

FORMERLY

PRS



WHERE

Hope

MEETS HELP

Annual Report for Fiscal Year 2023

JULY 1, 2022 – JUNE 30, 2023



Dear Friends,

PRS turned 60 this year! Since our humble beginnings in 1963 serving just a handful of clients, we are honored to celebrate six decades of providing quality, dedicated services to the communities we serve.

Our 60th anniversary was filled with growth, impact, and change. Perhaps our biggest change yet – a new name! We undertook a six-month process to evolve our brand, striving to offer a unified and contemporary identity that aligns with our goal to stand beside and bring hope to those facing life's most significant challenges. We are excited to share that PRS is now **HopeLink Behavioral Health – Where Hope Meets Help.**

As we celebrated our legacy, we continued to find new ways to meet the growing needs in the communities we serve, particularly for young people, by offering new and expanded services:

- **LGBTQIA+ Youth:** HopeLink expanded its role within the 988 Suicide and Crisis Lifeline network and now provides specialized text and chat services to the LGBTQIA+ youth and young adult community. Individuals who are age 25 and below and are experiencing a crisis can receive immediate quality emotional support from specially trained crisis workers through HopeLink's suicide and crisis contact center.
- **Transition Age Youth:** We introduced a new program that uses the Transition to Independence Process (TIP) Model®, a youth-driven, effective framework developed to help youth and young adults between the ages of 14 and 29 with emotional/behavioral difficulties. Engaging youth early will support a better trajectory and transition to adulthood.
- **Mental Health Outpatient Therapy:** We increased the overall capacity of our Mental Health Outpatient Program by nearly 100% by adding more clinicians to the team and expanded our license to serve individuals as young as 12 years of age.

We are grateful to our community partners and donors for supporting our growth and sharing our work. With your support, last year we served nearly 2,000 individuals and families through our behavioral health programs and handled nearly 200,000 calls, texts, and chats from individuals in crisis – the highest in our history.

Thank you for supporting our 60-year journey. We look forward to our continued work together as HopeLink!

Sincerely,

A handwritten signature in black ink that reads "Joseph Getch".

Joseph Getch
Chief Executive Officer

A handwritten signature in black ink that reads "Robert Sturm".

Robert Sturm
Board Chair

Our Mission

HopeLink inspires hope and provides support for individuals and families experiencing crisis and behavioral health challenges. Through innovative services and a collaborative approach, we strengthen our community one life at a time.

Our Vision

At HopeLink, we envision a society where hope is universal. Through access to quality behavioral health, crisis intervention, and suicide intervention services, we foster an inclusive community in which everyone can attain wellness and a genuine sense of belonging.

ABOUT HOPELINK

Founded in 1963, HopeLink Behavioral Health is a 501(c)3 nonprofit organization that has helped transform the lives of thousands of individuals and families. HopeLink services are funded by local, state, and federal government contracts, grants and fees, private insurance, foundation and corporate grants, individual private donations and private pay options.



HopeLink holds the highest level of accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF) for accredited services.



HopeLink holds the highest level of accreditation from the American Association of Suicidology (AAS).



HopeLink is a proud member of, and accredited by, the International Council for Helplines.

Behavioral Health, Crisis Intervention & Suicide Intervention Services

HopeLink provides a continuum of behavioral health, crisis intervention, and suicide intervention services. We promote recovery by supporting the individuals and families we serve to make informed decisions to overcome challenges, stay safe, build strengths and resiliency, improve health and wellness and to actively participate in their community.

At HopeLink, we believe that anyone in crisis should have someone to call, someone to respond, and somewhere to go. Through our telephone, text and chat crisis and suicide intervention services, and network of community partners, we strive to ensure individuals in crisis receive immediate quality emotional support and, when appropriate, a connection to appropriate community services and resources. Our well-established role in the community enables us to provide innovative models of service and program delivery while maintaining close relationships with individuals and families served and the community at large.

HopeLink's experience shows that with person-centered services and supports, those we serve can and do increase independence and self-sufficiency. Critical steps are taken to lead to a strong and fulfilling life through a personal journey of recovery.

About Those We Serve

Over the past 60 years, HopeLink results show that with appropriate treatment, medication, skill building, supports, and connection to other desired community resources, individuals living with behavioral health conditions or experiencing a crisis can moderate the dramatic impact of their illness or crisis on their lives, improve their overall wellness, develop meaningful connections to their communities, and live productive and satisfying lives.

Individuals and families served by HopeLink are referred by local and state agencies, medical and mental health professionals, self-referral, family members and friends, 988, or the Regional Crisis Call Center.



"Within a few months of using HopeLink mental health services, my panic attacks lessened and my depression was better managed because my therapist taught me anxiety and depression management tools. Today, I'm able to apply these tools on my own. I'm overall happier than when I first started and am now pursuing my dream career."

– Outpatient Therapy Client

MENTAL HEALTH *awareness* MONTH

MAY **PRS** 2023

Mental Health Awareness Month

Each May, HopeLink recognizes Mental Health Awareness Month with a calendar of daily mental health resources and tips shared on social media throughout the month.

#CallTextLive

HopeLink recognizes Suicide Prevention and Awareness Month throughout September with our annual #CallTextLive Campaign, including sharing vital suicide prevention resources and offering volunteer activities to support our crisis services.



SERVICES

Psychosocial Rehabilitation (PSR) Day Programs - Recovery Academy, Community Readiness and Support Program, and Stepping Stones

Provides curriculum-based day programs for those ages 18 and older that promote movement out of HopeLink's facility-based programming and into meaningful community alternatives such as work, volunteering, and school.

Individual Supported Employment and Education Services

Provides support and training for individuals with mental health and co-occurring disorders who want to be competitively employed in the community to help them choose, get, and keep jobs through the provision of career counseling; on- and off-the-job assessments; job search support; and specialized services for individuals with professional and technical skills. HopeLink is also a Department for Aging and

Rehabilitation Services (DARS) approved provider of Pre-Employment Transition Services (Pre-ETS) to students and youth between the ages of 14 – 24.

Mental Health Skills-Building Services (MHSS)

Provides life skills training service designed to assist individuals with making changes to move into recovery from mental illness. Objectives include: Teaching individuals to do and implement daily living skills in order to increase self-sufficiency and ability to live independently in the community; Teaching individuals to maintain their residence to reduce risk of eviction from housing; Empowering individuals to take responsibility for their lives, to make informed decisions, and to become invested in recovery; Helping individuals improve social skills, use of leisure time, and overall wellness, strengths and resilience; and, collaborating with other healthcare providers, family and/or significant others to ensure that comprehensive service needs are met. Services are provided to those ages 18 and older.

Community Housing

HUD funded non-time-limited housing and support to help clients live as independently as possible.

Crisis and Suicide Intervention Services

HopeLink provides telephone, text and chat-based emotional support, care navigation, mobile crisis dispatch, crisis and suicide intervention, and 911 diversion. The goal of these services is to provide 24/7 support to increase safety and, when appropriate, to utilize the continuum of available crisis services to connect individuals to an appropriate behavioral health response when a higher-level intervention is necessary, and provide care navigation to connect individuals to local behavioral health and/or substance use disorder services and other community resources. HopeLink is a proud member of the 988 Suicide and Crisis Lifeline network.

Integrated Primary and Behavioral Health Care Services

Offered in partnership with the Fairfax-Falls Church Community Services Board, the BeWell Program integrates primary health care and behavioral health settings, with the goal of improving the physical health of adults living with serious mental illnesses. BeWell utilizes Peer Health Coaches and a Family Peer Support Partner to deliver individual and group services. Services are provided to youth and their families and those 18 and older.

Coordinated Specialty Care (CSC) Services

Operating as the Linking Individuals and Navigating Care (LINC) program, LINC is an innovative treatment program providing coordinated services to individuals who are having a first episode of psychosis. Services are provided to those ages 15 – 30.

Family Peer Support Partner Program (FPSP)

FPSPs are trained parents and caregivers who use their personal experience to offer support for parents and caregivers of youth diagnosed with mental health or substance use disorders. FPSPs understand first-hand the challenges families may experience because they have navigated the mental health and substance use systems of care with their own child. Services are provided to families with children of any age through age 21.

Mental Health Outpatient Services

Provides individualized, person-centered therapy to help individuals and families make changes to support growth and manage behavioral health conditions. Services are provided for those ages 12 and older.

Transition to Independence Process (TIP)

This service focuses on youth engagement, futures planning, and skill-building through a person-centered, strength-based approach. This team-based program supports individualized services across several transition domains, including employment and career, education, living situation, personal effectiveness/wellbeing, and community-life functioning. Services are provided to those ages 14 – 29.

Peer Recovery Services

HopeLink Peer Recovery Specialists work within and support our public Community Services Board partners, including Arlington County and Loudoun County, in the areas of Emergency Services, Outpatient Services, Substance Use Disorder Services, and Mental Health Docket. Services are provided to those ages 18 and older.

“The Family Peer program has advocated for me and my family at every meeting with the school. They connected me with resources to help my family. By having those services, we were able to work with an individual therapist and a family therapist to work on my family’s mental health.”

– FPSP Program Client

IMPACT REPORT

Fiscal Year 2023

RECOVERY | COMMUNITY | WELLNESS | SAFETY

90%

of individuals served avoided psychiatric hospitalization.

85%

of individuals served who wanted to work were employed.
(Industry Average: 15-20%)

92%

of individuals served with jobs were employed for 12 months or longer on the same job.

90%

of individuals served demonstrated the ability to complete basic independent living tasks.

91%

of individuals served use coping skills to manage psychiatric symptoms or behavioral challenges.

93%

of Virginia 988 calls answered have an Average Time to Answer (ASA) of <20 seconds.

CRISIS SERVICES:

196,783

TOTAL CONTACTS HANDLED



103,815

CALLS ANSWERED



47,464

TEXT & CHATS



42,543

CHATS ANSWERED



45,504

OUTBOUND & FOLLOW-UP CONTACTS MADE
(phone & text)

WE SERVED:

Psychosocial Rehabilitation (PSR):

180

INDIVIDUALS

Supported Employment and Education Services:

292

INDIVIDUALS

Mental Health Skills-Building Services (MHSS):

339

INDIVIDUALS

Mental Health Outpatient Services:

105

INDIVIDUALS

Coordinated Specialty Care (CSC) and Community Housing:

85

INDIVIDUALS

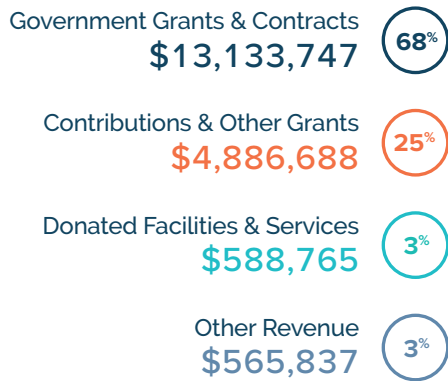
Peer Services (BeWell, FPSP):

869

INDIVIDUALS & FAMILIES

FINANCIAL REPORT

Fiscal Year 2023



LEADERSHIP TEAM

HopeLink's Leadership Team is comprised of the senior management for the organization. Its purpose is to provide guidance and input to the Chief Executive Officer, give oversight to all operations of the organization, assess outcomes, develop and implement policies, and share information.



Joseph Getch
Chief Executive Officer



Laura Fonner
Chief Clinical Officer



Brian Show
Chief Financial and Administrative Officer



Laura Clark
Senior Director of Crisis Services



Sarah Egresi
Director of Community Support Services



Beth Hall
Director of Youth & Family Services



Emily Hollidge
Director of Psychosocial Rehabilitation



Jenifer Liberi
Director of Compliance and Training



Lauren Padgett
Director of Resource Development



James Walker
Director of Human Services



Nova Washington
Program Manager, Employment Services



Brittney White
Director of Peer Services

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HopeLink is governed by a Board of Directors:

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Truist

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The Wolf Group, P.C.

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Pinnacle Financial Partners

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FY23 contributions from private donors and community partners:

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(\$10,000+)

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BlueHalo
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Hope and Recovery Society

(\$5,000 - \$9,999)

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Imagine Hope 2022

HopeLink's annual signature event, Imagine Hope Benefit, was held in-person at the Hyatt Regency Tysons Corner on Friday, October 14, 2022. We were grateful to gather with hundreds of guests in person to celebrate our collective successes and raise critical funds for HopeLink's programs and services. intervention needs of our community.





Happiness Hour

In March 2023, HopeLink hosted a Happiness Hour at our Fairfax Recovery Academy. Community members were invited to learn more about our work in the community and meet HopeLink staff, volunteers, and supporters. Guests heard directly from a Recovery Academy client and volunteer crisis worker about their experience at HopeLink, as well as from HopeLink staff about the ways that we are working to meet the mental health and crisis intervention needs of our community.

- | | | |
|--|--|---|
| Cloudforce | Insperty | Mr. & Mrs. William & Kimberly Riddle |
| Community House Church | IntelliBridge | Ridgeline International, Inc. |
| Ms. Dara Conroy | Invest In Others Charitable Foundation | Mr. & Mrs. Jeff & Sharon Roman |
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Staff Appreciation

In April 2023, HopeLink celebrated its incredible staff with a staff appreciation day at TopGolf Loudoun! Staff and their families enjoyed an afternoon of fun TopGolf games, food, and comradery. In addition to staff appreciation day, each HopeLink team organized an outing to recognize staff's hard work and dedication to our mission.

Gold Level

(\$500 - \$999)

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(\$100 - \$499)

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Mr. Michael Krone

“LINC was my lifeboat during the most painful and confusing time of my life. They helped me claw my way out of rock bottom. Now, I’m not just back to the way I was before my psychosis episode; I am better than I’ve ever been. I’m stronger, kinder, more knowledgeable, and more resilient than I was before. And I am so grateful for the quality care I received through LINC: to the people at LINC who worked with me over the past year, I would like to say thank you. You saved my life.”

– LINC Client

HopeLink Donors (continued)

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Taylor Yalem
Mr. Marc Zoellner

Golf Tournament 2023

For the 3rd year in a row, HopeLink partnered with The Alliance Group, CBRE, and Cassaday & Company to host the annual Golf Tournament benefiting HopeLink. On Monday, May 8th, 2023, more than 110 golfers teed off at Westwood Country Club, enjoying 18 holes of golf, a 50/50 raffle, a cocktail reception, and more while raising critical funds for HopeLink's Outpatient Therapy Services!



“People call HopeLink for all sorts of reasons. Maybe they are having suicidal thoughts, maybe they are having relationship issues with a person close to them, or maybe they feel overwhelmed by financial difficulties they just can't see their way out of. Having the courage to pick up the phone and start that conversation can begin the process of healing. And creating a safe space for people to start those conversations is a critical component of what we do as crisis workers. For every shift, for every call, we create safe spaces for callers so that they don't feel alone, and we can only hope that the caller feels better than when we started.”

– Volunteer Crisis Worker

HopeLink Donors (continued)

Bronze Level

(UP TO \$99)

- | | | |
|---|---|-------------------------------|
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| Mr. Stewart Colten | Ms. Tammy King | Dr. Emanuel Solon |
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PUBLIC & PRIVATE PARTNERSHIPS

Fiscal Year 2023

988 Suicide & Crisis Lifeline, Vibrant Emotional Health	Fairfax County Office to Prevent and End Homelessness	Newport News Emergency Communications (911)
Access Hope	Fairfax County Public Schools	Northern Virginia Chamber of Commerce
Aetna Better Health	Fairfax-Falls Church Community Services Board	Northern Virginia Community College
Alexandria City Public Schools	Gateway Homes	Northern Virginia Regional Projects Office
Alexandria Department of Community and Human Services	George Mason University	Optima Health
Alexandria Sexual and Domestic Violence Services	Gloucester County Emergency Communications (911)	Pathway Homes
American Association of Suicidology	Hampton Roads Emergency Communications (911)	Pinnacle Financial Partners
American Foundation for Suicide Prevention	Healthy Minds Fairfax	Prince William County Community Services Board
Anthem HealthKeepers Plus	Health Planning Region 1 Community Services Boards	Rappahannock-Rapidan CSB
Arlington County Behavioral Health Care Division (CSB)	Health Planning Region 2 Community Services Boards	Recovery Program Solutions of Virginia (RPSV)
Arlington County Emergency Communications Center	Health Planning Region 3 Community Services Boards	Richmond County Emergency Communications (911)
Arlington County Public Schools	Health Planning Region 4 Community Services Boards	Richmond Department of Emergency Communications (911)
Arlington County Sheriff's Office	Health Planning Region 5 Community Services Boards	SAMHSA
Arlington Partnership for Children, Youth & Families	INOVA Foundation	Suicide Prevention Alliance of Northern Virginia (SPAN)
The Brain Foundation	INOVA Health Care Systems	Truist Investment Services
Brain Injury Services	INOVA Pace	U.S. Department of Housing and Urban Development
Children's Services Act, Fairfax	International Council for Helplines	United Healthcare Community Plan
City of Chesapeake Emergency Communications (911)	King and Queen County Emergency Communications (911)	United Way of the National Capital Area
City of Chesterfield Emergency Communications (911)	Lancaster County Emergency Communications (911)	Virginia Association of Community Based Providers
Commission on Accreditation of Rehabilitation Facilities (CARF)	Leadership Center for Excellence	Virginia Beach Emergency Communications (911)
Cornerstones	Loudoun County Department of Mental Health, Substance Abuse and Developmental Services	Virginia Commonwealth University
Deltek	Loudoun County Public Schools	Virginia Department of Behavioral Health and Developmental Services
Encompass Community Supports	Matthews County Emergency Communications (911)	Virginia Department for Aging and Rehabilitative Services
Eric Monday Foundation	Molina Healthcare	Virginia Department of Health
FACETS	National Alliance on Mental Illness (NAMI)	Virginia Department of Medical Assistance Services (DMAS)
Fairfax County Department of Public Safety and Communications (911)	NAMI Northern Virginia	Virginia Department of Social Services
Fairfax County Department of Administration for Human Services	National Council for Mental Wellbeing	Volunteer Arlington
Fairfax County Department of Housing and Community Development	New Hope Housing	Volunteer Fairfax
Fairfax County Health Department		Wellness Circle Crisis Stabilization
Fairfax County Office for Women & Domestic and Sexual Violence Services		Women Giving Back

VOLUNTEER IMPACT

Fiscal Year 2023

HopeLink's team of passionate and dedicated volunteers help us achieve our mission of strengthening our community one life at a time through our comprehensive behavioral health and crisis services.

HopeLink volunteers are a critical part of our programs and services. They volunteer with clients at the Recovery Academy and Stepping Stones programs, provide guidance and leadership on our Board of Directors and committees, answer calls, texts and chats, provide administrative support, help plan and execute our special events, and so much more.

This year, we were excited to host a variety of volunteer projects for groups to join us in person. Volunteers created care packages for crisis workers to honor #CallTextLive and Suicide Prevention and Awareness Month. HopeLink's corporate partner, Pinnacle Financial Group, spent a morning Spring cleaning and planting flowers at the Fairfax Recovery Academy. Individual and group volunteers led special activities within the day programs, sharing their passion for yoga, boxing, knitting, financial readiness, and more.

We are grateful to our volunteers who share our vision of a society where hope is universal. Thank you for all that you do!

VOLUNTEER
HOURS:
12,033



VOLUNTEER
VALUE:
\$392,171



VOLUNTEERS:
155



GET INVOLVED

Make a difference in your community by helping HopeLink provide supports and resources to individuals living with mental illness and anyone who faces life crises.

Involvement in HopeLink can be as simple as:

- Telling friends, family, colleagues and neighbors about HopeLink's award-winning programs, services and outcomes so that people in need in the community can find us.
- Volunteering to support HopeLink programs, administrative department, or committees such as fundraising or event support, either in-person or remotely.
- Making a financial gift or an in-kind donation, <https://psinc.ejoinme.org/donations>
- Follow us on social media:



Make a Donation

Checks made payable to HopeLink Behavioral Health and can be mailed to:
HopeLink; P.O. Box 791756, Baltimore, MD 21279-1756

Secure online donations can be made at hopelinkbh.org/donate.

Become a Volunteer

For volunteer opportunities, please visit hopelinkbh.org/volunteer.

Learn More

For more information, please contact HopeLink at 703-536-9000,
or HopeLinkInfo@HopeLinkBH.org.



United Way #8466
CFC #47403

