

HOPELink
BEHAVIORAL HEALTH



Where *Hope* Meets Help

ANNUAL REPORT FOR FISCAL YEAR 2024

JULY 1, 2023 – JUNE 30, 2024



Dear Friends,

We are honored and grateful to share with you the exciting year HopeLink has had in 2024 and to celebrate more than six decades of service to our community. Just over a year ago, we unveiled our new name, HopeLink Behavioral Health, after 60 years as PRS. The response to our new name and brand has been overwhelmingly positive as we continued to spread awareness of our new brand to our community. We also unveiled our new website (www.hopelinkbh.org). We thank you for your support as we continue to offer hope and support to those in crisis or facing mental health challenges.

As the demand for mental health services in our community continues to rise, HopeLink is dedicated to ensuring that our services are accessible, affordable and effective to meet the needs of our community. I am proud to share that over the past year, HopeLink provided behavioral health services to nearly **2,000 individuals and families and handled over 280,000 crisis calls, texts, and chats—a 40% increase over last year**. Highlights from the year include:

- HopeLink's new service to support our younger community members, the Transition to Independence Process, or TIP program, has been operational for just over a year. In 2024, TIP has been embraced by the community as a much needed and valuable service for some of our most at-risk young people, and the program quickly reached full capacity within a few months of launch.
- We are proud to be one of the largest 988 Suicide and Crisis network. Since 988 went live over two years ago, we have seen volume steadily rise, meaning more and more individuals are reaching out for help. Demand for crisis support has never been higher, and HopeLink is committed to meeting the needs of our community members in need.
- In our Mental Health Outpatient Therapy program, we increased the overall capacity by nearly 100% by adding more clinicians to the team and implementing an internship program to encourage and support young professionals to become licensed professionals. The program served over 165 individuals last year including the uninsured or those facing other financial barriers to accessing therapy services.

We look forward to continuing to offer and expand services that meet the needs of the adults, youth, and families of our community. Thank you to our community partners, donors and volunteers for supporting our growth and sharing our work. We look forward to our continued work together in 2025.

Sincerely,

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

Joseph Getch
Chief Executive Officer

A handwritten signature in black ink that reads "Linda Lang".

Linda Lang
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).



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 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 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 61 years, HopeLink results show that with appropriate treatment, medication, skill building and 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.



"HopeLink has allowed me to focus on my mental health and provided me help through therapy sessions at a very difficult time in my life when affording therapy was almost impossible. The tools and help they have provided through my sessions with my therapist have been extremely helpful, equipping me with the tools and encouragement to deal with depression, trauma and anxiety."

-Mental Health Outpatient Therapy Client

MENTAL HEALTH *awareness* MONTH

MAY  2024

Mental Health Awareness Month

Each May, HopeLink recognizes Mental Health Awareness Month with a campaign to share resources with the community about mental health. This year, HopeLink created a calendar with resources and tips and shared via social media throughout the month.

#CallTextLive

HopeLink recognized Suicide Prevention & Awareness Month in September with our annual #CallTextLive social media campaign. HopeLink shared vital resources with the community, schools, and partner organizations, including 988 wallet cards in English and Spanish.



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 those ages 18 and older and their families.

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)

TIP focuses on youth engagement, futures planning, and skill-building through a person-centered, strength-based approach. This team-based approach 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.



“I work at HopeLink because I want to remove the stigma behind mental health and let others know there is a light at the end of the tunnel, things can and will get better, never lose hope. Also, to remind those who are struggling they are not alone.”

–Family Peer Support Partner

IMPACT REPORT

Fiscal Year 2024

WE SERVED:

Psychosocial Rehabilitation (PSR):

162

INDIVIDUALS

Supported Employment and Education Services:

244

INDIVIDUALS

Mental Health Skills-Building Services (MHSS):

300

INDIVIDUALS

Mental Health Outpatient Services:

166

INDIVIDUALS

Coordinated Specialty Care (CSC):

68

INDIVIDUALS

Community Housing:

12

INDIVIDUALS

Transition to Independence Process (TIP):

36

INDIVIDUALS

Peer Services:

831

INDIVIDUALS & FAMILIES

RECOVERY | COMMUNITY | WELLNESS | SAFETY

90%

of individuals served avoided psychiatric hospitalization.

80%

of individuals served with jobs remain employed after 90 days on the job.

80%

of individuals receiving talk therapy improved by at least one severity level at the end of treatment.

95%

of Virginia 988 calls are answered with an Average Time to Answer (ASA) of < 15 seconds.

CRISIS AND SUICIDE INTERVENTION SERVICES:



281,637

TOTAL CONTACTS HANDLED



134,020

CALLS ANSWERED



102,744

TEXT & CHATS

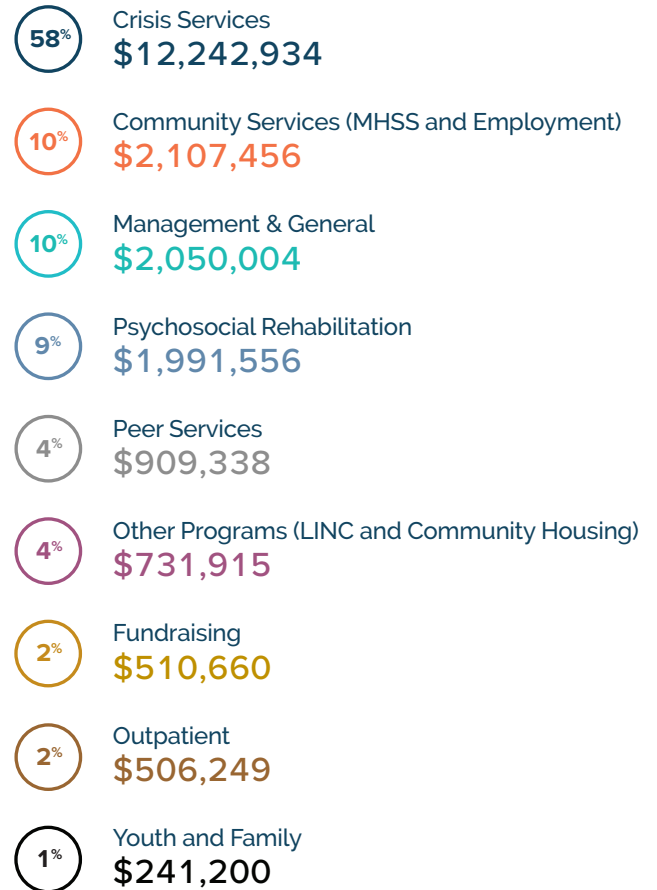
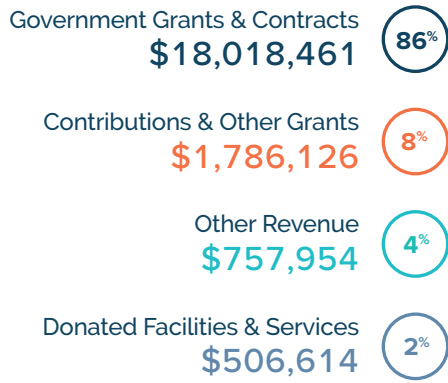


44,873

OUTBOUND AND FOLLOW-UP CONTACTS (calls & texts)

FINANCIAL REPORT

Fiscal Year 2024



LEADERSHIP TEAM

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



Joseph Getch
Chief Executive Officer



Laura Fonner
Chief Clinical Officer



Brian Show
Chief Financial and Administrative Officer



Laura Clark
Chief Operating Officer



Manjiri Apte
Director of Human Resources



Sarah Egresi
Director of Community Support Services



Beth Hall
Director of Youth & Family Services



Kathleen Hammond
Director of Outpatient Services



Emily Hollidge
Assistant Clinical Director



Jenifer Liberi
Director of Compliance and Training



Lauren Padgett
Director of Resource Development



Brittney White
Director of Peer Services

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(\$10,000+)

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

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Insperty

Imagine Hope 2023

HopeLink's annual signature event, Imagine Hope Benefit, was at the Hilton McLean Tysons Corner on Friday, October 13, 2023. We were grateful to gather with hundreds of guests to celebrate our collective successes and raise critical funds for HopeLink's programs and services.





HopeLink Happy Hour

On April 4, 2024 HopeLink hosted a Happy Hour at Westwood Country Club. Supporters and community members were invited to learn more about our work and meet HopeLink staff, Board Members and volunteers. Guests heard directly from our Outpatient Therapy Program, TIP program and Crisis Services and learned how we are working to meet the mental health and crisis intervention needs of our community.

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(\$1,000 - \$4,999)

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Staff Appreciation

In April 2024, HopeLink celebrated its incredible staff with a 2-week staff appreciation celebration. It included a virtual event and awards ceremony, an in-person celebration at Bowlero, and small team events.



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Mr. Wes Glass
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Ms. Elaine Hess
HITT Contracting, Inc.
Mr. and Mrs. Timothy Howard



“As crisis workers, we provide a critical safety net to our community 24/7/365, never closing, and often experiencing many of the same life challenges our community faces. We know how important our work is, and how many lives we have saved in those desperate moments.”

—Crisis Worker

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Golf Tournament 2024

For the 4th year in a row, HopeLink partnered with The Alliance Group and CBRE to host the annual Golf Tournament benefiting HopeLink. On Monday, May 6, 2024, 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.





“The Recovery Academy is a safe place to go and have friends to be included with. This is a better way to handle your mental health, and it is a positive atmosphere.”

–Psychosocial Rehabilitation Services Client

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Chris Robinson
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Kristy Schultz
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Mr. Darren Tully
Ms. Christina Vu
Ms. Alison Werner
Ms. Amy Wilson
Mr. and Mrs. Derek and Melissa Winn
Lindsey Witchie

PUBLIC & PRIVATE PARTNERSHIPS

Fiscal Year 2024

We take pride in our public and private partnerships with the following agencies and organizations:

988 Suicide & Crisis Lifeline, Vibrant Emotional Health	Arlington County Sheriff's Office	Encompass Community Supports
Access Hope	Arlington Partnership for Children, Youth & Families	Eric Monday Foundation
Aetna Better Health	The Brain Foundation	FACETS
Alexandria City Public Schools	Brain Injury Services	Fairfax County Department of Public Safety and Communications (911)
Alexandria Department of Community and Human Services	Center for Opportunity	Fairfax County Department of Administration for Human Services
Alexandria Sexual and Domestic Violence Services	Children's Services Act, Fairfax	Fairfax County Department of Housing and Community Development
American Association of Suicidology	City of Chesapeake Emergency Communications (911)	Fairfax County Health Department
American Foundation for Suicide Prevention	City of Chesterfield Emergency Communications (911)	Fairfax County Office for Women & Domestic and Sexual Violence Services
Anthem HealthKeepers Plus	Commission on Accreditation of Rehabilitation Facilities (CARF)	Fairfax County Office to Prevent and End Homelessness
Arlington County Behavioral Health Care Division (CSB)	Cornerstones	Fairfax County Public Schools
Arlington County Emergency Communications Center	Deltek	Fairfax-Falls Church Community Services Board
Arlington County Public Schools	Department of Behavioral Health and Developmental Services	Gateway Homes



"The TIP program has given me an outlet, a safe place to share things, looking forward to meetings/sessions, and overall stability. TIP is different than other programs due to the thoroughness and being up to date. This program delivers many opportunities such as working on life skills, employment/education, having one-on-one therapy sessions and having a peer specialist that can mentally/emotionally understand where I am coming from. The TIP team has changed my life, emotionally and helped me go from being hopeless in this world to becoming hopeful and worthy."

– Transition to Independence Process (TIP) Client



“Recovery has helped me to realize I'm not alone, and I can help others to know they're not alone.”

-Psychosocial Rehabilitation Services Client

Public and Private Partnerships (continued)

- George Mason University
- Gloucester County Emergency Communications (911)
- Hampton Roads Emergency Communications (911)
- Healthy Minds Fairfax
- Health Planning Region 1 Community Services Boards
- Health Planning Region 2 Community Services Boards
- Health Planning Region 3 Community Services Boards
- Health Planning Region 4 Community Services Boards
- Health Planning Region 5 Community Services Board
- INOVA Foundation
- INOVA Health Care Systems
- INOVA Pace
- International Council for Helplines
- King and Queen County Emergency Communications (911)
- Lancaster County Emergency Communications (911)
- Leadership Center for Excellence
- Loudoun County Department of Mental Health, Substance Abuse and Developmental Services
- Loudoun County Public Schools
- Matthews County Emergency Communications (911)
- Molina Healthcare
- National Alliance on Mental Illness (NAMI)
- NAMI Northern Virginia
- National Council For Mental Wellbeing
- New Hope Housing
- Newport News Emergency Communications (911)
- Northern Virginia Community College
- Northern Virginia Family Services
- Northern Virginia Regional Projects Office
- Optima Health
- Pathway Homes
- Pinnacle Financial Partners
- Prince William County Community Services Board
- Rappahannock-Rapidan CSB
- Richmond County Emergency Communications (911)
- Richmond Department of Emergency Communications (911)
- SAMHSA
- Suicide Prevention Alliance of Northern Virginia (SPAN)
- Truist Investment Services
- U.S. Department of Housing and Urban Development
- United Healthcare Community Plan
- United Way of the National Capital Area
- Virginia Association of Community Based Providers
- Virginia Beach Emergency Communications (911)
- Virginia Commonwealth University
- Virginia Department of Behavioral Health and Developmental Services
- Virginia Department for Aging and Rehabilitative Services
- Virginia Department of Health
- Virginia Department of Medical Assistance Services (DMAS)
- Virginia Department of Social Services
- Volunteer Arlington
- Volunteer Fairfax
- Wellness Circle Crisis Stabilization
- Women Giving Back

VOLUNTEER IMPACT

Fiscal Year 2024

HopeLink's team of passionate and dedicated volunteers help us achieve our mission of strengthening our community one life at a time.

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.

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, hopelinkbh.ejoinme.org/donations
- Follow us on social media:



@HopeLinkBH



@HopeLinkBH



@HopeLinkBH



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.

PROUD PARTNER OF



United Way
of the National Capital Area

United Way #8466

CFC #47403

