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,

Joseph Getch
Chief Executive Officer

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
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.

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.
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
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

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 used 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.

90% of individuals served demonstrated the ability to complete basic independent living tasks.

91% of individuals served used 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.

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)
FINANCIAL REPORT

Fiscal Year 2023

Support & Revenue
Year Ended
June 30, 2023

Government Grants & Contracts
$13,133,747
68%

Contributions & Other Grants
$4,886,688
25%

Donated Facilities & Services
$588,765
3%

Other Revenue
$565,837
3%

Expenses
Year Ended
June 30, 2023

Crisis Services
$9,133,872
50%

Community Services (MHSS and Employment)
$2,499,452
14%

Psychosocial Rehabilitation
$2,097,404
11%

Management & General
$2,088,359
11%

Other Programs (LINC and Outpatient)
$1,031,903
6%

Peer Services
$956,319
5%

Fundraising
$498,427
3%
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.

LEADERSHIP TEAM

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BOARD OF DIRECTORS

HopeLink is governed by a Board of Directors:

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Truist

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FY23 contributions from private donors and community partners:

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- Clark Construction Group, LLC

**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.
HopeLink Donors (continued)

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($500 - $999)
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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.
HopeLink Donors (continued)

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Mr. & Mrs. Bryan Kinsey
Mr. Kevin Klug
Mr. & Mrs. Donald A. Kniffen, Jr.
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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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)

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**(UP TO $99)**

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- Mr. James Watts
- Ms. Pam Whelan
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<th>PUBLIC &amp; PRIVATE PARTNERSHIPS</th>
<th>Fiscal Year 2023</th>
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<td>988 Suicide &amp; Crisis Lifeline, Vibrant Emotional Health</td>
<td>Fairfax County Office to Prevent and End Homelessness</td>
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<td>Access Hope</td>
<td>Fairfax County Public Schools</td>
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<td>Aetna Better Health</td>
<td>Fairfax-Falls Church Community Services Board</td>
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<td>Alexandria City Public Schools</td>
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<td>Alexandria Department of Community and Human Services</td>
<td>George Mason University</td>
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<td>Alexandria Sexual and Domestic Violence Services</td>
<td>Gloucester County Emergency Communications (911)</td>
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<td>Hampton Roads Emergency Communications (911)</td>
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<td>American Foundation for Suicide Prevention</td>
<td>Healthy Minds Fairfax</td>
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<td>Anthem HealthKeepers Plus</td>
<td>Health Planning Region 1 Community Services Boards</td>
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<td>Arlington County Behavioral Health Care Division (CSB)</td>
<td>Health Planning Region 2 Community Services Boards</td>
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<td>Arlington County Emergency Communications Center</td>
<td>Health Planning Region 3 Community Services Boards</td>
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<td>Arlington County Public Schools</td>
<td>Health Planning Region 4 Community Services Boards</td>
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<td>Arlington County Sheriff’s Office</td>
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<td>Arlington Partnership for Children, Youth &amp; Families</td>
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<td>The Brain Foundation</td>
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<td>Brain Injury Services</td>
<td>INOVA Pace</td>
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<td>International Council for Helplines</td>
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<td>City of Chesapeake Emergency Communications (911)</td>
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<td>City of Chesterfield Emergency Communications (911)</td>
<td>Lancaster County Emergency Communications (911)</td>
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<td>Commission on Accreditation of Rehabilitation Facilities (CARF)</td>
<td>Leadership Center for Excellence</td>
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<td>Cornerstones</td>
<td>Loudoun County Department of Mental Health, Substance Abuse and Developmental Services</td>
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<td>Deltek</td>
<td>Matthews County Emergency Communications (911)</td>
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<td>Encompass Community Supports</td>
<td>Molina Healthcare</td>
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<td>Eric Monday Foundation</td>
<td>National Alliance on Mental Illness (NAMI)</td>
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<td>FACETS</td>
<td>NAMI Northern Virginia</td>
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<td>Fairfax County Department of Public Safety and Communications (911)</td>
<td>National Council for Mental Wellbeing</td>
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<td>Fairfax County Department of Administration for Human Services</td>
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<td>Fairfax County Department of Housing and Community Development</td>
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<td>Fairfax County Health Department</td>
<td>Northern Virginia Chamber of Commerce</td>
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<td>Fairfax County Office for Women &amp; Domestic and Sexual Violence Services</td>
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<td>Wellness Circle Crisis Stabilization</td>
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<td>Women Giving Back</td>
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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!

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**VOLUNTEER IMPACT**

*Fiscal Year 2023*

**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://prsinc.ejoinme.org/donations

• Follow us on social media:
  ![Facebook](@HopeLinkBH)
  ![LinkedIn](@HopeLinkBH)
  ![Instagram](@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.