

THE SAMARITANS ON CAPE COD AND THE ISLANDS

ANNUAL REPORT

2025



FISCAL YEAR 2025

Data from January 1, 2025 through December 31, 2025



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HONORING THE LEGACY & SERVICE OF STEPHANIE KELLY

We are deeply saddened by the passing of our beloved Executive Director, Stephanie Kelly, on March 23, 2026. Stephanie became Executive Director in March 2011. For over 15 years, she led the organization through major growth and innovation, serving as leader, trainer, mentor, fundraiser, advocate, and friend.

Stephanie's unwavering dedication to suicide prevention and her commitment to our mission inspired us all. Her warmth, encouragement, and gentle guidance touched countless lives and fostered a culture of compassion within our organization. Her impact will be felt for years to come by the colleagues, partners, and community members she served so passionately.

“Stephanie was not just a leader—she was a friend, mentor, and inspiration. She believed one voice could make a difference and encouraged others to use theirs for good. Her impact on suicide prevention and our mission at The Samaritans on Cape Cod and the Islands was profound, and her legacy will continue to guide us.”

- Wes Harrington, President of the The Samaritans' Board of Directors



LETTER FROM THE EXECUTIVE DIRECTOR

Dear Supporters, Advocates, and Partners,

As I reflect on 2025, I do so with both humility and deep appreciation. While I stepped into the role of Interim Executive Director in early 2026, I had the privilege of working alongside the organization over the past four years and witnessing the dedication, resilience, and care that define this community.

2025 was a year of meaningful progress and thoughtful planning. Across our programs, the organization continued to strengthen its capacity to meet people in moments of profound need — whether through answering calls, supporting those grieving a loss, or building connections across the community. This work is only possible because of the extraordinary staff, volunteers, and partners who show up each day with compassion and commitment.

The year was also marked by a deep investment in our future. Together, staff and Board engaged in a comprehensive strategic planning process, resulting in a clear roadmap to guide our work in the years ahead. Grounded in both opportunity and urgency, this plan outlines a path toward a more sustainable, responsive, and integrated model of care that strengthens our role as a trusted community resource while expanding our reach and impact.

We also saw important growth in organizational leadership, including the addition of four new Board members whose expertise in healthcare, fundraising, community engagement, and human services brings valuable perspective and strengthens our capacity to lead with both strategy and heart. Alongside this, we began implementing internal systems to support staff development, knowledge sharing, and long-term sustainability.

It would be impossible to reflect on this past year without acknowledging the leadership of Stephanie Kelly, our longtime Executive Director, who passed away in March 2026 after 15 years of dedicated service. Her commitment helped shape so much of this work, and her impact continues to be felt in the strength of this organization and the lives it touches every day.

As we look ahead, we remain focused on building on this foundation — expanding our programs, deepening community partnerships, and ensuring that every person who reaches out is met with care, connection, and hope. Thank you for being part of this work and for standing with us in our shared commitment to suicide prevention.

With gratitude,



Emily Davis
Interim Executive Director





RESPONDING TO COMMUNITY NEED

In every corner of our community, people are navigating challenges that often go unseen. For some, it's a moment of crisis that feels impossible to face alone. For others, it's the ongoing pain of losing someone to suicide, or the slow, quiet weight of isolation. These experiences can look different, but they share a common thread: the need to feel heard, understood, and connected.

While Massachusetts is often recognized for having a lower suicide rate than much of the country, the reality on the Cape and Islands tells a more complex story. Here, suicide rates remain consistently higher than the state average. Each loss leaves a profound impact — touching loved ones, reshaping families, and leaving lasting gaps in the fabric of the community.

At the same time, the demand for emotional support continues to grow. **More individuals are reaching out for help, often unsure where to turn. The Samaritans on Cape Cod & the Islands exists to meet that moment.** Through round-the-clock crisis services, grief support, and education initiatives, we offer steady, compassionate presence ensuring that anyone who needs support can find a listening ear and a reminder that they are not alone.

CRISIS SERVICES

A YEAR OF BUILDING CAPACITY, CONSISTENCY, AND CARE

In 2025, our Crisis Services program focused on strengthening the people, systems, and practices that make high-quality crisis care possible. As demand fluctuated throughout the year, we remained responsive — expanding capacity, refining operations, and ensuring that every caller is met with compassionate, skilled support.

INVESTING IN OUR PEOPLE

We expanded our team through targeted recruitment and introduced new roles to support both growth and sustainability. A pilot of assigned shifts improved consistency in coverage, particularly during high-need times. At the same time, we deepened our investment in staff development. Through structured evaluations, one-on-one coaching, and individualized development plans, Crisis Line Associates and supervisors were supported in building their skills and resilience. Regular communication and team-wide engagement remained central to maintaining alignment and connection across the program.

ENHANCING QUALITY & OPERATIONS

Throughout the year, we saw both increases and fluctuations in call volume, highlighting the growing and changing needs of our community. In response, we focused on strengthening our operational systems to maintain reliability and quality at scale. We continued to expand our Quality Assurance (QA) program, introducing more standardized evaluation tools and feedback processes to support continuous improvement. Supervisors took on enhanced coaching roles, reinforcing a culture of learning and accountability. Operationally, we implemented enhancements aligned with national 988 Suicide & Crisis Lifeline standards, including improved callback protocols and real-time supervisory support. Data-informed scheduling and staffing adjustments helped us respond to periods of increased demand while improving overall system stability. These efforts contributed to steady performance on national benchmarks and incremental gains in local response capacity.

LOOKING AHEAD

2025 was a year of intentional growth and adaptation. As we move forward, we remain committed to strengthening our workforce, refining our systems, and ensuring equitable, high-quality care for every person who reaches out.



98,977

Calls Answered



16

Imminent Risk
Active Rescues



122

Call-Takers
Trained



GRIEF SERVICES

EXPANDING CONNECTION, CARE, AND SUPPORT AFTER LOSS

Grief after suicide is complex, deeply personal, and often isolating. In 2025, our Grief Services program focused on expanding access to support while laying the groundwork for more immediate, community-based response for those newly bereaved.

A key milestone this year was the launch of our virtual Safe Place support groups, providing suicide loss survivors with a consistent, compassionate space to connect with others who understand their experience. Meeting twice monthly and facilitated by trained volunteers, these groups offer an opportunity to share, listen, and begin to heal in community. To strengthen this program, staff participated in specialized training to ensure facilitators are equipped with best practices and ongoing support.

In addition to group support, we continued to provide care packages to individuals and families affected by suicide loss. These thoughtfully assembled resources offer comfort, guidance, and connection—meeting people where they are in the early stages of grief and reminding them they are not alone.

Throughout the year, we also focused on building partnerships to support the future launch of a LOSS (Local Outreach to Suicide Survivors) Team. This model connects trained volunteers with individuals bereaved by suicide in the immediate aftermath of a loss, offering a compassionate presence, sharing resources, and helping to mitigate the effects of acute trauma. We engaged in ongoing conversations with community stakeholders and began establishing the relationships necessary to pilot this program.

LOOKING AHEAD

In the coming year, we will focus on recruiting and training LOSS Team volunteers to activate these partnerships and expand our capacity to provide timely, in-person support following a suicide loss. We also aim to build on the success of our virtual programming by exploring opportunities for in-person Safe Place groups. Through each of these efforts, we remain committed to ensuring that no one has to navigate grief alone.



24

Care Packages Sent



31

Connections with
Suicide Loss Survivors
at Safe Place Groups



COMMUNITY OUTREACH & EDUCATION

REBUILDING CONNECTION AND EXPANDING OUR REACH

In 2025, our Community Outreach and Education efforts centered on connection strengthening relationships, maintaining our presence, and laying the foundation for deeper engagement in the years ahead.


We remained closely connected to regional and statewide partners through active participation in the Cape and Islands Suicide Prevention Coalition and the Massachusetts Suicide Prevention Coalition. These partnerships ensure we remain aligned with best practices, informed by emerging trends, and connected to a broader network of prevention efforts.

We also maintained visibility in the community through targeted outreach and event participation. This included engagement at large-scale events such as the Falmouth Road Race Health & Wellness Expo, where tens of thousands of attendees had the opportunity to learn about our services, including the 988 Suicide & Crisis Lifeline. Additionally, we continued to build relationships with community stakeholders—including first responders, healthcare providers, and local organizations—to increase awareness of our expanding programs.

LOOKING AHEAD

With the addition of a part-time Community Outreach Coordinator, we are entering a new chapter—one that allows us to be more present, more proactive, and more connected in the communities we serve.

As we look ahead, we are excited to re-engage through partnerships, events, and community spaces—continuing to share hope, build awareness, and remind people that they are not alone.



“Empathy and the mere act of listening are more crucial than people realize. Our team of committed staff and volunteers are literal life savers.”

- Board Member 7

FUNDRAISING & SUPPORT

RUNNING FOR HOPE AT THE FALMOUTH ROAD RACE

On August 17, 2025, 11 dedicated members of Team Samaritans took to the starting line of the Falmouth Road Race, united by a shared commitment to suicide prevention and community care. Together, they raised an incredible **\$24,662**, with an average of over \$2,200 per runner — an extraordinary reflection of their passion and perseverance.

This year's team included both returning runners and new faces, each bringing their own story, energy, and dedication to the cause. Their months of training and fundraising directly support the programs that provide critical connection and care to individuals who are struggling, grieving, or seeking to better support those in their lives.

This event remains a powerful example of community in action—where individuals step forward not only to run, but to carry our mission with them every mile. We are profoundly grateful to every runner and supporter who made this year possible—on and off the course.

In memory of Joe Agresta and Jack Bonazzoli.



A SPECIAL THANK YOU TO OUR FUNDING PARTNERS!



**C. Northrop Pond and Alethea Marder Pond Foundation
Lorusso Foundation
Woods Hole Foundation
Town Fair Tire**

STATEMENT OF ACTIVITIES

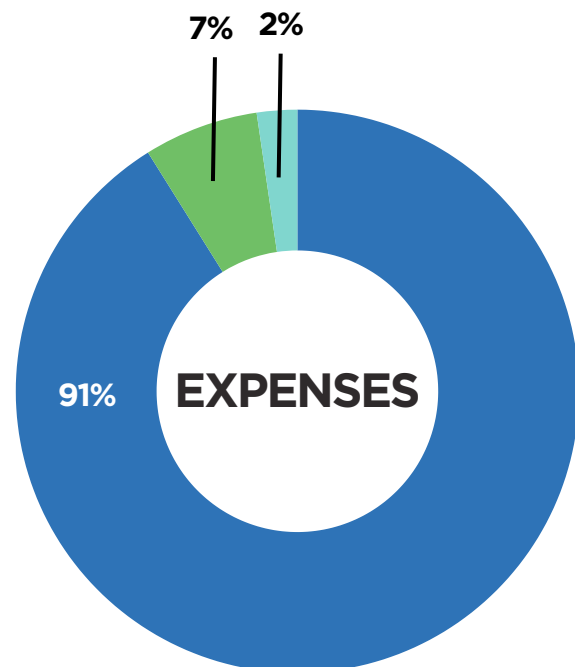
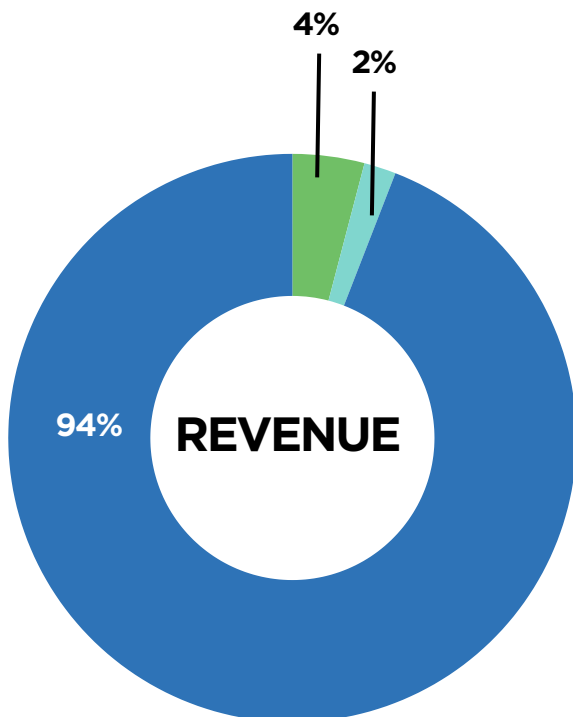
Total Revenue **\$2,009,453**

Total Expenses **\$1,922,353**

Change in Net Assets (Surplus): \$87,100

Contracts*	\$1,886,474
Contributed Income**	\$85,255
Earned Income***	\$35,684
Other Income	\$2,040

Program Services	\$1,751,262
Management & General	\$126,572
Development & Fundraising	\$44,518



*Includes government and grants

**Includes individual donors, private foundations, and mail campaigns

***Includes events and program-related revenue

STAFF & BOARD

STAFF

Stephanie Kelly
Executive Director

Susan Ricardi
Manager of Administration

Briana Greenwood
Human Resources Manager

Janell Hofmann
Manager of Crisis Line Operations

Jessamyn Leeks
Manager of Community Programs

Yvette Jett
*Manager of Workforce Planning,
Operational Training & Quality*

BOARD OF DIRECTORS

Wes Harrington, *President*

Don Mroz, Ph.D., *Vice President*

Beth Everett, *Treasurer*

Lori Ruland, *Secretary*

Susan Andersen

Maria Carreiro

Carole Eichner

Jeff Petrucci

David Ricardi

Jeffrey Stoner

John Terrio

Cary Turner

Marilyn Vecchio





OVERWHELMED?

You're not alone.

Support is always within reach.

If life feels heavy, if you're in crisis, or if you just need someone to listen, 988 is here for you—24/7, free, and confidential. It doesn't matter what you're facing. Whether you're reaching out for yourself or someone you care about, a trained responder is ready to connect.

**CALL OR TEXT 988 ANYTIME.
COMPASSION AND SUPPORT
ARE ALWAYS AVAILABLE.**

988

**SUICIDE & CRISIS
LIFELINE**

OUR MISSION

The Samaritans on Cape Cod and the Islands is dedicated to suicide prevention by providing support to individuals in crisis, those contemplating suicide, and those affected by suicide.



MAKE A GIFT

Your donation helps us provide lifesaving support to those who need it most.



GET INVOLVED

Lend your time and heart—volunteer with one of our compassionate programs.



LEAD WITH US

Join our Board and help shape the future of suicide prevention in our community.

VISIT [CAPESAMARITANS.ORG](https://www.capesamaritans.org) OR REACH OUT AT [INFO@CAPESAMARITANS.ORG](mailto:info@capesamaritans.org) TO LEARN MORE ABOUT HOW TO BECOME MORE ENGAGED WITH OUR MISSION.



Suicide & Crisis Lifeline: 988
Office Phone: (508) 548-7999
13 Steeple Street | Mashpee, MA 02649
info@capesamaritans.org
www.capesamaritans.org

Follow us on social media to stay up-to-date on news and programs:
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Instagram: @samaritanscape