

# saving lives. on the lina



In 2020 crisis connections appeared in the news several times for our work during the pandemic. Here are a few highlights. Read these articles and more at: www.crisisconnections.org/ news/



"3.5 million social needs requests during covid-19"



"mental health hotline helps washingtonians"



"helping in the



"how will we cope with the pandemic fall?"



"mental health experts warn of covid-19 emotional distress"





Dear Friends of Crisis Connections.

In 2020, Crisis Connections worked closely with partners to ensure that all who need support can find the right connection. We received over 320,000 phone calls, e-mails, texts, and chats combined. This was a 14% increase in total call volume since 2019. I would like to share with you the impact that COVID-19 has had on our community and how we have responded to the need in 2020:

- 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 March, 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 of people had access to this important safety net
  resource.
- 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 are
  needing additional emotional support during the COVID-19 Pandemic.
- In September, Crisis Connections teamed up with Within Reach and the State Department of Health to work on a COVID-19 Care Coordination pilot program. This pilot program is to support counties in the state who have high COVID-19 positive cases and supporting them while in quarantine. Crisis Connections' role is the centralized intake for these callers and placed into the DOH's coordinated care network. The pilot program started in Yakima, Benton and Franklin Counties and is now statewide.

On top of the overwhelming increase in call volume, we moved locations! In March, right after the Stay at Home Order was given by Governor Inslee, Crisis Connections moved our offices to two locations, one in Renton and another in downtown Seattle. This move gave us space to grow our call centers to serve more communities and it 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 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!

Warmly,

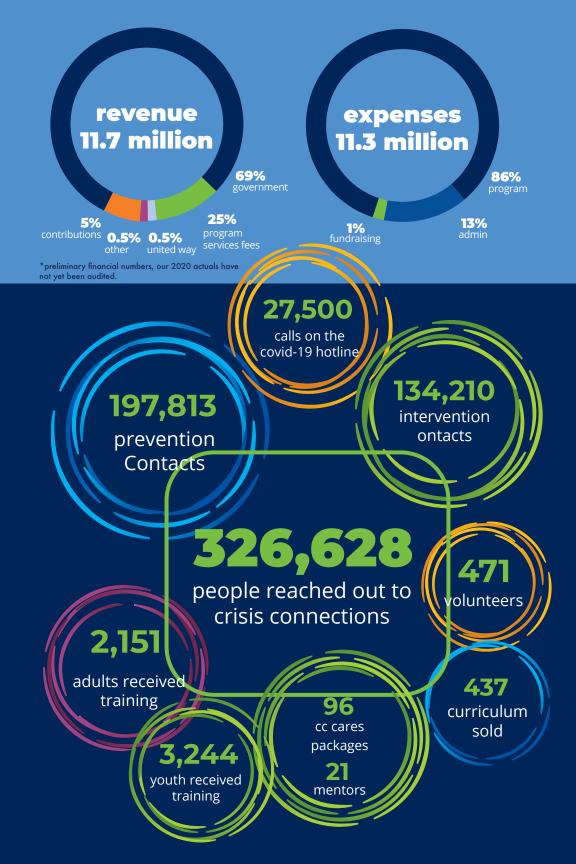
Lauren Rigert

Senior Director of Development and Community Relations

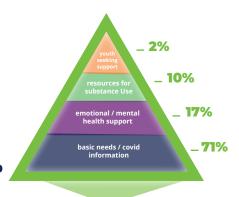
coronavirus responce programs







prevention



top met needs during covid

4,545 youth contacted us for support or resources

20,151 calls for support or resources surrounding substance use

32,593 calls for support or resources surrounding an emotional or mental health challenge

140,524 contacts for basic needs and covid information

238% increase in visitors to WA Recovery Moud Locator

intervention

80,226

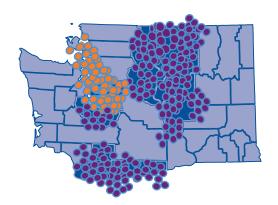
calls to the King County Crisis Line

53,944

calls to the 2020 Crisis Line Expansion

134,210

total Crisis Line calls



postvention



7 in 100,000 youth between the ages of 15 - 19 die from suicide each year. (save.org) Our support after suicide program addresses this type of loss and the unique and complicated grief that it brings the family. In 2020 we saw a 10% increase in cares packages sent statewide.

"I can't believe
I get all of these
referrals for free.
It's almost like
I'm stealing!"
~211 caller

"the presenter was very kind, open, and non-judgmental." "youth receiving training

"the overall training was amazing, especially being in an online form." ~adult receiving training \*\*my feelings were validated. I knew how to approach my situation and safely navigate covid by the end of the call \*\*
~crisis line caller

heroes! Thank you for your composure and compassion. You saved my day!! \*\*

\*211 caller



**66** 

we are proud of our teams for their deep commitment to keep the lines open to offer support to our community in its most difficult moments, even when they may have been worried about their own safety.

~ Jonass Placitis 24-hour crisis line volunteer coordinator





Connect, our annual fundraiser went virtual this year with an interactive comedy show. Guests sent in photos from their party boxes to be broadcasted live, and we exceeded our goal of \$50,000!

### connect 2020 went virtual

Ryan Cronin





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Watch last year's gala online at youtube.com. (search crisisconnections)



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## sr. director of development & community relations

### cheryl cooper chief financial officer

**neil olson** sr. director of clinical operations

#### aundrea jackson sr. director of contact center operatons

gregg browngoetz sr. director of information technology systems

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