



## MEMORANDUM

TO: Mayor Roberts and City Councilmembers

FROM: Jessica Simulcik Smith, City Clerk

DATE: July 26, 2016

RE: Documents received at 7/25/16 Council Meeting

CC: Debbie Tarry, City Manager  
John Norris, Assistant City Manager

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Attached hereto are documents received from the public at your July 25, 2016 City Council Regular Meeting.

- 1) Written comments regarding how the Crisis Clinic helps Shoreline residents submitted by Mike Nielsen.

## HOW CRISIS CLINIC HELPS SHORELINE RESIDENTS

Since 1964, Crisis Clinic has been at the center of King County's human services safety net, connecting families to life-saving emergency mental health services and basic needs services to help families build resiliency and thrive. Thank you for your support.

### 24-Hour Crisis Line

In 2015, the 24-Hour Crisis Line received 3,493 calls from Shoreline residents seeking help. Some were in acute emotional distress or considering suicide and others were living with a chronic mental illness. For those in crisis, the 24-Hour Crisis Line was able to arrange for immediate help, including instructing the caller to proceed to the emergency room, contacting the police or the mobile outreach team to go their home to determine the best plan to keep the person safe. We can also arrange for a next-day appointment for a mental health evaluation or dispatch the Children's Crisis Outreach Service, if it is a youth that is in distress.

It is not just Shoreline residents that rely on the 24-Hour Crisis Line, but your public safety, educational and health care professionals consult with our Crisis Supervisors to determine how to best address the needs of a person in acute emotional distress. We are there for them 24/7/365!

### King County 211

Last year we received 2,015 calls from Shoreline residents looking for basic needs services. We referred them to local agencies that helped them find shelter, food, transportation, rent, utility, legal assistance and much more. But 211 does more than just give out phone numbers, staff members explain the complicated human services system and coach callers on how to present their situation so they can get the help they need.

"I recently relocated from Maine to be closer to my kids and grandkids, but I was having a hard time finding affordable housing. It's always nice to have a patient and caring voice on the other end of the line when you're struggling."

– *Shoreline caller to 211*

### Teen Link Help Line and Youth Suicide Prevention

Last year, 77 Shoreline youth called our Teen Link help line to discuss critical issues including depression, self-harm, suicide and relationship concerns. We are in Shoreline schools educating teens to understand the signs of suicide and how to get help for themselves or a friend. Last year we trained 480 Shoreline teens in suicide prevention. Suicide is the second leading cause of youth death in WA State and nationally. We are proud to be a resource for your youth.

**Thank you for your financial support!**