saving lives on the line
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 toughest times”

“how will we cope with the pandemic fall?”

“mental health experts warn of covid-19 emotional distress”

“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
**Revenue 11.7 million**

- 69% government
- 25% program services fees
- 5% contributions
- 0.5% united way
- 0.5% other

**Expenses 11.3 million**

- 86% program
- 1% fundraising
- 13% admin
- 5% contributions

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

**326,628** people reached out to crisis connections

- **27,500** calls on the covid-19 hotline
- **2,151** adults received training
- **3,244** youth received training
- **471** volunteers
- **437** curriculum sold
- **197,813** prevention Contacts
- **134,210** intervention Contacts
- **96** cc cares packages
- **21** mentors
**prevention**

*Categories for incoming calls are notated from our five permanent call lines*

- 2% youth seeking support
- 10% resources for substance Use
- 17% emotional / mental health support
- 71% basic needs / covid information

**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 Mood Locator**

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**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

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**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.
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 broadcast live, and we exceeded our goal of $50,000!

Individual Donors

$25,000 and above
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$5,000-$9,999
Mr. & Mrs. Mike Ducey
Dr. & Mrs. Relley Kidd
Mr. Mark McAllister

$1,000-$4,999
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Corin Anderson
Sarah Andrabti
Mr. & Mrs. Harrell Beck
Kelly Bogan
Angela Cronin
Mr. Clifton Curry & Ms. Ann Allen
Steve Forman
Ian Gephart
Gloria Kymn

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