

annual report 2018



268,091

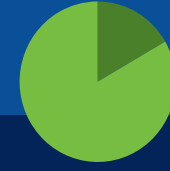
calls were made to
Crisis Connections in 2018

24-hour crisis line



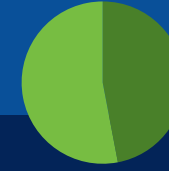
122,315

calls to 24-Hour Crisis Line



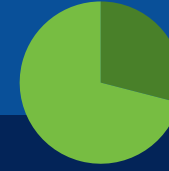
20% of calls

were crisis calls



47% of calls

were problem
solving calls



29% of calls

were emotional
support calls



12% of calls

were suicide risk
calls

king county 2-1-1



116,506

calls to King County 2-1-1



190,426

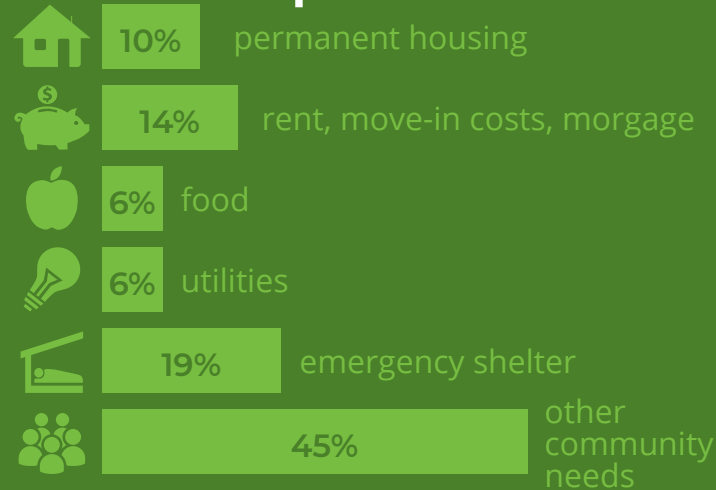
people searched
community resources online



290K+

connections to help

top needs



"You guys helped me out with electrical bills. It's been a bad year, & the numbers I was given were able to help keep the lights on."
- A 62-year-old Veteran called 2-1-1 looking for help with medical debt

wa recovery help line

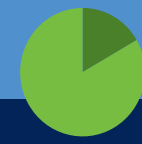


21,045

calls to

WA Recovery Help Line

the majority of calls came from
snohomish, king, and pierce counties



16.5% increase
in calls about
mental health



20% increase
in calls about
MAT services



calls regarding
alcohol have
increased steadily
since 2012.



teen link



2,759

calls and chats
to Teen Link

60% - emotional health-related issues
20% - relationship issues
4% - threats, abuse, violence-related
2% - substance use
14% - community involvement

why
did youth
call?



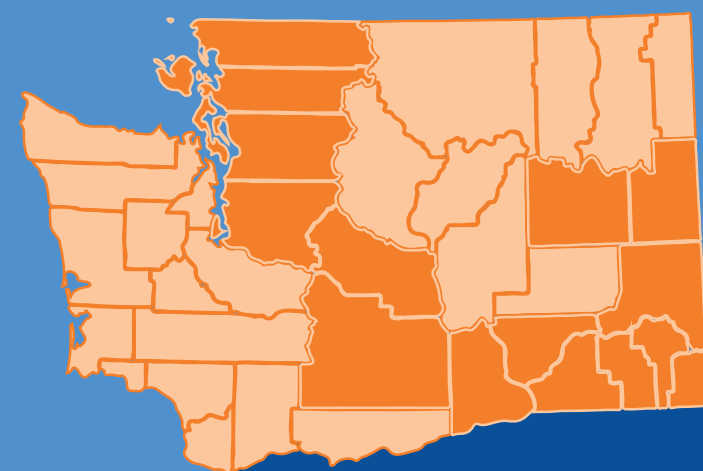
"Volunteering is empowering. Sometimes it's difficult, but it's taught me that I can do difficult things and make an impact. I've gained confidence in the ability to communicate, problem solve, and manage difficult situations." - Teen Link Volunteer

wa warm line



7,280

calls to WA Warm Line



why did people call?



we reached 16 counties
over the course of 2018

volunteer services



352

volunteers with
Crisis Connections

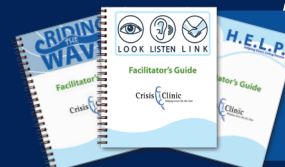
24-hour crisis line - 28,350 volunteer service hours
teen link - 6,815 volunteer service hours
wa warm line - 3,873 volunteer service hours

"My experience as a volunteer has made me feel more connected to my community. It's been humanizing." - 24-Hour Crisis Line Volunteer

training

1,738

professionals trained by
crisis connections staff



529

youth suicide prevention
curricula sold

support after suicide programs & services

survivors of suicide
drop-in support group

survivors of suicide
six-week bereavement group

cc cares

CC Cares is a program for those newly bereaved by suicide from those who have been there. CC Cares was originally a program started and nurtured by Forefront Suicide Prevention - A Center of Excellence at the University of Washington. Crisis Connections will now continue this program under our support after suicide program - adding many trained volunteer suicide loss survivors to listen to those newly bereaved by suicide - walking with them in one of their darkest times.

2018 in review



Allie Franklin,
Executive Director

Letter from our Executive Director

Dear Friends of Crisis Connections, 2018 was truly the year of Connections. Building on the partnerships that we have had for many years as well as new collaborations, our organization was able to expand our reach to many more residents of King County and Washington State. The biggest change that occurred in 2018 was our first ever name change. After 54 years as the Crisis Clinic, we asked our community, volunteers, staff and stakeholders which words people most associated with us? We learned, that these key words were: caring, crisis support and connection. This led us to our new name, Crisis Connections, and our new logo that is a hand holding a mobile device (phone, tablet) that makes a heart. Our key message is that we are the same organization, with the same mission, serving our community in the ways that they want to connect with us. Same heart, new name.

In order to meet the community needs in higher tech ways, we launched our first ever technology campaign. This drive has already funded texting capability for Teen Link and Washington Recovery Help Line. We will start text services

in the early Spring for both lines. Additionally, we will continue the campaign until we are able to go live with texting on all of our lines across the continuum of care.

Our partnership with Forefront lead to the addition of a new program to our Crisis Connections family of services, CC Cares. Formerly Forefront Cares, the program pairs families who are facing a recent loss of a loved one to suicide with a volunteer mentor who has been grieving a similar loss and who can help connect the family to needed supports, including peer supports. Research shows that programs, such as CC Cares, that offer Postvention (support to survivors of a loved one's death by suicide) are an important part of prevention for risk among the surviving family members. We were very honored to become the new home to this excellent program that was designed by Forefront and Suicide Prevention expert, Sue Eastgard.

In 2018 Crisis Connections worked closely with Healthier Here, the King County Accountable Community of Health, to explore the feasibility of transforming healthcare in King County with a Community Information Exchange. We were awarded a small planning grant from the Robert Wood Johnson Foundation to work with a mentor, San Diego 2-1-1, to learn how their Community Information Exchange has dramatically improved health outcomes in their community by linking essential supports such as food, shelter, health care and other basic needs to health systems in one, connected system. Watch this space for more exciting developments in this area in 2019.

In response to the growing Opioid Crisis epidemic in the United

States, the Washington Recovery Help Line was awarded work with King County and then the State of Washington, to develop a Medication Assisted Treatment (MAT) database and locator. MAT is an evidence based, lifesaving care tool for treating opiate addiction. By helping individuals, their families and the professionals who serve this population quickly find the next available resource for MAT service in their zip code, WA Recovery Help Line is reducing the barriers that have made it difficult for people to access essential treatment services. Care Coordinators help support those who need extra assistance navigating the system of care through their connection to a provider that meets their needs.

We look forward to our continued connection with you as our incredible team of dedicated volunteers and staff continue to work tirelessly to serve all who need us in the moment of crisis and to prevent crisis with connections to resources whenever possible. Thank you for your continued support of our essential continuum of care from Prevention, to Intervention and now Postvention.

Allie Franklin

Allie Franklin,
Executive Director

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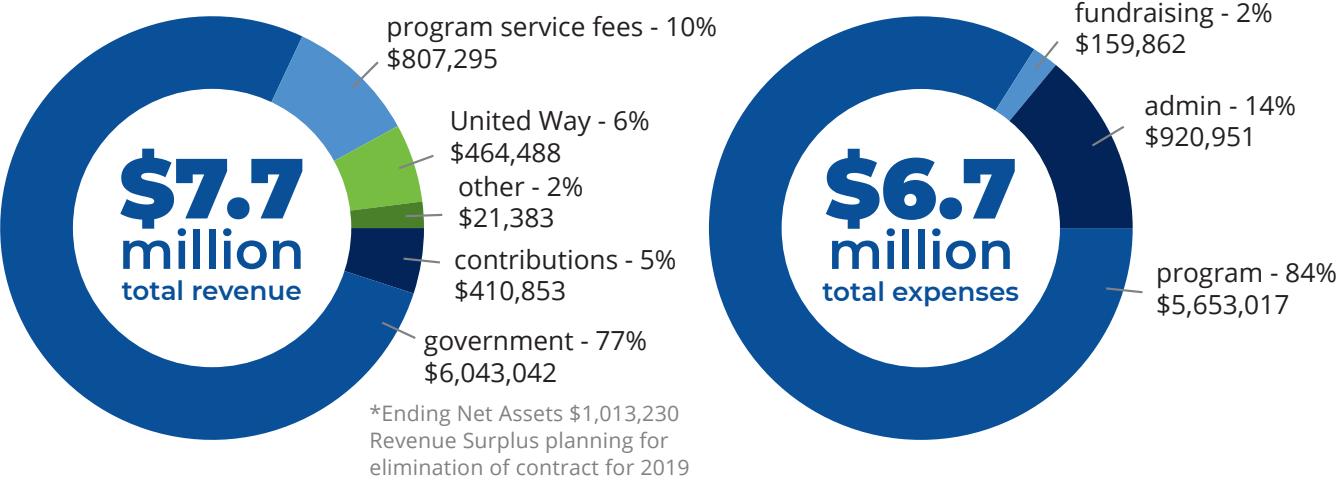
honor & memoriam

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financials



Crisis Connections, formerly Crisis Clinic, is a safety net for anyone in crisis that 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 Connections is the focal point for crisis resources that include training, outreach and a bridge to other community resources. We're here to help.

Crisis Connections maintains its original mission with the financial support of local government, United Way of King County, corporations, foundations, and individuals.

Crisis Connections 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 Connections is an equal opportunity employer and service provider.

thank you to our partners:



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