



FY 2024 ANNUAL REPORT

IMPROVING LIVES BY PROVIDING IMMEDIATE
COMPREHENSIVE SERVICES TO SUPPORT AND
CONNECT PEOPLE WITH COMMUNITY RESOURCES.

07.01.23 - 06.30.24

WWW.HELPNETWORKNEO.ORG



A Message From Our Chief Executive Officer

As I reflect on the past year, I'm struck by how quickly time passes. In July, I celebrated my ninth year with the agency—a milestone that still amazes me. I can vividly recall those early days, walking through our offices and asking staff, "We do that too?" Despite years working in the field and frequently relying on what was then the Help Hotline, I hadn't fully realized the breadth and depth of our agency's impact.

Since then, our journey has been one of steady growth and transformation. Over the past nine years, we've expanded our footprint significantly—adding new programs, securing increased funding, and deepening our services. Through it all, we have remained steadfast in our core mission: delivering life-saving support through our Suicide Crisis Hotline and our Information and Referral Services.

At the heart of our work is a singular goal: to reach individuals before they reach a point of no return—to offer hope, help, and a way forward before suicide feels like their only escape. Whether we're working with individuals struggling with mental illness, addiction, developmental disabilities, homelessness, poverty, or family challenges, our purpose remains the same: to be a lifeline. We are the safety net for the communities we serve.

Like many in our field, we faced significant challenges this year, particularly with workforce shortages. Yet through it all, our dedicated staff rose to the occasion, going above and beyond to ensure no call for help went unanswered. Their commitment to our mission—improving lives by providing immediate, comprehensive services and connecting people to vital community resources—never wavered.

This year also marked major milestones. We were proud to play a vital role in the national launch of the 988 Suicide & Crisis Lifeline. Though it began as a soft rollout, awareness of 988 is growing daily, and we're honored to be at the forefront of this critical initiative. Additionally, our Family Success Network, funded through the Ohio Children's Trust Fund, has expanded to four more sites statewide. Our local FSN staff have been instrumental in mentoring these new teams, helping them replicate our model of family-focused support.

As we look ahead, I want to extend my deepest gratitude to the stakeholders, funders, providers, and communities we serve. Your partnership and belief in our mission make this work possible.

Here's to continuing our journey—together.

Vince Brancaccio, MSSA, LISW-S

Help Network of Northeast Ohio is governed by a 16-member Board of Directors. Operations of the agency, its programs, and special projects are the responsibility of the CEO who is a non-voting member of the Board. Staff includes 38 full-time and 20 part-time employees. Help Network of Northeast Ohio includes trained crisis workers, peer specialists, and licensed mental health professionals.

Board of Directors

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 Attorney John Ams
 Lynnette H. Bilal
 Rick Dearing
 Erica Brown Fire
 Amanda Frost
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 David Oaks
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 Justin Rance
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Executive Team

Vince Brancaccio, MSSA, LISW-S
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 Danielle Adair, MBA
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 Samantha Neral, MBA
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Chief Executive Officer
 Chief Clinical Officer
 Director of Finance
 Director of Operations
 Director of MVDRS
 Director of Housing & Homeless Services
 Director of Peer Support Services
 Director of I&R and Crisis Services
 Director of Payeeship
 Director of Family Success Network

Accreditations





Crisis & Information Services

Crisis Intervention & Suicide Prevention
211 Online Database and Texting
WarmLine / Peer Support

Programs

Community Center
Coordinated Entry
Family Success Network (FSN)
Housing Program (MCHOP)
Intensive Guardianship
Mahoning Valley Dispute Resolution Services (MVDRS)
Payeeship
Peer Resource and Recovery Center (PRRC)
Project for Assistance in Transition from Homelessness (PATH)


Recovery, Education, and Support Groups

Mental Health Prevention
Special Navigator for Families with Special Needs
Survivors of Suicide
Victims Assistance

Agency Affiliations

Help Network of Northeast Ohio is licensed by the Ohio Department of Mental Health and Addiction Services (OMHAS) in the following areas:

Behavioral Health Hotline Service	Supplemental Service - Housing
Peer Recovery Services	Supplemental Service - MCHOP
Prevention Services	Supplemental Service - PATH
Information and Referral Service	Supplemental Service - Payeeship
Supplemental Service - Community Center Services	Supplemental Service - Recovery Services
Supplemental Service - Dispute Resolution	Supplemental Service - Special Navigator
Supplemental Service - Guardianship	Supplemental Service - Warm Line



Major Funders

Mahoning County Mental Health and Recovery Board
Trumbull County Mental Health and Recovery Board
Columbiana County Mental Health and Recovery Services Board
Ashtabula County Mental Health and Recovery Services Board
Direction Home of Eastern Ohio
State of Ohio Office of Attorney General
United Way of Youngstown / Mahoning Valley
United Way of Trumbull County
United Way of Northern Columbiana County
Emergency Food and Shelter Program
The Youngstown Foundation
Peg's Foundation
City of Youngstown Office of Community Planning and Economic Development
U.S. Department of Housing and Urban Development
U.S. Department of Health and Human Services
Community Foundation of the Mahoning Valley
Ohio Children's Trust Fund
Ohio Mental Health and Additional Services
Ohio 211

Annual Fundraiser - Golf Outing

We hosted 37 Teams / 144 Golfers. We raised over \$21,000 for our agency.

Hole in One Sponsors:

Family & Community Services / Axess Pointe
Mercy Health Foundation Mahoning Valley
The Conti Corporation

Ainsley Heating & Cooling
Dearing Compressor & Pump Co.

Eagle Sponsors:

Compco
ECMSI
Industrial Insulation & Coating LLC

Marucci & Gaffney Excavating
Morrone Mechanical
Ross Griffin Memorial Foundation

CRISIS HOTLINE 2024 FACTS

154,446+

HNNEO IMPACT IN 2024



91,917+

211/Community Services Hotline Calls

988

3,313+

National Suicide/Crisis Lifeline Calls



1,659+

WarmLine Calls



14,185+

Food Pantry Texts



15,391+

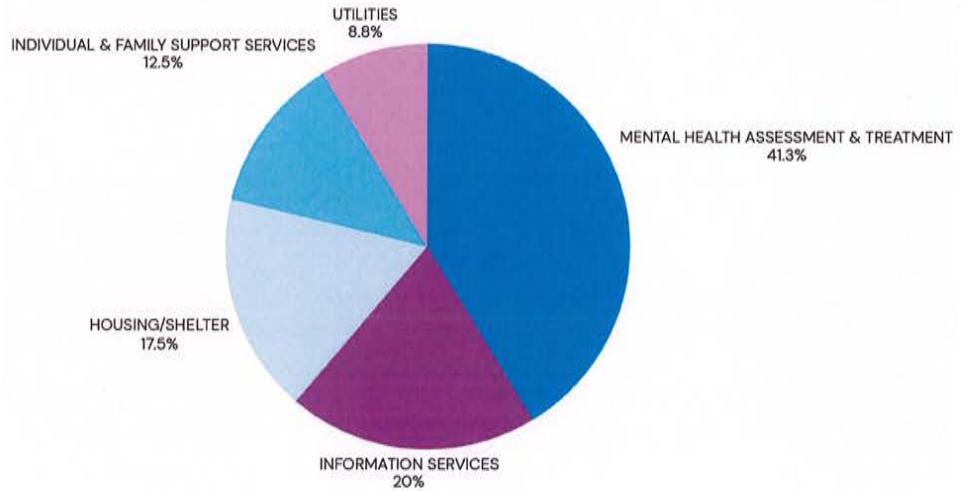
211 Database Web Searches

Help Network of NEO connects people in need with services, 24 hours a day, 7 days a week. Providing hope by phone, text, and through our online resource database.



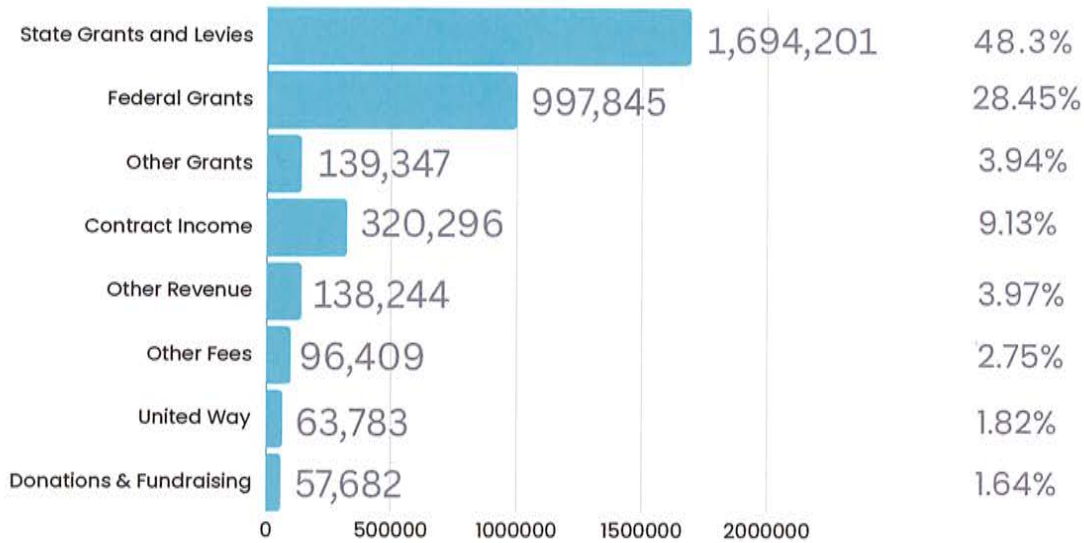
Counties Receiving Help Network Assistance

TOP 5 NEEDS

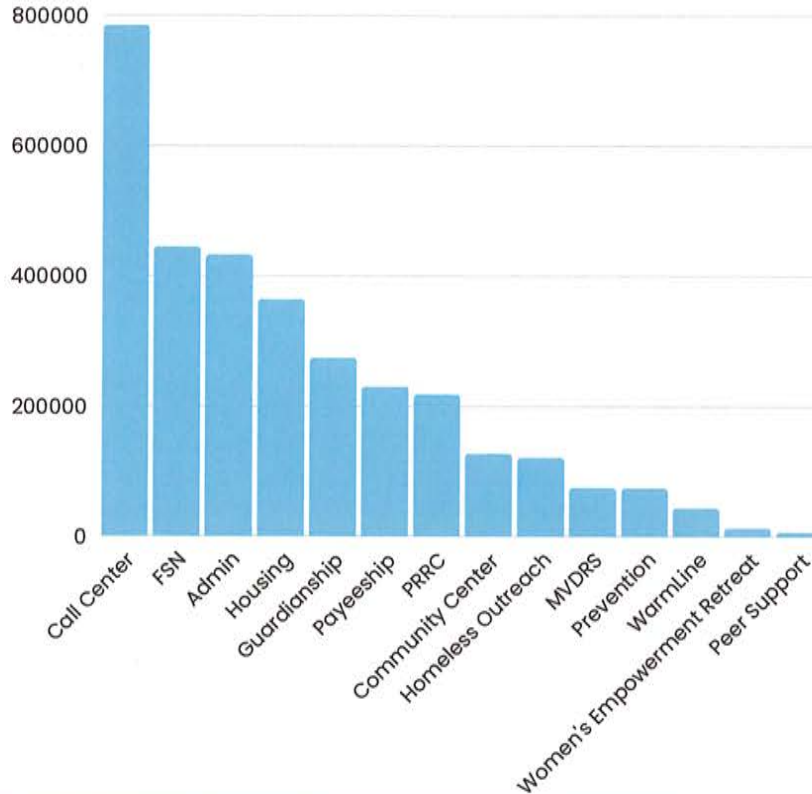


Financial Reports

HNNEO Income
3,507,807



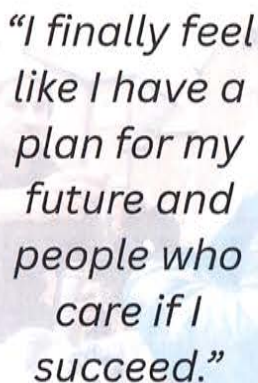
HNNEO Expenses
3,208,225



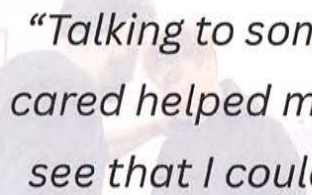


helpnetwork


OF NORTHEAST OHIO



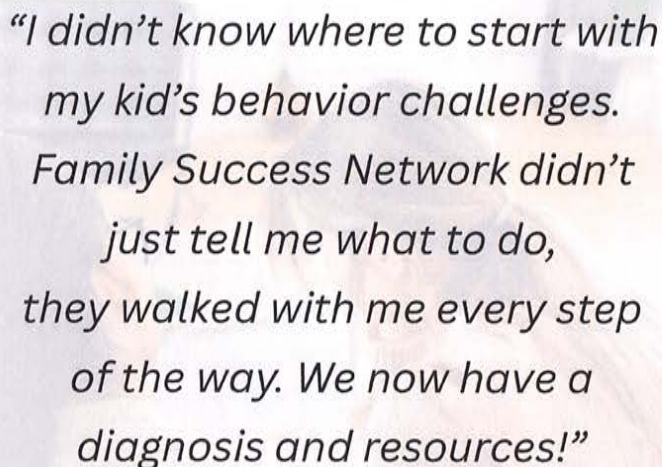
"I finally feel like I have a plan for my future and people who care if I succeed."



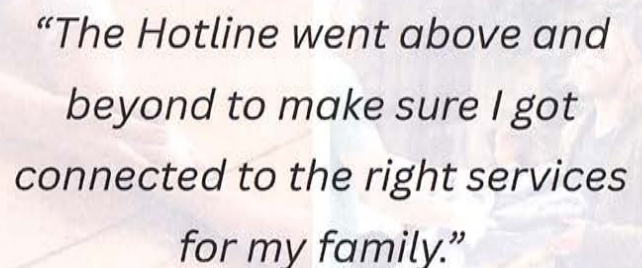
"Talking to someone who really cared helped me calm down and see that I could get through it."



"The staff with PATH is exceptional."

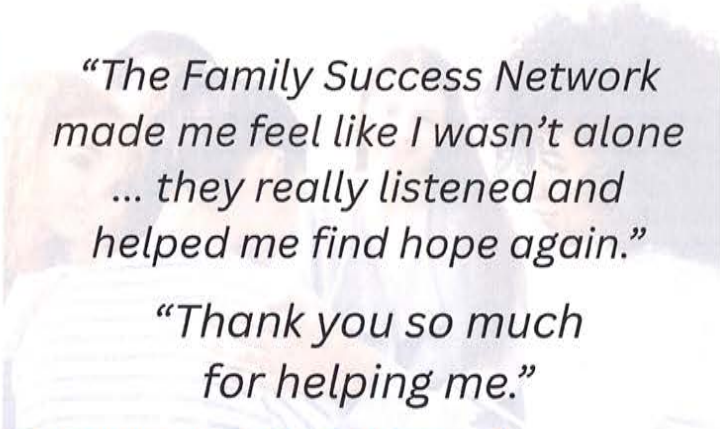


"I didn't know where to start with my kid's behavior challenges. Family Success Network didn't just tell me what to do, they walked with me every step of the way. We now have a diagnosis and resources!"



"The Hotline went above and beyond to make sure I got connected to the right services for my family."

"Help Network has been so supportive through one of the worst experiences of my life."



"The Family Success Network made me feel like I wasn't alone ... they really listened and helped me find hope again."

"Thank you so much for helping me."

ANSWERING THE CALL

CARING FOR ALL

HELP IS HERE

