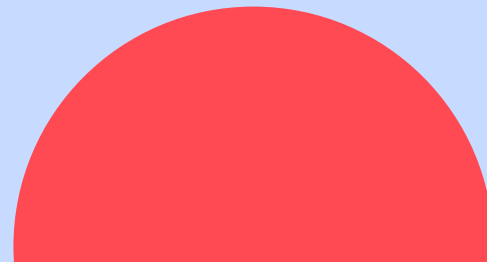

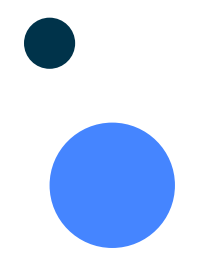
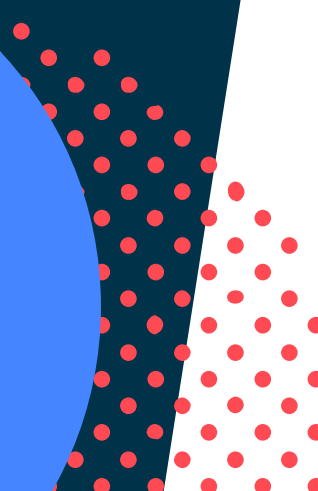
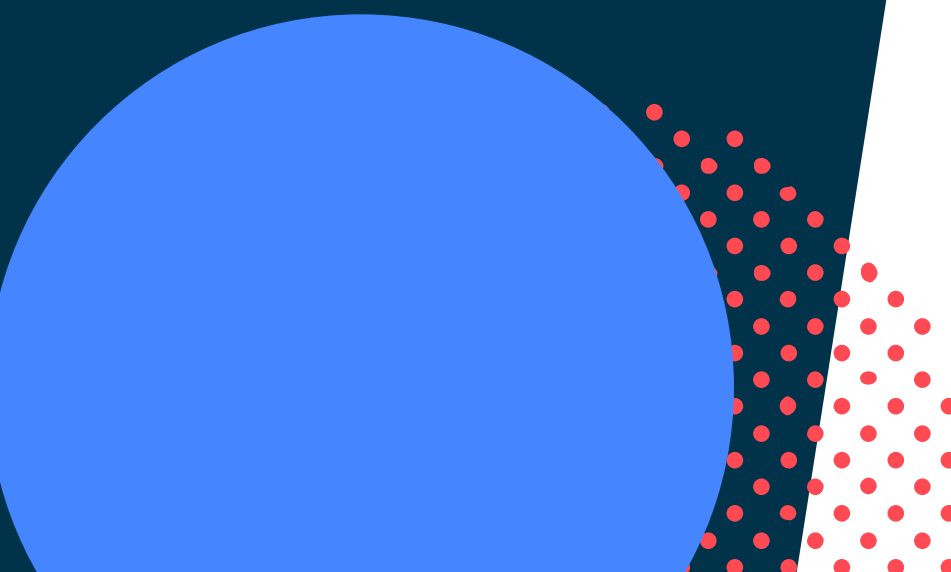
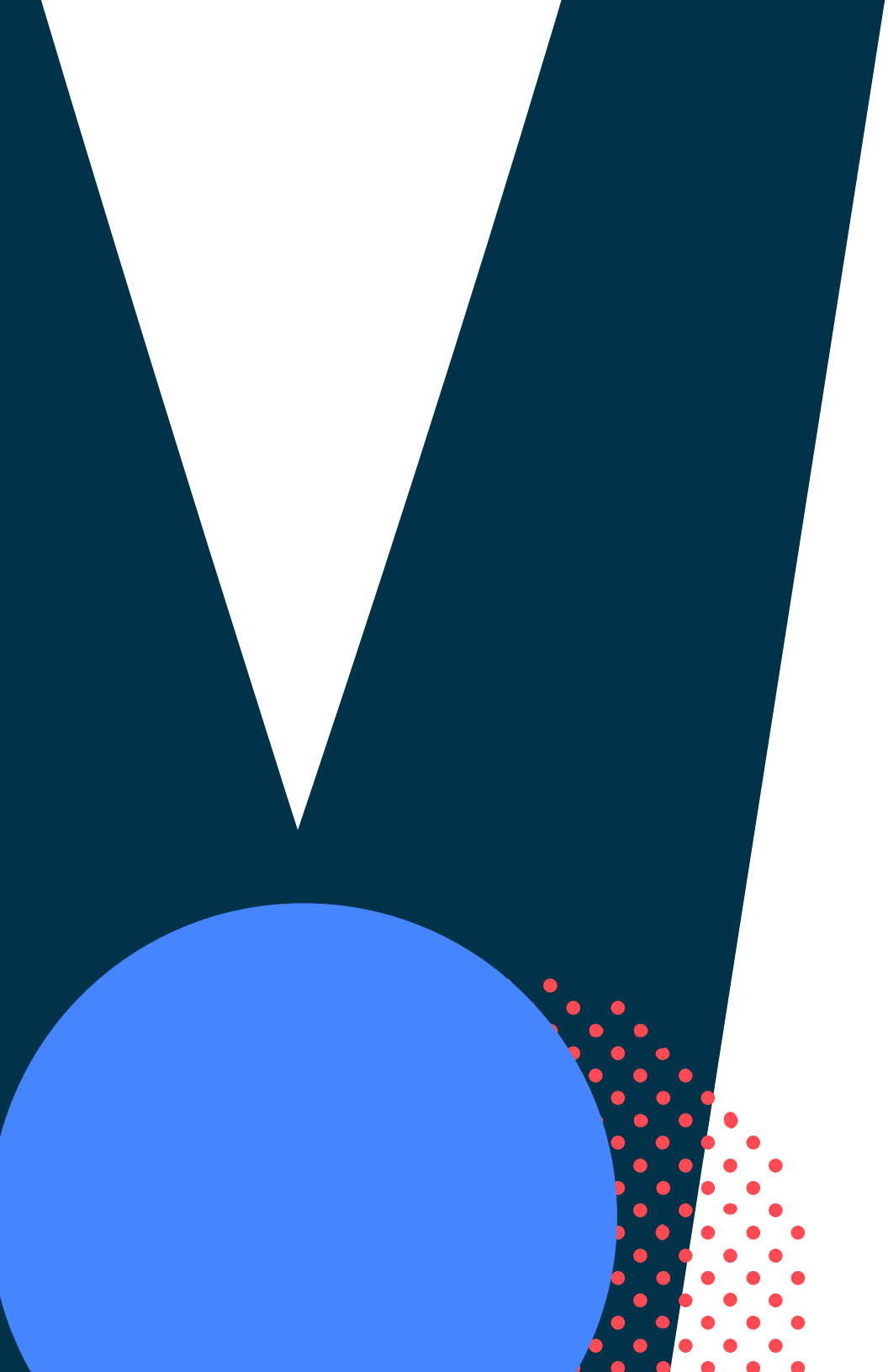




2023 Annual Report Advancing Hope For All





Since our founding more than 50 years ago, Vibrant Emotional Health has led the way in raising mental health awareness and offering emotional health services to those in need. Amid an unprecedented mental health crisis gripping our nation, we reaffirmed our dedication to fostering hope and making emotional wellness accessible for all.

With the launch of the 988 Suicide & Crisis Lifeline (988 Lifeline) and meaningful expansions to our other programs, we are serving more people in more places through more channels. These efforts brought us closer to our goal of building a world where everyone can achieve mental well-being with dignity and respect.

The 988 Lifeline, which Vibrant proudly administers, marked its first anniversary in 2023, becoming synonymous with advancing hope in times of crisis. Since the helpline's three-digit number launched in July 2022, 988 has received 5 million contacts, nearly 2 million more than the previous year.

Emerging from the peak of the pandemic when, in 2022, nearly 50,000 people died by suicide, the launch of 988 facilitated access to crucial support for people grappling with emotional distress. Despite

a substantial surge in demand, the Lifeline's nationwide network of more than 200 state and local call centers kept up and exceeded expectations.

For over 50 years, people have looked to Vibrant for leadership, support and innovation. At this pivotal time, we focused on scaling and improving what we've long proven to be successful – our dynamic services and programs – and as a result, we advanced hope and help to more than 3 million people.

We also take pride in announcing that 2023 marked Vibrant's most robust financial year to date, offering new resources to our impactful programs. This milestone was possible thanks to our dedicated and talented staff, including a strong and expanded senior leadership team, steadfast partners, and our community of supporters. To build on this success,

our staff and board aligned on a 3-year strategic plan to advance access and bring hope to more people in need.

Thank you for making our work – and this impact – possible by partnering with us and investing in our future. Join us as we turn the page into a new fiscal year with impact to celebrate. Together, we can bring emotional wellness to all.



A handwritten signature in black ink, appearing to read "Jennifer Ashley".

Jennifer Ashley
Board Chair



A handwritten signature in black ink, appearing to read "Kim Williams".

Kim Williams
President and CEO



What We Do

We provide support when, where, and how people need it most.

At Vibrant Emotional Health, we provide people with emotional support through innovative community programs, state-of-the-art technology driven care, education, and advocacy.

Our Purpose

To serve...all people and communities in need

To advocate...for equitable access to mental health services and supports

To champion...change globally



Our Mission

To help all people achieve mental and emotional well-being through groundbreaking solutions that deliver high-quality support, when, where, and how they need it.

Our Vision

A world where all people can achieve mental and emotional well-being with dignity and respect.

Our Values



Excellence

We collaborate to deliver innovative, high quality, impactful results.



Integrity

We act ethically, with authenticity and transparency.



Belonging

We foster an environment in which everyone feels valued, individually respected, and treated with dignity.



Well-being

We believe in the health of the whole person; we take care of ourselves, each other, and our communities.

Empowering Futures: Nurturing Workforce Success and Personal Growth for Youth

“My experience at the Adolescent Skills Center changed my life. Thanks to supportive teachers and counselors I realized my untapped potential.”

Kevin Molina, 22 Yrs Old, Brooklyn



Adolescent Skills Centers

At Vibrant's Adolescent Skills Centers (ASC), we work with individuals ages 16-22 who are tackling emotional and behavioral hurdles to enter the workforce. Operating from three locations in Manhattan, Queens, and the Bronx, ASC is bolstered by a committed team of case managers, counselors, employment specialists, youth advocates, and teachers. This wrap-around care model provides expert vocational training, supportive educational programs, and mental health support.

Our mission is all about preparing youth and young adults with skills that will carry them through adulthood. Whether it's landing and holding onto a job, continuing their growth with training programs, or aspiring for secondary and higher education dreams, we've got their backs. This year, we've made strides across these goals.

SUCCESS STORIES >>>

KEVIN'S STORY

At my high school in Brooklyn, I grappled with significant academic challenges, partly due to my diagnoses of Asperger's, ADHD, and anxiety, and also because of a lack of support from teachers and staff.

I enrolled at the Adolescent Skills Center in Queens to find the academic and emotional health guidance I needed to get my GED. I worked on site for 6 months with teachers and counselors, gaining knowledge of and skills in history, math, science and english. I felt challenged, seen and appreciated in ways I had never experienced.

When I obtained my GED, the ASC staff helped me enroll in Kingsborough Community College, where I ultimately graduated Valedictorian with an Associate's Degree. Andrew, my ASC mentor, stuck by my side every step of the way, calling me each week to check in on not just my academic progress, but my emotional wellbeing. To this day, he gives me hope and helps me believe in my potential.

I am now working towards my BFA at Brooklyn College and have ambitious dreams of becoming an artist capable of provoking meaningful conversations about important issues affecting our world.

It's because of my experience at Vibrant that I have the confidence in myself to do big things.

“I felt challenged, seen and appreciated in ways I had never experienced.”

Building Resilience Together: Offering Essential Support and Training for Crisis Response and Recovery

Vibrant's Crisis Emotional Care Teams (CECT) offer on-the-spot support and care for people dealing with the aftermath of natural or human-caused disasters. Now in its third year, CECT retains a strong network of best-in-class mental health professionals with the expertise and knowledge to support organizations and individuals preparing for, responding to, and recovering from disasters and crises.

Our team fosters individual and community resilience by training emotional care providers to collaborate with those affected, helping them build capacity and apply best practices.

In the past year, CECT has provided over 295 hours of care to organizations and individuals dealing with crises. We've been on the ground, offering crisis support, technical assistance, and training to 25 different communities and organizations across nine states. By strengthening local, on-the-ground expertise, we can advance hope for long-term recovery from disasters and crises.

Since the onset of the COVID-19 pandemic, the CECT has provided behavioral health support, training, and psychoeducation to:



Communities recovering from natural or human-caused disasters



Communities experiencing the ongoing emotional impact of COVID-19



Healthcare workers and hospital leadership



Asylum seekers and unaccompanied minors



Frontline responding government agencies



Other non-profit organizations



DR MARCIE BEIGEL ON FOSTERING HEALING AND HOPE FOR CHILDREN FLEEING WAR

“I served on the CECT responding to the Afghan refugee crisis, offering my expertise as a parent specialist who works with families and schools grappling with challenging behaviors. Our goal was to provide emotional health support and training to the U.S. Office of Refugee Resettlement’s 400+ mental health providers.

Ultimately our charge was to help the helpers unpack and process trauma. These providers were responsible for helping young people with unimaginable change in such a short period of time – from learning a foreign language to adjusting to a new culture and school system. Although these kids are safe in the U.S., their path to reunification with their families is complex, and faces uncertainty. This is an intensely volatile and traumatic experience.

I encountered a group of providers who had rarely heard ‘thank you’ at the end of a long day, much less a pat on the back to signal, ‘You got this!’ During the 14 months I hosted a weekly Zoom emotional health training session, I made it a point to start each of our meetings with a moment of gratitude.

This simple recognition not only made the providers feel seen and appreciated, but also set a positive tone for our substantive discussions on a variety of mental health care topics. These sessions provided practical expertise but also a safe space for providers to be vulnerable, candid and emotional. Within this nurturing environment, we advanced hope, emphasizing the remarkable and enduring impact of mental health providers’ work on young people in crisis. Day by day, we reinforced the idea that their efforts contribute significantly to others’ journey toward emotional wellness.”

“Advancing hope is our job – it’s our focus day in and day out – as we work with people in crisis.”

Dr. Marcie Beigel, CECT Cadre Member

Connecting Lives: Strengthening Families for a Brighter Tomorrow

We operate two preventative programs in New York State: Family Link, also known as our Family Connections program, and Family Link Plus, which goes by the name Family Treatment and Rehabilitation (FTR) program.

Family Link is focused on child welfare, taking charge of cases involving educational neglect, medical neglect, domestic violence, and concerns related to corporal punishment.

Family Link Plus steps in when families are dealing with mental health or substance use challenges that are affecting their parenting. This program also extends support to families with children facing emotional or behavioral needs, as well as those who have encountered issues with alcohol or drugs.

FAMILY LINK FAMILY CONNECTIONS

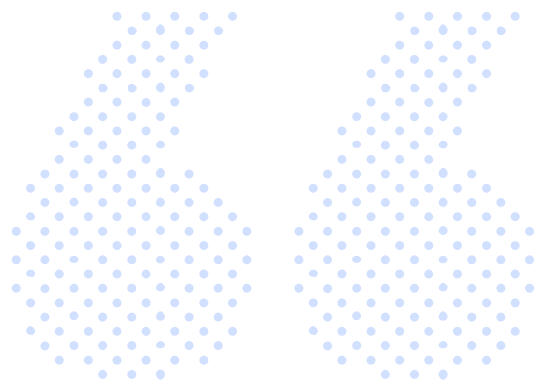
At Vibrant's Family Link, our Family Connections team collaborates closely with families to craft personalized service plans and link them up with the specific support they might require. This includes access to services like supportive counseling, parenting classes, support groups, mental health and substance use treatment, housing advocacy, financial literacy guidance, immigration support, assistance in meeting a child's developmental needs, and help navigating social service systems.

Our goal is to empower parents and caregivers to establish, nurture, and sustain healthy and secure environments for their children. Through our preventive services, we work hand-in-hand with families, reinforcing and fortifying their foundation so they can tackle any challenges that come their way.

FAMILY LINK PLUS

Our Family Link Plus program is designed to assist families navigating parenting challenges stemming from mental health or substance use issues. This program is a lifeline for parents and caregivers grappling with concerns in these areas, offering both support and resources. We also extend our expertise to children and teens with emotional and behavioral needs or those who have encountered issues with alcohol or drugs.

Our intensive and youth-friendly care is tailored to reach even the most challenging cases, effectively connecting hard-to-reach teens with the services they need while also enhancing their relationships with family members. Family Link Plus facilitates access to supportive counseling, parenting classes, domestic violence support services, immigration assistance, and support in meeting a child's developmental needs for families in need.



HELPING FAMILIES GET BACK ON TRACK

“Family Link Plus offered the resources and support from trained staff that my family and I needed to help us feel whole again.

I came to the program after experiencing an altercation with my ex-boyfriend that necessitated the involvement of law enforcement. As a result, I was in and out of court fighting for the custody of my children. It was a lot to deal with as a person and mother. Family Link Plus helped me cope.

Each week, a staff member meets with my kids and me, either at their office or at our home, getting to know our story and our unique needs. Together, we feel like one big family on this journey to recovery. Sometimes, our visits are simply check-ins, ensuring that the kids are thriving at school and that I have the emotional support I need to be the mom, friend and colleague life asks of me.



Family Link Plus has changed my life. I feel like I have put in the work and know what steps I need to move forward.”

Crystal Willis

Family Link Plus Participant



Guiding Families and Empowering Youth Through Personalized Emotional Health Support



At Vibrant, our Family & Youth Peer Support (FYPS) Services are powered by advocates who've walked similar paths to those they serve, successfully navigating the complexities of the child-serving system. Our youth advocates, drawing from personal experiences, not only offer specialized support tailored to individual needs but also prioritize building the leadership skills of other young individuals, aiding in their successful transition to adulthood.

FYSP Services provide support and empowerment not only to parents and caregivers but also to children and young adults up to age 24. This type of care ranges from social and emotional support, developmental and behavioral challenges, and navigating substance abuse.

The program's mission is to alleviate the isolation and stress experienced by youth and families during times of emotional and behavioral difficulties, paving the way for personal empowerment.

Recognizing that there's no one-size-fits-all solution for youth and families, our approach is about being there for them. Through one-to-one support and evidence-based parenting classes and workshops, families and youth can access the resources and skills needed to feel capable and confident in responding to life's unique challenges.

SUCCESS STORIES >>>



HJ'S JOURNEY WITH STATEN ISLAND FYPS TOWARDS WELL-BEING AND EMPOWERMENT

Before joining Staten Island FYPS, HJ, a 23-year-old mother of five was a survivor of domestic violence with a significant history of trauma. She faced uncertainty about how to ensure the well-being of herself and her children. Literacy challenges added to her struggles, hindering her ability to effectively advocate for herself within the child welfare system.

Since enrolling with FYPS, HJ has experienced positive changes. Collaborating with a Family Peer Advocate, HJ is actively identifying goals for herself throughout her parenting journey, striving to provide the best possible support for her children. She has connected with a victims of crime program to support her recovery from trauma. Additionally, she has been linked with crucial community resources.

QUEENS FYPS PROGRAM PROVIDES SUPPORT AND ADVOCACY FOR ISOBEL AND HER SON'S JOURNEY TO HEALING

Isobel, a single mother of twins, joined the Queens FYPS program to help process the aftermath of domestic violence, an experience witnessed by her children. Isobel also needed support for her son, who was diagnosed with post-traumatic stress disorder and on the autism spectrum. After witnessing her son exhibit aggressive behavior, and as a result, repeat emergency room visits, Isobel needed guidance finding placement for him in a residential facility.

The Queens FYPS program provided robust family advocacy support to Isobel, assisting her in organizing a case conference involving her son's school, the hospital's clinical team, and the child welfare team to discuss residential treatment. With the backing of a Family Peer Advocate, Isobel successfully presented the case for her son's need for a higher level of care. Since the residential placement, Isobel's son has achieved improved emotional regulation, and his outbursts have significantly decreased. The Queens FYPS collaborative and empathetic approach advanced hope for her son's future, as well as increasing Isobel's confidence in advocating for her child's needs.

Struggling with anxiety



THERE IS HOPE.

Text or Call 988

to connect with someone who cares.

#MentalHealthAwareness

#988Lifeline

24/7

988 SUICIDE & CRISIS
LIFELINE




Transforming Crisis Response: Revolutionizing Mental Health Access Across the Country

The 988 Suicide & Crisis Lifeline's first year demonstrated the enormous impact this three-digit number has already had in offering unprecedented access to emotional and mental health services nationwide. Since its launch in July 2022, the 988 Lifeline has answered nearly 5 million contacts — nearly 2 million more than the previous 12 months. “988 has offered help where there was none,” said Dr. Tia Dole, Chief 988 Suicide and Crisis Lifeline Officer. “For individuals who live in rural communities, for example, the ability to access mental health services has historically been limited. 988 offers help for anyone, anytime, anywhere, and connects people in crisis to local community mental health resources for continued, on-the-ground support.”

Boasting a network of 215 crisis centers, trained crisis counselors support people in suicidal crisis or emotional distress 24/7, sharing resources and making community connections. “The counselors who speak to people in need every single day are the key to 988's success,” said Dr. Dole. “They advance hope for people who often feel there is nowhere to turn for help.”

Over the past 12 months, Vibrant and its partners have focused on expanding the 988 Lifeline's lifesaving services. 988 now offers Spanish text and chat services, expanding upon the existing Spanish call specialized service, and has added specialized services for LGBTQI+ youth and young adults. These enhancements have extended assistance to millions more Americans seeking crisis emotional health support. Presently, the 988 Lifeline has experienced a surge in contact volume, leading to a 46% rise in calls, a 141% increase in chats, and a substantial surge in text volume, resulting in a staggering 1135% increase.



This remarkable surge in engagement with 988 underscores the success of Vibrant and its partners in raising awareness about the Lifeline, highlighting the dedication and impact of the nationwide network of crisis centers. “Our vision is for people across America to recognize ‘988’ as readily as ‘911,’” said Dr. Dole. When we achieve this goal, we will be able to reach more individuals who are struggling or in crisis than ever before. 988 empowers us to advance hope for millions of Americans.

“The launch of 988 is the most transformational mental health initiative in a generation. This simple 3-digit number is already shifting the way that people reach out for and access emotional health support, signifying a groundbreaking step towards a more inclusive and responsive mental health system.”

Kim Williams, President & CEO

Always Available in the Face of Disaster

A DECADE OF RESILIENCE WITH THE DISASTER DISTRESS HELPLINE

Americans grapple every year with a range of national and local crises, from mass shootings to natural disasters. Vibrant's Disaster Distress Helpline ensures that people in crisis have the emotional support and resources when, where, and how they need them to navigate these challenging experiences.

Key Statistics: 30%+ | Increase in DDH call, text and videophone volume from 2022-2023

For more than 10 years, the Disaster Distress Helpline (DDH) has provided critical counseling and emotional support to people experiencing crises across the nation and U.S. territories – from natural disasters to mass casualty events. Throughout 2023, we witnessed the increasing intensity and frequency of climate events, such as floods and wildfires, as well as the tragic occurrence of mass shootings. As a result, from 2022 to 2023, DDH's call, text, and videophone volumes increased by 30%. Thanks to the commitment of a network of local crisis centers, DDH was not only able to keep up with the demand, but also improve the Helpline's answer rates and wait times. "We're showing survivors and responders that in the face of relentless crises, we're here for you," said Christian Burgess, Distress Helpline Director.


Over the past year, DDH has focused on enhancing its core capabilities, ensuring more people can access the Helpline for emotional recovery.

When the deadliest wildfire event in U.S. history hit Maui, DDH recognized the need to offer the Helpline in the native Hawaiian language. Partnering with a professional translation service, DDH was able to quickly offer assistance in Hawaiian. "Hawaii, like other American islands, often feels left behind when it comes to emotional health services and attention," said Burgess. "We believe it's important to meet the cultural and language needs of those in crisis and respond with concrete support services."

The Helpline's peer support community programs were a vital resource to people during the pandemic and have continued to serve as such since. DDH Peer Supporters have worked hard to communicate its commitment to remaining a source of mutual aid to people facing long-term recovery from COVID or grief from the loss of loved ones to the virus. Over the past year, DDH Peer Supporters facilitated over 10,000 supportive interactions, and community membership increased by 50%. DDH Peer Supporters continue to offer support to people experiencing the effects of the pandemic.

"With Vibrant's support, you're never alone. There's always someone you can reach out and connect to who can offer validation and emotional health resources."

Christian Burgess, Disaster Distress Helpline Director



In partnership with Vibrant's longtime partner, DeafLead, DDH expanded its efforts to make deaf or hard-of-hearing people experiencing a disaster aware of its videophone option, offering a 24/7 direct connection to trained DDH counselors fluent in American Sign Language. This collaborative effort included creating a suite of videos in ASL that explain DDH's offering to the deaf community, helping to spread the word more effectively through digital channels.

No matter how many natural or human-made disasters strike our nation, DDH remains focused on constantly improving access and advancing hope for survivors on their path to recovery.

Strengthening Our Culture of Belonging: Embedding Equity In the Workplace and the Communities We Serve

“We want folks to know that Vibrant is accessible, accountable, intentional, and thoughtful. Those are all the essential components to a sense of belonging.”

Sa'uda Dunlap
Vice President of Equity
and Belonging





STRENGTHENING OUR CULTURE OF BELONGING

Embedding Equity in Vibrant's Workplace and the Communities We Serve

This past year, Vibrant worked across the organization to further embed belonging into our fabric, structurally and culturally. We faced external societal challenges that tested us, but we stood our ground, believing that our work is essential to advancing hope. Our efforts to cultivate belonging were focused on two categories: workplace and programs.

We deepened equity and inclusion across Vibrant's teams by growing our employee communities and their impact. Vibrant's Diversity, Equity, Inclusion, and Belonging Committee worked to ensure that inclusion is built into our programs and services. The Committee refined its structure and focus, incorporating staff across each of the organization's business pillars and established a charter with a clear mission and vision.

Throughout last year, the Committee worked together to establish CLAS standards – Culturally and Linguistically Appropriate Services – across the organization, ensuring equitable access to emotional health services.

Acting as a mechanism for checks and balances, CLAS standards will contribute to ensuring the delivery of our services in a diverse array of languages and the alignment of our mission and vision with the demographics of the people we serve.

“We want everyone to imagine Vibrant as accessible, accountable, intentional, and thoughtful,” said Dunlap. “This is what I call ‘humanity work.’”

As we look to the future, we remain steadfast in our efforts to embed belonging more deeply into our organization and our work. We are fully committed to creating lasting change that will advance hope and healing for all.



Our Donors

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Whitney Kever

Our Financials

Fiscal Year Ended
June 30 (000's)

	2023	2022	2021
REVENUES			
Government Contracts	317,648	102,678	65,789
Foundations, Corporate, Individual Contributions and Other	15,014	22,244	30,588
Total Revenues	331,350	124,922	96,377
EXPENSES-PROGRAM SERVICES			
H2H Contact Center	36,855	26,059	22,049
National Suicide Prevention and Disaster Services	254,143	60,777	43,775
Public Education and Advocacy	2,498	2,209	1,929
Children and Family Services	8,938	8,224	8,955
Adult Rehabilitation	1,418	2,136	2,511
Total Program Services	303,854	99,405	79,219
Management and General	20,746	14,175	9,270
Total Expenses	324,601	113,580	88,489
Excess Revenue over Expenses	8,837	11,342	7,888
Net Assets at June 30	81,838	73,001	61,660
Total Assets	189,315	93,299	84,309

Thank You

Our successes this year would not have been possible without the generosity of partners like you.

As we look toward our goals for the future, we are counting on your continued support and engagement. There are multiple ways for you to get involved and help us define new standards for mental and behavioral health access across the country.



Harness Your Influence

Promote Mental Health in Your Community



Share Your Resources

Time, Talent, and Money for a Healthier World



Spread the Word, Help Save a Life

Join the Movement for Mental Health



To make a donation, please visit
<https://vibrant.org/donate>





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