



PO Box 13453
Olympia, WA 98508-3453

Business Line (360) 586-2888
info@crisis-clinic.org
www.crisis-clinic.org

2013

Annual Report

May 2014

Dear Friends,

2013 was a busy and productive year for us. We closed the year with the exciting news that The Crisis Clinic of Thurston and Mason Counties would finally own a place of our own. This isn't just any old building; it's a home that has provided a safe and nurturing space for thousands of volunteers as they unselfishly provide a safe place for callers in crisis to call. These walls protect the anonymity of our volunteers while protecting the sanctity of a confidential and judgment free place for our callers.

It has been another year infused with organizational change in the form of a few new board members and another new program manager. After securing our physical structure, our staff and board began 2014 working hard on our internal organizational structure. Our goal was for the board to be less involved with the day to day operations, and more involved with the governance and long term sustainability of the clinic.

The Board of Directors is excited to have just promoted Nanci LaMusga from Program Manager to Crisis Clinic Director. As we looked at the need for clarifying roles and responsibility, the board felt strongly we needed more leadership and decisions to take place at the clinic level. We have been impressed with the leadership and professionalism Nanci has brought to the organization in their short time here, and we are confident in Nanci's ability to lead the Crisis Clinic into the future.

Our other key staff person, Paul Larsen, will take on the role of Crisis Clinic Operations Manager supporting the Crisis Clinic Director, the Board of Directors, and the most important group of all - our volunteers. Paul has provided a consistent important role at the clinic for the past four years, and we know he will continue to do great work in this new position.

We are excited about all the changes and committed to creating a strong foundation to support the Crisis Clinic for many years to come. Every day our volunteers arrived ready to meet the needs of another unknown soul, and we're committed to making sure there is always someone here ready to answer that call.

The Crisis Clinic of Thurston and Mason Counties 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", written on a light-colored rectangular background.

Kelly Olson
President, Board of Directors

Mission Statement

We strive to empower people, especially those in crisis, through telephone intervention, and information and referral, every hour of the year.

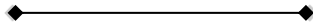
We strengthen the community by training Clinic volunteers and educating community groups in crisis intervention skills.



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

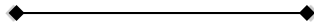
The heart of the Crisis Clinic services is our Crisis Line. Through our Crisis Line we provide Crisis Intervention, Information and Referral to all callers. The Crisis Line is available to everyone; unlike any other service, there is no screening other than the ability to receive crisis intervention or the need for information referral. We serve callers of all demographics and in every kind of circumstance. Our Crisis Line is available 24hours a day 365 days a year to individuals of any socio-economic group, professionals, homeless, employed or unemployed, senior, youth and adults, disabled, suicidal, experiencing mental health or chemical dependency issues! The Crisis Line also provides around-the-clock support to the mental health professionals and emergency services who also seek to provide help. All of our calls are confidential, anonymous and nonjudgmental. Last year 23% 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. 2013 was another successful year in the recruitment, training and retention of crisis intervention volunteers. 125 volunteers staffed the phone lines. Volunteers logged a record 14,296 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, compassion, caring, 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.



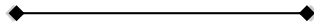
YOUTH HELP LINE AND YOUTH AT THE CRISIS CLINIC

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 growingly 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 2013 our Youth and Outreach Program Coordinator gave presentations to 1494 students in 12 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 2013, 69 individuals completed our 3 day weekend training and 60 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 2013 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

Nanci LaMusga, MA LMHCA joined the staff in November of 2013 as the then Program Manager and has recently accepted the new position of the Crisis Clinic Director. Nanci is responsible for recruiting, training and supporting our 70 plus volunteers. Each quarter they interview and screen potential crisis line volunteers. They then coordinate the 60 hours of training each volunteer goes through. Nanci oversees the Crisis Line, Youth Help Line and our Community Training programs. They provide direct supervision over the volunteers, interns and work study students and ensure that quality phone work is done at all times by adherence to Crisis Clinic policies and procedures, and updating training materials. As a licensed mental health counselor associate with a master's degree in Counseling Psychology from Saint Martin's University, Nanci is able to provide the clinical oversight needed to strengthen and grow the Crisis Clinic programs and provide trainings throughout our community on subjects such as Understanding Crisis, Active Listening Skills, Boundary Setting and the Rescue Triangle, Empowered Problem Solving and Vicarious Trauma and Preventing Burnout Through Self-care and Debriefing. Nanci recognizes the invaluable service the Crisis Clinic Volunteers provide residents in our communities and is humbled and awed by the caring and compassion of the individuals they are honored to work with.

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 assuring the day to day operations 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 services

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.

Jackie McPherson joined the Clinic as the Youth in Service AmeriCorps volunteer in August of 2013, after a year of answering calls as a phone line volunteer. Jackie's role at the Clinic is to recruit and support youth volunteers, and to create opportunities for youth to grow and expand their influence within the Clinic, their schools, and our community. Jackie also travels to local high schools, middle schools, and other youth serving organizations to share information and invite candid conversation on the difficult topics of youth suicide awareness and prevention and accidental overdose prevention. These presentations include information on identifying stressors and practicing healthy, sustainable self-care, recognizing the warning signs for suicide, how to intervene to help a friend or loved one that might be feeling suicidal, and of course information about the Youth Help Line. In addition to her work with youth inside and outside the Clinic, Jackie is also a member of the Training Team, and assists other staff with community presentations and outreach.

Elizabeth DeGross 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 2013	7893
Age	
0-18	357
19-35	2517
36-59	3389
60+	530
Unknown (Includes Hang-ups)	1100

Drug & Alcohol Related Calls

Alcohol Related	594
Drug Related	1208
Alcohol & Drug Related	346

Referral Information

Number of Calls with Referrals provided	1820
Total Number of Referrals provided	3338
Total Number of Agencies receiving referrals	359

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

<u>Description</u>	<u>Number of Calls</u>
Stress	2243
Frustration	1971
Decisions	1500
Fear	1492
Anxiety/Panic	1165

Many people consider the Crisis Clinic a suicide prevention service. 540 callers reported thoughts of suicide, while 34 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.

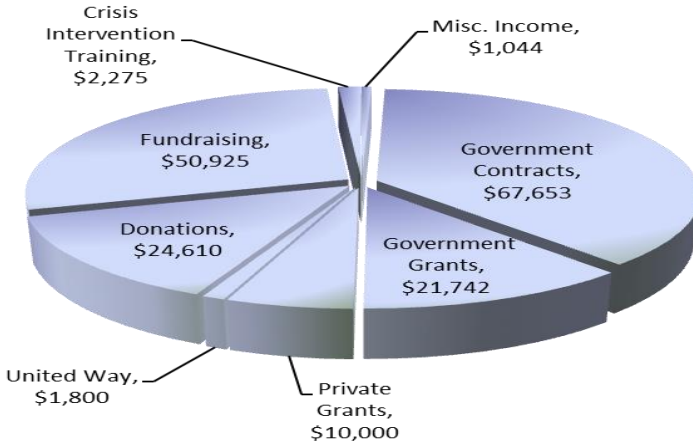
Financial Activity

FY 2013 Revenue: \$180,050

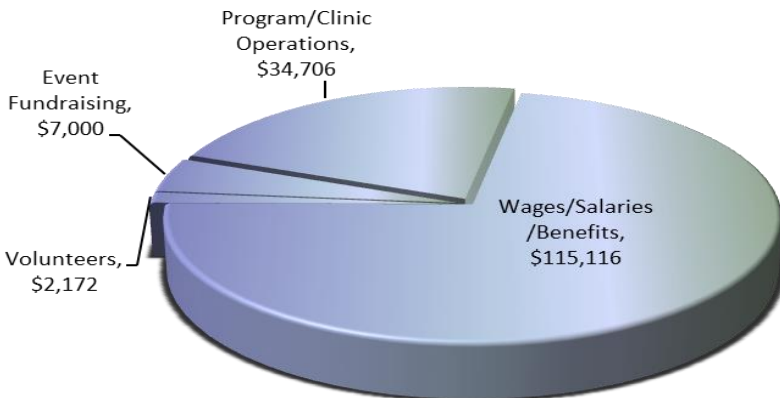
FY 2013 Expense: \$158,995

FY 2013 Net Income: \$ 21,055

FY 2013 Revenue



FY 2013 Expenses



Board of Directors in 2013

Kelly Olson – President	Elizabeth Fitzgerald
David Lazar– Vice President	Kiki Keizer
Joslyn Trivett – Secretary	Laura Nelson
Ann Berry – Treasurer	Susan Kloveen-Smith
Pam Bergkamp	Diana Smith
Sherwin Cotler	

Supporting Businesses, Organizations, and Funders

Behavioral Medicine Clinic
Capital Eyes Optical
Capital Florist
Capital Lake Counseling
Clarus Eye Center
Clear & Supportive Counseling, Nancy K. Murphy
DBA Trillium Counseling and Consulting
Deschutes Psychological Association
Emmaus Ecumenical Catholic Community
Employees Community Fund of The Boeing Company
Fairchild Record Search
First United Methodist Church
IBM Employee Services Center
Lacey Presbyterian Church
Mixx 96 FM
Nisqually Indian Tribe
Northwest Resources II, Inc.
O Bee Credit Union
Olympia Federal Savings
Olympia Food Co-op
Olympia West Lions Club
Panorama
Providence St Peter Hospital
Rotary Club Of Lacey

Saltchuk Resources, Inc
Southwest Washington Association of Behavioral Health
Sound Psychiatric Services, PLLC
South Sound Womenade
Spiritual Assembly of the Baha'i's Office of Information
Squaxin Island Tribe
St. Andrews United Methodist Church
State Farm Insurance Companies
Stifel Nicolaus
Stoner Counseling Services, LLC
Stormans Inc
Temple Beth Hatfiloh
The Evergreen State College
The Lutheran Church of the Good Shepard
The United Churches
Thurston County Public Health and Social Services
Thurston and Mason Counties Chemical Dependency
Program
Timberland Bank
Trillium Counseling and Consulting
United Methodist Women
United Way of Mason County
United Way of Thurston County
Venables Pest Management
Washington Public Employees Association
Washington State Regional Support Network
Wells Fargo
West Region EMS & Trauma Care Council

Individual Donors

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Dan & Patricia Andersen
Bette Anderson

Donald Anderson & Sharon
Goulet
Carolyn Baker

Laura & Robert Barnoski
Chuck Barrack
Jim & Sandy Bellinger
Michael & Sarah Benson
Janet Bent
Del & Pam Bergkamp
Virginia & William Berney
Ann Berry
Helen Berry & Kip Summers
Sarah Berry
BJ Black
Joyce Blessinger
Edwin & Susan Bliss
Meredith Blundell
CB Bowers
Robert Bowers
Stephen Bray & Diane Dakin
Ed Brendler
Annette Brown
Karen Brown
Tom Brown
Tracy Brune
Ashli Bueche
Carol & Dan Buehler
Sara Butler
Virginia Cannon
Florence Cates
Dr. George Chappell &
Lynne Alfasso
Cephus Childs
Carin Christy
Claudia Clark-Engstrom
Mary Lou Clemens
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Dr. Sherwin Cotler &
Bronwyn Vincent

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Dennis Craig
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Laura Dahmer-White Ph.D.
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Jamini Vincent Davies
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Lynne Delano & James
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Cheryl Deviny, LMHC
Sandra & John Dibernardo
Robert Doran
Ben Doughty
Marisa Elston
Marlene Epp
John Evans
Peg Evans-Brown
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Elizabeth Fitzgerald
Karen & Michael Foster
Gloria Gaetz
Christine Garst
Todd Gay
Matthew Gilbert
Dorothy Gist
James Goers
Susan & David Goff
Fredrick Goldberg

Susan Goldstein
Holly Greenwood
Dr. Timothy Gregg
Lee & Jean Gregory
Lynn Grotzky
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Steve Wang
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Leslie Johnson
Rodger & Sharon Johnson
Marguerite & Dr. Lowell
Johnson
Marth & Ray Johnston
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Nanci LaMusga
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Daniel Leahy & Bethany
Weidner
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John Masterson
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Theresa Miller
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Suzanne Shafer
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Theresa Slusher
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Virginia Spadoni
Linda & Alan Spaulding

Noel Spence
Jerry & Teresa Sprengel
Elizabeth St. Louis
Molly Staley
Patricia Starzyk
Bradford Stephens
David Stolier & Kari Hanson
Bill Stoner
Dawn Stremel
Richard Strophy
MM & LJ Sullivan
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Ann Bylenga
Jeff & Ann Tebbs
Barbara Tomford
Paul & Mary Anne Trause
Joslyn Trivett & Rip
Heminway
Vicki Turnbow
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Mark & Valerie Wittenberg
Joseph Worsley
Bradley Wright
James & Stephanie Wright

Nancy Young & Frank
Gorecki
Lyndsey Young
Marsha Zaritsky
Byron Zarp
Lin Zenki & Hilary Parsons

The Crisis Clinic wishes to thank all of those who financially supported the Clinic during 2013.

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

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