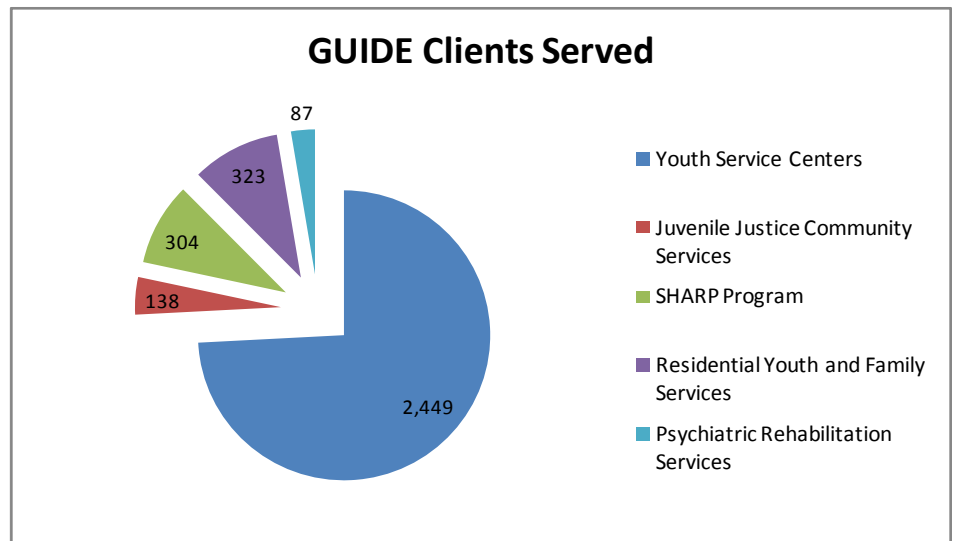




## By the Numbers: GUIDE's Year in Review

During Fiscal Year (FY) 2009, GUIDE served more than 3,300 individuals. Despite a tough economic climate, the organization's fiscal position remained stable during the year, with revenue close to equaling the year before. The new fiscal year, however, has presented a significant challenge to the organization as a result of the continuing economic decline; shortfalls in state and local funding have required GUIDE to close certain programs.

During FY 2009 GUIDE served 3,301 clients, consisting of 2,182 primary clients and 1,119 family members in twelve programs located in Prince George's, Montgomery, and Baltimore Counties, and Baltimore City. Our Child, Adolescent and Family Intervention Services programs served 2,891 clients (1,808 Primary Clients & 1,083 Family Members); Residential Youth and Family Services programs served 323 (287 Children & 36 Family Members); and Young Adult and Adult Psychiatric Rehabilitation Services programs served 87 individuals. Numbers of clients and family members served during the current fiscal year will be significantly reduced as a result of closing particular programs



due to reductions in public - sector resources.

Our clients ranged in age from five years and younger through 65 and older. Thirty-four percent of those served were between the ages of 13 and 19. Thirty percent of our clients were below the age of 13, and 36% were 20 years of age or older.

Overall agency revenue remained near \$7.1 million dollars for a second year, dipping by less than one percent during a year in which the national and regional economies declined. In anticipation of a continuing decline in governmental funding for behavioral health and human services over the next years, belt-tightening measures were begun during the second half of FY 2009. For the year we were able to

reduce expenses by more than the down-turn in revenue and essentially broke even for the year with a very slight surplus. While the next several years will present fiscal challenges for the organization, looking back over the past decade (2000 to 2009), GUIDE has been very fortunate to have experienced revenue growth averaging seven percent per year, primarily resulting from the expansion of services provided by the organization during this period.

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## Greetings from the Board of Directors and Management

The declining national and state economies have continued to present challenges to all Marylanders. Those most in need are individuals with low to moderate incomes, those who may have experienced a downturn in their employment, and particularly families and individuals with special needs and life challenges. Nonprofit organizations serving those who are vulnerable are also experiencing budget shortfalls, just as the need for assistance is increasing. GUIDE has not been immune from this financial struggle, and the current economic situation is calling for exceptionally careful stewardship over declining resources in ways never experienced before by our agency. This year, certain programs have had to be closed due to funding reductions. Our staff have remained very giving of themselves during difficult times, and they are working to deliver more services with less revenue and less overhead spending. Clients and families have continued to work admirably toward improved life situations and problem management and improvement, even as resources and opportunities available to them in the wider community have shrunk.



The GUIDE family is faithfully looking toward better economic times and a healthy and widespread recovery that will bring opportunities for resource enhancement and redevelopment in human services. Our management and board are optimistically working to ensure the delivery of a full menu of quality services that are effective and meet the needs of the individuals, families, and communities we serve. We continue to depend upon and appreciate the generosity of our donors, volunteers, and supporters, without whose assistance our work would be impossible.

Danielle LaSure-Bryant, LCPC  
Chair, Board of Directors

Scott K. Birdsong LCSW-C  
Executive Director

## New Faces, New Roles on the Board of Directors



*Scott Whittier*

Danielle LaSure-Bryant, Ed.D., LCPC, became Chair of GUIDE's Board of Directors in January 2010. Danielle, the Director of Clinical Education for the graduate Pastoral Counseling Program at Loyola University in Columbia and a licensed professional counselor, is a resident of Prince George's County. She has served as a GUIDE Director since 2005 and has distinguished herself as an active member of the Executive and Finance/Audit Committee. GUIDE's board and management are exceptionally excited about Danielle's new role on the board, recognizing her many leadership qualities, wisdom, and dedication to GUIDE's mission and work.

Of course, Danielle is filling some rather big shoes that have been vacated by Maureen Ritz, who ended eight years on the board. Best wishes and deepest appreciation for a long period of service go to Maureen. GUIDE was also very fortunate and excited in January to welcome its newest board member, Scott Whittier, Esq. Scott hails from Howard County and is a Corporate Counsel with W. R. Grace & Company in Columbia. Scott's career in business law and management includes both practice and teaching.

## Cultural Competency, MI, and Mandt – Continuing Ed

GUIDE strives to ensure the use of best practices in all programs by offering frequent educational opportunities for staff. Among the in-house training seminars and workshops this year was a two-day fall workshop (in September and October) in motivational interviewing, an innovative, evidenced-based strategy for addressing clinical resistance. Motivational interviewing has been proven effective in addressing a variety of addictive, behavioral, and emotional problems.

Cultural awareness is critical to providing services in our increasingly diverse community. In November, GUIDE offered the first of three workshops on providing services in culturally diverse and culturally different venues. World traveler and cultural expert Dr. Fred Bemak of George Mason University stressed that the term “mental health” may carry stigma among some cultural groups and societies, at times creating barriers for cross-cultural clients to seek out mental health services.

GUIDE’s Therapeutic Group Home Program has adopted the Mandt System® as its new crisis intervention and stabilization system. Jen Carberry and Endrais Afework, group home program directors, have successfully completed the requirements for the Technical Trainer Course and are able to provide training to GUIDE personnel. The Mandt method focuses on fostering a positive supportive relationship between staff and residents, skillful use of verbal de-escalation techniques, and very limited use of physical restraint.



가이드 아동 청소년 서비스



*Sang Min Shin, LGPC, of GUIDE (far left) and Dr. Esther Park, Executive Director of the Korean Community Services Center (KCSC) of Greater Washington (far right) along with Karla Hoffman, GUIDE’s Operation’s Director and Marti Crosby, LCSW-C, Youth Services Director (inside left & right) were featured in the 12/16/09 edition of the D.C. Korea Daily. Responding to the needs of an increasingly diverse community, GUIDE and KCSC are working collaboratively to provide outreach and information about GUIDE’s services to the Korean community. Ms. Shin, a Licensed Graduate Professional Counselor, provides family counseling, parenting groups, and Drug & Alcohol Abuse Education Seminars to the Korean community through GUIDE Youth Services.*

## Counseling Helps Youth and Families Meet Their Goals



*GUIDE received a Partner in Peace Award from the Conflict Resolution Center of Montgomery County (CRCMC) for promoting mediation strategies in its school-based mental health program, Linkages to Learning (LTL). LTL personnel have received two cross-trainings in conflict resolution strategies and make referrals to the CRCMC when needed. Conflict can be a "teachable moment" or a human tragedy. The CRCMC helps make it an opportunity for learning and personal growth. GUIDE and CRCMC offer services in Spanish and English. Pictured above Peter Meleney, CRCMC Youth Director, presents the award to Dr. Larry Epp, Director of GUIDE's School-Based Mental Health Services.*

70% of children in GUIDE Linkages to Learning school-based mental health services saw improvement in one of six areas of school performance (e.g., attendance, conduct, achievement, relationships); 96% of parents reporting indicated they were "very satisfied" with the clinical services provided.

After participating in GUIDE Youth Services' program of brief counseling, participants reported an "excellent" or "good" ability to: 1) understand the initial problem presented (youth - 83%, parents - 83%); and 2) make positive decisions regarding this problem (youth - 84%, parents - 93%);

Of counseling participants, 97% of youth and 96% of parents reporting indicated "excellent" or "good" satisfaction with the counseling services provided.

## GUIDE Programs Foster Academic Achievement

All high school seniors who participated in the Transitional Age Youth Program successfully completed their senior year and graduated in June of 2009.

87% of youth remaining in the structured shelter school for 20 days or more increased at least one grade level in two academic subjects (reading, mathematics, or spelling.)

99% of students in the SHARP School Suspension Program completed three-quarters or more of their homework assignments, and 99% of students remained in the program for their full period of suspension.

All residents of GUIDE's two Therapeutic Group Homes received weekly tutoring and educational advocacy; many demonstrated significant academic improvement; some recovered lost high school credits; and one recent graduate was accepted at Morgan State University.

*"Este programa ayudo a mi hija . . . pero yo como [un] padre aprendio mucho de esta Consejeria, creo que me preparara mejor para afrontar este clase de problemas, gracias."*

*"This program helped my daughter, but I as a father, learned a lot from counseling. I think I . . . [am] more prepared to deal with this type of problem, thank you."*

## Consumers Thrive in Community Living Settings

*"My brother is doing better than he ever has. Our mother is in assisted living, I live in Washington State . . . I don't know what would happen to [him] if it weren't for the GUIDE Program. Thank you . . . so much for helping [him] be as independent as he can."*

*"Thanks for all you and your staff do for my son all year around. He would not be able to live in his own apartment without GUIDE."*

Of participants remaining in the Transitional Age Youth Program for six months or more, 90% showed improvement in Outcomes Based Skills Assessment scores; 90% of residents were involved in paid work, school, or volunteer service; and 90% of all discharges were considered to be successful.

60% of youth discharged from Therapeutic Group Home treatment at Oak Lane moved to a lower level of care (home, foster care, or independent living); 91% of youth at Barrington Road were discharged to a lower level of care or maintained successfully in the program.

96% of GUIDE's Independence consumers receiving Psychiatric Rehabilitation Services in Prince George's County required no inpatient hospitalizations during 2009; 94% were successful in maintaining or improving their level of independence; 89% of

consumers were "satisfied" or "completely satisfied" with services provided.

63% of adult consumers participating in agency supported employment found or maintained employment during 2009; 42% successfully maintained a single job during the year. 73% of consumers at the general or supported housing levels of services were employed or in college.

90% of consumers on conditional release maintained community living terms; of 10 consumers, one successfully completed his conditional release program requirements and was released.

## Restorative Justice Focus Helps Juvenile Justice Youth

326 youth and families were served through programs operated within a "restorative justice framework" focusing on victim awareness, giving back to the community, and social and academic skill development.

Youth who were served by the GUIDE operated juvenile justice structured shelter in Catonsville participated in a total of 1,454 community service learning hours in community organizations and service locations.

GUIDE's shelter service for juvenile justice youth demonstrated an 89% successful retention rate.

*"It helped through the difficult times and made me make good decisions and think of the consequences before I do something."*

### Mission Statement

In collaboration with community service organizations, private citizens, government officials, and other health and social service providers, GUIDE's mission is one of enriching lives, empowering families, enhancing communities, and embracing diversity through the provision of high quality mental health, juvenile justice, substance abuse, and social service programs that change the lives of children, adolescents, adults and families.

## GUIDE Exec Featured on Local Television Program

Scott Birdsong, GUIDE's Executive Director, will be a guest on *Connections*, a television program produced by the Center for Nonprofit Advancement (CNPA) and the Public Access Corporation of the District of Columbia (DCTV). *Connections* highlights the work of local nonprofits and provides resources, training, and tips for the nonprofit community. Scott is pictured here being interviewed by the host of the show, CNPA Executive Director Glen O'Gilvie for the upcoming program about public policy advocacy. Scott discussed GUIDE's advocacy efforts, which are typically conducted through its collaborative relationships with other behavioral health and social service nonprofits. His key message was that "the best way, and maybe the only way, for effective advocacy is by combining resources with like-minded and similarly spirited organizations."



<b>GUIDE</b>			
<b>Income &amp; Expense Reports for FY 2009, 2008, &amp; 2007*</b>			
	<b>FY 2009</b>	<b>FY 2008</b>	<b>FY 2007</b>
<b><u>Revenue &amp; Support</u></b>			
Government Grants & Contracts	\$3,995,067	\$4,196,542	\$4,038,982
Client Fees-for-Services	\$2,878,450	\$2,767,015	\$2,668,747
Rental & Interest Income	\$175,837	\$157,053	\$139,575
Donations & Other Income	\$42,190	\$26,836	\$14,759
<b>Total Revenue</b>	<b>\$7,091,544</b>	<b>\$7,147,446</b>	<b>\$6,862,063</b>
<b><u>Expenses</u></b>			
Young Adult & Adult Psychiatric Rehabilitation Services	\$2,686,150	\$2,582,185	\$2,391,280
Child, Adolescent, & Family Intervention Services	\$2,104,771	\$2,277,818	\$2,150,586
Residential Youth & Family Services	\$1,578,583	\$1,531,857	\$1,464,845
Management & General	\$712,267	\$797,268	\$822,458
Fundraising	\$2,085	\$6,018	\$0
<b>Total Expenses</b>	<b>\$7,083,856</b>	<b>\$7,195,146</b>	<b>\$6,829,169</b>
<i>Change in Net Assets</i>	<i>\$7,688</i>	<i>-\$47,700</i>	<i>\$32,894</i>

\*Consolidated report for GUIDE Program, Inc. and its three housing subsidiaries-- GUIDE Trexler House, Inc., GUIDE Marywood House, Inc., & GUIDE Nashville Homes, Inc.

## Supporting GUIDE's Work in 2009

Grants, financial gifts, and in-kind services were received from private foundations, businesses, religious congregations, and many, many individuals, all of which are gratefully appreciated and have helped support GUIDE's mission during the year. In-kind services were also rendered directly to GUIDE clients. Contributions and grants valued at \$500 or more were received from:

AARP, Gaithersburg Chapter  
 Bar-T Camps  
 Dr. Ali Behnia, DDS  
 The Birdsong Family  
 Boland Trane Services, Inc.  
 Boys and Girls Club, Germantown  
 Mr. & Ms. Lawrence Cain, Jr.  
 Ms. Ursula Carlton  
 Ms. Stephanie Chill  
 Clark W. Day Photo-Graphics  
 Creative Computing Solutions, Inc.  
 CTSI, Inc.  
 Ms. Denise DeCarlo  
 Epworth Methodist Church, Gaithersburg  
 First AME Church of Gaithersburg  
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 The W.R. Grace Foundation  
 Leonard Gordon, D.D.S., Gaithersburg  
 Liberty's Promise  
 LMI (Logistics Management Institute)  
 Panera Bread, Germantown  
 Mr. Steven Mendelsohn

Montgomery Coalition for Adult English  
 Literacy  
 Montgomery County Board of Elections  
 Multi Investments, LLC  
 Office Depot Foundation  
 Our Lady of the Visitation Parish, Darnestown  
 Rotary Club, Upper Montgomery  
 St. Bartholomew's Episcopal Church,  
 Laytonsville  
 St. John Neumann Catholic Church,  
 Gaithersburg  
 The Sam's Club Foundation  
 Schneider Family Dentistry, Gaithersburg  
 Ms. Rita Slaughter  
 Sodexo, Inc.  
 St. Stephen Lutheran Church, Silver Spring  
 Target Store, Gaithersburg  
 UCG Information Services, LLC  
 United Health Care, Rockville  
 Upcounty Regional Service Center Staff  
 Women's Missionary Society, Washington  
 Conference Branch  
 Women Who Care Ministries, Inc.

Citizens and taxpayers supported the work of GUIDE through major funding by:

The City of Gaithersburg  
 The Maryland Affordable Housing Trust  
 Maryland Choices, LLC  
 Maryland Department of Health and Mental  
 Hygiene  
 Maryland Department of Human Resources  
 Maryland Department of Juvenile Services  
 Maryland State Department of Education  
 Montgomery County Collaboration Council for  
 Children, Youth and Families, Inc.

Montgomery County Department of Health and  
 Human Services  
 Montgomery County Department of Recreation  
 Montgomery County Public Schools  
 Prince George's County Department of Family  
 Services  
 United States Department of Housing and  
 Urban Development

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 M. Crosby, LCSW-C, Community-Based Youth Services  
 L. Epp, EdD, LCPC, School-Based Mental Health Services  
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 L. Thomas, LCPC, Transitional Age Youth Program  
 T. Masimore, LCSW-C, Rehabilitation Director  
 W. Wilson, Residential Rehabilitation Program

Newsletter Editor: Sarah Smee

## New Shoes Offered in Collaboration with Payless



As a partner with Payless Shoes 4 Kids initiative, GUIDE's Linkages to Learning and Youth Services programs distributed \$1,500 worth of free shoes to 100 children and families in the Gaithersburg and Germantown region during the month of December. The program targeted children and families who have been experiencing significant financial hardship during the challenging economic times. GUIDE was one of 700 organizations selected that together planned to deliver \$1.2 million of free shoes during the holiday season.

## IN MEMORIAM



This edition of GUIDE's Winter Newsletter and Annual Report is dedicated to the memory of Rita Slaughter, who died February 11, 2010. Rita was a valued long-time GUIDE employee, working in our Independence Program for over 14 years. She was known to consumers and staff alike as an exceptionally hard-working, dedicated, and compassionate individual. She is pictured above with one of her grandchildren.