



## GUIDE PROGRAM

Enriching Lives. . .



Empowering Families. . .



Enhancing Communities. . .



*Annual Report to the Community  
2002*

# GUIDE Program, Inc.

## 2002-A Year of Success, A Future with Challenges:

*The year 2002 has presented many opportunities to the GUIDE organization. We have been able to initiate several new programs and services including the opening of our new Therapeutic Group Home in the City of Baltimore and the Family Intervention Service in Prince George's County. Our housing services for psychiatric rehabilitation consumers have been and are being tremendously enhanced through the HUD 811 housing development program. We remain so very fortunate to have a wonderfully dedicated, hard working, and professional staff; an active, supportive, and growing Board of Directors; and an array of community partner agencies, service providers, volunteers, and contributors who are involved with us in helping to change lives and to serve the needs of individuals, families, and communities.*

*While 2002 has been a very exciting year for the GUIDE organization, it is clearly recognized that the fiscal issues facing the State of Maryland and its localities will very likely present immense challenges and problems for the delivery of human services in the foreseeable future and coming years. State budgets nationwide are experiencing deficits and our state too is among those that will require a good deal of creative leadership during the next number of years to be able to sustain services to the marginalized in our communities. A new Governor and administration have now taken office. We will all be looking to these leaders with great expectations as well as best wishes in their efforts to continue meeting human needs in the face of the daunting financial challenges that are ahead. Recessionary times will likely continue to place increasing burdens and heightened competition on limited philanthropic giving and support. Nonprofit service organizations like GUIDE will need to make sure that every dollar is spent wisely and that limited resources are invested in efforts that support the organization's most core and central mission.*

*With the likelihood of challenges looming ahead, we remain both bolstered and optimistic about future opportunities to continue to be of service to vulnerable individuals, families, and communities.*

Scott K. Birdsong, LCSW-C  
Executive Director & President

## Mission Statement:

In collaboration with community service organizations, private citizens, government officials, and other health and social service providers, the GUIDE Program, Inc. seeks to cultivate healthier and safer communities through its provision of high quality mental health, juvenile justice, substance abuse, and social service programs serving children, adolescents, adults, and families.

## GUIDE Participant Comments

*Translating insights obtained from participating in any of GUIDE's programs, into better ways of managing one's life, is challenging. Thus, GUIDE recognizes and values the hard work that is required of its participants. Moreover, we at GUIDE genuinely care about our participants as well as their evaluations regarding their program experiences. Every year feedback from our participants tends to be very positive. This year, we have decided to anonymously share some of our participant comments with the community. Overall, a very special thank you goes out to our participants for their support and kind words.*

*"Best experience ever. My son has done remarkably well. I'm very pleased with the results. I highly recommend this program. Thanks!"*

Parent Participant  
GUIDE's Youth Services Program

*"GUIDE was very helpful to me and my son."*

Parent Participant  
Juvenile Justice Intensive  
Intervention Program

*". . . towards the middle in my treatment I realized that I really did want to stay clean. I guess GUIDE helped me reach this decision . . . I would like to thank GUIDE for helping me to stay clean."*

Youth Participant  
Adolescent Substance Abuse  
Program

*"I have been blessed with the opportunity of participating in such a wonderful class. I have learned to deal with my anger. . . Thank you for renewing my peace and happiness. . ."*

Adult Participant  
Family Support Center

## Revenue and Expenses FY 2002

Revenue Areas	Amount
Fees for Service	\$4,367,079
Governmental Grants	\$763,169
Donations	\$43,432
Interest Income	\$18,889
Other Income	\$88,267
<b>Total:</b>	<b>\$5,280,836</b>

Expense Areas	Amount
Residential Services	\$2,942,146
Outpatient Treatment	\$291,556
Youth Services	\$1,247,578
Family Support Center	\$237,057
Management and General	\$512,679
<b>Total:</b>	<b>\$5,231,016</b>

Change in net assets: **\$49,820**

# 2002 Highlights:

## The Measurement of Outcomes

- ▲ GUIDE programs are effective and well received by participants. Accordingly, GUIDE's Juvenile Justice Intensive Intervention Program's interventions led to a relatively low rate of participants (7%) being removed from their homes due to needing more structure and additional intensive services. Furthermore, the program conducted a customer satisfaction survey in which 100% of the parents surveyed agreed that they would definitely recommend GUIDE services to others, and 93% of the youths surveyed also reported satisfaction with the services that GUIDE provided.
- ▲ In FY 2002, services rendered at GUIDE's Catonsville Structured Shelter Program resulted in participants benefiting from the program as evidenced by relatively low rates of early terminations (6.6 %), and recidivism (4.7%). Additionally, 94% of the youths who resided at the shelter for at least 30 days improved in at least one of the areas of reading, spelling, and/or math as measured by their performance on a widely used achievement test.
- ▲ GUIDE's three Youth Service Centers (YSC) located in Gaithersburg, Olney, and Germantown, register the largest number of participants compared to our other programs. Collectively, following participation in the YSC Drug and Alcohol Education Seminars (DAES), 70% of the youths surveyed reported an increase in their awareness about the harmful effects of alcohol and 52% surveyed reported an increase in their awareness about the harmful effects of marijuana. At the same time, 76% of the DAES parent participants surveyed, reported that the seminar had "quite a bit" to "a great deal" of influence on their future discussions regarding drug and alcohol abuse with their youths. GUIDE's Germantown YSC customer satisfaction surveys revealed that of the participants surveyed, 85% rated their counselors as "excellent" while the remaining 15% of participants rated their counselors as "good." Additionally, 78% of YSC Gaithersburg participants reported experiencing some resolution to issues that they requested help with upon entering the program, and 76%

Number of Participants Served	
<b>Community Residential Services</b>	
Therapeutic Group Home at Oak Lane	15
Catonsville Structured Shelter	96
The Independence Program	73
<b>Community Non-Residential Services</b>	
Adolescent Substance Abuse Treatment Program	151
After Hours Juvenile Justice (JJ) Intake	212
After School Activities Program	400
JJ Intensive Intervention Program	175
Family Support Center	327
Linkages to Learning/School-Based Services	715
Operation Fresh Start	26
Youth Service Centers (Gaithersburg, Olney, and Germantown)	1,654
<b>Total</b>	<b>3,844</b>

*During FY2002 GUIDE Program Inc. provided services to a total of 3,844 participants and consumers through 11 different programs in Baltimore, Prince Georges, and Montgomery Counties.*

76% reported that they improved their ability to manage family conflict. Furthermore, a two-year follow-up study with YSC participants revealed that 100% of former Olney youth participants and 83% of former Gaithersburg youth participants had not been found delinquent in the two years following their GUIDE program experiences.

- ▲ In FY2002 GUIDE's Therapeutic Group Home at Oak Lane put forth a major effort to increase parental involvement which successfully resulted in a 150% increase in parent participation compared to the year before.

### Major Contributors

Voluntary contributions of time, money, and materials from individuals, corporations, and foundations continue to assist GUIDE tremendously in its mission. GUIDE extends a heart-felt thank you to all of our contributors and particularly our 2002 Major Voluntary Financial Contributors including:

The Frank Ewing Foundation	\$10,000
The Acacia Insurance Company	\$10,000
The Washington Post	\$1,000

### In-Kind Contributors

Substantial in-kind donations of equipment and materials were also received from Rowe Communications, Inc. and Lockheed Martin Mission Systems.

## Initiating and Expanding Services

- ▲ Upon being selected by the Family League of Baltimore City to initiate a new therapeutic residence, GUIDE opened a new Therapeutic Group Home for adolescent males in Baltimore City in the Fall of 2002. The new program was modeled after GUIDE's award-winning Therapeutic Group Home at Oak Lane in Prince George's County, and offers residential based interventions and services to young men who are experiencing emotional, social, and scholastic challenges 24 hours a day, seven days a week.

**OAK LANE**



Therapeutic Group Home

**BARRINGTON ROAD**



Therapeutic Group Home

- ▲ With the support of The Prince George's County Mental Health Authority Division and in collaboration with the Department of Juvenile Justice, GUIDE began to provide specialized Family Intervention Services as part of the state's juvenile justice aftercare initiative in the Fall of 2002.
- ▲ Through a partnership with The Maryland Student Assistance Program, GUIDE's Adolescent Substance Abuse Program began providing drug and alcohol assessments at Montgomery County middle and high schools in an effort to educate students about substance use and to identify and provide services to students with substance abuse and chemical dependency issues.
- ▲ GUIDE's Independence Program was awarded a grant by the Prince George's County Department of Family Services, Mental Health Authority Division, to enhance our Mental Health Vocational Program's capacity to provide vocational support services to persons with mental illness.
- ▲ In FY 2002, GUIDE's Family Support Center was awarded a grant from the Maryland Association for Adult Community and Continuing Education which enabled the Family Support Center to begin subsidizing GED testing for families in financial need.

## Housing Acquisition and Renovation

- ▲ GUIDE's business and finance office located in Hyattsville, is undergoing renovations as part of a larger revitalization effort sponsored by the Prince George's County Economic Development Corporation and others. With the help and support of the Prince George's County Redevelopment Authority, GUIDE was awarded funding through the Community Area Revitalization Effort. GUIDE and other business owners in economically challenged areas of Prince George's County have been provided financial and technical assistance with building renovations in an effort to breath new life into older commercial areas. Thus far, GUIDE's 86-year-old building has been given a face-lift including a new downstairs storefront among other façade improvements and repairs.

**BEFORE**



**AFTER**



- ▲ GUIDE's Independence Program has been awarded two housing development grants through the 811 program of the Federal Department of Housing and Urban Development (HUD). GUIDE's Trexler Group Home was moved into the HUD 811 program in September of 2002. Likewise, GUIDE's Marywood Group Home was selected in fiscal year 2002 for a HUD 811 grant as well. The HUD 811 program provides funds for the acquisition and renovation of housing for special needs populations as well as assistance with ongoing housing expenses.
- ▲ A start-up grant from the Family League of Baltimore City, along with a Lead Abatement grant and a low interest loan from the State of Maryland Department of Housing and Community Development were obtained and used to assist GUIDE with the acquisition and renovation of its new Barrington Road Group Home in Baltimore City.

### Awards and Recognitions

- ▲ GUIDE's Independence Psychiatric Rehabilitation Program was honored by the Prince George's County Department of Family Services, Mental Health Authority Division at its 8<sup>th</sup> Annual Provider Appreciation Ceremony in which staff were recognized for "going above and beyond the call of duty" in serving participants. Additionally, the program was recognized for having the highest rate of participants graduate to higher phases of independence.



### GUIDE Program, Inc. is a member or participant in the following organizations:

- Community Behavioral Health Association of Maryland (CBH)
- Local Independent Charities of America (LICA)
- Maryland Association of Resources for Families and Youth (MARFY)
- Maryland Association of Youth Services Bureaus (MAYSB)
- United Way of the National Capital Area (UWNCA)
- Washington Council of Agencies (WCA)

### 2002 Business Partners

- Bethesda Academy of Performing Arts, Inc.
- The City of Gaithersburg
- The Enrichment Centers, Inc.
- The Family League of Baltimore City
- The Family Services Agency of Montgomery County, Inc.
- Friends of the Family, Inc.
- Maryland Health Partners, Inc.
- Montgomery County: Department of Health and Human Services; Housing Opportunities Commission; Department of Housing and Community Affairs; and Public School System
- Potomac Ridge Behavioral Health, Adventist Health Care
- Prince George's County: Department of Family Services and Redevelopment Authority
- Songs With Meaning, Inc.
- State of Maryland: Department of Health and Mental Hygiene; Department of Human Resources; Department of Juvenile Justice; and Department of Housing and Community Development
- Upper Montgomery County Branch, YMCA of Metropolitan Washington
- Washington Assessment and Therapy Services, Inc.

- ▲ The Gaithersburg-Germantown Chamber of Commerce, Inc. honored GUIDE Youth Services for "fifteen years of commitment to the business community, as well as continued support and involvement in making Gaithersburg and Germantown a great place to live and work."
- ▲ GUIDE's Gaithersburg YSC also received the Golden Shovel Award of Honorable Mention for their "outstanding contribution to the beautification of the City of Gaithersburg."

## Financial and Tax Statements

GUIDE Program, Inc. is audited by the independent accounting firm of Chapin, Owen, and Sandstrom, P.A. A complete copy of the report for the fiscal year ending 06/30/02 is available upon request. A copy of the agency's IRS Form 990 for the fiscal year is also available upon request.

We would like to especially thank all of our staff for their hard work and dedication. Our staff's commitment to providing top-notch service resulted in GUIDE celebrating *another great year!*



### GUIDE Program

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United Way/CFC Designation #: 8822  
Maryland Charity Campaign #: 7243

#### Pictures

- Front Cover:** GUIDE's Child and Adolescent Program (upper middle picture, far left) Karla Hoffman, GUIDE Assistant Director and (upper middle picture, far right) Peggy Cole, Director of Adolescent Substance Abuse Program. GUIDE Independence Program (lower left picture) Counselor, Rita Slaughter and her granddaughter. GUIDE Oak Lane Therapeutic Group Home (lower right picture) group home participants.
- Page 4:** GUIDE's Oak Lane (upper left picture) and Barrington Road (upper right picture) Therapeutic Group Homes. GUIDE's Business office located in Hyattsville, Maryland (lower left and lower right pictures).
- Page 5:** GUIDE's Independence Program being recognized at Prince George's County Department of Family Services, MHAD 8<sup>th</sup> Annual Provider Appreciation Ceremony (far left picture, left to right) Prince Georges MHAD Director, Carolyn Billingsley; GUIDE Independence Program Rehabilitation Director, Amy Weaver; and the former Department of Family Services Director, Dr. Keith Hampden. GUIDE Independence Program Staff Persons (middle picture, left to right) Waynett Wilson, Latarsha Walker, (far right picture, left to right) Amy Weaver, and Karyn Black.
- Page 6:** GUIDE's Staff Appreciation Party at Dave & Busters Restaurant. Pictures of GUIDE staff include (top row starting from left) Holly Rothrock, Steven Black, Karyn Black, Chester Hardy, Rachel Coleman, (bottom row starting from left) Debby Huie, Sarah Amess, and Karene Brodie.

## Board of Directors

**Wolfgang Riedel, PhD**  
Gaithersburg, Maryland  
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Hyattsville, Maryland  
**Marie Schram, MA**  
Bethesda, Maryland  
**Edward Stefic, PhD**  
University Park, Maryland  
**George Taylor, M Div**  
Takoma Park, Maryland

## Officers

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**Karla Hoffman, MA**  
Deputy Executive Director  
**S. Michael Jones, LCPC**  
Corporate Secretary  
**Swati Shah, CPA**  
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and Juvenile Justice Programs

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Youth Service Centers (Gaithersburg/Olney)

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Catonsville Structured Shelter

**Karene Brodie, MS Ed**  
After School Activities Program

**Jennifer Carberry, MSW**  
Therapeutic Group Home  
Barrington Road

**Peggy Cole, LCPC**  
Adolescent Substance Abuse Program

**Debby Huie, MA**  
Operation Fresh Start

**Monica Martin, LCSW-C**  
Youth Service Center (Upper Mont. County)

**Turner Mebane, BA**  
Juvenile Justice After Hours Intake

**Kenderly Rollins-Franklin, BS**  
Therapeutic Group Home  
Oak Lane

**Stefanie A. Rupertus, LCPC**  
Independence Psychiatric Rehabilitation Program

**Tracey Webb, M Ed**  
Family Support Center