



Lifelines

The Crisis Clinic of
Thurston & Mason
Counties

April 2017

Your Dollars Made The Difference

Thanks to your response to our November “Answer the Call” letter, the Crisis Clinic raised over \$14,000!

Due to your support, the Crisis Clinic continues to provide essential crisis intervention services,

resources, and referrals to Thurston and Mason Counties though 2017.

Every day, the Clinic receives up to 20 calls from our two county area. Trained volunteers provide support and compassion to callers

around the clock. Your support will ensure volunteers continue to help callers sort through difficult challenges, provide local resources and empower callers to make positive changes in their lives.

News ‘N Notes:

- Thank you to Jill Joanis, LMHC, for her leadership and support on the training team
- Welcome to 13 new individuals trained during January’s crisis line training
- Fall 2016 training revealed 85% volunteer retention
- Welcome to Nicole York, MA, MS, LMHC, who is providing supervision and oversight to the Crisis Clinic
- You did it! \$14,000+ raised during end-of-year giving campaign

Volunteers Hear from Our Community

In the last 3 months of 2016, the Crisis Clinic received a total of 1,926 calls. Of the total calls received, the top five concerns identified were fear—18.3%, frustration - 16.4%, anxiety or panic—16.3%, stress—16.0% of, and depression—15.5%.

Volunteers donated 297 hours to respond to callers from

Thurston and Mason counties. The busiest call times at the Crisis Clinic are between 12 pm and 4 pm followed closely by the 8 am to 12 pm shift.

Crisis phone volunteers line provide empathetic, compassionate support to individuals who are struggling. They also provide resources and

referrals utilizing the 2 -1-1 Washington information Network

The next crisis line training is in July and it’s not too early to apply! For more information about becoming a crisis line volunteer, please contact Terrina Williams at twilliams@crisis-clinic.org or at (360) 586-2888 ext. 110.

Youth Suicide Prevention Makes A Difference



David Skattebo,
AmeriCorps Youth &
Outreach Program
Coordinator

Since September 2016, the AmeriCorps Youth in Service member, David Skattebo, has been reaching out to local youth in the community. He has spoken to 1,053 youth about suicide awareness and prevention, mental health, and non-judgmental listening.

David's presentations include information about non-judgmental listening, empathy, and compassion for those experiencing suicidal ideation. After every single presentation, there are young people who come up to David, saying "thank you; I really needed to hear this

today." David has been surprised and impressed by how vocal the youth are about their identities, family issues, or their mental health struggles. In every presentation, he sees how much local youth are hurting and how providing a non-judgmental space for them to be heard allowed them to be authentic and vulnerable.

After one presentation, a young person approached, teary-eyed, and shook David's hand and said "I attempted suicide last month, and it means so much to me to hear what you said in your

presentation, that I'm not wrong or bad or crazy for doing that, that things are gonna be okay. I needed to hear that today. Thank you so much".

Your contributions assist the Clinic in continuing to provide these services to youth in our local community.

An Interview With Terrina Williams, Training Coordinator

What interested you in the work at the Crisis Clinic?

I love helping people, I love knowing I was there when someone needed me, an ear to listen and a person to let them know they matter. I was lucky enough to find that job at the Crisis Clinic. I get to use my customer service/office background in a meaningful way. I like going home knowing that I was there for someone and that maybe I made a difference in their life by just being there.

What is your professional background?

I have worked in the customer service/office professional/outreach type rolls for the past 20 years. I worked for the Washington State Guaranteed Education

Tuition program for over 10 years teaching customers about the program at various community events.

Tell me a bit about yourself.

I am a mom of 1 child who is 10. I was lucky enough to be able to marry my best friend 11 years ago, my family is my everything. I have lived in the Olympia area all my life. I left once and moved to Las Vegas for about 6 months and then I had to come back to my home Olympia. I love animal and currently have 1 chicken named Rose, 1 dog named CoCo, and 1 cat named Jerome.

Describe what you were like when you were 10.

I loved/love animals and would play veterinarian all the

time. We lived on a farm we had chickens, horses, and cows. I loved playing outside on the farm, climbing trees, making forts....just being a kid. My favorite animal was my pet cow named Heidi. When I was older I ended up showing her at the county fair. I continued to show in 4-H throughout high school.

What are some ways you practice self-care?

Petting my animals, spending time with my family, walking on the beach, traveling and relaxing in the sun.



Terrina Williams,
Training Coordinator

An Interview With Panya Willer, Volunteer Coordinator

What interested you in the work at the Crisis Clinic?

Well, I had been volunteering at the King County Crisis Clinic for about a year before I moved down to Olympia to restart my academic endeavors. I was really bummed about having to stop working with them because the experience, environment, and people involved were all so amazing. It's really rewarding work. I didn't think I would volunteer with the clinic down here because I was planning on pursuing other volunteer opportunities and learning new skills. Then, when the job I had lined up fell through and the first listing I found on craigslist was for the Volunteer Coordinator position at the Clinic, I knew it was meant to be. Being able to help not only the callers but now being able to support the volunteers answering the lines seemed like such a beautiful position and one where I could not only share my experiences from the North, but also learn a lot of new things!

What is your professional background?

Hah! A lot of really random scraps of professions scattered throughout my history. I guess the one I've had the most experience in and would consider a "fall back" trade or profession would be as a line cook or chef. I've had a lot of experience in kitchens and have

done everything in them from dishwashing to line work to expo to chef de cuisine. Fun stuff!

Before working at the Clinic, what was the most interesting job you've had?

Hmmm, hard to say. I think they've all been pretty interesting really, haha. The one that's most likely to be interesting to others though is probably being Airborne Infantry in the Army. Got to go to some amazing places, do some cool stuff, and had some really powerful experiences that shaped a lot of who I am. I've also been a Traffic Flagger, which was definitely interesting, haha.

What are some ways you practice self-care?

Planning and scheduling time for myself is a start! I frequently take baths to relax, enjoy tea in the morning, read for leisure, meditate, listen to music or make music by myself, go shopping for books, sit and think, cook, clean, go grocery shopping. Haha, thinking about it I almost feel like all of my actions in a day are a kind of self-care. I used to practice archery as a self-care/meditation technique but unfortunately I do not have the space for that any more.



Panya Willer, Volunteer Coordinator

Welcome to Gary Lewis, New Board Member

Please welcome Gary Lewis, a new addition to the Board of Directors of the Crisis Clinic of Thurston & Mason Counties. Gary, a northwest native, attended Olympia High School, studied graphic arts/interior design at Cornish College of the Arts. Involved in the design community for 40+ years Gary has held a variety of positions within the furniture industry. Interior design projects include residences in Washington,

California, Arizona and New York. His desire to give back to the community has given him the opportunity to gain experience in fund raising for the not for profit sector. "Being of service is good not only for the community but for the self" Gary said. While living in Seattle he volunteered for several years with "KidsAuction" one of the principal fundraisers for the Boys and Girls Clubs of King Co. "Involving local businesses

and using creative people we crafted a fun, exciting, and profitable event". Gary and his partner Ty live in Olympia with their cat Blink and enjoy traveling the Northwest.

Gary is chairing the Clinic's "Answer the Call" auction and dinner on October 6, 2017. If you are interested in volunteering for this event, please contact him at glewis@crisis-clinic.org



Gary Lewis, Board of Directors

PO Box 13453
Olympia, WA 98508

Toll Free Line: 1 (800) 627-2211

Crisis Line: (360) 586-2800

Youth Help Line: (360) 586-2777

Business Line: (360) 586-2888

If you are interested in helping the
Clinic save paper and postage
costs, please consider adding your
e-mail address to our e-newsletter.

Please e-mail:
info@crisis-clinic.org. to be
added

SAVE THE DATE

October 6, 2017

“Answer the Call” DINNER AND AUCTION



~ Watch This Space ~