

[Notes: (1) Vibrant stopped responding to me after my March 21 request, last email below.
(2) Email addresses to individuals have been redacted, and most hyperlinks removed.]

----- Forwarded Message -----

From: Tim Reiersen <[REDACTED]@proton.me>
Date: On Tuesday, March 21st, 2023 at 11:31 AM
Subject: Re: Fw: Requesting Records
To: Hannah Collins <[REDACTED]@vibrant.org>
CC: Susan Haire <[REDACTED]@vibrant.org>

I understand the web page information is public. To be clear, at this time Vibrant is denying my requested items 1-6 for information, is that correct?

I will share my feeling of frustration because the web page directed me to contact the organization with my questions, after first verifying that the answers were not provided in the FAQs. They were not. I have reviewed the website. I understand that not every question requires an answer, but I do feel the questions I've posed have a very strong public interest component to them. I do not understand why there would be reluctance, much less refusal to answer. I'm left with the impression of a severe lack of transparency, which raises more questions.

Sincerely,
Tim Reiersen
he/him RYE er sun

----- Original Message -----

On Tuesday, March 21st, 2023 at 11:11 AM, Hannah Collins <[REDACTED]@vibrant.org> wrote:

Hi Tim,

Yes, the information that we have available to the public is the information listed on the vibrant and / or Lifeline network.

We are revamping the Lifeline website, and it may include a deeper breakdown of centers (i.e. which are back up, which are local, which do text and chat etc) but as yet, that is not a data set available on our website.

Thank you,
H

Hannah Collins
Director of Marketing and Communications
988 Suicide and Crisis Lifeline
Vibrant Emotional Health

She/her

[\[REDACTED\]@vibrant.org](mailto:[REDACTED]@vibrant.org)
50 Broadway 19th Floor
New York, NY 10004
vibrant.org

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From: Tim Reiersen <[REDACTED]@proton.me>

Sent: Tuesday, March 21, 2023 2:07 PM

To: Hannah Collins <[REDACTED]@vibrant.org>

Cc: Susan Haire <[REDACTED]@vibrant.org>

Subject: Re: Fw: Requesting Records

I didn't receive a response to my email from Feb 28 (below), so am re-sending.

Thank you,

Tim Reiersen

he/him RYE er sun

----- Original Message -----

On Tuesday, February 28th, 2023 at 7:26 AM, Tim Reiersen <[REDACTED]@proton.me> wrote:

Good morning,

I reviewed the website information, and was unable to find the information. Specifically, I was unable to find the example items within my Feb 9 email to you. Also, my initial question was to learn what the totality of information Vibrant Emotional Health has, that is available to the public upon request. From your most recent response you seem to be saying it is only what is available on the website.

Am I understanding your response correctly? In other words, is Vibrant Emotional Health denying my request for the specific item Nos 1-6 listed below? And denying my request for listing or description of publicly available records?

Would you be willing to share Vibrant Emotional Health's policy or guidance for making information that it holds available to the public? From the 990s, the company received about \$100M under government contracts during 2022. I also noted earlier the public nature of crisis line service. This gives expectation for transparency to the public with respect to the administration of the service.

For clarity, I've repeated items 1-4 below as the example items of information, of interest, that I listed previously. I've added a couple other items after reviewing the website (Nos. 5 and 6 below):

1. The contract between the federal government (SAMHSA, I believe) and Vibrant that gives Vibrant its grantee relationship for administering 988 Lifeline.
2. A list of all backup providers to the 988 Lifeline.

3. Audit, inspection, approval reports and other authorizing documents and correspondence between Vibrant and 988 Lifeline participating crisis line providers, including backup providers.
4. Contracts between Vibrant and participating crisis line service providers.
5. Regarding follow-up with hotline callers/texters, what information / data / documentation / records does Vibrant Emotional Health collect from crisis service providers?
6. Regarding Involuntary Emergency Interventions (previously termed Active Rescues), what information / data / documentation / records does Vibrant Emotional Health collect from crisis service providers?

Thank you for your time and attention to my request. My hope is that by being provided with a listing of information that's available to the public, any future request I might have could focus on the list, and be efficiently made.

If there are charges for reproduction of documents, please let me know.

Sincerely,
Tim Reiersen
he/him RYE er sun

----- Original Message -----

On Monday, February 20th, 2023 at 5:52 PM, Hannah Collins <[REDACTED]@vibrant.org> wrote:

Morning Tim,

You can access the annual report and Form 990s on the Vibrant website, and information about the Lifeline, including volume reports on the 988 Lifeline website.

Thanks so much,

H

Hannah Collins

Director of Marketing and Communications

988 Suicide and Crisis Lifeline

Vibrant Emotional Health

She/her

[\[REDACTED\]@vibrant.org](mailto:[REDACTED]@vibrant.org)

50 Broadway 19th Floor

New York, NY 10004

vibrant.org

From: Tim Reiersen <[REDACTED] @proton.me>
Sent: Friday, February 17, 2023 10:34 AM
To: Hannah Collins <[REDACTED] @vibrant.org>
Cc: Susan Haire <[REDACTED] @vibrant.org>
Subject: Re: Fw: Requesting Records

Good morning,

You had said below that the extent of public documents were what is available on the website, and I had requested reconsideration. I would appreciate clarification of what information is available to the public, and how I can request it from Vibrant Emotional Health.

Thank you,
Tim Reiersen
he/him RYE er sun

----- Original Message -----

On Thursday, February 9th, 2023 at 7:00 AM, Tim Reiersen <[REDACTED] @proton.me> wrote:

I have a few quick examples that I haven't been able to find on the website:

1. The contract between the federal government (SAMHSA, I believe) and Vibrant that gives Vibrant its grantee relationship for administering 988 Lifeline.
2. A list of all backup providers to the 988 Lifeline.
3. Audit, inspection, approval reports and other authorizing documents and correspondence between Vibrant and 988 Lifeline participating crisis line providers, including backup providers.
4. Contracts between Vibrant and participating crisis line service providers.

As you can tell, there is a lot of information relating to the subject matter of crisis line services, how they are administered, how persons using the service are cared for, how volunteers are cared for, and accountability measures for example, that are of interest.

Please reconsider your reply as I think we are all interested in the same goal of transparency and best practices for 988 Lifeline.

Thank you,
Tim Reiersen
he/him RYE er sun

----- Original Message -----

On Thursday, February 9th, 2023 at 6:27 AM, Hannah Collins <[REDACTED]@vibrant.org> wrote:

Morning Tim,

Thank you so much for the additional detail - the extent of our public reports and documents live on the 988 Lifeline website, which you can find here: 988lifeline.org

Thank you!

H

Hannah Collins

**Director of Marketing and Communications
988 Suicide and Crisis Lifeline
Vibrant Emotional Health**

She/her

[\[REDACTED\]@vibrant.org](mailto:[REDACTED]@vibrant.org)

50 Broadway 19th Floor

New York, NY 10004

vibrant.org

From: Tim Reiersen <[REDACTED]@proton.me>

Sent: Tuesday, February 7, 2023 11:22 AM

To: Hannah Collins <[REDACTED]@vibrant.org>

Cc: Susan Haire <[REDACTED]@vibrant.org>

Subject: Re: Fw: Requesting Records

Thank you. Do you keep a list or other itemization of all the information that you hold relating to administration of the 988 Lifeline?

For example: document(s) showing the filing system for Vibrant's administration of the 988 Lifeline, similar to what I might have on my computer--named folders with named subfolders organizing information, correspondence, emails, documents. And I imagine such an "available information" document/list would include a short description of what each folder holds.

And do you have a sub-list from that, of the information that can be requested by the public? I'm creating these examples to give an idea of what I'm requesting, of course I don't yet know what exists.

I'm imagining that Vibrant has responded to many requests for information from journalists, legislators, crisis line providers, etc, for information. So there must be a guidance document, system, or identification internally of what you do provide, and what you don't provide. I first need to know what information you have, before knowing what I will be requesting.

I hope this makes sense. I'm beginning from a point that is completely in the dark and will be relying on your help to make sure I'm providing with the fullest possible answer, as to the available information.

My personal belief is that Vibrant is contracted to perform a vital public service, and so the public should have access to all information that is not personally, individually sensitive--things that would normally be private and not public even from a government agency.

You might think of this as a public records request, first with a request for a list of the types of information available. I'm asking for help to know how to efficiently request documents that Vibrant will provide.

Thank you,
Tim

----- Original Message -----

On Tuesday, February 7th, 2023 at 7:17 AM, Hannah Collins <[REDACTED]@vibrant.org> wrote:

Hi Tim,

Your email made its way to the external communications team. You can find our monthly volume reports on the 988 Lifeline site on this page: <https://988lifeline.org/our-network/>

Please let me know what else you might have been seeking.

Thanks,
H

Hannah Collins

**Director of Marketing and Communications
988 Suicide and Crisis Lifeline
Vibrant Emotional Health**

She/her

[\[REDACTED\]@vibrant.org](#)
50 Broadway 19th Floor
New York, NY 10004
vibrant.org

From: Tim Reiersen <[REDACTED] @proton.me>
Sent: Tuesday, February 7, 2023 8:52 AM
To: Vibrant Info <Info@vibrant.org>
Subject: Re: Requesting Records

RE: 2nd request for confirmation of receipt; "Read receipt requested"

I have received no response to my January 20, 2023 email inquiry.

Would you also please let me know how often Vibrant Emotional Health's information email address is checked for messages? I was directed here from your contact page:

[[https://www\[dot\]vibrant\[dot\]org/who-we-are/contact-us/](https://www[dot]vibrant[dot]org/who-we-are/contact-us/)][https://www\[dot\]vibrant\[dot\]org/who-we-are/contact-us/](https://www[dot]vibrant[dot]org/who-we-are/contact-us/)

Sincerely,
Tim Reiersen
he/him RYE er sun

----- Original Message -----

On Tuesday, January 31st, 2023 at 4:08 PM, Tim Reiersen [REDACTED] @proton.me wrote:

Hello,
I would appreciate confirmation of receipt and a response to my request from January 20th.
Thank you,
Tim Reiersen
he/him RYE er sun

----- Original Message -----

On Friday, January 20th, 2023 at 10:39 AM, Tim Reiersen [REDACTED]@proton.me wrote:

Hi,
I'm interested in getting copies of records relating to the 988 Lifeline. I understand that the US federal government has contracted with Vibrant Emotional Health to be the administrator.

Would you please put me in touch with the department or person responsible for records--records that Vibrant would make available to the public? Before requesting records I would like to know what is available and how I would go about making a formal request.

Thank you,
Tim Reiersen
he/him RYE er sun