teen help line in the country to receive full accreditation from CONTACT USA. Our program is paving the way for the development of new standards specifically designed for teen-answered help lines. Teen Link is one of only a handful of youth help lines where calls are actually handled by teens. It is a credit to our staff and volunteers that Teen Link was able to meet our industry's best practices.

King County 2-1-1's Innovative Practice Gets National Attention

King County 2-1-1 was re-accredited by the Alliance of Information and Referral Systems (AIRS) for a second five-year term. The accreditation team identified our use of "leads," rather than a single supervisor, as an innovative practice and encouraged us to share the benefits of this approach at the national AIRS Conference in 2013.

King County 2-1-1's New Role in Ending Homelessness

King County 2-1-1 joined forces with Catholic Community Services to launch the Family Housing Connection program in April, an innovative approach to ending homelessness for families with children. As the entry point for this new program, King County 2-1-1 screens families for eligibility and makes appointments for an in-person assessment. Families are then placed on a single waiting list used by over 80 housing providers. This greatly reduces the burden on families experiencing homelessness, as they no longer have to enroll and follow-up with each housing provider individually. Since the launch of Family Housing Connection, we have screened over 2,000 families, and more than 400 now have a safe place to call home.

As always, we are extremely grateful for your support as a friend, partner, advocate and donor of Crisis Clinic. Together, with you, and our dedicated staff and volunteers, we will continue helping lives on the line. Thank you!

Kathleen Southwick

Kathleen Southwick, Executive Director

24-HOUR CRISIS LINE

The 24-Hour Crisis Line is a unique and vital resource for those in crisis, for people needing access to mental health services, or for family and friends concerned about a loved one. For 49 years this free service has been available to everyone in King County. In 2012, we responded to over 111,000 calls for help—a 7% increase over 2011.

Volunteers: Helping Lives on the Line

We're able to provide an immediate response thanks to the 236 volunteer phone workers who answer calls. They provided over 33,600 hours of service—an in-kind value of \$479,000.



"I am amazed by the courage of our callers. Every day they are doing their best to take care of themselves and their families. Each call teaches me something new and gives me perspective about my community and myself. I'm very grateful to be a volunteer at Crisis Clinic!"

ROBBIE NEWELL
Crisis Line Volunteer

We Make a Difference in the Lives of Our Callers

Sixty-seven percent demonstrated a reduction in distress, 71% were able to engage in addressing their problems and 89% expressed thanks for the help they received.

Our Callers Face Serious Challenges

Sixty-three percent of our callers are living with a serious or chronic mental illness, and 23% had no mental health treatment provider. Of the 3,321 people seriously considering suicide, 77% agreed to keep themselves safe until we could arrange help.

WA RECOVERY HELP LINE

In its first full year, WA Recovery Help Line responded to 15,425 calls from adults and teens across Washington State needing support and resources for mental health, substance abuse and problem gambling. More than 9,600 times callers stated they needed help with emotional health issues, and 8,600 times they needed help finding drug treatment. More than 4,200 callers needed help with alcohol dependency. Callers living in all of Washington's 39 counties used the help line in 2012, which is an excellent start for a new program!



"No matter what our callers have been through or where they're at in the recovery process, we're here to help. It feels good to be able to make a big impact in someone's life in such a brief amount of time."

TROY SEIBERT
Recovery Specialist

KING COUNTY 2-1-1

"2-1-1 helps people whose lives are fragile, breakable, and crumbling... it is the 2-1-1 Specialists who see, feel, and must respond to these tragedies first. They gently and respectfully hand off these fragile lives to folks like us at St. Vincent de Paul so that we can further respond. No social service in this county is of more value than 2-1-1."

NED DELMORE
Executive Director, St. Vincent de Paul

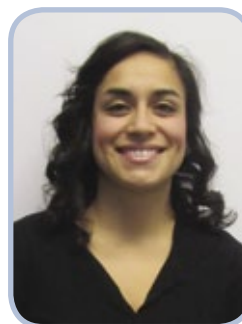


In 2012, 2-1-1 Specialists helped 105,136 callers find health and human service resources. But 2-1-1 does more than give referrals to community agencies, we also coach callers on how to best present their situation to get help and explain how the social service systems work.

Helping the Most Vulnerable in Our Community

Of the help sought, 58% was for financial assistance or basic needs. And, of our callers:

- 95% had poverty-level incomes
- 69% identified as a person of color
- 49% were families with children
- 35% were disabled
- 16% were homeless



"King County 2-1-1 provides more than critical connections between people and services; it provides compassion for and encouragement to people facing a diversity of challenges. It's amazing how a single call has the potential to change someone's ability or desire to access essential resources and improve their quality of life."

MARICRUZ SANCHEZ
Bilingual I&R Specialist

Callers Express Their Thanks

Ninety-seven percent of callers learned about new resources, 99% planned to follow-up to get help and said that 2-1-1 was helpful. One caller talking about her experience with King County 2-1-1 recently told us:

"A few years ago I moved to King County, escaping with my children from domestic abuse. When I got here I had nothing. Because of 2-1-1, I now have a house, a job and a stable life. I recommend 2-1-1 to everyone I know!"

Commitment to Providing Specialized Services

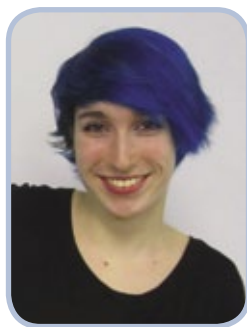
2-1-1 is becoming increasingly important as an entry point for screening people for housing, rental, mortgage and move-in assistance. In fact, 45% of all calls related to these needs. We are also the entry point for civil legal assistance, which constituted more than 11% of our calls. Our Specialists in both these areas, plus our Disability and Caregiver Specialists, make sure we can give accurate information to people with specialized needs.



In 2012, Teen Link volunteers answered 1,492 calls and 139 online chats from teens seeking a safe and confidential way to discuss their fears and concerns, to find support, or to locate teen-friendly community resources. Each evening between 6-10 PM, trained teen volunteers are available to talk and listen to their peers. Our 50+ teen and adult volunteers contributed over 6,732 hours—*thank you!*

Teens Struggle with Difficult Issues

The top reasons teens called were related to emotional health including: conflict/stress, mental illness, suicide, and cutting. 1,071 times teens expressed these concerns. 126 teens talked to us about suicide. Of those, we considered 117 to be at immediate risk. We asked each one for a safety plan (an agreement to keep safe or to call us back if they felt they couldn't), and 86 teens were willing to do so.



"Teen Link is such a unique program. I'm so appreciative for the opportunity to volunteer here and help other teens with their struggles. My experiences at Teen Link over the past few years have taught me so much, opened my eyes and shaped who I've become."

ALAINA BLYTH
Teen Link Volunteer
Chair, Peer Advisory Board

Our Role in Youth Suicide Prevention

In Washington State, suicide is still the second leading cause of death for youth ages 15-19, with more than 100 teens dying each year. In 2011 in King County, 11 teens died by suicide. Researchers noted that for every completed suicide by a young person there are another 100+ attempts, so suicide continues to be a serious public health issue.

Teen Link conducts youth suicide prevention training in schools and for youth organizations throughout King County. Last year, Teen Link trained more than 8,200 teens, making 327 presentations. Eighty-two percent of teens told us the training increased their awareness of suicide prevention.

CONNECT WITH US!



Check out our new website: www.crisisclinic.org

You can search for social service agencies, sign up for our Resource Talk blog, and receive immediate information on important changes at local agencies. Our new website has a wealth of information, not only about Crisis Clinic, but also about the issues we care about!

Community Trainings for Professionals

Our trainers are experts in crisis intervention, mental health, and information and referral. Topics can be tailored to your employees or group. Trainings include:

- Crisis Intervention and Dealing with Difficult Clients
- Suicide Assessment and Intervention
- The Art of Referral and Accessing Resources
- Working with Interpreters

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

Become a Volunteer

Join our team of empathetic and dedicated community volunteers! We streamlined our training process for 2013 and now offer separate tracks for the 24-Hour Crisis Line, WA Recovery Help Line and Crisis Chat. Teen Link also needs adult volunteers to supervise teens working the help line. To learn more about the opportunities available, visit our Volunteer page at: www.crisisclinic.org/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 PM in 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.

Join Us for Online Chat!

Every Monday, Tuesday and Thursday evening, the 24-Hour Crisis Line and Teen Link have volunteers ready to respond to online chats for those who feel more comfortable communicating in this way. The availability of online emotional support is more important than ever before and we want to continue being there for those who need it. To chat with us, visit us online at: www.crisisclinic.org or www.866teenlink.org.

Thank You for Your Generosity!

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. Thank you so much for your generous support!

To explore your giving options or make a donation online, visit us at: www.crisisclinic.org/donate.

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Thank you to the many people who have given individually and through their corporations and foundations to support our work in 2012. It is through your generosity that we are able to make a difference.

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<i>Yarmuth, Wilsdon, Calfo, PLLC</i> | Jennifer Peters
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| Gregg Johanson, Treasurer
<i>City of Seattle</i> | Bill Rumpf
<i>Mercy Housing</i> |
| Rob Nielsen, Past President
<i>Jones Lang LaSalle Americas</i> | Doug Stevenson
<i>Human Services Consultant</i> |
| Sgt. Lis Eddy
<i>Seattle Police Dept. (ret.)</i> | |

Leadership Team 2013

- | | |
|---|--|
| Kathleen Southwick
<i>Executive Director</i> | Anna Kallis
<i>Teen Link Manager</i> |
| Michael Reading, MS, NCC, LMHC
<i>Crisis Services Director</i> | Brannon Mark
<i>Volunteer Services Manager</i> |
| Katie Stevens, MA, LMHC
<i>Crisis Services Manager</i> | Coral Letnes
<i>Business Manager</i> |
| Susan Gemmel
<i>2-1-1 Director</i> | Carrie McBride
<i>Development & Community Relations Manager</i> |
| Dana Easterling
<i>2-1-1 Manager</i> | Mike Maloy
<i>IT Manager</i> |

Consultants

- | | |
|---|---|
| <i>Real Estate Consultant</i>
Derek Hermesen
<i>Flinn Ferguson</i> | <i>Auditor</i>
Ray Holmdahl
Matt Matson
<i>Peterson Sullivan, PLLC</i> |
| <i>Legal Counsel</i>
Mike Killeen
<i>Davis Wright Tremaine, LLP</i> | <i>Website Consultant</i>
Simeon Minshew
<i>Minshew Networks</i> |

2012 FINANCIAL REPORT

UNAUDITED

Support & Revenue	
Contributions	\$ 303,412
Government & United Way	3,087,335
Program Service Fees	539,383
Interest Income	1,392
Total Revenue	\$3,931,522
Expenses	
Personnel	\$ 2,898,688
Direct Expenses	982,592
Depreciation	24,517
Total Expenses	\$3,905,797
Operating Gain	\$25,725

*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.

