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.

Everyone can achieve emotional wellbeing with dignity and respect.
Dear Friends,

“Bringing Wellness to You” is about our commitment to promoting emotional wellbeing in our society.

Last year we rebranded our 50+ year old organization to give it a name that communicates our positive vision for all who are impacted by mental health and emotional challenges. We foresee a world where everyone has a chance to be their most Vibrant selves. And, we will not rest until emotional wellness is available and accessible to every person, family and community. This commitment is also reflected in our new and expanded programs and partnerships.

During the last year, Vibrant brought wellness to millions through our phone, text, and chat services. As the backbone of programs like NYC Well, the National Suicide Prevention Lifeline, the Veterans Crisis Line and the Disaster Distress Helpline we offered help and hope to an increasing volume of individuals reaching out in distress.

Vibrant brought wellness to social and digital media platforms through our partnerships with Facebook, Pinterest and other social media companies. Vibrant also created and released a social media toolkit providing guidance on how to communicate with individuals who express their emotional distress using online platforms.

Whether through in-person training or technology driven solutions, Vibrant brought wellness to the corporate sector via partnerships with the NFL, NBA, JPMorgan Chase, and innovative technology companies to support individuals in crisis and reduce suicidal risk.

Vibrant was instrumental in highlighting the importance of wellness to policy makers. We are so proud to have been an active influencer in the federal government’s momentous decision to designate a three-digit number for mental health and suicidal crises. As a result, a readily accessible, easy to remember national mental health crisis line could become a reality; transforming access to mental health care.

Additionally, more of us than ever before, including corporate leaders, celebrities, politicians, and everyday people, are talking openly about our struggles and the value of getting help. Thanks to our talented, dedicated staff and a strategic Board of Directors, Vibrant is poised to continue providing people and communities with solutions to help themselves and each other as they embrace wellness.

Our society is at a tipping point in bringing emotional wellness to all. We can make this happen if we continue to place emotional health front and center.

Your support and generosity have brought Vibrant to where it is today. We could not have done it without you.

Together, we will make our vision a reality.

Sincerely,

JENNIFER ASHLEY, PHD
Chair

KIM WILLIAMS
President & CEO
Offering Families and Youth A Fresh Start
Empowering Others through Lived Experience

By working together with parents, caregivers, and young people, Vibrant’s family support programs help families and youth be their best advocate for the supports they need most. Staffed by family and youth advocates who know first-hand the challenges of getting help for emotional needs, our Family Resource Centers offer support, locate resources, and teach skills, to strengthen families on their path to wellness.
Together, we lay a foundation for their emotional wellness, and set goals for their academic performance and career prospects. We work on different ways to communicate their emotions with peers, family and people of authority. I make sure they’re receiving the necessary clinical support they need from mental health professionals in their community and get them involved in any extracurricular activities of interest. These collective efforts set them up for comprehensive success.

I love working here because I feel strongly that the voices of tomorrow’s youth need to be heard. Helping put a young person on the road to emotional wellness will not only improve their quality of life, but the vitality of our Queens community as a whole. That’s something I want to play a part in.

—ALFONSO VAZQUEZ
YOUTH ADVOCATE, FAMILY RESOURCE CENTER
Vibrant’s youth programs help young people make a successful transition to adulthood. They provide opportunities to advance academically, cope with their emotional needs, and develop skills to manage life’s challenges in a safe, supportive environment.

When the JPMorgan Chase Foundation created The Fellowship Initiative (TFI), a college readiness program for young men of color, which has expanded this year to four cities across the U.S., they knew their students, known as The Fellows, would need emotional support, as well as academic support, to succeed. So, they turned to Vibrant.

Growing up, going to college has always been a dream of mine, but it seemed too expensive to become a reality. My parents and I were unsure...
how to navigate the process. That’s why I took a chance, and applied to the TFI program in 2014. I was awarded a spot in their Chicago cohort of 40 high school-aged young men.

The Fellowship Initiative offered far more resources and experiences than I would have normally received from my school or community. I gained exposure to meaningful opportunities in corporate America, and had access to tutors, mentors and mental health counselors who could support my emotional, social and academic growth along the way. TFI generously covers my counseling services since I don’t have insurance, making it possible for me to see a therapist.

TFI’s staff members are trained by Vibrant to work individually and in groups with The Fellows to enhance coping skills and to manage the inevitable academic pressure and other life challenges that come up throughout the college readiness process. Vibrant’s program director helped me to identify the emotional health issues I was experiencing related to my gender identity and encouraged me to get help. She provided assessments, training, and access to mental health services, which enabled me to focus on my academics and excel in other areas of life. I credit our work together for helping me gain admission to the University of Illinois in Chicago, where I am pursuing an Art and Photography degree.

Now, I give back to the program as an alumni mentor with TFI. Most recently, I participated in an 18-day trip to Costa Rica with 180 current Fellows. I served as an emotional support resource for one particular Fellow, who struggled throughout the trip with homesickness and other complex emotions. When he needed someone to talk to, he would pull me aside or ask someone to find me. I’m being given the chance to show the next generation of Fellows that college preparation success is possible, so long as you take care of your emotional wellness today. That’s powerful. Once you invest in your own health, all of your dreams are possible.

—ROBERTO RODRIGUEZ
THE FELLOWSHIP INITIATIVE

“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.”

—ROBERTO RODRIGUEZ

200
Vibrant provides emotional support to over 200 student Fellows across the country.
As one of Vibrant’s crisis call center counselors for the HOPEline, I take calls from people all across New York State who are coping with addiction. These individuals have made a courageous decision to pick up the phone to get help. For many callers, this is the very first time they have ever shared their vulnerability with someone.

I admire their guts because very few people tear down the walls we put up to shield us from being vulnerable. That’s why it’s an honor for me to be on the other end of that line. After all, recovery is a vulnerable process—you have to make a decision every second, of every minute and every hour of the day not to use.

I help callers to see that the journey of living their best life starts with falling in love with themselves. Once they do that, once they accept that they’re not perfect, they soften around the edges and recognize
that we’re all battling our own issues. Many folks tell me that this new view on the world around them helps their interaction with their community, loved ones and colleagues become more positive.

I came to this job with nearly 30 years of experience as a social worker, but I had never worked on a crisis hotline. I had some hesitation about starting tough, direct conversations with complete strangers about their substance abuse issues. But Vibrant provided me with in-depth training on how to listen to people with empathy and help callers find the strength and motivation they need to make a change in their life. I’ve begun following up with those in the greatest need as an additional layer of support to see how they’re coping and if they’ve reached out to emotional health services in their area.

People often ask me how I cope with talking to people hour after hour, day after day when they’re in their darkest hour. I tell them that when you dig down deep inside yourself, each of us can relate to having low moments in life. Many of us have felt alone or unsure of who to turn to at those times. Once you realize how that felt for you, then it’s easier to connect and interact with the caller and offer validation, which opens the door for them to share their personal experience with you.

—ALISHA BEVERLY

The HOPEline currently handles 2,200 calls and texts monthly.

“I help callers to see that the journey of living their best life starts with falling in love with themselves.”

—ALISHA BEVERLY
Vibrant leverages state-of-the-art technology enabled solutions including contact lines, digital therapies, social media platforms, and mobile innovations to make emotional health accessible for the way we live now. Nowhere is this more apparent than through efforts to make the nation’s mental health safety net, the National Suicide Prevention Lifeline and its network of crisis centers, administered by Vibrant, within greater reach of those who need it.

The Lifeline is a national network of 170 crisis centers. Linked by a toll-free number, 1-800-273-TALK (8255), the Lifeline is available to people in suicidal crisis or emotional distress at any time of the day or night. A three-digit number for the line is under consideration, which would make it easier to access for those in an emergency, but requiring increased crisis center capacity.

As the Chief for the Suicide Prevention Branch in the Center for Mental Health Services at SAMSHA, I focus on preventing suicide by promoting evidence-based practices across the country, including the Lifeline, one of the most important ways we reach people in crisis. Vibrant, through its administration of the Lifeline, and its network of crisis centers, serves as the nation’s mental health safety net; helping people every day, in all 50 states, who are vulnerable to suicide.

The Lifeline is designed as a national means of rapid access for anyone who might be thinking about suicide or who cares about someone who is struggling with suicidal thoughts. This is a crisis intervention line, which means you’re getting help right away from trained crisis counselors who will respond to your specific needs, actively engage in collaborative problem solving, and assess your—or your loved one’s—risk for suicide.

The crisis hotline operators are our unsung heroes. It doesn’t matter if you call in the middle of the night, or on a Sunday afternoon, they serve as beacons of hope for vulnerable people across this country.

And, we have encouraged our Lifeline crisis centers to conduct follow-up calls within 24-48 hours because SAMSHA’s evaluations showed 42% of suicidal callers experienced a recurrence of suicidal thoughts within four to six weeks. Time after time, we hear from callers that the follow-up evaluations help them stay on track with their journey toward emotional wellness.

With recent media attention raising the awareness of the Lifeline, we’ve seen an increased demand for its services. From 2018 to 2022, the Lifeline expects 12 million calls, which is the same number of total calls received between 2005 and 2017. Congress recognized this...
Over the next three years, the Lifeline expects 12 million calls, which is the same number of total calls received between 2005 and 2017.

2.2 Million

In 2019, the Lifeline answered over 2.2M calls and responded to over 102K crisis chats.

Increased need for the Lifeline’s emotional health services and made available $5 million in additional funding from SAMHSA, helping the hotline add capacity and resources to help save lives in crisis.

In mid-2019, the Federal Communications Commission (FCC) released a report saying that using a three-digit number for the Lifeline would likely make it easier for Americans in crisis to access potentially life-saving resources. Should this number to go into effect, it would undoubtedly increase calls to the Lifeline, requiring greater crisis center capacity. It would also lead to transformational change in crisis services across the country. And that’s something we can all get behind.

—DR. RICHARD MCKEON
SAMHSA
I’ve worked in the mental health field for more than 15 years as a licensed clinical social worker, and have spent the majority of my career at Mt. Sinai. I’ve seen the courage it takes for patients to pick up the phone and call NYC Well in their time of need.

One of the biggest challenges facing our healthcare system has been decreasing the wait time for people who need immediate mental health help, but do not require an ambulance. Until recently, a New Yorker who reached out for help with a mental health emergency waited an average of 24–48 hours to receive care.

Recently, Mt. Sinai and NYC Well partnered to address the high utilization of emergency rooms for emotional healthcare needs by launching the NYC Behavioral Health Crisis Pilot. The goal is to help New Yorkers grappling with mental health issues stay in their communities and be connected to services close to home.

All too often, patients struggling will wait until their situation becomes emergent before reaching out for help. They often call 911, and are rushed in an ambulance to the emergency room for psychiatric evaluation and potential hospitalization. This can be a traumatic experience. Emergency medicine, after all, isn’t the long-term solution to their emotional healthcare needs. They require community-based, behavioral healthcare support.
We innovated an existing city service—Mobile Crisis Teams (MCTs) of healthcare professionals—to implement a rapid response effort to the mental health care issues of New Yorkers located in West Harlem. NYC Well served as our single point of referral. Hotline operators evaluated whether a caller requires 911 emergency care or mobile outreach, and would dispatch a team to provide care to an individual in their own home. By partnering with local community-based mental health providers to obtain rapid appointments, we were able to get more people into care in their time of critical need.

Our rapid response model for MCTs has now expanded to other health systems within NYC. Seeing the positive impact of convenient access to mental health services demonstrates the need for continued expansion of collaborative care where and when people need it most.

Since our pilot launch of the partnership with NYC Well, we’ve served nearly 300 patients throughout Harlem, and decreased the average wait time from 24–48 hours down to two hours. Thanks to NYC Well’s timely triage, our faster, in-community response resulted in greater face to face contact with people in need. The patients we serve tell us they trust NYC Well and our MCTs to intervene early on, before it has turned into a crisis.

It has been incredibly rewarding to have the chance to make a positive impact on so many New Yorkers’ emotional wellness. Their courage in the face of difficult emotional healthcare struggles inspires my team at Mt. Sinai, and our partners at NYC Well, to continue to improve how we deliver the best possible care.

—KRISTINA MONTI
MT. SINAI/NYC BEHAVIORAL HEALTH CRISIS PILOT

Through national and local call, text, and chat hotlines, Vibrant makes crisis support easily available around the clock, at one’s fingertips, to anyone in emotional distress. Among the hotlines administered by Vibrant is NYC Well, the city’s premier multi-channel behavioral health crisis and support line that responds to over 300,000 contacts each year. NYC Well is integral to the local crisis continuum, serving as the single-point of access for mobile crisis teams across the city.

98%
NYC Well counselors are able to intervene and decrease the level of care needed for 95–98% of the individuals in crisis reaching out for help.
Creating Comprehensive, Disaster Recovery Support
Healing Affected Communities In Moments of Crisis

Vibrant has a long-standing history as an innovative leader in disaster mental health recovery support. Following the events of 9/11, Vibrant’s former call center, LifeNet, became a central service in the largest federally-funded disaster mental health response in the nation’s history, “Project Liberty.” Today, Vibrant serves as the administrator of the Disaster Distress Helpline, the nation’s 24/7 hotline for people who are experiencing emotional distress related to any natural or human-caused disaster.

When another leader in disaster mental health recovery, the non-profit Disaster Psychiatry Outreach (DPO) was seeking to partner, they turned to the experts at Vibrant so together they could create a comprehensive continuum of emotional support services.

As a psychiatrist, as well as the founder and former president of DPO, I’ve been privileged to have a chance to provide immediate mental health services in the aftermath of disasters like 9/11, Hurricane Katrina and others. I’ve seen how difficult it can be for families to get the emotional support they need when they may have lost their homes, loved ones or livelihoods. It’s a wrenching, heartbreaking rollercoaster.

DPO is known for its extensive network of volunteer psychiatrists who provide rapid response emotional health services to people affected by a disaster and train providers already in the field. We have a long history of working in conjunction with governments and private charitable organizations, like the American Red Cross, to get mental health resources to people in need. Connecting Vibrant’s leadership in disaster recovery and its technology
with our volunteer psychiatrists brings us closer to our ultimate goal of a vertically integrated mental health care system in disaster recovery.

The need for support to communities following a disaster remains long after the main wave of relief volunteers is gone. A year after Hurricane Maria ravaged Puerto Rico, Vibrant and DPO’s leadership successfully partnered with the Puerto Rico Academy of Medical Directors to bring mental health providers, health practitioners, social service providers, insurers, and government officials together to share capacity building resources and information to enhance Puerto Rico’s disaster preparedness and response.

Over 200 conference participants dedicated to meeting the behavioral health needs of residents engaged in cross-networking and learned about innovative best practices. As a result, new partnerships were formed that will strengthen Puerto Rico’s system of care.

Now that DPO and Vibrant are a united force, we can help to make disaster mental health recovery happen faster, more efficiently and effectively for individuals, families and communities.

—SANDER KOYFMAN
DISASTER PSYCHIATRY OUTREACH

“I’ve seen how difficult it can be for families to get the emotional support they need when they may have lost their homes, loved ones or livelihoods. It’s a wrenching, heartbreaking rollercoaster.”

—SANDER KOYFMAN

13,700
Over 13,700 calls & text sessions were received by the Disaster Distress Helpline over the last year.
Building on our decade of collaborating with the industry, Vibrant developed an industry-leading toolkit to guide digital organizations on how to develop their processes and safety policies concerning suicidal community members. This year, Vibrant also partnered with Pinterest to help them with best practices and the development of resources for “Pinners” who are in need of emotional health support.

Pinterest has long been a place for people to discover ideas, get inspired and focus on themselves, their interests and their futures. But that can be tough to do when you’re struggling with mental health issues. As the Manager of Public Policy and Social Impact at Pinterest, the health and safety of our community has always been the number one priority for us. Over the last year we noticed that there were millions of searches in the U.S. related to emotional health on Pinterest. It became clear just how much our own real-life feelings and everyday experiences can carry over to our lives online.

We wanted to find a way to better support our community. To help guide our work, we enlisted the expertise of Vibrant because they’re a leader in making emotional health resources widely accessible. We’ve also included the National Suicide Prevention Lifeline (Lifeline), which Vibrant administers, in our Help Center and on emotional health advisories on Pinterest for years.

Together, we created a more compassionate, actionable experience that tries to address a broader emotional spectrum of what Pinners may be looking for. This includes a collection of emotional wellbeing activities people can do right from the Pinterest app if they’re feeling stressed, anxious or sad.
People will see a prompt to explore these resources when they search for things like “stress quotes,” “self-harm,” or by searching #pinterestwellbeing. These guided activities offer people an interactive way to try to improve their mood—from tools to help someone relax to self-compassion exercises. For searches related to self-harm, people can try any of our ten coping exercises to help them manage their emotions and redirect their energy.

We’ve also made it easier for people to reach expert help when they’re in a crisis. In the U.S., that means support from the Lifeline is available directly from the Pinterest app in just one tap.

And finally, with advice and guidance from Vibrant, we removed recommendations for an additional 4,600 terms and phrases related to self-harm. If someone searches for one of these terms, we’ll show expert resources they can use to get free and confidential support.

Working with the team at Vibrant has also been fulfilling and particularly meaningful because they approached the development of the exercises with not just emotional health expertise, but also kindness and empathy. That’s exactly what we want to make sure we’re communicating to our Pinners.

We believe a healthy life is an inspired life. With the help of the experts at Vibrant, we’re working hard to build Pinterest in a responsible and compassionate way, every day.

—IFEOMA OZOMA
PINTEREST
The emotional stress and potential stigma related to bankruptcy can be difficult for the hundreds of thousands of Americans who file for bankruptcy each year.

Vibrant collaborated with the New York Southern Bankruptcy Court (NYSBC) to create a first-of-its-kind training program for bankruptcy lawyers to recognize depression and suicidal ideation in their clients who are under significant financial and emotional stress.
Over 150 attorneys were given training on how to recognize clients who may pose a suicide risk because of their financial stress, and to intervene effectively on their behalf.

As the Chief Judge for the US Bankruptcy Court in the Southern District of New York, I see firsthand the emotional toll personal debt takes on individuals. It is just as important to address the emotional impact of overwhelming debt as it is the debt itself. Nobody should feel alone in their struggle.

My team and I felt powerless in the face of our clients’ emotional health challenges. We didn’t know what steps we could take to help or what questions we should ask. That’s why we turned to Vibrant to develop a continuing legal education course that helps bankruptcy lawyers recognize clients who may pose a suicide risk because of their financial stress and to intervene effectively on their behalf. With Vibrant’s help, we were able to provide this important information to over 150 attorneys at two separate continuing education events. Afterward, a great number of attorneys who were in the audience thanked me for this programming. They shared the mental health struggles of their clients, friends, family and even themselves.

Often, financial difficulties are shrouded in secrecy. Sometimes close family members, even spouses, don’t know about their loved one’s money problems. Feelings of embarrassment or shame can make it difficult for people to reach out to their creditors, let alone to a mental health professional. I wanted to change that reality.

Vibrant’s team provided us with core questions to ask clients and taught us how to actively listen. Thanks to Vibrant’s training, we are more sensitive to and aware of specific signs of emotional distress.

Ultimately, it’s my goal to make my courtroom about hope—hope for a new beginning, hope for a better future and a fresh start. If we can help those who come to court to be open and transparent about the shame and embarrassment they feel, just as they are when discussing their money problems, then wellness is within their reach.

Thanks to Vibrant, my team and I are better equipped to recognize signs of emotional distress and to help connect our clients to the care they need.

—JUDGE CECELIA MORRIS
US BANKRUPTCY COURT FOR THE SOUTHERN DISTRICT OF NEW YORK
2019 marked Vibrant Emotional Health’s 27th Annual Benefit Gala—Share. Connect. Heal.—at Cipriani Wall Street in Manhattan, at which hundreds of business, policy and mental health leaders came together to promote and support how we can all share, connect and help each other heal. By reaching out and sharing support, we can all make a difference and transform the emotional health of those in need.

We were privileged to honor the Creator and Executive Producers—DJ Nash, James Griffiths, Dana Honor and Aaron Kaplan—of the ABC television series, A Million Little Things for their extraordinary vision and life-saving work in creating this groundbreaking show. The visionaries behind this ABC family drama tell the powerful story of a group of friends who support one another and find healing after one of their close friends dies by suicide.

Cast members James Roday and Stephanie Szostak accepted the award on behalf of the show. Vibrant Board Member, Charles P. Fitzgerald, Founder and Senior Managing Partner of V3 Capital Management, L.P. was honored for his dedicated service and generous philanthropy to Vibrant and the mental health community.

Hosted by Dr. Jennifer Ashton, ABC News Chief Medical Correspondent and Author of Life After Suicide, the evening featured a live auction, as well as a heartfelt performance by actress and singer Gloria Reuben.

Dinner chairs Jennifer Ashley, Chief People Officer, iCapital Network; Kevin J. Danehy, Global Head of Corporate Development at Brookfield; and Cynthia Zirinsky, Emeritus Director, Vibrant Emotional Health made the event a success, raising over $600,000 in support of our life-changing and life-saving services to millions around the country.
Our Donors

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Anonymous, In Memory of Polda Brenes and Norman Brenes
JP Morgan Chase

$50,000–$99,999
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The K.A. Zankel Foundation
Cynthia Zirinsky

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AdTheorent
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$5,000–$9,999
ABC & ABC Studios
Tom Berry
Samuel Beuca
Robert and Paula Borsody
Chrystie Boucree–Price and Corbett Price
Brookfield Properties
BTIG, LLC
Cantor Fitzgerald Relief Fund
CBRE
Ric Clark
Converse Skate Team
The Craile Foundation
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Empire Education Group, Inc.
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Health Care Systems, Inc.
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Japanese Cuisine

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Joshua Ridley
John and Janet Robinson
James Roday
Nick Spencer
Stroke
Taconic Investment Partners, LLC
Whataburger

$2,500–$4,999
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Pavan and Priya Agarwal
Apple, Inc.
Buddhism Hotline
Elise Bynes
Capital One
Mari and Chris Capolongo
Cartha Labs, Inc.
Concord Music
Cornerstone Macro, LLC
Carrie Cotter Memorial Fund
in support of the National Suicide Prevention Lifeline
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Seth Feuerstein, M.D., J.D.
First American
Title Insurance Company
Monica J. Fraczek, CPA
Scott and Jane Gamber
James L. Garard, Jr.
Nathan Helberg
Highland Technology
Ink Shrinks Tattoo
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Noah Levy
Alison Lewis
Jordan Lichay
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Tokio Marine HCC
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WellCare Health Plans, Inc.
Kelsey Wood
Anonymous

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Nathan Baum
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Best Plumbing Specialties
Melvyn Blum
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John Bruce
Brian Burns

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Jody Francis
Pierce Freeman
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Hayes Pipe Supply, Inc.
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Gavin Kersellius
Michael Lesser, M.D.
LinkedIn Corporation
LulaRoe, Inc.
Martha Macris
Jonathan Make
Linda and Steven Marcus
Marquis Players of Lafayette College
Alison Maxwell
Patrick McCormick
McDonald’s Spokane
## Financials

**Fiscal Year Ended June 30 (000’s omitted)**

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<tr>
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<th>2019</th>
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<tr>
<td><strong>Revenues</strong></td>
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<td>Foundations, Corporate, Individual Contributions and Other</td>
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<td>32,676</td>
<td>9,440</td>
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strengthafterdisaster.org
suicidepreventionlifeline.org
veteranscrisisline.net
youmatter.suicidepreventionlifeline.org

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/800273talk
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/gmhanyc
/vibrantforall
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50 Broadway, 19th Floor
New York, NY 10004
212-254-0333
www.vibrant.org