

WE ARE



Ohio Guidestone

WHERE NEW PATHS BEGIN

RESILIENT
CONNECTED
COMMITTED

Letter from the President and Chairperson



Resilient, connected and committed. You will see these themes emerge throughout this annual report, as we reflect on the past year's accomplishments in the face of unprecedented challenges. The convergence of the COVID-19 pandemic and the impact of systemic racism have ignited urgent reflection in all of us – even more so for OhioGuidestone, as a behavioral health provider that understands the direct impact trauma and racism have on physical and mental health. So, as we recognize the achievements made in fiscal year 2020, we cannot do so without sharing with you our

response to these pressing concerns.

Resilient. As an agency, we have risen to meet these crises head on, taking them as an opportunity to rethink, reimagine and reform how we deliver essential services and create a more inclusive and equitable culture – now and into the future.

Mental health, addiction, trauma and vocational guidance are among the many issues that bring people of all ages and walks of life to OhioGuidestone every day. As COVID-19 unfolded, these same individuals and many more were immediately faced with new problems – abruptly isolated at home, cut off from existing support systems, and forced to face increased financial strain and uncertainty. In response, we moved quickly, in accordance with public health guidelines, to keep our staff and the public safe without disrupting the critical services we provide.

Connected. Within a week's time, we expanded our technology and telehealth services, equipping our therapists and case managers across the state to conduct virtual appointments and continue meeting clients' needs. This enabled us to accept new referrals while keeping up with existing caseloads for mental health counseling, substance use disorder treatment, case management supports, workforce development training and more, resulting in **136,228 appointments** and **96,703 hours of service** from March to June.

CONNECTED

"This is amazing. I got my own place. I got a car. I just got engaged. Life's good today. I've been at the bottom...the worst places that anybody could ever be and I got out of it. You just have to reach out, tell on yourself."

– Nate, Recovery, Medina County

"My son's providers have bonded well with him, building a trusting relationship with him as well as the whole family. They have helped obtain resources for my son to help him and our family learn to cope with his difficulties."

– Marjorie, Community Counseling, Stark County

"OhioGuidestone has been instrumental in helping our children identify, express and manage difficult feelings and experiences. Our family will benefit for years from the support. Telehealth helped provide continuity of care during an extremely destabilizing time when we most needed it."

– Tyrese and Teresa,
Early Childhood Mental Health, Cuyahoga County

"I have come to realize this pandemic is not a time where we can sit back and watch; this is a time where we depend on each other and help those in need. I am so thankful OhioGuidestone brought me this opportunity."

– Hannah, Workforce, Geauga County

"Before A Renewed Mind, my life was pretty chaotic, constant ups and downs. I had a bad addiction to heroin. I owe them my life. A lot of it is me, yeah, I had to make steps to go there but they really backed me up 100%. I could never thank them enough."

– Tim, Recovery, Lucas County

COMMITTED

21,516

individuals served, ages 0-65+

43%
male

57%
female

47%
white

32%
black/african american

9%
unknown

8%
other

4%
two or more races

Even more impressive, our teams rallied in what we've coined as COVID Creativity, identifying new and innovative ways to stay connected to each other and reach out to those most vulnerable in the communities we serve. From engaging in Facebook Live resource sessions and serving as experts for local news outlets, to hosting outdoor church service, creating and delivering SavingOurSobriety (SOS) kits, food bags, supplies and so much more, our staff has and continues to go above and beyond in every way.

Committed. When this seemingly endless health crisis intersected with our nation's long history of systemic racism, it shed light not only on its disproportionate impact on the Black community but also the underlying injustices and disparities that plague people of color. As an agency serving a diverse population, we understand that with our mission comes the responsibility to create change that acknowledges and addresses inequities, allowing everyone the opportunity to live and thrive. We are committed to doing our part, starting right within our own walls.

We are having courageous discussions to better understand racial inequities within our organization and society at large, actively reviewing our employment and recruitment processes, diversifying our Board of Directors, and implementing ongoing cultural competency and diversity training.

We do not know what the world will look like when we emerge out of this chaos but we do know – thanks, in large part, to your generous support – OhioGuidestone will be here to help people reset their paths, reclaim their autonomy and restore their purpose. We are resilient, committed and connected. We are *Where New Paths Begin*.

On behalf of the **21,516 individuals** we served this year in communities across the state, thank you. We could not do the important work highlighted in these pages without you.

Sincerely,



Richard R. Frank
President and CEO



Peter J. Ippolito
Chairperson, Board of Directors

RESILIENT

For more than 156 years, OhioGuidestone has evolved to meet the changing needs of the individuals, families and communities we serve, helping them reset their paths, reclaim their autonomy and restore their purpose.

Today, we provide transformative behavioral health solutions to address and support the complex challenges people face throughout the state. From mental health counseling to substance use disorder treatment, workforce development training and more, their paths begin here.

Vision

Future generations are educated, self-reliant and contributing members of strong communities.

Mission

To provide pathways for growth, achievement and lifelong success.



OhioGuidestone

WHERE NEW PATHS BEGIN

434 Eastland Road, Berea, Ohio 44017-2058
800.639.4974 www.OhioGuidestone.org

Did adults, ages 18 and up, improve in their anger, depression and anxiety symptoms?

77% reported they reliably improved in at least one symptom.

57% reported they reliably improved in at least one symptom and did not reliably worsen in any other.

Did youth clients, ages 12 to 17, improve in their anger, depression and anxiety symptoms?

73% reported they reliably improved in at least one symptom.

56% reported they reliably improved in at least one symptom and did not reliably worsen in any other.

Did youth clients, ages 6 to 17, improve in their anger, depression and anxiety symptoms, according to their caregivers?

74% reported they reliably improved in at least one symptom.

57% reported they reliably improved in at least one symptom and did not reliably worsen in any other.

Committed to Quality

The national and regional healthcare landscapes continue to evolve and OhioGuidestone is committed to developing innovative, evidence-based behavioral health solutions that overcome barriers, increase access to care and improve outcomes for those dealing with mental health issues and substance use disorders.

Through the Institute of Family & Community Impact™, OhioGuidestone's center of excellence for clinical research and quality performance, we collect Patient Reported Outcome Measures (PROMs) from our clients and their caregivers. This allows us to assess each individual's symptom and functioning improvement during the course of their treatment with us, continually improving our effectiveness and efficiency in the delivery of quality care and services. PROMs look at the common presenting symptoms for nearly all mental health diagnoses: anxiety, depression and anger.

As a leading behavioral health agency, our job is to help each person who comes to us define what recovery means for them. Then, we contribute proven strategies and tools to help them achieve their goals and the best possible outcomes. We are proud to say that, across the spectrum of our programs and services, the individuals we served experienced positive outcomes.

According to research, about 50 percent of clients with mental health symptoms truly get better. Comparatively, between **44 and 51 percent** of OhioGuidestone clients reported a reliable improvement in their anxiety, anger and depression symptoms.

Resilient and Connected – Highlighted Services

Behavioral health disorders are more common than cancer, diabetes and heart disease, but left undiagnosed or untreated, individuals who struggle with mental health or addiction are at higher risk for heart attack, stroke, diabetes and other physical illnesses. Yet, there is hope: we know that while more than half of Americans will be diagnosed with a mental illness or disorder, they can go on to lead meaningful, hopeful lives with the right treatment and support.



Cleveland Indians
Thanksgiving Celebration



TeamCribbs Foundation
Holiday Party



Dylan Windler of Cleveland Cavs
Read Across America

There is no “one-size-fits-all” approach on the path to recovery – every person’s circumstances are different and their journey is deeply personal. OhioGuidestone offers a broad range of programs and services to meet each individual’s specific needs, connecting them with the resources to achieve lifelong success, find joy and build resiliency, no matter what stage of life they are in.

Telehealth

Increasing and maintaining access to care has always been a priority at OhioGuidestone. COVID-19 has highlighted that mental health is just as important as physical health, as well as our ability to adapt to meet the critical needs of the individuals, families and communities we serve.

When the pandemic hit, we quickly expanded our telehealth offering across all programs, accommodating the need for social distancing without causing any disruption to the services we provide. This has allowed us to stay connected while bringing safe, secure treatment directly into people’s homes, work or any private place they choose at a time when they so desperately need it.

136,228

virtual appointments conducted
from March to June, totaling

96,703

hours of service

“A big thanks to my treatment team for all of the awesome work that they are doing for my family. We remain socially distanced, but they are able to be a helping hand and make a difference in the community! It’s not only been helpful to keep me sober, but also to stay positive.”

– Tyiah, Recovery, Franklin County



**Tyiah, Recovery Client,
Franklin County**



**Hannah, Workforce Client,
Cuyahoga County**



**Nate, Recovery Client,
Medina County**

Mental Health and Counseling

OhioGuidestone’s mental health and counseling services use innovative and proven intervention methods to treat children, youth, adults and families in the home, at work or school, and in the community. Recognizing the prevalence of trauma and Adverse Childhood Experiences (ACEs) in the lives of those we serve and understanding that – whether it is sudden or chronic, physical or emotional – it can overwhelm a person’s ability to cope, we have incorporated a trauma-informed care approach at every stage of treatment.

Assertive Community Treatment (ACT)

More than 50 percent of all adults will experience a mental illness or disorder during their lifetime. Two years ago, OhioGuidestone became the first organization in the state with a certified ACT program, an evidence-based, team intervention model that provides case management and support for adults with serious mental illness and those on probation or seeking housing assistance.

This year, we expanded our program and doubled the number of individuals we’ve helped since its inception, adding teams in Cuyahoga County – where **67 percent** of clients reported experiencing four or more ACEs – as well as Stark and Summit Counties, and Central Ohio.

Early Childhood Mental Health (ECMH)

Approximately 3 in 4 children with depression, aged three to seven, also have anxiety. Our ECMH services work with children, from birth to age six, who are struggling with social, emotional or behavioral difficulties, in the home, in the school or in the community.

It is no surprise that our programs served **1,445 children** this year, given the pandemic’s daunting impact on kids – social distancing, the sudden stop to school, returning to school in the “new normal,” missed activities and milestones, and general feelings of uncertainty.

Understanding things would look and feel very different as daycares and schools opened back up, we got creative with our puppet friends, Wally and Molly, to make the changes less scary for little ones. Part of the Incredible Years program, which uses puppets to engage children, Wally and Molly made the rounds on social media and television to help caregivers and teachers manage kids' stress and anxiety.

Substance Use Disorder (SUD) Treatment

Ohio ranks higher than the national average for people struggling with SUD – across almost all age groups – making treatment more important now than ever before, from assessment and counseling, to recovery and prevention.

OhioGuidestone continues to lead the way in these efforts across the state, as we move into the final stages of merging Toledo-based A Renewed Mind (ARM) into the fold, solidifying our presence in Northwest Ohio and adding their expertise to our Northeast and Central Ohio regions.

1 in 4 adults reported a reliable improvement in their anxiety, depression and anger.

1 in 4 youth reported a reliable improvement in their anxiety, depression and anger.

1 in 5 youth showed a reliable improvement in their anxiety, depression and anger, according to their caregivers.

Peer Recovery

Employing staff members with lived experiences improves outcomes for those we serve who are dealing with SUD. Our peer recovery support program is delivered by people who know what it is like to struggle with the daily pressures and stress, overcome the emotions and confusion, try to find and maintain a job, rebuild relationships and so much more.

We served **576 individuals** this year and expanded these services in Central Ohio to provide training and support in Licking County. Also, in response to the spike in overdoses in Franklin County during the pandemic, Andrea Boxill, Deputy Director of the Governor's Cabinet Opiate Action Team, asked OhioGuidestone to join the Rapid Response Emergency Addiction and Crisis Team (RREACT). Our staff worked with first responders and other treatment providers to distribute Narcan and drug testing strips to individuals struggling with addiction.



Medication Assisted Treatment (MAT)

MAT is a successful, evidence-based approach using FDA-approved medications—combined with counseling and other recovery services—to help reduce overpowering addiction cravings and the uncomfortable symptoms of withdrawal.

OhioGuidestone’s customized treatment plans include weekly sessions that can consist of individual in-home counseling, outpatient counseling, case management and more over the course of 18 to 24 months to help individuals stay on the path toward long-term, sustainable recovery. We served **175 MAT clients** this year; that number will quadruple as we expand into Northwest Ohio through ARM.

Workforce Development

In the midst of COVID-19, Ohio’s unemployment rate hit its highest in nearly 50 years, outpacing the national rate. This growing problem presents added challenges for those already facing barriers like SUD and mental health issues, chronic poverty or lack of education.

OhioGuidestone’s Workforce 360° program provides supportive services to help individuals secure and maintain meaningful employment through nationally recognized occupational trainings, academic assistance, leadership development, financial literacy, paid-work experience, case management, and placement and retention services. This year, we provided support to **1,325 individuals** with an **86% placement rate** and an **86% credential attainment rate**.

Our Workforce teams have also taken extra steps in response to the increasing need for job search assistance and masks due to the pandemic. In Cuyahoga County, our career coaches created social media videos on the do’s and don’ts of interviewing and lended their expertise to local news outlets. In Geauga County, our Comprehensive Case Management and Employment Program participants made masks for Geauga County Job and Family Services, Lake Health Hospital, other local agencies and families. “Mismatched Masks” made and delivered nearly **1,000 masks**.



OhioGuidestone

WHERE NEW PATHS BEGIN

A leader in the field of behavioral health, OhioGuidestone has been helping people reset their paths, reclaim their autonomy and restore their purpose for 156-plus years. In 2020, we served **21,516 individuals**. Additionally, we provided more than **141,300 opportunities** for prevention, educating and informing the community at **127 venues** and through **10,300 community engagement activities**.

“I was basically at a breaking point in my life to where I didn’t know what was my next move. OhioGuidestone got me so many connections.”

– Antoine, Workforce Client, Cuyahoga County

“What I gained during rehab... I learned more about addiction, how the brain works, the importance of changing the people, places and things that brought me back to using drugs. I built better relationships with people who are sober.”

– Jane, Recovery Client, Tuscarawas County

“OhioGuidestone has helped our son overcome some of his fears and give us, as parents, strategies to help him. When COVID hit and we had to move to telehealth, things went a little backwards for him, but the telehealth visits allowed him to continue his relationship and comfort level with his therapist.”

– Cooper, Early Childhood Mental Health Client, Cuyahoga County

“I really want to help people and make sure everyone knows OhioGuidestone is where it all can start. A lot of people want help; they just don’t know where to turn or how, you know? I just love OhioGuidestone. You all saved mine and my kids’ lives and I want that for others struggling with addiction, too.”

– Rebecca, Recovery Client, Franklin County

“OhioGuidestone has become a big part of our lives. The counselors and case manager we have are absolutely phenomenal with the way they work towards helping me and my family stay on track and meet goals! We are very happy to have them in our lives!”

– Melinda, Maternal Depression Client, Stark County

“OhioGuidestone has had a positive impact on my and my sons’ lives because whenever we have a problem that needs to be solved, they are more than willing to do what they can to help us find a solution. The expansion of telehealth services helped us because without it, we likely wouldn’t have the services they provide.”

– Kate, Community Counseling Client, Cuyahoga County

“OhioGuidestone has helped me be true to myself, find who I am as a person, and showed me how to prioritize myself. Telehealth services made me feel valued by OhioGuidestone because they were willing to put forth the effort.”

– Paris, Community Counseling Client, Cuyahoga County

PROGRAMS & SERVICES

Comprehensive Care

- Crisis Line
- Spiritual Care

Early Childhood Mental Health Services

- Assessments & Counseling
- Consultation

Family Services

- Bright Beginnings
- Domestic Violence Shelter
- Early Intervention
- Help Me Grow
- Nurturing Parenting
- Parenting Classes & Mentoring
- Share the Care Respite

Foster Care

- Foster Care Family Support
- Foster Care Training
- Medically Fragile Foster Care
- Treatment Foster Care

The Institute of Family & Community Impact™

- Advocacy
- Clinical Innovations (Joyful Together® & Paternal Depression/Father's Feelings)
- Research & Evaluation
- Training & Professional Development

Mental Health Services

- Assertive Community Treatment (ACT)

- Autism Services
- Home-Based Counseling
- Integrated Treatment
- Juvenile Justice Programming
- Maternal Depression
- Outpatient Counseling
- PROTECT Therapy Services
- Psychiatric Services
- Psychological Services
- Residential Treatment
- School-Based Services
- Trauma-Informed Care

Substance Use Disorder Services

- Assessments & Counseling
- Fetal Alcohol Syndrome Disorder Support
- Intensive Outpatient Program
- Medication Assisted Treatment (MAT)
- Peer Recovery Support
- Recovery Housing
- Recovery Support Groups
- Residential Treatment
- Substance Abuse Prevention
- Substance Abuse Professional Services

Workforce 360°

- GED Assistance & School-Based Training
- Construction Trade & State-Tested Nursing Assistant (STNA) Credentials
- Job Training & Placement
- Youth & Adult Skill Building

"[We are] very pleased about our relationship. We have found the leadership at OhioGuidestone to be receptive to new ideas and responsive when addressing any potential gaps in services. Peer Support programming is the key to many individuals becoming engaged in a healthy recovery lifestyle, and the Medication Assisted Treatment walk-in clinic is helping individuals to engage quickly in services."

– Phillip Titterington, Executive Director of the Medina County Alcohol, Drug Addiction and Mental Health Services (ADAMHS) Board

"With added stressors as a result of COVID-19, the need for direct and continued services for survivors is amplified. This partnership with OhioGuidestone provides a pathway of how health and communities intersect, eliminating barriers to access and extending a continuum of care within individuals' communities to ensure they continue on their path of resiliency."

– Megen Simpson, Manager of MetroHealth Trauma Recovery Center

"A Renewed Mind was awarded funding through the Federal Communications Commission COVID-19 Telehealth Program for laptop computers, tablets, videoconferencing equipment, and network upgrades to help patients connect remotely using devices and video conferencing to continue care for an at-risk population. Thank you to A Renewed Mind for hosting FCC Commissioner Carr and me today".

– Congressman Bob Latta

To learn more, visit www.OhioGuidestone.org, follow us on social media      or call 866-4CALLOG (844-622-5564).

WE CAN'T
DO THIS WITHOUT
OUR DONORS.
THANK YOU FOR
SUPPORTING OUR
MISSION TO
HELP OTHERS.



We are continually inspired by the courage and resilience of those on the path to recovery. We are equally in awe of your generosity and willingness to support them on their journey, even during the most uncertain of times. It is because of your belief and investment – in our mission and those we serve – that OhioGuidestone remained connected to and touched the lives of **21,516** individuals in 2020.

The help of our donors is critical to our ability to expand, innovate and increase access to essential behavioral health services. We hope our 2020 recap inspires both reflection and hope, and we invite you to join us in envisioning the possibilities of what we will accomplish together in the future, as we build pathways toward recovery across the state... and beyond.

We are grateful to each one of you for your commitment to OhioGuidestone and wish you and yours health and wellness.

The OhioGuidestone Legacy Society recognizes the generosity of more than 300 individuals committed to ensuring OhioGuidestone's future by remembering the agency in their estate plans.



2020 Grant Highlights

In addition to the kindness of our donors, OhioGuidestone would not be able to provide vital programming without grant support. We are so thankful to each funder who provided assistance in 2020, especially the following:

Google Incorporated – In April 2020, Google Impact Challenge awarded OhioGuidestone \$175,000 to support our Workforce 360° program, Getting Ahead While Getting Out, which assists incarcerated youth in setting a path for their futures after release. As part of the virtual celebratory event for the challenge, Lt. Governor Jon Husted recognized OhioGuidestone's achievements.

Mt. Sinai Healthcare Foundation – Thanks to a \$175,000 grant from Mt. Sinai Healthcare Foundation in March 2020, OhioGuidestone is able to continue providing Adverse Childhood Experiences (ACEs) screenings and child-parent psychotherapy with Northeast Ohio Neighborhood Health Services (NEON) and University Hospitals Rainbow Center for Women and Children.

Fifth Third Bank – Fifth Third Bank, a long-time supporter of OhioGuidestone and the title sponsor of our Evolution Gala, donated \$100,000 to advance our Workforce 360° programs, providing supportive services focused on removing barriers to employment and giving participants the skills and resources necessary to achieve self-sufficiency.

The Cleveland Foundation – In September 2019 and March 2020, The Cleveland Foundation awarded OhioGuidestone a total of \$100,000 in funding for The PLAY Project, an evidence-based, intensive autism early intervention. The PLAY Project provides strategies for parent-child relationship building and assists families in achieving individualized goals.

Medical Mutual of Ohio – To kick off the new year, Medical Mutual gave OhioGuidestone \$75,000 in January in support of our Substance Use Disorder programming and Evolution Gala, which benefits Workforce 360°.

Jochum Charitable Foundation, Inc. – In June 2020, the Jochum Charitable Foundation generously donated \$50,000 to OhioGuidestone for COVID-19 relief support.

FISCAL YEAR 2020

87.5 cents of every dollar donated to OhioGuidestone is invested in the service of our clients.

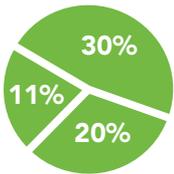
Year Established: **1864**

Clients Served: **21,516 clients**

Fiscal Year 2020 Revenue: **\$76,639,005**

Number of Employees: **1,289**

Sources of Philanthropic Revenue



Foundations: **20%**

Corporations/Organizations: **30%**

Individuals: **11%**

Cost of Services Per Client

Assertive Community Treatment: **\$8,901**
202 clients served

Early Childhood Mental Health: **\$1,474**
1,445 clients served

Mental Health Counseling
(Outpatient Services): **\$2,435**
11,336 clients served

Peer Recovery: **\$1,123**
576 clients served

Substance Use Disorder: **\$2,146**
1,866 clients served

Workforce: **\$5,000 - \$7,000** (average cost; varies by program)
1,325 clients served

*OhioGuidestone's audited financial statements do not include A Renewed Mind.

CONTRIBUTIONS

\$25,000 or more

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\$2,500 to \$4,999

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\$1,000 to \$2,499

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