2011

Annual Report
April 2012

Dear Friends,

During 2011 the Crisis Clinic Board and staff focused on strengthening the services we provide the community.

We increased the number of volunteers we trained in crisis intervention and expanded training and support for current volunteer phone responders. Thanks to a grant from the Boeing Employees Community Fund, as well as support from sustaining funders, we were also able to improve our IT systems and call tracking. This has enabled us to keep experienced volunteers longer, ensure there are almost always at least two volunteers on the phone lines, and provide more professional oversight and support for volunteers.

Having more well-trained volunteers and better infrastructure has been critical as the number of calls we receive continues to increase. In 2011, we received almost 8000 calls on our crisis and youth help lines – more than a 7% increase from 2010 (see page 5). Our neighbors are in need and we’re pleased that we’ve been able to help meet these needs 24 hours a day, 365 days a year through anonymous, non-judgmental, free emotional support and creative problem solving.

2011 presented some challenges as the Clinic also experienced the changing funding landscape. To meet these challenges, we’ve engaged in new fundraising planning and efforts, strategic planning, and organizational development. We’re working to ensure systems are in place for the Clinic to have an exceptional 40th anniversary year in 2012.

The Crisis Clinic continues to be here to support friends and neighbors because the community cares – because the community has decided that the Clinic’s services are critical to creating the world we want to live in. Thank you for helping make this possible.

Sincerely,

Diana Smith
President, Board of Directors
CRISIS LINE VOLUNTEERS

The Crisis Clinic exists because of our volunteers. 2011 was another successful year in the recruitment, training and retention of crisis intervention volunteers. In 2011, 72 people completed our intensive crisis intervention training. Volunteers provide our primary service, answering calls on the crisis and youth help lines, 24 hours a day/7 days a week. Because of this compassionate and dependable gift from our volunteers, someone is available every hour of the year to respond to calls from our neighbors with respect, patience, and empathy. The Crisis Clinic and the communities we serve benefit from the fact that our volunteers come from various backgrounds and experience levels.

The Clinic continues to provide a clinically-based, intensive 60 hour crisis intervention training program to new volunteers as well as regular in-service training to established volunteers. Volunteers, interns and community members wishing to pay for training, develop practical skills in crisis intervention in an environment that fosters personal growth. Currently, over 80 trained volunteers provide our crisis line services, that is something to be proud of!

The volunteer community is alive and well at the Crisis Clinic! Monthly volunteer gatherings and regular social events provide support in the challenging work of crisis intervention. Volunteers are actively appreciated throughout the year through recognition programs and volunteer appreciation events. One such program is the Volunteer of the Month award, in which a volunteer selected for outstanding service and fellow volunteers post appreciation notes on a special board. Care is given to ensure that we honor our volunteers by providing regular genuine recognition and proper emotional support, this care also fosters a better service to our callers and a more rewarding experience for volunteers.
YOUTH HELP LINE AND YOUTH AT THE CRISIS CLINIC

The Crisis Clinic of Thurston and Mason Counties is committed to the physical and emotional health of our community’s young people. In the past year, our Youth and Outreach Program Assistant, Sarah Jordan Welch, has enthusiastically worked to share our mission of personal empowerment and community care with youth. Sarah Jordan engages local middle school and high school students in conversations about youth suicide prevention and drug abuse prevention through special presentations in area schools.

Sarah Jordan has generated youth volunteer interest, increased youth calls to our Youth Help Line and distributed popular outreach materials to youth in need of information, direction and support. Thanks to the dedication of our local youth volunteers our Youth Help Line is currently peer staffed during the hours of 5-8 PM 7 days a week. The Youth Help Line is answered by a Crisis Clinic volunteer, adult or youth, 24/7.

COMMUNITY OUTREACH AND TRAINING

As part of our mission to strengthen the community of Thurston and Mason counties, the Crisis Clinic offers Community Training for state agencies, organizations, non-profits, and local businesses looking to develop their staff’s communication skills. As more cuts to support programs and state agencies occur, the need for further crisis response training increases. Interested parties work with Clinic staff to develop a personalized training which meets the
unique needs of their group. Training topics include: Crisis Intervention, Self-Care, Active Listening, Empowering Problem Solving and more.

In 2011 our staff and volunteers regularly appeared at civic clubs, churches, state agencies, other non-profits, and at local community meetings to share information about the Clinic and provide information and training on our techniques. You may have seen us tabling at Olympia Farmer’s Market, at Saint Martin’s University Career Fair, or at Olympic College in Shelton, or at many places in between.

STAFF

David Shultis, LMHCA joined the staff in August as the full-time Program Manager, responsible managing and coordinating our 24 hour crisis line. David’s responsibilities include: volunteer management and support, acting as site supervisor for the Clinic’s bachelor level interns, along with volunteer and community training. Paul Larsen continued this year as the Clinic’s full-time Clinic Manager, responsible for ensuring timely tracking and submissions of financial and data reports, certifications, facility and IT support and general business operations are fulfilled. Our AmeriCorps Member, Sarah Jordan Welch, is completing her first year as our Youth and Outreach Program Assistant. Sarah Jordan provides support and supervision for youth volunteers and presents youth suicide prevention training in our local middle and high schools.
CALL DATA

Total Calls 2011 7993
Age
0-18 233
19-35 1690
36-59 3222
60+ 563
Unknown (Includes Hang-ups) 2285

Drug & Alcohol Related Calls
Alcohol Related 597
Drug Related 1278
Alcohol & Drug Related 338

Top ten caller concerns (callers often have more than one concern per call):

<table>
<thead>
<tr>
<th>Description</th>
<th>Number of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stress</td>
<td>2147</td>
</tr>
<tr>
<td>Frustration</td>
<td>1903</td>
</tr>
<tr>
<td>Decisions</td>
<td>1543</td>
</tr>
<tr>
<td>Fear</td>
<td>1325</td>
</tr>
<tr>
<td>Relationship - Parent/Child</td>
<td>1181</td>
</tr>
<tr>
<td>Anxiety Panic</td>
<td>1046</td>
</tr>
<tr>
<td>Relationship – Other</td>
<td>985</td>
</tr>
<tr>
<td>Depression</td>
<td>927</td>
</tr>
<tr>
<td>Anger</td>
<td>854</td>
</tr>
<tr>
<td>Loneliness</td>
<td>846</td>
</tr>
</tbody>
</table>

Many people consider the Crisis Clinic a suicide prevention service. 641 callers reported thoughts of suicide, while 50 callers reported a suicide in progress. Suicide prevention may be the most dramatic function of the Clinic, however the concerns addressed are much broader. The Crisis Clinic helps people develop their ability to make decisions in their personal lives, realize their strengths, and make use of their personal and community resources.
FINACIAL ACTIVITY

Fiscal Year 2011
(January – December)

Total Revenues: $170,850
Total Expenses: $183,542
Net Operating Income: $(12,692)

FY 2011 Revenue

- Employee Community Fund of Boeing Puget Sound Grant $35,180
- Individual & Organization Donations $42,178
- Special Events Fundraisers $3,775.00
- Misc $3,607
- WREMS $5,000
- State Contracts $68,060
- United Way of Mason County $2,400
- United Way of Thurston County $8,900

FY 2011 Expenses

- Employee Community Fund of Boeing Puget Sound Grant for IT support $35,180
- Salaries, Benefits, & Training $118,098
- Crisis Line Operations $23,079
- Building Operations $7,185
Board of Directors

Diana Smith – President
Jean Six – Vice President
Laura Nelson – Secretary (Pending)
Simone Myree – Treasurer
David Lazar
Ann Berry
Elizabeth Fitzgerald
Joseli Alves-Dunkerson
Angel Roberson
Susan Klovee-Smith
Kelly Olson

Businesses, Organizations and Funders

Rhonda Bell, Saltchuk Resources, Inc
Kari & Daniel Knutson-Bradac, DBA Trillium Counseling and Consulting
Joseph DiSanto, Panorama
Debe Edden, Heartsparkle Players
Lisa Hardebeck, Olympia Psychology Services
Rachel Friedman, Motion In Balance Studio LTD
Fredrick Goldberg, Goldberg Investments
Teresa Guajardo, Connections - Mind & Body
Ann Howie, Human-Animal Solutions
Tracy Kenela, Lokahi Counseling & Consulting
Daniel Kadden, Interfaith Works
Christopher Meagher, Ph.D. Behavioral Medicine Clinic
Maureen Parker, Counseling Consultants
Vicki Turnbow, Cosmic Awareness Communications
Psychiatric & Counseling Services of Olympia
The Community Foundation of South Puget Sound
Southwest Washington Association of Behavioral Health
Employees Community Fund of Boeing Puget Sound
Rotary Club of Lacey
Lacey Presbyterian Church
First United Methodist Church
Timberland Bank
IBM Employee Services Center
The United Churches
Shoalwater Bay Indian Tribe
Squaxin Island Tribe
United Way of Thurston County
United Way of Mason County
West Region EMS & Trauma Care Council
Thurston and Mason Counties Chemical Dependency Program
Washington State Regional Support Network

Individual Donors

Fred & Mary Jane Adair
Catherine Amos
Dan & Patricia Andersen
Bette Anderson
Julia Bagley
Glenn Baldwin & Linda
Jacobsen
James Bamberger & Nancy
Lee Eastham
Janet Bent
Helen Berry & K.J. Summers
Ann Berry
BJ Black
Joyce L. Blessinger
Edwin & Susan Bliss

Jim & Meredith Blundell
Diane Borden, M.A.
Scott Breidenbach & Christie
Spice
Karen Brown
Tom Brown
Craig & Heidi Burton
Judith Bushell
Norma C. Butler
Virginia Cannon
Sheila Carew
Tristan & Cathy Carlson
Florence Cates
Donna Clark
Mary Lou Clemens
Steven Macuk PH. D. PS &
Binda Douglas
Ellen Madsen
Adrian Magnuson-Whyte
Janie Maki
Christina Maleney
James R. Masson Ph.D.
Tom & Elsa McLain
Jean E. Meyn
Ward Miles
Marji Mitchell
Lidia Mori
Merritt Mount
Nancy Murphy
Sheri Murray
Nancy Nelson & Dan Fender
Ed & Emily Odegard
Fred & Teresa Olson
Susan O'Neal
Kathleen O'Shaunessy
Susan & Carl Ott
Dr. Kenneth & Marianne
Partlow
Dennis & Christine Peck
Bill & Camille Pedersen
Julie Peeples
Griselda Perretz-Rosales
Charlotte & Robert Phillips
Mr & Mrs. Cleveland Pinnix
Micheal Polenz
Ted & Timmy Poulakidas
Judith F. Provasosi
Kathleen Pruitt
Cynthia Rae
Teri Ramsauer
David J. Reynolds
Roger & Virginia Roberts
Gary Robinson & Anne
Kilgannon
Ann Rockway
Daniel Saul
Suzanne Shafer
Dr. Jennifer Shannon
Larry C. Shull
Bruce Silverman & Courtney
Nevitt
Jean Six
Paul D. Slate
Marjorie & Curtis Smitch
Esther Smith
Diana Smith
Virginia L. Spadoni
Linda & Alan Spaulding
Vincent & Barbara Sporcic
Jerry & Teresa Sprengel
Molly Staley
Patricia Starzyk
Susan Steepy
David Stolier & Kari Hanson
Mardel & Roger Tanquist
Terry Teale
Pam Trautman
Kay Uhl
Linda Van Hook-Briganti,
MS, LMHC
Bronwyn Vincent
Jan Vleck & Kathleen
Peppard
Candace Vogler
Robert Walker
Don Welch & Celeste Reed
Bob Wicks
Maxine Williams
Mimi Williams
Mr. & Mrs. Joseph Worsley
James & Stephanie Wright
Nancy Young & Frank Gorecki
Marsha Zaritsky
Polly Zehm
Judy Zeiger

The Crisis Clinic wishes to thank all of those who financially supported the Clinic during 2011.

We would also like to thank all of our wonderful volunteers, for giving so much of their time and compassion to serving our community.
Quotes from our Quarterly Volunteer Survey’s

“Respectful applicable to many areas of life communication skills!”

“It increases awareness, compassion and sensitivity. Who couldn’t use that?”

“I love this place and the service it provides.”

“It was wonderful training. I liked the variety, the content and the people.”

“It was well taught, useful and powerful”

“High quality training in a safe environment”

“Amazing, something that should be taught to everyone sometime in their life.”

“It was an illuminating experience in a welcoming, warm environment.”

“It was so helpful not just in learning how to help others but how to help oneself as well.”

“There are many skills that can be used personally and professionally.”

“Very well thought out, friendly, organized and informative.”
Crisis Line (360) 586-2800
Youth Help Line (360) 586-2777
Crisis-Clinic.org
facebook.com/crisisclinic
How can you support the Crisis Clinic?

- Volunteer to become a trained crisis line worker
  - Join our board of directors
  - Join one of our active committees
  - Contribute financially

Your participation provides a strong base of support for our local community.

24 Hours: 360.586.2800
Youth Help Line: 360.586.2777
Toll-free: 800.627.2211
Crisis-Clinic.org