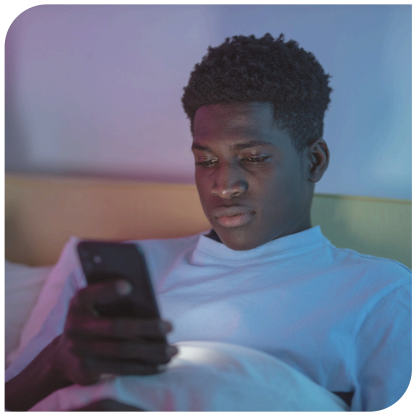
crisis connections
hope · help · healing

January – September 2026 Impact Report

Reaching More People as Calls for Mental Health and Basic Needs Support Grows Across Washington



Crisis can happen at any time, day or night. We're here for Washingtonians facing mental health crises, emotional distress or challenges meeting basic needs like food, shelter and medical care. **Calls, texts and chats for support have increased 18% compared to this time last year.**

As more people of all ages reach out for help, **we remain committed to our mission to foster resilience and well-being for all**, even as funding becomes less certain. We've **expanded programs like Mobile Crisis Dispatch and 911 Diversion** to provide comprehensive support that **addresses the challenges behind each crisis.**

418,937 ↑
People reached out for help

329,642 ↑
People provided with personalized needs navigation

177,301 ↑
People provided with crisis support

13,091 ↑
Adults connected to peer support

7,106
Youth served by Teen Link

71,479
First responder and professional consults

2,308 ↑
Mobile crisis dispatches

153,626 ↑
Free materials sent to the community

2,408
Calls diverted from 911

47,526
Interventions for substance disorder

"**People reach out about everything from housing challenges and family conflicts to exhaustion and isolation**. I listen, reassure them that someone cares and validate what they're feeling.

I wish more people knew they don't have to wait until they're in crisis to reach out. If something is causing you distress, that's reason enough to call."

-988 Counselor

↑ Year-over-year change

Responding to Disaster While Keeping Hope on the Line for More Than 130,000 People



As soon as the **Spokane Complex Wildfires** began to spread, **Crisis Connections was called on to activate 211.** Within hours, our team was accepting calls around the clock. Partnering with Airbnb.org and other agencies across the state, **we made 6,885 referrals** for **disaster housing** and **shelter, food pantries, disaster-related cash grants** and other essential needs.

During this same period, the number of people reaching out for support continued to increase. **Our teams held the line for our community**—including people facing devastating loss—**remaining a trusted, reliable resource for Washingtonians.**

90%
People expressed appreciation, satisfaction

82%
Help seekers report distress relief

79%
People engaged in a plan for their wellbeing

A family of six lost their home, business, and primary source of income in the devastating fires. After receiving help from 211 applying for Washington State Individual Assistance (IA), additional resources for SNAP, utility assistance, and furniture, the caller shared:

"Thank you so much for this. This is wonderful. You are wonderful. Thank you."

Read More: crisisconnections.org/about/reports

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