



Where *Hope* Meets Help

ANNUAL REPORT FOR FISCAL YEAR 2025

JULY 1, 2024 – JUNE 30, 2025



Dear Friends,

We hope that 2025 has been a year of health and prosperity for each of you. As we reflect on the past year, we are deeply grateful for the extraordinary support you've shown HopeLink. Whether through generous donations, volunteering, attending events, referring clients to our services, or sharing our mission within your networks, every act of support has strengthened our ability to serve individuals and families in need of mental health or crisis support.

As the demand for services continued to rise over the past year, HopeLink remained steadfast in our commitment to provide affordable, effective, and accessible behavioral health, crisis and suicide intervention services to our community. In 2025, **HopeLink served nearly 2,000 individuals and families and handled over 350,000 crisis calls, texts and chats – a 66% increase over the past year.** We met this growing need through several key program initiatives and expansions:

- **Launched Care Navigation**, a program supporting youth and young adults as they navigate the complex mental healthcare system.
- **Established a Supportive Housing Team**, to help clients with serious mental illness access affordable rental housing with supportive services in Fairfax County.
- **Expanded Mental Health Outpatient Therapy**, serving 25% more adults and adolescents needing therapy services than last year – many of whom are uninsured, underinsured, or unable to afford copays.
- **Grew our Transition to Independence Process (TIP) Program**, completing its second year of serving low-income youth and young adults with behavioral and emotional difficulties, with plans for expanding staffing to serve even more in need next year.
- **Added Crisis Services staff and volunteers**, to support the increased volume in crisis calls, texts and chats to the 988 Suicide & Crisis Lifeline. As a proud 988 provider and the largest 988 crisis contact center in Virginia, HopeLink answers 85% of Virginia's 988 call volume and 100% of the state's 988 text and chat volume.

The surge in demand for both crisis response and ongoing mental health care underscores a simple truth: **HopeLink is growing because the need is growing.** We are expanding our teams, enhancing our services, and strengthening our reach so that no one faces a mental health crisis alone.

We could not have reached these milestones—or supported as many people in need—without you. Your support allows us to continue building a healthier, safer, and more connected community. Thank you to our community partners, donors, and volunteers for your investment in HopeLink. We look forward to continuing this important work with you in 2026!

With sincere gratitude,

A handwritten signature in black ink, appearing to read "Joseph Getch".

Joseph Getch
Chief Executive Officer

A handwritten signature in black ink, appearing to read "Linda Lang".

Linda Lang, MD
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 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 62 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.



"I am so grateful and feel so privileged to be a fellow traveler in my client's lives, to have snippets of their stories and help them build resilience, find meaning, and, make choices that go along with their values and needs and ultimately lead a meaningful life according to their terms."

-Florina Dobre, Outpatient Therapist

MENTAL HEALTH Awareness MONTH

MAY 2025



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 them via social media during the month. HopeLink is dedicated to breaking the stigma of mental health and spreading awareness of HopeLink's life-changing services.

#CallTextLive

HopeLink recognized Suicide Prevention and Awareness Month in September with our annual #CallTextLive campaign. HopeLink shared vital resources on suicide prevention with the community via a #CallTextLive one-pager and social media campaign. HopeLink mailed 988 wallet cards in English and Spanish to local schools and partner organizations.



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 & 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 have recently experienced 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.

Care Navigation

Care Navigation creates a single point of access to mental health and substance use services for children and young people up to age 25 in Fairfax County. Program staff help to determine what level of service may be needed and helps youth and families connect to those services with barriers and challenges in mind.

"HopeLink saves lives. I know because it saved mine."

– Outpatient Therapy Client

IMPACT REPORT

Fiscal Year 2025

WE SERVED:

Psychosocial Rehabilitation
(PSR):

154

INDIVIDUALS

Supported Employment
and Education Services:

187

INDIVIDUALS

Mental Health Skills-
Building Services (MHSS):

261

INDIVIDUALS

Mental Health
Outpatient Services:

221

INDIVIDUALS

Coordinated
Specialty
Care (CSC):

61

INDIVIDUALS

Community
Housing:

14

INDIVIDUALS

Transition to
Independence
Process (TIP):

46

INDIVIDUALS

Peer
Services:

722

INDIVIDUALS &
FAMILIES

Care
Navigation:

53

INDIVIDUALS

RECOVERY | COMMUNITY | WELLNESS | SAFETY

93%

of individuals served
avoided psychiatric
hospitalization.

87%

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

77%

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

98%

of Virginia 988 calls
are answered within
30 seconds.

CRISIS AND SUICIDE INTERVENTION SERVICES:



395,243

TOTAL CONTACTS
HANDLED



218,259

CALLS ANSWERED



108,514

TEXT & CHATS

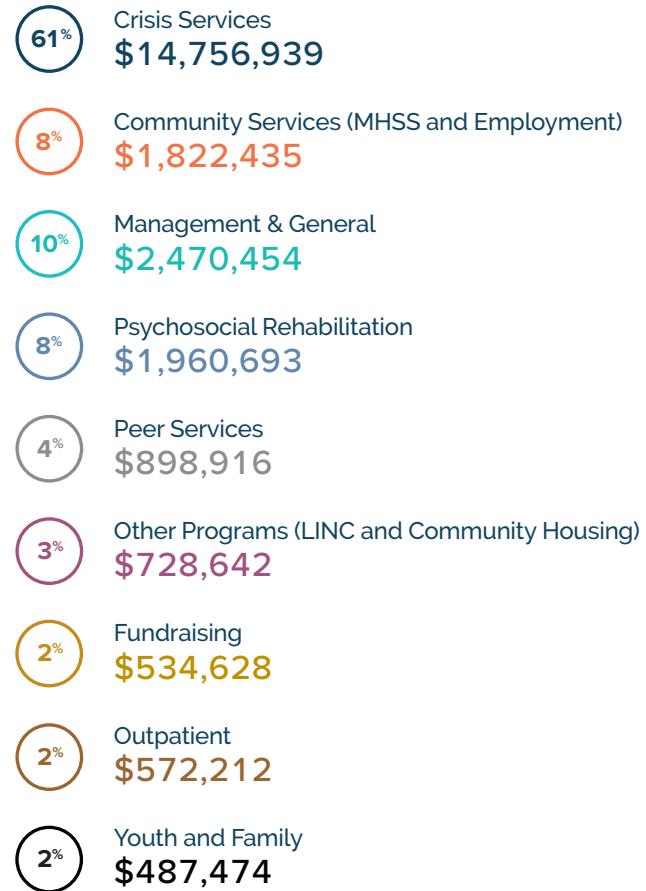
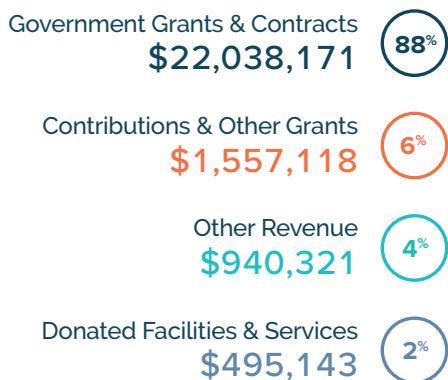


68,470

OUTBOUND AND
FOLLOW-UP CONTACTS
(calls & texts)

FINANCIAL REPORT

Fiscal Year 2025



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



Kristen Cutforth
Chief Financial and
Administrative Officer



Laura Clark
Chief Operating Officer



Sarah Egesi
Director of Community
Support Services



Beth Hall
Director of Youth &
Family Services



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FY25 contributions from private donors and community partners:

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(\$10,000+)

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Hope and Recovery Society

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

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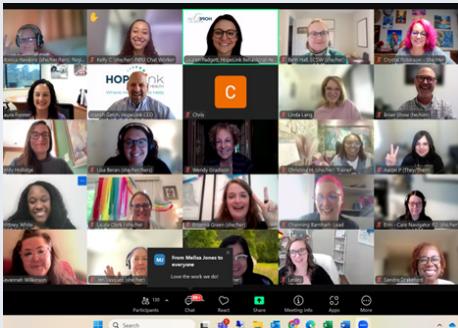
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Larry and Liz Katzman		RRG, Inc.	Traci and Lee Slivinski
Larry and Tracy Melton		RSM US LLP	Trinity Presbyterian Church

Imagine Hope 2024

HopeLink's annual signature event, Imagine Hope Benefit, was held at the Hilton McLean Tysons Corner on Friday, November 1, 2024. We were grateful to gather with hundreds of guests to celebrate our collective successes and raise critical funds for HopeLink's programs and services.





Staff Appreciation

In May 2025, HopeLink celebrated its incredible staff with a virtual staff appreciation celebration, awards ceremony, and team activities.

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Two Six Technologies
Tyto Athene, LLC
Unanet
United Way of the Nat'l Capital Area
USI Insurance Services LLC
UVA Community Health - Prince William Campus
Valerie Carter
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Daniel Finotti
Darin Cabral
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DPR Construction
Ed and Kirstyn McNamara
Elite Island Resorts
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(\$100 - \$499)			
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"TIP changed my life emotionally and helped me go from being hopeless in this world to becoming hopeful and worthy."

-Transition to Independence Process Client

HopeLink Donors (continued)

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Golf Tournament 2025

For the 5th year in a row, HopeLink partnered with The Alliance Group and CBRE to host the annual Golf Tournament benefiting HopeLink. On Monday, May 19, 2025, more than 100 golfers teed off at Westwood Country Club, enjoying 18 holes, a cocktail reception, and more while raising critical funds for HopeLink.





"When somebody calls the 988 Suicide & Crisis Lifeline. We listen with an open heart. We try to understand things from their perspective. We practice reflective listening and we try to best support them however they need, whether it's resources, whether it's emotional support, if they're having thoughts of suicide, we try to de-escalate."

-Crisis Worker

HopeLink Donors (continued)

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HopeLink Donors (continued)

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Luke Hendrixon	Naomi Lewis	Spencer Jones	
Lynn Collins	Nate Kreoger	Stacey Finkel	
Marc Cloutier	Nick Brdicko	Stephanie Anderson	
Margaret DiPietra	Nick Cordaro	Stephanie Reed	
Maria Markus	Nicole Hurren	Stephen Allen	
Marianne Fearing	Pam Irvine	Suzanne Cooper	
Mark Illich	Patrick Murphy	Suzanne Manlove	
Mark Lewin	Paul Bialo	Tammy LaMantia	
Marla Dockery	Pete Reid	Tammy Sellers	
Martha Peterson	Rachel Piering	Terra Baker	
		Terri Mucci	

"HopeLink is important to me because of my peers, and they support me in every aspect of life."

-Psychosocial Rehabilitation Services Client





"I tell the callers that you matter. Almost every single call that I have with someone, there's that phrase. It's an emotional connection. It's a connection that human beings have. You can hear it in their empathetic voice. You matter."

-Crisis Worker

PUBLIC & PRIVATE PARTNERSHIPS

Fiscal Year 2025

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

988 Suicide & Crisis Lifeline,	The Brain Foundation	Fairfax County Department of Public Safety and Communications (911)	Gloucester County Emergency Communications (911)
Vibrant Emotional Health	Brain Injury Services		
Aetna Better Health	Center for Opportunity	Fairfax County Department of Administration for Human Services	Hampton Roads Emergency Communications (911)
Alexandria City Public Schools	Children's Services Act - Fairfax, Arlington and Loudoun	Fairfax County Department of Housing and Community Development	Hanover County Emergency Communications (911)
Alexandria Department of Community and Human Services	City of Chesapeake Emergency Communications (911)	Fairfax County Health Department	Healthy Minds Fairfax
Alexandria Sexual and Domestic Violence Services	City of Chesterfield Emergency Communications (911)	Fairfax County Office for Women & Domestic and Sexual Violence Services	Health Planning Region 1 Community Services Boards
American Association of Suicidology	Commission on Accreditation of Rehabilitation Facilities (CARF)	Fairfax County Office to Prevent and End Homelessness	Health Planning Region 2 Community Services Boards
American Foundation for Suicide Prevention	Deltek	Fairfax County Public Schools	Health Planning Region 3 Community Services Boards
Anthem HealthKeepers Plus	Department of Behavioral Health and Developmental Services	Fairfax-Falls Church Community Services Board	Health Planning Region 4 Community Services Boards
Arlington County Behavioral Health Care Division (CSB)	Encompass Community Supports	Franklin County Emergency Communications (911)	Health Planning Region 5 Community Services Board
Arlington County Emergency Communications Center	Eric Monday Foundation	Gateway Homes	Henrico County Emergency Communications (911)
Arlington County Public Schools	FACETS	George Mason University	Horizon
Arlington County Sheriff's Office			INOVA Foundation
Arlington Partnership for Children, Youth & Families			INOVA Health Care Systems

Public and Private Partnerships (continued)

INOVA Pace	National Council for Mental Wellbeing	Richmond Department of Emergency Communications (911)	Virginia Commonwealth University
International Council for Helplines	New Hope Housing	SAMHSA	Virginia Department of Behavioral Health and Developmental Services
Isle of Wight County Emergency Communications (911)	Newport News Emergency Communications (911)	Sentara Health Plans	Virginia Department for Aging and Rehabilitative Services
JSSA	Northern Virginia Community College	Southampton County Emergency Communications (911)	Virginia Department of Health
King and Queen County Emergency Communications (911)	Northern Virginia Family Services	Suffolk County Emergency Communications (911)	Virginia Department of Medical Assistance Services (DMAS)
Lancaster County Emergency Communications (911)	Northern Virginia Regional Projects Office	Suicide Prevention Alliance of Northern Virginia (SPAN)	Virginia Department of Social Services
Loudoun County Department of Mental Health, Substance Abuse and Developmental Services	Orange County Emergency Communications (911)	Truist Investment Services	Volunteer Arlington
Loudoun County Public Schools	Pathway Homes	U.S. Department of Housing and Urban Development	Volunteer Fairfax
Madison County Emergency Communications (911)	Pinnacle Financial Partners	United Healthcare Community Plan	Wellness Circle Crisis Stabilization
Mathews County Emergency Communications (911)	Portsmouth Emergency Management	United Way of the National Capital Area	Women Giving Back
National Alliance on Mental Illness (NAMI)	Prince William County Community Services Board	UVA Health	
NAMI Northern Virginia	Rappahannock-Rapidan CSB	Virginia Association of Community Based Providers	
	Rappahannock County Emergency Services (911)	Virginia Beach Emergency Communications (911)	
	Richmond County Emergency Communications (911)		

VOLUNTEER IMPACT

Fiscal Year 2025

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:**
7,384



**VOLUNTEER
VALUE:**
\$256,883

VOLUNTEERS:
144

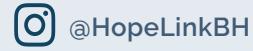
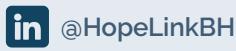
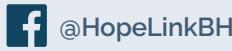


GET INVOLVED

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:



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.