



2002 Annual Report



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Crisis Clinic, a safety net for anyone in a 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 America's second oldest crisis telephone line—a resource for people in crisis—a place they could call for counseling and intervention 24 hours a day. Today, Crisis Clinic is a 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.

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DEAR FRIENDS

Dear Friends,

2002 was a challenging year for many people in our community. At a time when more people need the safety net of community services that government and non-profit agencies provide, reductions in funding and services are occurring with increasing severity.

Crisis Clinic was fortunate to receive continued funding from King County and we want to acknowledge the Metropolitan King County Council for their commitment to human services in the face of severe revenue declines. Also, the Seattle City Council, as well as many of the suburban cities, continued to support a number of the essential human services, in some cases even increasing funding to agencies, including Crisis Clinic. We want to thank them for their support!

Our financial condition is good. We were fortunate to receive a major contract from King County Mental Health, Chemical Abuse and Dependency Services to authorize payment for people needing psychiatric hospitalization. Beginning in 2003, this contract extends the role we have within the mental health system and helps to bring greater stability to the agency.

We have also been working hard to prepare Crisis Clinic for the expansion of our Community Information Line as a 2-1-1 provider. This year, with the help of private funders to our 2-1-1 Capacity Building Program, we were able to expand our space and upgrade our technology to better prepare us to handle new programs, such as 2-1-1.

The 2-1-1 dialing prefix is now available to more than 50 million people in the U.S., making it easier for them to access health and human services information and referral. By working closely with the statewide organization, Washington Information Network 2-1-1 and United Way of King County, we hope to bring this enhanced service to King County residents in the near future.

We are grateful for our staff and volunteers who answer the calls of those in crisis. Together, with our financial supporters, Crisis Clinic is fulfilling our mission and “helping lives on the line.”

Sincerely,



Kathleen Southwick
Executive Director



David Chamberlain
President, Board of Trustees

In 2002, the 24-Hour Crisis Line handled 82,700 calls. Nearly all the callers were seeking help with emotional health needs. We handled calls from community members, as well as professionals seeking consultation.

here's how we made a difference...

Saving Lives

Over 5,400 callers were seriously considering suicide. But 77% of the callers who were asked not to harm themselves and/or to seek help agreed to a safety plan after talking with a phone worker.

Linking to Critical Resources

We arranged an immediate emergency assessment with King County Crisis and Commitment Services for 1,628 adults and 118 children, preventing serious harm to themselves or others. We also scheduled a next-day appointment at a nearby mental health center for 1,887 adults and 283 youth who needed mental health assistance.

Immediate Response

91% of our callers were immediately connected to a phone worker. The average wait time was less than 16 seconds.

Empowerment

We helped callers resolve their problems. 72% of callers actively participated in seeking solutions, 57% showed a significant reduction in distress by the end of the call, and 90% expressed appreciation for the help received.

Community-Wide Access

We helped 537 callers in 21 different languages by using the immediate translation service of the Language Line. The most frequently requested languages were Spanish, Russian and Vietnamese.



*“Our
passion is
caring
and
listening—*

COMMUNITY INFORMATION LINE

In 2002, the Community Information Line handled 70,850 calls from people needing help locating community resources. 64% of the callers requested help with basic needs—food, shelter, utilities and financial assistance.

here's how we made a difference...

Linking to Critical Resources

We made 135,369 referrals to other health and human service agencies.

Empowerment

We do more than just give out resources. We explain how the social service system works and we coach callers on the best way to present their situation. We help callers figure out how to use the resources they have. 90% of callers surveyed said they learned new information and 95% planned to follow-up with the agencies we suggested.

Improving Lives

Even when the economy improves, many people are left behind. 99% of our callers live below the poverty line. More than 9,200 callers were homeless and called trying to locate shelter for the night. To help, each weekday we called 17 women and family shelters so we could give accurate information on bed availability.

Special Assistance for Caregivers and People with Disabilities

Over 3,200 people with disabilities were helped to find resources through the assistance of our Disability Specialist and Information and Referral Specialists. Over 600 people found help for caregiving issues through our Caregiving program. Our Caregiver Specialist was able to provide in-depth assistance to 304 caregivers and arranged for 86 people to receive paid respite care. In addition, 63 clients also received care consultations.

Community-Wide Access

After business hours, the Community Information Line is answered by the 24-Hour Crisis Line. Our toll-free and TDD lines, along with the Language Line and website, assure anyone can reach us. And they do! 48% of callers were from Seattle, 35% from South King County, 9% from the Eastside, and 5% from North King County.

*empowering
people to
make
positive
life
changes.*

TEEN LINK

In 2002, Teen Link volunteers answered 1,116 calls from teens seeking a safe and confidential place to discuss their fears and concerns, to find support, or to get help in locating community resources. Each evening between 6-10 PM, the Teen Link Help Line is answered by one of our 40 trained and caring teen volunteers.

here's how we made a difference...

Saving Lives through Listening and Sharing

158 teens called because of feelings of depression, suicide or mental health concerns. 74% of the teens considering suicide agreed not to harm themselves and/or seek immediate help after talking with a teen volunteer.

Educating to Save Lives

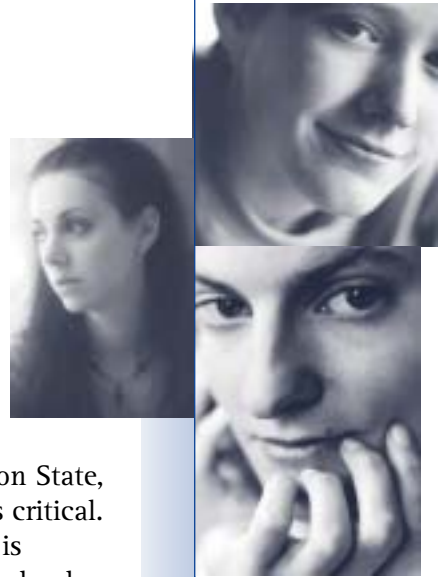
Suicide is the second leading cause of teen death in Washington State, so educating teens about the signs and symptoms of suicide is critical. Teen Link staff and volunteers send the message that “suicide is preventable and help is available.” More than 3,600 teens in schools throughout King County attended one of our youth suicide prevention education classes.

Connecting Youth through Outreach

For a second year Teen Link volunteers were involved with *Plea for Peace*—a national music tour that affords many crisis centers the opportunity to reach out to a typically at-risk population of youth. The tour promotes awareness of suicide intervention and prevention resources all across America. Teen Link volunteers again attended the Seattle event and spoke to several hundred youth about the warning signs of suicide and ways to help friends. In addition, Teen Link phone workers have taken boxes to their school to collect clothes and food for the 135 youth who rely on the Orion Center Youth Shelter.

Spreading the Word about Teen Link

Teen Link volunteers were involved in organizing the *Walk for Life*, a suicide awareness community walk sponsored by the Washington State Youth Suicide Prevention Program. Teen Link staff arranged a donation drive for survivors of suicide and organized Teen Link youth volunteers to participate. In addition, more than 25,000 copies of **Where To Turn for Teens**, our free resource guide, were distributed to teens and youth-serving agencies throughout King County.



*We do
this
through
connections*



Training, information and peer support are important ways to empower people to make positive life changes. Crisis Clinic is a community leader in assuring our citizens have access to the information and services that can help them.

here's how we made a difference...

Website

This fall we launched our entirely redesigned website at www.crisisclinic.org. We packed it with pages of useful information such as ways to identify signs of emotional trauma and how to help an adult or child in crisis. Our site also offers tips for caregivers, volunteer information for youth, and links to many specialty sites.

Community Resources Online

Accessed via our website, Community Resources Online provides detailed information on more than 7,500 different services. Last year Community Resources Online had over 537,700 hits. The most frequent resources sought were housing, youth services, mental health services and food.

Resource Directories

In 2002, we sold over 3,200 copies of the *Where To Turn* and 1,800 copies of the *Where To Turn Plus* directories to individuals and agencies in King County. We also sold specialized versions for the Eastside and South King County.

Mental Health Therapist Directory

Information on 59 mental health professionals in private practice is available by calling our phone services, accessing Community Resources Online or referring to *Where To Turn Plus*. This makes it easier to find a therapist in a specific location or with a specialty practice.

Survivors of Suicide Support

Losing a loved one to suicide is often an isolating and traumatic experience. We provide professional support through our Survivors of Suicide support group that meets the first and third Monday of every month at 6:30 PM. Last year, 232 survivors attended our groups. We also sent resource information to 113 people grieving because of this particular type of loss.

*between
people
and
critical
resources.”*

THANK YOU

Thank you to the people who help Crisis Clinic make a difference in our community.

Volunteers

They are truly the heart and soul of Crisis Clinic. We could not operate the 24-Hour Crisis Line or Teen Link without them. Last year the 24-Hour Crisis Line had 255 volunteers who gave more than 34,200 hours of service. Teen Link had 60 teen and adult volunteers who gave more than 5,800 hours of service. Along with our administrative and governance volunteers, these community members gave the equivalent of over \$400,000 of service to Crisis Clinic.

Board of Trustees

Our sincere thanks goes to the generous men and women who serve on the community's behalf as trustees. They provide guidance, assuring that we stay on course in meeting community needs, and offer able leadership in helping to raise charitable support.

Leadership Benefit Breakfast

Our annual Leadership Benefit Breakfast was a success thanks to the 31 table captains and their 425 guests. They helped us raise over \$65,500. We were honored to have two parents share their stories of healing after loved ones committed suicide, as well as Teen Link volunteers share their experiences on the Teen Link Help Line. We were also grateful to once again have KOMO-TV's Elisa Jaffe serve as our Honorary Chair.

Staff

There are 69 dedicated and caring staff members who do the work necessary to keep us operating 24 hours a day. They are knowledgeable, compassionate and deeply committed to assuring we provide the best possible service to everyone who calls.

Funders

We appreciate the support we receive from United Way of King County, King County, the City of Seattle, and many other cities. Together, with the support of individuals, businesses, foundations, and other community service agencies, we are able to provide essential services.

FINANCIAL REPORT

Unaudited for 2002

Revenue

Contributions	\$182,894
United Way of King County	386,559
Government Fees and Grants	974,109
Private Contracts	237,864
Product Sales/Training	127,581
Interest/Miscellaneous	7,307
Restricted Fund Transfer	33,265
<i>Total Revenue</i>	<i>\$1,949,579</i>

Expenses

Personnel	\$1,471,023
Professional Fees	26,626
Contracted Services	64,705
Supplies	65,008
Telecommunications	51,065
Postage	16,273
Occupancy/Rent	116,581
Repair and Maintenance	11,447
Printing & Media	47,807
Training, Travel, Dues	9,500
Volunteer, Staff, Board Expenses	15,276
Insurance	10,762
Miscellaneous	14,013
<i>Total Expenses</i>	<i>\$1,920,086</i>

Operating Gain **\$29,493**

Crisis Clinic is a non-profit, state-licensed agency registered with the Secretary of State as a charitable organization. We are state-licensed as an emergency telephone service provider and accredited by the American Association of Suicidology. Crisis Clinic is an equal opportunity employer and service provider.

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In memory of September 11th, 2001
Nancy Robbers

In memory of Shirley Dunkelmann's brother
Richard & Lore Abrahams

In memory of Stephen Graftus
Donna Graffius

In memory of Susan Smith
Linda Smith Walter

In memory of Thomas Van Horn
Phil Sogard
Roy Steinberg
Tom Walker

In memory of Thomas Worcester
Carl Malmfeldt
Employees of Puget Sound Energy
Ann McCurdy & Frank Lawler

In memory of Tom Patton
Pauline Smith
Carolina Uhlmann

Corporations

Bob Byers Ravenna Volvo
The Boeing Company
Burien Upholstery
Cascade Natural Gas
Chaffey Homes
Chicago Title Insurance Company
Coffman Engineers
Cohasset Company
COMPAQ Matching Gifts Program
Depression Wellness Network
Evergreen Investment Club
Exchange Club of Highline
Group Health Cooperative
Huling Brothers Auto Center
Imagio Technology Advertising & Public Relations
Kinko's
Lakeside Milam Recovery Center
Leilani Lanes
Microsoft Corporation
Microsoft Matching Gifts Program
Northwest Psychological Services
Olympic Four Seasons Hotel
Olympic Heights Community Club
Pacific Dent
Peterson Sullivan, PLLC
Premera Blue Cross
Puget Sound Energy
Q13/WB22 Television
River Valley Psychological Services
School of Oom Yung Doe
Seaman Associates
Statements, Inc.
Steve Mikkelsen Construction Company
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Zymogenetics

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King County
The Salvation Army
United Behavioral Health
United Way of King County
Washington State Mental Health Division

2-1-1 Capacity Building

These supporters are helping Crisis Clinic's multi-year effort to become a 2-1-1 provider. In the future, King County residents will be able to dial 2-1-1 to quickly reach our Community Information Line and find health and human services resources.

The Paul G. Allen Charitable Foundation
Boeing Employees Community Fund
Charis Fund
Medina Foundation
Microsoft
Norman Archibald Foundation
The Seattle Foundation

CRISIS CLINIC SERVICES

24-Hour Crisis Line
Community Information Line
Teen Link Help Line
Community Resources Online
Caregiver Information & Assistance Program
Customized Mailing Lists, Labels, & Reports
Disability Information & Assistance Program
Homeless Donation Service
Survivors of Suicide
Volunteer Opportunities
Where To Turn Directories
Youth Suicide Prevention Training

HOW TO REACH US

24-Hour Crisis Line
206.461.3222
866.4CRISIS
206.461.3219 TDD

Community Information Line
206.461.3200
800.621.4636
206.461.3610 TDD

Teen Link
206.461.4922
866.TEENLINK
206.461.3219 TDD

Business Office
206.461.3210
206.461.8368 FAX

Community Resources Online
www.crisisclinic.org

E-mail
info@crisisclinic.org



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