

Crisis Clinic

- Founded in 1964, by a grassroots efforts of community members in response to violence towards a young girl, they established the 24-Hour Crisis Line.
- Our 24-Hour Crisis Line is one of the oldest crisis lines in the nation.
- **Entry point** to emergency mental health services in King County and provide general support and linkage to community services for people who are in emotional distress or crisis.
- State licensed as an emergency services telephone provider and accredited by CONTACT USA.



24-Hour Crisis Line

1-866-4CRISIS (427-4747) / 206-461-3222

- Crisis Line staffed 24/7/365 by Crisis Supervisors, who are Mental Health Professionals
- 223 Volunteer Phone Workers Answer Calls; 4-6 Phone Workers per shift
- Responded to 96,000 calls in 2010 (266 calls per day)

24-Hour Crisis Line

1-866-4CRISIS (427-4747) / 206-461-3222

Caller Profile

93% income below poverty

21% person of color

61% disabled

12% 60+ years

70% seriously or chronically mentally ill

28% not in treatment

2,100 seriously considering suicide,

76% agreed to a safety contract

King County 2-1-1

formerly Community Information Line
Dial “2-1-1” or 800.621.4636

- Comprehensive information & referrals to health and human services in King County.
- Started in 1973; In 2006 began using the dialing code “2-1-1” and became part of the statewide 2-1-1 system.
- Maintains a database of more than 5,000 services in King County with detailed information. Information available online at www.crisisclinic.org.
- Recognized as an essential part of the human services infrastructure.



King County 2-1-1

Specialty Programs:

- Caregiver Information and Assistance
- Disability Information and Assistance
- Rental/Housing Screening
- Civil Legal Assistance
- Earned Income Tax Credit and Free Tax Prep
- Bank on Seattle-King County
- H1N1 Pandemic Screening
- Disaster Response/connection to social services



King County 2-1-1

Profile of King County 2-1-1 Callers (2010)

- We helped 110,429 callers in 2010 (442/calls a day).
- Decrease of 10,000 calls since 2009 due to funding reductions and increased needs of callers.
- In 2006, our average length of call was 3.42 minutes, in 2010 it was 7 minutes and in 2011 it was 8 minutes. We saw a 20% increase in the number of referrals provided.



King County 2-1-1

Profile of King County 2-1-1 Callers (2010)

- 97% had incomes below poverty
- 68% were persons of color
- 50% were families with children
- 31% were disabled
- 14% were homeless
- 10% were 60+ years
- 5% spoke English as a second language / Bi-lingual specialists / 28 languages
- 4% were veteran/families
- 2% were caregivers

King County 2-1-1

Reasons for Calling 2-1-1

- **Financial Assistance** (i.e. utility and rental assistance) 32%
- **Basic Needs** (i.e. food, shelter, transportation) 20%
- **Legal Assistance** (i.e. employment, housing, family) 10%

- 97% of callers received new information; 100% said they planned to follow up.

- *We follow up with 2% of callers to see if they found help:*
 - 25% said they did receive help;
 - 25% were in process, and
 - 50% said they could not find help from the agencies we referred them to.



Crisis Clinic

Helping Lives on the Line

Summary of Resources

24-Hour Crisis Line

1-866-4CRISIS (427-4747) or
206-461-3222
TTY 206-461-3610 or 7-1-1 Relay

Teen Link help line

Every evening from 6-10pm
866-TEENLINK (833-6546) or
206-461-4922
TTY 206-461-3219
Youth Suicide Prevention Presentations
Call 206-461-3210 to schedule

King County 2-1-1

Monday-Friday 8am – 6pm
Dial “2-1-1” or 800.621.4636
TTY 206-461-3610 or 7-1-1 Relay

Community Resources Online

www.crisisclinic.org
(click on community resources online)

Crisis Clinic Business Office

206-461-3210 x. 0
info@crisisclinic.org

