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Youth Help Line (360) 586-2777
Business Line (360) 586-2888

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2014

Annual Report

June 2015

Dear Friends,

2014 was a busy and challenging year for us. We purchased the building we've been occupying for many years from the county for \$1.00. Securing a place we can call our own has provided us with a sense of security that The Crisis Clinic of Thurston and Mason Counties will be able to continue providing our vital services to the community for many years to come. Owning a building also comes with the big responsibility of maintaining it. We were excited to get the exterior of the building painted, and are working on securing funding for other improvements.

In 2014 we reorganized our staffing structure and created the new leadership position of the Crisis Clinic Director. Our first Director has left the position and a new one is just about to start. The board has also just created a new full time Volunteer Coordinator position as part of our commitment to creating a sustainable staffing solution to fully support the program and services we offer, along with having more staff to train, support and care for all the amazing volunteers that answer our lines 24/7.

Taking ownership of our building and adding another full time position means the board needs to step up and commit to raising the funds to maintain our building and to sustain our expanded staffing structure. Our annual "Answer the Call" fundraising event has become one of our major sources of revenues, averaging about \$30,000 a year. We will be looking to the community to help us raise even more at this year's event, along with helping us raise other necessary revenues.

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 in 2014 our volunteers arrived ready to meet the needs of another unknown soul.

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.

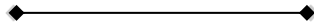
Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Olson", written on a light yellow rectangular background.

Kelly Olson
President, Board of Directors

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 24 hours 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 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

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! 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.



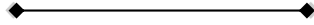
YOUTH HELP LINE AND YOUTH AT THE CRISIS CLINIC

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 – 8 pm, 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-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. Trainings are available to Clinic volunteers and 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.

CALL DATA

Total Calls 2014	8669
Age	
0-18	336
19-35	2852
36-59	3891
60+	580
Unknown (Includes Hang-ups)	1010

Drug & Alcohol Related Calls

Alcohol Related	616
Drug Related	1342
Alcohol & Drug Related	352

Referral Information

Number of Calls with Referrals provided	1971
Total Number of Referrals provided	3540
Total Number of Agencies receiving referrals	348

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

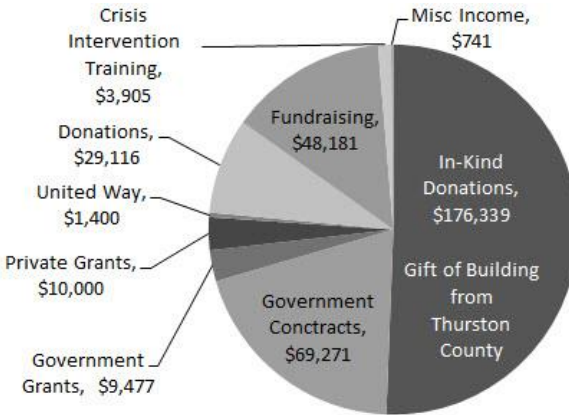
<u>Description</u>	<u>Number of Calls</u>
Stress	2629
Frustration	2352
Decisions	1921
Fear	1820
Anxiety/Panic	1401

Many people consider the Crisis Clinic a suicide prevention service. 611 callers reported thoughts of suicide, while 30 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.

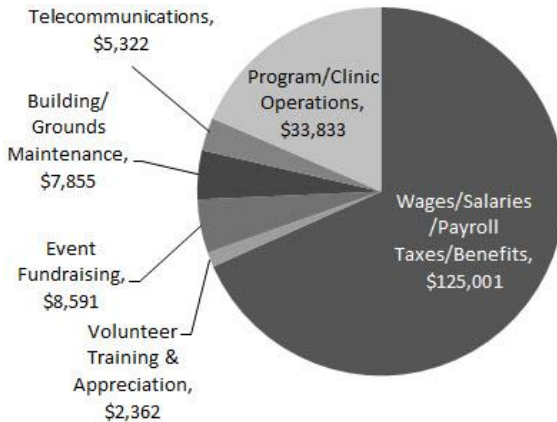
Financial Activity FY 2014

Revenue:	\$348,429	Revenue minus In-Kind:	\$172,090
<u>Expenses:</u>	<u>\$182,965</u>	<u>Expenses:</u>	<u>\$182,965</u>
Net Income:	\$165,464	Actual Net Income:	(\$10,875)

FY 2014 Revenue \$348,429



FY 2014 Expenses \$182,965



Board of Directors in 2014

Kelly Olson – President	Sherwin Cotler
Kiki Keizer– Vice President	Elizabeth Fitzgerald
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Supporting Businesses, Organizations, and Funders

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Behavioral Health Resources
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Capitol Lake Counseling
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Community Investment Partnership
Community Youth Services
Deschutes Psychological Association
Downtown Olympia Ambassadors
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Funeral Alternatives
Human Resource Network
IBM Employee Services Center
Lacey Community Church
Lacey Presbyterian Church
Mental Health Professionals LLC
Mixx 96 FM
Nicholson & Associates Insurance, LLC
Olympia Federal Savings

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Pierce College
Pizza Klatch
Puget Sound Energy
Rachel Corrie Memorial Fund
Reginal Support Network
Rotary Club of Lacey
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Southwest Washington Association of Behavioral Health
St. Andrews United Methodist Church
State Farm Insurance Companies
Stifel Nicolaus
Stoner Counseling Services, LLC
Stormans Inc.
Susan Kravit Counseling PLLC
The Community Foundation of
South Puget Sound
The Evergreen State College
The United Churches
Thurston and Mason Counties Chemical Dependency
Program
Thurston County Public Health and Social Services
Timberland Bank
United Methodist Women
United Way of Mason County
United Way Thurston County
Venables Pest Management
Washington Health Benefit Exchange
Washington Secretary of State Combined Fund Drive
Washington State Department of Health
Wells Fargo Community Support Campaign
West Region EMS & Trauma Care Council

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Mary Williams
Maxine Williams
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Valerie Wittenberg
Cathy Wolf
Bradley Wright
Nancy Young
Marsha Zaritsky, MA,
LHMC

The Crisis Clinic wishes to thank all of those who financially supported the Clinic during 2014.

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.



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LIVE UNITED



**United Way
of Mason County**

A United Way agency