

CC Connects

spring 2019



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Executive Director

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Letter from our Executive Director

Dear Friends of Crisis Connections,

Crisis Connections' Leadership Team has been working closely with our Board and our teams to refresh our mission and vision statements to better reflect the work that we do. When we took the time to look closely at our work and the reasons for offering the types of programs that we do, it became clear to us that our work is much more integrated than the way we have traditionally talked about our separate phone lines. Just as people have care needs that cross multiple sectors, our work is much more integrated than it has ever been. The work is integrated; our story wasn't. So today, I'd like to share with you our more integrated vision of the work that Crisis Connections does in King County and Washington wide.

Our mission remains focused on providing caring support to those in crisis. However, rather than talking about how each line contributes to this support, we felt it was time to define the continuum of care that we offer. As a result of our support, our goal is that Washingtonians will experience less crisis-related trauma, contributing to an improved quality of life and a more thriving community. We strive to ensure that people are connected to support that helps them to avoid crisis (physical, emotional and financial crisis) whenever possible; to empower callers to quickly resolve crises when they occur and connect to resources that will help minimize the recurrence of crisis. Additionally, we strive to better equip our community to help prevent crisis and support those who experience it through training and awareness outreach.

The way we carry out this mission is through a continuum of care that includes: prevention, intervention and post-vention.

Prevention is carried out in many ways: through trainings in the community and schools and offering peer support to people in times of need, before the crisis, on the Warm Line. When callers connect with 211 to prevent an eviction or to ask for help with respite care, this represents an intervention that helps to prevent a crisis. Intervention happens when a person calls the 24-Hour Crisis Line or the National Suicide Prevention Lifeline and connects to a caring volunteer who provides in-the-moment support. It also occurs on the WA Recovery Help Line when individuals and families find supports to address a substance use issue or opiate use disorder. Teen Link also provides intervention when teens call or chat about a crisis. Post-vention is a category of care that may be new to some. It is an evidence-based approach to supporting people after there has been a traumatic event, specifically a death by suicide. Research shows that supporting those who are dealing with the suicide of a loved one is, in itself, a powerful form of prevention. Crisis Clinic, now Crisis Connections, has offered post-vention in the form of SOS, or Survivors of Suicide, groups for many years, as well as debriefings for our community following traumatic events. The addition of the CC Cares program expands our post-vention care.

We'd love to hear your feedback about our new way of talking about our continuum of care. We also want to thank you for your continued support of our work. As a result of your generous support, we supported over 268,000 callers last year.

Sincerely,

Allie Franklin,
Executive Director

what's new?

- Interview
- Upcoming Community Events
- Program Updates
- Spotlight
- Want to get Involved?
- Get Connected!

interview



Susan Peck
CC Cares
Coordinator

CC Cares is the newest program to join Crisis Connections. The staff and volunteers with CC Cares are all part of a group that no one ever wants to be part of – these individuals have all experienced a loved one's suicide. They volunteer their time when those newly bereaved by suicide are in the throes of this

incredibly devastating experience.

At one of the darkest points someone may experience, connection with a volunteer grief companion who has been through a similar relationship loss can provide

connection that is much needed in this time. We interviewed long-time volunteer and now CC Cares Coordinator Susan Peck to shed light on the experience.

Question: "How do you feel the Cares program impacts the community?"

Susan: "Whenever you deal with a suicide death, there's so many questions with very little answers. Suicide is a very complicated death. Our communities are just starting to recognize it as a subject that can be discussed. Supporting survivors is supporting community, as this death permeates foundations that go beyond the survivor – it speaks to the humanity of a fragile spirit that's relatable for everyone."

Question: "How do you see it growing here at Crisis Connections?"

Susan: "I see our support efforts as a part of a bigger tool in education. Public discourse is key. It takes suicide out of the shadows and into light and offers education on language, support, and advocacy. It teaches our neighbors what grief looks like and not being afraid or ashamed of it. We are not taught, in this country, what it looks like to grieve. Dialoging and support for any death survivor, especially suicide, will only benefit all."

Question: "What does the Cares program mean to you?"

Susan: "What does it mean to me? I see this as my life's work thanks – no thanks to my son Jonathon. After losing my son to suicide 11 years ago, I got educated real quick on how ignorant and insensitive I was to suicide. Before Jono died my responses were "how selfish" "how could he/she" "pay back is tough" "must have been a bad ____" Yep, you name those awful thoughts – I had them. I know others still have them. I dislike admitting this, but it's part of my hard life-lesson. Now, I will honor my one son and do this work of eradicating messages and notions given to me by misguided mores. No one should have to walk in these shoes. I hope I can provide comfort in their pinch."

upcoming community events



GiveBIG Returns!
May 8, all day

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Get ready now for Washington's largest online giving day! GiveBIG Returns on May 8! When we all give together, we GiveBIG. This is the legacy we are continuing with GiveBIG 2019. Join the region's nonprofit organizations on Wednesday, May 8, 2019 for a 24-hour display of community and generosity.
www.givebig2019.org/crisisclinic



NAMI Walks Washington
June 8, 2019, 9am - noon

We are proud to sponsor NAMI Walks Washington! We invite you to join us at Marina Park June 8th for NAMI Walks Washington. NAMI Walks is a fun, family-friendly event and there is no cost to register. Join NAMI's movement to raise awareness of mental illness and raise funds for their mission to help individuals and families right here in our region.



CONNECT
learn • laugh • live
Save the Date!
Friday, 09.27.19, 6:30-8:30pm
Museum of History & Industry (MOHAI)
Special Guest:
Comedian
Emmett Montgomery
CONNECT - Learn, Laugh, Live
September 27, 2019, 6:30-8:30pm

Guests enjoy food and libations while learning about Crisis Connection's programs and finding ways to connect through laughter. We are very excited to be showcasing a comedian Emmett Montgomery and other entertainers as we use laughter and humor to promote positive healing. RSVP online at crisisconnections.org/event/connect

program updates

New MAT Locator!

We are proud to announce our brand new Medication Assisted Treatment (MAT) Locator! You can now easily search our database for medications used to treat opioid use disorder. A huge thanks to the Health Care Authority and Division of Behavioral Health and Recovery in which helped us launch the MAT Locator. As always, please contact us with any questions. Check out our new database online at: www.warecoveryhelpline.org/mat-locator

Spring Training Schedule Available

Do you need continuing education credits for your job? Many folks in medical professions are required to have suicide prevention training. We offer courses for 13, 6, and 3 CEUs. We also offer community training on de-escalation and the art of referral. Check out our Spring training opportunities by visiting us online at: www.crisisconnections.org/get-training

CC Cares Receives Grant

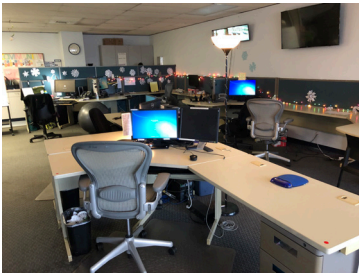
CC Cares received a \$10,000 grant from the Safe Crossings Foundation. Safe Crossings Foundation is dedicated to helping children who are grieving the loss of a loved one. We are truly grateful for their continued support of this program.

King County 2-1-1 Receives Grant

King County 2-1-1 receives a grant from Kaiser Permanente to add texting to this line. We expect texting to be available for this program Fall 2019. We are truly grateful for the support of our program.



Crisis Room gets an update!



We asked our volunteers and staff how we could better create an environment that helps them with their work. After receiving a lot of feedback, we have updated the crisis room. Volunteers now have the option to use a standing or sitting desk, and have more places for privacy, quiet spaces, and openness. Check it out!



volunteer spotlight



Rhiannon
Volunteer
Phone Worker

Rhiannon, named after a Fleetwood Mac song, has been serving on the 24-Hour Crisis Line for a little over one year now. She chose to join Crisis Connections because of the wide range of mental health services our programs serve.

"I really love the atmosphere in the phone room," says Rhiannon. "There is not a moment

that goes by that I do not feel supported or trusted to make suggestions on how and where to take a call."

Serving on the 24-Hour Crisis Line has empowered Rhiannon to continue her work in her personal life, by stepping back and listening, trusting herself, and working with an inclusive group of individuals. She attributes much of her growth to the supervisors she works with.

"Without them... I would not have the confidence I have now."

Please join us in thanking Rhiannon for her service. She is an avid reader of fantasy novels, loves to cycle (despite self-acknowledged clumsiness!) and enjoys sewing and creating things!

want to get involved?

become a connector!

We couldn't do our work without the support of our wonderful volunteers. If you are interested in becoming a volunteer with Crisis Connections, you can learn more by visiting us online at: www.crisisconnections.org/get-involved/volunteer

You can also contact us at: 206.461.3210 or info@crisisconnections.org



volunteer
crisis connections

get connected!

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@crisiscxns

@866teenlink

@866teenlink

warecoveryhelpline

@ResourceTalk

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**stay updated
on all things
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connect

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Save the Date!

Friday, 09.27.19, 6:30-8:30pm

Museum of History & Industry (MOHAI)

**With Special Guest:
Comedian Emmett Montgomery**



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