



A Note from Our CEO, Michelle McDaniel

On February 27th, 2024, we celebrated Crisis Connections' 60th anniversary helping lives on the line!

With that in mind, I am pleased to share our 2023 annual report and a few reflections on the incredible impact our staff and volunteers have created for individuals in crisis across Washington State.

I believe the best way to honor our history is to express gratitude to the thousands of staff, volunteers, funders, and donors who have turned Crisis Connections' mission into action.

Together, we have provided a safe place where people can count on receiving compassionate and empathic support.

[Read more](#)

Mission

To foster resilience and well-being for all by connecting people to accessible and compassionate support.

Values

Accountability: We meet commitments and take personal responsibility. We are committed to making fiscally responsible decisions.

Collaboration: We build trustworthy partnerships. We work together to meet shared objectives and create effective solutions.

Continuous Improvement: We achieve results by identifying challenges and embracing opportunities for improvement and learning.

Diversity, Equity, Inclusion & Belonging: We welcome all, embrace diversity, and foster belonging. We believe our employees and volunteers should feel respected and included. We share power, work to repair past inequity, and listen and learn from each other.

Respect: We treat everyone with dignity and empathy.

Total calls, emails, chats, training participants, and database uses



Times our Crisis, Peer, and Professional Service programs were called upon



Interactions with our Essential Services programs



People helped by the Recovery Help Line



First responders and behavioral health partners supported



Unique referrals made by our Peer and Essential Service programs



Uses of Crisis Connections' print and online resource directories



Youth impacted by Teen Link programs and services



Top Met Needs



Housing



Utilities



Food & Meals



Loneliness



Anxiety



Stress



Mental Health & Addiction



Depression



Peer Support

Total Revenue \$19.89m

Government Grants 80%
Other Contracts & Grants 16%
Contributions 4%
Program Services Fees <1%
Interest/Rewards Income <1%
In-Kind <1%

Total Expenses \$19.34m

Program 84%
Administration 14%
Fundraising 2%

[Read more](#)

Crisis Connections in the News

988 suicide lifeline celebrates one year since activation

KREM, July 2023

“A healthy and humane behavioral health system has three main components: someone to talk to, someone to respond, and someplace to go. Washington state has already demonstrated leadership nationally in reforming a broken system,” said Michelle McDaniel, Chief Executive Office at Crisis Connections, one of Washington’s crisis call center locations.

Seattle to Vote on \$1.2 Billion Tax Increase for Mental-Health System

The Wall Street Journal, April 2023

Mental-health leaders in the Seattle area said the current problem can partly be attributed to years of closures of psychiatric wards at state hospitals in favor of more community-based treatment centers.

Michelle McDaniel, who runs a 24-hour mental health crisis hotline center, said the volume of calls has jumped between 25% and 40% since 2020, depending on the program.

Reach Across the State

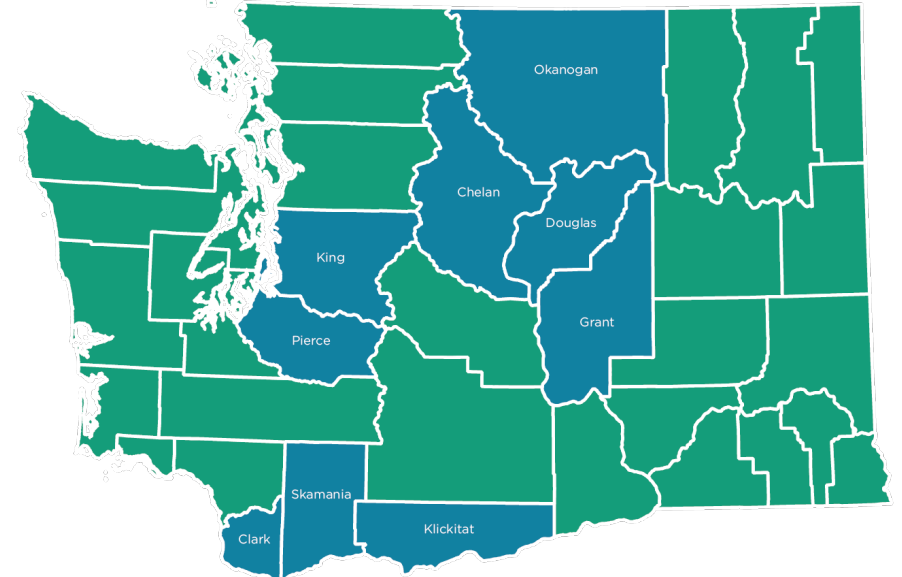
Statewide



Regional



King County



[Read the full annual report](#)