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**2021
 annual report**



**crisis
 connections**
 support • resources • training



a note from our CEO

Michelle McDaniel

As the COVID-19 pandemic continued, so did its devastating impact on the economic and emotional health of our community members. Crisis Connections staff and volunteers met the moment by reducing the emotional distress of the over 1,600 people each day that reached out to us for help across Washington State.

As the loss of routine, uncertainty about the future and ideological divides continue, the unprecedented need for behavioral health support during the pandemic has significantly outpaced available providers. As a result, in 2021 our crisis lines experienced a minimum of 25% increase in calls, with increasing portions of the community using our services regularly as ongoing support because they know we are available and answering calls 24 hours a day, 7 days a week.

Since 1964, Crisis Connections has been there to intervene during a crisis, prevent the next crisis and provide support after a crisis has occurred. With you as part of the Crisis Connections community, we can continue to fulfill our mission of helping lives on the line.

To contact me directly with any questions, you can reach me at: mmcdaniel@crisisconnections.org.

With gratitude,

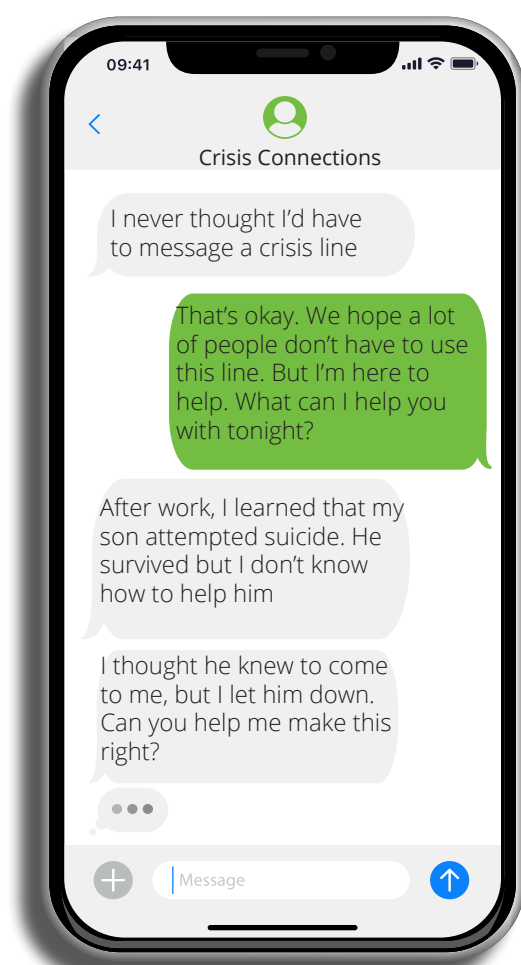
Michelle McDaniel

Chief Executive Officer

The reality is that the harmful impacts of the pandemic are felt most by marginalized and underserved populations. In 2021, 99% of callers to our King County 2-1-1 Information & Referral Program were low-income, 63% were people of color, 28% identified as homeless, 45% identified as disabled, and 61% had children in the house – of which 70% of those were single parents. To ensure all Crisis Connections services are accessible they are 100% free, translation is available in over 150 languages, and many of our programs offer text and chat options.

Top Met Needs

These are the most frequent issues that clients seek support in resolving.



- housing
- utilities & payment
- food & meal
- mental health & addiction
- healthcare
- financial support
- peer support
- loneliness
- anxiety
- stress
- frustration
- depression



600,259

connections made in 2021



25,128

120,762

people received crisis prevention support & resources

3,027

teens sought peer support



individuals received support for substance use

416

volunteers served over 44,000 hours



304,795

people needed crisis intervention

174,524

total served through covid-19 support programs



178

families received cares packages after losing a loved one to suicide

2,709

adults received training

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Sheng - Yen Lu Foundation

expenses 13.7 million

85% program services fees

1.5% fundraising

13.5% administrative

unaudited financials

revenue 13.9m

59.6% government

4.1% contributions

1.4% program

34.9% other contracts