See attached demographic reports for each city.

2011 Exhibit 1

AMENDED 1ST & 2ND QUARTER 2-1-1 REPORTS at 7/20/11

CITY OF AUBURN – JOINT HUMAN SERVICE AGREEMENT

2011 SCOPE OF SERVICES AND QUARTERLY SERVICE UNIT REPORT

Agency Information:

Crisis Clinic
9725 – 3rd Ave. NE, Ste. 300
Seattle, WA 98115 - 2030

(206) 436-2981
(206) 461-8368 fax

Contact: Coral Letnes **Title:** Business Manager **E-mail:** cletnes@crisisclinic.org

Are professional services (e.g., counseling, case management) provided as part of this Agreement? No

Contract Information:

Contract Amount: $55,227.00

Program Name: Telephone Services: 24-hour Crisis Line, 2-1-1 Community Information Line, and Teen Link

Description of Services:

2011 Crisis Line					
Service Unit Description:	Total Projected Clients {minimum clients served by city}	All Funding Sources			
		1st Qtr.	2nd Qtr.	3rd Qtr.	4th Qtr.
Service Unit /Performance Measure	Incoming Calls	Incoming Calls	Incoming Calls	Incoming Calls	Incoming Calls
Auburn	103	712	796		
Covington	206	140	147		
Des Moines	154	518	447		
Renton	440	932	921		
SeaTac	206	251	326		
Tukwila	154	187	188		
Totals	1,263	2,740	2,825		

Crisis Services Department
2nd Quarter Report

Operations

- Call volume on both the Crisis Line and Business Line show a slight decrease of 3% compared to last quarter; however, there is a 5% increase in call volume compared to the 2nd quarter of 2010 and an 8% increase of the 1st and 2nd quarters combined when comparing this year to last.
- We began to participate in Online Emotional Support (OES) as part of CONTACT USA's national platform of CrisisChat.org on April 4th. During this quarter, we engaged 203 chats.
- Crisis Clinic submitted a proposal in response to an RFP by the Division of Behavioral Health and Recovery as a provider of a new statewide integrated behavioral health help line for substance abuse, problem gambling and mental health. We were notified on April 18th that we were the apparent successful bidder. A contract has been signed to provide the Washington Recovery Help Line. A recovery coordinator and three recovery specialists have been hired to staff the program, along with additional training for current crisis staff and volunteers. The new Recovery Help Line will be effective July 1st.
- 29 applicants attended the Volunteer Orientation and Screening on May 10th and 11th; 24 were selected to attend phone worker training. 5 trainees dropped out due to illness or schedule conflicts while 19 trainees successfully completed training and joined the crisis line.
- 4 volunteers attended a Train the Trainer session on May 21st in order to join the volunteer training team to assist with role-play sessions.
- An in-service on Survivors of Suicide (SOS) was held for volunteers on April 11th. There was a great response to this in-service with 30 volunteers attending. The in-service consisted of an overview of the SOS group by SOS facilitators along with two survivors who shared their stories.
- King County Mental Health Division conducted an audit of the Hospital Authorization program on June 6th. As per the exit interview, the audit went well. Written audits results should be received in 30 days.

Community Relations

Director of Crisis Services participated in:

- Washington State Behavioral Healthcare Conference on June 9th and 10th in Yakima, WA. A Crisis Clinic vendor table was set up to advertise services including the new Washington Recovery Help Line. Marketing materials were distributed to advertise the new phone number and service.
- Local Problem Gambling conference on April 28th and 29th in SeaTac, and National Problem Gambling conference on June 29th to July 2nd in Boston, MA. Participation in these was to gain knowledge and skill in the area of Problem Gambling as part of the new Recovery Help Line.
- A CONTACT USA accreditation site visit for the crisis call center operated by Samaritans, Inc in Boston, MA as a site evaluator for CONTACT USA.

Volunteer Services Manager participated in: Seattle Downtown Volunteer Fair (4/3), Bellevue College Volunteer Fair (4/12), Seattle Pacific University's Spring Career Mixer (5/3), Presentation at Seattle Central Community College (5/5), Physio-Control Corporate Volunteer Fair (5/18), Presentation at Seattle Pacific University (5/23).

Michael Reading, MS, NCC, LMHC
Director of Crisis Services