

# crisis connections

## 2024 Annual Report



**Michelle McDaniel**  
Chief Executive Officer

### A Note from Our CEO

Dear Supporters,

At Crisis Connections, our mission is clear and urgent: to foster resilience and wellbeing for all by connecting people to accessible and compassionate support. Every day, that mission becomes real through the thousands of calls, texts, and chats we answer—each one a lifeline in a moment of need.

We hold fast to our promise: No one will face life's challenges alone. Whether someone is experiencing a mental health crisis, searching for housing, navigating recovery, or simply seeking to be heard, we are here—24/7—with trained staff and volunteers ready to provide help, hope, and direction.

In 2024 alone, we made 676,284 connections through our crisis lines, resource navigation, peer support, and youth suicide prevention training programs. Behind each number is a person—a neighbor, friend, or loved one—reaching out during one of the hardest moments of their life. That's the power of connection.

Here's what that looked like this year:

- Our 24-hour crisis lines responded to nearly 225,000 calls across 9 counties.
- Our 988 Suicide & Crisis Lifeline team served 60,092 people in distress.
- Our Warm Line and Teen Link combined supported over 27,000 individuals with peer-based emotional support.
- The Recovery Help Line connected nearly 80,000 people to mental health and substance use resources.
- Our 2-1-1 and Health Information Center staff linked nearly 290,000 callers to essential community services across the state.

As the hub for emotional support and connection to resources across Washington state, the most common reasons people reach out to Crisis Connections include:

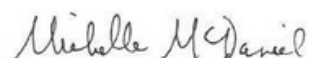
- Mental health concerns, including depression, anxiety, and suicidal thoughts
- Homelessness or risk of losing housing
- Substance use and recovery support
- Youth and family concerns, especially for teens navigating emotional distress
- Need for basic needs assistance like food, shelter, and healthcare
- Domestic violence and interpersonal conflict
- Emotional distress and loneliness, particularly among isolated individuals
- Navigating systems and services, such as healthcare, benefits, or legal aid

Every one of these calls is a reflection of the complex realities people face—and the power of compassionate, accessible support. We don't just answer phones; we listen without judgment, respond with care, and guide people toward hope and help.

None of this would be possible without you — our donors, community partners, volunteers, and champions. Your belief in our work sustains every connection we make, every resource we share, and every life we touch.

As we continue into the year, we remain committed to meeting people where they are, no matter the need or time of day. Thank you for making sure that no one faces life's challenges alone.

With deep appreciation,



# Our Why

**Mission:** To foster resilience and well-being for all by connecting people to accessible and compassionate support.

**Values:** We are guided by values that shape our culture and the way we serve our community.

Accountability

Collaboration

Continuous Improvement

Diversity, Equity, Inclusion  
& Belonging

Respect

## Top Met Needs



Anxiety



Stress



Relationships



Peer  
Support



Addiction



Loneliness



Housing



Legal



Physical  
Safety

# Real People. Real Programs.

## Reach Across the State

### Statewide

Warm Line

Teen Link

Recovery Help Line

Support After Suicide

Community Care Hub Intake

### Regional

Crisis Services

Mobile Crisis Dispatch

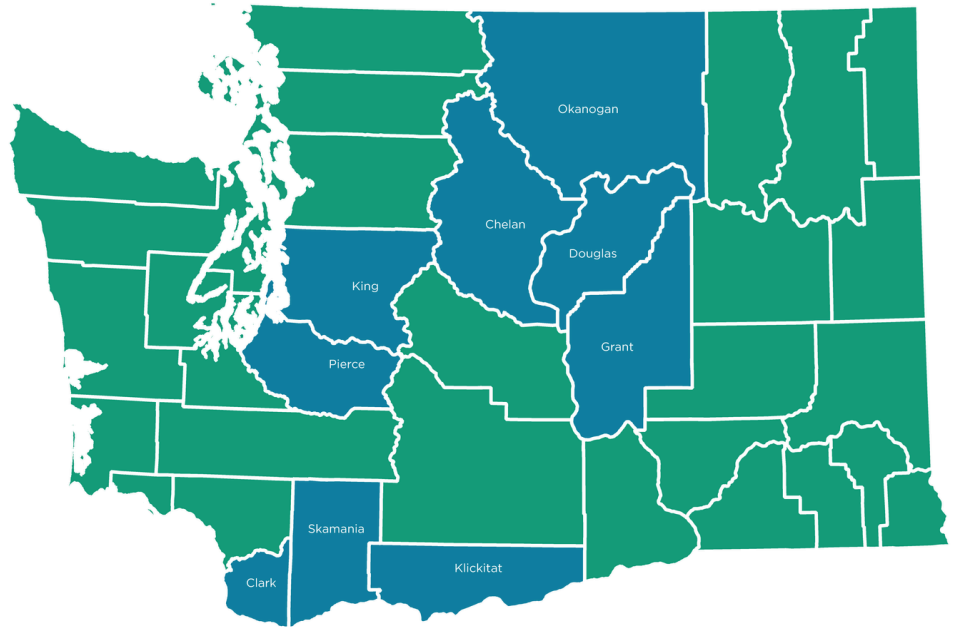
### King County

988

211

OneCall

911 Diversion



**988** | SUICIDE & CRISIS  
LIFELINE

**211**

## Our Programs

**Warm Line**

**Teen Link**

**Recovery Help Line**

**Support After Suicide**

**Crisis Services & 988**

**211**

**Community Care Hub Intake**

**OneCall**

**911 Diversion**

**Mobile Crisis Dispatch**

“That’s exactly what is needed. Someone to just talk to, to help with the next step. This is important work. Thank you.”

— Crisis Line Caller

# 2024 At-a-Glance

## By the Numbers

**676,284**

People served

**287,490**

People provided with personalized  
basic needs navigation

**79,204**

Interventions for  
substance use disorders

**13,925**

Adults connected to peer support

**13,306**

Youth impacted by Teen Link programs  
and services

**5,422**

Calls dispatched for Mobile Crisis  
Response

**102,738**

First responder and  
professional consults

## Impact

People engaged  
in wellbeing  
planning

**71%**

Calls resolved  
or stabilized

**86%**

People expressed  
appreciation or  
satisfaction

**89%**

"Thank you for making me feel safe and secure."  
— 211 | Community Living Connections Caller

# In the Community



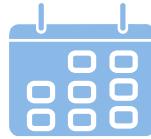
**461**  
Volunteers



**37,802**  
Volunteer hours



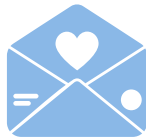
**327**  
Staff



**116**  
Community events  
attended



**202**  
Support After Suicide  
care packages mailed



**188,139**  
Free materials mailed to  
community members



**141**  
Schools and youth centers received  
WTTFT guides and prevention trainings

**“We are deeply grateful for the compassion, resilience, and dedication each of our volunteers brings—your service uplifts lives and strengthens our entire community.”**

– Srishti Shrimali, Volunteer Services Manager

## Financials

### Total Revenue \$25.6m

Government Grants 80%  
Other Contracts & Grants 16%  
Contributions 4%  
Program Services Fees <1%  
Interest/Rewards Income <1%  
In-Kind <1%



### Total Expenses \$19.34m

Program 84%  
Administration 14%  
Fundraising 2%

Crisis Connections is a non-profit 501(c)(3) organization and all donations are tax-deductible to the extent allowed by law.  
Our federal tax ID number is 91-0773187.

You can [donate online](#) or, if you prefer, by sending a check to:

Crisis Connections  
PO Box 19612  
Seattle, WA 98109

For questions, please contact us at [fundraising@crisisconnections.org](mailto:fundraising@crisisconnections.org)

# Contributors

## Individuals

Whitney Abrams – Douglas Adams – Robert Agamalian – Dr. Alexa Albert – Judith Albrecht – Mariah Alexander – Carol Allen – Michael Alvine – Abbie Anderson – Jeffrey Anderson – Jerilyn & Paul Anderson – Scott Anderson – Sarah Andrabi – Dr. Irene Arden – Susan Armstrong – Thomas Arnold – Udayakiran Ayyagari – Divya Babuji – Katherine Bainbridge – Jasmine Bains – Sharon Baker – Stacey Baker – Alexander Baldwin – Sandy Barber – Manual Barbosa – Mickayela Beatty – Lisa Beck & Daniel Kirkpatrick – Sally Beckwith – John Belmont – Ron & Michelle Bemis – Sharlyne Bennett – Angela Benson – Cheryl Berenson – Robert Bergman – Sally Bjorklund – Joseph Blache – Dr. Ellen Blau – Katherine Blaugrund – Kira Bloomenthal – Ami Blyth – Carolyn Bolechala – Daniel Bond – Albert Boss – Sean Bowles & Christena Boutsoubos – Maxwell Brautigam – Alice Braverman – Kristine Breton – Nancy Broaders – Nancy Broaders – Jennifer Broadus – Lara Broussard – Dr. David Brubakken – Melissa Bryan – Tricia Budd – Amber Budzynski – Kate Buenau – Oliver Byles – Jody Carlson – Jean Carman – Tyler Carmichael – Kara Ceriello – Shelley Chapman – Caitlin Chavez-Moats – Peter Chen – Michael Cheng – Sophia Cheng – Michelle Chuinard – Jess Claesson – Caycee Clark – Sidney & Francine Cohen – Rick & Terry Colella – John Coleman – Jane Collins – Tyler Colton – Mary Connell – Marilyn Corets & Adam Mhlstin – Dr. Carolyn Corker-Free – Dr. Peggy Crastnopol & Charles Purcell

**“Crisis Connections is the best resource for anyone who needs help. Thank you so much.” Oscar Cummings**

Clif Curry & Ann Allen – Dr. Christos Dagadakis – Leslie Dammeier – LeAnn Dawson – Naomi De Ocampo – Dottie Delaney – Cecile DePanfilis – Daryl Deutsch – David Dickinson & Sahja Cove – Stephanie DiCola – Elinor Dittes – Katie Doss – Donna Dowdell – Dean & Bette Drescher – Casey Drobnick – Mike & Hannah Ducey – Neelavarsha Duddanahalli Kumar Mahesh – Ruth Dunlop – Peter Durham – Stephen & Deborah Dwyer-Oshiro – Dr. Barry Eben & Barbara Johnstone – Jamie Eby O Katherine Elias – David Ellsworth – Henry Eng – Tom Eng – John Engber – Lindsey Engh – Joseph & Susan Engman – Dean Ericksen & Mary Curran – Bob & Kathy Erickson – Dale & Debora Erickson – Jason Evans – David & Lynne Feinberg – Chandler Felt – Greg Fergin – Dr. Decky Fiedler & Roland Barach – Judy & Marshall Finlay Eaton – Quincy Fischer – Catherine Fischl – Rory Flanders – Dr. Stephanie Fox – Maheedhar Gadhiraju – Judith Gage – John Gehrt – Jessica Gifford – Laura Gilbert – Lucas Gilmour – Donna Gilzean – Haley Gomes – Robin Graham – Beatrice Greenwald – Dr. Paul Grekin & Elizabeth Flavin – Sangita Gulati – Deb Gumbardo & Bruce Clurman – Derrick Gunn – Emi Halvorson – Lynn Handy – Janice Hanlon

**“A previous coworker could have benefitted from your services. They’re so valuable.” Duncan Harper**

Naomi Harrington – Shazeena Hashmi – Diana Hausman – Stephanie Henderson – David & Elizabeth Herrick – John Hinchcliffe – Joan Hinkle – Heidi Ho – Pui Hoang – Shane Hoffman – Jon & Jane Hongladarom – Cynthia Hopwood – Dr. Janis Horike – Susie Howard – Chung Huang – Alan & Ketrria Huggard – Sharon & Steve Huling – Mr. & Mrs. Huseon – Kathryn Hutter – Robert Iannucci & Karen Stash – Kori Inkpen – Shariq Iqbal – Robert Isgur – Melissa Iverson – Robert & Jane Jackson – Tanvi Janardhan – Kevin Jeyakumar – Lejana Grace Jimenez – Kay & Brian Joubert – Nancy Juhos – Afsaneh Karami – James Karr & Susan Gemmel – Daniel Keusal – Jamie & Wende Keyes – Aaron Khoo – Deborah & Reiley Kidd – Bob Kim – Larry Kimball – Alan & Margaret Klockars – Donna & James Knight – Michiko Kono – Eric & Sheryl Kool-Brown – Vinay Kumar – Barbara Kuyper – My Lam – Alannah & Eric Laret – Ethylanne Larrimore – Patrick Le Quere – Sara Lee Jordan – Kehli-Anne LeSourd – MaryHelen & David Lewis – Matthew Lewis – Daniel Lieberman – Bozhong Lin – Kathleen & Jeff Lidenbaum – Elinor Lindquist & Dave Salzer – Laura & Wendell Lindsay – Janis Linn – Panayiota Lipsou – Larry & Fulay Little – Joan Loeken – Jane Lundin – Mary Madigan – Jean-Luc Marce – Stephanie Marin – Dr. Wendy Marlowe – Michael Mason – Nancy Mathieson – Kentaro Matsuura – Erin Mattens – Anne McBride & Morris Rones – Robert McCallen – Dennis McCarthy – Teresa McCausland – Jamie McCormack – Michelle McDaniel & Kerry Albright – Kimberly McFeely – Emily Mennie – Kellie Merrill – Jennifer Meyer – Alec Mildenhall – Jamie Millar – Jessica Miyaji – Laurent Mollicone – Lucy Morrell – Dan Morrison – Margaret Morrow – Janet Motter – Zakeel Muhammad – Dee Munday

**“You were there when our family needed help and we are very grateful for that.” Lori Murphy**

Elise Myers – Keri Nasenbeny – Andre Needham – Jonathan Neilson – Haidee Neiman – Rosanne Newland – Erica Ng – Alice Nichols – Michael & Nadine Nielsen – Sreeram Nivarthi – Joanna Nolasco – Maggie Novak – Paul & Nancy OldenKamp – Nataliya & Nels Olson – Eric Orren – Kathy Package – Lenore Pearlman – Geoffery Pfander – Kathy Phillips – Laura Pina – Michele Pomarico – Jim & Susan Powell – Ramaprasad Prasad – Darcy & Donald Price – Dr. Fredric & Margaret Provenzano – Nicole Przasnyski – Jeff Puchalski – Danielle Pulliam – Sriram Rajagopalan & Bipasha Mukherjee – Suri & Mala Raman – Sierra Ranier – Edward Rankin – Cynthia & Steve Reed – Alyssa Regua – Dr. David Reichgott – Jennifer Reilly – Laurel Reitman – Rao & Satya Remala – Ellen & Scott Renfro – Scott & Katie Renschler – Chuck Rinehart – Will Rivitz – Laura Robinson & Edward Hausken – Andres Robles – Jean Rolfe – Vivien Rose – Erica Rubin – Tom & Diane Ruebel – Erika Rusch – Ira Rushwald – Jyoti Sadekar – James & Jane Sanders – Martha Sandoval – Justin Sanner – Nancy Sapiro & Lincoln Miller – Alfred & Sophia Schoop – Eric Schreiber – Richard Scott & Amber Averyt – Shail Paragbhai Shah – Bina & Dharma Shukla – Christopher Sitzman – Sergey Smirnov – Kirsten & Clint Smith – Ruth Smith – Jennifer Soh – Libby Solursh

**“I’m inspired by your work and have benefited from it too. Many thanks!” Kristen Spexarth**

Tristan Spiceland – Ashly Starnes – Chris Steckler – John & Lisa Steckler – Kara Steele – Pamela Steele – Jerry & Billie Steiert – James Stinnett – Karina Sun – Ziwen Sun – Earl & Charlotte Sutherland – Joan Tarasevich – Suzanne Tedesko – Cheryl Tedrow – Annie Terry – Penrut Thenutai – Janet & Mark Thomasseau – Nina Thornsburg – Shari & Jim Treatwell – Richard & Margaret Trent – Marsha Ulmer – Erika Van Merr – Cordelia Varona – Phillip Waggoner – Gillian Wagner – Dr. Alison Ward – Steve & Lisa Weatherholt – Corinne Wegener – Kelli White – James Whitson & Patricia Adams – Richard Wilhelm – Michael Wilken – Brandon Williams – Kathryn Williams – Dr. Andrew & Nancy Willner – Dr. Beth Wilson – Safiyah Wilson – Alan Wittenberg – Jacq Wood – Julia & Nicholas Woog – Wyatt-Stone Family – Gregory Yogan – Junmeng Zhu – Janet Zuanich



# Corporations & Foundations

Apple Inc. – BECU – Bergen County United Way – Boeing Employee Individual Giving Program – Bright Funds – Byron & Alice Lockwood Foundation – Cambia Health Solutions – Clementine Fund – Coldstream Wealth Management – Costco Wholesale – Dropbox – F5 Foundation – First Financial Northwest Foundation – Fraternal Order of Eagles White Center – Garneau Nikon Family Foundation – Gene and Irene Wockner Foundation – Google Matching Gifts Program – Ikaso Consulting – Illinois No. 3 Foundation – King County Employee Giving Campaign – KPMG U.S. Foundation, Inc. – Liberty Mutual Group Employee Giving Program – M.J. Murdock Charitable Trust – Marie Lamfrom Charitable Foundation – Marsh & McLennan Companies – Microsoft Giving Campaign & Matching Gifts – MS Gift, Inc. Fund – Nintendo – Pacific Source Foundation for Health Improvement – PNW Insurance Group – Puget Sound Energy Foundation – Richards-Sounders Charitable Foundation – Safe Crossings Foundation – SBW Foundation – Schoenfeld Gardner Foundation – Shatterfoil Industries – Snoqualmie Tribe – System Era Softworks – The Beck Family Charitable Fund – The Boeing Company – The Exchange Club of Highline – The Goldov Family Giving Fund – The Mick Lamb Foundation – The Seattle Foundation – The Sharing Foundation – T-Mobile USA Inc. – United Way of King County – Washington State Combined Fund Drive – Wells Fargo Clearing Services, LLC

## 2024 Board Members

"I am so proud to be associated with Crisis Connections. The work that you do each day is commendable. Thank you for your hard work!"  
**Stacey Baker**, *Planned Parenthood*

"I am proud to have served as a volunteer board member for Crisis Connections, an organization whose work is critical to the health and wellbeing of our community. Crisis Connections is saving lives every day on the frontlines, ensuring that all people have immediate access to compassionate behavioral health care."  
**Alice Braverman**, *MultiCare Behavioral Health Foundation*

**John Engber**, *John Engber & Associates, Inc.*

"Crisis Connections is a remarkable organization composed of dedicated and compassionate individuals who provide vital support to people and families throughout our region. I've relied on Crisis Connections throughout my professional career as a reliable and accessible resource—whether helping someone connect with essential services, navigate a mental health crisis, continue in their recovery, or process the loss of a loved one. I'm truly grateful for the mission and impact of this organization, and I'm thrilled to be involved in its important work."  
**Stephanie Fox**, *Sheppard Pratt*

"Crisis Connections holds a deep commitment to being there when it matters most—for both individuals experiencing a crisis and those seeking help for others. Their efforts to improve coordination across services and guide people through the complexities of our health and social service systems is vital."  
**Debra Gumbardo**, *Community Volunteer*

**David Johnson**, *Retired Licensed Mental Health Clinician*

"As a board member, I am continuously inspired by the work of Crisis Connections. Everyone always does the most to support and show compassion to those in need."  
**Larry Little**, *Amazon*

"As a social worker with over 25 years of experience, I've seen firsthand what happens when people are left without support in moments of crisis. I've also seen what becomes possible when someone is there to listen, guide, and care. That's why serving on the board of Crisis Connections is not only an honor—it's deeply personal."  
**Melissa Marsh**, *Community Volunteer*

**June Martin**, *Community Volunteer*

"Crisis Connections has been a guiding force in my life ever since I volunteered with Teen Link as a teenager. Now, as a Board Member, I continue to be inspired by the dedication of our staff and volunteers who support people through some of life's most difficult moments."  
**Erica Ng**, *Ikaso Consulting*

"I join the Crisis Connections board because of my own personal journey navigating my children's mental health struggles. I know firsthand how critical it is to have a place to turn when it feels like there's no hope. This organization remains incredibly close to my heart because of the life-saving support it provides to people in their most vulnerable moments."  
**Sierra Ranier**, *Washington Poison Control*

**Michael Rubbinaccio**, *Beachview Counseling Services*