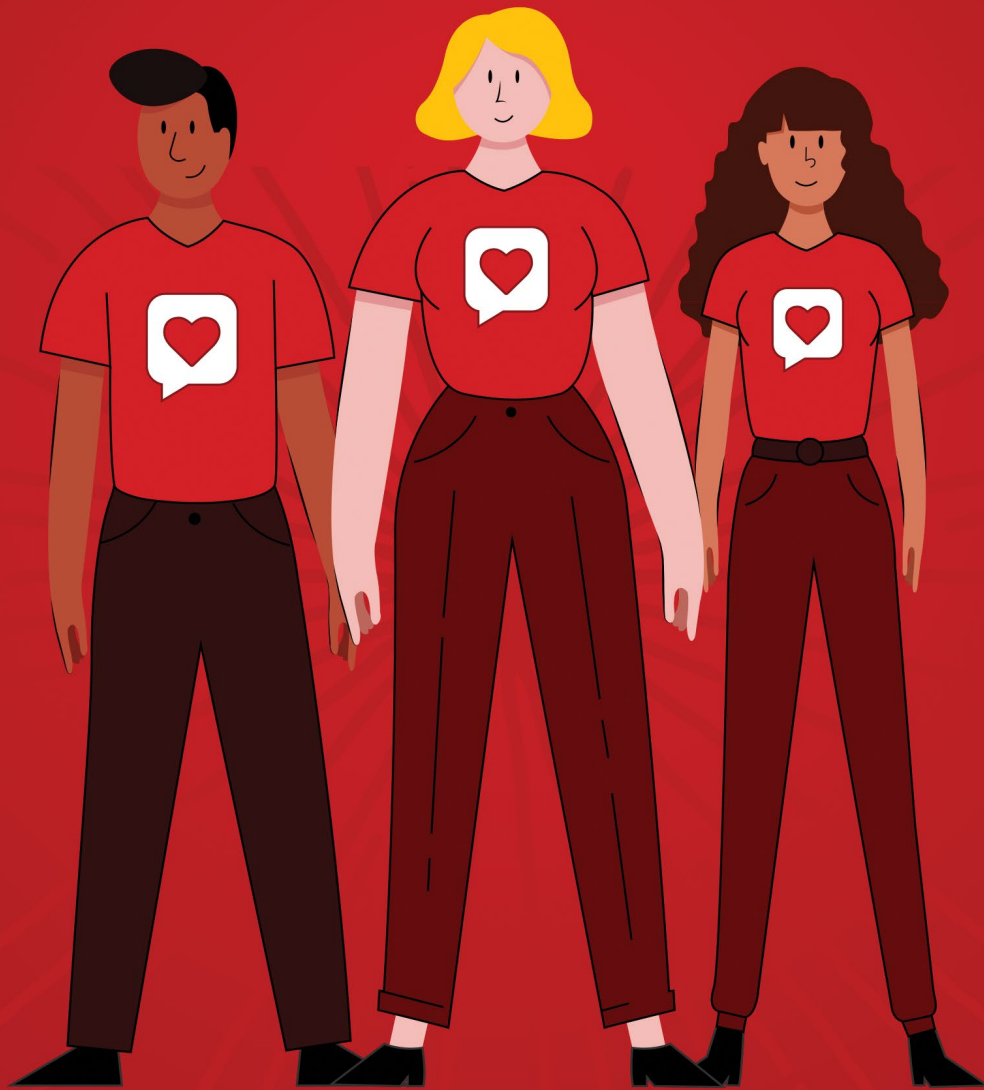


LISTENING. CARING. CONNECTING.



2022 ANNUAL REPORT

response

Crisis Center



Leadership Team

Meryl Cassidy
Executive Director

Lorraine Peragallo
Associate Executive Director

Teresa Rothman
Director of Online Services

Rachel Koerner
Assistant Director of Crisis
Services and Operations

Milly Rivera
Assistant Director of Crisis
Services and Operations

Anne Deubel
Assistant Director of Community
Education, Outreach and Advocacy

Robin Donadio
Manager of Crisis Services and Operations

Supervisory Team

Jen Greco
Senior Supervisor

Erica Mbasan

Hailey Lauda

Kaitlyn Sobczak

Daniel Cooper Maselli

Debra Squicciarini

Donna Young

Salina Bosworth

Ariel Richard

Amber Fanduiz

Tyasia Simpkins

Sarah Liberti

Cristina Bergara

Sara Kwiatkowski

Ann Pearlstein
Support Line Coordinator

Board of Directors

Ellen Krakow
Chairperson

Deborah McDonald
Co-Chair

David Warren
Secretary

Nancy Dunlop

Dr. Felix Grucci

Urszula Zalewski

Kathleen Taveira

Catherine Duffy

Kate Valerio

Jesse Hiney

Errol Toulon

Kelly Ong

Gina Giordano
honorary

Javier Lora
honorary

Richard Zimmer
honorary

Dear Friends of Response

2022 was a transformational year for Response Crisis Center. We applied for and were awarded funding to become one of a select number of crisis centers to be part of the national backup network for the Lifeline for phone, chat and text. Along with this funding came a tremendous increase in responsibility. We were expected to take up to 3,000 calls and 1,500 chats & texts monthly from all over the country. This was in addition to our already very active local crisis hotline (631-751-7500), and our responsibilities for New York State (we are the primary 988/Lifeline Center for Suffolk, Rockland and Putnam counties, and we provide back up support for Nassau, Orange, Westchester, Ulster and Warren counties).

This additional capacity had to be built in time for the launch of the 988 Suicide & Crisis Lifeline planned for July 2022. Incredibly, we accomplished this. We recruited and onboarded over 60 new paid counselors, and 20 shift supervisors. We adapted our crisis counselor training to accommodate this condensed timeline. We strengthened our technological capacity. We also moved our office location! Along the way, we also recruited new board members, transformed our organizational structure, and strengthened many agency processes.

Throughout 2022, we maintained our strong partnerships with the Association of Mental Health and Wellness, LI Community Hospital, Youth Enrichment Services, EAC's Alternatives for Youth Program (AFY), the LIRR and others. We forged two new partnerships in 2022. One with the Empowerment Collaborative of Long Island's/VIBES as back up to their crisis hotline for domestic violence and survivors of rape and sexual assault. The second is as the Online Peer Support Center for the Disaster Distress Helpline (DDH). In this role we are responsible for 24/7 social media moderation of their two Facebook groups- Survivors of Mass Violence and Health Care Workers/Caregivers of COVID. In addition to monitoring content and supporting the peers who post, we also engage in crisis counseling on the sites with those needing support.

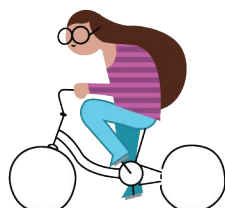


Our community education, outreach and professional training programs rebounded in 2022. The community eagerly welcomed us back to support their mental health education efforts after a pause due to covid. Our enhanced social media presence provided reminders that support remained available.

As we look to the year ahead, we are excited to sustain the growth we have achieved, and to continue to build our organizational capacity. We are so grateful to all of you-our friends, funders, supporters, and donors –without you our vital work and community impact would not be possible.

Sincerely,

Meryl Cassidy
Executive Director





WHY WE ARE NEEDED TODAY

Response Crisis Center's mission is to provide people in crisis or in need of support with unconditional acceptance, compassion, and respect in order to lower anxiety and facilitate their innate coping skills; To help people capitalize on their strengths in the prevention of self-destructive behaviors and suicide. We envision a world where people feel connected, cared for and secure in knowing they matter and their lives are worth living. According to the Centers for Disease Control (CDC), in 2021 there were 48,183 suicides in the U.S., an average of 1 suicide every 11 minutes. While suicide is a leading cause of death, it is preventable. Response serves as our community's first line of defense against suicide-related injury or death.



As a member of the National Suicide Prevention Lifeline, now known as the 988 Suicide and Crisis Lifeline, and through our hotline and online services, our highly trained staff and volunteers help to save lives. Research shows that many people who reach out to crisis centers have taken some action to harm or kill themselves before calling, and many more reach out with intense suicidal ideation. This research suggests the scope of a Crisis Center's lifesaving potential.



OUR TEAM

response

Crisis Center

Our volunteers and staff are of huge value to our agency and their roles have evolved far beyond answering the calls from those in need. Counselors are engaged in 988 Crisis Chat and Text, Structured Telephone Follow-up and Monitoring, Follow-up services offered to all those with suicidal ideation, performing back up responsibilities for many partnering agencies and representing Response Crisis Center at community events. They play a key role in generating awareness and fundraising for our agency. We ask for and receive a lot from this powerful group of individuals. They give the best of themselves in service to others and our community receives a tremendous return on its investment. 58 Volunteers logged over 12,000 hours of service at an approximate value of \$381,600* (*Based on the 2022 estimated dollar value of volunteer time in NY as reported by Independent Sector)

We proudly partner with many local colleges and universities - Adelphi, St. Josephs, Stony Brook and Suffolk Community College to name a few- for recruiting and placement of staff, volunteers, and Social Work interns. Often these students are pursuing careers in the mental health field. The training and hands-on experience acquired through their time with Response proves invaluable. In addition to the superior counseling to the support seeker, they are able to parlay these learned techniques into their personal relationships, thereby increasing the safety and enhancing the support provided to their own loved ones. 69 Phone crisis counselor staff, 58 Volunteer crisis counselors, 23 crisis chat and text counselors and 14 members of the leadership team comprised our 2022 team, and we continue to grow.



- Felix, Frank, Gabriella**
- Gabrielle, Gina, Grace**
- Hannah, Heather, Jane, Jayne**
- Jen, Jenn, Jennie, Jillian,**
- Ann, Joey, Julianna, Ka**
- Kathy, Kevin, Leon, Leslie**
- Linda, Lucy, Maria, Mar**
- Lue, Megan, Michelle**
- Milena, Mohamed, Morga**
- Nanci, Nancy, Neal, Nicol**
- Noelle, Paige, Pam, Pa**
- Rachel, Raman, Robert**
- Robin, Sean, Sheila, Stefa**
- Stephen, Suraj, Susa**
- Suzanne, Taylor, Teres**
- Thomas, Toni, Veronic**
- Wendy, Yi, Ann, Ann**
- Anushka, Beth, Cheryl**
- Cynthia, Cynthia, Dan, Debra**
- Debra, Diana, Dominic**
- Elizabeth, Emily, Fatma**
- Felix, Frank, Gabriella**
- Gabrielle, Gina, Grace**
- Hannah, Heather, Jane, Jayne**
- Jen, Jenn, Jennie, Jillian,**
- Ann, Joey, Julianna, Ka**
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- Suzanne, Taylor, Teres**
- Thomas, Toni, Veronic**
- Wendy, Yi, Ann, Ann**
- Anushka, Beth, Cheryl**



CRISIS HOTLINES

Crisis Counselors at Response handled 65,740 total calls in 2022. 28,455 were hotline, 34,052 were 988 Lifeline, 15,150 were online and 507 were Support Line. Our outreach and follow-up programs derived from our partnerships with local behavioral health agencies account for the remainder.

24/7 CRISIS INTERVENTION AND SUICIDE PREVENTION HOTLINES

- **Response Hotline** **631-751-7500**
- **988 Suicide and Crisis Lifeline** **988**



ONLINE COUNSELING

- **988 Suicide & Crisis Lifeline Chat** **988lifeline.org/chat**
- **988 Suicide & Crisis Lifeline Text** **Text 988**

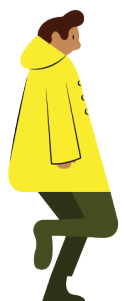


OUTREACH PROGRAMS/PARTNERSHIPS

- **Association for Mental Health and Wellness**
- **LIRR**
- **EAC - Alternatives For Youth (AFY)**
- **Long Island Community Hospital**
- **Mather Hospital**

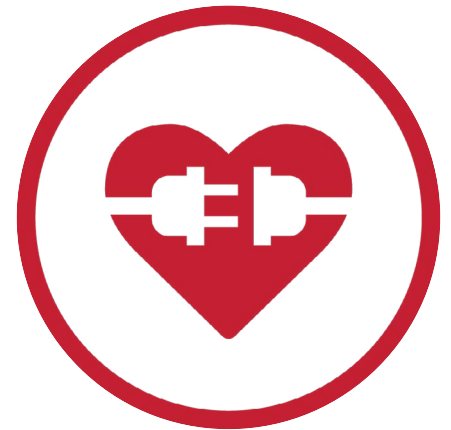
BACK- UP SUPPORT

- **Youth Enrichment Services (YES)**
- **ECLI-VIBES**
- **Suffolk County Division of Community Mental Hygiene’s Mental Health Clinics**
- **Association for Mental Health and Wellness PROS**



24/7 CRISIS HOTLINE/ NATIONAL SUICIDE PREVENTION LIFELINE

Our active hotline services have proven to be vital to our community. In addition, as the area provider for the 988 Suicide and Crisis Lifeline covering Suffolk, Rockland and Putnam Counties and backing up Nassau, Westchester, Dutchess, Orange, Sullivan, Richmond, Bronx, and Ulster Counties, there is a great responsibility to answer calls from the entire region. Response Crisis Center became a National Back-up Center for 988 and now answers calls from across all US Territories. Response receives calls from all ages and socio-economic groups. Staffed by carefully selected and professionally trained staff and volunteers, our counselors use active listening skills, warmth, and trauma informed caller-centered crisis intervention strategies that enable counselors to focus on feelings and perceptions; to define the situation of conflict as it is being experienced; collaborate on ways for the caller to stay safe; and to explore options for change and growth. In this way, crises are frequently resolved before they have a disastrous and often costly impact on the caller and the community. Our computerized referral system and online referral guide are maintained and designed to link callers to resources that are most appropriate. Crisis Counselors at Response handled 65,740 incoming calls in 2022 demonstrating a continuous and significant increase of individuals reaching out for support. 28,455 were Hotline, 16,983 were NY based Lifeline/988 calls, 17,114 were National Lifeline/988 calls and 507 were Support Line. Our partnerships with local behavioral health agencies account for the remainder. Crisis Counselors handled 18,493 outgoing follow-up and monitoring calls. 2,193 were Hotline, 2,890 were NY based Lifeline/988, 3,478 were National Lifeline/988, 3,857 were Support Line and over 4,000 were partnerships.



BILINGUAL CRISIS HOTLINE - CONEXIÓN

Now in its 14th year, Conexión has continued to provide support and resources to the Latino community on Long Island. In 2022 the hours of operation for the Conexión crisis line for Spanish speakers were Monday-Friday 5pm-10pm.

THE SUPPORT LINE

Established in 1980, the Support Line is a separate line designated for callers who may be isolated and at-risk, often due to physical or emotional difficulties and trauma. A total of 4,364 calls were associated with 60 Support Line callers in 2022. Frequent telephone contact allows for counselors to identify changes in their caller's moods and to determine if advocacy or community resources would be appropriate. In this way, they help resolve crises early on, and reduce the risk of self-injurious behavior or hospitalization.



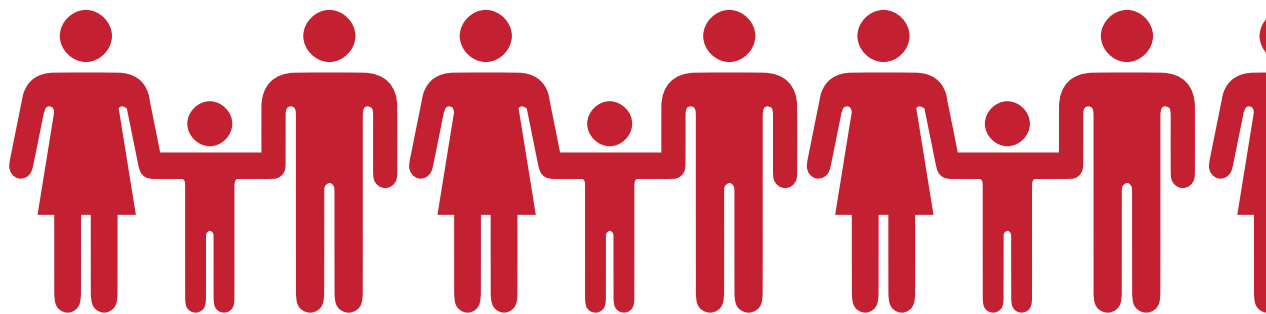


Lifeline Crisis Chat and Text 988

Responding to the growing trend that teens and young adults are more comfortable chatting or texting than talking, and to further our mission of suicide prevention and safety, Response Crisis Center has enhanced our partnership with the 988 Suicide and Crisis Lifeline to meet the needs of our community. This platform allows for 24/7 connection to a professionally trained counselor. Follow up contact is a critical component to a suicide safe community, and email and phone follow-up helps our chatters and texters feel connected and cared for.

A total of 15,150 chats (11,839) and texts (3,311) were answered in 2022. Of those, 6,814 were identified as chatters under the age of 21. Chatter's topics ranged from struggles with school related issues, relationship issues, bereavement, bullying and abuse, employment and housing related stressors, concerns about a 3rd party, physical and mental illnesses impacting their lives.

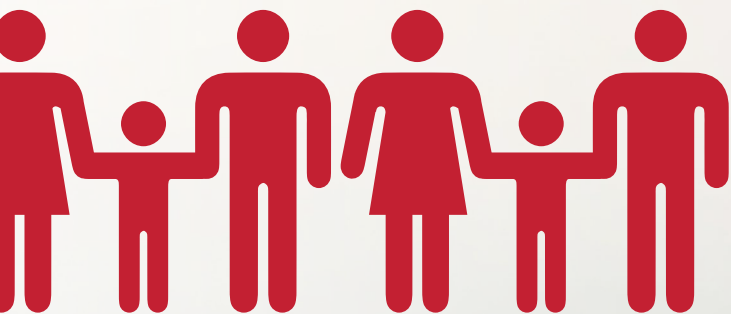
A total of 844 follow up engagements were initiated via phone and email in 2022.



We know that follow up works.

It's part of an evidence-based strategy to mitigate risk of readmission to the hospital and keep people engaged in the community, in their care, and in their lives. In a study conducted by Columbia University of callers to Lifeline crisis centers, 80% of those interviewed said follow up stopped them from killing themselves and kept them out of the hospital. The enduring success of our Support Line program has led to the expansion of follow-up work with a variety of at-risk groups.

Partnerships formed with our area hospitals and mental health agencies-LI Community Hospital, Association for Mental Health and Wellness (MHAW), EAC, ECLI-VIBES and YES are thriving. Response follow up activities with those who benefit from ongoing, structured follow-up is working to keep those individuals connected to treatment plans, to their community and thereby to their life. A total of 5,688 calls were associated with individuals under our structured telephone out-reach programs.





PREVENTION

Response's Adolescent Suicide Prevention Program works to bring a heightened awareness and sensitivity to the issues of bullying, mental illness, depression, self-injurious behavior, and suicide. Through discussions on recognizing warning signs and challenges and how to apply positive coping and communication skills, our Adolescent Suicide Prevention program promotes social support systems for teens as well as youth-involved adults and encourages help-seeking behavior and resiliency. Utilizing a coping plan activity, we help students discover their sources of strength. In 2022 we were invited back into the local classrooms after the pandemic related absence and conducted 462 presentations for 8639 youth and youth involved adults.

In 2022 we continued to broaden the scope of our prevention training to community groups and targeted populations such as Project Independence, Natural Helpers, and local Church groups. Our professionally trained educators also participated in community fairs and events, increasing awareness of Response's intervention and prevention programs, and giving a voice to the many counselors who anonymously offer their assistance.

Response's Staff Development and Professional Training programs provided valuable communication skills to staff members at various mental health and support service agencies in Suffolk County. Presenters cover topics ranging from Communication and Listening Skills, Warning Signs of Depression and Suicide, How to Help a Friend, Safety Planning with Suicidal Clients, to name a few. We work with each school and community group to tailor our presentations to meet their unique needs.

POSTVENTION

The aftermath of a suicide or traumatic loss is a sad and challenging time for a school or community group. In 2022 we continued to partner with several local school districts affected by suicide, implementing, executing, and following up on our comprehensive, structured postvention program. This program includes working with all stakeholders impacted by the loss; students, teachers, staff, parents and the community at large. Selected staff and educators are extensively trained on facilitating sessions with care and focus on the delicate balance of grief resolution and prevention of further suicides.



INTERVENTION

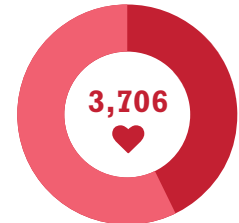
With two certified trainers on the Response team, ASIST workshops were placed back on the calendar after a pandemic related hiatus with one offered in 2022. Applied Suicide Intervention Skills Training (ASIST) is a two-day workshop that teaches participants to carry out life-saving interventions for people at risk of suicide. ASIST is the world's leading suicide intervention workshop. During the two-day interactive session, participants learn to intervene and help prevent the immediate risk of suicide.

With our hotline and online programs, in addition to conducting thorough lethality assessments, our counselors are trained in collaborating with callers on the Safety Plan Intervention (SPI). The SPI is an evidenced-based intervention tool and is an important aspect of our follow-up work with at risk callers.

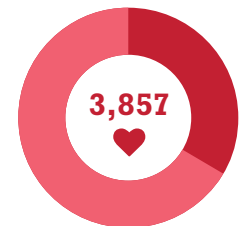
As we plan for the year ahead, we have 2 new ASIST trainers in our center, and 8 ASIST trainings planned.



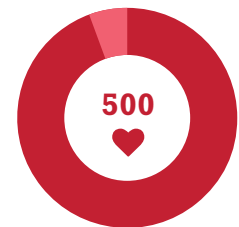
FOLLOW-UP & MONITORING



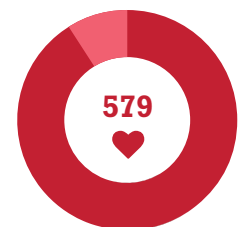
Mental Health & Wellness Association



Support Line



LI Community Hospital



Alternative For Youth Programs





988 Suicide and Crisis Lifeline, Text and Chat

Response is the area network provider and a National phone, chat and text provider for the 988 Suicide and Crisis Lifeline, a 24-hour, toll-free phone and chat/text suicide prevention service that links accredited crisis centers across the country and ensures that callers always reach the closest available center.



Suffolk County Youth Bureau - PINS

In partnership with the Suffolk County Probation Department and the Suffolk County Police Department, Response provides after hours coverage to police officers seeking short-term emergency housing or respite placement for runaway or at-risk youth. Over 7,100 at-risk youth and youth-involved adults reached out to our Hotline in 2019.



LI Railroad Suicide Prevention Hotline

Response continues to partner with the Long Island Railroad and the Long Island Crisis Center on a public campaign to directly address the tragic problem of suicide by train. The LIRR has placed posters at its 124 stations that include a free suicide hotline set up by the agency: 877-582-5586. The poster features a set of train tracks and the message “Suicide is not the route.” Calls coming in from riders in Suffolk County are automatically routed to Response Hotline and calls from Nassau are routed to The Long Island Crisis Center.



Youth Enrichment Services

Response provides after hours support and assistance for individuals enrolled in Youth Enrichment Services Programs.



Suffolk County Division of Community Mental Hygiene Services - After-Hours Crisis Back-up

Response provides after hours support and assistance for individuals enrolled in Suffolk County's 3 mental health clinics.

ASSOCIATION for MENTAL HEALTH & WELLNESS



Association for Mental Health and Wellness

Response has partnered with the Association for Mental Health and Wellness (MHAW) to provide structured telephone follow-up and monitoring with high need care management clients.



SPCLI

Response's Executive Director co-chairs the Suicide Prevention Coalition of Long Island, an agency dedicated to saving lives in our community through suicide prevention training, education, and information resources.

www.preventsuicideli.org

Long Island Community Hospital

Long Island Community Hospital

Response has partnered with Long Island Community Hospital Behavioral Health Unit to complete structured telephone follow up calls to identified consumers.





PARTNERSHIPS, ACCREDITATION, ACHIEVEMENTS



Our state of the art phone system has been possible through the generosity of The Salice Family Foundation and Nextiva.



FOUNDATION PARTNERSHIPS

- Knapp Swezey Foundation
- Horace Goldsmith Foundation
- John C. Dunphy Foundation
- The Salice Family Foundation

GOVERNMENT PARTNERSHIPS

- SAMSHA/Vibrant Emotional Health/988
- NYS Office of Mental Health
- Suffolk County Youth Bureau
- Suffolk Country Division of Community Mental Hygiene
- Town of Brookhaven Youth Bureau

NATIONAL ACCREDITATION

Response Crisis Center was recently re-accredited by the American Association of Suicidology for another 5 years which represents our fourth re-accreditation. Among the accolades in the report, the examiner wrote “Response is a valued resource for people on Long Island, in NY and in surrounding counties. Without reservation I recommend this center be re-accredited for 5 more years.



STATEWIDE RECOGNITION

Meryl Cassidy, Executive Director of Response was named co-chair of Suffolk County Division of Community Mental Hygiene’s Mental Health Subcommittee and was elected to the Board of Directors of NASCOD – National Association of Crisis Organization Directors.

FINANCIAL HIGHLIGHTS - The agency is audited annually by Cullen & Danowski, LLP.

REVENUES

Governmental Contract Revenues	\$276,504
Other Contract Revenues and Grants	\$3,657,804
Contributions	\$102,083
Special Events	\$31,309
Miscellaneous Income	\$10,952
Total Revenues	\$4,078,652

EXPENSES

Program Services	\$1,865,194
Supporting Services	\$178,963
TOTAL EXPENSES	\$2,044,157

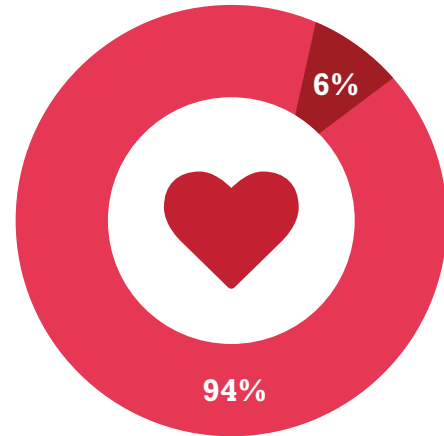
CHANGE IN NET ASSETS \$2,034,495

NET ASSETS, Beginning \$626,322

NET ASSETS, Ending \$2,660,817

*Does not include contributed services of \$529,564

EXPENSES



■ Program Services ■ Support Services

Copies of our financial reports are available upon request



We extend a special thank you to those who sponsor our annual fundraising event at Theatre 3. Your continuous support is greatly appreciated.

- Nancy Dunlop**
- Linda Kirk**
- Ellen Krakow**
- Theatre Three**
- ZDI**
- Michael Giarraputo** – KP Organization
- Mike Jukien** – Clearview Plate Glass
- Carter Manz- Mid Island Steel**
- Steven Peragallo**
- Richard Peragallo**
- Guy Dellecave** – GTD Financial Group, Inc
- Theresa Dellecave** – The Musician’s Place
- Martin Woodle, LLC** – Engineering Consultant
- Racanelli Construction**
- Kenneth Bremen- BIS LLC**
- Moore Group Corp**
- Christopher Hogan**
- United GenMar**
- Michael and Pat Devito**
- Nick Daniel** – Daniel Investment Group
- William Barshop**
- Bridgehampton National Bank**

- David & Lisa Longboat** – Nesconset Construction
- Gordon L. Seaman**
- Allstate Interiors**
- Anthony Riggi** – East Coast Wall Coating
- Jo-Mark**
- Donald Hehir** – Donald Hehr & Associates
- Gina Giordano** – XL Brokerage
- United GenMar**
- Natalia Lamb**
- Augusiewicz Construction**
- Eric Dorf**
- Amy Dorf**
- Eghrarhi Wealth Training Law Firm**
- Hogan & Williams Trust**
- Dime Community Bank**
- Ralph Scotto Memorial Fund**
- Dr. Felix Grucci**
- Gitto Group**
- Ethos Plumbing**
- ActiveAir- Anthony Digesu**
- Krill Construction**
- Lakeville Pace Mechanical**





Hotline
631-751-7500

Office
631-751-7620

www.ResponseCrisisCenter.org

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Stony Brook, NY 11790