



# ANNUAL REPORT

2023

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## Why Give an Hour

Our Nation is in a mental health crisis. There is a critical shortage of mental health professionals, resulting in an alarming ratio of just 1 professional for every 350 people in need of mental health care. Moreover, those affected by human-made trauma face additional disparities that hinder access to quality services. At Give an Hour (GAH), our innovative approach is individualized, responsive and informed, enabling us to be at the forefront of customized mental health care. For Life.

## Give an Hour North Star, Mission, Strategic Goals, & Values



### Our North Star

We envision a society in which every individual is equipped with the knowledge, resources, and opportunities to take charge of their mental health journey. We promote self-awareness, self-care, and self-advocacy that empowers individuals to make informed decisions and actively participate in their own mental wellbeing. Together, we will ensure every individual has the opportunity to live a mentally healthy, fulfilling, and purposeful life.



### Our Strategic Goals

1) to impact 8 Million Americans via stigma-free, no-cost mental health services and support.

2) to be the premier platform of choice for 50,000 mental health professionals, wellness ambassadors, and peer supporters.



### Our Mission

Give an Hour's mission is to develop resilient individuals and communities and grow our social impact through responsive, scalable, and individualized mental health programs aimed at closing access and delivery gaps.



### Our Values

Give an Hour's organizational values serve as our compass, guiding us through challenges, ensuring alignment with our mission, and propelling us toward the achievement of our strategic goals.

- Seek Excellence
- Be Curious
- Lead with Integrity
- Embrace Humility
- Inspire Entrepreneurship



## Message from Give an Hour CEO

***We recognize that our greatest asset lies in the strength of our team.***

**As we reflect on the past year, I am filled with a profound sense of pride in what we have accomplished together. Our journey has been one of purpose, passion, and perseverance, and our collective efforts have been pivotal in shaping our trajectory towards achieving our strategic goals.**

In the past year, we have solidified our North Star, anchoring ourselves firmly in our mission to provide accessible mental health support to those who need it, specifically individuals and communities who have experienced human-made trauma. With our approach in mind, our Give an Hour products and services have been fine-tuned to ensure they meet the diverse needs of our community.

In parallel, our concerted focus on fostering a robust internal culture through the implementation of the Principle-Based Management, as a returning catalyst partner with the Stand Together Foundation, has yielded tangible results, underscoring our commitment to cultivating a cohesive and empowered workforce. We recognize that our greatest asset lies in the strength of our team, and this requires dedication and work by all staff at Give an Hour. Just like a commitment to any true change, it takes concerted communication and effort. This past year we have invested the time and are seeing results as well as where we still need to lean in.

Looking forward, our strategic imperative lies in addressing gaps in mental health education and services. The statistics speak volumes: with millions grappling with mental health conditions and a staggering fewer number of licensed providers, the United States faces a crisis of unprecedented proportions. There is an increasing recognition of mental health needs, yet there remains a relentless demand against a dearth of mental health professionals, disparities in access to care, and lingering effects of the pandemic. This is where Give an Hour thrives—we pour into mental health professionals, lift up lived experience peer support, empower wellness ambassadors, and prioritize individualized mental health content in our organizational education resources and training.

Amidst this backdrop, our work has never been more vital. Since 2005, Give an Hour has long been at the forefront of mental health conversations. Our commitment to offering no-cost, confidential, and barrier-free access to mental health services and support has paved the way for empowerment and advocacy, challenging stigma and fostering resilience. We are in awe of the generosity of the mental health providers who choose to be part of our mission, individuals with lived experience driven in their healing to also help others heal, our wellness ambassadors committed to action and advocacy in the places they live, work, and socialize, the partners and investors who make this work possible, and our board of directors and team members who bring their talents and hearts to this work every day.

Years of listening and refining our approach positions us to bridge our nation's mental health care gap. As we continue to listen intently, lean in, learn, and lead the way, we predict an active 2024, guided by our shared mission and fueled by the knowledge that together, we can make a difference.



Trina Clayeux, Ph.D.  
Give an Hour CEO



## Message from Give an Hour Board Chair

**“ We were able to reach 3.6M people in need of mental health service and support.”**

**The year 2023 continued to challenge our society with images of new and protracted conflicts abroad, increases of gun violence and racism on our streets, and a growing chasm between those in need of mental health services and qualified, trained providers. In Give An Hour’s 18th year of service we continue to expand our services in support of our 5-year plan to reach 8.0M people most affected by human-made trauma.**

GAH’s Board of Directors is deeply committed to the mission, our staff, and those we serve. We work closely with the staff to support efforts including the Stand Together Foundation Catalyst Impact Grant Program. The program is based on engaging in personalizing Principal Based Management, adopting a customer-first measurement and customer roadmap, and solidifying an empowerment-based mission, vision, values, capabilities, and point of view.

Together, we celebrated the launch of peer support for each of our populations served along with our first peer facilitator trainings. Greater exposure for GAH was created with the Freethink original series along with YouTube Shorts, ReachTV NFL spots, SELFISH book launch, podcasts and presentations, and a media tour for the workforce toolkit. The net result of this effort is that this year we were able to reach 3.6M people in need of mental health service and support.

While no doubt 2024 will continue to present great challenges, and charged debate on our nation’s national stage, the Board of Directors and I are buoyed by the continued momentum that will see the organization expand access to nonclinical mental health services through Wellness Ambassadors and Peer Supporters, grow its clinical and nonclinical network and continue to innovate the ways in which we reach those most in need. I thank you sincerely for your continued support in this most important and pressing mission of closing the access and delivery gaps to mental health care.



Sean Howard  
Global Managing Director  
WPP Government & Public Sector Practice

## Message from the Staff

Throughout the past year, our primary focus has been on cultivating a thriving organizational culture, a task demanding dedication, time, and energy. Despite these challenges, we have remained steadfast in practicing what we preach—creating a happy, healthy workplace environment at Give an Hour.

Collaboration and innovation are not just buzzwords at Give an Hour; they serve as fundamental pillars driving our internal culture forward. We acknowledge their pivotal role in bringing about positive change, benefiting both those we serve and our professional advancement.

A significant portion of our internal efforts over the past year has been dedicated to deeply integrating our core values—integrity, excellence, and humility to name a few—into our operations. These values were collaboratively crafted by all staff, yielding insights that have enabled us to address challenges, strengthen alignment with our mission, and implement necessary changes.

By adopting a bottom-up approach tailored to Give an Hour's unique context and harnessing the diverse talents and perspectives of our team, we recognize the substantial time and dedication our staff has invested in Principle-Based Management. This commitment has empowered us to proactively tackle challenges and seize emerging opportunities, fostering a sense of ownership and investment among our team members.

As a culmination of our efforts, each manager concluded the year by developing a strategic plan for their respective Give an Hour products and services based on feedback from our customers. This not only underscores our dedication to ongoing professional growth but also solidifies our organizational resilience and adaptability.

“Joining this vibrant team has been a revelation. Witnessing the seamless integration of our core values into our daily operations has been nothing short of inspiring. As we move forward, I'm am enthusiastic about infusing my bold, disruptive, and innovative approach into our inventive organization. Together, we naturally harness our collective talents as a team to pioneer positive change and foster personal growth for each of us in the exciting year ahead.”

**Ryan Young**  
Marketing Manager



## Who We Serve & How We Do It

### Customers

Give an Hour's focus is on serving the **15% of individuals impacted by human-made trauma who will benefit from customized support**, emphasizing the importance of understanding their unique experiences and the healing power of human connection.

In the past calendar year this has included service members, veterans and loved ones, rare disease caregivers, those impacted by mass and interpersonal violence, workforce trauma, health professionals, parents, and individuals touched by suicide.

### Products

Our core products include customized mental health training and education, peer support, and clinical one-to-one therapy.

Give an Hour aligned its products and services by incorporating insights from a board-inspired environmental scan and drawing on our extensive experience in supporting trauma survivors. Additionally, we prioritized a customer-centered approach to ensure that our services effectively address the needs and gaps in care.



Our Approach Creates *Multiple Pathways* to Healing

## Big Change for Big Impact

### Catalyst Impact Partner Commitment

In 2023, Give an Hour was competitively selected as a Stand Together Foundation’s Catalyst Impact Grant Program partner, an initiative cultivating a group of the country’s most transformative nonprofit organizations that demonstrate a better way to make a difference in the lives of individuals and create lasting change. Give an Hour is one of the first 25 recipients and the only mental health organization to receive this 3-year, 300K grant.

As a Catalyst Impact Partner, Give an Hour will:

#### Customer- First



Model a “customer-first” impact vision. Catalyst Impact Partners will participate in Stand Together Foundation’s pioneering measurement approach to understand impact through customer feedback.

#### Principle-Based Management



Advance a management culture that empowers employees. Catalyst Impact Partners will focus on leveraging Principle Based Management to empower their employees to empower the people they serve.

#### Empowerment Identity



Build the movement toward empowerment. Identify with and advocate for a culture of openness, dignity, mutual benefit and empowerment among philanthropists, nonprofits and the broader social sector.

#### Customer-Centric Impact Vision: A Continuous Cycle of Listening and Adapting

In order to put customers first, we spent time solidifying who Give an Hour serves. The answer is many! From Mental Health Professionals who volunteer with us, clients receiving support, customers in our peer support groups, corporations and other organizations that we support with mental health training, funders, partners, and others.

Give an Hour has many types of customers that we keep top of mind. In our commitment to putting customers first, we implemented a measurement approach, to included the hiring of a Data and Measurement Manager.

A robust survey system and a cadence of national and monthly surveys were distributed to allow us to glean valuable insights directly from you- our fellow mental health warriors. Caring for mental health goes beyond diagnoses; it’s about understanding each individual’s unique journey with empathy and compassion. These surveys started our process of measuring how well we are putting our customers first, how effective our work is, and identify where we need to pivot.

#### Empowered Management Culture: Principles, Perspectives, and Values

Empowering our employees is key to delivering exceptional service. Aligned with the Catalyst Impact Partners ethos, we’ve embraced Principle Based Management (PBM). Part of PBM is ensuring that we are all operating with the same understanding and are clear about our organizational goals and values. With that in mind, we started by collaboratively defining our North Star. We then moved onto our organizational values, points of view, and capabilities.

Devoting time to collectively pinpoint this essential framework of the work we do supports our shared goals and safeguards against straying beyond our areas of expertise, thereby delivering our customers the highest quality work possible.

Additionally, leadership initiated regular "Happy Healthy Meetings" with each staff and the CEO and COO. These meetings are solely dedicated to identifying ways we can better support staff, fostering open dialogue to discuss areas for improvement as well as what is working well within the organization.

In  
partnership  
with

Stand  
Together  
Foundation.



Identifying this framework marked just the beginning of our journey; the real test was in translating them into daily actions. Operating authentically within a value-based framework isn't the norm in American business. But at Give an Hour, it's our commitment. While we're all deeply passionate about our mission and dedicated to delivering top-notch service and products, we're also human. Maintaining curiosity amidst differing opinions, embracing feedback with humility, and accepting imperfection as we strive for excellence with a customer-centric approach is a challenge that demands continuous effort to ensure alignment and unity among us.

Over the past year, we invested in the evaluation of our staffing needs, aligning them with our evolving mission to meet the changing landscape of mental health in our country. Part of this process has involved internal support where the lived experience and technical skills of staff are fortified with upskilling opportunities and leadership development, further advancing our organizational capacity. Through this process, we've not only adapted but thrived, embodying our commitment to continuous improvement and excellence in our endeavors.

Entering the second year of our three-year partnership with Stand Together, Give an Hour stands ready to persist in our attentive listening journey, drawing on the valuable insights gained from our community. Internally, our commitment lies in embracing a grassroots approach, capitalizing on the robust foundation constructed over the past year. Our steadfast focus remains constant – delivering the utmost quality of mental health care to all those we serve. We are optimistic about the positive impact and transformative changes that lie ahead for 2024.



- ✓ North Star, organizational values, customers and products solidified
- ✓ Invested in manager positions for partnership, measurement, and marketing
- ✓ Launched customer centered approach for mental health training and support
- ✓ Initiated organizational changes to align values and management
- ✓ Implemented cohesive measurement strategy to ensure products are rooted in customer focused needs



**Rebekah Wilbur**  
Design Manager

“Living authentically within these values is, undoubtedly, challenging. It requires a deliberate effort to step outside our comfort zones, resisting the temptation to revert to familiar but unproductive behaviors. In my journey, I've found that approaching my work and relationships with genuine curiosity is key. This mindset not only fosters my creative thinking but also encourages me to bring forward ideas, however unconventional they may seem. I am convinced that this method enriches our work, making it more authentic, innovative, and entrepreneurial.”

## 50,000 Mental Health Volunteers by 2027

Give an Hour will be the premier platform of choice for 50k skilled volunteers, which include:

Mental Health Professionals	p 11-12
Peer Supporters	p 13-15
Wellness Ambassadors	p 16



### A Nation in Crisis

#### One Mental Health Professional for Every 350 People in Need of Care

With more than 59 million individuals with mental health condition and roughly 569,000 licensed mental health providers, the United States is in the midst of a mental health crisis. There is just 1 mental health professional to every 350 people seeking care. Racial injustice, a global pandemic, and economic disparities have contributed to reported increases in depression, anxiety, post-traumatic stress, and substance abuse disorders (Vahratian, et al., 2021). Rates of suicide have increased by 4% from 2020 to 2021, following two years of steady declines.

**Give an Hour's peer supporters, mental health professional network, and wellness ambassadors stand as vital components of the solution to the mental health crisis that our nation is experiencing.**

## Mental Health Professionals

### Supporting our Volunteer Network

Since 2005 our mental health professional network has been providing no-cost mental health care to individuals that Give an Hour serves. As the world has entered a new understanding of mental health and wellness after the COVID Pandemic, we have also identified that we need to support our mental health professionals to decrease the high levels of burnout that is being experienced in the profession.

Even though we still ask our network to provide mental health services to those who have experienced trauma, we have further prioritized supporting them as one of our customers with the same products and services we use to support the survivors of trauma. This includes enhanced professional skill development, provider support systems and reinforcements, and building their self-reliance and self-care as professionals.



### C.E. Accreditation

With the support of the Tresemer & Wasily Family Foundations, we achieved significant milestones, hosting a total of 15 training sessions that provided 56 hours of Continuing Education (CE). These events attracted 1,259 providers. These training courses granted continuing education hours through APA, NBC, and NASW at no cost to the provider.

Some of these trainings included: Clinical Considerations When Working with Veterans; Suicide Assessment, Treatment and Management; Intimate Partner Violence in Culturally Diverse Groups; Culture in Practice: Addressing the Mental Health Needs of Afghan Refugees in Diaspora; Empathy & Justice in Action; Mass Violence, Trauma and the Promotion of Victim-Centered Recovery Efforts.

### Networking



We organized 12 networking groups with 94 registered participants, and 54 providers actively attended.

### Onboarding



Last year, we welcomed a total of 120 providers who enrolled with Give an Hour.

### Partnerships



We established 8 new partnerships with other mental health organizations, enhancing the support for our providers.

“Supporting mental health professionals isn't just about their wellbeing; it's about the well-being of everyone they serve. By uplifting those who dedicate their lives to healing, we strengthen the foundation of mental health care for all.”



**Andrea Cobb-Jenette**  
Program Manager (Provider Relations)

## Provider Survey

In 2023, we also conducted a comprehensive survey among our providers to understand their needs and preferences for the future of Give an Hour. The survey data provides valuable insights into the interests and engagement levels of our providers.

- ✓ 53% of providers in our network felt involved and participated in the survey.
- ✓ Of those who also participated, 55% felt valued.
- ✓ 28% reported feeling engaged a few times per month.
- ✓ 28% believe that Give an Hour should work on improving communication, referral services, and resources, all of which have been initiated.

## Survey Findings

Providers shared with us that they are interested in the following areas:

*Understanding these percentages across various categories has been instrumental in shaping our goals and strategic plan we are calling the “Year of the Provider” in 2024. This data-driven approach ensures that our initiatives align closely with the needs and expectations of our Provider Network.*

- ✓ 54% of surveyed providers expressed a desire for access to a client management system.
- ✓ 56% indicated an interest in accessing a telehealth platform.
- ✓ 13% expressed a need for more helpful resources.
- ✓ 8% showed interest in networking opportunities.
- ✓ 28% expressed a desire for educational opportunities; the main topics of interest included violence and crime, military competency, and suicide prevention.



After volunteering with Give an Hour for over ten years, I realize how much I have grown and learned from this experience. I've gained tremendously from the opportunities I've been given in the past to make presentations to groups I would otherwise have had not access to, such as the staff of an inmate facility and an organization addressing the needs of Americans in Afghanistan. In addition, the trainings and CEs offered through GAH have been useful and greatly appreciated. Thank you for making these and other experiences possible.

- Give an Hour Provider



## Peer Supporters



Peer Support is a **sustainable, reciprocal avenue for connection, empathy, understanding, and healing** that complements traditional mental health care.

Peer Support is a model that fosters sustainable healing. It is a person centered approach that empowers our customers to take control of their own journey toward resilience.

We use an evidence-based peer support model, Trauma Informed Peer Support or TIPS, that is designed to empower individuals with knowledge and connection to support others during their healing journeys.

This model can be customized to meet the needs of specific peer populations. These peer supporters are not mental health clinicians but offer trust and insight from their lived experience and skills.

Peer Supporters offer their unique lived experience to provide support focused on advocacy, education, mentoring, and motivation. They receive training and guidance from a team that includes facilitators and mental health professionals.

At Give an Hour, we believe including peer support in our mental health services offers a person-centered option for additional support.

## Peer Support Capabilities

Providing peer support allows us to enhance the accessibility of mental health resources nationwide and offers our customers an additional support option that overcomes the traditional challenges associated with other mental health services.

In late 2023, GAH Formalized Our Peer-Support Offerings & Capabilities to Bring You:



### Peer Training

Trauma-Informed Peer Support (TIPS)



Give an Hour  
**TIPS Certified**

We train individuals in the Trauma Informed Peer Support model to support healing and efforts to support others.



### Facilitator Training

TIPS Group Facilitator



Give an Hour  
**TIPS Facilitator Certified**

We support individuals who want to become Peer group Facilitators with additional training and access to clinical oversight.



### Peer Support Modelling

Consultation about Peer Support



Give an Hour  
**Peer Group Consulting**

We work with organizations and communities who want to add peer support as a mental health tool to the populations they serve.



### Building Communities Through Peer Support

**The Numbers for 2023:**



**57 Trained Peer Supporters**



**66 Support Groups**



**5 General TIPS Trainings**



**1 Rare TIPS Training**



**1 Peer Support Facilitator Training**

## Enhancing Our Peer Support Model

- Formalization of a dedicated managerial position solely focused on Peer Support within the organization to ensure quality, consistency, and personal touch for each Peer Supporter.
- Team upskilling with specialized TIPS training and several members obtaining certification as medical peer support specialists (CA). These initiatives represent foundational steps towards the cultivation of a robust peer support infrastructure in anticipation of replication and scale of these efforts in more communities.
- A pivotal aspect of our progress was the standardization of our peer support model, a development that promises to streamline and enhance the effectiveness of our support services.
- The curriculum followed by all peer support groups was grounded in a trauma-informed approach and enriched with the integration of customer insight.
- Resources were dedicated to the creation of a facilitator training program and the establishment of comprehensive guidelines, ensuring consistency and quality across all facets of our peer support initiatives.
- Established five virtual, no-cost peer support groups tailored to individuals with lived experience as military veterans, rare caregivers, survivors of interpersonal violence, survivors of mass violence, and those affected by financial fraud. Groups offer regular, consistent, and confidential support that provides mental health and wellness connections that complement existing mental health care services.



## Testimonials



The group was so amazing... they were in tears at the end saying they were so grateful for the group, such a powerful feeling.



By looking at similarity of others' lives, it was helpful to understand better what my family is going through.



**Molly Maurer**  
Program Manager (Peer Support)

"It's been amazing to see the different points in which their mental health journeys intertwine, allowing them to draw strength from each other's experiences. This natural exchange enables them to step into leadership roles within the group, empowering them to embrace their healing journeys in entirely transformative ways."

## Wellness Ambassadors

**A 250% increase in program growth in our first full year.**

In 2023, we celebrated the inaugural year of our Wellness Ambassador program, a significant milestone in our mission. By year-end, we proudly welcomed close to 1,000 dedicated individuals who volunteered to join us in fostering strong, resilient individuals and communities. Towards the end of the year, we initiated comprehensive measures to empower our Wellness Ambassadors, equipping them with practical guidance, evidence-based strategies, and continuous support networks to enact positive change.

Designed for individuals passionate about promoting mental health and well-being in their communities, our program prioritizes flexibility and convenient online access for seamless engagement.

Throughout 2023, the Wellness Ambassador program experienced remarkable growth, expanding by nearly 250%. Participants showed increased engagement by actively participating in Give an Hour panel discussions and training, assuming roles as peer supporters, organizing awareness events, fostering community through the Give an Hour Wellness Ambassador Facebook group and Wellness Hour Meetups, and offering administrative assistance directly within GAH's Mental Health Provider program.



"I recently joined Give an Hour as a Wellness Ambassador. I am excited to be a part of this important community driven organization!"

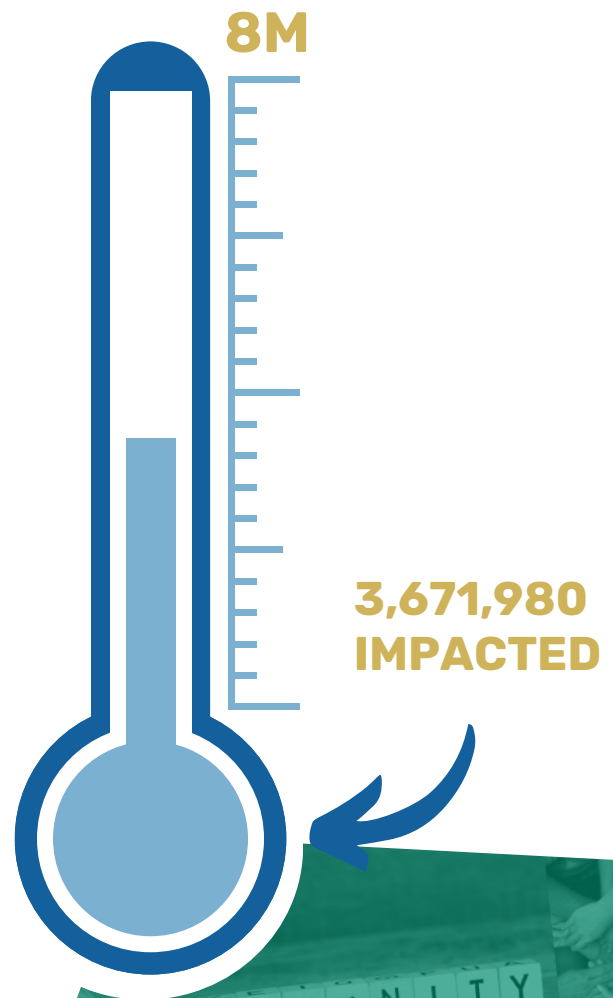
**Susan**



## 8 Million Individuals Impacted by 2027

Give an Hour offers mental health services to individuals who have experienced trauma and while also placing importance on our collaborative Partnerships, dedicated Give an Hour Ambassadors, and general mental health education efforts, which collectively broaden our reach. This past year we offered programming in the following areas:

Military and Veterans	p 18-20
Mass Violence	p 21-25
Interpersonal Violence	p 26-27
Rare Disease Caregivers	p 28
Workforce	p 29



**Julie Wells**

Director of Program  
Development

"Investing in mental health programs isn't just about healing individuals; it's about **nurturing the resilience of communities** with the empathy and hope that we are all searching for."

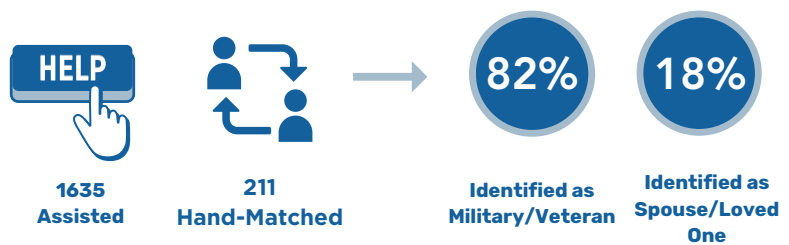


## Military and Veterans Programming

**The military and veteran community, our legacy customer, continues to inspire us. Our commitment is to ensure no one waits in despair. At Give an Hour, the current average wait time from initiating contact to being matched to care is 5 days.**

Many individuals turn to Give an Hour after exhausting other avenues, worn down by persistent barriers to care. Give an Hour stands out through our commitment to personalized care, directly connecting clients with available providers, and ensuring a match that aligns with the client’s preferences and needs. This hand-matching process is facilitated through a dedicated provider referral system portal and our Program Manager for Customer Relations, establishing a connection that sets the stage for a supportive and impactful relationship between client and provider.

**The current provider commitment is 1 client per week pro bono for a year. Over the last 12 months, Give an Hour assisted 1,635 individuals across all 50 states who identified themselves as part of the military community: 1,342 veterans and 293 loved ones.**



- Agitation, Withdrawal, and Hopelessness are the most reported signs of suffering.
- The average emotional wellness score at the time of referral was a 4 (1=excellent emotional wellness, 7=very poor emotional wellness).
- 92% of survey respondents reported they felt Give an Hour services met their mental health needs
- 67% of clients reported it was easy to navigate our site.
- Our highest number of referrals come from CA, FL, NC, TX, VA, and GA. We’ve also provided services to individuals in Guam, the U.S. Virgin Islands, and Puerto Rico, ensuring we’ve reached people in all 50 states and some territories.

Following two decades of conflict, post-9/11 veteran suicide rates have persistently risen, surpassing national suicide rates in the United States. In response to the yet-to-be-determined onslaught of mental health challenges, GAH is poised to continue our response of providing tailored support through one-to-one matching with trained mental health providers. At present, mental health wait times can range from a few days to more than 275 days, with an average of 33 days while the wait time for community-based clinicians was 43.9 days (Feyman, et al., 2022). Our strategy, consistently facilitating matches for client referrals within five days or fewer, is designed to mitigate risk factors, bolster protective mechanisms, and alleviate distress by ensuring faster access to care, thus preventing unnecessary suffering.

*-With the Support of Generous Funding from The Wasily Family Foundation*

## Goal 2: 8M Individuals Impacted

With the generous support of the Veteran's United Foundation, Give an Hour has played a pivotal role in transforming the lives of many by addressing emotional well-being and mitigating the effects of trauma. Our commitment to the military community has enabled us to foster change and make a lasting impact. We have expanded access to mental health services, empowered military members and veterans with the skills to address their mental health needs, and equipped providers with innovative treatment approaches to ensure competent care. Give an Hour is proud to be a catalyst for change and remains steadfast in our commitment to providing top-notch mental health care for military service members, veterans, and their loved ones.

### Veteran Peer Support Groups

Give an Hour hosted 10 Military Peer support groups facilitated by a trained clinician during the spring and summer of 2023. Beginning in November 2023, the group was facilitated by a GAH-trained peer supporter who is a veteran.

Our Veteran Peer Support Groups provide a confidential and nurturing space for veterans to:

-  **Share Their Experiences:** Engage in open and genuine dialogue, sharing personal journeys with a group that comprehensively grasps the distinctive challenges and successes encountered in military life.
-  **Experience Empathy and Connection:** Forge meaningful connections with fellow veterans who truly understand and relate to their experiences. This shared narrative fosters a sense of validation, creates a robust support network, and cultivates an environment filled with empathy, encouragement, and compassion.
-  **Access Emotional Support:** Benefit from a steadfast network of support, gaining emotional strength from peers who intimately understand the highs and lows unique to military life. This collective support enables veterans to tackle challenges, surmount obstacles, and revel in triumphs, all while forging enduring friendships.
-  **Gain New Perspectives:** Engaging in peer-to-peer conversations exposes veterans to a diverse range of perspectives, insights, and coping strategies. By listening to others and sharing their own experiences, veterans can broaden their understanding, learn valuable skills, and explore new approaches to their personal growth and well-being.

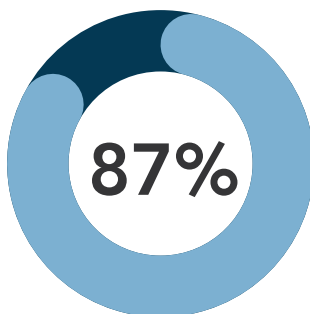
Elevating and educating about the needs and experiences of military veterans and their loved one continues to be a focal point of the work of Give an Hour. In the last year we published first-hand accounts from veterans, experts and spouses about topics related to the military experience.



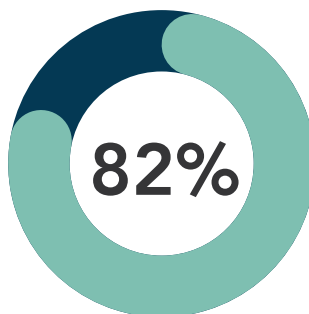
## Goal 2: 8M Individuals Impacted

As part of Give an Hour's unwavering dedication to enhancing mental health and resilience within the military community, we had the privilege of overseeing a transformative Peer Support cohort at a large active duty Army base. In fact, this past year we entered into our first-ever MOU with the Department of the Army, aimed at decreasing suicide rates and increasing resilience through the provision of customized psychoeducation and peer support training.

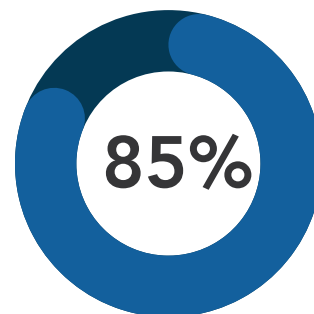
This inaugural initiative brought together a diverse group of military service members, fostering a space of understanding, empathy, and growth. Through guided discussions, shared experiences, and skill-building exercises, participants connected and practiced supporting one another. The cohort not only strengthened individual well-being but also cultivated a sense of camaraderie. This initiative demonstrates Give an Hour's continual commitment in nurturing the mental health of our brave servicemen and women on and off the battlefield.



of participants said they learned new information



of participants said the instructors presented the materials effectively



of participants said the training was well organized and easy to follow



**"As a result, a friend, a Sergeant Major, recommended Give an Hour, and I was able to immediately get in touch and find a counselor right away."**

**-Sue Kainz**

**"I had such a smooth experience registering, with unparalleled responsiveness, that the turnaround for my being assigned a professional who was an excellent match for my situation surprised me."** -Anonymous GAH Client



**"Give an Hour is that place where Veterans can 'take a knee' during those times. It allows Veterans to discreetly reach out, and lean on a licensed professional with an outsider lens who can thoughtfully guide them."**

**- Anonymous US Veteran, GAH Client**

## Mass Violence Programming

While mass shootings are not the sole form of mass violence, they are the most prevalent in the United States. Regrettably, there were 630 mass shootings across the US in 2023, averaging nearly two per day, as reported by the Gun Violence Archive. Give an Hour had the privilege of providing support to survivors and the surrounding community in three distinct regions.



## SUPPORT FOR ROUTE 91 IN CA

This past year concluded our dedicated three-year grant aimed at supporting survivors of the So Cal Route 91 Heals program. To recap, our support journey began in 2020, when GAH embarked on work in Southern California following two devastating mass shooting incidents. In partnership with the District Attorney's office of Ventura County, So Cal Route 91 Heals was developed to aid survivors of the 2017 Las Vegas Route 91 Harvest Festival and later the 2018 Borderline Bar and Grill shooting. Notably, the Las Vegas event remains the deadliest mass violence event in the United States.

Unlike other events, the survivors of these tragedies spanned many states and countries, making access to services and information challenging. While the Vegas Strong Resiliency Center was established in Las Vegas, additional efforts were needed to support the many individuals who returned home to Southern California after the event.

***There were 630 mass shootings across the US in 2023***

We are grateful for the partnership with the Ventura County District Attorney's Office, California Victim Compensation Board and the Family Justice Center of Ventura County, which ensured our work was responsive to survivor needs.

With a track record of providing barrier-free mental health support to communities impacted by human-made trauma, Give an Hour committed to supporting survivors and their loved ones through various initiatives. These included creating a survivor network, developing a mental health provider list, facilitating in-person and online support group meetings, establishing an online Trauma Resource Library, as well as coordinating and providing access and financial support for memorial and commemorative events.

### Impact of Peer Support with the Route91 Community

Though every community finds its unique way of healing, we heard clearly from survivors and family members that the Trauma-Informed Peer Support project (TIPS) was one of the most impactful interventions introduced into their community toolbox. Informed by Cheri Castellano, MA, CSW, LPC, AAETS, a national expert in the field of peer support after 25 years of experience as the creator of an evidence-based “Reciprocal Peer Support Model,” recognized as a national best practice by the Department of Defense Center of Excellence (2011). Cherie was also awarded the Silver Award for Service Innovation by the American Psychiatric Association for this “groundbreaking” model. TIPS curriculum is a customizable peer support model designed specifically for those affected by trauma.

The effectiveness of TIPS was further confirmed when the Route91 Heals Project was awarded the esteemed Tadini Bacigalupi National Award by the 2023 NOVA Board of Directors. Established in honor of the late Tadini Bacigalupi, one of the founding members of the NOVA Board, this award recognizes organizations that have demonstrated exceptional commitment to volunteer programs in criminal justice and have contributed significantly to the success of the National Organization for Victim Assistance. This award is conferred upon programs that exhibit innovation in service, longevity, quality of services, and exceptional utilization of volunteers.



Give an Hour’s selection as 2023’s recipient of the Tadini Bacigalupi National Award is a testament to its unwavering dedication to the community and groundbreaking approach to providing mental health services.

Give an Hour has consistently demonstrated innovation in its service delivery, maintaining the longevity of its program and ensuring the provision of high-quality services to those in need. The Route 91 Heals project was built alongside the survivor population it served. Those with lived experience were pivotal to informing the programming needs. **The Peer Support program that was implemented will far outlive the funding, as it connected survivors to survivors with enhanced communication and resilience skills.**

- ✓ 278 Support Groups Facilitated
- ✓ 8 Counties Served
- ✓ 50 Community Partnerships
- ✓ 14,442 Website Views
- ✓ 43,334 Social Media Engagements
- ✓ 25 Facilitated Webinars
- ✓ 59 Outreach Opportunities Visited
- ✓ 20 Community Events
- ✓ 410 Survivor/Loved Ones Needs Assessments




“At Give an Hour, we don’t just see symptoms or labels – we see people. Our commitment to a trauma-informed lens means meeting clients where they are, tailoring support to their specific needs. In our customer-centric approach, your feedback guides us, ensuring our services evolve to best serve you. At Give an Hour, we strive to create a culture where mental health support is personalized, responsive, and truly transformative.”





Ashley Keaton,  
Program Manager


## Lessons Learned About Providing Trauma Informed Care and Gathering Data


One of the challenges in collecting and analyzing impact data is rooted in the delicate nature of mass violence victimization and the unintended consequences of processes that seem intrusive or insensitive. While our experience with philanthropy and partners were understanding of these sensitivities, we took into consideration the many complexities of data collection for this population which include the:

- 

Potential to erode trust and/or re-traumatize survivor if the data collection method feels invasive, inconsiderate, or at an emotionally charged interval.
- 

Lack of standardization in the way data is collected which makes it difficult to compare across locations or groups to be of use in informing best practices or standardized national response.
- 

Lack of data sharing from the onset makes it difficult to outreach and determine what resources are needed or which resources are already in place.
- 

Concern that asking participants to respond to a survey will inhibit participation
- 

Challenging of the notion that mental health healing is a linear, upward, and timebound process. Instead, it is a lifelong journey with ups and downs which we see reflected in the data.



*Michael Morisette  
Give an Hour Contractor*

"We have seen that the journey toward healing from such tragedy is unending, as there will always be work to do. Knowing that our efforts made a difference fuels our commitment to continue supporting affected individuals and communities."

## Community Approach to Mental Health Support



Community Investment:  
Forge Collaborative  
Partnerships and Engage  
with Survivors



Walk alongside survivors,  
empower cocreation of  
solutions, develop processes for  
long-term care solutions



Empower & Equip  
Communities  
to take ownership of their  
own healing journey

## SUPPORT FOR UVALDE, TX

Thanks to support from the United Health Foundation, Give an Hour sustained its provision of no-cost counseling and mental health assistance biweekly at the El Progreso Memorial Library in Uvalde, TX.

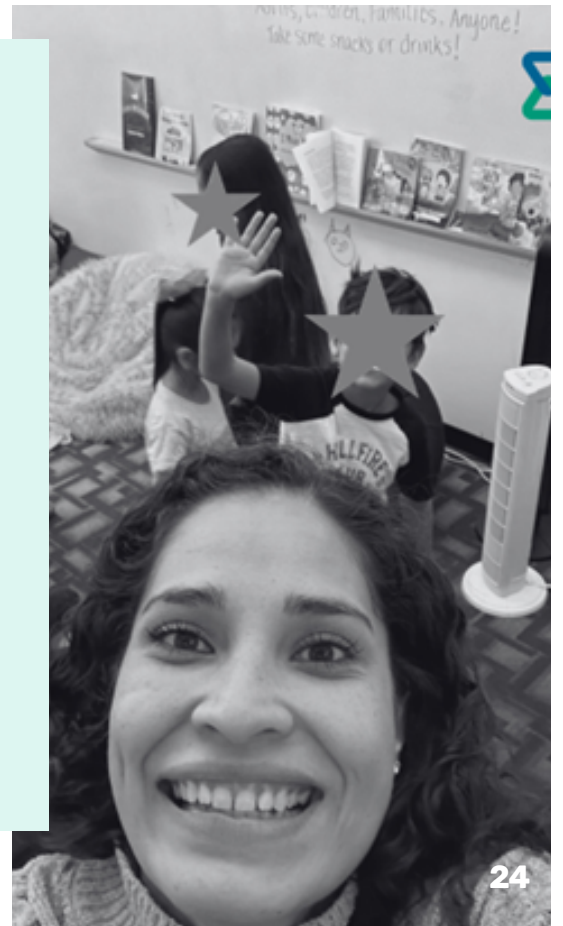
Many in Uvalde continue to struggle with trauma and grief after an incredible loss in May 2022. “After Bob Stead, one of our devoted volunteer mental health professionals, opened a local mental health clinic in the Uvalde community, we were inspired to do even more to support the long-term healing journey of those in need,” said Dr. Trina Clayeux, CEO of Give an Hour.

From providing a Support Toolkit: The next steps after tragedy, in both Spanish and English, to offering virtual peer support groups for professionals and individuals, and connecting the community with direct care, Give an Hour returned to Uvalde to collaborate with local leaders and centers on the ground in 2023.



“Uvalde has heart. Uvalde has culture. Uvalde has resiliency. It always has and it always will. Offering counseling support to the community is an extension of what they’ve always stood for, just in a slightly different way- help for the heart, remembrance of the culture and showing up, even when it’s hard. Join us in continuing to care, continuing to remember and continuing to support Uvalde through the ‘after’.”

Sara Almendariz Rivera, Give an Hour counselor  
providing support to the community





## SUPPORT FOR TULSA, OK

Through collaborative partnership experience and guided by the belief that action must be informed by listening to the needs of survivors, Give an Hour worked to provide mental health support to the Tulsa, OK community—with support from CVS Health Foundation—which was impacted by a mass shooting at St. Francis Hospital in June 2022.

Using the Give an Hour approach, it was found that the unmet service needs were not as apparent. There were many indications that the event had a centralized impact, most of which had been addressed within the community. This reaffirmed the notion that every community has its unique experience in the aftermath of these incidents and those needs may shift or surface in different ways in the future.



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### Local Efforts



**Outreach to Service Providers:** Give an Hour successfully reached out to more than 15 different agencies and service providers. This diverse group included the local police department, various local government agencies, nonprofits, the local parks and recreation department, and educational institutions like local schools and colleges.



**Offer to Host Peer Support Groups:** Ongoing invitation for survivors of the Tulsa even to join Give an Hour's national mass violence peer support group.



**Provision of Mental Health Resources and Tools:** Effectively provided mental health resources tailored for individuals impacted by mass shooting incidents.

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### Key lessons



When it comes to communities dealing with tragedy, in-person support is key. Give an Hour staff, and/or its volunteer mental health professionals, are vital within those communities to foster trust, safety, connection and understanding, and accessibility in order to have a positive impact on the healing journey of survivors of mass trauma.



Give an Hour's national reach is an asset and we know these incidents require trusted individuals to support grass roots efforts. These connections within communities are essential to the tailoring of services to each community's specific culture, needs, and structure.



There will be a lot of support in the form of financial resources and programs through local service providers in the immediate weeks following a mass shooting event, but it is in the 6–18 months after (and beyond) when the help is often sought and much more difficult to find. This is where Give an Hour comes in.

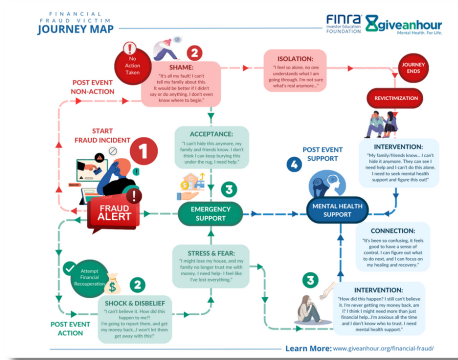
# Interpersonal Violence Programming

## Financial Fraud

In 2023, The FINRA Foundation initiated a collaboration with Give an Hour to raise awareness of the financial fraud victim experience among community allies, including mental health providers, medical professionals, and, by extension, family members of victims, with the aim of enhancing support for victims at the community level.

Give an Hour staff engaged in conversations with partners across the US, focusing on aspects of financial fraud ranging from research to advocacy to direct support for victims of crime. These conversations led to sharing of resources and expansion of Give an Hour’s network of partners to distribute information about tools created and peer support groups in support of victims of financial fraud.

Give an Hour invited individuals with lived experience to inform our journey mapping through participation in both focus groups and individual conversations with 15 individuals providing insights as to their mental health and wellbeing journey--and what they wished they had access to then.



In March 2023, Give an Hour began working with TREND Communities to leverage their social listening process for this project. The intended outcome was to map the financial fraud victim’s mental health and emotional wellness touchpoints to lead to recommendations of gaps in resources and supports that improve knowledge, attitude, behavior and confidence to improve mental health and wellbeing, including when and how to access help.

TREND employed machine learning and natural language processing techniques with an analytics engine to capture the perspective and experiences shared online by people who have reported being a victim of cybercrime in some form. After isolating conversations within domains of interest, TREND leveraged a variety of analytical techniques to characterize the language and emotions associated with these experiences.

The completed journey map, coupled with other work, is being used to inform our mental health clinician training and identify key focus moments in the journey to create psychoeducational materials to bring focus and attention to strategies to mitigate mental health impacts.

At the end of the year, a peer support group was formed and to date 12 financial fraud victims have sought our peer support services.

Financial Fraud Journey Map: Timeline of Emotional Processing



Examinations of the language employed by victims of financial cybercrimes reveal a significant shift over time, with a marked increase in references to their psychological state and usage of words that harken back to the event. This language shift underscores the complex post-traumatic stress response they are grappling with. In the year succeeding the incident, the variety of language they employ to discuss their mental health widens considerably. Among the newly adopted expressions, there is a notable surge in the use of terms that convey negative emotions. Words encapsulating sentiments such as anger, frustration, trauma, guilt, shame, and despondency, among others, become strikingly more common, indicating the prolonged psychological impact these crimes have and reinforcing the complex post-event emotional processing and mental health struggles following these events.



Through collaboration, the FINRA Foundation and Give an Hour are not just raising awareness about financial fraud, but are actively empowering communities to better understand and support victims. This initiative bridges the gap between financial security and emotional well-being.

# Interpersonal Violence Programming

## Enhancing the District’s Response to Trauma (EDRT)

Give an Hour’s Enhancing the District’s Response to Trauma (EDRT) program completed it’s fifth year in the District of Columbia. In collaboration with the District of Columbia Office of Victim Services and Justice Grants, the initiative offered vital free and confidential trauma-informed mental health services to those who are victims of crime in the district. Moreover, participating licensed mental health professionals gained access to trauma-specific educational opportunities, covering essential topics such as mindfulness as a treatment for violence-induced trauma and understanding clients navigating such experiences.



“[This opportunity was] well worth my time. I learned excellent and practical skills that I will be using immediately in my practice. But what was special about this opportunity, was the incredible and helpful connections I made during the breakout rooms.”

-Licensed Social Worker who attended an EDRT Training



client referrals



new providers



of mental health professionals who attended EDRT educational opportunities reported that information and skills gained from the trainings were “extremely useful” for their practice and professional development.

### In 2023, the highlights were the partnerships developed to provide customer-focused services.

- ✓ EDRT introduced a clinician-led support group for crime victims, conducted by licensed professionals from The Healing Palace, a clinic dedicated to assisting inner-city youth and families in overcoming trauma. These groups focused on managing anxiety, grieving the loss of a loved one due to a traumatic event, and addressing depression.
- ✓ Give an Hour initiated the dissemination of a psychoeducational tool, developed with Sustainable Life Solutions, specifically targeting caregiver anxiety and tailored to the needs of family members impacted by trauma, a substantial portion of EDRT’s clientele.
- ✓ Give an Hour implemented enhanced, automated referral, and evaluation tools within its database. This significant endeavor enhanced the organization’s ability to track data, program outcomes, and overall impact, leading to improved service delivery and support.

With the Support of Generous Funding from:



### Rare Disease Caregivers Programming

Thanks to the support of the Alexion Charitable Foundation and AMGEN, GAH leveraged its expertise in mental health to enhance the well-being of rare disease caregivers and care partners. These efforts resulted in the creation of valuable resources benefiting not only caregivers but also mental health professionals and the wider community supporting individuals with rare diseases.

#### Program Highlights

- ✓ Created customized Help the Helper series for Global Genes staff to upskill mental health knowledge and tools while ensuring those supporting patients & caregivers also take care of their own emotional wellness.
- ✓ Give an Hour's Rare Care Peer Support Facilitator was a panelist at the Rare Advocacy Summit and the Cure GM1 International Conference.
- ✓ Assisted Myotonic Dystrophy Foundation's Support Group Facilitators become more equipped to talk about and respond to suicidal ideation through customized training.
- ✓ Supported caregivers of the UCD community by leading a mental health training at the UCD Undefined conference in Chicago, IL.
- ✓ Participated in Horizon Therapeutics (now AMGEN) Rare Mindset Forum with 16 other organizations in the Rare Care community.
- ✓ Customized our peer support training to address the unique needs of those with rare disease experience. As a result, 84 new participants were able to effectively navigate their mental health journey using the insights gained from previous mental health assessments.
- ✓ In addition to connecting participants with individualized care through our network of providers, we provided participants access to peer support, leading 24 support groups throughout the year.

GAH recognized a significant gap in mental health support for rare disease caregivers, hearing that mental health professionals are not always aware of their unique challenges. Traditional advice intended for others doesn't always fit their experience. To address this, GAH developed resources to begin to bridge this gap, aiding mental health professionals in understanding the nuances of rare caregiving and effectively supporting caregivers.

"I am thrilled to be part of a program that recognizes that although medical diagnoses can be rare and completely different, the feelings of isolation and disconnect experienced by rare caregivers are often similar. These feelings are often difficult to share with providers, family and friends."

*Mindy Pace, Rare Caregiver  
Peer Support Group Facilitator*



With the Support of  
Generous Funders at

ALEXION<sup>®</sup>  
CHARITABLE FOUNDATION

AMGEN

## WORKFORCE RESILIENCE

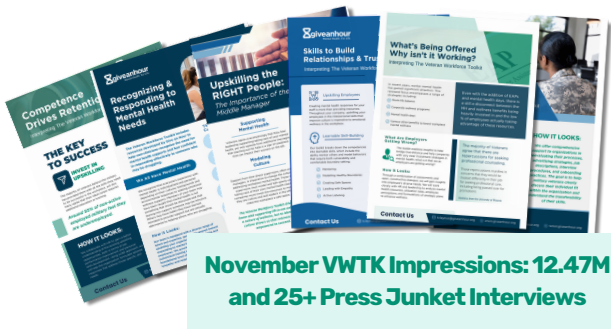
For many of us fortunate enough to be employed, a large portion of our life is spent at work; in fact, the average person will spend 90,000 hours at work over a lifetime. The fast pace of meeting deadlines, managing work and home balance and the ability to remain connected “to our desk” through mobile devices can lead to stress and burnout. The universal human experience of trauma can have tangible implications on employee behavior, motivation, and engagement. Personalized mental health services with Give an Hour alleviate the burnout crisis and improve employee wellbeing.

### CVS Health's Workforce Innovative Training Centers (WITCs)

In January 2023, Give an Hour partnered with CVS Health to create an accessible system of behavioral health care and education for clients that enter CVS Health’s Workforce Innovative Training Centers (WITCs) in Cleveland and Detroit. Give an Hour trained WITC staff and community partners in mental health support and navigation, ensuring that WITC clients have access to the mental health resources and support they need to thrive in their personal and professional lives.



### Launching the Veteran Workforce Toolkit



This toolkit provides practical solutions for success, including tools and surveys to assess and improve workplace culture, a roadmap to guide organizations every step of the way, and expertly curated examples, scripts, resources, and more. It was informed by the University of Phoenix Career Institute and the Career Optimism Index® Study whose results help inform societal solutions to career advancement and workplace equity.

The Veteran Workforce Toolkit offers a transformative roadmap for organizations looking to improve their culture and support veterans as a core Diversity, Equity, Inclusion, and Belonging (DEIB) group within their workforce.

Key Benefits of the Veteran Workforce Toolkit include broadening the talent pool with highly skilled veterans, lowering recruitment, and training expenses, improving team dynamics and problem-solving, enhancing organizational culture and morale, improving service quality and customer relationships, and boosting public perception and reputation.

#### Veteran Workforce Toolkit Advisory Board Representatives:



“Veterans bring a unique set of skills, experience, and contributions to the workforce,” states Chris Lynne, President, University of Phoenix. “University of Phoenix was honored to be part of the collaboration on this toolkit and glean practical solutions for employers so that veterans can be more fully valued and supported in the workplace.”

## Give an Hour Partnerships

GAH prioritized the hiring of a Partnership Manager in October 2023 to enhance collaboration with external stakeholders, recognizing the critical role partnerships play in expanding our reach and impact within the community. Collaborating with other entities enables Give an Hour to access additional funding opportunities, reach new audiences, and implement more comprehensive solutions to address complex mental health issues. Additionally, partnerships foster innovation, knowledge sharing, and collective action, ultimately leading to greater effectiveness and sustainability in achieving our mission.

Nearly half of our partnerships were developed in service to the U.S. Military and Veteran population. Our workforce impact is steadily growing, with one-quarter of our 2023 partnerships forming in support of positive transformation in the workplace.

### Give an Hour 2023 Partners

Aetna  
 Alexion Charitable Foundation  
 AMGEN  
 American Counseling Association  
 American Psychological Association  
 American Society on Aging  
 Association of Social Work Boards  
 AYUDA  
 Booz Allen Hamilton  
 Capital Bank  
 CVS Health  
 FINRA  
 Global Genes  
 Magellan Federal  
 Myotonic Dystrophy Foundation  
 National Board for Certified Counselors  
 Operation Homefront Families  
 PAYCHEX  
 REAL Horizons Consulting  
 The Stand Together Foundation  
 Transcend  
 TREND Communities  
 U.S. Chamber of Commerce Foundation  
 Hiring Our Heroes  
 UCD Foundation  
 United States Department of the Army  
 University of New Orleans  
 University of Phoenix  
 Veteran of Foreign Wars (VFW)



**We are dedicated to building powerful partnerships, grounded in trust and mutual benefit.**

*Amanda Abrenillo-Oliveira  
 Program Manager*

Teaming up with others who share our vision and values is how we effect positive change through strategic connection. When we unite in purpose, the possibilities are limitless. Together, with other mission-driven organizations, we can grow our community impact and champion mental-health solutions and well-being for everyone. We never underestimate the value of relationships, for individuals and organizations alike."

## Partner Call Outs



American Society on Aging



In 2023, several noteworthy partnerships emerged, among them, a particularly significant collaboration with the American Society on Aging (ASA) aimed at addressing mental health issues and the challenges of aging. To inaugurate this partnership, Give an Hour facilitated a focused listening session in the Fall of 2023, bringing together a consortium of ASA organizations. The objective was to gather insights into the specific needs and challenges prevalent in their operational spheres that touched on overlapping mental health issues for the aging population. These insights formed the foundation for tailored content for Give an Hour to serve as the mental health center at their annual *On Aging* conference and a subsequent series of webinars planned for delivery in 2024-2025.

In the fifth year of our ongoing relationship with Ventura County Behavioral Health, Give an Hour responded to overdose and related health issues around Opioids and Substance Use Disorder in the community. Deaths related to Opioid overdoses continue to be a serious problem affecting all parts of society and with GAH's help, Ventura County's impact has significantly grown this past year.

GAH worked on several projects including the letter project, engaging with new public agencies who are offering Naloxone kits, offering trainings for professionals and community members.

GAH expanded Ventura County's Overdose Prevention Program by eleven new education sites and twenty-one overdose responder sites. These efforts led to over 2,400 overdose rescue kits being offered in the community, as well as the education needed for proper use of the medication and history of the issue. Ventura County reported that because of these efforts, there were 756 lives saved from an opioid overdose in 2022-23.

GAH also facilitated a four-part educational series called "Prescribers Care" which engaged medical professionals in curated discussions around opioid use and abuse.

Supported by local subject matter experts, addiction specialists, Prescribers of all sorts, Psychiatrists and more, medical professionals discussed Medically Assisted Treatment, current local opioid overdose statistics, harm reduction techniques and the next ever-growing threat of Fentanyl in the drug supply. These events were crucial to opening up dialogue around these challenging issues for those on the front lines of drug use and abuse issues.



In addition, GAH created and sent out letters to local prescribers whose patients had subsequently died of an overdose to the medications they were prescribed. This project is quite impactful on prescribers, alerting them to the importance of CURES, the California database that collects all of the medicines that patients are prescribed. When prescribers are fully aware of the impacts of the medications that they prescribe, they are more likely to be more mindful and careful about those prescriptions, which leads to fewer medicines being dispensed and fewer overdoses.

# GIVE AN HOUR AMBASSADORS



## SELFISH

Ambassador Stephanie Szostak launched her published workbook, SELFISH, on October 10th, 2023. In the lead-up to and following the release, GAH collaborated with Stephanie to promote the workbook across various media platforms, including the internet, television, radio, social media, and magazines. A portion of the proceeds from the SELFISH workbook will be donated to Give an Hour. Furthermore, Give an Hour is providing support for the development of an accompanying app for the workbook.



## NFL Ad-Spots

Ambassadors Shawn Porter and Allen Simmons contributed video content to Give an Hour for use in two NFL advertisements. Leveraging his experience as a former welterweight champion boxer, Shawn effectively engaged the audience and encouraged donations. Meanwhile, Allen, a Marine Corps Veteran, shared his personal journey with suicidal ideation through a poignant poem, which, when combined with music, created a powerful impact for the second advertisement.



## UnMASKing HOPE Screening

Give an Hour served as the resource partner for Ambassador Eric Christiansen's documentary film, unMASKing HOPE. In this capacity, GAH developed resource materials intended for distribution to the film's audience. Additionally, GAH provided support, attended, and actively participated in the premiere screening of the film in Los Angeles, CA, held in January 2023.



## PorterWay Podcast Fundraiser

Shawn Porter collaborated with Give an Hour on an exciting fundraising initiative for a fan experience. One fortunate winner had the opportunity, along with a guest, to attend The PorterWay Podcast, where they met Shawn and other members of the podcast team. They spent the afternoon in the studio, witnessing the recording of a show.



## Empowered Wellness Panel

To conclude the year, four Ambassadors lent their support to Give an Hour's year-end fundraising campaign. They participated in an Empowered Wellness panel discussion aimed at inspiring individuals to prioritize their own wellbeing and to contribute to GAH's mission through donations.

## Give an Hour's Ambassadors 2023

Eric Christianson	Allen Simmons
Shawn Moore	Stephanie Szostak
"Showtime" Shawn Porter	



"The Give an Hour Ambassador program's greatest strength lies in its capacity to cultivate profound connections among individuals who share a common passion. This shared enthusiasm not only bridges divides but also kindles empathy, serving as a catalyst for meaningful engagement and action. The Ambassadors exhibit genuine authenticity, and vulnerability, as they incorporate their distinct personal journeys into their endeavors with Give an Hour. Observing their interactions with each other is truly invigorating, and witnessing how their narratives deeply connect with the broader Give an Hour community is both moving and inspiring."

Nickie Silverstein  
Ambassador Consultant





# MENTAL HEALTH EDUCATION THROUGH COMMUNICATION

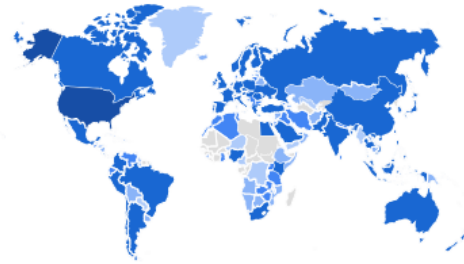
In 2023, Give an Hour significantly extended its influence in advancing mental wellbeing by leveraging a diverse range of tools and blogs accessible on our website. Additionally, the introduction of ResilienceU, an online learning platform, set the stage for the next years training and education efforts.

Throughout the year, Give an Hour developed and disseminated various mental health tools, welcoming 4,207 new users to the webpage housing these educational resources. These tools were carefully crafted to empower individuals to proactively engage their mental health skills and knowledge, underscoring the organization's unwavering commitment to inclusivity and accessibility across diverse demographics and mental health concerns.

The significant influx of nearly 40,000 organic searches to our site underscores the interest in what Give an Hour provides, indicating a growing awareness and recognition of our products. Moreover, our proactive approach to keeping our audience informed and engaged was evident in the dissemination of programming updates, trainings, and events to 69,000 email subscribers, totaling over 739,047 emails with an impressive open rate of 37%.

Throughout the year, Give an Hour continued its blogging efforts, publishing 43 pieces covering various mental health topics. These blogs served as a platform to showcase ongoing initiatives, highlight progress, and amplify the voices of customers and staff, illustrating the tangible impact of our endeavors in promoting mental wellbeing.

**Users from  
164 countries**



**Number of  
Blogs in 2023**



"When my friend reached out to me for help, I was grasping for anything I could offer her, and stumbled upon your free resources. Thank you for being there when we needed it most."



**Kristin Richardson**  
Director of Communications

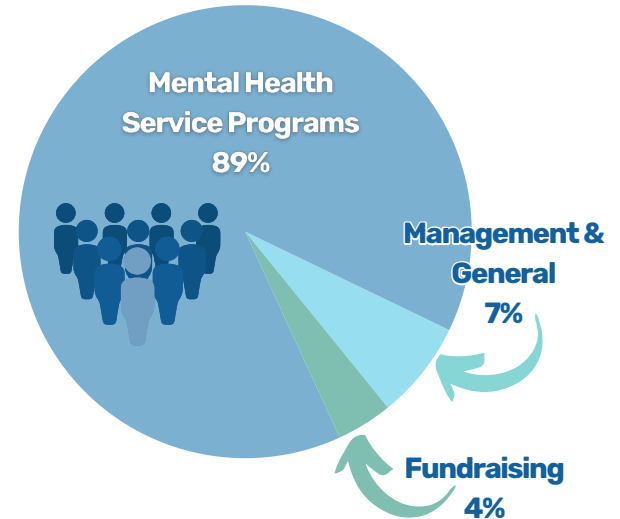
"At Give an Hour, we recognize the diverse ways people learn. Our focus is on offering a wide range of educational approaches, from engaging blog content to interactive trainings, both in-person and virtual. We want our customers to feel comfortable and confident in their learning environment so that they feel empowered on their mental health journey.

And staying connected is key. Through email newsletters, social platforms, and occasional webinars, we're constantly reinforcing the importance of community and wellbeing. Because at Give an Hour, your growth and wellness matter to us."

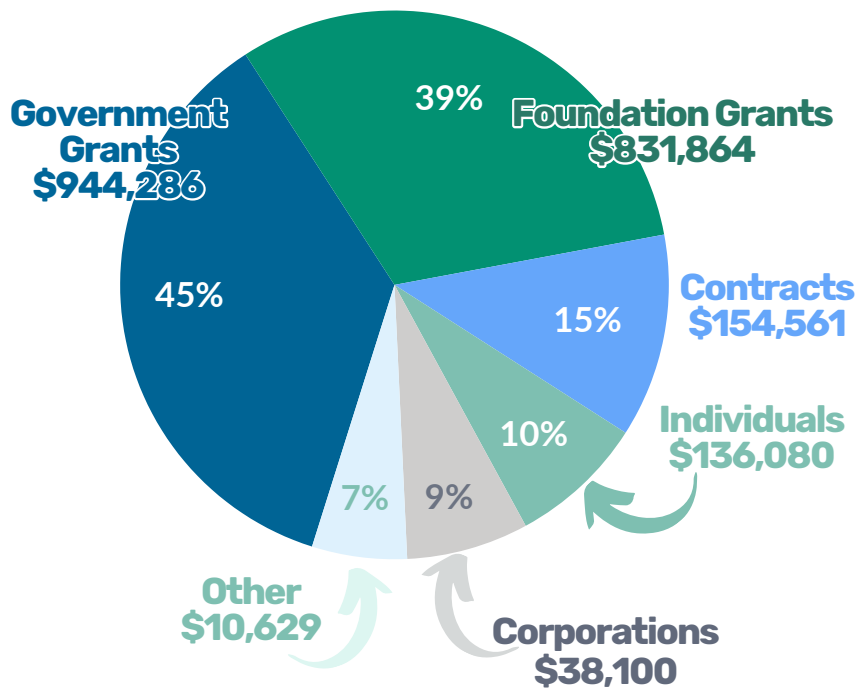
## FINANCIALS

	Unrestricted	Restricted	Total
FY23 Revenue	\$471,437	\$1,644,083	\$2,115,520
FY23 Expense	\$283,327	\$1,651,209	\$1,934,536
Previous Year Assets	\$1,136,613	\$340,522	\$1,477,135
Net	\$1,324,723	\$333,396	\$1,658,119

## EXPENSES



## REVENUE BY TYPE



## Major Donors and Sponsors

Aetna Foundation  
Alexion Charitable Foundation  
Allison and Ryan Johanson  
Amazon Global Military Affairs  
AMGEN Inc  
Capital Bank  
County of Ventura  
CVS Health Foundation  
District of Columbia Office of Victim Services and Justice Grants  
Kroll, Inc.  
Magellan Cares Foundation  
NJM Insurance  
Outlaw State of Kind Fund of the Community Foundation of Middle Tennessee (led by Mr. and Mrs. Chris Stapleton)  
Smith Hawes Family Foundation  
Stand Together Foundation  
Stanley R. Levin Fund  
The FINRA Investor Education Foundation  
The Fire Sprinkler Contractors Association  
The University of Phoenix, Inc.  
The Wasily Family Foundation  
Tresemer Foundation  
Triad Foundation  
United HealthCare  
Veterans United Foundation

## Pro-Bono Supporters

MadWolf Technologies  
Sheppard Mullin Richter & Hampton, LLP  
GAH Volunteer Mental Health Professionals



We are deeply grateful for the invaluable support of our sponsors, whose partnership is instrumental in enabling us to fulfill our mission. Their generosity and commitment empower us to continue providing essential mental health services and resources to individuals in need. We recognize that without their unwavering support, our impact would be greatly diminished, and we remain dedicated to honoring their contribution as we work together to make a difference in the lives of others.



**Jessica Grove**  
Chief Operations Officer

# Annual Report 2023

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[www.giveanhour.org](http://www.giveanhour.org)



[info@giveanhour.org](mailto:info@giveanhour.org)

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