

Annual Report to the Community

2003



GUIDE Program

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A Message from the Executive Director and President

2003-Responding to our challenges, realigning services, guided by our mission. . .

Last year, in the face of a potential fiscal crisis in Maryland, we were able to identify new opportunities to serve at-risk and troubled youth within their families and communities, and expand our housing services for consumers with mental illness. We were able to manage our resources with high quality, cost-effective programs, developing innovative solutions in order to preserve critical services and programs for youth, adults, families and communities.

As the year 2003 began, it was clear that the State's fiscal crisis was intensifying. Additionally budget cuts throughout the year have led to devastating consequences for the most vulnerable individuals and families. The State's safety net for some of the most disabled individuals has taken a major fiscal hit. We have had to join many of our partner social service and mental health agencies in closing some programs and restructuring others, while continuing to preserve our core programs. Last summer we were forced to close our Family Support Center in Seat Pleasant that provided parenting resources and job readiness services to very vulnerable families with infants and toddlers. Funding for after-school services in Montgomery County were eliminated, and we have continually faced cuts during the year in supported employment services for chronically mentally ill adults and adults and youth in Psychiatric Rehabilitation Programs.

Yet our optimism remains strong, and our dedicated staff continue to provide critical services to the youth in our care, and the adults and communities we serve. We do this by continually balancing our strong commitment to high quality, cost effective, accountable services and programs with the constant need to evaluate and, if needed, to realign services. This annual report to the community is a reflection of both our challenges and our successes.

In challenging times, it is even more critical to step back from what we do and reflect on the importance of our work, it's remarkable positive impact at times on the lives we touch, and the many ways we learn from our clients.

Scott K. Birdsong, LCSW-C

Mission Statement

In collaboration with community service organizations, private citizens, government officials, and other health and social service providers, the GUIDE Program 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.

Values



Enriching Lives through programs that develop and enhance individual responsibility, leadership, and academic achievement; improve lives, resolve personal problems, and develop resistance and resilience skills; and, provide opportunities to meet the challenges

presented by disabilities and community living.

Empowering Families through programs that increase family communication; reduce family conflict and violence; help families to reincorporate children who are returning and/or being diverted from out-of-home placements; and, that support families in managing challenges presented by children.

Enhancing Communities through programs that reduce the need for incarceration; offer community living opportunities as an alternative to psychiatric hospitalization and homelessness; provide opportunities for community service and achievement; and provide supportive, safe, and therapeutic living environments.

Respecting Diversity through our commitment to meet the needs of the culturally and racially diverse communities that we serve, with staffing that is representative of and sensitive to the cultural values, practices and beliefs of clients, consumers, and their families.

What GUIDE does. . .

GUIDE provides an array of services for at-risk children and adolescents, young adults, and their families, and adults with chronic mental illness in community settings, community-based group homes and residential services, and supported independent living environments. GUIDE operates programs in the areas of prevention, early intervention and diagnostic assessments as well as treatment and rehabilitation.

Non-Residential Programs

Youth Service Centers



Prevention, early intervention, and treatment services are available to youth and families through GUIDE's three Youth Service Centers (YSC's) located in Gaithersburg, Olney, and Germantown. YSC's offer after-school activity and educational programs; drug and alcohol prevention services; resistance training, leadership, and character building programs; tutoring, mentoring, adventure, and cultural events; personal and family counseling; and, crisis intervention, information, and referral. YSC's are part of Montgomery County's Linkages to Learning Program, and in collaboration with the [Family Services Agency of Montgomery County](#), provide mental health case management and treatment services to children, youth, and families in area public schools.

Juvenile Justice, Clinical Intervention, and Emergency Services

GUIDE's Child and Adolescent Services in Montgomery County provide counseling and therapy to children, youth and families, many of whom are referred through local juvenile justice, child welfare, and social service agencies. Mental health and substance

abuse intervention and treatment are provided including therapy, psycho/educational classes, problem solving, and character building activities in group, individual, and family formats. Emergency, after-hours crisis intervention is provided under specialized circumstances, and families are provided support, treatment, and referral. Level I addictions services for adolescents and families are provided through a collaborative relationship with [Potomac Ridge Behavioral Health](#). In Prince George's County, specialized intensive aftercare family intervention services are provided in collaboration with local juvenile justice authorities.

After-School Activities Program and the Family Support Center

Budget cuts across the State required GUIDE to close these valuable programs this past year. However, a variety of planned activities, tutoring, mentoring and other educational support services were integrated within the Youth Service Centers after the traditional school day. This has allowed GUIDE to continue serving especially vulnerable youth in the upper regions of Montgomery County who were previously involved in the After-School Activities Program. With declining State revenue the Family Support Center located in Seat Pleasant was closed at the end of FY 2003.

Residential Programs

Catonsville Structured Shelter

GUIDE has operated a short-term structured shelter program for over 20 years for youth involved in the juvenile justice system. Located in Baltimore County, this program provides a short-term, community-based, structured environment for youth involved in the juvenile justice system. Round-the-clock supervision and guidance are provided, and youth receive substance abuse and educational assessments. The program includes intensive educational remedial programming and education around issues of restorative justice. Staff work closely with the Department of Juvenile Services to ensure that a youth's long-term permanent placement, or return to their family can be facilitated.

Therapeutic Group Homes for Youth

GUIDE operates two therapeutic group homes for youth (one in Prince George's County and one in Baltimore City), providing round-the-clock supervision, therapy and guidance. Youth participate in chores and other household activities, become involved in community service projects, attend school, and become involved in recreational and cultural activities. As needed, medical evaluation and care are provided, and youth receive personal and

family counseling. Some youth are able to obtain part-time jobs and otherwise participate in neighborhood and community activities.



Residential and Community Psychiatric Programs for Transitional Age Youth and Adults

Rehabilitation services are provided to adults and transitional age youth with significant mental illnesses through two psychiatric rehabilitation service sites (in Prince George's and Montgomery Counties). Supervised community housing is available in both group home and apartment venues, and education and training are provided to program participants in activities-of-daily-living, self care, medication management, employment or job readiness skills, transportation, as well as recreational and social activities. Counseling and family involvement is encouraged, and collaboration is maintained with other medical practitioners, clinics and day program service providers with whom consumers may be involved.

How well GUIDE does it. . .

Measuring Outcomes-

GUIDE's various projects have different and unique goals and objectives and ways of measuring success. The following are a representative sample of some of the agency's positive outcome measures for 2003:

- ◆ Middle and high school students enrolled in the Youth Service Centers (YSC's) consistently improved in areas of conflict resolution, self-esteem, and understanding consequences of risky behaviors, such as use of illegal substances. Based upon pre-and post-test assessments of knowledge, attainment of positive outcomes in the Gaithersburg/Olney program ranged from 67% to 100%.
- ◆ One hundred percent of parents who participated in YSC's program of *Systematic Training for Effective Parenting* and completed the evaluation agreed that the program has helped improve relationships with adolescents, and improved their own parenting skills.
- ◆ The Juvenile Justice Intensive Intervention Program's primary goal is to successfully maintain youth in their home and community. Over the past one and one-half years, 90 percent of youth served in this program met this goal. In addition, of 96 youth who completed treatment, only 2 were re-arrested after six months. Particularly impressive were the high ratings for improved behaviors (averaging 8.85 on a 10-point rating scale) made by referral sources.
- ◆ Parents involved in the Intensive Intervention Program have been equally impressed with improvements in their adolescent's behaviors, with parents average rating of their satisfaction with the program and the outcomes achieved at 93% positive. The youth's self-rating was only slightly less positive, averaging 85% satisfaction.
- ◆ Adolescents enrolled in GUIDE's Adolescent and Family Substance Abuse Program have shown positive outcomes in key measures; 88% of graduates had no further arrests during a 6-month follow-up, and 92% had negative drug screens.
- ◆ GUIDE's primary goals for our Independence Program are to achieve long-term stability for consumers, assist them in obtaining supported employment and moving to more independent living opportunities. Over the past year and a half, 77% of consumers experienced no hospitalizations, and seven were able to move to a less intensive level of care. In our Montgomery County Transitional Age Youth Program, only two consumers out of 16 required hospitalization during the year, with each stay lasting no more than 24 hours for crisis stabilization.
- ◆ Eighty percent of the goals for juvenile justice youth placed at the Oak Lane Therapeutic Group Home in FY 2003 were achieved.
- ◆ Youth who resided at GUIDE's Catonsville Structured Shelter evidenced low rates of: a) elopements (less than one percent); b) early terminations (8.33%); and, c) re-offending while in the program (3.5%). Additionally, of youth remaining in the program's school for 30 days or more all showed some improvement in reading, spelling, or math.



Numbers of Participants Served in Fiscal Year 2003-

Community Based Non Residential Services

Adolescent & Family Substance Abuse Treatment Program	221
After Hours Juvenile Justice Intake Services	238
After School Activities Program	220
Family Support Center	294
Juvenile Justice Intensive Aftercare/Family Intervention	52
Juvenile Justice Intensive Intervention Program	273
Youth Service Centers--	
Activities and Counseling Programs	1601
Linkages to Learning Programs	712

Community Based Residential Services

Independence Program--	
Psychiatric Residential Rehabilitation (PRR)	93
Transitional Age Youth PRR	16
Catonsville Structured Shelter Home for Boys	95
Therapeutic Group Homes--	
Prince George's County	21
Baltimore City	13

Totals	3,849
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During FY 2003 GUIDE provided direct services to **3,849** consumers including **2,490** primary clients and **1,359** family members and others through 13 different programs located in Baltimore, Montgomery, and Prince George's Counties, and Baltimore City.

2003 Noteworthy Challenges, Accomplishments, Initiatives, and Awards-

This has been a year of challenges and change. Facing the reality of the loss of fiscal support for both the Family Support Center (FSC) and the After-School Activities Program (ASAP), GUIDE chose to strategically restructure some programs. After initially exploring private grant support for the FSC, we were unable to maintain this service; however, we integrated many of the activities in ASAP within our three Montgomery County based Youth Service Centers. The year was not without many successes and noteworthy accomplishments as well. The following provide some of the year's positive highlights:

- ◆ 2003 was the first year of operations for two of GUIDE's newest programs: Having begun services in December of 2002, the Baltimore City Therapeutic Group Home completed its first full year's service in December 2003. The program's first successful graduate completed the program during the summer of 2003. In November of 2003 GUIDE also marked the completion of the first year of providing Family Intervention Specialists for the Department of Juvenile Services in Prince George's County.
- ◆ GUIDE's Independence Program was given the award for the "RRP with the Most Graduations in 2003" by the Prince George's County Department of Family Services, Mental Health Authority Division on May 29, 2003. The program was recognized for successfully transitioning the highest percentage of residents into independent living situations.
- ◆ GUIDE's Adolescent Substance Abuse Program that serves the Gaithersburg and North Potomac communities was nominated for the "2003 Nancy Dworkin Award for Outstanding Service to Youth." GUIDE's nomination was for the work that the organization does as a treatment partner with the Montgomery County Public School's Safe and Drug-Free Schools Program (SDFSP). Additionally SDFSP and the county's Alcohol and Other Drug Advisory Council recognized the program's Director, Ms. Peggy Cole, for "continued service on behalf of youth and their families through 'Student Assistance'" during the 2003 Recovery Month Celebration in September.
- ◆ With the assistance of two housing development grants through the 811 program of the Federal Department of Housing and Urban Development, the GUIDE organization has been able to enhance its housing services for transition aged youth and adults with serious mental illness. Both group home projects in Prince George's County, GUIDE Trexler House, Inc. and GUIDE Marywood House, Inc., completed the renovation project phase and moved into the rental assistance phase during 2003.
- ◆ Two of the agency's longest running contracts were renewed during 2003: GUIDE was selected by Montgomery County to continue providing school and community-based prevention, early intervention, and treatment services through its Youth Service Centers in the upper regions of the County, and GUIDE was awarded a new three to five year contract by the State of Maryland to operate the Structured Shelter in Catonsville.
- ◆ The Youth Services Center in Gaithersburg was awarded "Honorable Mention" in this year's "Golden Shovel Award" by City of Gaithersburg for "outstanding efforts to beautify and enhance the appearance of . . . [the] City."
- ◆ GUIDE has taken the initiative in promulgating an aggressive outreach effort to engage minority and female owned businesses and entrepreneurs in our contracting process. The youth, adults and their families that we serve have become increasingly diverse, and we are steadfast in our outreach to minority representation in our staff and our sub-contractors. GUIDE's outreach efforts included the distribution of solicitations to 162 prospective minority and female vendors for a variety of support services and materials routinely purchased by GUIDE.



Consumers Speak Out-

The following are comments made by participants and others associated with some of GUIDE's endeavors during 2003. These and other impressions reinforce the importance of the work we do and the importance and meaning that it has for clients as well as our consumers, customers, and for us.

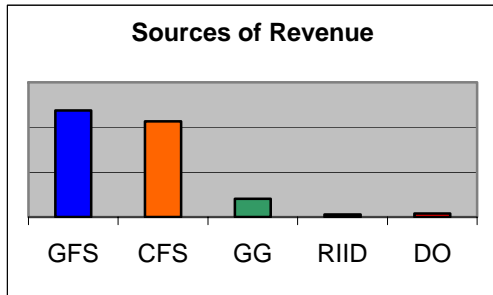
- ◆ A youth in the Intensive Intervention Program stated that "I feel that some counselors go above and beyond their duties to show they actually do care."
- ◆ A youth at the Structured Shelter noted that "I learned that the stuff I was doing at home was wrong, plus I gained a lot of respect from staff plus myself."
- ◆ A youth in the Youth Services Program, engaged in family counseling commented that "It greatly helped our situation"; another that "I understand better how to trust my instincts and set guidelines myself", and a third, "This

is a good, low-key place to just vent or problem-solve. I like that it's structured to bend for what we need."

- ◆ A parent in family counseling noted "we have had experience with other types of therapy/interventions but none have been as effective as this, with a common sense approach."
- ◆ An adult in the Independence Program stated that GUIDE "helped me develop into a good worker, it helped train me into a better person."
- ◆ Finally, a juvenile counselor, commenting on the Structured Shelter Program complemented staff on their "cooperation and willingness to assist with . . . [the Department's] concerns, and all [staff] are very knowledgeable about our clients."

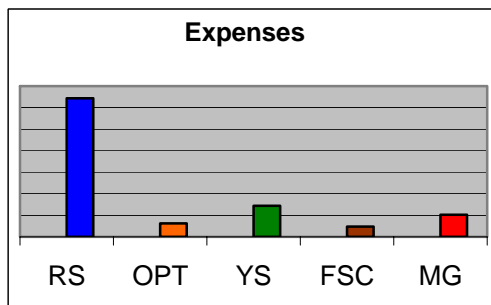
How you and GUIDE make it all happen...

Overall, our FY 2003 revenues decreased slightly as compared to the last fiscal year; however, our expenses decreased as well. With federal, state and local budgets cut significantly over the year, we view our continued stability as an accomplishment. (Revenues and expenses have been taken from the audited, consolidated financial statements for GUIDE Program, Inc. and its affiliates, GUIDE Trexler House, Inc. and GUIDE Marywood House, Inc.)



Sources of Revenue:

1. Government Fees for Services (GFS)	\$2,374,975
2. Client Fees for Services (CFS)	\$2,132,268
3. Government Grants (GG)	\$407,249
4. Rental Income & Interest/Dividends (RIID)	\$55,666
5. Donations/Other (DO)	\$79,325
Total	\$5,049,483



Expenses:

1. Residential Services (RS)	\$3,220,920
2. Out-patient Treatment (OPT)	\$311,459
3. Youth Services (YS)	\$723,702
4. Family Support Center (FSC)	\$239,169
5. Management/Gen. (MG)	\$515,267
Total	\$5,010,517

Our net assets at the end of FY 2003 were: **\$1,714,950**, a modest increase over last year. As a nonprofit, retained earnings provide support to under-funded critical programs, necessary operating capital, and an investment resource for new program and facility development.

Financial and Tax Statements

GUIDE Program, Inc. and GUIDE Trexler House, Inc. have been audited by the independent accounting firms of Chapin, Owen, and Sandstrom, P.A. and Grubman Anand, P.C. Copies of audited financial statements for the fiscal year ending 06/30/03 are available upon request, as are copies of the organization's Forms 990 submitted to the United States Internal Revenue Service.

Fiscal Year 2003 Major Gifts and Memorials

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 supporters including our financial contributors who gave \$1,000 or more to the work of the GUIDE Program in FY 2003:

The Frank Ewing Foundation	\$10,000
The Acacia Insurance Company	\$5,000
Gift Donation by Ms. Kathleen Jasper On behalf of the Mark Jasper Scholarship Fund	\$3,000
The Gannett Foundation	\$2,000
The Target Corporation	\$2,000
The Washington Post	\$1,000

Other Financial & In-Kind Contributors

Financial and in-kind donations of equipment and materials valued at \$500 or more were also received during FY 2003 from: First Baptist Church of Glenarden; Kentucky Fried Chicken of Montgomery Road, Ellicott City; Mr. Tony L Ghanem; Good Shepherd Lutheran Church of Gaithersburg; and Mr. & Ms. Barry Rowe, Rowe Communications.

2003 Business Partners

The City of Gaithersburg

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; Collaboration Council for Children, Youth, and Families; and Public School System

Potomac Ridge Behavioral Health,
Adventist Health Care

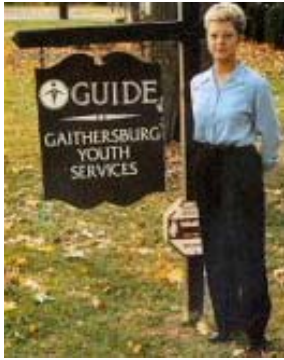
Prince George's County:
Department of Family Services Mental Health Authority Division,
and
The Redevelopment Authority

State of Maryland:
Departments of Health and Mental Hygiene,
Human Resources; Juvenile Services; and, Office of Children,
Youth, and Families

United States Department of Housing and Urban Development

Washington Assessment and Therapy
Services, Inc.

GUIDE Program Photo Gallery



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

- Community Behavioral Health Association of Maryland
- Gaithersburg Judy Center Steering Committee
- Gaithersburg Coalition of Providers
- Gaithersburg/Germantown Chamber of Commerce
- Gaithersburg Mental Health Initiative
- Kids First Alliance Leadership Council
- Local Independent Charities of America
- Montgomery County Juvenile Justice Commission
- Network of Youth Service Centers of Montgomery County
- Olney Neighborhood Network
- Prince George's County Human Services Coalition
- Maryland Association of Resources for Families and Youth
- Maryland Association of Youth Services Bureaus
- United Way of the National Capital Area
- Up County Latino Network
- Up County Providers Roundtable
- Washington Council of Agencies

Pictures

- Front Cover: (Left) Camilla Smith, GUIDE Family Intervention Specialist and Scott Birdsong, GUIDE's Executive Director. (Middle picture from left to right) GUIDE's Child and Adolescent Program - Christina Broughton, Rupal Mistry, Sarah Arness, Debbie Huie, Karla Hoffman, and Tammy Streets (Picture to the right from left to right) GUIDE's Independence Program - Karyn Black, Assistant Program Director and Stefanie Rupertus, Program Director
- Page 3: (Top left) GUIDE's Youth Service Center located in Gaithersburg, Maryland (Lower right) GUIDE's Therapeutic Group Home located in Baltimore City, Maryland
- Page 4: GUIDE's Catonsville Structured Shelter
- Page 5: GUIDE's Independence Program receives award from Prince George's County Mental Health Authority Division

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