



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](http://crisis-clinic.org)

E-mail: [info@crisis-clinic.org](mailto: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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- ⇒ Building Strong Non-profit Boards

**Board of Directors**

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

**Board Members  
Wanted**

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

Contact Kelly Olson at:  
[KOlson@crisis-clinic.org](mailto:KOlson@crisis-clinic.org)

**Upcoming Events**

- National Recovery Month \_\_\_\_\_ Sep
- Out of the Darkness Walk for Suicide Prevention \_\_\_\_\_ Sep 27th
- Crisis Clinic Fall Training \_\_\_\_\_ Oct 10th
- Crisis Clinic “Answer the Call” Dinner and Auction \_\_\_\_\_ Nov 14th

*Reserve Now*

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

The Crisis Clinic’s Annual  
“Answer the Call”  
Dinner & Auction

Guest Speaker, George Freeman, PhD  
of The Evergreen State College  
MC, Jerry Farmer of 94.5 Roxy’s fm

\$65 a Ticket

Contact: Paul Larsen: 360-586-2888 ext 108, [events@crisis-clinic.org](mailto:events@crisis-clinic.org)



**The Long Hard Struggle**

Nanci LaMusga

“It’s so hard to talk when you want to kill yourself. That’s above and beyond everything else, and it’s not a mental complaint-it’s a physical thing, like it’s physically hard to open your mouth and make the words come out. They don’t come out smooth and in conjunction with your brain the way normal people’s words do; they come out in chunks as if from a crushed-ice dispenser; you stumble on them as they gather behind your lower lip. So you just keep quiet.” ~ Ned Vizzini, author, died Dec. 19, 2013.

“Killing oneself is, anyway, a misnomer. We don’t kill ourselves. We are simply defeated by the long, hard struggle to stay

alive. When somebody dies after a long illness, people are apt to say, with a note of approval, ‘He fought so hard.’ And they are inclined to think, about a suicide, that no fight was involved, that somebody simply gave up. This is quite wrong.” ~ Sally Brampton, “Author of Shoot the Damn Dog” (a book about depression, not hunting).

The death of Robin Williams by suicide has left many people talking. Some with sadness and grief, others with judgment and for some it has brought to the forefront their own “long, hard struggle to stay alive.” It has brought us who work at the Crisis Clinic to once again

To read the rest of this article please visit our website at  
[www.crisis-clinic.org/thelonghardstruggle.pdf](http://www.crisis-clinic.org/thelonghardstruggle.pdf)

**November 14<sup>th</sup> “Answer the Call”  
Dinner & Auction Sponsors**

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**STAFF**

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Crisis Clinic Operations  
Manager  
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**AmeriCorps Volunteer**  
Courtney Ingwaldson  
AmeriCorps Youth and  
Outreach Program Coordinator  
(360) 586-2888 ext 110



Facebook.com/crisisclinic



## Building a Foundation

Kelly Olson, Board President

As we mentioned in our spring newsletter, the board and staff have been working very hard on some strategic realignment planning for the clinic. This is a project several years in the making, and we're excited we were able to make it happen this summer. We took this challenge on to create a more structurally sound organization. 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.

In May, the Crisis Clinic named Nanci LaMusga, MA LMHCA to the post of Crisis Clinic Director. In this new role Nanci provides oversight to the entire clinic. This includes recruiting, training and supporting our 70 plus volunteers and coordinating the 60 hours of training each volunteer goes through. Nanci also provides direct supervision over all staff, volunteers, interns and work study students.

Nanci is a licensed mental health counselor associate with a master's degree in Counseling Psychology from Saint Martin's University, and was hired as the Program Manager in November 2013. Nanci has over 25 years of experience working with social justice and non-profit organizations in Thurston County. Nanci also has four years' experience working in the field of counseling psychology, working from a trauma informed foundation.

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 served an important role at the clinic for the past four years, and we know he will continue to do great work in this position.

Organizational change and growth is both exciting and challenging at the same time. The board is forever grateful to the expert and professional guidance we have received from Rick Kramer, President of Organizational Resource Group, Inc. throughout this process. The board is continuing to work on our professional growth through this transition, and we are excited and confident in Nanci's leadership abilities with the day to day operations at the clinic level.

Looking forward we are excited about our upcoming "Answer the Call" fundraising dinner and auction on November 14<sup>th</sup> from 6pm to 9pm at the Red Lion in Olympia. Our guest speaker is The Evergreen State College professor Dr. George Freeman. Dr. Freeman is a clinical psychologist whose teaching interests include multi-cultural counseling, anti-bias studies, and organizational psychology. Dr. Freeman's work with undergraduate psychology students and collaboration with the Crisis Clinic continues to benefit our communities and TESC students. Students are provided support and training through the CC and they in turn provide over 150 hours per quarter of Crisis Intervention services. We are excited to acknowledge this important collaboration during "Answer the Call". We are actively looking for auction items, so if you have anything you would like to donate to raise money for the clinic, please contact us, and we look forward to seeing you in November.

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 Nanci at 360-586-2888 ext 103 for more information on how you can get involved.



**George Freeman, PH.D.**  
**"Answer the Call" Guest Speaker**

George Freeman teaches clinical psychology and organizations and systems development at The Evergreen State College. He has more than 20 years teaching and clinical experience using a Gestalt framework with individuals, couples, groups and organizations. Dedicated to issues of social justice and multicultural competency, he works with mental health agencies as a consultant to their clinical staff..





## Building Strong Non-profit Boards

Richard Kramer, President  
Organizational Resource Group, Inc.

A Board of Directors for a non-profit organization can either aid or detract from the organization's effectiveness. As an organizational development specialist with over 35 yrs. experience, I have had the opportunity to support many different kinds of boards. Some examples include: hospitals, social service agencies, public transit organizations, governor appointed boards, and associations. Through that experience, boards that add clear value overtime have some of the following characteristics:

- Members share a common purpose and passion in the work of the organization.
- They understand their role and stick to it. Given the stability and life cycle of an organization, a board may need to be more or less involved in the operation of the organization. Boards may be more engaged or working boards vs. less engaged, high level governance boards. Being clear about their role and the implications of their role on the performance of the organization is very important!
- Members know the difference and are able to practice effective dialogue instead of just debate.
- Board knows the importance of executive performance management and deploys a formal review on a regular basis.
- They regularly review their practices to improve board performance.

I have had the privilege of supporting the development of the Crisis Clinic Board through the last 6 years, assisting with strategic planning, mission development, board development, alignment planning and management development. Like many non-profits, the organization has had limited resources. This reality set the stage for the Board to be more engaged in the management of the organization. Recently, the Board has chartered a new course to become more of a governance board, less actively engaged. It has initiated a re-definition of roles within the clinic to support sharper role clarity between the Board and Staff and to sharpen accountability. It is working to clarify decision making roles to ensure that important decisions move more effectively and hold over time.

I have been so impressed with the dedication, passion and care that the Board members and staff of the organization bring to their role. As I witnessed the first fund raiser a few years ago, to see our community so readily come out and support the Clinic was heartwarming. The role this Crisis Clinic plays in our community is so important! To the Volunteers, the Board members, and Great Staff, thank-you for all that you do!

**Richard Kramer, President**  
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Email: [rkramer@orggroup.com](mailto:rkramer@orggroup.com)  
Website: [www.orggroup.com](http://www.orggroup.com)  
Phone: 360-352-5104



**Richard Kramer, President – Organizational Resource Group, Inc.**

Richard Kramer brings over 35 years of organizational developmental experience to this project. Out of this deep and diverse experience, he has developed a set of highly successful approaches to team building, leadership and board development, stakeholder involvement, meeting facilitation, strategic planning, and performance improvement that are field-tested and adaptable to meet a client's specific needs. In the private sector, he has supported businesses in the telecommunication, retail and insurance industries. He has served several state and federal agencies including the Federal Aviation Administration and the Washington State Departments of Social and Health Services and Employment Security; local governments including the City of Olympia, Lacey and Thurston County; and many other types of organizations including school districts, hospitals, transit agencies, community mental health services, state and community colleges, associations, nursing homes, and environmental organizations.