



The Giving Common

An Initiative of the Boston Foundation

www.thegivingcommon.org

Samaritans, Inc.



Current

General Information

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(617) 536-2460

Website

<http://www.samaritanshope.org>

Organization Contact

Janet Lawn info@samaritanshope.org

Year of Incorporation

1974

Statements & Search Criteria

Mission Statement

Samaritans' mission is to reduce the incidence of suicide by alleviating despair, isolation, distress and suicidal feelings among individuals in our community, 24 hours a day; to educate the public about suicide prevention; and to reduce the stigma associated with suicide. We accomplish this through services that emphasize confidential, nonjudgmental, and compassionate listening.

Background Statement

History: Samaritans of Boston was established in 1974 as the first stand-alone Samaritans' branch in the United States. For most of its history, Samaritans was a small organization, providing a steady level of needed service focused on our helpline program. Since 2001, the organization has grown rapidly, more than doubling the number of people we serve. In April 2005, The Samaritans of Boston acquired the assets of Samaritans Suburban West, and we became one organization: Samaritans, Inc.

Programs and Geographic Scope: Samaritans serves people of all ages in Eastern Massachusetts, from adolescents through senior citizens. We achieve our mission through our prevention, intervention, and postvention programs, all offered free of charge:

Intervention: Our 24/7 Crisis Services provide an important front-line emergency response, acting as a lifeline to people in crisis. Samaritans is a supplement to the services that are available to "at risk" populations and as a complement to those services that have a more specific function (mental health agencies, health care providers, and case managers). Highly trained volunteers provide emotional support to people through our Helplines, Chat Programs and the recently launched Crisis Text Line.

Prevention: Through our Community Education and Outreach Program, we offer workshops and materials on suicide prevention to schools, youth groups, social service agencies and community service organizations, as well as to senior citizens through a special Senior Outreach initiative. We equip others with the skills and knowledge they need to identify and help people at risk of suicide.

Postvention: When someone is lost to suicide, the effect can be devastating to families and communities. Samaritans' Grief Support Services offers one-on-one and group support to individuals and families who may be struggling, as well as consultation, information and support services to communities where a loss has occurred.

As a small organization, Samaritans has much to be proud of. We have provided caring, non-judgmental support on well over 1.3 million calls from our community's most vulnerable individuals. We have trained over 4,500 volunteers with befriending skills that benefit them, not only in their service on our phone lines, but also in their ongoing relationships and within their communities. And we have provided workshops and trainings on suicide prevention to more than 100,000 individuals in human service organizations, schools, churches and community groups throughout the Greater Boston and MetroWest areas. We have supported more than 10,000 individuals who have lost a loved one to suicide.

Impact Statement

For more than 40 years, Samaritans has empowered people by raising awareness about suicide and by providing compassionate, confidential listening to people in need. Last year (Fiscal Year 2016), we answered 74,690 calls and more than 1,700 chats; delivered 331 suicide prevention workshops and community outreaches to 13,100 people, and made over 1000 connections with people bereaved by suicide.

Needs Statement

Our top 5 most pressing needs are:

- 1.To answer every call, chat, and text on our 24/7 Crisis Services we need program funding support and additional volunteers for hard to staff shifts, especially in the overnight hours.
- 2.To leverage technology to maintain and increase the capacity of our chat services we need program funding support for our chat programs and our newly launched Crisis Text Line.
- 3.To make our 24/7 Crisis Services more efficient we need capital support to refurbish and computerize our Crisis Center. A newly designed room will better support volunteer retention activities.
- 4.To reach more people who have lost a loved one to suicide and conduct more suicide prevention workshops we need support for a part-time program coordinator.
- 5.Obtaining new sponsorship partners to support our 40th anniversary year of making the communities of Greater Boston healthier, happier, and safer places to live.

CEO/Executive Director Statement

Suicide, the tenth leading cause of death in the U.S. and the second leading cause of death among children aged 12 - 17 and college students, takes the lives of thousands of individuals each year. Since the U.S. Surgeon General issued a call to action to prevent suicide in 1999, schools and human service agencies have grown more aware of the need to address suicide as a serious public health issue. The strategy was updated and revised in 2012. Yet, there still exist few resources for the suicidal, the despairing, or for individuals that have lost a loved one to suicide. For more than 40 years, Samaritans has been dedicated to reducing the risk of suicide by befriending youth, adults and elders in crisis, educating the community with suicide prevention strategies and supporting those who have been bereaved by a death by suicide.

Board Chair Statement

As Samaritans, Inc. celebrates its 40th year of delivering suicide prevention services, the organization is poised to continue to expand its service capacity and the ways in which people can reach out for help. We recently began offering crisis services via online chat and text and are directly engaged in supporting young people at crisis. We are using technology to more efficiently run our crisis services center and to learn more about the root causes that motivate people to reach out for help. We are expanding our suicide prevention programs that are focused on trainings and workshops to target the population that dies in the greater number by suicide every year – middle aged adults. And there is growth in the necessary services to support people after they experience a devastating loss to suicide – through expanded support groups, personal visits and educational seminars. The Board of Directors is committed to insuring the sustainability of these free services that save lives each and every day.

Service Categories

Human Services

Youth Development Programs

Mental Health & Crisis Intervention NEC

Geographic Areas Served

Our geographic coverage has expanded beyond Greater Boston to include all of MetroWest, southern Worcester County, and Eastern Massachusetts extending from Lynnfield to Kingston. Since we participate in the Samaritans Statewide Toll Free Helpline and the National Suicide Prevention Lifeline, people throughout the Commonwealth also reach out to us for help. Please review online profile for full list of selected areas served.

Programs

24/7 Crisis Services

Description

Samaritans has grown into an important part of the national network of suicide prevention crisis centers, and in 2013, we restructured our Helpline Services into a more expansive 24/7 Crisis Services, including helpline, chat, and text services.

We are best known for our 24/7 helplines which consist of highly-trained volunteers answering calls to six helpline numbers including our dedicated Samariteen helpline for teen callers. 2012 was a historic year for us as we began providing online emotional support through two new chat programs – IM Hear_ (available 12 hours per week for students at local middle and high schools) and the NSPL Chat Program (available 20 hours per week through the NSPL portal, our website and for college students at Framingham State University). Samaritans was one of only three crisis centers chosen in the country to participate in the development and launch of the 24/7 Crisis Text Line in partnership with DoSomething.org. This new service went 'live' on August 1, 2013 and uses text messaging to connect youth in crisis with support and resources.

Samaritans aims to equip our volunteers through 30+ hours of training with the skills and knowledge they need to identify people at risk of suicide and effectively support them in their time of need. Using the practices of “befriending”, our volunteers offer callers, chat visitors, and texters, tremendous emotional support and compassion, assess them for suicide risk, and most importantly, let them know that someone is there to hear their concerns – someone who genuinely cares.

Our main priorities for our 24/7 Crisis Services are:

- Integration of our helpline, chat and text services into comprehensive 24/7 Crisis Services.
- Maintain 24/7 coverage for our new Crisis Text Line service.
- Sustain our current hours of service for our chat programs and to answer more chats by promoting the services to more schools.

Budget

\$1,767,617.00

Category

Mental Health, Substance Abuse Programs, General/other Suicide Prevention

Population Served

Adults, Adolescents Only (13-19 years), Aging, Elderly, Senior Citizens

Program Short Term Success

Demand for suicide prevention services has increased as a result of the current economic climate and increased publicity on this important public health issue. Over the past 5 years we have expanded the number of people we serve by more than 10% each year, but financial resources have not kept up with this growth pattern - we are doing more with less - a reality necessitated by a difficult economy in which resources are scarce while program demand is high. In Fiscal Year 2013 volunteers answered over 140,000 calls and 900 chats. The key short-term success is to provide compassionate, non-judgmental listening to callers and texters 24/7, 365 days a year and to chat visitors during our hours of service.

Our goals over the next three years are to make our shorter-term goal of answering every call sustainable over the long term – we are examining the levers we have to work on the complicated interplay of recruitment, training, retention and caller management to ensure that we are meeting the current needs of our community and able to meet the long-term needs of our community.

Program Long term Success

Our 24/7 Crisis Services are devoted to reducing the incidence of suicide by alleviating despair, isolation and suicidal feelings among individuals in our community through a non-judgmental process known as befriending. The program's long-term success would result in the reduction of suicides and suicide rates. However, suicide prevention does not happen in a vacuum and thanks to the concerted efforts of the community the Massachusetts suicide rates remain lower than the national average. Samaritans looks forward to continuing to work with the Massachusetts Coalition for Suicide Prevention, the Greater Boston Suicide Prevention Coalition and others to meet its life-saving suicide prevention mission.

Program Success Monitored By

In June, 2011 Samaritans helplines were re-certified by Contact USA for an additional five years, with high honors in all categories of review, including our helpline policies and procedures. Contact USA chat accreditation was secured in 2012. We are also a member of the National Suicide Prevention Lifeline. On behalf of the Massachusetts Department of Public Health we manage the Statewide toll-free suicide prevention telephone number and work with other Massachusetts Samaritans branches to provide this service.

Examples of Program Success

Feedback from helpline callers:

"...I never thanked you for the support I received when I called way back around 2001. In that moment when I called, I was scared of myself and the possibility that I might actually kill myself the way I'd thought about so often in the past. Thank you for providing the help that you do. I'm living my life joyfully and wanted to let you know that your work has impacted me."

"I didn't know where to turn...after that phone call I was able to breath again."

"There is no other place like this...they are great listeners."

"I had nobody left...that's when I discovered Samaritans."

"There is nothing more healing than being understood".

"This is a life-saving service."

"You guys did it for me. You taught me how to keep hope alive."

"Thank you, Samaritans. You have saved my life."

"I thank God for Samaritans. You're the only ones I've got."

Community Education and Outreach

Description	The Community Education and Outreach Program provides more than 200 suicide prevention workshops reaching over 12,000 individuals in schools, professional and civic groups, religious and social organizations. We collaborate with organizations and school administrators for policy planning and equip human service staff with the tools that support at-risk clients, patients and students. We have expanded our Community Education and Outreach Program to another vulnerable population - seniors living in independent living centers. Samaritans expanded our outreach to this group beyond gatekeepers to educate seniors directly with information about warning signs, risk factors, and how to help a friend.
Budget	\$.00
Category	Education, General/Other Education, General/Other
Population Served	Adolescents Only (13-19 years), Aging, Elderly, Senior Citizens, Adults
Program Short Term Success	Samaritans' Community Education and Outreach Program participants demonstrate increased knowledge about suicide and suicide prevention, including risk factors, warning signs and resources available. Participants also report more comfort with the idea of dealing with potentially suicidal family members, friends, or acquaintances
Program Long term Success	If Samaritans' Community Education and Outreach Program is successful, we will reduce the incidence of suicide in our service area.
Program Success Monitored By	Samaritans is frequently able to administer a pre- and post-test as a part of our workshops on suicide prevention. Our goal this year is to have our Community Education and Outreach Program listed on the Suicide Prevention Resource Center's "best practices" registry.
Examples of Program Success	Samaritans received the following letter following a workshop at a school, <i>"Thank you for your presentation to the girls last week. It really reinforced much of what we had been talking about. On Monday one of the girls (she is the one I was most concerned about) told the lunch mother about her suicidal ideation. The lunch mother asked if she wanted help with this and she said yes. They went to the principal and an intervention has taken place as a result of that and she is feeling stronger and relieved."</i>

Grief Support Services

Description	Those who have lost a loved one to suicide, called survivors, are themselves at an increased risk of suicide. Samaritans' Grief Support Services provide extensive support to survivors through SafePlace, a support group for individuals; and the Survivor to Survivor Network. The team are also available to provide support and information via the telephone. These services are provided by a group of highly trained survivors who reach out to provide personalized support to individuals and families who have recently lost a loved one to suicide. Our Grief Support Services also include outreach to communities that have been affected by suicide. After a suicide occurs in a Greater Boston or MetroWest community, Samaritans can be called upon to provide support and consultation as these communities struggle to cope with the impact of suicide. A goal this year is to use technology (e.g. webinars, chat rooms) to reach more people and expand our services.
Budget	\$.00
Category	Human Services, General/Other Human Services, General/Other
Population Served	Adults, ,
Program Short Term Success	Samaritans' Grief Support Services made over 900 contacts with survivors last year through SafePlace, an open support group which meets in six locations, and the Survivor-to-Survivor Network, a group of screened and trained survivors who reach out to provide one-on-one support to those who have recently lost a loved one to suicide. Grief Support Services is offering Postvention Services, support and consultation to organizations, and community groups in the wake of recent suicides.
Program Long term Success	People who are bereaved by suicide are an underserved population. Suicide survivors typically experience feelings of sadness, anger, or guilt about the death. Studies have shown that suicide survivors' mental and physical health suffers in the wake of a loved-one's suicide, and that they feel guiltier and more stigmatized than survivors of other kinds of death, yet they receive less support. A study by Baily, Kral & Dunham (1999) found that suicide survivors, compared to mourners of accidental, expected and unexpected natural modes of death, had heightened feelings of responsibility and rejection. They also experienced more difficulty making sense of the death and greater overall grief reactions. The goal of our program - to support the survivors of suicide - is woven into the fabric of our general suicide prevention mission and we want suicide survivors to report an improvement in their healing process.

Program Success Monitored By Samaritans' Grief Support Services Program has a clinical supervisor, Dr. Jack Jordan, who meets regularly with the program's director and Samaritans' Board Program Team to monitor program progress toward goals. We administer surveys to both survivors and trained volunteers.

Examples of Program Success "After my daughter's death, I found a suicide note ripped up in the trash and we pieced it back together, and it said, "I have no hope. No one can save me." My daughter died from depression. It was a disease that we just weren't able to help her overcome. I try to think that way all the time. That is the only way I can live with it. When my daughter passed away, I was in such excruciating pain, I didn't know where to turn. All I know is that I made that phone call to Samaritans and after that phone call, I was able to breathe again. I was able to leave the gravesite and go home to my family in one piece. I bring her one red rose now to her gravesite for Valentine's Day. That helps me to survive. If we can just stop one family from suffering like this, it is all worth it. That's what we do at Samaritans, is save people every day." - Valerie, SafePlace participant

Program Comments

CEO Comments

Guided by our strategic plan, published in 2016, we are working to respond to many opportunities to grow the capacity of our programs. The high priority strategic initiatives include:

- Answering every call by increasing the capacity of 24/7 Crisis Services
- Leveraging technology to reach more people
- Enhancing collaborations and coalitions to reach new audiences

Our FY17 goals (July 1, 2016 - June 30, 2017) are:

Intervention - 24/7 Crisis Services

- Answer 120,000 calls on our 24/7 helplines with 97% overall shift coverage with 28,170 volunteer hours
- Answer 1,400 chats through our Chat Programs
- Answer a minimum of 10 texts per hour, 24/7, 365 days a year

Prevention - Community Education & Outreach Program

- 216 suicide prevention workshops for 8,000 young people
- 45 suicide prevention workshops for 4,200 adults
- 35 suicide prevention workshops for 700 seniors

Postvention - Grief Support Services

- 1,075 connections to be made at our SafePlace meetings with 157 new attendees
- 42 contacts to be made through the Survivor-to-Survivor Network with 54 participants
- Provide phone support to 30 bereaved individuals

The key objectives of our work are:

- To provide compassionate, non-judgmental listening to callers and young people using the new text service 24/7 365 days a year.
- To provide compassionate, non-judgmental listening to online chat visitors.
- To enable suicide prevention workshop participants to gain and report a greater understanding of suicide, an increased ability to recognize warning signs of suicide, and enhanced confidence in their ability to intervene with a suicidal person.
- To improve the life and mental health of suicide survivors.
- To reduce the rate of suicide attempts.

Management

CEO/Executive Director

Executive Director

Mr. Steve Mongeau

Term Start

Jan 2015

Email

smongeau@samaritanshope.org

Experience

Steve Mongeau joined Samaritans, Inc. as Executive Director January 1, 2015. He oversees all aspects of Samaritans, focusing on growth and development. A survivor of suicide, Samaritans' volunteer, 5K team captain, Breakfast for Hope table host, and former member of the Board of Directors, including two years as Board Chair, Steve is thrilled to serve Samaritans in this way.

Steve, a graduate of the Cornell University School of Social Work, comes to Samaritans with extensive experience in the for-profit sector. His recent position was as the Senior Vice President of Sales and Growth Initiatives at OfficeMax, where he drove positive sales growth after the company had experience five consecutive years of declines. Prior to his position at OfficeMax, Steve served at the Chief Executive Officer at Pietzo Hybrid Electric Bikes, and Senior Vice President of Sales and Marketing for Eduventures, both Massachusetts-based companies. Steve previously spent 14 years with Staples, Inc, holding several positions including the Senior Vice President of Staples Business Advantage, and the Vice President of Sales and Marketing for Staples Direct.

Former CEOs

Name

Term

Ms. Roberta Hurtig

Apr 2002 - Dec 2014

Senior Staff

Ron White

Title

Chief Program Officer

Experience/Biography

Janet Lawn

Title

Chief Development Officer

Experience/Biography

Staff Information

Full Time Staff

12

Part Time Staff

5

Volunteers

400

Contractors

1

Staff Demographics - Ethnicity

African American/Black	0
Asian American/Pacific Islander	0
Caucasian	17
Hispanic/Latino	0
Native American/American Indian	0
Other	0

Staff Demographics - Gender

Male	5
Female	12
Unspecified	0

Formal Evaluations

CEO Formal Evaluation	Yes
CEO/Executive Formal Evaluation Frequency	Tri-Annually
Senior Management Formal Evaluation	Yes
Senior Management Formal Evaluation Frequency	Bi-Annually
NonManagement Formal Evaluation	Yes
Non Management Formal Evaluation Frequency	Annually

Plans & Policies

Organization has a Fundraising Plan?	No
Organization has a Strategic Plan?	Yes
Years Strategic Plan Considers	5
Date Strategic Plan Adopted	2016
Does your organization have a Business Continuity of Operations Plan?	No
Management Succession Plan?	Under Development
Organization Policy and Procedures	Yes
Nondiscrimination Policy	Yes
Whistleblower Policy	Yes
Document Destruction Policy	Yes
Directors and Officers Insurance Policy	Yes
Is your organization licensed by the Government?	No

Collaborations

Samaritans is not the only organization that deals with the issue of suicide. We seek to leverage our impact through close working relationships with others, including other non-profits, government agencies and private industry. Samaritans has expanded its affiliations and collaborations with other organizations and seeks to continue to build on these and establish others. Joining forces helps achieve greater impact in pursuit of our mission to reduce the incidence of suicide and educate the community on this important issue. We work in collaboration with the Massachusetts Department of Public Health, and partner with over 20 schools annually. We are a member of the Massachusetts Coalition for Suicide Prevention and a founding member of the Greater Boston Coalition for Suicide Prevention.

Awards

Awards

Award/Recognition	Organization	Year
Crisis Center Certification, since 2005	Contact USA	2005
Member	American Association of Suicidology	2000
Member Crisis Center	National Suicide Prevention Lifeline	2005

Affiliations

Affiliation	Year
United Way Member Agency	1980

Board & Governance

Board Chair

Board Chair	Ms. Terrie Perella
Company Affiliation	RSM US LLP
Term	Sept 2016 to Sept 2017
Email	terrieperella@verizon.net

Board Members

Name	Affiliation	Status
Mr. Peter Bean	Boston Realty Advisors	Voting
Mr. Marc Bellanger	Merkle, Inc.	Voting
Mr. Tom Burke	Retired	Voting
Mr. Matthew Caldwell	The Kelliher Corbett Group at Morgan Stanley	Voting
Mr. Vin Capozzi	Community Volunteer	Voting
Ms. Kacy Cerasoli Maitland	MA Department of Mental Health	Voting
Ms. Debbie Connolly	Community Volunteer	Voting
Ms. Nicole Costa Moustafa	Kaspersky Lab	Voting
Ms. Kimberly Jo Gagnon	Leone, Morrissey, Henriksen & Synan, P.C.	Voting
Ms. Jane Griffin Quercia	Symmes, Maini & McKee Associates, Inc.	Voting
Mr. Mark Horgan	Retired	Voting
Ms. Samantha Joseph	Kennedy School	Voting
Ms. Alice Kokodis	Littler Mendelson P.C.	Voting
Mr. Kevin Lilly	Lilly Broadcasting, LLC	Voting
Ms. Stacey Marino	Morgan Stanley Wealth Management	Voting
Ms. Mary McDonagh	Deloitte & Touche	Voting
Ms. Terrie Perella	RSM US LLP	Voting
Mr. J. Brian Potts	Fiduciary Trust	Voting
Ms. Kathy Ruggiero	PatientKeeper	Voting
Ms. Lisa Sarno	Sierra Tucson/Acadia Health	Voting
Mr. Joe Shapiro	Rum & Reggae Guidebooks, Inc	Voting
Mr. Steve Watson	Reservoir Church	Voting

Board Demographics - Ethnicity

African American/Black	0
Asian American/Pacific Islander	0
Caucasian	24
Hispanic/Latino	0

Native American/American Indian	0
Other	0

Board Demographics - Gender

Male	12
Female	12
Unspecified	0

Board Information

Board Term Lengths	3
Number of Full Board Meetings Annually	6
Board Meeting Attendance %	75%
Written Board Selection Criteria?	No
Written Conflict of Interest Policy?	Yes
Percentage Making Monetary Contributions	100%
Constituency Includes Client Representation	Yes

Standing Committees

Human Resources / Personnel
 Development / Fund Development / Fund Raising / Grant Writing / Major Gifts
 Nominating
 Board Governance
 Program / Program Planning
 Finance
 Technology

 Executive

Financials

Fiscal Year

Fiscal Year Start	July 01, 2016
Fiscal Year End	June 30, 2017
Projected Revenue	\$2,253,000.00
Projected Expenses	\$2,118,104.00
Endowment?	Yes
Endowment Value	\$40000.00
Spending Policy	N/A
Credit Line?	Yes
Reserve Fund?	No
Months Reserve Fund Covers	0

Detailed Financials

Revenue and Expenses

Fiscal Year	2016	2015	2014
Total Revenue	\$3,194,013	\$2,827,276	\$2,613,548
Total Expenses	\$2,950,003	\$2,843,486	\$2,455,398

Revenue Sources

Fiscal Year	2016	2015	2014
Foundation and Corporation Contributions	\$424,470	\$462,768	\$347,814
Government Contributions	\$0	\$0	\$172,234
Federal	--	--	--
State	--	--	\$172,234
Local	--	--	--
Unspecified	--	--	--
Individual Contributions	\$1,077,648	\$833,218	\$794,080
Indirect Public Support	\$21,000	\$19,126	\$30,101
Earned Revenue	\$610,067	\$435,618	\$279,313
Investment Income, Net of Losses	\$202	\$522	\$1,329
Membership Dues	--	--	--
Special Events	\$42,875	\$55,550	\$55,592
Revenue In-Kind	\$1,017,751	\$1,020,474	\$933,085
Other	--	--	--

Expense Allocation

Fiscal Year	2016	2015	2014
Program Expense	\$2,446,875	\$2,381,456	\$2,120,435
Administration Expense	\$124,481	\$115,082	\$99,546
Fundraising Expense	\$378,647	\$346,948	\$235,417
Payments to Affiliates	--	--	--
Total Revenue/Total Expenses	1.08	0.99	1.06
Program Expense/Total Expenses	83%	84%	86%
Fundraising Expense/Contributed Revenue	24%	25%	17%

Assets and Liabilities

Fiscal Year	2016	2015	2014
Total Assets	\$473,559	\$345,306	\$347,902
Current Assets	\$449,753	\$314,178	\$295,089
Long-Term Liabilities	\$0	\$0	\$0
Current Liabilities	\$62,739	\$178,496	\$164,882
Total Net Assets	\$410,820	\$166,810	\$183,020

Short Term Solvency

Fiscal Year	2016	2015	2014
Current Ratio: Current Assets/Current Liabilities	7.17	1.76	1.79

Long Term Solvency

Fiscal Year	2016	2015	2014
Long-Term Liabilities/Total Assets	0%	0%	0%

Top Funding Sources

Fiscal Year	2016	2015	2014
Top Funding Source & Dollar Amount	--	--	MA Dept. of Public Health \$172,234
Second Highest Funding Source & Dollar Amount	--	--	Link2health Solutions, Inc. \$142,140
Third Highest Funding Source & Dollar Amount	--	--	Crisis Text Line, Inc. \$132,500

Capital Campaign

Currently in a Capital Campaign?

No

Comments

Foundation Staff Comments

Financial summary data in the charts and graphs above is per the organization's audited financials. Please note the organization's projected revenues and expenses do not include the value of in-kind service, which is included in the summary financial data in charts and graphs.