



P.O. Box 13453  
Olympia WA 98508

Phone: 360-586-2888 Business Line

360-586-2800 Crisis Line

360-586-2777 Youth Help Line

Fax: 360-586-2808

Website: crisis-clinic.org

E-mail: info@crisis-clinic.org

Call for support and referrals  
24 hours a day, 7 days a week  
Confidential and Anonymous

**Inside this issue:**

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**Board of Directors**

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

Would you like more  
information on joining our  
Board of Directors?

Contact Paul Larsen at:  
Paul@crisis-clinic.org  
360-586-2888 ext 108

**Upcoming Events**

Annual Meeting \_\_\_\_\_ May 19th  
Summer Training \_\_\_\_\_ July 11th  
“Answer the Call” \_\_\_\_\_ Nov 14th

**You Are Invited To**



**Annual Meeting**

Monday, May 19, 2014 6:00 pm ~ 7:30 pm

First Christian Church, 701 Franklin St. SE, Olympia

Presentation of the Annual Report and Election of New Board Members

Please RSVP at: [events@crisis-clinic.org](mailto:events@crisis-clinic.org)



**Home Sweet Home!!**

**Kelly Olson**

From our humble beginnings in a dorm room at The Evergreen State College, the Crisis Clinic is excited to finally own a place of our own. A place we have called home for the past 24 years, and a place we are relieved to know we can call home for a long time to come. 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.

We'd like to give heartfelt thanks to Thurston County Commissioners Sandra Romero, Cathy Wolfe, and Karen Valenzuela for their dedication and commitment to the services the Crisis Clinic provides this community. Their compassion and empathy for those community members who are struggling was clear in their willingness to make this transaction happen.

Of course along with the excitement of owning our own building, also comes a huge fiscal responsibility in maintaining a building that is over 100 years old. The building is in definite need of some initial repairs, and we will be developing some long term maintenance plans. Once we prioritize the needed repairs, we will begin reaching out to funders and the

community for support in making sure we take care of this huge gift given to our community, a gift that will continue giving back for many years to come.

While we've been working hard on securing a physical place and structure to ensure the crisis lines continued availability to our community, our staff and board have also been working really hard on our internal organizational structure. We're in the process of redefining and clarifying the roles of staff and the board to create a stronger foundation to support and sustain the Crisis Clinic's operations for the long term. I applaud our amazing staff for their patience through this process, and our amazing volunteer board members for the courage to undertake this important and challenging work!

We look forward to updating the community throughout the year as we continue to get our "home" in order. We couldn't do this work without the support of this caring and compassionate community. We welcome and appreciate your continued financial support, as well as welcome the commitment of your time, either on the phones or as a board member. Please contact the business office at 360-586-2888 for more information on how you can get involved.

Sincerely,  
*Kelly Olson*

**Thank You**

We wish to thank The Community Foundation of South Puget Sound's Rachael Corrie Memorial Fund for a grant of \$1,000.00.



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**STAFF**

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*Clinic Manager*  
(360) 586-2888 ext 108

Nanci LaMusga, MA LMHCA  
*Program Manager*  
(360) 586-2888 ext 103

Jackie McPherson  
*AmeriCorps Youth and Outreach Program Coordinator*  
(360) 586-2888 ext 110

Elizabeth DeGross  
*Bookkeeper*  
(360) 586-2888 ext 112



Facebook.com/crisisclinic



### Letter from the Clinic Manager

Paul Larsen

My life has been centered in service since I joined the U.S. Air Force after high school. Even while serving my country I served my local community. In the Air Force I spent a year as a Big Brother, my first initiation in the nonprofit world. I answered phones for the Jerry Lewis MDA Telethon taking pledges and stayed active in my local church. Serving and helping others is how I give back.

In the summer of 1998 I had decided it was time to go to college and pursue my Undergraduate degree. I attended Eastern Washington University where I pursued and received a Bachelor of Arts in Business Management Information Systems in June of 2002.

In August of 2004 I accepted a position as a logistics contractor for the U.S. Army and made 2 deployments to Iraq supporting the Stryker Brigades out of Fort Lewis. In December of 2008 I received the news that the U.S. Army was not going to renew their contract with the company I had been working with for the past four years. I knew it might be a few months before I could regain employment and I wanted to put my time to good use. I signed up to be a volunteer for The Crisis Clinic of Thurston and Mason Counties. I had done crisis line work in Spokane in 2004 and wanted to support my community again in that way. The training the Clinic provided challenged an old set of values while giving me a greater respect for the values of others.

After taking on multiple phone shifts, my passion for the Crisis Clinic was quickly realized by members of the Board of Directors and I was asked to join the Crisis Clinic's Board. The Board was working very hard at the time as the Clinic had just separated from Behavioral Health Resources (BHR) due to lack of funding. The Board had just reformed a few months prior to keep the Clinic running as its own nonprofit once again. Shortly after joining the Board I was elected to the position of Vice President and lead the search for our first hire, a Program Manager to train and lead the volunteers. Being a member of a Board of Directors gave me an insight into nonprofit management and sparked a passion from deep inside my soul.

In December of 2009 I was hired to deploy to Afghanistan as a Property Control Clerk with

General Dynamics Land Systems supporting the Stryker Brigade from Fort Lewis. Seven months into my deployment and two satellite phone interviews later I was offered the position as Clinic Manager for the Crisis Clinic and returned home to take the position in August of 2010.

I have had the privilege to work in all three capacities at the Crisis Clinic, a phone room volunteer, board director and now as Clinic Manager. This gives me the understanding of the difficulties our new volunteers may be experiencing their first week on the phone lines. I know how many hours a Board member puts in each week to provide the oversight for our agency. I know the responsibility the love and the care it takes to be one of two full time staff that helps to lead an agency 24 hours a day, 7 days a week.

As the Clinic Manager one of my favorite roles is the support I am able to bring our wonderful volunteers. I am able to help volunteers navigate the 211 website and answer any questions pertaining to our call database. It is that contact with the volunteers that constantly centers myself and reminds me of the reason I do what I do everyday.

While I may have a lot of roles at the Clinic such as monitoring grants and contracts, public relations, office manager and human resources one of my greatest passions is outreach to our community. The Crisis Clinic is tied in with our local community and I truly enjoy working with so many of the wonderful social service agencies we have in Thurston and Mason Counties. I serve as the Chair of the Thurston County Disaster Assistance Council (DAC) and recently joined the State wide Board of Directors of the Washington Information Network 211.

This past Fall I was accepted into The Evergreen State College MPA program (Master in Public Administration). It is my hope that this degree will instill within me tools that will benefit the Clinic and therefor benefit our community.

A former Program Manager once said, "Running a 24 hour Crisis Line is similar to flying a plane and never landing." While that may seem like a difficult task to some, I hope to be a part of that team that will help to navigate the Crisis Clinic as it serves our community another 42 years.



### Board Article

David Lazar, Board Vice President

At this stage in my life (I'm 68 and male), I'm in my 6<sup>th</sup> year of retirement and thru Grace it is truly wonderful! For me!

After clearing the clutter of my first life as a worker; and enjoying the company of my mind to many other connections, I decided there was a flatness in my life. Raised on my 60's values, I decided I had time to contribute to my Community and might gain social connectedness.

My second life, as a spiritual aspirant, has freed me to see my lucky self as a servant. In that capacity I have found unexpected and continuing joy!

One of the arenas I serve in is the Crisis Clinic of Thurston and Mason

Counties (I hate the name – it is not a clinic it is a 24/7/365 crisis *line*). At my age I no longer have the patience phone volunteering requires. So I volunteer on the Board of Directors. It is not always easy, but I'm a retired bureaucrat. It is rewarding because in the econo-political climate the Clinic, and so many other *Social Safety Net* organizations, now face, we are working to hold on and make it until better times. Wanna come play with us for a good cause?! Wanna get more involved in a Community within our greater Community? One that strengthens your life skills and rewards you with joy?! Please join us!

## Save the Date



### "Answer the Call" Dinner and Auction

Friday, November 14, 2014  
6:00 pm ~ 9:00 pm

Red Lion Forest Ballroom  
2300 Evergreen Park Dr SW  
Olympia, WA 98502



Serve Washington

### Washington Commission of National Service Honorees

We are very proud to share that two of our outstanding youth volunteers at the Crisis Clinic, Destiny McEntyre and Sanna Vargas, were both recently selected as honorees by the Washington Commission for National and Community Service in recognition of the tremendous amount of time and energy they spend in service of others.

Both Destiny and Sanna will have the opportunity to attend a recognition event at the Governor's mansion and be congratulated by Gov. Jay Inslee.



### Thank You

We want to thank Spin Tees for providing two dozen T-shirts with the Crisis Clinic logo for our Board Directors, Training Team Members and Staff.