



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!

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Junmeng Zhu
Elijah Zupancic
Karl Zwick

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

Health Affairs

“3.5 million social needs requests during covid-19”

“mental health hotline helps washingtonians”


“helping in the toughest times”

“crisis calls jump exponentially during coronavirus pandemic”

KOMO NEWS 1000.97Z

KIRO 7


Q13 FOX



Non-Profit
US POSTAGE
P A I D
Seattle, WA
Permit No. 363

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/

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



andrea jackson
sr. director of contact center operatons



gregg browngoetz
sr. director of information technology systems

2020 board of trustees




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president



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treasurer



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angela cronin



john engber



david johnson



kris breton

2020 annual report

“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 nonjudgmental.”
~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

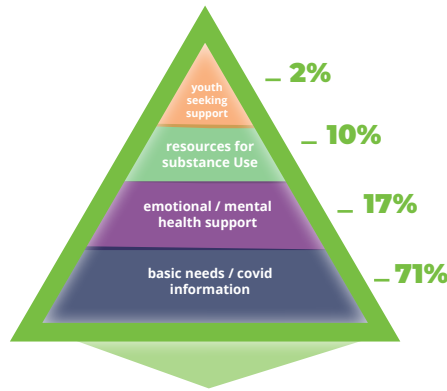
“ you all are heroes! Thank you for your composure and compassion. You saved my day!! ”
~211 caller

“ 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



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

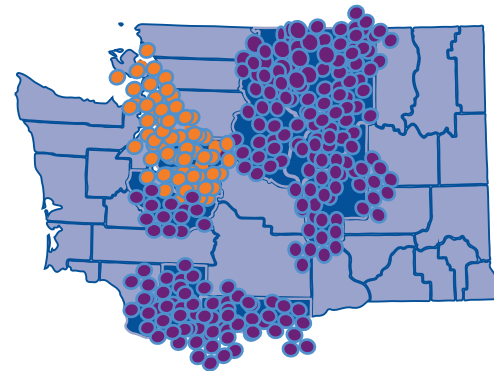
calls to the King County Crisis Line

53,944

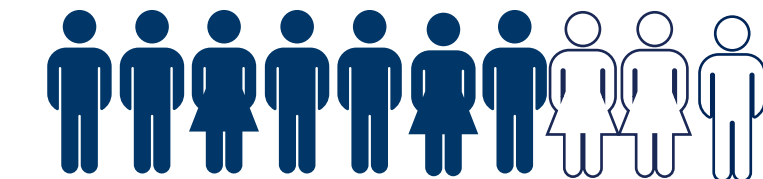
calls to the 2020 Crisis Line Expansion

134,210

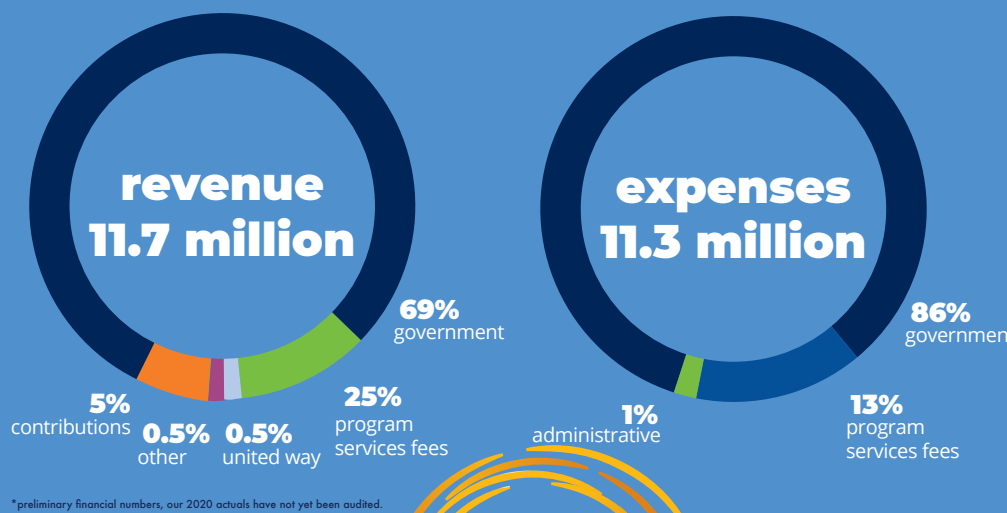
total Crisis Line calls



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.



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



Dear Friends,

2020 has been an unprecedented time in your community. There has been a lot that has affected all of us and the communities we serve. Crisis Clinic, now Crisis Connections was born out of the need to respond in a time of crisis in King County. Now, because of the great work of the many staff and volunteers, we have the opportunity to make this vision possible. Our work, with the support of the community, allows us to prevent crisis whenever possible and to spread our work to other regions of the State. Our goal is to ensure that more people know where they can get support, so that when they call, the connection they need is only a few seconds away.

Crisis Connections has been working closely with partners to ensure that all who need support can find the right connection. In 2020, 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.
- We also supported the Statewide COVID-19 call line work, with our King County 211 team members took an additional 10,000 calls, since March 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 are needing additional emotional support during the COVID-19 Pandemic.
- Our CC Cares program, which supports loved ones after a suicide death by providing cares packages, has seen a 10% increase in cares packages being sent out all over the state of WA.
- 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 live statewide.

On top of all 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 allows us 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 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

Lauren Rigert
Senior Director of Development and Community Relations

coronavirus response programs



crisis connections
support • resources • training
formerly known as crisis clinic

saving lives on the line