

*“There are so many people in our community that need help in dealing with emotional, health and basic needs crises that can come up at any time. We provide this much-needed help 24 hours a day, every day of the year.”*



Zach Zachariah,  
Crisis Line Volunteer

# 2010 Annual Report

*“Everyone should support Crisis Clinic! No one knows if you’ll need the Crisis Line. By supporting it, it will always be there for anyone who needs it.”*

Allison Maus,  
Crisis Line Volunteer



*“For people in our community who are suffering the most, the Crisis Line is a lifeline.”*

Thang Nguyen,  
Crisis Line Volunteer



The recession continues to stress families most at risk. We see evidence of this through the increase in callers to the 24-Hour Crisis Line. In 2010 we answered over 96,000 calls, our highest volume ever. That trend continues with Teen Link, which received over 1,400 calls from teens needing to talk about their fears and concerns.

But it is families seeking survival services such as housing and financial assistance that face an ever increasing challenge as state and local governments reduce funding for safety net services. In 2010, the need for our help remained strong with King County 2-1-1 receiving 190,000 calls. Yet, because of decreased funding, we could only respond to 110,000 calls, a 10,000 decrease from 2009.

Callers to 2-1-1 tell us their stress is increasing as they need more services to keep their family together. This is affirmed by the increase in the average length of our calls, from 4:51 minutes in 2009 to 6:29 in 2010, as staff take more time to understand the needs of callers and listen to their concerns.

The deep cuts the legislature is contemplating could include decreased funding for 2-1-1, so we need your help! Please contact your legislator to let him or her know how efficient and effective 2-1-1 is in connecting people to services, and that 2-1-1 is a priority service that needs to be funded. You can do this by calling the Legislative Hotline at 1-800-562-6000 or by emailing your legislator at [www.leg.wa.gov](http://www.leg.wa.gov).

We're thankful for your support as a friend, partner, advocate and donor to our organization. Together, with you and our skilled and dedicated staff and volunteers, we will continue "helping lives on the line."

Thank you!

*Kathleen Southwick*  
Kathleen Southwick, Executive Director

#### 24-HOUR CRISIS LINE

866.4CRISIS | 206.461.3219 tty

#### KING COUNTY 2-1-1

Dial 2-1-1 | 800.621.4636 | 206.461.3610 tty

#### TEEN LINK

866.TEENLINK | 206.461.3219 tty  
[www.866teenlink.org](http://www.866teenlink.org)

#### CRISIS CLINIC BUSINESS OFFICE

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## 24-HOUR CRISIS LINE

*"It's wonderful knowing you've helped someone who's really in crisis, especially when they hang up with something they didn't have before... hope."*

Matt Coffman,  
Crisis Line Volunteer



The 24-Hour Crisis Line is a unique and vital resource for those in crisis, for people needing access to mental health services or for family and friends concerned about a loved one. For 47 years, this free service has been available to everyone in King County. Each day we answer more than 265 calls! In 2010, we responded to 96,856 calls for help.

### Helping Lives on the Line

We're able to provide an immediate response, thanks to the 223 volunteer phone workers who answer calls. They provided over 30,000 hours of service to Crisis Clinic, an in-kind value of \$442,500.

### We Make a Difference in the Lives of Our Callers

Sixty-six percent demonstrated a reduction in distress, and 72% were able to engage in addressing their problems. Eighty-eight percent expressed "thanks" for the help they received.

### The Challenges Our Callers Face are Serious

Seventy percent were living with a serious or chronic mental illness, and 28% had no mental health treatment provider. Of the 2,765 people seriously considering suicide, 76% agreed to keep themselves safe until we could arrange help.

### We Link People to Emergency Mental Health Services & Provide Consultation to Professionals

We connected more than 4,500 callers to emergency mental health services. Our Crisis Supervisors provided consultation to educators, public safety, health care, mental health and other professionals on how to access mental health services. Those were about 28% of the calls we received.



*"I feel grateful to witness and be with survivors in their pain, and listen to them share their story. It's a remarkably profound loss and takes great courage to not only survive but move through the grief of losing a loved one to suicide."*

Jennifer Hull, MA, MHP, Survivors of  
Suicide Support Group Facilitator

## KING COUNTY 2-1-1

In 2010, 2-1-1 helped 110,429 callers find health and human service resources. 2-1-1 does more than give referrals to community agencies; we coach callers on how to best present their situation to get help and we explain how the social service system works.

### We Help the Most Vulnerable People Find Help

Of the help sought, 53% was for financial assistance or basic needs. Of our callers:

- 97% had poverty-level incomes
- 68% were persons of color
- 50% were families with children
- 31% were disabled
- 14% were homeless
- 5% spoke English as a second language

### 2-1-1 is a Valuable Service

Ninety-seven percent learned about new resources, 100% planned to follow-up to get help and 100% said 2-1-1 was helpful. From a caller talking about her experience with our Specialist, *"I was surprised by how deeply she cared and how much help she gave me. By the time we were done, I had about four pages of information. I have referred several people to your line. They may think that, because of the overwhelming need in the world, there may not be any help left for them, but I can tell them they are wrong."*

### Specialized Services

2-1-1 is becoming an increasingly important entry point for screening people for housing and rental assistance. In fact, 25% of all calls related to these needs. We are also the entry point for civil legal assistance, which constituted more than 10% of our calls. Our Specialists, in both these areas, plus our Disability and Caregiver Specialists, make sure we give accurate information to people with specialized needs.



*"2-1-1 provides unbiased, clear and complete information on services. If it weren't for 2-1-1, people would have to navigate a difficult system by themselves and many would be lost."*

Rob Wilke,  
I&R and Resource Specialist

*"It's nice to hear the relief of callers when they reach a friendly voice and receive help. When they hang up they have the information to help themselves, and that is very empowering."*

Cindy Henry,  
Bi-Lingual I&R Specialist



## TEEN LINK



*"Volunteering with Teen Link is one of the most rewarding experiences I've had. We offer teens a safe place to talk when confronted with troubling issues. And, I'm learning more effective ways to communicate and interact with people, a very important skill."*

Nahid Tesfalem Tewelde,  
Teen Link Volunteer

In 2010, Teen Link volunteers answered 1,444 calls from teens seeking a safe and confidential way to discuss their fears and concerns, to find support or to locate teen-friendly community resources. Each evening between 6-10pm, trained teen volunteers are available to talk and listen to their peers.

### Teens are Struggling with Difficult Issues

The top reasons teens called were related to emotional health, including conflict/stress, mental illness, suicide and cutting; 1,232 times teens cited these as concerns. Eighty-three teens talked to us about suicide. Of those, we considered 11 to be at immediate risk. We asked each one for a safety contract (an agreement to keep themselves safe or to call us back if they felt they couldn't), and seven teens were willing to do that.

### Youth Suicide Prevention

Suicide is still the second leading cause of death for youth ages 15-19 in Washington State, with more than 100 teens dying each year. In 2009 in King County, nine teens died by suicide, the same as in 2008, so there is still work to do.

Teen Link conducts youth suicide prevention trainings in schools and for youth organizations throughout King County. Last year, Teen Link trained over 8,600 teens, making 334 presentations. Of the teens trained, 98% said the training was "very helpful."

*"For my students, the knowledge and skills learned in the Teen Link Suicide Prevention Presentations are invaluable and, at times, life saving."*

Dean Montzingo,  
Kentwood High School  
Health Teacher



## COMMUNITY SERVICES

### Community Trainings

Our trainers are experts in crisis intervention, mental health and information and referral. Topics can be tailored to your group. Trainings include:

- Crisis Intervention Techniques
- Suicide Assessment and Intervention
- Dealing with Challenging Clients
- Effective Communication Skills
- The Art of Information and Referral
- Aftermath of Trauma

Check our website for specific dates and times.

### Volunteer on the Crisis Line

The 24-Hour Crisis Line is now recruiting new volunteers. Join our team of empathetic and dedicated community volunteers! Training classes start in May, August and October. Visit [www.crisisclinic.org](http://www.crisisclinic.org) for more information.

### 2011 Where To Turn Resource Directories Available

Our "yellow pages" for community services include detailed information and phone numbers for some of the most needed community services in King County. **Where to Turn Plus (\$35) Quick Reference (\$15) or Quick Reference CD (\$15)** can be ordered at [www.crisisclinic.org](http://www.crisisclinic.org). You can also search our database at [www.WA211.org](http://www.WA211.org). In addition, our free **Where to Turn for Teens** resource guides are great for youth.

### Lost a Loved One to Suicide?

Our Survivors of Suicide drop-in groups are the first and third Monday of each month at 6:30pm at our business office. This professionally led support group helps the healing process begin. For more information, contact the 24-Hour Crisis Line at 206-461-3222.

### Come Chat With Us!

Starting in April, the 24-Hour Crisis Line will have volunteers able to respond to people who want to "chat" as a way to get emotional support. We know that online emotional support is growing in importance and we want to be there for those in need. You can link to us through our website or at [www.crisischat.org](http://www.crisischat.org).

### Stay Connected Online

Keep up to date on Crisis Clinic events, legislative issues, programs, resource information, volunteer opportunities and trainings.



Crisis  
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*Unaudited*

**Support & Revenue**

Contributions	\$ 313,992
Government & United Way	3,097,845
Program Service Fees	503,448
Interest Income	2,738
<b>Total Revenue</b>	<b>\$3,918,023</b>

**Expenses**

Personnel	\$ 2,778,417
Direct Expenses	937,053
Depreciation	102,251
<b>Total Expenses</b>	<b>\$3,817,721</b>
<b>Operating Gain</b>	<b>\$ 100,302</b>

Crisis Clinic, a safety net for anyone in crisis, began in 1964 as one family's answer to an act of violence that could have been avoided. As a result of that experience, community members founded one of America's oldest crisis telephone lines—a resource for people in crisis—a place they could call for counseling and intervention 24 hours a day. Today, Crisis Clinic is the focal point for crisis resources that includes training, outreach and a bridge to other community resources. Crisis Clinic maintains its original mission with the financial support of local government, United Way of King County, corporations, foundations, and individuals. We're here to help.

Crisis Clinic is a non-profit agency registered with the Secretary of State as a charitable organization. We are state-licensed as an emergency telephone service provider. We are accredited by the Alliance of Information & Referral Systems and CONTACT USA. Crisis Clinic is an equal opportunity employer and service provider.

