

DIDI
HIRSCH

2023 Annual Impact Report





Didi Hirsch is a leading provider of mental health, substance use and crisis care services and is home to the nation’s first and largest suicide prevention center.

MISSION

Didi Hirsch provides compassionate mental health, substance use, and suicide prevention services to individuals and families, especially in communities where discrimination and injustice limit access.

VISION

A future where everyone has equitable access to care and is empowered to achieve optimal health and well-being.

HISTORY

Didi Hirsch Mental Health Services was the first community-based adult outpatient clinic in Los Angeles and one of the original agencies to be federally designated as a Community Mental Health Center. Started by volunteers, the agency had one site and a budget of \$5,000 when it was incorporated in 1942. Today, we are a leading provider of mental health, substance use and suicide prevention services, serving more than 230,000 people annually.



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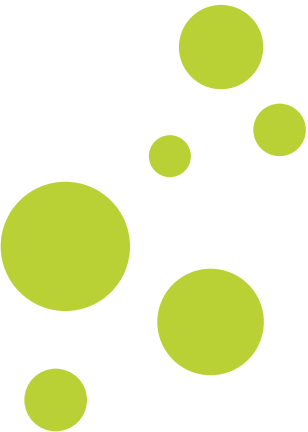
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Lyn Morris



Melissa Rivers



Will Lippincott

A Message from Our CEO and Co-Chairs of the Board

ADVANCING EQUITY IN MENTAL HEALTH

Throughout our 80-plus-year history, Didi Hirsch has been a champion for community mental health, an innovator in suicide prevention, and has taken a human-centered approach to substance use treatment. As we've grown and evolved over the years, one thing remains – our commitment to advancing mental health equity by reducing barriers to access for people of all ages.

Last year represents one of our most impactful years. We proudly share that in 2023, Didi Hirsch provided comprehensive mental health, substance use, and suicide prevention services to more than 230,000 people – the highest annual service number in our organization's history.

An important part of our role as a community mental health provider is responding to the ever-changing needs of our clients and our community, including:

- Addressing the youth mental health crisis by opening our first transitional-age youth drop-in center, Our Third Place. In addition, Teen Line, our crisis youth line, continues to expand its commitment to training Teen Line listeners from a variety of backgrounds and increasing our capacity for crisis calls, texts and emails.
- Expanding our Enhanced Care Management (ECM) program to serve more clients with complex social, physical and mental health needs.
- Providing access to medication-assisted treatment (MAT) services for our substance use clients, increasing the likelihood of long-term recovery while reducing harm.
- Launching 988 Suicide & Crisis Lifeline Spanish chat and text, as well as an earned media campaign, to ensure our Spanish-speaking community has access to these lifesaving services.

The transformative work we do would not be possible without the collective contributions and commitment of the dedicated individuals behind our mission – our staff, volunteers, board, donors, funders and supporters. Our services and outcomes are successful because of the care and dedication put forth by our incredible team. The advocacy and leadership of our board of directors elevates our organization's impact and influence. The unwavering generosity of our donors, partners and supporters empowers us to continue building on our mission of providing compassionate mental health, substance use, and suicide prevention services to individuals and families, especially in communities where discrimination and injustice limit access.

Our collective efforts have a lasting impact on the lives of our clients and the well-being of our community, allowing future generations to thrive. We consider it an honor to continue forging a future in which everyone has equitable access to compassionate mental health care.

With gratitude,
Lyn Morris, LMFT
Chief Executive Officer

Melissa Rivers
Co-Chair, Board of Directors

Will Lippincott
Co-Chair, Board of Directors

Board Of Directors

Will Lippincott
CO-CHAIR

Melissa Rivers
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VICE CHAIR

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VICE CHAIR

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Christopher J. Harrer
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Didi Hirsch Board of Directors at the Mental Health Heroes Gala

Jennifer Eidinger

Elizabeth Friedman

Scott Lahman

Michael Barbanell Landres

Peter Mezza

Sarosh Mistry

Laura Ornest

Carolyn Phillips

Andrew E. Rubin

Deborah Sawaf

Next Gen Council

The Didi Hirsch Next Gen Council is comprised of young professionals who are outspoken leaders in the mental health community and have deep passion for advancing the mission of our organization. In this ambassador role, these council members bring their lived experience, advocacy, and professional skills to enhance our work.

Sarah Gilman
CHAIR

Juan Acosta
X. ARI

Katrina Baker

Adia Fadaei

Jaime Garner

Sarah Jeffery

Meera Varma



Eric Bigger, MC (left), Lyn Morris, Didi Hirsch CEO (center), and Sarah Gilman, Chair of the Next Gen Council (right) at Alive Together

Our Impact

In 2023, Didi Hirsch served 233,466 people, more than any other time in our history.



194,413

Crisis Lines and
Support Groups



5,513

Mental Health and
Residential Programs



1,023

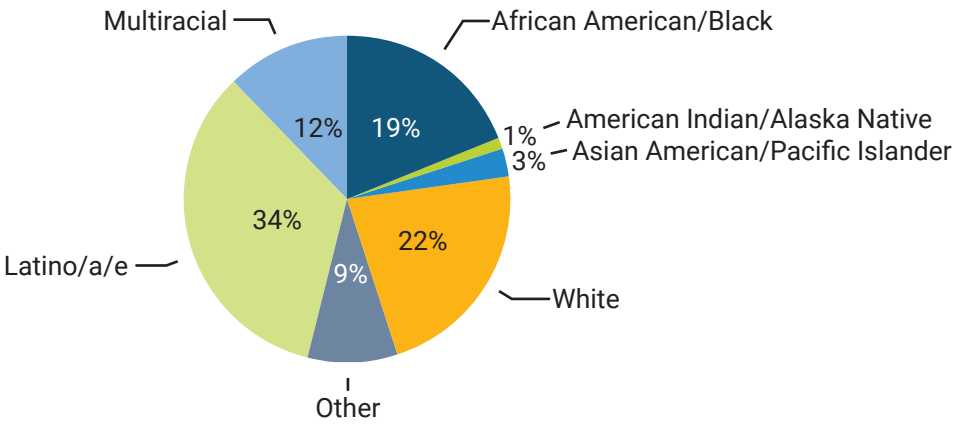
Substance
Use Programs



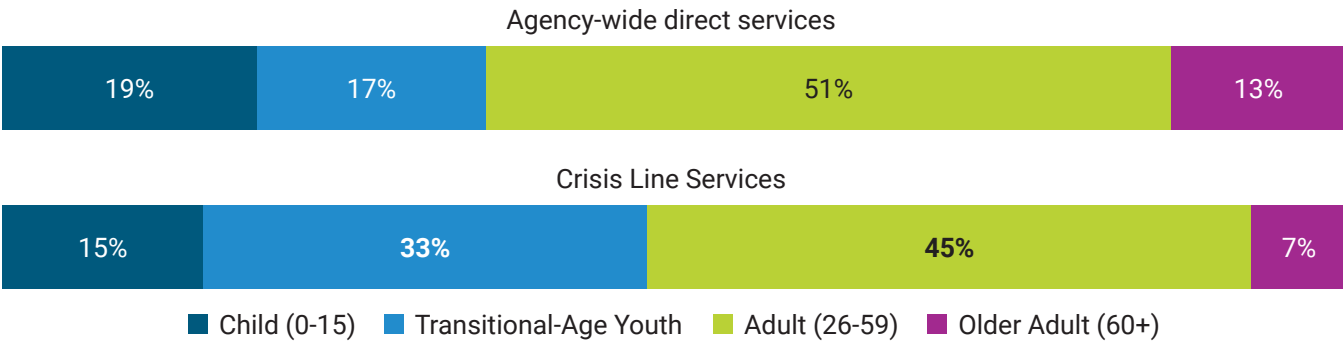
32,517

Outreach, Education
and Training

Our clients come from
diverse racial and
ethnic backgrounds:



We serve people at every stage of life:



We are able to reach all of these individuals thanks to our incredible team of 959 staff and volunteers.



Didi Hirsch serves families and individuals at every stage of life

MENTAL HEALTH AND SUBSTANCE USE SERVICES

From the people we served, **6,536** 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.

Enhanced Care Management (ECM)

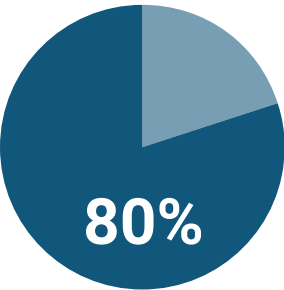
ECM is a statewide, free-of-charge Medi-Cal benefit that launched on January 1, 2022. ECM aims to provide a whole-person care approach that addresses the complex health and social needs of members enrolled in a Medi-Cal managed health care plan.

In 2023, Didi Hirsch served **330** clients with at least one ECM service and enrolled 120 clients into the program.

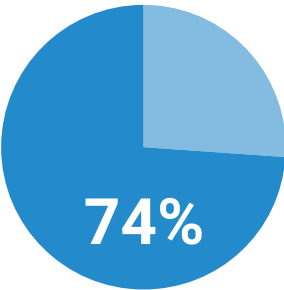
Adult Services

Through our outpatient programs, **81%** of adult clients demonstrated positive recovery as well as improvement in their mental health concerns.

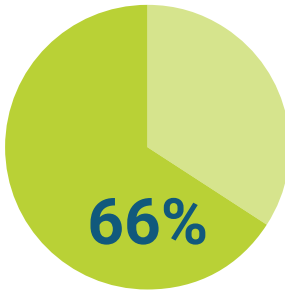
Our whole-person care approach keeps clients out of the hospital and well-supported in an outpatient setting:



80% saw a reduction in hospitalization days for physical health reasons.



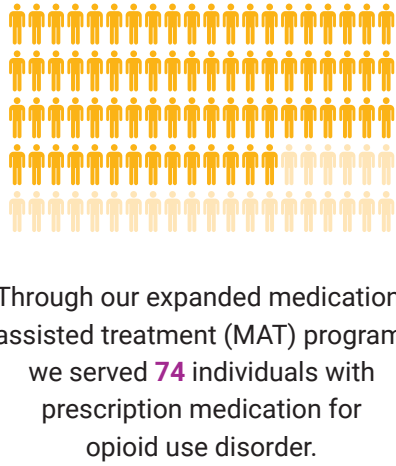
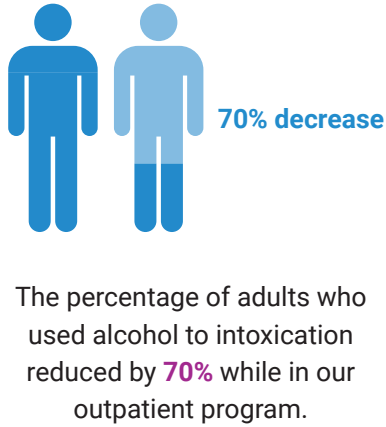
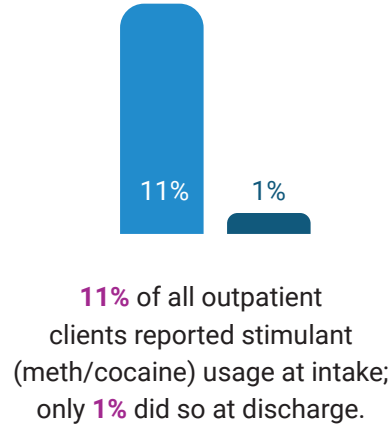
74% saw a reduction in hospitalization days for mental health reasons.



66% saw a reduction in emergency room visits for physical health reasons.

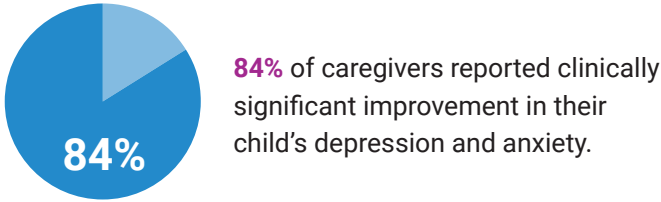
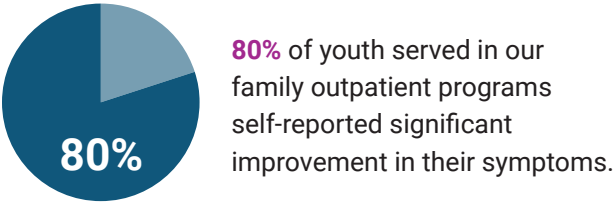
Substance Use Services

More than half of people with mental illness also have a co-occurring substance use disorder. Didi Hirsch offers integrated substance use and mental health services for teens and adults. Our resources include assessment, prevention and treatment services, with an emphasis on harm reduction.



Child and Family Services

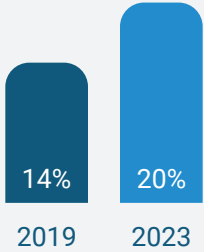
Our Child and Family Program offers healing for whole communities, addressing the needs of our clients with a trauma-informed approach.



Why are children and families coming to Didi Hirsch?
The #1 diagnosis and reason for treatment for all clients is **depression**.

Trauma- and stressor-related disorders continue to rise among our youth clients, climbing from **14%** to **20%** in the last four years.

Increase of Trauma- and stressor-related disorders



73%

of youth experienced at least one traumatic event

47%

of youth experienced two or more traumatic events

School-Based Programs

We served **673** clients through our school-based programs across **78** schools in Southern California.

Transitional-Age Youth

Recognizing the need for low barrier-to-entry services for transitional-age youth, we opened our first youth drop-in center, Our Third Place. Our Third Place is the first facility of its kind serving youth aged 15-25 in Glendale. This state-of-the-art center, which began serving youth in 2023 before holding the official grand opening in early 2024, is a 2,500-square-foot space that provides access to amenities including a kitchen, laundry services, showers, and a digital recording studio.

In addition, every young person who visits Our Third Place is offered case management services. Program staff assists clients with obtaining stable housing, employment, educational/vocational programs, life skills, and accessible therapy.

Above all, Our Third Place is a safe space for youth to feel supported and understood. With the help of Our Third Place staff, they learn to navigate the transition from adolescence to adulthood, build community, and embrace their true selves.



Scan to take a virtual tour of Our Third Place



"I've never actually felt supported by an agency before until I came here. It's the most supported I've ever felt when I asked for help."



Recording studio at Our Third Place



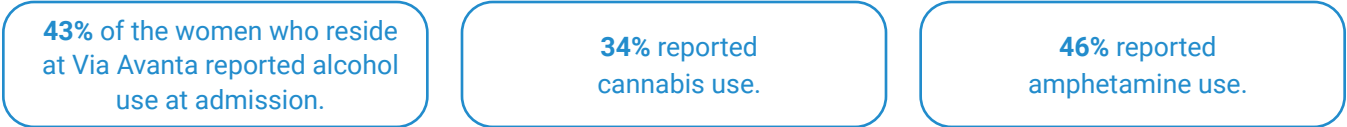
Members of the Excelsior House Crisis Residential Team

Residential Programs

Via Avanta

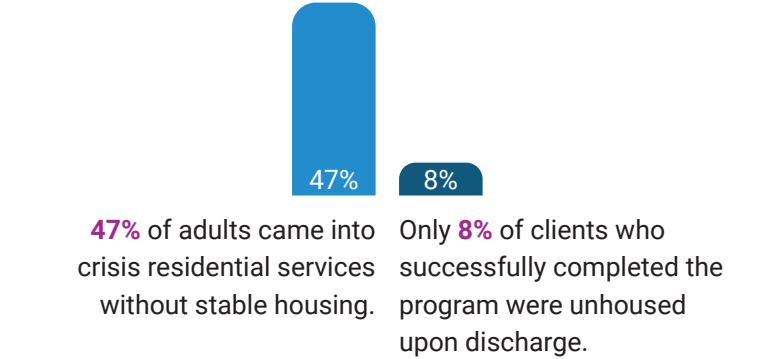
Opened in 1979, Via Avanta is a unique substance use treatment program for women that allows children and mothers to stay together through treatment, fostering a sense of community where all residents contribute to childcare.

In addition to receiving substance use support, Via Avanta clients are also enrolled in mental health services, with 74% demonstrating improvements in their mental health symptoms.



Crisis Residential Treatment

Didi Hirsch provides short-term crisis residential treatment for adults experiencing a mental health crisis, often with co-occurring mental health and substance use disorders. These residences offer a safe place to focus on healing and recovery.



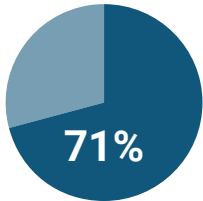
"Your program has changed my life for the better and I'm grateful that I took the steps to getting help. I feel like all this was meant to happen so I can end up here and meeting such wonderful people and having the staff in my corner cheering me on because you all believe in me which made me believe in myself for the first time ever!"

SUICIDE PREVENTION, COUNSELING AND SUPPORT GROUP SERVICES

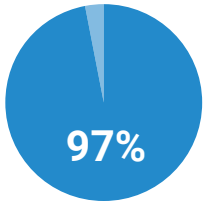
Didi Hirsch is home to the first and largest suicide prevention center in the nation and led the launch of 988, the easy-to-remember three-digit number for the Suicide & Crisis Lifeline, in the state of California. We operate several crisis lines including 988, the Disaster Distress Helpline, and Teen Line. In addition, we offer comprehensive suicide support services including individual and group counseling, training, and more.

988

Contacts to 988 continue to increase, especially via text. In 2023, texts to 988 increased by 226%. Texts are especially popular among younger help-seekers, with 77% of texts coming from individuals under age 25.



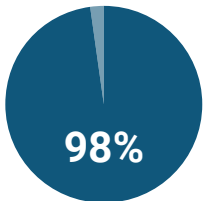
71% of contacts with suicidal intent demonstrated a significant reduction in their self-reported intent by the end of the contact.



97% of contacts were resolved by the end of the interaction without requiring emergency services.

Teen Line

Teen Line joined the Didi Hirsch family in 2022, bringing together the first teen peer hotline with the first suicide prevention center. During the first full year of our partnership, Teen Line answered 8,826 calls, texts and emails from youth across the country and the world.



Of these contacts, 98% of help-seeking youth found the conversation helpful, and the same amount said they would recommend Teen Line to a friend.



Teen Line’s Teacher Facilitation Guide was used by 156 schools, reaching 25,175 youth in 2023.



Scan to download our Teacher Facilitation Guide

Disaster Distress Helpline

Didi Hirsch is one of five centers nationwide answering contacts for the Disaster Distress Helpline, a specialized hotline for individuals emotionally impacted by natural and human-made disasters. In 2023, Didi Hirsch answered more than 11,000 contacts.

Our earned media efforts helped reach 81.1M Spanish-language viewers and readers, ensuring crisis lines are more accessible to the Latino/a/e population.

911 Diversion

We are working with the Los Angeles Police Department to redirect 911 mental health calls to 988, ensuring those those seeking help get appropriate support and avoid law enforcement intervention. After early success, we are developing additional partnerships to expand across Los Angeles County and beyond.

- Our 911 diversion callers are disproportionately Black (34%) relative to our other 988 callers (13%) 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 86% without needing further police intervention.

Training and Outreach

Our Training and Outreach team works diligently to reduce barriers to access and stigma and raise awareness for available services. In 2023, we attended 761 outreach events, providing information and resources to 50,138 members and staff of community-based organizations.

We trained nearly 7,708 teachers, students, medical professionals, first responders, law enforcement officers, mental health providers and community-based organizations on how to recognize and respond to the warning signs of suicide.

Suicide-Specialized Counseling

More than 490 teens and adults participated in suicide-specialized counseling services, including individual and family therapy sessions and support groups for survivors of suicide attempts and survivors after suicide loss.



Counseled 3x as many clients in 2023



Our Survivors of Suicide Attempt (SOSA) curriculum is respected worldwide. In 2023, the manual was downloaded 3,112 times across 58 countries.

“The support I received from this group has been more important than I could have imagined. Thank you for giving us a place to heal and curse and cry.”



A Legacy In Youth Mental Health



Sisters Samantha (left) and Jimena Lora Ballinas (right)

High school is usually a time when young people are immersed in social dynamics and navigating their emerging identities. Sisters Jimena and Samantha Lora Ballinas are moving through this phase of life with deep mental health knowledge and skills that are shaping the futures for themselves and their peers.

Jimena, 17, recently graduated from the Applied Technology Center (ATC) High School in Montebello – and her sister, Samantha, 14, will be a sophomore in fall of 2024. Students who attend the school must apply to be admitted based on both personal and academic merit. Both Jimena and Samantha knew they wanted to pursue their high school education at ATC due to the specialized pathways, networking opportunities, and hands-on experience that they would be afforded.

Upon admission, both enrolled in the Health Sciences Pathway – one of four career pathways offered at the school. The program focuses on college and career readiness through an advanced curriculum and partnerships within the health care industry. ATC and the Health Sciences Pathway collaborated with Didi Hirsch to introduce Teen Line, a peer-to-peer hotline for teens by teens in need of mental health support, as an after-school partnership.

Teen Line expanded their Teen Listener pilot program to the ATC campus in 2022 with the support of Montebello Unified School District Director of Educational Services, Dr. Leticia Alvidrez, then Principal, Dr. Stephanie Hardaway, and teacher, Gabriel Solorio.

“Teen Line, for me, is such a critical part of what we’re doing [at ATC],” said Solorio. “I wanted our students to not only use the resources, but



Jimena and Samantha Lora Ballinas with their teacher, Gabriel Solorio

to become the resource as well.”

95% of ATC’s student body is Latino/a/e. For many in this community, mental health is a subject that is rarely broached within families and this stigma runs deep – often shaping the perceptions and reality of youth.

Despite this notion, both Jimena and Samantha are leaders within their respective circles – transforming the way mental health is viewed amongst their peers. Jimena was part of the inaugural cohort of ATC students who joined as volunteers for Teen Line in 2022, and Samantha is currently in training, preparing to work the line in the fall semester.

Having Teen Line on campus helps to further normalize conversations around mental health through education and training in a safe and supportive environment for the teens. Over a 12-week period, students undergo rigorous training with interactive scenarios designed to prepare them for responding to texts and emails in real-



Jimena Lora Ballinas with UCLA flag



Sisters Jimena and Samantha Lora Ballinas at ATC High School

time. The program also provides students with hands-on career development opportunities, with the goal of diversifying the mental health workforce.

“Every single topic has taught me something new,” said Samantha. “It’s important to know that Teen Line isn’t just helping people – it changes you and your perspective about mental health. It changes your relationship with people, and it helps you become more empathetic.”

Both Jimena and Samantha’s motivation to succeed and give back is intrinsic.

“Jimena has really set the example for so many young people at our school and she has become in some important ways, the example, for me as a teacher. [Meaning] I want to really continue being a part of my students’ academic life – helping them excel,” Solorio expressed. “That’s what I love about being a teacher is that I’m able to work with such amazing young people like Jimena and Samantha.”

The girls credit their parents and teachers as their biggest supporters, encouraging them to accomplish anything they set out to do.

“What keeps me going is thinking about the future,” said Samantha. “Having a stable life and being able to be proud of who I’ve become – I know my parents work hard for what they have and for us.”

Jimena is attending UCLA in the fall to study physiological sciences in the pre-med track and hopes to minor in neuroscience. Samantha is looking forward to working with Teen Line in the fall and plans to pursue a career as a forensic pathologist.

Financial Summary

OPERATING STATEMENT

	FY 22-23	FY 21-22
Government Contracts	\$74,475,981	\$52,913,993
Contributions and Grants	8,891,268	1,495,751
Special Events	654,594	559,804
Donated Goods and Services	1,261,714	999,988
Other	451,226	205,606

Total Revenue **\$85,734,783** **\$56,175,142**

Personnel	\$51,086,608	\$40,976,384
Operating Expenses	20,499,195	9,027,976
Occupancy	3,434,860	2,735,696
Depreciation	1,219,307	1,364,496
Donated Goods and Services	1,261,714	999,988

Total Expenses **\$77,501,684** **\$55,104,540**

Inherent Contribution from Acquisition \$694,422

Change in Net Assets **\$8,927,521** **\$1,070,602**

BALANCE SHEET

Cash and Cash Equivalents	\$21,409,961	\$3,293,746
Accounts Receivable/Prepaid	16,333,117	19,434,593
Pledges Receiveable	1,674,322	1,977,822
Right-of-Use Assets	7,022,762	—
Property and Equipment	29,450,440	26,304,077

Total Assets **\$72,890,602** **\$51,010,238**

Accounts Payable/Accrued Expenses	\$16,147,670	\$12,645,952
Refundable Advances	3,175,910	669,227
Lease Liabilities	7,468,071	—
Notes Payable	10,675,928	11,199,557

Total Liabilities **\$37,467,579** **\$24,514,736**

Net Assets **\$35,423,023** **\$26,495,502**

Total Liabilities and Net Assets **\$72,890,602** **\$51,010,238**

Didi Hirsch Mental Health Services is a 501(c)(3) not-for-profit organization. For information on contributions or planned gifts, please contact the Development Department at (310) 751-5455 or development@didihirsch.org.

Our Supporters

By contributing to Didi Hirsch Mental Health Services, you are helping to break down barriers, offer hope, and build a brighter, healthier tomorrow – for everyone. Your generosity makes a world of difference.

\$100,000 or more

Cedars-Sinai	Henry L. Guenther Foundation	Patricia J. Smith Trust
Fletcher Family Foundation	Myrna C. Oshrin	TOMS

\$25,000 - \$99,999

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\$10,000 - \$24,999

Beautiful Boy Fund	The Estate of Dr. Elaine Leader
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L.A. Care Health Plan	

\$5,000 - \$9,999

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Ruth Lavine
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Sarosh Mistry
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\$2,500 - \$4,999

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\$1,000 - \$2,499

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FEMA National Board—Emergency Food and Shelter Program
Los Angeles County Department of Mental Health
Los Angeles Department of Public Health
Orange County Health Care Agency
SAMHSA/Vibrant Emotional Health—National 988 Crisis Line Services

Major Grant Awards

Didi Hirsch receives critical funding from many outstanding national, regional and local agencies and organizations. Their support helps us provide high quality mental health, substance use and suicide prevention services throughout the community.

Mental Health

California Department of Health Care Services – \$379,363 – Supports Didi Hirsch’s Enhanced Care Management Program, which provides a whole-person care approach to addressing the complex health and social needs of vulnerable clients.

Cedars Sinai Community Connect Network Pilot – \$100,000 – Improves coordination of access to mental health services for low-income individuals receiving physical health services through Cedars-Sinai.

Anonymous Foundation – \$100,000 – Provides funding for Our Third Place, a new program for transitional-age youth (TAY), ages 15-25, that offers the resources they need to embark on positive journeys into adulthood including mental health, housing assistance, and other supportive services.

Joan Leidy Foundation – \$20,000 – Funds youth services across the agency such as support groups, art therapy, and an annual Youth Summit.

Pritzker Foster Care Initiative – \$12,600 – Supports the introduction of Neurofeedback therapy to our Child and Family Division.

Community Foundation of the Verdugos – \$12,000 – Provides capital funds for the development of a recording studio at Our Third Place.

Substance Use

California Department of Health Care Services – \$179,277 – Provides funding over two years to support the start-up of Medication-Assisted Treatment services at Via Avanta, a residential treatment program for women.

Henry L. Guenther Foundation – \$100,000 – Supports the transformation of underutilized outdoor space at Via Avanta into a vibrant setting that combines respite, meeting, and green space.

Visionary Women – \$10,000 – Support for the Via Avanta program.

Crisis Residential Treatment

Emergency Food and Shelter Program – \$44,179 – Defrays costs of sheltering unhoused adults struggling with mental illness, substance use, and other issues at our residential centers.

United Way of Greater Los Angeles – \$25,000 – Enables the implementation of trauma-informed design enhancements across our Crisis Residential Treatment Centers.

Suicide Prevention

TOMS – \$100,000 – Supports Didi Hirsch’s 24/7 crisis lines, suicide-specific therapy, and training and outreach initiatives.

Hopewell Fund – \$50,000 – Supports the development and dissemination of suicide awareness and prevention trainings for teens, adults, and mental health professionals through Didi Hirsch Academy.

The Jay & Rose Phillips Family Foundation of Minnesota – \$35,000 – Funds our Survivors of Suicide Attempts work and other support groups.

Goodwin Family Trust – \$8,648 – Funds suicide prevention services for young males under the age of 21.

Equity, Diversity, Inclusion, and Wellness in the Workplace

California Department of Health Care Services – \$350,000 – Funds the development and implementation of a comprehensive strategy over a 28-month period to elevate recruitment and retention efforts at Didi Hirsch.

Cedars-Sinai – \$130,000 – Operational capacity funding to support the implementation of agency-wide Equity, Diversity, and Inclusion (EDI) trainings and an EDI consultant to advise on the agency’s hiring policies and procedures.

California Department of Health Care Services – \$100,268 – Supports the agency’s efforts to prevent the spread of COVID-19 across its locations.



Bilingual members of our 988 Team host a roundtable discussion with Dr. Jeffrey Reynoso, HHS Regional Director, to commemorate the one year anniversary of the 988 Suicide & Crisis Lifeline.

Ways to Give

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DidiHirsch.org/DonateNow



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ATTN: Robin Hyerstay
4760 S. Sepulveda Blvd.
Culver City, CA 90230

Donor Advised Funds (DAF)

You can direct support to Didi Hirsch through a donor-advised fund. We’re a nonprofit 501(c)3, and our tax ID number is 95-1816023. You can also consider naming “Didi Hirsch Psychiatric Service” (our legal name) as a remainder beneficiary of your donor-advised fund. Please let us know if you do.

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The Protecting Americans from Tax Hikes (PATH) Act of 2015 made permanent the qualified charitable distribution (QCD) transfer provision, which is popularly known as the IRA charitable rollover.

Helpful Information for Your QCD:

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How It Works

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- The gift is very simple to arrange.
- The amount transferred from an IRA to charity is not added to taxable income.
- The amount you transfer will count towards your mandatory distribution if you have attained the age when required distributions begin. That age, which had been 72, was raised to 73 for those who become 72 between January 1, 2023, and December 31, 2032, and 75 for those who reach 74 after December 31, 2032.
- The rollover gift can be outright (charity can use it now), or it can be for a life-income plan (pays income to the donor and/or spouse).
- You support the programs that are important to you.

Wire Transfer and ACH

Contact Robin Hyerstay at rhyerstay@didihirsch.org or (310) 751-5315 to receive the routing instructions to send ACH or wire transactions to the Didi Hirsch account.

Stocks and Securities

Contact Robin Hyerstay at rhyerstay@didihirsch.org or (310) 751-5315 to make a gift of stocks or securities.

Planned Giving

Making a planned gift is a wonderful way to show your support and appreciation for Didi Hirsch and our mission while accommodating your own personal, financial, estate-planning, and philanthropic goals. Just as important, you will know that you have made a meaningful contribution to keep mental health accessible. To discuss or make a planned gift, contact Robin Hyerstay at rhyerstay@didihirsch.org or (310) 751-5315.

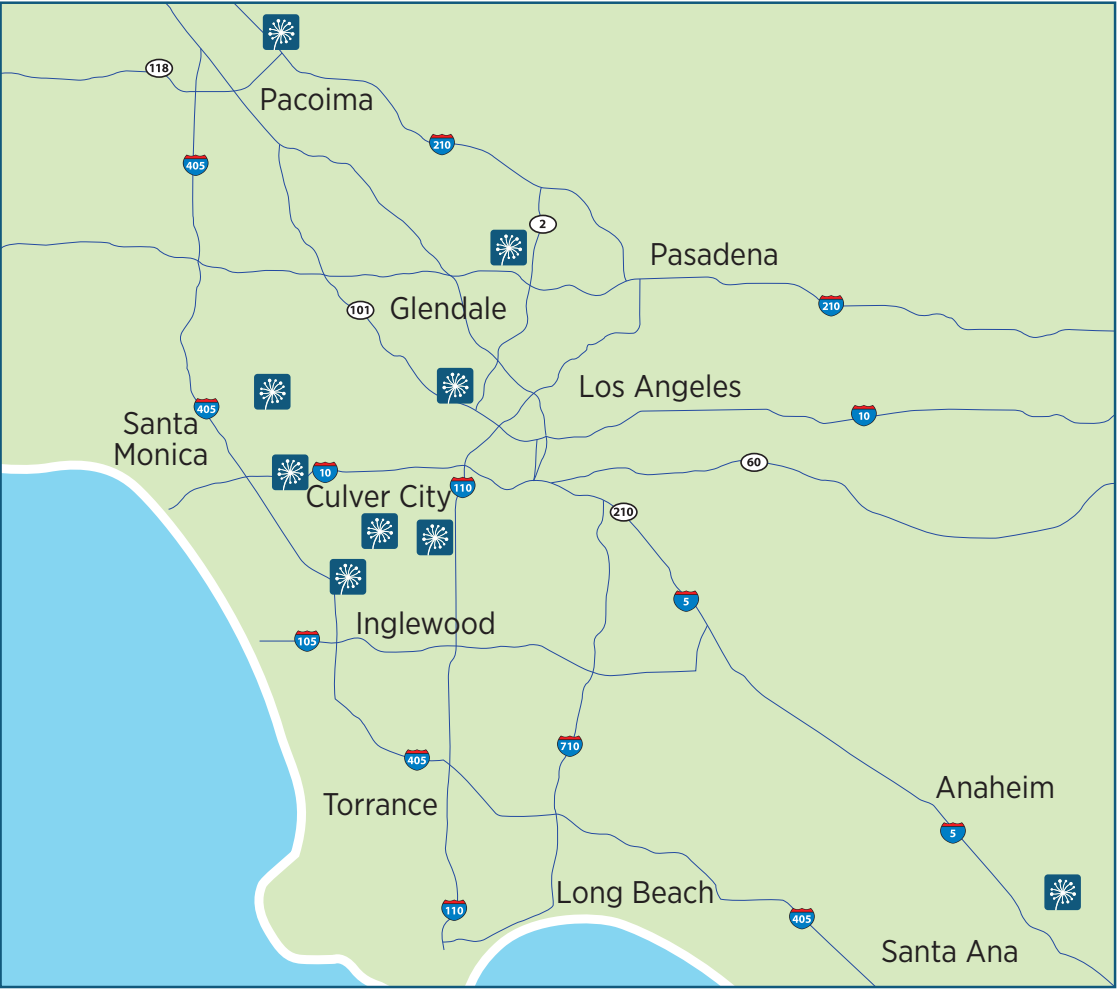
CONTACT US

For individual giving, please contact Robin Hyerstay at rhyerstay@didihirsch.org or (310) 751-5315.
For corporate, foundation or government grants/gifts, please contact Elana Helgesen at ehelgesen@didihirsch.org or (310) 751-5221.



MC Eric Bigger and participants at Alive Together

Didi Hirsch Locations



Didi Hirsch Sepulveda
4760 S. Sepulveda Blvd.
Culver City, CA 90230
(310) 390-6612

Didi Hirsch Suicide Prevention Center / Teen Line
10277 W. Olympic Blvd.
Los Angeles, CA 90067
(424) 362-2900

Didi Hirsch Excelsior House
Inglewood, CA 90301
(310) 412-4191

Didi Hirsch Glendale / Our Third Place
1540 E. Colorado St.
Glendale, CA 91205
(818) 244-7257

Didi Hirsch Inglewood
323 N. Prairie Ave.
Inglewood, CA 90301
(310) 677-7808

Didi Hirsch Metro
221 N. Ardmore Ave.
Los Angeles, CA 90004
(213) 381-3626

Didi Hirsch Orange County
2000 E. 4th St., Ste 201
Santa Ana, CA 92705
(714) 547-0885

Didi Hirsch S. Mark Taper Foundation Center
1328 W. Manchester Ave.
Los Angeles, CA 90044
(323) 778-9593

Didi Hirsch Via Avanta
Pacoima, CA
(818) 897-2609

DidiHirsch.org

