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Piper Salogga
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Olivia Sharek
Leonard Shaw
Kevin Sheets
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Julia Shields
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Walter Stolor
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Carolyn Wirkman
Alan Wittenberg
Cheryl Woodruff
Nicholas & Julia Woog
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Danielle & Robin Wyss
Dana Yaffee
Ron Youmans & Trent Mitts
Peter Zimmerman
Diane Zytziak & Dan Butler

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Sarina Ames
In Memory of Chris Cornell
Phil Colling
In Memory of Colin Curran
Jack Brummet
In Memory of David Echols
Anne Echols
In Memory of David Soudin
Haidee Neiman
In Memory of Jared L. Holland
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J.C. Kondo Memorial Ride & BBQ
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The Mick Lamb Foundation
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Wendell & Laura Lindsay
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Kay Joubert
In Memory of Steve Giso
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In Memory of Tom Robbins
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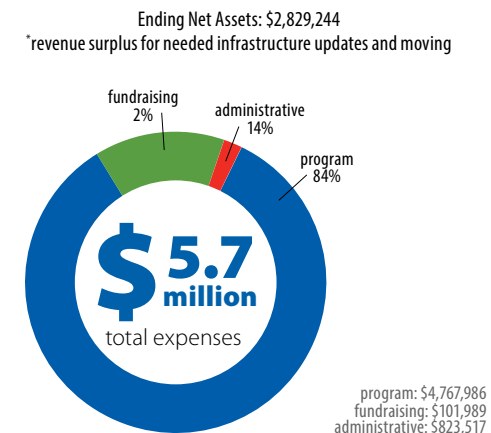
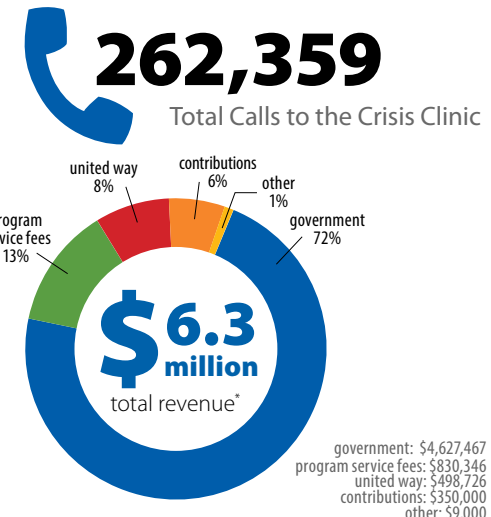
2017 annual report

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King County 2-1-1 Manager
Jennifer Winslow
Training Manager



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 substance use disorder provider. We are accredited by the Alliance of Information & Referral Systems and CONTACT USA. Crisis Clinic is an equal opportunity employer and service provider.



Allie Franklin,
Executive Director

"We have formed some key partnerships to respond to the needs of our community."

Letter from our EXECUTIVE DIRECTOR

Dear Friends of Crisis Clinic,
In the year 2017, Crisis Clinic saw a period of transition and growth. In April, after 19 years of dedicated service as the Executive Director of Crisis Clinic, Kathleen Southwick retired. After a short overlap period with Kathleen, I worked to learn the operations side of Crisis Clinic while recruiting to fill key leadership roles.

I am pleased to announce that all of the key management and leadership roles have been filled and, in September 2017, we had a very successful audit from the Washington State Division of Behavioral Health and Recovery. Crisis Clinic, along with all providers in Washington State, is working to meet the evolving requirements of a healthcare system that is moving toward whole-person integration. This has meant working with funders and community partners to define the value that we add to the new system of care.

Robyn Smith, our Washington Recovery Help Line Manager, has attended meetings with the Accountable Communities of Health in multiple communities around Washington State. She took a very active role in helping to craft the Opioid Use Disorder Prevention and Treatment Project plan for the King County Accountable Community of Health (ACH). Additionally, members of Crisis Clinic's leadership team served in key roles on the Integrated Physical and Behavioral Health Project Planning team for the King County ACH (Healthier Here). The Washington Recovery Help Line was selected by King County to build and staff a Medication Assisted Treatment database that gives people in recovery—and their families—access to real-time information about where to find support for opiate use disorder recovery. This is an exciting project that has the potential to spread to other areas in the state.

Part of preparing for this system change has been identifying needs in the community that we can meet within our organization's mission and vision. We have formed some key partnerships to respond to the needs of our community. Crisis Clinic and Volunteers of America Western Washington have partnered together with the Department of Health to create a Virtual Washington Lifeline call network to answer 90% or more of the National Suicide Prevention Lifeline calls that originate in Washington. In 2018, the partnership started answering Lifeline calls for the entire State of Washington. This project ensures that all Washington residents who call the National Suicide number will connect with caring, well-trained supportive people who live in Washington.

Another key piece of work that Crisis Clinic developed in 2017 involves the Crisis System Re-design work. Following two years of work with the provider network that was led by the King County Behavioral Health and Recovery Division (KCBHRD), Crisis Clinic was chosen to serve as the single call center for adult after-hours calls. This means that, over the course of 2018, Crisis Clinic will begin taking after-hours crisis calls for all contracted behavioral health agencies. This work also funds, for the first time in its history, the Washington Warm Line. We believe that the expansion of the after-hours work and the increased coverage of the Washington Warm Line will give King County residents access to many layers of support in their time of crisis.

Thank you for your support of Crisis Clinic in 2017. Your support helps us continue to provide these essential services that connect people with resources that will help when there is a crisis.

Sincerely,
Allie Franklin
Allie Franklin,
Executive Director

crisis services

washington warm line

washington recovery help line

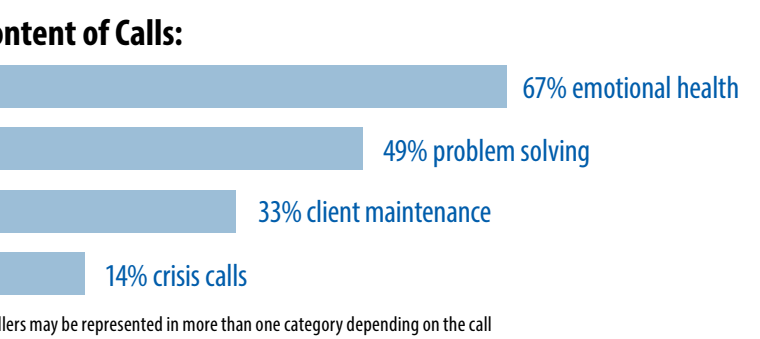
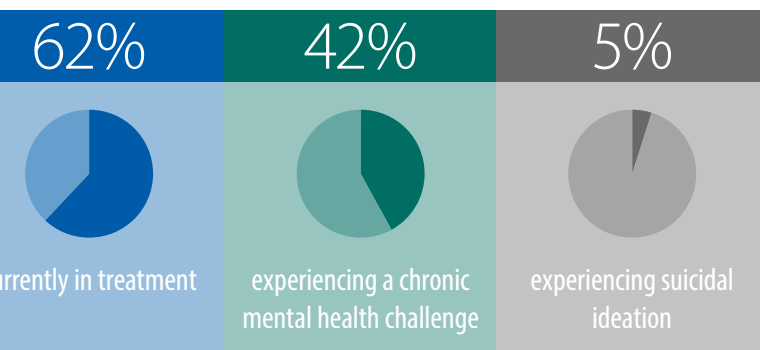
community training

Thank you to our supporters!

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. To explore your giving options or make a donation online, visit us at: www.crisisclinic.org/donate. Thank you so much for your generous support!

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			Gerald Hartman	Will Leslie	
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119,026 \approx **326** calls a day

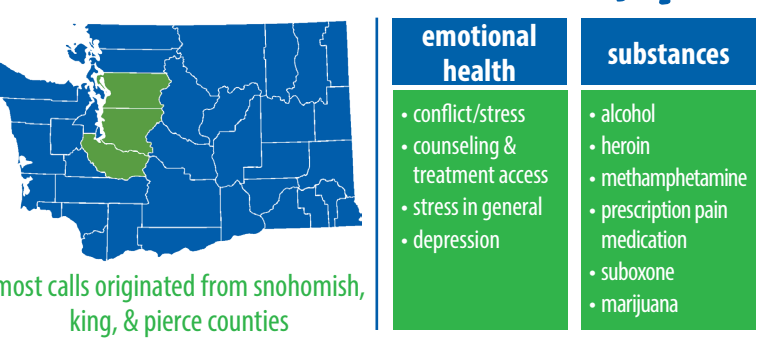
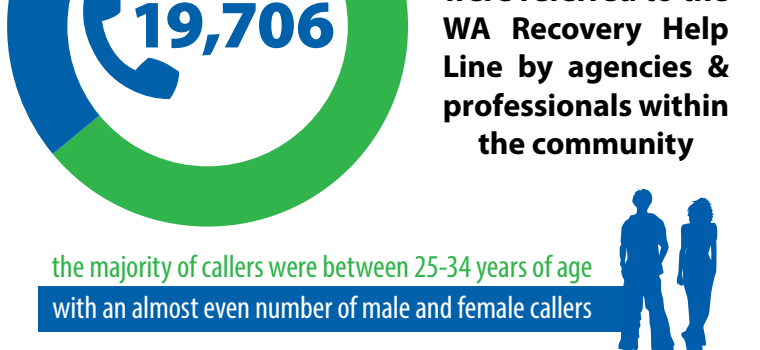


4,224 **100%** of callers had a mental health challenge or were dealing with a challenge of some kind

"The Washington Warm Line really helps me by giving me a place to check in about my successes and goals for the week."
- Caller talking about the Washington Warm Line



19,706 **64%** were referred to the WA Recovery Help Line by agencies & professionals within the community



1,614 People Trained in 2017

"The trainer was informative and engaging. It was a pleasure to have her facilitate the training."
- Suicide Assessment, Intervention & Treatment Training Attendee

TRAINING OFFERED

- Suicide Assessment, Intervention & Treatment (6 CEUs)
- Suicide Assessment, Screening & Referral (3 CEUs)
- ASIS| Applied Suicide Intervention Skills Training (13 CEUs)
- Dealing with Difficult Behaviors
- The Art of Referral & Accessing Community Resources
- Adult Mental Health First Aid
- Youth Mental Health First Aid

* This training has been approved for CEUs for Washington State Licensed Mental Health Counselors, Licensed Marriage & Family Therapists, and Licensed Social Workers. WMHCA Provider #1305.

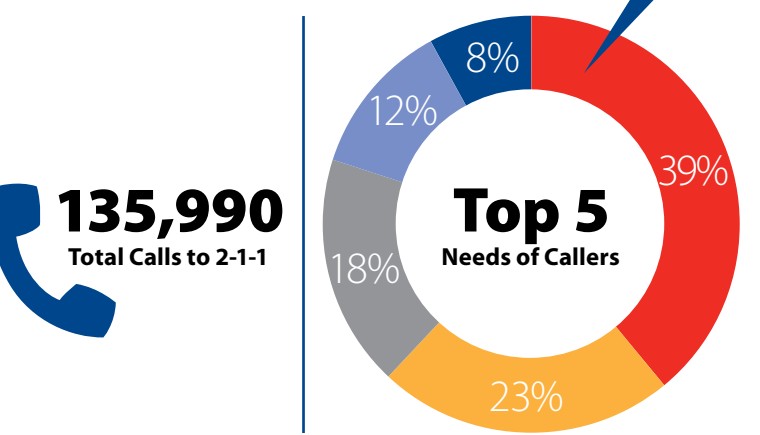
COMMUNITY PARTNERSHIP TRAINING:

- Seattle Public Library
- Washington State Criminal Justice Training Commission
- Muckleshoot Behavioral Health

king county 2-1-1

teen link

"It's fabulous what all of you do across the area. I'm a domestic violence survivor, and I was helped, so I like to tell others about 2-1-1."
- Caller needing resources for a friend



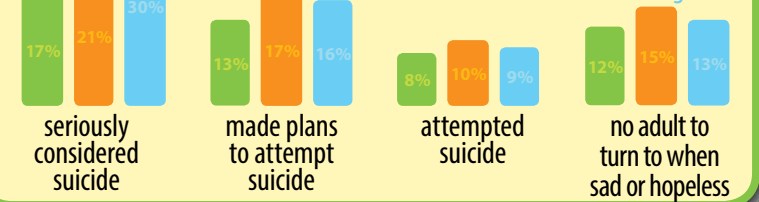
3,717 calls & chats

conflict/stress, depression, self-harm, suicide

"This training was helpful. I have had many questions about suicide prevention since my cousin [died by] suicide."
- Decatur High School Student

8,160 students trained in suicide prevention by Teen Link

- 79% increased their awareness of suicide prevention
- 98% found trainings helpful

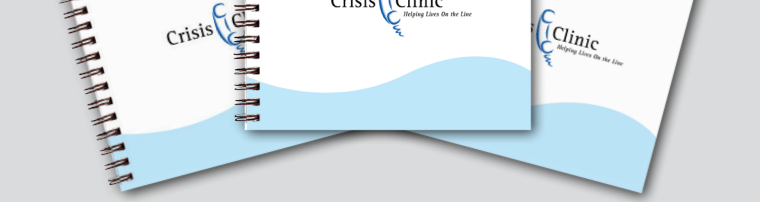


youth suicide prevention curricula

Schools play an important role in youth suicide prevention. Crisis Clinic offers three health curricula designed to be taught by classroom teachers or counselors, and appropriate for students at the elementary, middle, and high school levels.

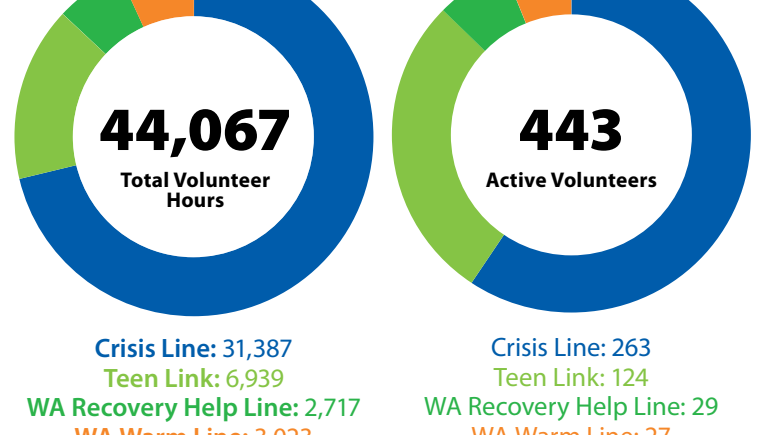
104 Books Sold

- Riding the Waves (5th grade)
- LOOK LISTEN LINK (6th - 8th grades)
- H.E.L.P. (9th - 11th grades)



volunteer services

I feel empowered and hopeful knowing I'm truly there for people who who need it.
- Volunteer on the 24-Hour Crisis Line



Want to make a difference in the lives of others? Join our team of dedicated volunteers! We offer a variety of opportunities for youth and adults, with training options available both online and in-person. Learn more by visiting www.crisisclinic.org.

