



**crisis
connections**
support • resources • training

Dear Friends and Supporters of Crisis Connections,

I am writing to you [today](#) to share some news with you. After a little more than three years at Crisis Connections, I have resigned my position as CEO to take a new role as the Administrator of Behavioral Health at Harborview Medical Center. This is an exciting opportunity to lead the integration of the continuum of care at Harborview, creating a common vision for behavioral health outpatient, emergency care, outreach, inpatient and innovation with the Behavioral Health Institute.

I have worked closely with the Board of Trustees to ensure a comprehensive coverage plan is in place for Crisis Connections. We have identified a strong interim leader to help ensure that the work we have started together continues while the Board conducts a search for the next permanent leader for Crisis Connections. Additionally, our Executive Leadership Team is very skilled and committed to ensuring that the work we are doing with you and the partnerships we have formed with you will continue without interruption or loss of quality.

In my three years at Crisis Connections we have come a long way together, expanding our crisis line to 8 additional Counties, increasing the community's awareness of our services, as evidenced by a more than 200% increase in call volume on King County lines alone and partnering with the Health Care Authority to launch two new Statewide resources, the Medications for Opioid Use Disorder Locator on the WA Recovery Help Line and the new COVID-19 response resource, WA Listens. There is an exciting future ahead for Crisis Connections.

Our teams of staff, volunteers, leadership, and Board of Trustees are all committed to continued excellence and continuous improvement in the services we offer to members of our WA State Community. This will carry forward through this leadership transition and live on as it has in our organization for the past 56 years. Our leadership team has worked hard to build processes that are not dependent on any one leader, but that are supported by our culture, our training and our mission.

Because I care so deeply for our mission and our work, leaving is a bit bittersweet. However, I know that the leaders of our organization are well equipped to continue our work. Additionally, with the strong partnership between the Board of Trustees and leadership, I am confident in our transition plan which includes our new interim CEO, Sylvia Fuerstenberg, MSW and a plan to conduct a national search for the next leader to carry forward the incredible progress we have made, together, in these past 3 years.

Thank you for your support of Crisis Connections and for your support through this transition period. Please do not hesitate to reach out if you have questions, concerns or suggestions for us during this time. It has been my great pleasure serving this Community in this role. Thank you so much.

Sincerely,

Allie Franklin, LICSW