

**CITY OF AUBURN – JOINT HUMAN SERVICE AGREEMENT
2011 SCOPE OF SERVICES AND QUARTERLY SERVICE UNIT REPORT**

Agency Information:

Crisis Clinic (206) 436-2981
 9725 – 3rd Ave. NE, Ste. 300 (206) 461-8368 fax
 Seattle, WA 98115 - 2030

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: Telephone services, referral and advocacy calls will be reported as a courtesy; these services will not be required for contract compliance.

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