



2015

Annual Report





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 Crisis Clinic Volunteers and educating community groups in crisis intervention skills.

THE CRISIS LINE

The heart of Clinic services is our Crisis Line. Through our Crisis Line, we provide Crisis Intervention, Information, and Referral to community resources. The Crisis Line is available to everyone. Unlike many services, there is no screening or eligibility criteria to meet. We serve callers of all demographics and in every kind of circumstance. Crisis Line services are available 24 hours a day, 365 days a year to all individuals, from any socio-economic group, profession, employed or unemployed, homeless, senior, youth and adults, disabled, suicidal, experiencing mental health or chemical dependency issues.

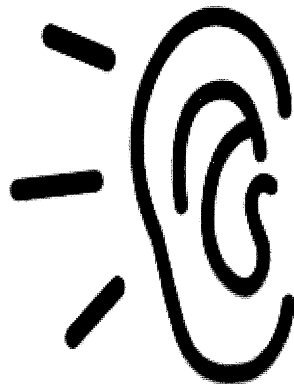
Mental health professionals and emergency services utilize the crisis line for their clients. All calls are confidential, anonymous and nonjudgmental. The Clinic helps people develop their ability to make decisions in their personal lives, realize their strengths, and make use of their personal and community resources.



VOLUNTEERS

Volunteers provide our primary service, answering calls through the Crisis and Youth Help Lines. 116 trained Clinic volunteers logged 10,908 hours responding to callers from our community in 2015. Because of this compassionate gift, a trained crisis line worker is available every hour of the year to respond with respect, compassion and empathy.

The Crisis Clinic and the communities we serve are strengthened when volunteers come from a wide variety of backgrounds and experiences. The Clinic provided four initial crisis intervention trainings in 2015 and was able to train 69 new volunteers. Care is given to ensure that we support our volunteers by providing recognition and 24-7 accessibility for questions or debriefing. Care of our volunteers is intended to foster better services to our callers and a more rewarding experience for volunteers.



CALL DATA

Total Calls 2015	8671
Age	
0-18	339
19-35	2867
36-59	3886
60+	555
Unknown (Includes Hang-ups)	1024

Drug & Alcohol Related Calls

Alcohol Related	555
Drug Related	937
Alcohol & Drug Related	304

Referral Information

Number of Calls with Referrals provided	2017
Total Number of Referrals provided	3888
Total Number of Agencies receiving referrals	356

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

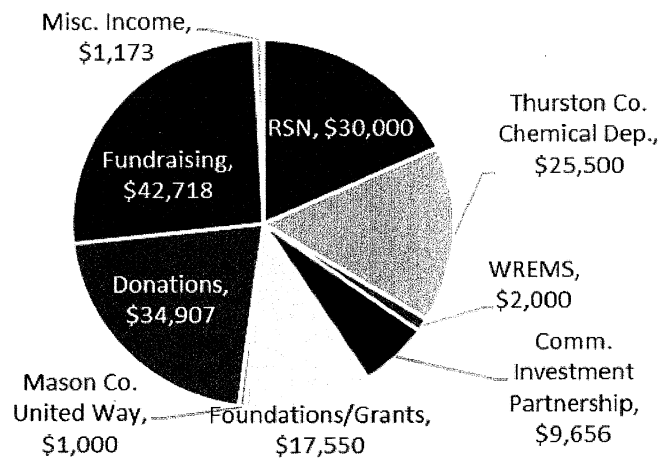
<u>Description</u>	<u>Number of Calls</u>
Frustration	1938
Stress	1757
Decisions	1522
Fear	1489
Anxiety/Panic	1226

Many people consider the Crisis Clinic a suicide prevention service. Suicide prevention may be the most dramatic function of the Clinic, however the majority of concerns addressed are much broader. 494 callers reported thoughts of suicide, while 39 callers reported a suicide in progress.

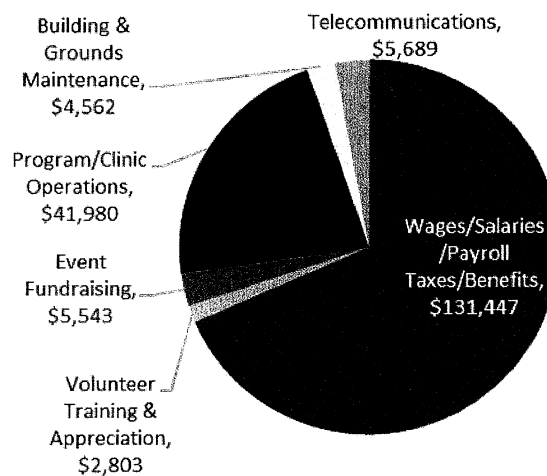
Financial Activity FY 2015

Revenue: \$164,503
Expenses: \$192,024
Net Income: (\$27,521)

FY 2015 Revenue \$164,503



FY 2015 Expenses \$192,024



2015 Board of Directors

Kelly Olson – President
Kiki Keiser – Vice President
Ann Berry – Treasurer
Joslyn Trivett – Secretary
Elizabeth Fitzgerald
Sherwin Cotler
Kirk Sulenes

The Crisis Clinic extends grateful appreciation to our individual donors, faith communities, service clubs, private foundations and local government contracts during 2015.

Grateful appreciation is also extended to our dedicated volunteers for giving their time, skills 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 demonstrates a strong base of support for our local community.

**The Crisis Clinic of
Thurston and Mason Counties**

P.O. Box 13453
Olympia, Washington 98508-3453

Crisis Line.....360.586.2800
Youth Help Line.....360.586.2777
Business Line.....360.586.2888
Toll-Free.....800-627-2211

info@crisis-clinic.org

www.crisis-clinic.org

The Crisis Clinic is a federal designated 501 c (3) tax
exempt organization. Donations are tax deductible as
allowed under federal tax law.

Washington State Combined Fund Drive 1481005

