Crisis Clinic, a safety net or anchor in crisis, began in 1987 and is one of the oldest mobile crisis intervention programs in the United States. Crisis Clinic provides confidential and professional 24-hour crisis intervention through our Community Assistance Line (CALL), the After-Hours Work, and the Crisis Center. We serve as a resource and responder for those in crisis, a provider of crisis intervention services, and a bridge to needed social and health services. Crisis Clinic has been a leader in the development and implementation of innovative crisis intervention programs, including the expansion of the after-hours work and the increased coverage of the Washington Warm Line. This project ensures that all Washington residents who are experiencing a mental health crisis or substance use disorder can meet within our organization’s mission and vision. We have formed some key partnerships with local, state, and federal agencies to support our mission. Crisis Clinic provides confidential and professional 24-hour crisis intervention through our Community Assistance Line (CALL). The After-Hours Work provides access to needed services and resources for people experiencing a mental health crisis or substance use disorder. 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 with local, state, and federal agencies to support our mission. Crisis Clinic, in collaboration with local, state, and federal agencies, 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 develop new strategies and programs to support our mission.

In 2017, Crisis Clinic saw a period of transition and growth. In April, after 19 years of dedicated service to the community, Allie Franklin, the founder and executive director of Crisis Clinic, retired. I am pleased to announce that all of the key management and leadership roles have been filled, and I was very happy to work with the Washington State Department of Behavioral Health and Recovery, Crisis Clinic, and other providers in Washington State, to work in the field of mobile crisis intervention systems that take into account various factors that contribute to the crisis.

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“The Washington Warm Line really helps me by giving me a place to check in about my successes and goals for the week.”

Callers contacting the Washington Warm Line:

- 3,717 calls a day
- 4,224 people helped in 2017
- 12% of callers had a mental health challenge or were dealing with a challenge of some kind
- 49% problem solving
- 44% emotional health
- 15% food
- 13% rent, move-in, mortgage costs
- 12% permanent health challenge
- 6% experiencing a chronic mental health challenge
- 5% experiencing social isolation
- 4% substance
- 4% education
- 3% temporary financial difficulties
- 3% moved
- 2% to check on someone else
- 2% get help with something
- 1% to get support for a mental health challenge
- 1% self-harm
- 1% suicide
- 1% gave me a place to check-in about my successes
- 1% crisis calls
- 1% seeing a counselor

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

Riding the Waves (7th grade)
LOOK AT THIS, CHILD! (8th grade)
H.E.L.P. (9th–11th grades)

People Trained in 2017

1,614 Community Training
64% were referred to the WA Recovery Help Line by agencies & professionals within the community
50% were referred to a treatment provider
36% were referred to community partners
10% were referred to medical professionals

TRAINING OFFERED
- Suicide Prevention: \(12/20\) & \(12/21\)
- Youth Mental Health First Aid: \(12/23\) & \(12/24\)
- WA Recovery Help Line: Training & Support: \(12/25\)
- Dealing with Difficult Behaviors: \(12/26\)
- Youth Mental Health First Aid: \(12/27\)

Community Partnership Training:
- Seattle Public Library
- Washington State Criminal Justice Training Commission
- Multibehavioral Health

Curricula
- COMMUNITY PARTNERSHIP TRAINING:
  - 11th- & 8th-grade students
  - 8th-grade students

Volunteer Services
- 135,990 total calls
- 2,014 active volunteers
- 5,128 hours
- 104 books sold
- 44,067 total volunteers
- 1,014 total calls
- 443 active volunteers

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.crisclinic.org.