

2021 Year in Review



OhioGuidestone

WHERE NEW PATHS BEGIN

To Our Friends,

No one could have imagined times like these: Our country, communities and families have confronted turmoil, economic struggles and emotional losses. Yet, we have a choice: We can strive to do better. At OhioGuidestone we believe recovery is possible. **The path begins here.**

During my 43-year career at OhioGuidestone, I've been filled with hope as we've evolved to meet the needs of those we serve. Today, we're a leader in behavioral health with a history dating back to 1864. We address the needs of the whole person, helping individuals **reset their paths, reclaim their autonomy and restore their purpose.**

Last year, we successfully pivoted to telehealth when the pandemic made in-person services impossible. We created an Inclusion & Diversity Committee to improve our work environment. We listened and learned as we redefined our values. Faith, Integrity, Trust, Compassion and Hope are the values we refer to as "Our Promise" to those we serve, to our communities and to each other. As I look back to our start as a home for children orphaned by the Civil War, it's clear that our values always have guided us to truly be the place where new paths begin.

As the world and the individuals we serve experienced transition last year, so did OhioGuidestone. We merged with A Renewed Mind in Northwest Ohio, strengthening our ability to provide substance use disorder treatment. Today, we provide transformative mental health solutions to meet complex challenges. From mental health counseling to substance use disorder treatment, workforce training and more, our mission remains to provide pathways to growth, achievement and lifelong success.

As I reflect on my tenure as CEO and my approaching retirement, I realize one hope is constant: That OhioGuidestone continues to heal its clients and help them emerge stronger and better prepared so that future generations are educated, self-reliant and contributing members of strong communities. This vision would not be possible without our employees, partners and donors. Your compassion and commitment make it easier for me to pass the torch to the next leader. I know with your continued trust and faith, the agency is in good hands.

With heartfelt gratitude,



Richard R. Frank
President and CEO

Richard R. Frank



Peter J. Ippolito

During a year full of change, we could not be more excited about OhioGuidestone's future and adaptability.



As a leading behavioral health agency in the state, our outcomes demonstrate our capability to deliver value at the point of care...and throughout the entire process.

We treat clients as people, not problems. That's why leading healthcare providers trust us to serve their patients' substance use and behavioral healthcare needs. It's why we successfully pivoted to telehealth, going from less than 1,500 hours a month pre-pandemic to a peak of more than 33,000 hours.

336,000

TOTAL HOURS OF TELEHEALTH SERVICES IN FY21

16,800

AVERAGE MONTHLY TELEHEALTH HOURS IN Q1 FY22

While our number of clients contracted to 28,000 due to the pandemic, we achieved better outcomes.

Client satisfaction is at 87.3% because we support individuals where and when they most need us.

Each day we have staff helping in homes, schools, communities and our service locations. We continue to grow to meet our clients' evolving needs. If we don't offer a program or service, we work with our partners to find resources our clients seek.

As OhioGuidestone's board chair and a long-time donor, I'm excited about our future, which includes the The Institute of Family & Community Impact®. Researchers, therapists and clinicians find innovative and impactful solutions to challenges we've faced for generations. We conduct primary research and collaborate with leading organizations and thought leaders to develop proprietary therapeutic approaches, such as Joyful Together®,

our research-based model that builds childhood resiliency and reduces stress by enhancing parent/caregiver relationships with joyful play. I also am proud of our newly formed Inclusion & Diversity Committee and our strategic plan, Achieving Excellence, which transitions from the leadership of Rich Frank, whose dedication and leadership over 43 years transformed OhioGuidestone into an \$89 million behavioral health agency.

We're just getting started. This is a journey for which we have energy and commitment. Whether you're referring a loved one, seeking treatment for yourself, becoming a donor, or desiring a career where you can be a light of hope to others, OhioGuidestone is here for you. Your path begins here.

Thank you,

Peter J. Ippolito
Chairperson, Board of Directors

“Our Promise” for Inclusion & Diversity

Building a culture where employees feel good about the work they do and where and how they do it is challenging.

Creating an inclusive culture during a global pandemic requires commitment from leadership and colleagues.

At OhioGuidestone, we are committed to building and maintaining a culture that sets us apart and serves as “**Our Promise**” to each other, to our communities and to those we humbly and proudly serve.

OhioGuidestone’s “Our Promise” is more than a road map to workplace behaviors. **It is our culture.**

We pride ourselves in being a place where new paths begin. We recently revised our values and guiding principles to better define and describe who we are and how we work together. One of the most significant changes was adding “inclusion” as one of our guiding principles.

Through inclusion we cultivate and foster a sense of belonging, valuing our different beliefs and backgrounds. We welcome each other’s perspectives and experiences.

We began a diversity awareness campaign with our I&D Council, which is comprised of staff, leaders and board members. Together we facilitated 32 town hall sessions on race, encouraged employees to add gender-neutral

pronouns to email signatures, expanded our recruiting efforts and talent searches to include under-represented groups, and increased our I&D score by 17 percent in the recent Greater Cleveland Partnership Equity and Inclusion Organizational Assessment.

We also designed and implemented the OhioGuidestone Pathways Program. This unique program provides resources to employees from traditionally under-represented groups to help them obtain licensure and gain internal mentors who guide them along their career paths.

While last year brought hope and progress, **we are just beginning.** OhioGuidestone aspires to be a leader in the attraction and retention of an inclusive and diverse workforce. We look forward to keeping informed those we serve—our employees, communities and donors—as our story unfolds.



Tyson Mitchell,
Assistant
Vice President of
Diversity, Equity &
Inclusion

Philanthropic Revenue & Fiscal Year Results

FISCAL YEAR 2021*

Year Established: **1864**

Clients Served: **28,293**

Fiscal Year 2021 Revenue:
\$88,892,000

Number of Employees: **1,310**

Sources of Philanthropic Revenue



Foundations: **27%**
Corporations/
Organizations: **35%**
Individuals: **20%**
Others: **18%**

**These numbers are preliminary and unaudited.*

At the start of the pandemic, OhioGuidestone’s Early Childhood Mental Health therapists devised Telehealth Toolkits—packages of age-appropriate toys, craft supplies and books—to enable more fruitful telehealth sessions. Thanks to grants from the **Bruening Foundation** (\$51,561) and the **Woodruff Foundation** (\$15,000), kits were created and delivered to more than 280 families in Cuyahoga County.

The **Healthy Lakewood Foundation** grant (\$56,038) provided for wraparound and supportive behavioral health services in the Lakewood City School District. It allowed our staff to offer case management services for students, teacher consultations, professional development and other support to the teachers, students and families in four schools in the district.

In Medina County, a grant from **United Way** (\$86,000) supports OhioGuidestone’s early childhood mental health consultation program. Preschool teachers can request consultations from our staff for classroom management issues and individual students who struggle with behavioral health challenges. The in-demand program provides teachers and families with skills and tools to help preschoolers become kindergarten ready.

The **Deaconess Foundation** grant (\$50,000) allowed us to renovate classroom space to house our new, federally funded Workforce 360° program aimed at helping those with substance use disorders gain skills and credentials to pursue new careers.

The **Peg’s Foundation** award (\$20,000) was allocated to OhioGuidestone’s Assertive Community Treatment Teams in Summit and Cuyahoga County. These teams assist vulnerable individuals likely to face hospitalization or homelessness due to persistent, difficult-to-treat mental illness. Funds enable our teams to address their emergency needs to help them stay on the path to wellness.

The five-year, government-funded **Substance Abuse and Mental Health Services Administration (SAMHSA) Treatment, Recovery, and Workforce Support Grant** provides a total of \$2.5 million (\$500,000 per year from 2020–2025) to support the OhioGuidestone Workforce Support Program. The program serves 50 unique adult individuals each year from the Cuyahoga, Summit and Medina areas who have a gap in the workforce due to the direct prevalence of substance use disorders.



1864 The German Methodist Orphan Asylum was founded in Berea, Ohio.



1905 The Ott Memorial Training School was built.



1950 Fire at main building marks switch to cottage living.



1959 Focus changes from orphanage to residential treatment, led by Dr. William Phillips.

"I'm ready to pay it forward and help others."

Following the birth of her third child, Ambrasia found herself in a state of depression and turned to opioids. She felt better...but quickly realized she only felt good when she was high.

For years, she struggled, powerless to Percocet. When her newest baby was born with an opioid addiction and taken from her, she knew she needed help.

She checked herself into Stepping Stones Addiction Recovery Center where she was matched with her OhioGuidestone Recovery Coach. After a 92-day stay, Ambrasia emerged clean and with a new appreciation for life.

"I didn't get my kids back right away. I had a lot more work to prove I could stay drug free."

Ambrasia began outpatient treatment through Amethyst and continued to work toward a new and better version of herself. Two years later, she was reunited with her children.

"I couldn't have done this without OhioGuidestone. They were there every step of the way—from daily needs to legal help—it was a nonstop journey."

Today, Ambrasia is ready to give back. She's going back to school and plans to become a recovery counselor so that her story can be an inspiration to others.



Ambrasia Addiction and Recovery Services, Columbus, Ohio



Addiction and Recovery Services

Our comprehensive services are tailored to meet each person's unique needs, allowing them to actively participate in determining what recovery means to them.

Substance Use Disorder (SUD) is a major issue disproportionately affecting Ohio and threatening our communities. It is a leading cause of stress, which can result in isolation, homelessness, breakdown in families and more. Yet, millions of Americans in recovery remind us that treatment is effective—people can and do recover every day.



"OhioGuidestone was my guardian angel, encouraging me every step of the journey to do the right thing." –Ambrasia

4,857

Number of SUD clients served in FY21

1,020%

Increase in average monthly telehealth hours vs. pre-pandemic

1,410

Number of MAT clients served in FY21

3.2%

Increase in MAT clients served in FY21

"It's amazing to see how far she's come. It's been a long process, but her success makes it all worth it."

–Gabrielle Bradley, Recovery Coach, OhioGuidestone

OhioGuidestone helps individuals not only at the point of care, but throughout the entire process from assessment and counseling, to recovery and prevention. Services include: intensive outpatient programs (IOP), medication assisted treatment (MAT), peer recovery support, recovery housing, recovery support groups, residential treatment, in-school substance abuse prevention and substance abuse professional services (SAP).

Our comprehensive services are tailored to meet each person's unique needs, allowing them to actively participate in determining what recovery means to them.



1964 Reverend Dr. John Caddey pushes expansion of social and mental health programs.



1970s Reverend J. Meade Letts' efforts paved the way for today's advocacy and fundraising.



1982 The agency was renamed Berea Children's Home.



1992 Pro-Kids & Families Juvenile Diversion Program was developed.



2004 Rich Frank (a leader in the organization since 1978) was named President & CEO.



2006 A result of a generous gift, Reinberger Chapel was constructed.



2010 A 40,000 sq. ft. Midtown Cleveland Campus opens.



2012 Agency renamed OhioGuidestone to reflect the positive foundation of the organization.



Mental Health and Counseling Treatment Services

Innovative intervention methods to treat children, youth, adults and families.

OhioGuidestone Mental Health and Counseling Treatment Services use innovative intervention methods to treat children, youth, adults and families experiencing mental health concerns. Assessments determine how to approach treatment based on individual needs.



Twins Alyssa and Mariah

Our School Services program works with children and adolescents to provide mental health and other support services

School services staff continued to provide invaluable services through the pandemic—even when kids were not in-person learning.

3,517

Children served during the pandemic year

The need today for School Services is greater than ever.

1,796

Children served through School Services Program in August 2021 alone

in the school environment, family home or a community setting. Innovative programming is custom designed to meet the needs of each school and can include individual, group, parent and family services.

“Without OhioGuidestone, I don’t know where we would be.” –Kenneth

Mental health professionals provide behavioral health assistance within the school setting, allowing our staff the opportunity to consult with teachers and other school professionals to help track the client’s progress. Our counselors also maintain connections with parents and families to help keep the families connected to the child’s academic environment. A variety of counseling services are available based on the needs of the client and family. Telehealth is also available.



“We’re building a stronger family together.”

Parenting is challenging—and doing it as a single parent can be daunting. When Kenneth’s twin daughters were struggling in elementary school, he knew he needed help.

Familiar with OhioGuidestone from his youth, he reached out for School-Based Mental Health and Counseling Services. Through meetings at school, at their home or via phone calls, counselors helped address a variety of problems—from getting one of the twin’s diabetes in check...to building lagging skills...to just being there to talk on a bad day.

“The counselors were there anytime and anywhere we needed them.”

Today, as the girls are entering 7th grade, Kenneth credits OhioGuidestone for the 180-degree positive change in his family’s life.

“The counselors not only helped my girls, but took so much stress off me. I used to call off work a lot, but knowing someone was there to support and help my girls allowed me to focus on my career. They turned both my life and my kids’ lives around!”

"I hope to inspire other young moms."

Breawna knew she wanted more for her life...and for her kids. She had watched the success of her entrepreneurial mom, and when her job at a local tattoo parlor didn't pan out, she knew it was time for her to step up her game.

"My kids inspired me. I saw my mom's success. It was my time to get it together."

But without a high school diploma, a job or confidence, Breawna wasn't sure where to start—until she found OhioGuidestone. Working with program managers at the Lake County Workforce program, Breawna earned her GED and gained the skills and the confidence she needed to make her own entrepreneurial dreams come true.

Today Breawna's dreams are reality as she has opened the first of what she hopes to be many beauty bars. The unique concept of Bree's Beauty Bar combines tattoo artistry with other salon services to create a tranquil setting for creative expression. Her current Mentor-based salon offers tattoos and microblading, but she dreams of expanding her locations, team, clientele and services and empowering other women entrepreneurs.

"I hope to inspire other young moms that if you put in the effort, lean on people for support (like Veronica at OhioGuidestone), you can do it too."



Breawna Comprehensive Case Management and Employment Program (CCMEP) Graduate, Mentor, Ohio



Workforce 360°

Giving participants the strength they need to transform their lives.

Workforce 360° provides workforce training to secure and maintain meaningful employment. We accomplish this through a unique training approach that helps individuals gain confidence in a professional setting, while empowering them in their personal lives. The program addresses individual needs with a full spectrum approach by incorporating occupational training, academic remediation, financial literacy, paid work experience, case management, placement and retention services.

Individuals in the Workforce Program are given the opportunity to achieve their high school diploma or equivalency through either classroom-based instruction or an online academic platform.

“OhioGuidestone was my backbone providing me continuous support. Veronica told me I was worth it. That my dreams had no limits. I could achieve them if I had the drive.” –Breawwna

In FY20:

939

individuals served within Workforce 360° program

74%

attained an occupational skills credential

77%

were placed in employment, despite a spike in unemployment rates

60%

retained employment for over one year, despite being in a pandemic



Breawwna and Veronica

“Breawwna has grown by leaps and bounds, and is still growing into the beautiful flower that she is. She is evolving and OhioGuidestone gets to be a part of that evolution!”

–Veronica Curry, program manager with Workforce 360°, Lake County.

Workforce Programs are available in Cuyahoga, Summit, Geauga, Medina and Lake Counties. We offer specialized training tracks in customer service, hospitality, culinary, healthcare, manufacturing and construction.



2012 Stepstone Academy, the first charter school in Cleveland’s Central Neighborhood opens.



2013 Affiliation with Personal and Family Counseling Services of Tuscarawas Valley.



2019 To build and enhance the agency’s culture, an Inclusion & Diversity council was formed.



2021 Merger with A Renewed Mind to expand addiction recovery services.



OhioGuidestone

WHERE NEW PATHS BEGIN

434 Eastland Road
Berea, Ohio 44017-2058

866-4CALLOG (866-422-5564)

OhioGuidestone.org