



2005 Annual Report

Dear Friends,

In 2005, Crisis Clinic continued to expand our services to meet the needs of those in our community.

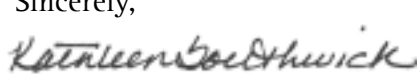

As part of King County's plan to strengthen mental health services for children, they asked the 24-Hour Crisis Line to take a more prominent role in assessing the need for an immediate in-person evaluation by the YMCA's Children's Crisis Outreach Response Service and for dispatching the team to the family's home. This resulted in more families getting immediate professional assistance to address the emotional and mental health issues that may be affecting their children.

Teen Link has continued to reach out to youth in crisis or those who just need someone to listen to their concerns and worries. Thanks to a grant from the Mental Wellness Foundation, Teen Link has interior signs in more than 350 Metro buses. We were also able to print posters for distribution in schools and youth centers, as well as having a series of ads in *"The Stranger."* This media effort helped increase the number of calls to the Teen Link help line in 2005.

Our 270 volunteers are at the heart of Crisis Clinic. Not only do they handle calls on the 24-Hour Crisis Line and the Teen Link help line, but for the first time this year, they helped the Community Information Line respond to holiday assistance calls. We are extremely grateful to all our volunteers who are so generous with their time and talents.

On behalf of the Board of Trustees and staff, we are sincerely grateful to the many individuals, corporations, foundations, organizations and governments that fund us to carry out our mission. They are truly our partners in "helping lives on the line."

Sincerely,

Kathleen Southwick
Executive Director

Sara Levin
President, Board of Trustees

2-1-1 Comes to King County

On February 22, 2006, after more than five years of planning, Crisis Clinic will begin using the dialing code "2-1-1" to enable people to directly connect to our Community Information Line.

Since the early 1970s, Crisis Clinic's Community Information Line has been providing King County residents with information on a wide range of community services, most notably basic needs and financial assistance.

Thanks to the generosity of United Way of King County, the City of Seattle and King County, 2-1-1 service will be available 7 days a week from 8 AM to 8 PM. We hope that funding from the State of Washington will enable us to offer service 24/7/365 later in 2006.

Today, more than 139 million Americans have access to 2-1-1, a simple easy-to-remember number to "get help" or "give help." Here in King County, not only will you be able to find help, but we will be able to connect you to agencies needing volunteers or to agencies that accept donated goods.

Community Resources Online (CRO) will soon be easier to use. Our new software will enable you to search for services by a ZIP Code or city, as well as having an easier list of search topics. Over the next year, each of the other 2-1-1 call centers will be adding their service information so the database will cover the entire state of Washington. We are proud to bring 2-1-1 to King County!



24-HOUR CRISIS LINE

In 2005, the 24-Hour Crisis Line handled 98,000 calls. Nearly all the callers were seeking help with emotional health needs. We handled calls from community members, as well as professionals seeking consultation.

Saving Lives

Over 4,800 callers were seriously considering suicide. Of those callers who were asked not to harm themselves and/or to seek help, 80% agreed to a safety plan after talking with a phone worker.

Linking to Critical Resources

We arranged for an immediate emergency assessment by King County Crisis and Commitment Services for 1,891 adults and 313 children, thus preventing serious harm to themselves or others. We also scheduled next-day appointments at nearby mental health centers for 2,040 adults and 260 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 14 seconds. This timely response is due to the 207 volunteer phone workers who contributed 29,000 hours of service.

Empowerment

We helped callers resolve their problems. 71% of callers actively participated in seeking solutions, 65% showed a significant reduction in distress by the end of the call, and 86% expressed appreciation for the help they received.

Community-Wide Access

All our telephone services use the Teleinterpreter service. Last year, we responded to 822 callers in 27 languages. The most frequently requested languages were Spanish, Vietnamese, Russian and Somali. 48% of the 24-Hour Crisis Line callers were from Seattle, 28% from South King County, 15% from the Eastside, and 9% from North King County.

COMMUNITY INFORMATION LINE

In 2005, the Community Information Line handled 77,744 calls from people needing help locating community resources. 60% of the callers requested help with basic needs—food, shelter, utilities and financial assistance.

Improving Lives

Even when the economy improves, many people are left behind. 98% of our callers have incomes below the poverty line. More than 9,700 callers were homeless and called trying to locate shelter for the night. To help, each weekday we called 9 women and family shelters so we could give accurate information on bed availability.

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. 93% of callers surveyed said they learned new information and 97% planned to follow up with the agencies we suggested.

Linking to Critical Resources

We made nearly 163,000 referrals to other health and human service agencies.

Special Assistance for Caregivers and People with Disabilities

Nearly 10,300 people with disabilities were helped by calling one of our telephone services. Our Disability Specialist provided specific assistance to 133 people. Over 759 people found help for caregiving issues through our Caregiving program. Our Caregiver Specialist was able to provide in-depth assistance to 97 caregivers and arranged for 27 people to receive paid respite care.

Community-Wide Access

After business hours, Community Information Line callers can be connected to the 24-Hour Crisis Line. Our toll-free and TDD lines, along with our website and the Teleinterpreter service, assure anyone can reach us. 48% of callers were from Seattle, 33% from South King County, 9% from the Eastside, 5% from North King County, and 5% from outside King County.



TEEN LINK

In 2005, Teen Link volunteers answered 1,100 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 30 trained and caring teen volunteers.

Saving Lives through Listening and Sharing

211 teens called because of feelings of depression, suicide or mental health concerns. 88% of the teens considering suicide agreed not to harm themselves and/or to seek immediate help after talking with a teen volunteer.

Educating to Save Lives

Suicide is still the second leading cause of teen death in Washington State. In King County in 2004, the number of youth committing suicide decreased from 14 to 8, but after a number of teen suicides last spring, it is apparent that educating teens about the signs and symptoms of suicide is still critical. Teen Link staff and volunteers send the message, "Suicide is preventable and help is available." Teen Link established relationships with six new schools this year, ultimately allowing us to reach more than 4,500 teens with our youth suicide prevention education curriculum. 98% of the students reporting told us that the presentation was very helpful.

Connecting Youth through Outreach

Our *Where to Turn for Teens* resource guide continues to be popular. We distributed more than 33,000 guides in 2005. This year's edition had a bold new cover, making it similar in appearance to our Metro bus signs and *The Stranger* ads. Our 24 outreach volunteers helped distribute posters, brochures and resource guides to more than 100 schools and 150 youth agencies. The outreach volunteers also helped maintain Teen Link's visibility in the community at the Capitol Hill Block Party, Fremont Street Fair and PRIDE, as well as neighborhood events.

COMMUNITY SERVICES

Community services such as training, information and peer support are important ways we 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.

Hospital Authorization

Our inpatient authorizers evaluate whether or not a request for psychiatric hospitalization meets the reimbursement criteria set by King County Mental Health, Chemical Abuse and Dependency Services. The medical professional at the hospital makes the actual admission decision based on his or her evaluation of the person's condition. In 2005, we processed reimbursement requests for 1,500 adults and 257 children.

Resources Available to the Public

Accessed via our website, Community Resources Online provides detailed information on more than 8,000 different services. Last year, Community Resources Online had over 1,860,000 hits. The most frequent resources sought were housing/shelter, food and mental health services.

We also sold over 2,500 copies of our *Where to Turn* resource directories. Information on 85 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 who offers a sliding fee scale 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, which meets the first and third Monday of every month at 6:30 PM. Last year, 253 survivors attended our groups.

Community Training

We do many types of trainings. Our training for the City of Seattle Police Department's Crisis Intervention Team and for E-911 Operators helps public safety professionals work more effectively with people with a mental illness who are in a crisis situation.

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*Thank you to the many people who have given individually and through their corporations and foundations to support our work.
It is through your generosity that we are able to make a difference.*

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Unaudited for 2005

Revenue

Contributions	\$280,247
United Way of King Co.	466,866
Government Fees & Grants	1,769,399
Private Contracts	60,350
Product Sales/Training	83,602
Interest	9,888
Temporarily Restricted	(29,538)
Transfers from Restricted Funds	12,561
Total Revenue	\$2,653,375

Expenses

Personnel	\$1,903,929
Contract Services	90,074
Professional Services	14,364
Capital Purchases	120,256
Special Event	1,966
Supplies	19,881
Telephone	55,957
Postage	11,200
Occupancy	144,124
Equip. Repair/Maint.	13,169
Printing & Media	51,241
Training, Travel & Dues	17,567
Vol & Staff Recognition	9,137
Insurance	39,730
Miscellaneous	8,728
Total Expenses	\$2,501,323
Operating Excess	\$152,052

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 America's 2nd 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 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 and accredited by the American Association of Suicidology. Crisis Clinic is an equal opportunity employer and service provider.



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