

PO Box 13453  
Olympia, WA 98508-3453

Business Line (360) 586-2888

# 2011

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# 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 40<sup>th</sup> 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

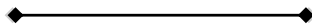
President, Board of Directors

## 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):

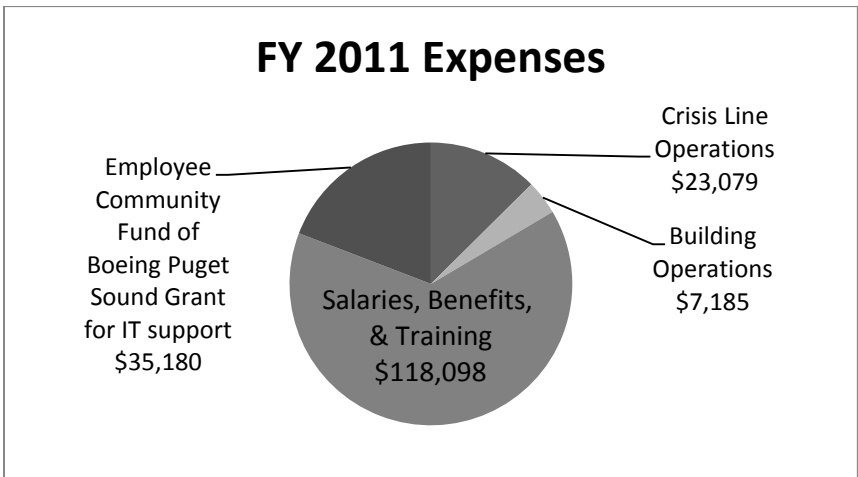
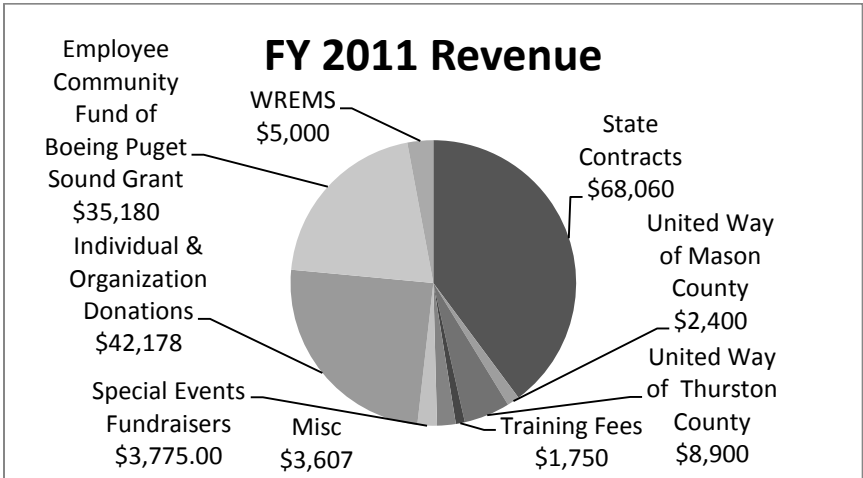
<u>Description</u>	<u>Number of Calls</u>
Stress	2147
Frustration	1903
Decisions	1543
Fear	1325
Relationship - Parent/Child	1181
Anxiety Panic	1046
Relationship - Other	985
Depression	927
Anger	854
Loneliness	846

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:	<u><u>\$(12,692)</u></u>



## **Board of Directors**

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Laura Nelson – Secretary (Pending)

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Tracy Kenela, Lokahi Counseling & Consulting

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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

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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”

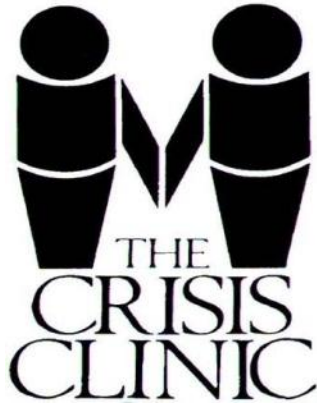
“Amazing, something that should be taught to everyone sometime in their life.”

“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](http://Crisis-Clinic.org)

[facebook.com/crisisclinic](https://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](http://Crisis-Clinic.org)



*A United Way agency*