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

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?

why did people call?

Volunteering is empowering. Sometimes it’s difficult, but it 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

Volunteering as a volunteer has made me feel more connected to my community. It’s been humanizing. - 24-Hour Crisis Line Volunteer

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 - 377 volunteer hours

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.
Our key message is that these key words were: caring, access to needed supports, research shows that programs, such as CC CAREs, that offer Prevention (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 health care in King County with a Community Information Exchange. We were awarded a small planning grant from the Robert Woods Johnson Foundation to work with a mentor, San Diego 2-1-1, to learn how their Community Information Exchange accomplished their health outcomes in one county 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 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 commitment to serve you, 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.