

CC Connects

fall 2019



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Letter from our Executive Director

Dear Friends of Crisis Connections,

It has been a summer of progress at Crisis Connections. I am pleased to share with you that due to generous funding from Kaiser Permanente, paired with donor dollars, King County 211 is ready to go live with texting in the next month. This line will join WA Recovery Help Line, who has been texting since early this year, and Teen Link, who is going live this year with texting. We are proud to offer this service as a way for our community to connect with us. Thank you for your generous support which has made this possible.

Another exciting, ongoing partnership we have is a collaboration with San Diego 211 and Washington Serves (WA Serves). Our goal is to bring a connected referral system to King County Veterans and community members. WA Serves will support veterans resource connections, and King County 211 will support the basic need resource connections for non-veterans. With the support and expertise from our friends at San Diego 211, we are learning how to create a coordinated system of social service referrals to ensure that all King County residents have access to and knowledge of the resources available in the community's system of care. We began this work by tracking unique calls to 211. By gaining consent of callers to share their basic information with us, we are able to, for the first time in our history, track: call history and the number of unique calls to 211. Tracking these calls reduces the burden on callers to give their demographic information each time they call, which shortens the call time and connects the caller more quickly to needed resources. These steps help us

track true caller outcomes.

Speaking of veterans, in response to a wonderful donor who felt passionate about ensuring veterans have access to peer support by veterans, we are launching a veteran's branch of the WA Warm Line on September 6th. We have recruited and trained four veterans to answer these calls. When a veteran calls, they will have the opportunity to connect with a trained veteran with lived experience. All they need to do is identify that they wish to speak with a veteran when they call. As a veteran of the US Air Force, I am deeply proud of this innovation at Crisis Connections.

A final innovation to share with you is that, for the first time in our organization's history, we have a true, professional electronic health record. As we lean into the work of supporting a connected, integrated system, we need tools that collect the data necessary to track more than just the number of calls we take. We need to track the collective impact of the work of Crisis Connections on the overall health of the community. In the near future, we will be able to truly share with you the impact of our services. We will better be able to track the number of calls that successfully connect a person to resources and the number of callers who, as a result of our care, are safely supported in the community instead of needing higher cost and more disruptive levels of care. We are looking forward to sharing this important outcome data soon so that you can see, in real numbers, the lifesaving impact that your continued support of Crisis Connections has on our community. You and your support truly make a difference!

Thank you,

Allie Franklin,
Executive Director

what's new?

- **Meet Desiree**
- **Upcoming Community Events**
- **Program Updates**
- **Special Thanks**

meet desiree



Desiree lives in King County. She's interested in psychology and helping others. If you hadn't spoken to her, you'd never know that in the beginning of 2019, she was facing her own serious mental health conditions.

In her early 20s, at the recommendation of a counselor, Desiree called the King County

24-Hour Crisis Line to help manage her depression. Through a lot of hard work, in college, she was living in recovery. Inspired to give back, she began volunteering as a phone worker on the crisis line, where she dedicated over 2 years of service to her community.

Several years later, she faced relapse, and her substance use disorder escalated from alcohol to opiates.

"I lost everything," Desiree says. "I ran out of credit. I was kicked out of apartments and living in a house that was due to be demolished. There was no running water or heat."

She went to live with her mom; her relationships suffered.

"It deteriorated a lot of my life and body," Desiree reflects, "I had no purpose or direction. I felt like a zombie walking through life."

The substance use disorder culminated into a final night of drinking with a family member, where he became unresponsive. In addition, even though he was brought to safety, she remembers not calling or showing up for work. Despite the substance use disorder, this wasn't like her, and it was a red flag that she needed help and things had become out of control.

She made a call that changed her direction; she called upon the WA Recovery Help Line.

"I was ready to give up everything just to make that call. Making that call was a big relief and it felt like a weight being taken off my shoulders."

The phone worker who answered her call was able to refer her to a detox clinic that worked for her. From there, she went on to a 28-day inpatient treatment center.

Now, sober since late January, "I have dreams again! I'm getting an education here that I wouldn't have gotten without asking for it. I'm learning about myself."

This call was life-changing for Desiree, and now, she hopes to continue to help others.

"Help is within reach, and you are not alone."

If you or a loved one are struggling with a mental health condition, substance use disorder, or suicidal thoughts, we are here for you.

upcoming community events

september is
suicide prevention month
&
recovery month

 **crisis connections**
support • resources • training

Suicide Prevention Month & Recovery Month



connect
learn • laugh • live


Tickets on Sale Now!

 **crisis connections**
support • resources • training

CONNECT
Learn, Laugh, Live
September 27, 6:30-8:30pm

Walk to
Fight Suicide

 **American Foundation for Suicide Prevention**

 **OUT OF THE DARKNESS**
Walking with Purpose

Out of the Darkness Community Walk
October 20, 10am-11pm

MAKE YOUR VOICE HEARD

 **King County**

BEHAVIORAL HEALTH LEGISLATIVE FORUM

A community conversation about mental health and substance use recovery

2019 Behavioral Health Legislative Forum
November 18, 6-8:30pm

September is Suicide Prevention Month and Recovery Month. If you would like to share your story, please contact us at: marketing@crisisconnections.org. Your story could inspire so many.

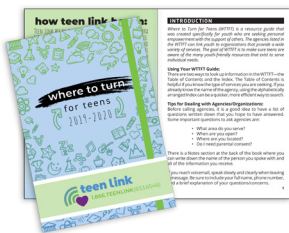
Guests enjoy food and libations while learning about Crisis Connection's programs and finding ways to connect through laughter. We are excited to be showcasing comedian Emmett Montgomery and other entertainers as we use laughter and humor to promote positive healing. Get tickets at: crisisconnections.org/connect

When you walk in the Out of the Darkness Walks, you join hundreds of thousands of people to raise awareness and funds that allow the AFSP to invest in new research, create educational programs, advocate for public policy, and support survivors of suicide loss.

Please join us for this inspiring and change-making evening. Connect with county legislators to learn about behavioral health legislation, and hear inspiring stories from those living in recovery. Learn more at: kingcounty.gov/LegislativeForum

program updates

Teen Link has a fresh new look!



In an effort to support youth interests, we refreshed the look of Teen Link! We've got a brand new logo, materials, and website! Check it out at: TeenLink.org.

We also have our new *Where to Turn for Teens* available, which now includes resources for Snohomish and Pierce County! To order your copies, please

call 206.461.3210 or you can download a PDF copy online at: www.TeenLink.org/resources

Operation: Veteran Support Line

Many community members see a need to fill a gap in emotional and mental health care for veterans, and as a result, WA Warm Line has expanded their peer support line to include a branch for veteran peer support. Learn more on our website at: www.crisisconnections.org/operation-veteran-support-line

Welcome Kieran!



With nearly a decade of experience in nonprofit clinical work around the US and nearly a decade of working in nonprofit volunteer project management, Kieran combines these two roles in their new position as the Volunteer Services Manager. Kieran is already knowledgeable about our services, having worked with DESC, and they are very excited for their work at Crisis Connections.

"There is so much pain and suffering on this planet that it is crucial to balance that with love and caring," says Kieran, *"which is what I believe everyone at Crisis Connections has the potential to provide our world."*

Kieran enjoys travelling and has lived in five different countries and visited at least a dozen! Please join us in welcoming them to the Crisis Connections family!

Survivors of Suicide Support

Losing a loved one to suicide involves a unique and complicated grief. To assist in the healing process, this six-week closed group provides a safe, structured, supportive journey through complicated grief. RSVP online by visiting: www.crisisconnections.org/survivors-of-suicide-support-groups

special thanks

We would like to thank our sponsors for their generous support of Crisis Connections' annual fundraising event: CONNECT - Learn, Laugh, Live.

Presenting Sponsors Diamond Delight Defenders



and our Generous Sponsors Platinum Pun Pledgers



Gold Giggle Getters



learn more at: crisisconnections.org/connect

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



volunteer
crisis connections

get connected!

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in @crisiscxns

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in Crisis Connections

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f warecoveryhelpline

f @ResourceTalk

t warecoveryhelp

t @kingcounty211

stay updated
on all things
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**crisis
connections**
support • resources • training
formerly known as crisis clinic

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connect

learn • laugh • live

Friday, 09.27.19 6:30-8:30pm

**Museum of History & Industry (MOHAI)
860 Terry Ave N, Seattle, WA 98109**

Guests enjoy food and libations while learning about Crisis Connections' programs and finding ways to connect through laughter. We are very excited to be showcasing a comedian Emmett Montgomery, Healing Improv Founder and CEO Bart Sumner, and other entertainers as we use laughter and humor to promote positive healing.

With Special Guests



Emmett Montgomery
Comedian



Bart Sumner
Healing Improv Founder

purchase your tickets at: ***crisisconnections.org/connect***



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connections**
support • resources • training