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The CDC recently reported record suicide rates in 2022. In the face of this challenge, we remain deeply committed to enhancing immediate crisis management and broadening initiatives that enable people to thrive and grow within their communities across their entire lifetime. In FY23, we made significant strides toward such progress:

- This fiscal year witnessed the launch of the 988 Suicide and Crisis Lifeline, enhancing accessibility to behavioral health services nationwide, including our community. Our team saw a nearly ten-fold increase in people reaching out via text and nearly half of them were people 24 and under.

- We enhanced our commitment to preventing suicide among service members, veterans, and their families. In conducting more than 100 screenings for risk of suicide, we identified mental health services as among the top five needs in this group for the first time ever.

- We launched an innovative diversion program to support adults on the brink of homelessness. Over the year, we built the program’s foundation, ensuring that people maintained their homes, reducing negative physical and mental consequences while fostering resilience and well-being.

- We broadened our reach in School and Community-Based Youth Services by 38%. This expansion has significantly increased our ability to provide counseling services to youth and their families by an impressive 115%.

- We empowered more than 6,100 people in educational trainings. With emphasis in evidence-based courses like Mental Health First Aid, we enabled them to better navigate mental health crises in their personal and professional lives.

These milestones, nurtured by the compassionate support from our volunteers, friends, donors, and partners, reaffirmed our belief in the power of community. Your contribution has been instrumental in delivering transformative change through our programs. For that, we extend our deepest gratitude.

At EveryMind, our mission is to strengthen communities and empower individuals to reach optimal mental wellness. Our focus has never been more critical, as underscored by recent statistics.
Anticipating the year ahead, we remain committed to working together to amplify impact. We will bolster our existing programs, forge new partnerships, and innovate solutions for our communities’ most urgent needs.

- In our commitment to make resources available to people of all ages, we’ll work to close the gap in middle school services through our partnerships with schools. We’ll also continue to fortify our adult programs, aiming at holistic care and recognizing all social determinants as crucial aspects of mental health.

- As we continue to strengthen our 988 infrastructure, we’ll deepen our partnership with the national solution to scale up our role as a national backup center for text and chat.

- We’ll continue to expand EveryMind’s footprint through our evidence-based training, veteran services coordination, and advocacy efforts.

- We’ll uphold our commitment to prioritizing Diversity, Equity, and Inclusion (DEI) initiatives within our workforce, empowering us to deliver deeply sensitive and impactful services to the extensive range of communities we serve.

In the following pages, we encourage you to explore our tangible impact. Beyond an invitation, it’s a call to be a catalyst for change. Consider deepening your involvement by becoming a monthly donor, engaging in our crisis trainings, volunteering, partnering, or championing conversations about the integral role of community in mental health.

Your partnership is pivotal – let’s shape the world together, helping not just individuals, but entire communities to unlock potential and foster resilience.

Warm regards,

Ann Mazur
Chief Executive Officer

Robert King
President, Board of Directors
Highlights

9,494
Suicide screenings performed

1,410
Hours of street outreach

705
Service members, veterans, and their families served with 1,297 unique needs

9,094
Students and their families received counseling, case management, and program support

954
Individuals and families helped in finding or maintaining stable housing
Embodying Diversity Within and Beyond

EveryMind cherishes its vibrant communities, enriched by countless ages, genders, ethnicities, and socioeconomic statuses. A reflection of this diversity in the workforce comes from an unwavering dedication to Diversity, Equity, and Inclusion (DEI).

A commitment to DEI ensures EveryMind’s team of 190+ employees across 25+ sites mirrors the broad spectrum of communities served, fostering authentic empathy, boosting innovation, and enhancing success. In facing the new year, these principles will be upheld, with equity-based policies and a deep respect for multiculturalism, weaving a stronger collective fabric for EveryMind.
A Commitment to Community Support

Adult and Community Services is committed to providing essential support and resources to adults in our community who face challenges that contribute to, and are rooted in, their mental health.

Tackling Homelessness Head-On

In 2022, The U.S. Department of Housing and Urban Development reported an estimated 582,500 people confronted homelessness in the United States every day, with nearly 40% of them living on the streets. EveryMind has continued to provide aid to those without routine access to shelter, fostering trust and delivering resources to inspire more stable and secure lives for them and their families.

Combating Loneliness and Social Isolation

For older adults experiencing social isolation or loneliness, the pandemic has intensified their struggle to connect with others. EveryMind continues to tackle this crisis with programs aimed at nurturing connections and offering technical assistance to seniors and those with disabilities. By leveraging trained volunteers and staff, EveryMind ensures these individuals receive the support needed to promote well-being and lead healthier, more fulfilling lives.

EveryMind’s Innovative Diversion Program for Homeless Prevention

Addressing the needs of individuals on the verge of losing their homes is essential in combating homelessness. Preventing even one case of homelessness not only enhances mental stability and promotes healthier living, but also eases the burden on public services. This year, EveryMind developed infrastructure for its diversion program, dedicated to helping individuals and families navigate financial and other challenges. This program aims to ensure that people maintain their homes, reducing negative physical and mental consequences while fostering resilience and well-being.

A Blueprint for the Future

EveryMind envisions a future where housing stability, self-sufficiency, and mental health are crucial aspects of a satisfying life for all. Recognizing housing, financial, and other social resources as fundamental elements of mental well-being, EveryMind will continue to fortify its adult programs, aiming at holistic care.
Kevin has been a periodic client of EveryMind since November 2018. As the pandemic began, Kevin found himself living in his van, with the weight of homelessness and its challenges bearing down on him. The Homeless Outreach Services team was able to advocate for Kevin, helping him obtain personal documents, and connecting him to medical and mental health providers following years of homelessness.

Owing to relentless efforts and support from Kevin’s case manager, he successfully secured a place in the county’s Permanent Supportive Housing program, with an anticipated move-in date of September 2021. Unfortunately, Kevin’s health issues and the complexities of the rental market extended the housing acquisition process by several months. However, through continued follow-ups and ongoing support from his team at EveryMind, Kevin successfully settled into his new home in August 2022.

### Key Achievements

- **97%** Of clients remained in stable housing and secured or maintained a primary care provider.
- **1,410** Hours were dedicated to street outreach to support unsheltered individuals.
- **153** Instances of food assistance were delivered to clients.
- **140+** Older adults or disabled clients were connected with 130+ volunteers to provide companionship and help to pay the bills.
A National Network of Support

EveryMind’s commitment to the crisis continuum has driven the organization’s extension of mental health services, focusing increasingly on the nation’s youth. In response to the growing demand for crisis intervention and supportive listening, EveryMind persistently expands its Hotline services to cater to this crucial need. This year, the implementation of the streamlined 988 number has made EveryMind’s services significantly more accessible, facilitating a surge in young individuals seeking support via text messaging.

The ripple effect of EveryMind’s efforts extends beyond broadening the organization’s impact in mental health support; it also fosters community growth by creating job opportunities. The Hotline program, grounded in the principle of providing immediate relief, has generated numerous roles for compassionate and devoted hotline counselors who are eager to make a difference.

The Path Ahead

EveryMind is committed to continuing expansion of hotline services, deepening its partnership with the national 988 network to scale up the organization’s role as a national backup center for text and chat. Alongside the invaluable support of its partners, the organization anticipates broadening its reach through new hotline technology, enhanced training for counselors, and innovative outreach. EveryMind’s goal remains unwavering - for every individual in need of support to realize that, in moments of distress, help is simply a call or text away.

Cultivating Hope: Raising Awareness for 988’s One-Year Anniversary

Every individual should have someone to reach out to in moments of distress or loneliness. Featured in major publications such as The Washington Post, MoCo360 Media, WUSA9, and NBC4 Washington, EveryMind’s Hotline team shed light on the integral role its empathetic counselors play in providing support to those in need, at every end of the line.
48,801
Answered calls, texts, and chats.

59%
Increase in 988 call volume from FY22.

83%
Increase in total chat and text volume from visitors aged 24 years and under from FY22.

98%
Of chat and text interactions were de-escalated during initial interactions and did not require emergency services follow-up.

99%
Of phone interactions were de-escalated and did not require emergency services follow-up.

A Story of Trust with EveryMind

Ellie had been struggling with overwhelming suicidal thoughts. Prior to texting 988, she had planned a quiet and orderly farewell, devoting her final day to tidying the home she shared with her loved ones.

Her hesitation to access mental health services stemmed from a fear of being placed on a mental health hold. To address this, an EveryMind counselor exhibited patience, compassion, and understanding, gradually gaining Ellie’s confidence. The Crisis Counselor clarified that a mental health hold was considered a last resort, dispelling the misconception that authorities were contacted for every suicidal case.

As the conversation unfolded, Ellie found solace in the connection. In a critical development, she reached out to her insurance company while still on chat, actively seeking mental health support. Ellie willingly agreed to a follow-up email from EveryMind and to prioritize her safety by putting her pills away.
Youth and Family

**Comprehensive Child and Family Support**
Youth and Family Services strives to address the needs of children and their families through a range of supportive programs. EveryMind’s team of therapists, case managers, and community coordinators provided a system of support with lasting impact.

**Impacting Lives Through Learning: EveryMind’s School-Based Services**
A staggering 49.5 percent of adolescents grapple with mental health issues at some point in their lives as per data from National Institute of Mental Health. In response, EveryMind works closely with community partners to champion school-based programs within selected elementary, middle, and high-schools. Embedded within community schools, these initiatives have not just improved the educational experience, but have also transformed family relationships and invigorated community health by delivering critically needed services to a multitude of students and families throughout the past fiscal year.

**Championing Mental Health: The Essential Role of EveryMind’s Counseling Services**
EveryMind’s Counseling Services has continued its growth in delivering critical care, particularly for uninsured or Medicaid clients, as well as newly arrived Spanish and French speaking immigrants and refugees. With a robust team of licensed, bilingual clinicians, therapeutic recreation specialists, and interns, they’ve provided significant individual and family counseling in the community.

**A Future Commitment to Holistic Mental Healthcare Solutions**
Looking ahead, EveryMind is committed to closing the gap in middle school services. The program will work to expand wraparound care, focusing on enhancing after-school programs, collaborating with EveryMind’s Education Departments for accessible crisis training, and prioritizing Diversity, Equity, and Inclusion (DEI) initiatives. These efforts aim to provide essential mental health support, offer comprehensive resources to children and families, and create an inclusive environment for all community members.
Brittany is a 20-year-old mother of two and a senior at a school served by EveryMind. Brittany had suffered painful experiences: sexual abuse, sex trafficking, domestic violence, witnessing suicide, and the loss of two loved ones. These traumas spiraled into persistent PTSD symptoms, adding to the strain of her educational responsibilities and single-handedly raising her children.

Brittany was on the cusp of dropping out of school to make ends meet. That’s when EveryMind staff stepped in to walk alongside her. With the collective efforts of the school staff, a therapist, her EveryMind Care Manager, and Brittany’s determination to graduate, she managed her studies and therapy, proudly earning her high school diploma.

Brittany’s remarkable journey signifies the true essence of EveryMind’s mission: supporting individuals to redefine their narratives of hardship into tales of resilience and growth.
Over a Decade of Coordinated Care for Service Members, Veterans, and Families

EveryMind’s ServingTogether program has been providing dedicated, coordinated care for the Mid-Atlantic Region’s Service Members, Veterans, and their Families (SMVF) for over the course of 11 years. This year brought remarkable expansion and significant achievements, notably in the program’s efforts to prevent suicide among veterans and their families—addressing a profound need recognized among its clientele. ServingTogether stressed the importance of meeting the distinct requirements of minority and women veterans.

As a recipient of the Staff Sergeant Parker Gordon Fox Suicide Prevention Grant for the program’s inaugural year, ServingTogether conducted more than 100 suicide prevention screenings and implemented case management operations. The team also facilitated educational training, established connections for SMVF with peer support services, assisted with benefits, and supported emergent needs. This comprehensive support includes employment assistance, transportation, food assistance, child care, and all social determinants of health.

Continued Commitment

ServingTogether aims to continue expanding its reach and resources for SMVF. Through rapid service matching, strategic partnerships, and expanded facilities, the program is poised to intensify its impact on community health and suicide prevention.
From Despair to Hope

Brian, a Marine Corps Reserve veteran living in Baltimore, found himself needing help with employment and housing costs. The strain of his situation was not only effecting his well-being - it was taking a toll on his mental health. That’s when ServingTogether’s team swung into action, supporting Brian during his time of need.

Brian joined the Staff Sergeant Fox Suicide Prevention Grant Program after a thorough assessment confirmed his need for mental health support. Then, tailored care coordination within our network promptly steered Brian towards a new resource for his career prospects - unearthing new opportunities through VetJobs.

But we didn’t stop at mental health and job assistance. To ensure Brian was properly supported with costs of housing, we collaborated with Sheppard Pratt, a ServingTogether partner organization, who provided three months of rent assistance. Brian’s story is a testament to what we can achieve together. ServingTogether stands strong with all veterans and their families, helping illuminate their path and empowering them every step of the way.

100+ Veterans screened for risk of suicide, promptly enrolling those who screened positive in case management services.

1,275 Service needs addressed for comprehensive care for 706 clients.

Matched clients with services in an average of 2 days.

800+ Organizations included in ServingTogether’s referral network.

170+ Service members, veterans, and their families trained in Mental Health First Aid.

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Empowering Communities: EveryMind’s Mission to Bridge the Mental Health Support Gap

The current shortage of mental health professionals in the country calls for innovative strategies. These are essential to ensure that anyone experiencing mental distress can access needed services nationwide, preventing grave outcomes. EveryMind is committed to addressing this need by educating the broadest possible audience, empowering them to recognize individuals in distress and guide them to appropriate resources.

EveryMind’s team has continued its work alongside corporations, non-profit organizations, faith-based organizations, government entities, school systems, and the general public to heighten awareness regarding the signs of mental distress. By training frontline community members, EveryMind is fostering a supportive and informed community where individuals are empowered, connections are strengthened, and everyone can thrive towards becoming the healthiest versions of themselves.

Dedication to Advancement

EveryMind will continue to evolve its strategy to stay at the forefront of evidence-based mental health training advancements. The Education team plans to augment Mental Health First Aid trainings with Evidence-Based Practice (EBP) additions, prioritizing effective, outcome-oriented interventions. EveryMind will continue to boost the effectiveness of its programs, while expanding creative partnerships to extend the reach of mental health education throughout the workforce, and particularly to families, educators, and adults supporting youth.
Over the past year, EveryMind partnered with CareFirst to empower employees with Mental Health First Aid (MHFA) training. The dynamic partnership has yielded significant results:

- **43 MHFA trainings** successfully delivered to 800+ CareFirst staff.
- The benefits of training expanded to include CareFirst **policyholders and partner organizations** such as Bridgepoint Healthcare, PIVOT, and LifeBridge.
- Establishment of regular training schedules for **continual employee development**.

Empowering Organizations through Mental Health: The Success Story of EveryMind-CareFirst Collaboration

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- Establishment of regular training schedules for **continual employee development**.

The impact at CareFirst has been substantial:

- Staff reported **improved understanding of mental illnesses and crises**, positioning CareFirst as a mental health-literate organization.
- Employees developed skills to provide effective support to colleagues experiencing mental health issues, driving a **supportive and understanding workforce culture**.
- The guidance provided to the affected individuals led to appropriate help, **enhancing community resilience** and stability.

The success of the EveryMind-CareFirst collaboration underscores the power and potential of investing in mental health literacy. This isn’t just an investment in training—it’s an investment in health, productivity, and prosperity across all organizational levels and sectors.
Advocacy and the Community

Uniting Efforts to Drive Mental Health Progress

Over the past year, the EveryMind team advocated for a variety of mental health advancements, notably via expanded hotline services supported by Congressman Trone and a $12 million boost for the 988 lifeline call centers, championed by Governor Moore. EveryMind was recognized with a Montgomery County Proclamation highlighting Mental Health Awareness month. The organization also advocated in a national working group for women veterans for the Association for Suicide Prevention and at the Virginia Governor’s Mansion to prevent veteran suicide.

EveryMind’s newly established Advocacy Department will only enhance the organization’s efforts to strengthen collaboration with communities, policymakers, and stakeholders, and foster the creation of initiatives for long-term improvements in mental health support--it’s the power of our united community in action.
In the Community

EveryMind takes immense pride in being deeply involved with the communities its team serves. Every single day, EveryMind’s steadfast program staff are on the frontlines, dedicating themselves to serving the individuals within these communities. From community wellness events to mental health town halls, from educational fairs to media discussions, and from behavioral health forums to youth summer camps and school activities, EveryMind’s team is actively embedded in the community fabric.

EveryMind’s charge is simple: establish a presence, share resources and expertise, and fuel awareness at the grassroots level. It’s about more than just fostering mental wellness. EveryMind strives to establish meaningful relationships while supporting and empowering every person the team encounters. Through these daily efforts, EveryMind aims to ignite lasting change in every community the organization touches.
Celebrating our Volunteers

EveryMind is deeply grateful to its incredible volunteers for their passion and commitment to drive the organization’s mission forward by touching countless lives in the community.

In FY23, over 200 EveryMind volunteers contributed 18,989 hours of service across various initiatives. These tireless champions:

- Offered emotional support and crisis intervention as Hotline Crisis Counselors
- Empowered low-income individuals with disabilities or mental illness to gain independence
- Provided companionship to isolated, lonely older adults
- Supported students with academic assistance
- Distributed food and holiday gifts to families

The diligent efforts, countless hours, and steady commitment of volunteers enable EveryMind to sustain a culture of service.

“One of the aspects of Hotline that makes it stand out to me as a volunteering opportunity was the fact that it not only allowed for volunteers to interact with members of our D.C./MD/VA community (and beyond), but it also provided a foundational set of skills. There are a wide range of great volunteering opportunities out there across different issue areas, but being able to learn a practical skill was something that I found really unique and appreciative about EveryMind’s Hotline.”

Griffin Coulter, 2023 Outstanding Volunteer of the Year, Hotline
Daniela Guerrero, 2023 Outstanding Volunteer of the Year, Youth and Family Services

"I help greet and distribute food at the family market. I also translate for people who need help communicating. I volunteer because my family was once helped by EveryMind's programs."

Adriana Alfaro
Brenda Adair
Sankofa Akom*
Ashley Alfaro
Sally Alkire
Linda Anderson
Seher Anjum
Yolanda Arenales
Jocelyn Argueta
Juliana Ariola*
Suresh Arora
Erica Aschan
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Fabiola Chacon
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Bailey Cifuentes
Ruth Cipolla
Michelle Citren
Katherine Cochran
Makeeka Compton
Diego Corril
Griffin Coulter**
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Norma Williams**
Justine Wood
Charles Yang
Sara Yerman
Thomas Zhang
Andrew Zvirzdn

* 2023 Intern
**2023 Outstanding Volunteer of the Year Award Recipient
EveryMind's dynamic 19-member Board of Directors encapsulates an array of professional backgrounds, including mental health, business, law, digital strategy, and more. But its rich expertise goes beyond the board's professional makeup. The board is a testament to our dedication to Diversity, Equity, and Inclusion (DEI), manifesting diversity in all aspects of life including gender, race, age, cultural background and more.

Board members generously volunteer their time, skills, and financial support to drive EveryMind's mission forward. As we enter the new year, we reassert our pledge to equity and diversity, ensuring that EveryMind remains a leader in delivering comprehensive and effective mental health services. The board's invaluable leadership, strategic guidance, financial oversight, and coordinated advocacy efforts, along with communication with local and statewide community leaders, enable EveryMind’s leadership team to formulate long-term strategies that address the growing and complex needs of our communities during the ongoing mental health crisis.
Gratitude for EveryMind's Financial Supporters and Partners

EveryMind's financial supporters play a vital role in helping the organization sustain and expand its programs and services to address the ever-growing mental health needs in the community. Their generosity has made a substantial and positive impact on youth, adults, veterans, older adults, and families.

EveryMind expresses heartfelt gratitude to all of its supporters for their ongoing dedication to the organization’s mission. By donating, they help offer hope and unlock potential for tens of thousands of community members.

$20,000+
Agua Fund, Inc.
Bender Foundation, Inc.
Clark-Winchcole Foundation
Fairfax County America Rescue Plan Act
Governor’s Office of Crime Control & Prevention
Harry and Jeanette Weinberg Foundation
Healthcare Initiative Foundation
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Substance Abuse & Mental Health Services (SAMHSA)
Staff Sergeant Fox Suicide Prevention Grant Program (SSG Fox SPGP)
The J. Willard and Alice S. Marriott Foundation
United Way of the National Capital Area
Vibrant Emotional Health
William S. Abell Foundation, Inc.

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Northrop Grumman Employees Charity Organization
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Barbara Brynelson
Melanie Caceres
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