



crisis connections

2025 Annual Report



Michelle McDaniel
Chief Executive Officer

A Note from Our CEO

Dear Supporters,

Every year, **Crisis Connections shows up for our community** with the same purpose: fostering resilience and wellbeing by making sure accessible, compassionate support is never out of reach. In 2025, that purpose was tested like never before and every day, our team showed up to meet it.

We hold fast to our promise: no one will face life's challenges alone. For the last 3 years, that promise has taken shape through our two strategic pillars, the commitments that guide our programmatic innovations. The first is **"Right Response, Right Time"**: making sure a help seeker reaches the specific kind of support they need, the moment they need it. In 2025, our 911 Diversion program redirected 3,408 calls to 211 or 988 instead of police or emergency medical services dispatch, connecting people to crisis counselors and resource navigators rather than routing them into systems that weren't built to properly address those needs.

The second pillar is **"Whole Person Care"**, recognizing that a mental health or substance use crisis is rarely just one thing. It's often tangled up with housing instability, hunger, or a missed medication refill. We don't just answer the moment in front of us; we look at the whole person on the other end of the line.

In 2025 alone, 729,871 people reached out to Crisis Connections for help.

Here's what that looked like this year:

- Our crisis and resource lines connected 364,079 people to basic needs resources.
- 219,170 people received direct crisis support.
- We dispatched Mobile Crisis Teams 6,129 times for emergency in-person support.
- 27,680 adults and youth received mental health and suicide loss peer support.
- 109,111 first responders and mental health professionals consulted with our team to ensure the best response for a community member they were supporting.

Increasingly, we watch affordability become a crisis of its own. In 2025, help seekers told us about impossible choices—rent or medication, groceries or utilities—in ways we hadn't heard as often before. At the same time, **changes to federal programs like the Affordable Care Act and SNAP have begun narrowing the safety net many of our neighbors depend on. Fewer people have consistent access to insurance and healthcare.** Fewer families can count on steady food assistance. **We see the consequences of these policy changes daily, in the voices of the people who call, text, and chat with us.**

That reality makes our work more essential, not less.

Every one of these connections is a reflection of the complex pressures our community is under—and the power of meeting people exactly where they are. We don't just answer calls, texts and chats; we listen without judgment, respond with expert care, and guide people toward the right help at the right time.

None of this would be possible without you—our donors, community partners, volunteers, and champions. Your belief in our work sustains every connection we make, every resource we share, and every life we touch.

As it has been since our founding in 1964, we remain committed to being the steady place our community can turn to, no matter the time of day or the shape of the need.

Thank you for making sure that no one faces life's challenges alone.

With deep appreciation,

Our Why

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

Values: We are guided by values that shape our culture and the way we serve our community.

Accountability

Collaboration

Continuous Improvement

Diversity, Equity, Inclusion & Belonging

Respect

Real Programs. Real People.

Reach Across the State

Statewide

211

Warm Line

Teen Link

Recovery Help Line

Support After Suicide

Regional

988

911 Diversion

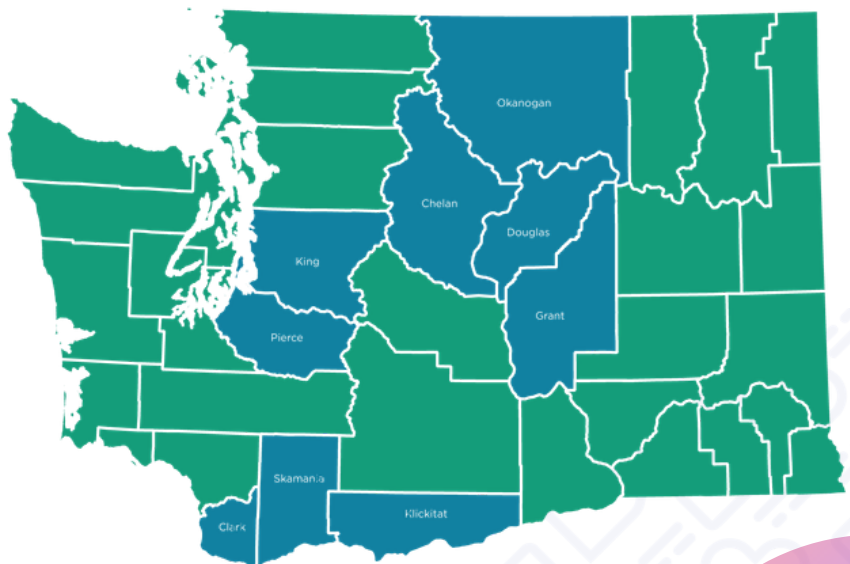
Crisis Services

King County

OneCall

Mobile Crisis Dispatch

Stop Hate Hotline



2025 At-a-Glance



Expanding Across Washington

Mobilizing in Emergencies

In 2025, **Crisis Connections** became the statewide provider of **211** and met the moment by mobilizing with **Airbnb.org** to provide temporary housing to thousands of people displaced by catastrophic flooding. Throughout the response, **211** connected flood survivors with critical resources while also serving help seekers statewide with everyday basic needs.

A Community Living Connections help seeker in **Yakima** who is an unpaid family caregiver in need of respite shared: "I'm so glad I was able to talk to you today. Life has been so hard lately, and you were able to relieve a great amount of stress from my shoulders. I'm going to use these hours to get some rest, fill up my tank again, and start making a plan for my mom's care moving forward. I am truly grateful."

By the Numbers

733,198

People reached out for help

988 saw the biggest increase in help seekers, serving 57% more people.

364,079

People connected to basic needs resources

Help seekers received an average of four referrals per call.

75,282

Interventions for substance use disorder

Expansion of the Bridger and MOUD programs connected more people to outpatient care.

219,170

People received crisis support

People get support through calls, texts and chats with 988 and the Regional Crisis Lines.

109,111

First responder and professional provider consults

Crisis Services and Mobile Crisis Dispatch are key resources for professionals addressing crisis in-person.

27,680

Adults and youth accessed peer support

Youth and adults connected with peer support for mental health, emotional challenges and suicide loss support.

13,925

Calls diverted from 911

911 Diversion expanded in King and Clark counties with a 400% increase in call diverted from 911

102,738

Mobile Crisis Team dispatches

Mobile Crisis Team dispatches increased by 13%. Response time improved from 47 minutes to 25 minutes.

Impact

People expressed appreciation or satisfaction

91%

Calls resolved or stabilized

85%

People engaged in wellbeing planning

74%

Help seekers reported distress relief

72%

988 | SUICIDE & CRISIS
LIFELINE

Growth in Washington

A proven track record of excellent clinical care

In December 2025, **Crisis Connections** was selected to expand 988 service as the primary provider in the **Southwest, Pierce County and North Central regions**, while continuing to serve **King County**. The contract was awarded based on our **proven track record of excellent clinical care and consistently meeting service level agreements** with funders. Work begins in 2026 to thoughtfully transition Regional Crisis Line services to 988 in partnership with Volunteers of America of Western Washington.

"My loved one was having a Mental Health crisis and I did not know what to do or where to turn. 988 was an amazing resource for me. I got resources to help my loved one, got emotional support for myself, and by the end of the call I felt much more confident that everything would be okay."

In the Community



384

Volunteers



28,558

Volunteer hours



368

Staff



146

Community events attended



373

Support After Suicide care packages mailed



218,377

Free materials mailed to community members



10,054

Youth received suicide prevention trainings

Together, We Stop Hate

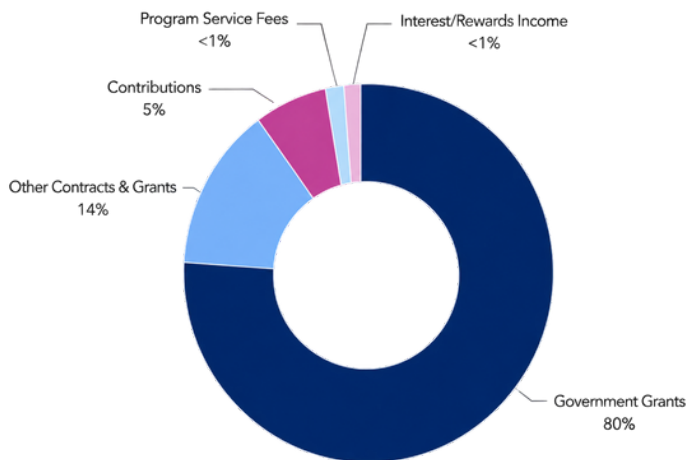
Opening the Lines for Trauma-Informed Hate Crime and Bias Incident Reporting

Crisis Connections and King County collaborated to stand up the Stop Hate Hotline in October 2025. The **24-hour, confidential, trauma-informed support line** gives people who experienced or witnessed **hate crimes or bias incidents** a **safe** place to be heard, **supported** and **connected** to help beyond a report. With support in more than 200 languages, help seekers can also be connected to 988, 211, our peer lines and other community resources.

The idea for the hotline originated from legislation introduced in 2022 by King County Councilmember Reagan Dunn, aimed to make it easier and safer for people to come forward and report hate-based crimes. "Hate crimes are widely underreported, and this hotline creates a vital pathway for victims to safely come forward," said Councilmember Dunn
KIRO 7 Seattle, October 2025

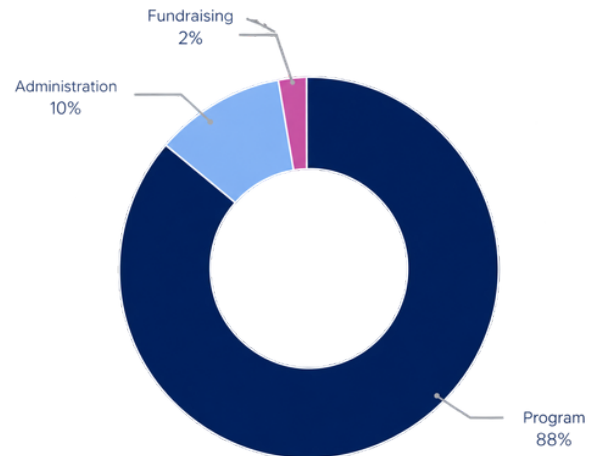
Financials

Revenue



Total Revenue: \$31.5M

Expenses



Total Expenses: \$30M

"By partnering with Crisis Connections, we're ensuring that when someone reaches out in need, they'll find compassionate, trauma-informed care that honors their experience and focuses on their healing."

-King County Executive Shannon Braddock

Crisis Connections is a non-profit 501(c)(3) organization and all donations are tax-deductible to the extent allowed by law.
Our federal tax ID number is 91-0773187.

You can [donate online](#) or, if you prefer, by sending a check to:

Crisis Connections
PO Box 19612
Seattle, WA 98109

For questions, please contact us at fundraising@crisisconnections.org

Contributors

Individuals

Michelle Abrahams – Robert Agamalian – Farooq Ahmad – Michael Alvine – Laura Amrein – Corin Anderson – Jeffrey Anderson – Robert Anderson – Anonymous – Dr. Irene Arden – Hassan Ayed – Katherine Bainbridge – Sharon Baker – Stacey Baker – Luiza Barbato Montesanti – Manuel Barbosa – Donna Barker – Virginia & Harrell Beck – Christina Bell – Ron & Michelle Bemis – Angela Benson – Angela Berg – Muriel Bergerson – Daniel Bernard – Sally Bjorklund – Dr. Ellen Blau – Carolyn Bolechala – Audrey Bollinger – Heather Bradley – Alice Braverman – Maureen Brinck-Lund – Jennifer Broadus – Shari Brown – Melissa Bryan – Candace Bryant – Tricia Budd – Kate Buenau – Susan Burchfield – Theresa Buysse – Jill Callahan – Charles Campbell – Maria Carilao – Dorothy Carpenter – Kara Ceriello – Caitlin Chavez-Moats – Danielle Chmiel – Michelle Chuinard – Patricia Cirone – Francine Cohen – Yaffa Cohen – Susan Cohen – Rebecca Cole – Richard & Teresa Colella – John Coleman – Tyler Colton – Heather Colvos – Michael Constantine

"I hope you guys can keep supporting people in crisis and supporting all the volunteers and employees that work there." – Oscar Cummings

Clifton Curry & Ann Allen – Dr. Christos Dagadakis – Debra Dahlin – Leslie Dammeier – Yingnong Dang – Haley Dixon – Quynh Giao Doa – Jeanne Dorn & Samara Hoag – Dean & Bette Drescher – Casey Drobnick – Phong Duong – Dr. Barry Eben & Barbara Johnstone – Jamie Eby – Linda Ejde – David Ellsworth – John Engber – Joseph Engman – Dale & Debora Erickson – Heather Evans & Peter Tirrell – David & Lynne Feinberg – Xia Feng – Greg Fergin – Dr. Decky Fiedler & Roland Barach – Judy Finlay Eaton & Marshall Eaton – John Fleming – Staphanie Fox – Judith Gage – Daisy Gomez – Charles Gonwa – Charlene Greene – Dr. Paul Grekin & Elizabeth Flavin – Robin Warren & Jason Gruber – Bethany Guldi – Debra Gumbardo & Bruce Clurman – Derrick Gunn – Chelsea Hammer – Megan Hampson – Lynn Handy – Janice Hanlon – Karen Hansen – Lidia Harding – Diana Hausman – John Hinchcliffe – Pui Hoang – Kevin Hoang – Shane Hoffman – Cynthia Hopwood – Sue Hott – Gillian Huang – Alan & Kettia Huggard – Grant Hugh – Kendra Hukill – Sharon & Steve Huling – Kathryn Hutter – Robert Iannucci & Kara Stash – Kori Inkpen – Robert Isgur – Robert & Jane Jackson – Kali Jacobsen – Thomas Jernigan – Mackenzie Johannesen – Melissa Johnston – Kelsey Jones – Rosalyn Jones – Nancy Juhos – Shari Kalsta – James Karr & Susan Gemmel – Jamie Kennedy

"As a longtime mental health professional practicing in Seattle, I deeply value the support that Crisis Connections provides to those in our community." – Daniel Keusal

Aaron Khoo – Deborah & Reiley Kidd – Bob Kim – Joyce Kim – Larry Kimball – Margaret & Alan Klockars – Kyoko Knapp – Jorji Knickrehm – James & Donna Knight – Margaret Knowles – Daniel Kobussen & Morgan Fong – Michiko Kono – Eric & Sheryl Kool-Brown – Michele Kuraoka – Barbara Kuyper – Sean Lambert – Ethylanne Larrimore – Patrick Le Quere – Sara Lee Jordan – Scottie Levi – MaryHelen & David Lewis – Amy Limon – Kathleen & Jeffrey Lindenbaum – Elinor Lindquist – Panayiota Lipsou – Jane Lundin – Birch MacLeod – Ian MacMillan – Dr. Peter Manos & Ingrid Dinter – Scott Maple – Stephanie Marin – Wendy Marlowe – Cindy Martinez – Nancy Mathieson – Erin Mattens – Amber Matthai – Anne McBride & Morris Rones – Jamie McCormack – Michelle McDaniel & Kerry Albright – Juliano Menegazzo Souza – Kayla Metcalfe – Ann Micheletti – Alec Mildenhall – Jessica Miyaji – Laurent Mollicone – Margaret Marrow – Janet Motter – Brian Mount – Zakeel Muhammad – Delia Munday – Logan Munoz – Matthew Murdock – Keri Nasenbeny – Mary & Todd Nelp – Bruce Nelson – Erica Ng – Maureen Ni – Alice Nichols – Michael & Nadine Nielsen – Sreeram Nivarthi – Glenn & Tammy Nochi – Joanna Nolasco – Paul & Nancy Oldenkamp – Mariah Olson – Nataliya & Nels Olson – Eric Orren – Katherine Package – Susan & Harry Peck – Michael Peters – Laura Pina – Michele Pomarico – James & Susan Powell – Darcy & Donald Price – Danielle Pulliam – Julia Putnam – Kendra Radach – Jaclyn Rainey – Pramoth Ramakrishnan – Suri Raman – Sierra Ranier – Edward Rankin – Cynthia & Steve Reed – Dr. David Reichgott – Mary Reiten – Laurel & Jeff Reitman – Scott & Ellen Renfroe – Sandra & Dr. Arthur Resnick – Manuel Reyes – Chuck Rinehart – Leslie Rinnan – Alec Rogers – Tarunay Roy

"You were there when our family needed help and we are very grateful for that." – Lori Murphy

Tom & Diane Ruebel – Bill Rumpf & Eve Rumpf-Sternberg – Erika Rusch – James & Jane Sanders – Martha Sandoval – Alexandra Saucedo – Kristi Savacool – Gloria Saylor – Eric Schreiber – Joan Schroeder – Richard Scott & Amber Averyt – Lori Seabright – Yuval Shabtai – Enne Shah – Shail Paragbhai Shah – Yujie Shoa – Karen & Owen Sharp – Sofya Shipova – Sasheem Silkiss-Hero – Christopher Sitzman – Sergey Smirnov – Veronika Smirnova – Nancy Smith – Susan Souders – Matthew Spaulding – Kristen Spexarth – Tristan Spiceland – Ashly Starnes – Pamela Steele – Jerry & Billie Steiert – Dr. Lyn Stone – Earl Sutherland – Joan Tarasevich – Michael Taylor – Cheryl Tedrow – Kenneth Telesco – Manasa Thalanki Lakshminary – Janet & Mark Thomasseau – Kristi Thorpe – Lexie Tigre & Robert Cox – Jim Tsen – Kivonne Tucker – Martha Tucker – Jeffrey Udall – Erika Van Merr – Amy Vandergon – Robert & Michelle Verlander – Wayne Wallis – Limin Wang – Corinne Wegener – Stacia Weishaar – Kelli White – Nancy Wilds

"This contribution is to support the great work your organization does to meet the needs of our community." – Kathryn Williams

Lindsay Wilson – Hazel Winn – Alan Wittenberg – Julia Wong – Julia & Nicholas Woog – Brienne Wright – Wyatt-Stone Family – Mike Yeager – Wing Yi Yeung – Suyoung Yoon – Junmeng Zhu – Jennifer & Eric Zinda

Corporations & Foundations

AIP – American Endowment Foundation – Ameriprise Financial – Apple Inc. – The Beck Family Charitable Fund – BECU – Bergen County United Way – Bill & Melinda Gates Foundation – BlackRock Foundation – Boeing Employee Individual Giving Program – Bradford Consulting LLC – Byron & Alice Lockwood Foundation – Cambia Health Solutions – Catania Family Foundation – Charis Fund – Clementine Fund – Columbia Bank Community Impact Fund – Costco Wholesale – Eagle Harbor Congregational Church – The Exchange Club of Highline – Expedia Inc. – First Financial Northwest Foundation – Fraternal Order of Eagles White Center – Gene and Irene Wockner Foundation – Google Matching Gifts Program – Green Diamond Resource Company – Illinois No 3 Foundation – Issaquah Education Association – The Jean E. Thomson Foundation – King County District 4 – King County Employee Giving Program – Kozloff-Peterson Family – The Kroger Co. – Liberty Mutual Group Employee Giving Program – Mercer Island High School Class of 2005 – The Mick Lamb Foundation – Microsoft Giving Campaign & Matching Gifts – MS Gift, Inc. Fund – Norcliffe Foundation – Nordstrom Employee Match Program – Northeast Guild – Peters Family Foundation – Providence Health & Services – The Radheshwar Family Charitable Fund – Raman Family Foundation – Richards-Souders Charitable Fund – Safe Crossings Foundation – Salesforce.org – The Schoenfeld Gardner Foundation – The Seattle Foundation – The Sharing Foundation – Sophia Alms Fund – System Era Softworks – T-Mobile USA Inc. – Tulalip Tribes Charitable Contributions – University Preparatory Academy – Washington State Combine Fund Drive – Wells Fargo Clearing Services, LLC – William E. Wockner Foundation

2025 Board Members

Brian Abeel

"I am so proud to be associated with Crisis Connections. The work that you do each day is commendable. Thank you for your hard work!"

Stacey Baker, Planned Parenthood

Eva Crevoshay

Stephanie Fox

Nicole Imbriaco

"Crisis Connections holds a deep commitment to being there when it matters most- for both individuals experiencing a crisis and those seeking help for others. Their efforts to improve coordination across services and guide people through the complexities of our health and social service systems is vital."

Debra Gumbardo, Community Volunteer

Daniel Kobussen

"As a board member, I am continuously inspired by the work of Crisis Connections. Everyone always does the most to support and show compassion to those in need."

Larry Little, Amazon

"As a social worker with over 25 years of experience, I've seen firsthand what happens when people are left without support in moments of crisis. I've also seen what becomes possible when someone is there to listen, guide, and care. That's why serving on the board of Crisis Connections is not only an honor-it's deeply personal."

Melissa Marsh, Community Volunteer

"Crisis Connections has been a guiding force in my life ever since I volunteered with Teen Link as a teenager. Now, as a Board Member, I continue to be inspired by the dedication of our staff and volunteers who support people through some of life's most difficult moments."

Erica Ng, Ikaso Consulting

Robin Warren