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2012

Annual Report

May 2013

Dear Friends,

2012 marked the 40th anniversary of The Crisis Clinic of Thurston and Mason Counties. That is 40 years of service, 24 hours a day, 365 days a year. It has been a year infused with organizational change in the form of new board members, new board leadership, and a new program manager. What persists is that we are all passionate about the services The Crisis Clinic provides and our work together to keep the organization vital and healthy.

The source of our motivation was the commitment to be available to anyone experiencing a crisis. Every day our volunteers arrived ready to meet the needs of another unknown soul, and this was true even if they were calling in their darkest hour and at their breaking point.

An area of growth in 2012 has been our community trainings and expanding to collaborate with more community partners. This has brought increased revenues from paid trainings, and allowed for organizational cross-trainings with other non-profits.

In December Jean Six and Susan Klovee-Smith co-chaired our first ever large scale fundraiser to celebrate our 40th anniversary. Our guest speaker, author Stephanie Coontz, spoke to a sold out crowd about the challenges facing families and the need for critical social services like The Crisis Clinic. We raised over \$20,000 from the sold out event and closed out 2012 in the positive.

We have our work cut out for us for 2013, including an increase in our operating budget to cover building and maintenance expenses. To meet these challenges, we're working to diversify our funding sources. We will seeking out more private grants, and will increase our strategic planning and organizational development activities in 2013.

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,

A handwritten signature in black ink, appearing to read "Kelly Olson". The signature is fluid and cursive, written on a light-colored rectangular background.

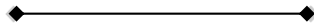
Kelly Olson
President, Board of Directors



The Crisis Clinic of Thurston and Mason Counties is an independent, non-profit, tax-exempt 501(c)(3) corporation. Contributions are deductible to the extent allowed by law. Our federal tax ID number is: 26-4355586

THE CRISIS LINE

The heart of the Crisis Clinic services is our Crisis Line. The Crisis Line is available to everyone; unlike any other service, there is no screening other than the ability to receive crisis intervention. We serve callers of all demographics and in every kind of circumstance. Our Crisis Line is available 24-7 to folks who are low income, homeless, unemployed, senior, disabled, suicidal—and to folks who are none or all of those combined! The Crisis Line also gives around-the-clock support to the mental health professionals and emergency services who also seek to provide help. The Crisis Line provides an open space for anyone to call. All of our calls are confidential, anonymous and nonjudgmental. Last year 22% of our callers were given referrals for resources addressing a wide variety of issues: food, emergency shelter, housing, rent, utilities, debt, legal aid, health care, domestic violence, substance abuse, employment, education, family support, relationship concerns, and more.



VOLUNTEERS

The Crisis Clinic exists because of our volunteers. 2012 was another successful year in the recruitment, training and retention of crisis intervention volunteers. 114 volunteers staffed the phone lines. Volunteers logged a record 13,856 hours at the Clinic this year. Volunteers provide our primary service, answering calls on the Crisis and Youth Help Lines. Because of this compassionate 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 a variety of backgrounds and experience levels.

The volunteer community is alive and well at the Crisis Clinic! Monthly volunteer gatherings and regular social events provide

support for the challenging work of crisis intervention. 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. Our Youth Help Line is staffed alongside our Crisis Line, and thanks to increased dedication of our Youth and Outreach Program Coordinator and youth volunteers, this line is now consistently staffed by youth 4 pm – Midnight, 7 days a week. The Youth Help Line provides an invaluable option of crisis intervention offered by peers. Like the Crisis Line, it is answered 24/7 by a Crisis Clinic volunteer, adult or youth.

The Youth and Outreach Program also brings our mission of personal empowerment and community care to local middle school and high school students. We offer presentations and open up conversations about youth suicide awareness and prevention, and drug abuse prevention. We distribute popular outreach materials to youth in need of information, direction and support. In 2012 our Youth and Outreach Program Coordinator gave presentations to 993 students in 13 different middle schools, high schools and other youth focused organizations.

IN-CLINIC TRAINING

The Clinic provides a clinically-based, intensive 60 hour crisis intervention training program to new volunteers as well as regular in-service training to established volunteers. In 2012, 75 individuals completed our 3 day weekend training and 55 completed the intensive 60 hour training, developing practical skills in an environment that fosters personal growth. Trainings are available to Clinic volunteers, interns for free, and to community members for a nominal fee.



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 2012 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, Olympic College in Shelton, or at many places in between.

STAFF

Paul Larsen joined the staff in August of 2010 and has continued as the Clinic's full-time Clinic Manager. All of the work that Paul is responsible for at the clinic is punctuated by his compassion and caring for the services the Clinic provides and his commitment towards efficiency and excellence. Paul is responsible for the day to day operations of the Clinic to include processing of bills and donations, purchasing office supplies and equipment, managing petty cash and the coordination and production of invoices. He also interacts with other community non-profits, community groups, organizations and government agencies by outreach on the service The Crisis Clinic provides our community. Paul is responsible for ensuring the timely tracking and submission of financial data and reports for contracts and grants. Paul also acts as our facility manager, creating and following facility maintenance plans, working with contractors on multiple bids and overseeing all maintenance of the facility.

Keylee Marineau, LMHCA joined the staff in July as the full-time Program Manager. Keylee is responsible for recruiting, training and supporting our 70 plus volunteers. Each quarter she interviews and screens potential crisis line volunteers. She then leads the 60 hours of training each volunteer goes through. Keylee oversees the Crisis Line, Youth Help Line and our Community Training programs. She provides direct supervision over the volunteers and ensures that quality phone work is done at all times by adherence to Crisis Clinic policies and procedures on a daily basis. She ensures that each and every shift is covered 24 hours a day, 7 days a week and 365 days each and every year. As a licensed mental health counselor with a master's degree in Counseling Psychology from Saint Martin's University, Keylee provides trainings throughout our community on subjects such as Understanding Crisis, Active Listening Skills, Managing Hostility, Suicide, Problem Solving and Self Care and Burnout. Keylee is constantly looking at ways to improve and grow our programs to better serve our community.

Sarah Jordan Welch, our AmeriCorps Member, is completing her second year as our Youth and Outreach Program Coordinator. Sarah Jordan provides support and supervision for our youth volunteers. Sarah Jordan is a member of the training team, which trains new volunteer phone workers at the clinic four times per year. She also gives the suicide awareness and prevention presentations to middle schools, high schools, and other youth focused organizations in the community. These interactive presentations include discussion about what is stressful for youth and brainstorm coping resources when dealing with stress or depression. Also included in these presentations are warning signs about suicide and how to help a friend. Other parts of the presentation include bullying and drug awareness and prevention. Sarah Jordan also assists with community trainings and volunteer support.

Elizabeth DeGroff joined the staff in January of 2011 as the Clinic's part time bookkeeper, performing the on-going accounting procedures required to ensure the safety of the Clinic's assets and the accuracy of its financial data. Elizabeth prepares the Balance Sheets, Profits and Loss Statements, checks, invoices, IRS reports, and budgets. As a member of the Finance Committee, she helps formulate recommendations to the Board of Directors regarding Clinic financial issues.

CALL DATA

Total Calls 2012	8109
Age	
0-18	312
19-35	2145
36-59	3837
60+	556
Unknown (Includes Hang-ups)	1259

Drug & Alcohol Related Calls

Alcohol Related	702
Drug Related	1434
Alcohol & Drug Related	419

Referral Information

Number of Calls with Referrals provided	1807
Total Number of Referrals provided	3392
Total Number of Agencies receiving referrals	362

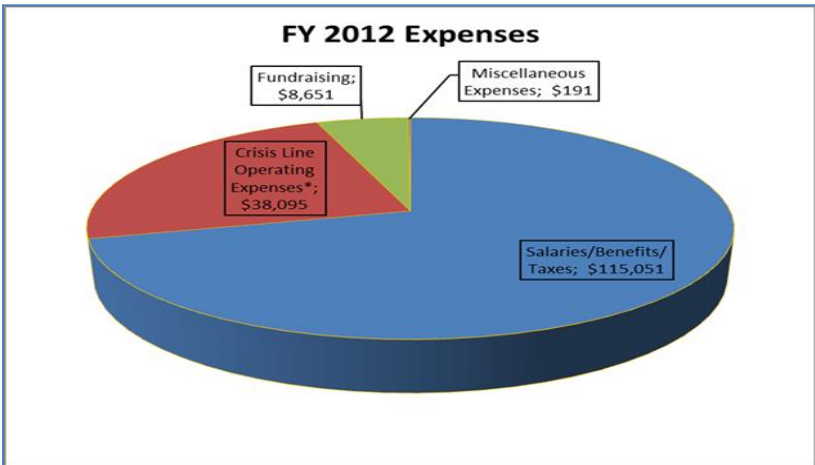
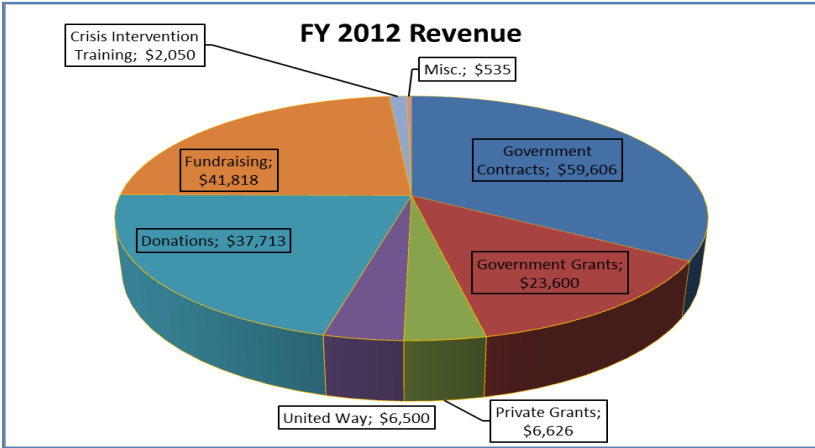
Top five caller concerns (callers often have more than one concern per call):

<u>Description</u>	<u>Number of Calls</u>
Stress	2141
Frustration	1978
Decisions	1534
Fear	1556
Relationship - Parent/Child	1203

Many people consider the Crisis Clinic a suicide prevention service. 572 callers reported thoughts of suicide, while 39 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.

FINANCIAL ACTIVITY

FY 2012 Revenue:	\$ 178,448
FY 2012 Expense:	\$ 161,988
FY 2012 Net Income:	\$ 16,460



*** Crisis Line Operating Expenses Include:**

Volunteer Training/Appreciation, Outreach, Computer Components/Software, Business Fees, Maintenance, Information Technology/Support, Telecommunications, Office and HH Supplies and Utilities

Board of Directors

Kelly Olson – President	Elizabeth Fitzgerald
Jean Six- Vice President	Susan Klovee-Smith
Laura Nelson – Secretary	David Lazar
Ann Berry – Treasurer	Diana Smith
Sherwin Cotler	Joslyn Trivett

Supporting Businesses, Organizations, and Funders

Behavioral Medicine Clinic
Capital City Lions Club
Capital Eyes Optical
Capital Lake Counseling
Chehalis Indian Tribe
Clarus Eye Center
Clear & Supportive Counseling, Nancy K. Murphy
Counseling Consultants
DBA Trillium Counseling and Consulting
Deschutes Psychological Association
Eastside Big Tom
Employees Community Fund of The Boeing Company
Fairchild Record Search
First United Methodist Church
Heritage Bank
IBM Employee Services Center
JP Morgan Chase
Lacey Presbyterian Church
Lutheran Church of the Good Shepherd
Mixx 96 FM
Music 6000, INC.
Network Services for Small Business
Nisqually Indian Tribe
Northwest Resources II, Inc.

O Bee Credit Union
Olympia Federal Savings
Olympia Kiwanis Foundation
Olympia Union Gospel Mission
Olympia West Lions Club
Panorama
Providence St Peter Hospital
Psychiatric & Counseling Services of Olympia
Puget Sound Energy
Rotary Club Of Lacey
Saltchuk Resources, Inc
South Bay Counseling
Southwest Washington Association of Behavioral Health
Squaxin Island Tribe
State Farm Insurance Companies
Stifel Nicolaus
Stoner Counseling Services, LLC
Stormans Inc
The Community Foundation of South Puget Sound
The Evergreen State College
The Lutheran Church of the Good Shepard
The United Churches
Thurston and Mason Counties Chemical Dependency
Program
Timberland Bank
United Methodist Women
United Way of Mason County
United Way of Thurston County
Van's Burger
Washington State Regional Support Network
Wells Fargo
West Region EMS & Trauma Care Council

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Bradley Wright
Nancy Young & Frank
Gorecki
Marsha Zaritsky

The Crisis Clinic wishes to thank all of those who financially supported the Clinic during 2012.

We also thank all of our wonderful volunteers for giving so much of their time and compassion to serving our community.

Quotes from our Quarterly Volunteer Training Evaluations

“Valuable info for all people who encounter people in crisis.”

“Applicable to many areas of life communications skills.”

“It increases awareness, compassion and sensitivity.”

“All of the trainers were super knowledgeable, confident, encouraging and supportive.”

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

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

“The freedom allowed to ask questions at any time.”

“Well taught and empowering.”

“High quality training in a safe environment.”

“Very well structured and very supportive.”

“It was very eye opening on helping people make their own decisions.”

“If you don't tend to enjoy training workshops or groups this is a great and safe place to learn.”

“My growth of compassion and empathy.”

“Amazing new learning experience.”

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.



Crisis Line (360) 586-2800
Youth Help Line (360) 586-2777
Crisis-Clinic.org
facebook.com/crisisclinic

LIVE UNITED



**United Way
of Mason County**

A United Way agency