

CC Connects

summer 2020



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Letter from our Executive Director

Dear Friends and Supporters of Crisis Connections,

What a strange 2020 it has been so far. Between the Worldwide Pandemic, the vital advocacy work on behalf of Black Lives, and the phases of re-opening the State and the Country, there has been a lot that has affected all of us and the communities we serve. We want you to know that we are here for the community through all of the challenges and difficult moments. Our teams traveled through the streets of Seattle during the Phase One Stay at Home orders, carrying letters allowing them to come to Crisis Connections to ensure that this vital safety net was available, uninterrupted. We provided Uber, and Lyft rides to staff and volunteers and obtained waivers to curfews so they could safely continue to support the lines when the community demonstrations were so close to our new sites. These actions from our leadership demonstrate that we are committed to our community, to providing unwavering support. No matter the crisis, we are here with you and for you.

In 2020, we have worked closely with partners to ensure that all who need support can find the right connection. In March, right after the Stay at Home Order was given by Governor Inslee, Crisis Connections moved our offices to two locations: Renton and another in downtown Seattle. This move allows us some space to grow our call centers to serve more communities and is part of our commitment to increased diversity and inclusion. The two new sites allow us to recruit staff and volunteers from diverse communities and, with a more southern site, creates opportunities to bring in more team members from the communities we serve. We look forward to inviting you to visit our new spaces once it is safe to hold gatherings again. Keep your eyes open for an "Open House" Announcement and virtual tours this Fall.

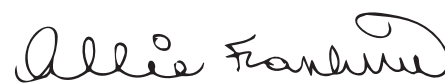
Due to the impacts of COVID-19 on our community, we have seen a 73% increase in call volume on our 2-1-1 line and a 10-25% increase in call volume on our Crisis Lines in 2020.

As a result, we now handle more than 200% more calls than we took just 5 years ago. In response to the needs of our community around rental assistance, we partnered with the United Way of King County to support rental assistance applications, ensuring that over 3,000 people had access to this critical safety net resource. We also supported the Statewide COVID-19 call line work, with our 211 team members taking an additional 9,715 calls to support the Department of Health COVID information line.

In April, the Health Care Authority teamed up with Crisis Connections to propose a Statewide response to the high volume of Crisis Line callers across the State who were calling with concerns related to the emotional impacts of COVID-19, including increased anxiety, worry, depression, and feelings of hopelessness and isolation.

Our team, along with partners from 9 agencies and 4 Tribal Nations, were awarded the SAMHSA/ FEMA Crisis Counseling Program work called Washington Listens. The line went live in early June and is taking calls from all Washington residents who need additional emotional support during the COVID-19 Pandemic.

We continue to work with our community and with you, our supporters, to keep the lines open and available during these difficult times. Thank you for your ongoing friendship and support. We know that Connection is the Cure to Isolation, and your support allows us to continue to connect.



Allie Franklin,
CEO / Executive Director

events



GiveBIG WA, a day where folks come together and support Washington-based nonprofits, could not have been better! Together with our community, we raised \$22,551, surpassing our goal of \$15,000 to continue helping people before, during, and after a crisis.



We're hosting two virtual open houses this fall to introduce everyone to our new Seattle and Renton locations. Connect with us on facebook and Instagram Live!



Since March 2020, we've fielded more than 2,000 calls a day. During 'Here to Connect,' our supporters championed our cause by fundraising to their friends, peers, and social networks, raising over \$20,000.00!



We are working to bring you a spectacular event, complete with a catered meal and a comedy show! Guests will be able to interact from home! Learn more at: crisisconnections.org/event/connect

what's new?

- Events
- Updates
- Volunteer Spotlight
- Get Connected!

updates

Washington Listens

Washington Listens is a support program for everyone in Washington affected by the outbreak of Covid-19. All services are anonymous and free! If you or a loved one need someone to talk to, you can contact Washington Listens through the support line at [1.833.681.0211](tel:18336810211). Additionally, Crisis Connections' services have extended to 8 additional counties in the state of Washington. (King, Pierce, Clark, Skamania, Klickitat, Chelan, Douglas, Grant and Okanogan). Give us a call. By partnering to launch Washington Listens, we are available to all Washingtonians: [1.866.4CRISIS](tel:18664CRISIS).

Recovery Helpline Resources

The Washington Recovery Help Line launched the Statewide Medications for Opioid Use Disorder (MOUD) locator. This database that launched in April of 2019 gives community members real-time information about how and where to access lifesaving medications in their communities. New initiatives include texting services that are available M-F: 9 am - 9 pm by texting [1.866.789.1511](tel:18667891511), and assistance for people completing a Washington State Department of Health application.

Covid-19 Updates

While in 2019, we received an average of 780 calls/day, since March 2020, we are fielding more than 2,280 calls per day! Our staff and volunteers report that people are relapsing on drugs/alcohol, domestic violence calls have increased, and we're receiving more calls around severe depression, anxiety, and suicide. Loneliness – which was already considered an epidemic in the U.S. – is overwhelming people who live alone. They are calling our lines to connect with another human being. If you have a story to share text [ccstory](text:ccstory) to 556-78 or connect with us www.crisisconnections.org/contact

Black Lives Matter

We have been deeply saddened and disturbed by the events that have been happening across the country in recent weeks. As you know, our organization has proudly been serving the community, regardless of race, ethnicity, gender identity, or ability to pay for 56 years. This strong commitment to supporting people in crisis compels us to acknowledge, speak up, and to call out the injustice that is systemic racism. Read more online: <https://www.crisisconnections.org/an-important-message-from-our-ceo-board/>

Volunteer

Want to connect with others? Become a connector!

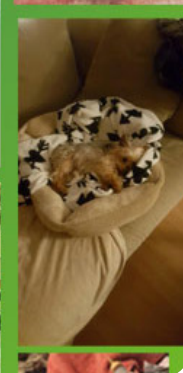
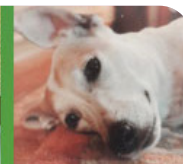
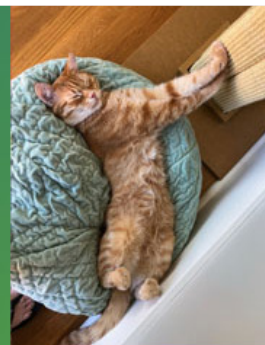
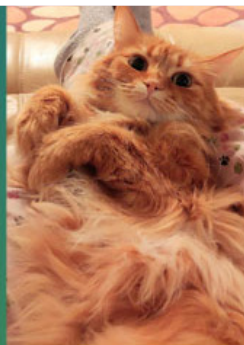
We couldn't do our work without the support of our wonderful volunteers. If you are interested in becoming a volunteer with Crisis Connections, you can learn more by visiting us online at www.crisisconnections.org/get-involved/volunteer or texting [ccvolunteer](text:ccvolunteer) to 556-78.



*By joining Crisis Connections' text alerts, I agree to receive ongoing messages at the number provided. Up to 6 msg/s/mo. Reply HELP for help, STOP to cancel. Message & Data Rates may apply. TS & CS / Privacy Policy @ www.crisisconnections.org

Our community texted

their pet photos for
relaxation



Tim Hillerman

"I'm a helper kind-of-person"



5 year service plaques inside the home of Tim Hillerman, honoring his 33 years of service.

Tim has four plaques recognizing each time he completed five years of service as a volunteer phone worker with Crisis Connections. Even as he moves into retirement, the plaques hang proudly on the wall of his home. Prior awards of a cross pin and a silver dish from when Crisis Connections was known as Crisis Clinic are also dear to him.

Tim began volunteering at Crisis Connections when he was 47 years old. After 33 years of service, Tim has worked the Crisis Line longer than any of our current volunteers. He is officially entering retirement at 80 years old.

"I'm a helper kind-of-person by nature, and I enjoyed working with the people from the community and my wonderful supervisors."

Volunteering was an easy commitment for Tim. He had a lifelong career as a church musician and a part-time position in a sales office. Tim began working the 9-1 pm

shift, where he stayed for ten years before switching to the 5-9 pm shift on Monday nights. When taking calls, Tim would remain relaxed and calm on the receiving end to best assist the caller during a crisis. He gives this advice to new volunteers:

"Just do it for a while, trust the supervisors to rescue and help if you need them. You will get to where you can do it alone. After a tough call, learning from the other volunteers and taking a breather will prepare you to help the next person."

Now, unwinding isn't a problem for Tim. He fills his time with morning walks, followed by Sudoku and other puzzles on his tablet. Tim is originally from Los Angeles but has grown up around the nation, spending time in Alaska, Oregon, and Ohio. When his family moved from Santa Cruz to Seattle, it was time to call The Evergreen State home.

Even during tough times such as WWII and Covid-19, Tim maintains an air of calmness, believing there is always harmony inside of chaos.

stay updated
on all things
crisis connections

get connected!

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@866teenlink

@866teenlink

warecoveryhelpline

@ResourceTalk

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SAVE THE DATE

LEARN • LAUGH • LIVE

CONNECT

CRISIS CONNECTIONS

**FRIDAY, OCTOBER 2ND
5:30 - 8:30PM, SODO PARK**

JOIN US VIRTUALLY, FOR A FUN NIGHT OF

COMEDY & PHILANTHROPY



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