



ALLIE FRANKLIN
EXECUTIVE DIRECTOR

Letter from the Executive Director

Dear Friends of the Crisis Clinic,

In January, Crisis Clinic, in partnership with the Washington State Department of Health and the Volunteers of America of Western Washington, launched a Washington Virtual Lifeline Call Center that began answering the National Suicide Prevention Lifeline calls that originate in Washington. The project has already improved the in-state answer rate significantly. Before starting this project, Washington's in-state answer rate for Lifeline calls was 43%. In the first quarter of the project, the Virtual Lifeline improved the rate to 70%. We still have work to do in order to reach the 90% target; however, these are great results for the first quarter of this collaboration. Crisis Clinic took approximately 1,700 additional Lifeline calls in the first quarter. We are proud to be a part of a project that ensures all Washington residents who call the National Suicide Lifeline will connect with caring, well-trained, supportive people who live in Washington.

We are also expanding the behavioral health system integration work that is happening all over Washington. In January, we began a year-long roll out to start taking after-hours calls for all of the contracted behavioral health agencies in King County. We invited representatives from King County and the countywide network behavioral health agencies to develop and implement a shared work flow. This expansion also funds, for the first time in its history, the Washington Warm Line, which will be expanding its coverage days to six days a week by the end of May. 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 times of need.

As we are leaning into this new work, we have heard from our callers and our community that they want to connect with us in higher-tech ways. An article published by the Kaiser Family Foundation noted that 86% - 98% of Americans have access to smart phones — including individuals with incomes that are below poverty level. As an organization, we are called upon to offer services to people in the formats that are most comfortable to them. In order to respond to their needs, Washington Recovery Help Line went live with chat services in January 2018, and our fundraising efforts this year will focus on expanding services such as: chat, text, applications (apps), and web services throughout our entire organization.

Pulling together both themes of technological innovation and developing partnerships for the new world of integrated care, 2-1-1 has partnered with the Seattle King County Department of Public Health to use our resource data to create actionable intel about where resource gaps exist in our communities, by zip code and resource type. Soon, we will be able to use this data to give feedback to communities within King County, so they can make informed decisions about which areas have the most need for new resources.

Thank you for your continued support of Crisis Clinic. Your support helps us provide essential services that connect people with resources during a crisis, as well as resources that help prevent future crises from occurring whenever possible. We look forward to expanding the ways in which people can connect with us in 2018.

Allie Franklin
Executive Director



Mental Health Month

May is Mental Health Month, and we are inviting you to join us in spreading awareness about mental wellness and physical health. Throughout the month, we'll be sharing self-care strategies that work for us, and we're challenging you to do the same! Follow us on social media to learn tools for self-care, and learn how you can join us, Mental Health America, and many other organizations to promote mental health that goes beyond the month of May!

Are you Ready to GiveBIG?



According to the Washington State Department of Health's suicide prevention plan, on average, three people die by suicide every day in the state of Washington. With May being Mental Health Month, there is no better time than now to support our mission.

Seattle Foundation's 24-hour online day of giving, GiveBIG, is coming up on Wednesday, May 9th. We're participating as a local non-profit, and we're inviting you to join us.

When you donate to Crisis Clinic through GiveBIG, you help us staff our programs so that we can meet the needs of our callers, so we can continue to be a part of the continuum of care that prevents and intervenes crisis situations, and ultimately gets people the support they need how they need it.

Addressing mental health challenges can help us as a community come together to stop suicide, help people access health and human services they may not even know about, and reach out for the support they need to keep making steps forward in recovery and treatment. Without access to these vital services, it's difficult to intervene and even know how to help neighbors, loved ones, and ourselves. Our programs aim to empower people to make positive life changes.

As a community, we can prevent an average of three people a day dying by suicide, and we think you'll agree that three people a day is too many lives lost this way. Thousands more are affected by suicide loss on a daily basis, so we're inviting you to be a part of the solution. We can't do our work without the wonderful support we have from you, our volunteers and donors, and our community. Will you help us save lives?

Save the date — GiveBIG happens on May 9th, and we'd love to see you there: givebigseattle.org/crisisclinic.



VOLUNTEER SPOTLIGHT



ADRIA CHIU
24-Hour Crisis Line
Volunteer Phone Worker

Adria Chiu began volunteering on a listening line during her undergrad program, and years later, as a result of her volunteer work, she made the decision to switch her career path to work in the field of mental health. With encouraging words from others and graduate programs, Adria joined our team of volunteers on the 24-Hour Crisis Line as of July 2017.

"I enjoy volunteering with the 24-Hour Crisis Line because of the people who work here. The energy of the staff and supervisors is very positive and nurturing, and as a volunteer, I feel very supported and part of a family of people who genuinely want to help others."

Our volunteers are skilled problem-solvers, compassionate listeners, and wonderful allies. Much like Adria, they embody compassion and empathy in the work they bring and continuously touch countless lives.

We are grateful to all of our volunteers. Training is offered at various times throughout the year, and we are currently accepting applications for our Summer 2018 training. For more information about volunteering opportunities, and to learn how you can get involved, please visit our volunteer page at: crisisclinic.org/volunteer.

Staff Spotlight



**SHIZUE
HAFFEMAN-UDAGAWA**
Volunteer Services Manager

SHIZUE HAFFEMAN-UDAGAWA is an explorer, and her journey to Crisis Clinic embodies this aspect of her nature. After earning a Bachelor of Science in Biomedical Engineering with a concentration in cell and tissue engineering from John Hopkins University, Shizue discovered a new path through her work as a volunteer with Crisis Clinic.

"Volunteering opened my eyes to the world of mental health, and I felt like I was in my element."

She decided to change careers as a result of her discovery and started working at Downtown Emergency Service Center as a Substance Use Disorder counselor. When a position opened up at Crisis Clinic, she jumped at the opportunity, becoming a Crisis Intervention Specialist. After one year of service in this role, we now welcome her as our Volunteer Services Manager.

Her experience as a volunteer, her relationship-oriented attitude, and her willingness to try new things will make her a wonderful asset to our leadership team. Please join us in congratulating Shizue on her new role with Crisis Clinic.



RENEE JONES
MA, CDP, LMHCA
Youth Services Manager

RENEE JONES joins our team as the Youth Services Manager. Earning her Bachelor of Fine Arts, from Evergreen State College, and singing in a variety of bands, Renee is as creative as she is dedicated.

Renee served in youth foster care programs, as well as residential facilities in San Francisco, Los Angeles, and Seattle. She earned

her Master's in Arts in mental health from Antioch University, while continuing to care for youth in foster care, young adults in transitional living, and those in inpatient/outpatient treatment. She is an advocate for LGBTQI+.

"I look forward to working with Teen Link and learning all aspects of Crisis Clinic's programs."

We are very excited to have Renee as part of our team! Please join us in welcoming her to our family!

Updates

Recent Grants

Crisis Clinic would like to thank the following organizations for their generosity in supporting our programs as of Spring 2018:

Nordstrom Cares

Renton Community Foundation

New Ways to Connect with 2-1-1

We are happy to report that King County 2-1-1 is well-staffed with caller wait times averaging less than five minutes as a result! We also added an online email form so that people could send a help request to 2-1-1 any time of day. We now offer four channels for access:

- Email 24/7
- Search our database online to find resources 24/7
- Dial 2-1-1 to talk with a specialist Monday - Friday, 8 am-6 pm
- Chat with a specialist Monday - Friday, 10 am-4 pm

Crisis Clinic and KEXP are Teaming up!



Crisis Clinic is sponsoring KEXP's event Music Heals on Thursday, May 24th! KEXP, a local Seattle radio station, launched a series of programs spotlighting physical and mental health issues that many of us face throughout our lives and how music can help us through these challenges. What started as a tribute show to John Richards' mom, who passed away from cancer, evolved into a series of programs that inspires and uplifts listeners, and became a platform that creates awareness and shares valuable information. KEXP's next Music Heals program will cover addiction, and the Washington Recovery Help Line, a program of Crisis Clinic, will sponsor the event — providing resources on substance use, problem gambling, and mental health. We are so excited to partner with KEXP and generate awareness and share valuable information and resources on addiction. Listen to 90.3 KEXP on May 24th to hear about Washington Recovery Help Line and Crisis Clinic.

Upcoming Training & Events

May 9th: GiveBIG: givebigseattle.org/crisisclinic

May 17th: Suicide Assessment, Intervention & Treatment

May 23rd: Suicide Assessment, Screening & Referral

May 24th: KEXP Music Heals

June 7th: Suicide Assessment, Intervention & Treatment

June 26th: Suicide Assessment, Intervention & Treatment

June 20th-21st: ASIST | Applied Suicide Intervention Skills Training

June 27th: Suicide Assessment, Screening & Referral

CONNECT WITH US

CRISIS CLINIC
 TEEN LINK
 KING COUNTY 2-1-1

@CRISISCLINIC
 @866TEENLINK
 @KINGCOUNTY211

@CRISISCLINIC
 @866TEENLINK
 WA RECOVERY HELP LINE

CRISIS CLINIC
 TEENLINKSEATTLE
 @WARECOVERYHELP

CONNECT

ANSWERING THE CALL, TECH FOR ALL



SAVE THE DATE

WEDNESDAY, OCTOBER 3, 2018

5:30 – 7:30 P.M.

FISHER PAVILION AT SEATTLE CENTER

Crisis  Clinic
Helping Lives On the Line