



2020 annual report



**crisis
connections**

support • resources • training
formerly known as crisis clinic

saving lives on the line



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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/

Health
Affairs

**"3.5 million social
needs requests
during covid-19"**



**"mental health
hotline helps
washingtonians"**



**"how will we cope
with the pandemic
fall?"**



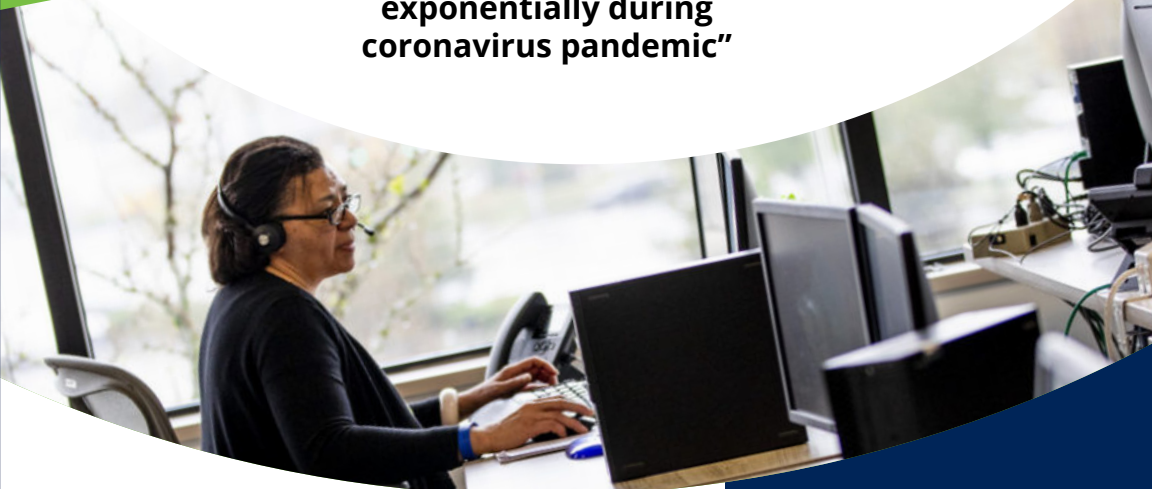
**"mental health
experts warn of
covid-19 emotional
distress"**



**"helping in the
toughest times"**



**"crisis calls jump
exponentially during
coronavirus pandemic"**



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,



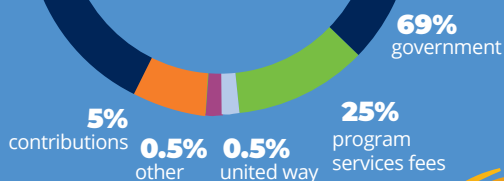
Lauren Rigert

Senior Director of Development and Community Relations

coronavirus response programs



revenue
11.7 million



expenses
11.3 million



*preliminary financial numbers, our 2020 actuals have not yet been audited.

27,500

calls on the
covid-19 hotline

197,813

prevention
Contacts

134,210

intervention
ontacts

326,628

people reached out to
crisis connections

471

volunteers

2,151

adults received
training

3,244

youth received
training

96

cc cares
packages

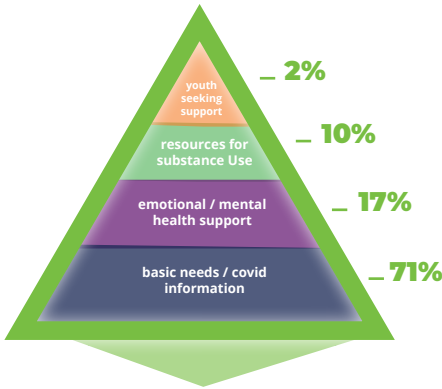
21

mentors

437

curriculum
sold

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

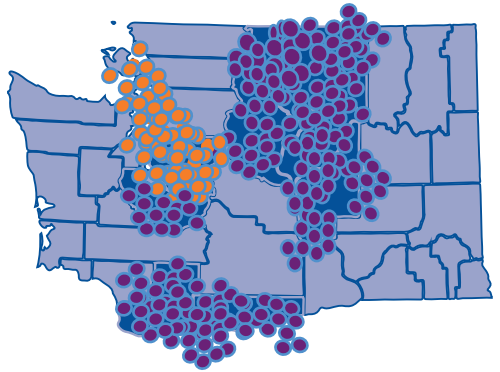
calls to the King County Crisis Line

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

*" you all are
heroes! Thank you
for your composure
and compassion. You
saved my day!! "*
~211 caller



“

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 2020 went virtual

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!



Individual Donors \$25,000 and above

Anonymous

\$5,000-\$9,999

Mr. & Mrs. Mike Ducey

Dr. & Mrs. Reiley Kidd

Mr. Mark McAllister

\$1,000-\$4,999

Douglas Adams

Corin Anderson

Sarah Andrabi

Mr. & Mrs. Harrell Beck

Kelly Bogan

Angela Cronin

Mr. Clifton Curry & Ms. Ann

Allen

Steve Forman

Ian Gephart

Gloria Kymn

Mr. Daniel LaFond

David & Mary Helen Lewis

Ms. Lori Mason Curran

Delia Munday

Mr. & Mrs. Robert Peters

Darcy & Donald Price

Mr. & Mrs. Suri Raman

Morris Rones & Anne McBride

Mr. & Mrs. Warren Smith

Bala & Vimla Sriram

Ganesh Subramaniam

Mark & Betty Vanderveen

Rick Wilhelm

\$500-\$999

Judith L. Albrecht

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Andrea Barry-Smith

Kathryn Boling

Kristine Breton

Gregg Browngoetz

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Sidney & Francine Cohen

Brian and Sherrie Corrington

Mr. Ted Day

Paul Dolan

Dr. & Mrs. Dean Drescher

John Engber

Sylvia Fuerstenberg

Zandrea & Jacob Harlin

Anonymous

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David Johnson

Chung-Han Kim

Mark Klebanoff

James & Donna Knight

Patrick Le Quere

Brian Lee

William Lewis

Glenn Light

Monika Lirio

Andrew Lusk

Pamela Mandel

Brady Mathieson

Patrick Melanson

Janelle Neil

Mary and Todd Nelp

Mr. & Mrs. Rob Nielsen

Mr. & Mrs. Michael Nielsen

Lenore Pearlman

Laurie & Prem Radheshwar

Deepak Regunath

Thomas Rigert

Kim Scott

Dr. Darshana

Shanbhag

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Chris Sitzman

Karen Snapp

Chessie Snider

Ben VandenBos

Mr. & Mrs. Robert Verlander

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Kathryn Williams

\$150-\$499

Ms. Cathy Aby

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David Almeida

Michael Alwan

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Ms. Marcia Arthur

Ms. JoAnne Averett, MA, LMHC

Dr. Sharon Baker

Mr. Manuel Barbosa

Ms. Donna Barker

Kelli Bartholomaus

Mr. & Mrs. Ron Bemis

Ruth Berry

Barry Bond

Sean Bowles & Christena

Coutsoubos

Kenneth & Anita Brooks

Simon Calvert

Sarah Calvert

James Carpenter

Ranjani Chakrapani

Miriam Chilton

Ms. Jennifer Chung

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Richard & Teresa Colella

Cheryl Cooper

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Ryan Cronin

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Deborah

Dwyer-Oshiro

Sgt. Lisbeth Eddy & Allan

Whitcomb

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Jodee Fraser

John & Kathy Gehrt

Kunal Gill

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Paul Haman

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Andy Holderness

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Dr. Wendy Hutchins, Ph.D.

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Vanessa Inadomi

Kori Inkpen

Aundrea Jackson

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Christopher Kelley

Seamus Kelly

Sara Kevorkian

Kay Knox

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Annette Lawson

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Ms. Kathleen Loneragan

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ABPP

Mary & Martin McCune

Diane McDade

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Gena Morgan

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Susan & Harry

Erika Peterson

Mary Peterson

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Keri Pollock

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Provenzano

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Rumpf-Sternberg

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Mr. Tom Standaert

Sara Standish

Mr. & Mrs. Steve Stangeland

Lynne Startup

Vicki Steele

William Stipek

Alayne Sulkun

Jennifer Tam

Jeff Taylor

Meng Tian

Chelsea Tornow

Ms. Martha Tucker

Katie Villa

Roger Wallace

Corinne Wegener

Kathy Wilmering, MSW

Anonymous

Gayle Zeldenrust

Danielle Zhang

\$150 and under

Amy Adler

Teresa Agruca

Mr. Michael Alvine

Melanie Alvord

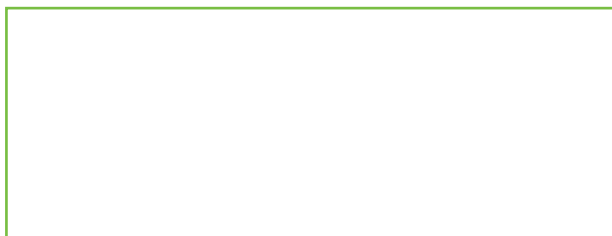
Ms. Jihan Anderson

Mr. & Mrs. Arne Anderson

Alina Anderson

Sheila Austria

Nabila Babar



2020 executive leadership



sylvia fuerstenberg,
interim chief executive officer

lauren rigert
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
operations

gregg browngoetz
sr. director of information
technology systems

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treasurer

clif curry
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