

# 2022 Impact Highlights



Throughout our 80 years of service to the community, Didi Hirsch Mental Health Services has unwaveringly provided compassionate mental health, substance use and suicide prevention services to individuals and families, especially in communities where discrimination and injustice limit access. We deliver intergenerational support to help children, teens, adults, and families recover, heal and build the skills necessary to thrive.

Our mission and reach transcend the walls of the 11 centers we operate in Southern California, following our clients into their homes, workplaces and communities. Behind each number in this report is a person whose life and resiliency has been strengthened. As one of the most comprehensive mental health organizations in the nation, Didi Hirsch delivers a wide spectrum of evidence-based programs to build stronger communities and shape brighter futures:



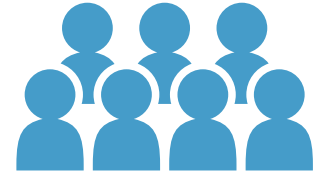
- Outpatient mental health services
- Substance use services
- Crisis lines and 911 diversion program
- Suicide prevention, counseling and support group services
- Residential treatment programs
- Outreach, education, and training



## Who We Serve

**189,939**

total people served,  
including:



**166,853**

through Crisis Line and  
Support Groups



**5,386**

through Mental Health  
and Residential  
Programs



**991**

through Substance Use  
Programs



**16,709**

through Outreach, Education,  
& Training

**78%**

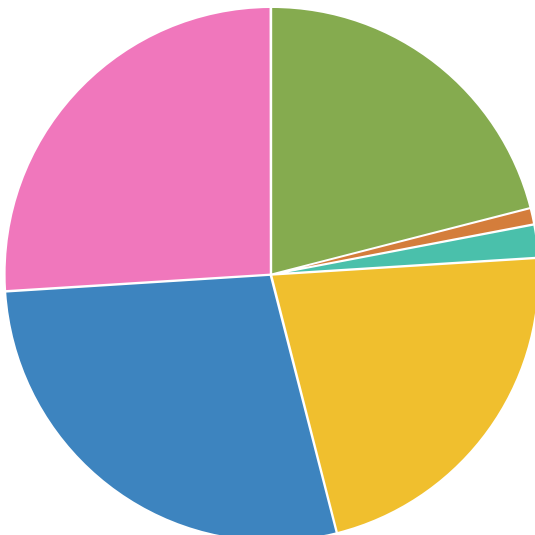
of those served through our outpatient, residential and substance  
use programs are from communities of color

**1 in 5**

are served in languages other than English

**13%**

identify as LGBTQIA+



### Serving our diverse community

African American/Black - 21%

American Indian/Alaskan Native - <1%

Asian/Pacific Islanders - 2%

White - 22%

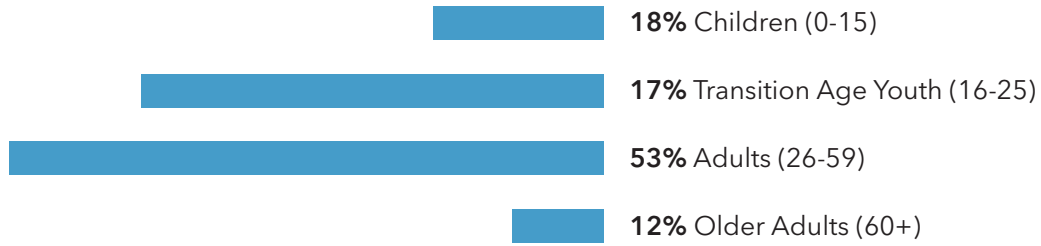
Latino - 28%

Multi-Race or Other Ethnicity - 26%

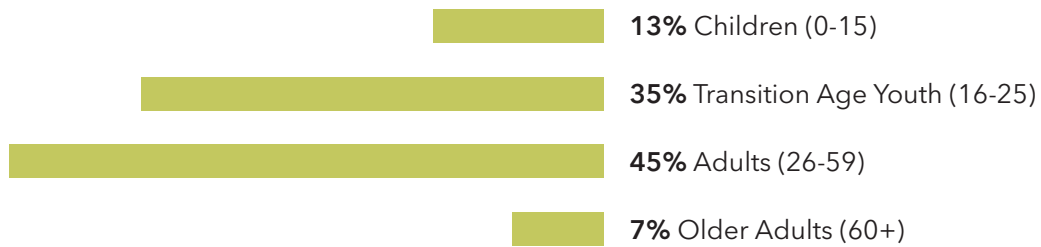
# Supporting clients at every stage of life:



## Agency-wide direct services



## Crisis Line Services



The need for our services continues to increase, and we are growing to accommodate that need.



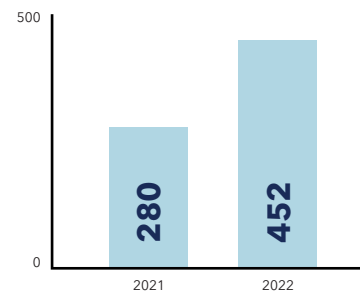
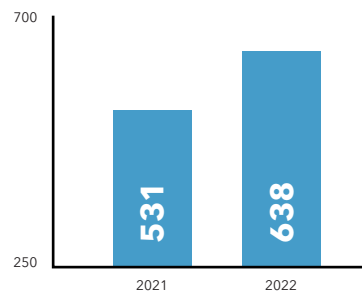
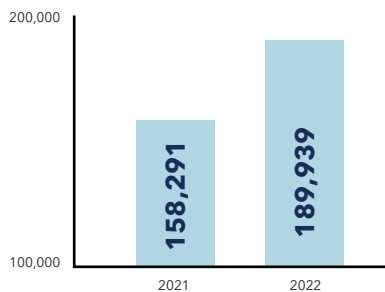
**Clients Served**



**Employees**



**Volunteers**



# Mental Health, Residential, and Substance Use Services



Over **6,377**

children and adults received trauma-informed and whole-person mental health services tailored to their needs, including connections to community resources for physical health care, housing, employment, and other health-related social needs.



## Via Avanta

Didi Hirsch's Via Avanta program is a residential substance use treatment program for women, and is one of the nation's first to keep young children and mothers together during treatment.



**43%** of the women who resided at Via Avanta reported alcohol use at admission



**49%** reported amphetamine use



**43%** reported cannabis use



Of those who successfully completed the program, **none relapsed** during our care.

**100%** of Via Avanta clients who complete at least 30 days of treatment demonstrated improvements in their interpersonal relationships.



## Jump Street and Excelsior House

Jump Street and Excelsior House provide short-term crisis residential treatment for adults experiencing a mental health crisis, often with co-occurring mental health and substance use disorders.



**52%** of adults came into crisis residential services from living on the streets

**only 15%** were living on the streets upon discharge



**76%** of clients reported improvement in symptom distress during their time in treatment.

## Outpatient Programs



**72%** of adult clients in our outpatient programs demonstrated positive recovery as well as improvement in their mental health concerns.

**85%** of youth served in our family outpatient programs self-reported significant improvement in their symptoms.

**82%** of caregivers reported clinically significant improvement in their child's depression and anxiety.

"I needed someone to care enough about me to tell me what is not acceptable. My therapist showed me how I have to have maintenance in all areas of my life including my mental health. I really appreciated the balance between mental health and substance use, because both are important."

– Fiala

We know that physical and mental health are inseparable, and our adult clients saw improvements in several areas.



**76%**  
saw a reduction in hospitalization days for physical health reasons

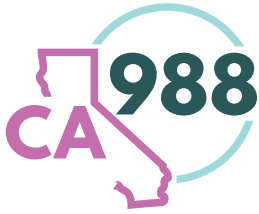


**68%**  
saw a reduction in hospitalization days for mental health reasons



**67%**  
saw a reduction in emergency room visits for physical health reasons

# Suicide Prevention Services



Didi Hirsch is home to the nation's first suicide prevention center and serves as a leader in providing comprehensive care. Didi Hirsch is the 988 leader for the state of California, offering 24/7 access to highly trained counselors for anyone in a mental health or suicidal crisis.



To increase awareness and reduce stigma across communities, our Suicide Prevention Center participated in **525** outreach events in 2022, providing information and resources to over **47,000** individuals.

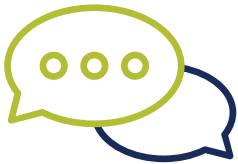
## Crisis Lines



Didi Hirsch operates several crisis lines, including **988**, **Teen Line**, and the **Disaster Distress Line**.

### We provide culturally response services to a diverse community of help-seekers:

**64%** of those who contact our suicide prevention crisis line identify as people of color and **22%** identify as LGBTQIA+.



**92%** of those who text our suicide crisis line are **25 years old or younger**, allowing us to reach our most vulnerable youth through an accessible medium.

Didi Hirsch operates 1 of the 5 national Disaster Distress Helplines (DDH), answering over **8,600** calls last year, with **29%** of them answered in Spanish.



We expanded our youth mental health services in 2022 with the acquisition of **Teen Line**, the nation's leading peer-to-peer mental health support hotline, answering more than **8,000** calls, texts and emails from youth across the country (and even the world!)

"Thank you so much for being here with me tonight, especially when I couldn't tell anybody. I feel much better than I did before."

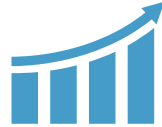
– Anonymous, 12



## Demand for our crisis lines continues to increase



16% increase in calls



85% increase in texts

Despite the increase in volume, the high quality of care remains strong.



97% of crises from callers, chatters and texters were resolved by the end of contact without needing further emergency intervention.

74% of contacts with suicidal intent demonstrate a significant reduction in their self-reported intent by the end of the contact. That rate is especially high amongst texters, where 80% of individuals saw a reduction.

## 911 Diversion

The LAPD's emergency dispatch re-routes callers to Didi Hirsch's trained counselors when they request help with a mental health crisis that does not involve imminent harm.



In 2022, we responded to **1,364** calls that were sent to us through our 911 diversion program with LAPD.



Our 911 diversion callers are disproportionately Black (**31%**) relative to our other Lifeline callers (**11%**) allowing us to provide proper mental health support and resources to populations who may not have otherwise received them.



Of the calls diverted to us from 911, we were able to **resolve 84%** without needing further police intervention.

## Training



We trained nearly **8,237** teachers, students, medical professionals, first responders, law enforcement, mental health professionals and community-based organizations how to recognize and respond to the warning signs of suicide.



At the conclusion of the training, **93%** of participants felt more confident in their ability to assess someone else's suicide risk level.

## Suicide-specialized counseling



More than **260** teens and adults participated in suicide-specialized counseling services, including individual/family therapy sessions and support groups for Survivors of Suicide Attempts and Survivors After Suicide.



**88%** of people who lost someone to suicide demonstrated improvement in their depressive symptoms after individual counseling.

"It warms my heart seeing group members making connections with other survivors and realizing they are not alone. They often continue to get together after the conclusion of the [group] and create a new extended family."

– Carole C.

Didi Hirsch Mental Health Services thanks all those who supported us in 2022.

Visit [didihirsch.org](https://didihirsch.org)