



## Washington Recovery Help Line

24-Hr Help for Substance Abuse, Problem Gambling & Mental Health

866-789-1511

[www.waRecoveryHelpLine.org](http://www.waRecoveryHelpLine.org)



*"I have worked in the field of chemical dependency for the past 8 years and I am thrilled to be part of an integrated line that really meets the needs of callers struggling with multiple behavioral health issues."*

**Robyn Smith MSW, NCACI-CDP  
Recovery Help Line Coordinator**

### 24-Hour Crisis Line and WA Recovery Line Volunteers Needed

Each year over 160 community members volunteer to answer calls from people in emotional distress. We're recruiting now for our October training class with a special emphasis on people interested in handling substance abuse calls! Professional training is provided.

For more information visit us at:  
[www.crisisclinic.org/volunteer.html](http://www.crisisclinic.org/volunteer.html)  
or call 206.461.3210 x697.

I am pleased to announce that starting July 1<sup>st</sup> Crisis Clinic began operating a new telephone service for anyone in Washington State. Our new Washington Recovery Help Line is a 24/7/365 resource for information and support about substance abuse, problem gambling and mental health issues.

Crisis Clinic was selected through a competitive process by the Department of Social and Health Services, Division of Behavioral Health and Recovery (DSHS/DBHR) to operate this new statewide consolidated help line.

We're excited about this opportunity to expand our services throughout Washington State. The new service is an effective way to provide support to those struggling with addiction and mental health issues, and to provide referrals to treatment agencies across the state. We've hired the former Deputy Director of the Alcohol Drug Help Line to provide leadership for the program. In addition, we've hired several staff members experienced in substance abuse to answer Recovery Help Line calls, and to provide support and training to our current 24-Hour Crisis Line phone volunteers, who will also be answering these calls.

Crisis Clinic is in an excellent position to extend our service statewide. We have more than 160 trained volunteer phone workers answering calls from people in emotional distress and needing linkage to local services. Additionally, our Crisis Line is supervised by state qualified Mental Health Professionals to ensure a professional response. Over the years, we have answered thousands of calls from people struggling with substance abuse and mental health problems so are uniquely qualified to respond compassionately.

As part of the state Help Line, Teen Link will extend its service to teens across Washington who need support or resources for substance abuse, mental health or gambling addiction. We will be publicizing Teen Link statewide with its existing phone number 1-866-TEENLINK.

*Kathleen Southwick, Executive Director*

## Crisis Clinic Strategic Direction 2011

After a year of work, the Board finalized Crisis Clinic's strategic plan, which sets forth a direction that will guide the work of the board and staff over the next several years.

During the process, the board affirmed our mission, purpose and values. Crisis Clinic's programs are at the heart of the community safety net. We provide emotional support to people in emotional crisis and information and referral to link people to available services. We are a leader in suicide prevention and intervention and provide support to those who have lost a loved one to suicide. We use our professional competencies to provide training to community members and social service professionals. Our programs are based on well-documented community needs and evolve to respond to changes. Our programs operate on evidence-based research and meet local and national standards for excellence. We operate in a fiscally responsible manner, making judicious use of the public and charitable funds entrusted to us.

As a result of our services, our community members are safer and more able to find help during difficult times.

Recognizing the recession has brought challenges to the mental health and human services systems and that government funding and charitable support has declined while the need for social services support has increased, the plan outlines key strategies that will be instrumental in guiding our actions:

**Strategy 1:** We recognize and communicate the importance of our role at the heart of the safety net and that we are the "first call for help" for many people. We will balance our ability to meet community expectations with the need to operate within the resources provided to us.

**Strategy 2:** We recognize that the current economic environment offers opportunities for growth enabling us to add value to our community partners and develop new lines of business.

**Strategy 3:** We recognize that the excellence of our programs is based on the excellence of our staff and will continue to invest in training and support so that staff and volunteers are well-equipped to respond to the needs of community members.

**Strategy 4:** We recognize that we can best serve the community if we have a solid foundation so we will continue to invest in technology, infrastructure and in maintaining our financial reserves.

*Learn more about our future as Rob Nielsen, Board President, and Scott Renschler, Strategic Planning Committee Chair, discuss the implications of our strategic plan at our Community Celebration.*

## When Substance Abuse Becomes a Problem, Help is Available

Crisis Clinic's new Washington Recovery Help Line provides support to those struggling with substance abuse, problem gambling and mental health issues.

Substance abuse is very prevalent in our communities. In 2003, The Department of Social and Health Services (DSHS) conducted a needs assessment on the prevalence of alcohol and drug use in Washington State. This survey showed that most (88%) adult household residents report drinking alcohol during their lifetime. Nearly half (45%) of adult household residents report using an illicit drug during their lifetime. The most frequently used illicit substance is marijuana (42%). Others include: cocaine or crack (16%), stimulants (15%), hallucinogens (17%), heroin (2%), other opiates (9%), tranquilizers (5%), sedatives (5%), and inhalants (4%).

Additionally, drug and alcohol use affects everyone in the family. Many of our callers are looking for help for a friend or family member, but unsure of how to help them or what resources are available.

The WA Recovery Help Line is available to help 24 hours a day, 7 days a week. Since starting service on July 1, 2011, the line has taken over 750 calls with the majority of the calls related to issues of substance use and chemical dependency. Over 30% of our callers are between the ages of 35-54 and are struggling primarily with alcohol and heroin abuse. We have been referring individuals to a variety of resources that can assist callers with medical detoxification services, applying for state funded treatment, local support group information, and sliding scale chemical dependency treatment services.

When substance abuse becomes a problem, the WA Recovery Help Line is a place for people to turn to for help on the road to recovery.

*Michael Reading, MS, NCC, LMHC,  
Director of Crisis Services*

## Updates

### Professional Training for Difficult Times

Our new training program is geared for mental health and social service professionals, as well as others who interact with the public in a helping manner. We offer affordable trainings that enable professionals to build skills in the areas of assessment and interaction. From our research we found that many professionals, especially those that work with people over the phone, lose “control” of the call and aren’t able to provide the help needed. Other needs included improving suicide assessment skill and providing better referrals to community agencies. Our training topics include:

- Working with Challenging People
- Helping Clients in Crisis
- Suicide Assessment & Intervention
- The Art of Referral
- Assessing Community Resources

#### “New” Crisis Chat and Teen Link Chat

Our 24-Hour Crisis Line volunteers are now available to chat on Monday, Tuesday and Thursday evenings via [www.crisischat.org](http://www.crisischat.org). This is a national network of local crisis centers who are linked together to respond to people in distress through this medium. The goal is to eventually have 24/7/365 coverage nationwide. Crisis Clinic is pleased to be one of the first centers to participate in this program! Our teens also respond to chats on Monday, Tuesday and Thursday evenings via [www.866TeenLink.org](http://www.866TeenLink.org).

#### Stay Connected Online

Keep up to date on Crisis Clinic events, programs, resource information, volunteer opportunities and trainings.



Crisis Clinic



Teen Link



Crisis Clinic



Crisis Clinic

#### Welcome New Crisis Clinic Trustees

Sharon Huling, *Community Volunteer*  
Meghan Slattery, *Community Volunteer*  
Bob Tenczar, *Microsoft*  
Jamie Warren, *Community Volunteer*

#### Recent Grants

Thank you to the following foundation & corporations who have generously supported our work this year:

A.O. Smith Foundation	Lucky Seven Foundation
Altria Client Services	Microsoft Corporation
Building Resiliency Fund	Oak Creek Foundation
Byron & Alice Lockwood Foundation	OneFamily Foundation
Catherine Wilkins Foundation	Schiff Foundation
Charis Fund	Schoenfeld - Gardner Foundation
Commonweal Foundation	The Seattle Foundation
Fales Foundation Trust	

#### Thank you to our GiveBIG donors!

Crisis Clinic received over \$22,000 from our generous supporters who participated in The Seattle Foundation’s first annual GiveBIG program designed to encourage local philanthropy! More than 900 local non-profits received over \$4 million in this one-day campaign. We are very grateful to our 75 donors whose gifts ensured we received additional funding from The Seattle Foundation. This campaign was a real boost to our fundraising effort! Thank you!

#### Designate Crisis Clinic as the Recipient of Your Workplace Contribution

Autumn is the time when United Way and other workplace giving campaigns gear up. You can designate Crisis Clinic directly and we would sincerely appreciate your gift!

#### Teen Resource Guide Available

Have a teen in your life? The 2011-2012 *Where to Turn for Teens* resource guides are now available for families, schools and youth-serving organizations. To request these free guides, call 206.461.3210 x630.

#### Order your 2011 *Where to Turn* resource directories

Copies of our *Where to Turn Plus* (\$35) and *Quick Reference* (\$15) are still available and are a great way to keep a list of the most needed agencies and their phone numbers at your fingertips! Order directories through our website at [www.crisisclinic.org](http://www.crisisclinic.org)

#### Upcoming Events & Trainings

- October 6: Helping Clients in Crisis Training
- October 14: Community Celebration
- Survivors of Suicide drop-in support groups are the first and third Mondays of each month at 6:30 PM. These professionally facilitated groups help the healing begin. Call 206-461-3222 for more information.

For more information on events, visit [www.crisisclinic.org](http://www.crisisclinic.org)



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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 Business Office 206.461.3210 | Business Fax 206.461.8368 | [www.crisisclinic.org](http://www.crisisclinic.org) | [info@crisisclinic.org](mailto:info@crisisclinic.org)

# YOU'RE INVITED TO OUR Community Celebration

## FRIDAY, OCTOBER 14, 2011

Please join us as we honor our Staff, Board and Volunteers  
Center for Urban Horticulture | 3501 NE 41<sup>st</sup> Street, Seattle | 5:30-7:00pm

### HONOREES

#### 3 YEARS

Katie Chrisinger  
Madi Feil  
Kayla Moore  
Kajal Tiwary  
Nayan Tiwary

#### 5 YEARS

Cizzi Berge  
Ted Day  
Debra Enright  
Luis Gonzales  
Sarah Marshall  
Meredith Magder  
Mary Ann Skender  
Karen Sparks  
Lauri Williams

#### 10 YEARS

Cheryl Carp  
Brannon Mark  
Gerrit Rietberg

#### 15 YEARS

Anna Kallis  
Lynn Morris  
Jackie Requa-Hall

#### 20 YEARS

Mary Lynn Potter  
Jeff Scholl  
Scott Thiessen

#### 25 YEARS

Deb Dahlin  
Sandy Fosshage

A light dinner will be served. Please call 206.461.3210 x679 by October 10<sup>th</sup> to confirm attendance.

**DIRECTIONS FROM I-5 NORTH OR SOUTH:** Take the NE 45th Street exit. Drive east through the University District, past the UW Campus and down the hill (viaduct). At the stoplight at the bottom of the viaduct, turn left to stay on NE 45th Street. At the next stoplight, turn right onto Mary Gates Memorial Drive. Continue south to the bend in the road (where Mary Gates Drive becomes NE 41st Street). The entrance to the Center is on your right. NHS Hall is located in the first complex. Please let us know if you require ASL interpretation or other assistance.