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Business Line (360) 586-2888

2010 Annual Report

May, 2011

Dear Friends and Members of the Crisis Clinic,

For 39 years now the Crisis Clinic has served Thurston and Mason Counties 24 hours a day, every single day. This is quite a feat and it gives me great pride to be part of an organization made up of so many that give their time, compassion, empathy and listening ear.

2010 was the Clinic's first full year as a stand-alone entity, returning to being an independent not-for-profit after a six-year affiliation with a large social service agency. The community has been very welcoming and supportive of this transition.

We were fortunate to hire a second full-time staff member this year to manage our ever-growing business affairs through grant and contract management. We have the good fortune of additional staffing through AmeriCorps and college work study. Our unique crisis intervention training and quality assurance is a source of pride. The reputation of our training has spread among state agencies, non-profits and community groups alike and the request for individually designed and delivered training has begun to grow. Additionally, 2010 found the Clinic increasing partnerships in local middle and high schools where we provide Suicide Prevention and Prescription Drug Abuse Prevention workshops.

We send strong thanks to all who support us financially. You have enabled the Clinic to thrive. We look forward to sustained financial support to ensure the Clinic continues to help empower people and strengthen our community into the coming year, making it a better place to live.

"At every crisis in one's life, it is absolute salvation to have some sympathetic friend to whom you can think aloud without restraint or misgiving"; The Crisis Clinic is the sympathetic friend to whom Woodrow Wilson refers to in his quote. Thank you for making it possible.

Sincerely,

A handwritten signature in black ink that reads "Merritt Mount". The signature is written in a cursive style with a long horizontal line extending from the end of the name.

Merritt Mount
President, Board of Directors

CRISIS LINE VOLUNTEERS

2010 saw a significant increase in the recruitment, training and retention of crisis intervention volunteers. In 2010, 66 people completed our intensive crisis intervention training. Volunteers provide our primary service, answering calls on the crisis lines, 24 hours a day/7days a week. This means that every hour of the year someone has chosen to give their time and energy to respond to community members in crisis. Volunteers come from various backgrounds and levels of experience to join our ranks. The Clinic continues to provide a clinically-based, intensive 60 hour crisis intervention training program to new volunteers as well as monthly in-service training to established volunteers. Volunteers, interns and community members wishing to pay for training, receive practical skills development in crisis intervention in an environment that fosters personal growth. Volunteers receive “ears-on” experience in the field of psychology and social service that greatly benefits them in their future career and education endeavors. We are proud to report that over 80 trained volunteers currently provide our crisis line services.

The volunteer community is alive and well at the Crisis Clinic! Monthly volunteer gatherings and quarterly social events temper 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 receives a donated gift from a local business and fellow volunteers post appreciation notes on a special board. Care is given to ensure that volunteers receive recognition and proper emotional support which foster longer commitments to volunteer work.



YOUTH PRESENCE

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 two years, our Youth and Outreach Program Assistant, Rosie Harris, has worked creatively to engage youth in our mission of personal empowerment and community care. Rosie speaks to middle school and high school students about youth suicide prevention and drug abuse prevention through special presentations in area schools. In 2010, over 300 youth received our Suicide Prevention curriculum.

With special attention to develop community youth resources in rural and underserved areas, Rosie 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. Over 3,000 youth were served through outreach efforts in 2010.



COMMUNITY TRAINING

As part of our mission to strengthen the Thurston and Mason counties' community, the Crisis Clinic offers Community Training for state agencies, organizations, non-profits, and local businesses looking to develop their staff's communication skills. In 2010, Clinic staff trained over 800 people in crisis intervention through our Community Training program. 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.



STAFF

Paul Larsen joined the staff in August as the full-time Clinic Manager, responsible for ensuring timely tracking and submission of financial and data reports, certifications, applications and that general business operations are fulfilled. Jill Joanis, LMHC continued this year as the Clinic's full-time Program Manager, leading volunteer recruitment, providing clinical direction, screening, training and evaluation of volunteers and the Community Training program. Our AmeriCorps Member, Rosie Harris, completed her first year and continues as our Youth and Outreach Program Assistant. Rebecca Charlton participated in Work Study through South Puget Sound Committee College in September of 2010.

CALL DATA

Total Calls 2010	7440
Male	1654
Female	4643
Unknown (Includes Hang-ups)	1143
Age	
0-18	331
19-35	1435
36-59	2507
60+	511
Unknown (Includes Hang-ups)	2656
Drug & Alcohol Related Calls	
Alcohol Related	621
Drug Related	1366
Alcohol & Drug Related	373

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

<u>Description</u>	<u>Number of Calls</u>
Stress	1385
Frustration	999
Fear	923
Anxiety/Panic	825
Relationship Parent/Child	775

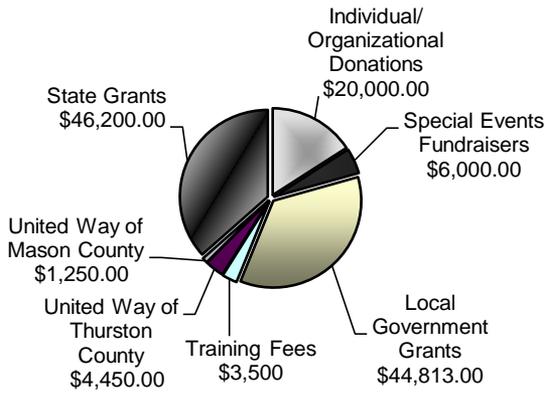
Many people consider the Crisis Clinic a suicide prevention service. 624 callers reported thoughts of suicide, while 44 callers reported a suicide in progress. Suicide prevention may be the most dramatic function of the Clinic, however the concerns addressed are much broader. The Crisis Clinic helps 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

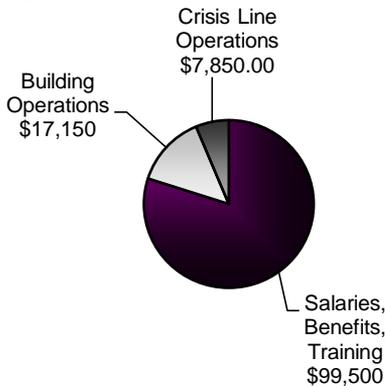
Fiscal Year 2010
(January - December)

Total Revenues:	\$126,213
Total Expenses:	<u>\$124,500</u>
Net Operating Income:	<u>\$ 1,713</u>

FY 2010 Revenue



FY 2010 Expenses



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



A United Way agency