

Vibrant for All

ANNUAL REPORT 2018







OUR MISSION

We work with individuals and families to help them achieve mental and emotional wellbeing. Our groundbreaking solutions deliver high quality services and support, when, where and how they need it. Our education and advocacy work shifts policy and public opinion so mental wellbeing becomes a social responsibility and is treated with the importance it deserves. We're advancing access, dignity and respect for all and revolutionizing the system for good.

Our Vision

Everyone can achieve emotional wellbeing with dignity and respect.

Being an optimist is about believing that life can be better. That promise of hope is woven into the very fabric of our organization.

In line with our optimism is our commitment to building a culture where discussing and prioritizing emotional wellbeing is valued, and not seen as a sign of weakness. We believe this so strongly that after more than half a century of being known as the Mental Health Association of New York City, we changed our name to Vibrant Emotional Health.

Our new name communicates our positive vision for anyone struggling with mental health and emotional challenges. It conveys our firm belief that with the right care and support, everyone can achieve emotional wellbeing. It also acknowledges our growth from a local mental health advocacy organization into a nationally-recognized leader in mental health care.

Becoming "Vibrant" has coincided with a sea change in public attitudes toward mental health. In homes, schools, workplaces, and communities across the country, both on and offline, people are sharing their personal stories of recovery and hope.

Nowhere was this shift in public dialogue more apparent than in the media coverage following the suicides of TV host, Anthony Bourdain, and designer, Kate Spade. We, and others,

have worked for years with the news media to shift the focus from tragedy to suicide prevention. Outlets ranging from CNN to Cosmopolitan to USA Today to PEOPLE shared numerous stories of survival and recovery. Journalists are now recognizing the positive and life-saving impact their work can have on audiences by providing messages of prevention and hope. We were gratified to work with the media on this coverage and remain proud to have helped support this significant shift.

Our belief in hope is evident throughout this year's report and is reflective of our vision of emotional health for all. It is also hope that fuels our tireless efforts to revolutionize the system to bring care within reach of all people.

This year, we expanded our investment in state-of-the-art, technology-driven solutions for our call, text, chat, and online mental health support services. Through the 24/7, confidential hotlines we administer, such as NYC Well, the National Suicide Prevention Lifeline, and the Disaster Distress Helpline, we offered immediate help and hope to millions.

Nationally, we partnered with corporate leaders such as Facebook, CBRE and the National Football League (NFL) to integrate mental wellness online and in the workplace and to offer support to those in crisis. We also expanded the reach of our community wellness programs, allowing us to provide

additional families and young people with the resources and coping skills they need to thrive.

We took our vision of emotional wellness for all people directly to policymakers to push for making mental and emotional health a top policy priority and the investment to support it. We also brought mental health education to caregivers, providers, corporations, and others so they have the tools and skills to help themselves and the people they care about.

The support of our partners and the passion of our entire staff, Board of Directors, and Minds Ahead, our young leaders committee, propel the organization forward. As we look ahead, we see a bright future for emotional health in our society. Even with the health care delivery system changing dramatically, we remain optimistic and steadfast in our commitment to be at the forefront of emotional wellbeing for all.

With your support and generosity, we will continue to revolutionize the system for good.

Sincerely,

JENNIFER ASHLEY, PhD

Chair

KIM WILLIAMS

President and CEO



Program Areas

ADULT SERVICES

- Another Way Peer Program
- Harlem Bay Network Personalized Recovery Oriented Services (PROS)
- Older Adult Assertive Community Treatment (ACT) Team

PARENT & CAREGIVER SERVICES

- Family Resource Centers
- Family Link and Family Link Plus Preventive Programs
- Circle of Security Parent Coaching Program

YOUTH SERVICES

- Adolescent Skills Centers
- JPMorgan Chase The Fellowship Initiative
- NYC Department of Youth and Community Development Capacity Building Programs

CRISIS AND BEHAVIORAL HEALTH TECHNOLOGY

Network Administration Services

- National Suicide Prevention Lifeline
- Disaster Distress Helpline
- Veterans Crisis Line
- NFL Life Line

Contact Center Services

- NYC Well
- HOPEline
- BRAVEline
- Fidelis Care
- Healthfirst
- CBRE
- Floating Hospital
- Gouverneur Hospital
- Help/PSI-Brightpoint Health
- Housing Works

ADVOCACY AND EDUCATION COALITIONS

- Coordinated Children's Services Initiative (CCSI)
- Geriatric Mental Health Alliance of New York
- Veterans Mental Health Coalition of New York City

I work the overnight shift as a crisis counselor for **NYC Well**, New York City's free, comprehensive crisis and support line administered by Vibrant Emotional Health. I'm here to listen without judgment and help with problems like stress, depression, anxiety or drug and alcohol misuse. For every call, I offer the support, resources, and referrals each person needs to move forward and be well.

This work is deeply personal to me.
That's because, at the time of my hiring at NYC Well, I had just undergone one of the darkest periods of my own life, losing my wife of 24 years and my beloved mother. Now that I wake up every day with a mission to help people through their own emotional crises I can help others and also heal myself.

People from all walks of life contact us in need of emotional support. Just the other day. I got a call at 2 o'clock in the morning and all I could hear on the other end was sobbing. In a moment like that. I don't assume the worst; I think about how I can make that person's life just a little bit easier. I start by putting myself in the caller's shoes. Contacting the hotline and reaching out for help takes courage because let's face it — it isn't easy for someone to pick up the phone or send a text or chat to connect with a stranger in the midst of a crisis. But by contacting NYC Well, the individual has opened the door to achieving the emotional wellness they want. That's why I tell all of the callers I speak with, "If you stay in the game, you're going to come out a winner."

At any hour, day or night, in almost any language from phone, tablet or computer, NYC Well can get people in crisis the help they need. We can provide referrals for local services, assistance scheduling appointments, and follow up to check that a caller has connected to care and that it's working for them. Earlier this year we launched a comprehensive public-facing search engine, where people can search for emotional and behavioral health services in their own words. This digital tool provides all New Yorkers with fast access to resources when they need them most.

Everybody needs help sometimes.

Whatever you are dealing with, you don't have to do it alone. Oftentimes, callers will tell me, "I'm so glad I called and spoke to you. Thank you for taking the time to listen to me." Giving people this chance at hope is the most rewarding part of my job, and it's what life should be all about.

-WILLIE WITHERSPOON, COUNSELOR, NYC WELL



Vibrant is a pioneer in capitalizing on new technologies to help people manage their emotional health more easily. Through comprehensive contact lines, internet-based therapies, social media crisis intervention, mobile innovations and other stateof-the-art tools, Vibrant is revolutionizing the way people reach out for help and obtain wellness, creating healthier, more vibrant communities.

317k

NYC Well received over 317,000 contacts this year.

Getting Public About Emotional Wellbeing

Helping the Media Better Understand Suicide and Suicide Prevention

Vibrant Emotional Health, which administers the **National Suicide Prevention Lifeline.** helps the media better understand how to communicate more effectively about suicide and suicide prevention. We know better reporting can help to save lives by showing people who are struggling that recovery is not only possible, but that it is happening every day.

For too long, media coverage has focused on the prevalence of suicide, a celebrity's suicide or on the specific details of a famous person's death. But, when people have access to the supports they need coupled with the media sharing stories of people successfully coping with suicidal moments, research shows that suicide rates are reduced.

We see stories all the time about survivors of breast cancer or heart disease, but until recently, we haven't seen those stories of hope about suicide. This absence leaves people going through a suicidal crisis feeling isolated, when in fact they're not alone. Studies show that the overwhelming majority of people with suicidal thoughts get through it. For every person who takes their life, 280 people think seriously about suicide but don't kill themselves.

Following the tragic deaths of Kate Spade and Anthony Bourdain, the media was motivated to share a different kind of story about suicide — one focused on recovery. This sentiment was driven in part by recent findings, which associated widespread media reporting about Robin Williams' 2014 suicide with a 10% increase in suicides nationally in the weeks following. In light of these recently published data, journalists were provided with a stark reminder of the responsibility they carried in reporting on the Spade and Bourdain suicides.

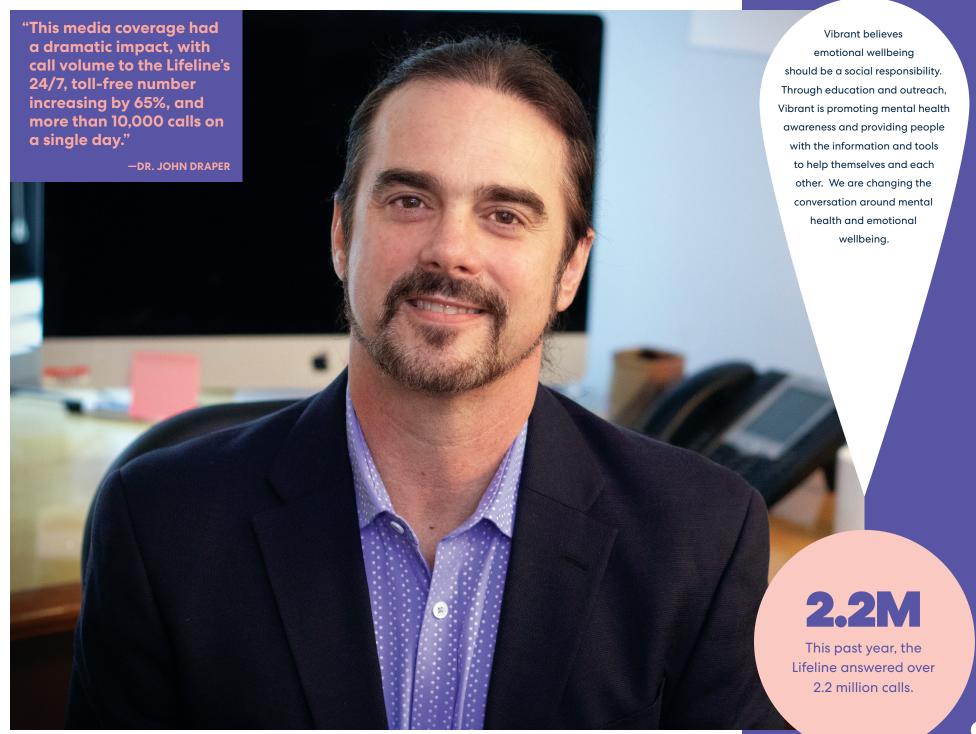
In the days following these deaths, the media repeatedly asked us how they could report the story without causing harm. This represented a significant change resulting in countless highprofile stories of hope and recovery being published, including in *USA*

Today, Cosmopolitan, CNN, People and Entertainment Weekly.

Call volume to the Lifeline's 24/7, toll-free number increased by 65%, and more than 10,000 calls were received on a single day.

Together, Vibrant Emotional Health and the media are continuing to work together to have an enormous, positive impact on people vulnerable to suicide. By building greater awareness of support resources like the National Suicide Prevention Lifeline, sharing stories that model how people have coped through despair to find hope, and providing concrete action steps for people wishing to "be the one to help save a life" (bethelto.com), Vibrant is helping to change the public conversation from suicide to suicide prevention.

—DR. JOHN DRAPER,
DIRECTOR, NATIONAL SUICIDE PREVENTION
LIFELINE & EXECUTIVE VICE PRESIDENT,
NATIONAL NETWORKS



This past year, the Federal Emergency Management Agency (FEMA) and the **Disaster Distress Helpline (DDH)** worked together to provide support to victims of an unparalleled range of disasters. From Hurricane Maria to the California wildfires to the mass shooting at a high school in Parkland, Florida, FEMA encouraged disaster survivors to call DDH's trained counselors for emotional support.

DDH was uniquely qualified to offer a diverse range of emotional health services to people grappling with loss.

As a Voluntary Agency Liaison at FEMA, my job is to connect disaster survivors with the mental health services they need. Time after time, DDH — which is administered by Vibrant Emotional Health — has proven to be one of our most important partners when responding to natural disasters. From tips for healthy coping with trauma to referrals to local crisis call centers, there's really no other disaster resource out there as comprehensive as DDH.

DDH is dedicated to providing crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. And this kind of emotional care is available to all Americans, not just survivors of disasters. DDH provides support to loved ones of victims, first responders, rescue, recovery, and relief workers, clergy as well as parents and caregivers.

DDH's crisis support is also available long after a disaster ends. This is critically important to the recovery of disaster survivors. These are people who may have lost their homes, their livelihoods, and tragically, even friends and family. I've seen how a dramatic, one-time event like a hurricane or a school shooting can have ongoing effects on a person's health and emotional wellbeing. That's why the crisis counseling DDH offers in the months — and even years — that follow, is so crucial to a person seeking emotional wellbeing.

My FEMA colleagues and I couldn't deliver the emotional support that disaster survivors deserve without DDH's expertise. Together, we are helping survivors begin their path to recovery, and that's what it's all about.

—TAMI THEILER, VOLUNTARY AGENCY LIAISON, DHS/FEMA



Partnering with the Private Sector

To Offer Tools for Wellness

The National Football
League Life Line,
administered by Vibrant
Emotional Health,
and complementary
mental health training
and workshops for the
League, ensure that
players and their loved
ones have the tools
to achieve emotional
wellbeing on and off
the field.

NFL players are just like anyone else
— grappling with the natural ups
and downs of life — but when we
leave the League, we face unique
challenges. I know, because I did.
After ten successful seasons as an AllPro Safety, I faced the most daunting
experience of my life — starting over
without football.

I thought I "had it all" — a successful career, a wife and kids and plenty of money in the bank — but I lacked a vision for the rest of my life. When I stepped off the field for the last time, I felt a profound sense of loss. I had lost my identity, community and financial certainty. Because of the macho culture among the football community, I didn't feel comfortable asking for help because I thought I would look weak.

Isolated and fearful, I descended into depression and seriously considered ending my life. I decided it was time to make a change and that's when Leonard Wheeler came into my life.

Leonard is a former NFL player and a member of the NFL Transitions Coaches program. This is a select group of former players who have been certified by the League to work with active and retired players on life transition skills and emotional wellness. Leonard taught me that the skills that I had developed as an athlete — perseverance, being a team player, and putting on a game face — could get me through the process of figuring out my life's plan. Because of Leonard's mentorship, I was able to get healthy again, and in turn, I wanted to do for other players what he had done for me.

Today, I too, am an NFL Transition
Coach. As part of this program,
Transition Coaches are trained by
Vibrant Emotional Health in suicide
prevention and behavioral health
interventions. These trainings help us
identify when a player is experiencing
a crisis. In that case, I connect them to
the NFL Life Line, which provides 24/7,
confidential, free hotline and online
chat services for anyone in the NFL
community in need of support. The line
is staffed by Vibrant counselors trained
to help with challenges unique in nature
to those who have played in the league.

I've seen the NFL Life Line change players' lives. I've seen it save marriages and strengthen families. Just one call to the Life Line can set someone on the path to wellness.

> -DONOVIN DARIUS, NFL TRANSITION COACH, FORMER NFL PLAYER





Emotional wellbeing should be a reality for everyone. But some of us — like myself — need help getting there. The story of my recovery began the afternoon I walked into a "Big & Tall" men's clothing store. Standing among a sea of XXXL shirts, I could see the toll my depression and anxiety had exacted on my health. I was at a crossroads.

When I was eight years old, my father died suddenly from liver cancer. Losing my dad, who had been my role model and best friend, plunged me into depression. It felt like nothing mattered any longer.

By the time I was 13, I had dropped out of school and rarely left home, spending my time playing video games and binge eating. By my 14th birthday, I weighed 300 pounds.

The day at the "Big & Tall" store was a pivotal moment. I could either continue down my current, destructive path or reach out for help. I made the most important decision of my life: I chose to believe in hope.

I enrolled in Vibrant's Adolescent Skills Center (ASC) in Queens. My case manager, Cara, instantly made me feel accepted for who I was, not what I had done. With Cara and my teachers' support, I earned my GED in just four months, giving me the confidence to believe in myself and to visualize a future with a steady job and a college degree.

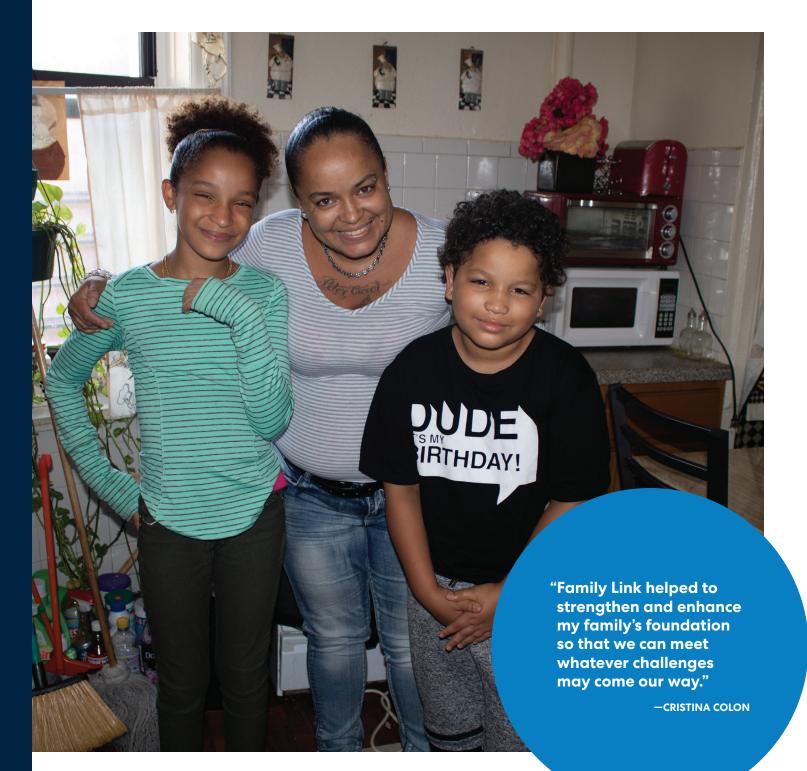
Cara also helped me polish my resume, conduct practice interviews and look at local community colleges. Our efforts paid off. This fall I was hired as an escort at the Veterans Affairs hospital in Manhattan and I began taking college psychology courses.

Vibrant helped me turn my life around. Emotional wellness is possible when you have the right support. Thanks to Vibrant I am empowered with the tools I need to live a fulfilling life.

-CARLOS SALDANA, STUDENT. ADOLESCENT SKILLS CENTER



Caregivers, Helping Children Thrive



When a parent or caregiver walks through the door of **Vibrant's** Family Link program, they can rest assured they have found staff who will provide the support and resources necessary to strengthen their family's emotional health. I know because I wouldn't be here today without them.

> Years ago, I arrived at Family Link's front door incapable of managing stress and looking for help managing my son's behavioral health issues. Together, we developed an individualized plan that has helped our family achieve wellbeing.

Our journey to Family Link began after I emigrated with my three children to the United States from Puerto Rico, Months after we settled in New York, my oldest son, Roberto, struggled to acclimate to our new life. He got involved with a troubled group of kids, was often sent to detention at school and involved in neighborhood fights. Sometimes he didn't come home for days. Neighbors told me that they had heard he was doing drugs.

Roberto's behavior had a dramatic impact on my emotional health. I developed severe anxiety and a short fuse, flying into a rage in reaction to the slightest infraction. Incapable of coping with stress and out of ideas for how to help my son, I called the Administration for Children's Services (ACS) looking for answers.

ACS referred me to the Family Link program. Their small, hands-on staff identified my need for coping skills. I learned how to stop, pause and take a deep breath whenever I felt a rush of anxiety. My case manager, Vicki, and family advocate, Samantha, became instrumental in helping turn our lives around, offering to be there for me any time. With their support, I went to the Board of Education and requested a school transfer for Roberto so that he could get a fresh start. Samantha referred him to a psychologist to get him the therapy he needed. Their support has made a difference. This fall Roberto enrolled in a GED program and has his sights set on entering the Army.

Family Link helped to strengthen and enhance my family's foundation so that we can meet whatever challenges may come our way.

> -CRISTINA COLON, **PARTICIPANT, FAMILY LINK**

Vibrant's family support programs work with parents and caregivers to provide them with resources, skills, and tools to strengthen their ability to help their children thrive. Every month, Family Link provides services to over 140 families and an average of 300 children.

Emotional Health i /alued and Attainable by

New York City's Coordinated Children's Services
Initiative (CCSI) recognizes that emotional wellness
should be the right of every child. That's why CCSI—
administered by Vibrant Emotional Health—offers
a unique opportunity for parents and caregivers to
meet face-to-face with providers and policy makers
to determine the right care and the right resources for
their children in need.

I turned to CCSI for support when I was struggling to determine the gaps in my son, Elliott's, emotional and behavioral healthcare needs. When Elliott was a teenager, he had been the victim of an attack outside a convenience store in our neighborhood, leaving him with physical injuries and post-traumatic stress disorder. Faced with a mental health condition that requires ongoing treatment, I felt ill-equipped to manage his recovery.

After several years of navigating the health care system on my own, I realized I needed a community-based solution that would offer me expertise, referrals and support. That's why I was drawn to CCSI's Borough Based Council model. The Councils offer families a chance to meet once a month with community service providers to jointly create an individualized plan for a child in need. Often times, parents and providers collaborate to identify gaps in behavioral

health services that require problemsolving at the city or state level.

CCSI became my around-the-clock support system. They helped me determine the missing resources in Elliott's plan, putting him on the path to recovery. Now he has a real shot at achieving the emotional wellness he deserves.

After such a positive experience with CCSI, I wanted to share this invaluable resource with other families in my community. That's why earlier this year I volunteered to be the Co-Chair of the Manhattan Borough Based Council.

I now have the chance to work with neighbors and friends to develop community-driven solutions tailored to the individual needs of their children. I believe that if we work block by block, family by family then we can create a life that's #VibrantforAll.

—KARMITA MORGAN-RANDALL, MANHATTAN BOROUGH BASED COUNCIL CO-CHAIR, CCSI





KEVIN DANEHY Brookfield

KIMBERLY WILLIAMS Vibrant

RIC CLARK Brookfield

This year, Vibrant's 26th Annual Benefit Gala, **#BeThe1To Help Save A Life, brought hundreds** of business, policy, and mental health leaders to the Winter Garden at Brookfield Place in Manhattan, in support of mental health and suicide prevention.

Vibrant's national #BeThe1To campaign champions the message that everyone can take action to help save a life. By empowering individuals with the tools to help people in crisis in their communities, we can support those who are struggling, demonstrate that suicide is not inevitable and build a stronger mental health safety net for all. The 26th Annual Gala celebrated two extraordinary individuals who embody this message of promoting emotional wellbeing and preventing suicide.

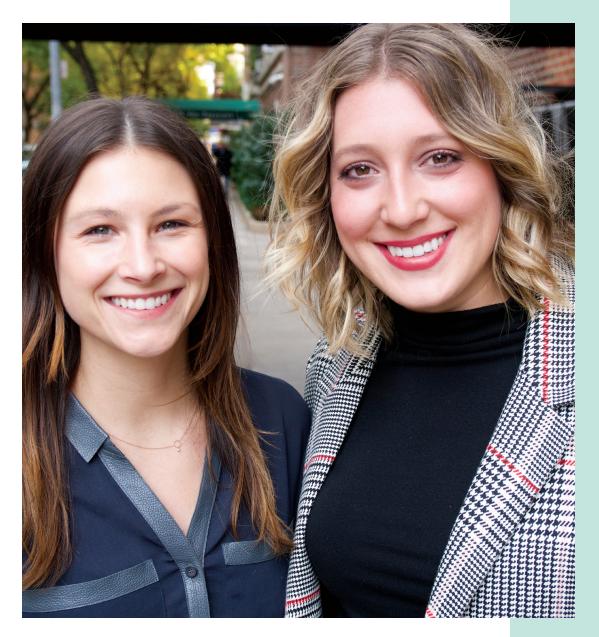
Our honoree, Grammy-nominated Def Jam artist Logic, generated international awareness with his hit single, "1-800-273-8255," named after the National Suicide Prevention Lifeline that is administered by Vibrant. Thanks to heightened public awareness and increased media attention, the Lifeline experienced record call volume, especially after Logic's performances at the 2017 Video Music Awards and the 2018 Grammys, which included members of the Vibrant staff.

Honoree Kevin J. Danehy, Global Head of Corporate Development at Brookfield and Vibrant Board Member. was celebrated for his nearly quarter of a century commitment to mental health. His leadership, passion, and unwavering vision over the past 22 years — including 13 years as Board Chair of Vibrant (then MHA-NYC) have transformed the organization, allowing us to expand our life-saving support across the country.

Dinner chairs Jennifer Ashley, Global Head of Human Resources, CBRE; Charles P. Fitzgerald, Senior Managing Partner, V3 Capital Management; and Jerome Levine, Partner, Loeb & Loeb LLP, helped make the gala our second most successful fundraiser, exceeding our goal and raising over \$700,000 in support of Vibrant's life-changing programs.

Minds Ahead

Young Leaders Council



Comprised of young professionals and philanthropists, Minds Ahead is dedicated to supporting Vibrant Emotional Health and advancing the conversation around emotional health from illness to wellness. By expanding Vibrant's reach and impact among today's youth, Minds Ahead is helping Vibrant to change the culture around emotional wellness for this generation and the next.

"Reducing the stigma around mental health is so crucial. I struggled with anxiety growing up and was fortunate to come from a family where things like this were talked about openly. My biggest goal is to remove the stigma, so people can feel more comfortable speaking about their struggles. Supporting Vibrant's work, especially with the students at the Adolescent Skills Centers, allows me to support others who struggle like I do, to make sure they have access to the resources we all need to grow and thrive."

TAYLOR CLARK Co-Chair, Minds Ahead

"Emotional health struggles need to become part of an everyday conversation and I know that our work with Vibrant brings awareness and enhances the life skills of Vibrant's students and participants. It's incredible to see how Vibrant fundamentally changes the confidence and outlook of a young person. Recently, at a Minds Ahead fundraising event, a young man from one of the Adolescent Skills Centers blew all of us away. When he joined the Center, he struggled with emotional health and confidence concerns. That night, standing in front of a room of several hundred guests, he spoke eloquently and with passion about his artwork. Moments like these show the power of Vibrant's connection and support."

JORDAN LICHAY Chair, Minds Ahead

\$100,000+

JP Morgan Chase Logan Paul The Tides Foundation

Trust for Elaine D. Dooman

\$50,000-\$99,999

The New York Community Trust Vention Resources, Inc. Xi'an Famous Foods

\$20,000-\$49,999

CBRF

Charles Fitzgerald Cynthia Zirinsky Facebook

Laurie Kayden Foundation
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Financials

Fiscal Year Ended June 30 (000's omitted)	2018	2017	2016
Revenues			
Government Contracts	36,905	29,594	24,699
Foundations, Corporate, Individual Contributions and Other	4,793	2,832	2,400
Total Revenues	41,698	32,426	27,099
Expenses-Program Services			
Lifenet and Crisis Services	12,178	9,352	6,510
Public Education and Advocacy	1,741	1,411	1,643
Children and Family Services	6,671	5,901	4,788
Adult Housing and Rehabilitation	3,079	3,120	4,035
National Suicide Prevention and Disaster Services	11,468	7,156	6,641
Total Program Services	35,137	26,940	23,617
Management and General	4,622	3,544	3,142
Total Expenses	39,759	30,484	26,759
Excess Revenue over Expenses	1,939	1,942	340
Net Assets at June 30	9,440	7,501	5,559

Vibrant Emotional Health

WE ARE WHERE YOU ARE

ONLINE:

ccsinyc.org
disasterdistress.samhsa.gov
vibrant.org
nfllifeline.org
nyc.gov/nycwell
strengthafterdisaster.org
suicidepreventionlifeline.org
veteranscrisisline.net
youmatter.suicidepreventionlifeline.org

ON FACEBOOK:

/800273talk
/distresshelpline
/gmhany
/vibrantforall
/vmhcnyc
/youmatterlifelin

ON TWITTER:

- @800273talk
- @distressline
- @vibrantforall

ON INSTAGRAM:

- @800273talk
- @vibrantforall

ON TUMBLR:

youmatterlifeline.tumblr

ON YOUTUBE:

/800273talk

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