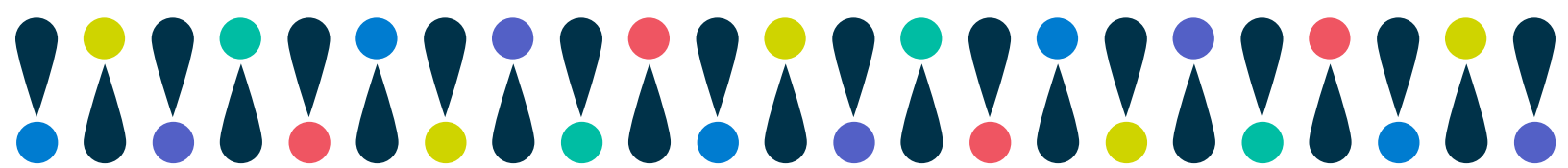




# Vibrant Emotional Health

- ! For 50 years, **Vibrant Emotional Health** has been at the forefront of promoting emotional well-being for all people. As leaders, advocates, educators, and innovators in mental health, we have been raising awareness and offering support to everyone who is struggling. We work every single day to help save lives and assist people to get care anytime, anywhere and in any way that works for them. We are unwavering in our belief that everyone can achieve emotional wellness with the right care and support.
- ! We provide state of the art crisis services through public partnerships with the city, state, and federal government and with corporate sponsors like Facebook and the NFL.
- ! We administer national networks of crisis call centers funded by the Substance Abuse and Mental Health Services Administration (SAMHSA), including the **National Suicide Prevention Lifeline**, which since 2005 has offered confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, seven days a week. The Lifeline received over 3.6 million calls, chats, and texts in 2021, which includes over 540,000 calls routed to the Veterans Crisis Line.
- ! We oversee **NYC Well** a new comprehensive cutting-edge contact center program that uses state-of-the-art telephone, text, and web-based technologies to respond to the mental health needs of tens of thousands of New Yorkers, 24 hours a day, 7 days a week. NYC Well replaces Lifenet, a crisis call center, founded by Vibrant Emotional Health in 1996.
- ! Our **Here2Help Connect** crisis contact center, a state-of-the-art, multi-channel call center, operates many unique crisis hotlines that are publicly or privately funded. These programs include NYC Well, the largest metropolitan crisis contact center line in the country, New York State's HOPELine for addictions, and tailored crisis support lines for managed care organizations, alternative EAPs, and individual companies.
- ! The **Disaster Distress Helpline**, administered by Vibrant Emotional Health and funded by the Substance Abuse and Mental Health Services Administration (SAMHSA), is a national hotline dedicated to providing year-round immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster. In 2021 Vibrant, with funding from SAMHSA, launched a dedicated DDH Videophone option for Deaf and hard of hearing American Sign Language users, staffed 24/7 by trained crisis workers fluent in ASL employed by crisis center partner DeafLEAD. Also in 2021 the DDH launched three Online Peer Support "Communities", private, members-only groups on Facebook where survivors and responders can go to offer and receive mutual aid and support during recovery, including long term recovery.



- ! Vibrant Emotional Health and Disaster Psychiatry Outreach (DPO) joined forces in 2019 to create the **Crisis Emotional Care Team**, which provides just-in-time support and care for those in the acute as well as longer term recovery phases of a natural or human-caused disaster or crisis. Our team of volunteer emotional care providers are committed to effectively and intentionally alleviating emotional suffering in the wake of disaster or crises.
- ! We have used our national crisis infrastructure and community building capacity to meet the emotional needs of National Football League players, former players, their families and league staff with the **NFL Life Line**. The Life Line provides confidential phone and chat counseling 24 hours a day, seven days a week and professionals provide an array of other mental health services to the league as well.
- ! We also administer the **Veterans Crisis Line (VCL)**. Since its launch in 2007, the VCL, serving Veterans, Service members, and their families, has answered nearly 4.4 million calls.
- ! With our **Adolescent Skills Centers, Youth & Family Wellness Services**, preventive service programs and recovery-oriented services, our trained specialists provide adolescents, adults, the elderly, and entire families with the tools and skills necessary to get back on track and lead healthy and fulfilled lives.

### **Our Vision**

Everyone can achieve emotional wellbeing with dignity and respect.

### **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 shift 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.

