

# GUIDE PROGRAM



## *Annual Report to the Community 2004*



*Enriching Lives... Empowering Families...  
Enhancing Communities...*

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## *A Message from the Executive Director and President:*

### *2004-Responding to our challenges, realigning services, guided by our mission. . .*

As with many nonprofit organizations that serve individuals and families with special needs, this past year has been filled with both challenges and opportunities for the wider GUIDE organization (GUIDE Program, Inc., GUIDE Trexler House, Inc., and GUIDE Marywood House, Inc.) With the continuing deterioration in the financial and business climate for some of our program activities we found it necessary during 2004 to make certain reductions in services and to realign some of our program activities. With continuing changes in Maryland's Public Mental Health System as well as other publicly supported services, we too have been hit by cuts that have required difficult downsizing of staff and reducing certain activities. A major challenge for the organization was rebounding from the fire in April at our Barrington Road home where thankfully there were no injuries, but certainly a fair degree of property damage that created financial losses for the particular project.

Nevertheless at the same time through the generous support of many in the governmental and private sectors, we were successful in expanding and enhancing services in several areas of our work, and GUIDE was selected to continue providing major programs through state and local contracts. We have continued to receive very generous gifts, both financial and in-kind from community partners that have helped us continue our work in areas of special need and limited revenue. During the year, decisions were made and a building was purchased that will allow the relocation in 2005 of the organization's business and administrative center to quarters that should better support the work of the regionally-based human services organization that GUIDE has become. We were humbled and appreciative of being honored in May by the Prince George's County Mental Health Authority Division with their Outstanding Program of the Year Award.

During the ups and downs of this past year an abiding strength for GUIDE has been the dedication, skill, hard work, and support of our staff, board, business partners, community supporters, and our consumers of service who together are able to create daily successes in people's lives. The following response on his discharge survey by a resident leaving the Catonsville Structured Shelter, I believe, succinctly summarizes what GUIDE endeavors to achieve--"They all took care of me like I was their own kid."



Scott K. Birdsong, LCSW-C

Thank you for your support. . .

#### ***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.

#### ***Our vision includes . . .***

***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.

***Embracing 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 Montgomery County 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. Spanish speaking clinicians are provided in settings where English may not be the family's first language. Special

efforts are made to provide outreach and advocacy based services to those new to this country.

#### *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. In Prince George's County, specialized intensive aftercare family intervention services are provided in collaboration with local juvenile justice authorities. GUIDE provides a part-time Clinical Psychologist to the Cheltenham Youth Center.

### *Residential Programs*

#### *Catonsville Structured Shelter*

GUIDE has operated a short-term structured shelter program for over 21 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 screening and 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 2004:

- ◆ For the third consecutive year GUIDE's Adolescent and Family Substance Abuse Treatment services exceeded its goal of 90% retention, and 86% of youth who successfully completed the program received no new charges while in treatment.
- ◆ The juvenile justice Intensive Intervention Program exceeded its three primary goals with 89% (85% target) of participants being maintained successfully in the community; 66% (60% target) of all participants fully completing the program successfully; and, for those discharged per treatment plan, a 92% reduction in arrests during participation was registered.
- ◆ Therapeutic Group Home clients received educational advocacy, and were placed in appropriate educational environments (100%, both homes); were all enrolled in school within two weeks of admission (Oak Lane); improved school performance (76%, Barrington Rd.); improved mental health status (100%, Barrington Rd.); achieved treatment plan goals (at least one for 95% of those in care for up to 60 days, Oak Lane); and, were discharged to less restrictive environments (100% of all planned discharges, Oak Lane).
- ◆ Of all participants who attended the GUIDE Catonsville Structured Shelter School for at least 30 days, 92% demonstrated improvements in reading level, 82% improved in math, and 78% showed improvement in language arts skills.
- ◆ Major goals of the Independence Program are to reduce the need for hospital services, facilitate employment, and help consumers become more independent. Only nine percent of clients in the apartment-based program, seven percent in the Transitional Youth Program (TAY), and 18% living in group homes required any days of hospital-based services during the year. Furthermore 70% of TAY consumers were gainfully employed and another 10% consistently performed volunteer work. Twenty-five percent of consumers in Group Homes and eleven percent in apartment settings moved on to less structured living venues.
- ◆ Participants in GUIDE's Youth Service Centers reported individual and family progress: 98% of family counseling participants reported improved family functioning; 95% reported an improved ability to make positive decisions regarding the problem that brought them into counseling; 84% of participants in drug and alcohol educational services indicated the experience would positively affect the way they would discuss the problem with their children; and, no mentored clients re-entered or entered the juvenile justice system.

### *Numbers of Participants Served in Fiscal Year 2004 Including Primary Clients and Family Members*

#### *Community Based Non Residential Services*

Adolescent & Family Substance Abuse Treatment Program	193
After Hours Juvenile Justice Intake Services	253
Juvenile Justice Intensive Aftercare/Family Intervention	39
Juvenile Justice Intensive Intervention Program	278
Youth Service Centers—(Gaithersburg, Olney, Germantown)	
*Prevention and Counseling Programs	1,602
*After School Activity Programs	25
*Linkages to Learning School Based Mental Health Prg.	578

#### *Community Based Residential Services*

Independence Program--	
*Psychiatric Rehabilitation Program	63
*Transitional Age Youth Program	14
Juvenile Justice Structured Shelter Home for Boys	94
Therapeutic Group Homes--	
Prince George's County (@ Oak Lane)	34
Baltimore City (@ Barrington Road)	24

Totals	3,197
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During FY 2004 GUIDE provided direct services to **3,197** consumers including **2,121** primary clients and **1,076** family members and others through **12** different programs located in Baltimore, Montgomery, and Prince George's Counties, and Baltimore City. Primary clients included **2,044** at risk children and adolescents and **77** challenged adults. **Twenty-six percent** of participants were under 13 years old, **38%** between 13 and 19, and **36%** were above 20 years old.

## 2004 Noteworthy Challenges, Accomplishments, Initiatives, and Awards-

The year has been full of rewards, achievements, and some challenges. Some highlights for the period include:

- ◆ On May 27, 2004 GUIDE was honored by the Prince George's Mental Health Authority Division (MHAD) with the "Outstanding Program of the Year Award." GUIDE's juvenile justice-related services including Therapeutic Group Home and Intensive Aftercare Family Intervention Services were singled out for special recognition at the Annual Provider Appreciation Luncheon. The award was presented by Leslie



Johnson, the County's First Lady, Adrienne Bennett, Director of the Department of Family Services, and Carolyn Billingsley, Director of the MHAD. Ms. Billingsley indicated "the Outstanding Program of the Year Award" is given . . . to an organization that has shown a deep commitment to public service through mental health care. . . . Because of the commitment of the GUIDE Program . . . the youth and families participating in this program are receiving another opportunity to turn their lives around." Accepting the award for GUIDE, Scott Birdsong, the organization's Executive Director noted: "The real heroes of the GUIDE organization are the staff and personnel who directly work in [our] programs on a daily basis and who truly make wonderful contributions to the lives of children, youth, and families."

- ◆ During the year new programs were initiated and others were selected to continue while some activities were scaled back, closed, and incorporated into other projects:
  - ▶ This year marked the first for a new collaboration with Montgomery County Public Schools/Kids First Alliance (KFA) that will augment the delivery of mental health and social services in Gaithersburg area elementary and secondary schools. Activities designed to complement ongoing Linkages to Learning services have been developed.
  - ▶ During the second half of the fiscal year, GUIDE began supporting the work of a clinical psychologist, Dr. Michele Vaise, at the Cheltenham Youth Facility through a collaboration between the State Department of Juvenile Services and Prince George's County.
  - ▶ Two of the agency's longest running contracts were renewed in 2004: 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.
  - ▶ After struggling financially for several years to continue outpatient substance abuse treatment services in Montgomery County, GUIDE elected not to seek renewal of its contract for these activities. Nevertheless substance abuse education, prevention and early intervention activities will be continued as part of the organization's youth service center programs.
- ◆ Several agency-sponsored and/or hosted in-service programs were offered this year: As part of the Montgomery County Youth Service Center Network, GUIDE hosted the in-service program, "Gangs: On the Front Lines of Prevention and Early Intervention"; GUIDE provided a company-wide training program conducted by Dr. Susan Kleinberg on "Respecting Boundaries and Recognizing Dual Relationships"; and, GUIDE's Family Intervention Specialists held their second juvenile justice Annual Intensive Aftercare Retreat.
- ◆ Like a phoenix rising from the ashes, the Barrington Road Therapeutic Group Home successfully rebounded from a fire that occurred on April 4, 2004 that closed program operations for over two and a half months. We were very fortunate and thankful that a quick response by staff and residents alike precluded any personal injuries from occurring and limited property damage. Nevertheless, the program suffered a loss of \$50,000 beyond insurance reimbursements. While it is difficult to interpret a major assault on the program such as this in anything but negative terms, a number of program modifications and enhancements have been made. On July 8 the group home celebrated its return to service with a very successful open house that was attended by representatives of the Departments of Juvenile and Social Services, the Family League of Baltimore City, the Honorable State Senator, Lisa Gladden, and others. The program received praise for its "warm, home-like environment" with one attendee indicating that she was "sweet on GUIDE!" Nonetheless, it has been a long road for the group home's staff and residents, but they weathered the trial well. With the reopening of the program came a renewed energy and commitment to serving children in need. Says Jennifer Carberry, Director of the group home, "the experience united staff and residents to make this a strong program, a nurturing home and a fun work environment."
- ◆ For several years GUIDE has been considering relocating its main administrative offices to outside of the Capital Beltway in an attempt to be better able to respond to the organization's regional footprint and meet growing facility requirements. A new office was selected in Laurel and was purchased on November 8, 2004. A contract has been let for renovations and a move from Hyattsville to Laurel is projected for the winter of 2005. Leaving the Hyattsville community after 25 years or more of being located there will not be without its sadness. Nevertheless the new facilities should benefit the organization in years to come in many ways.



## Consumers Speak Out-

A parent whose family participated in the Intensive Intervention Program wrote: "GUIDE really believes in helping not just the individual but families as well. . . . GUIDE is a wonderful program and it is definitely needed in the community." And another wrote, "I do not know if we ever would have been able to accomplish the cohesion that we now enjoy without the counseling received at GUIDE . . . ."

Youth participating in outpatient substance abuse treatment reported to program evaluators: "If you want to make a change in your life, this is a good support system. You can find new ways to stay sober and talk to people who have been through your same situation," and "I would recommend this program . . . . It gives them an opportunity to stop and change the path they are on."

On his discharge survey a resident leaving the Catonsville Structured Shelter stated: "The support of the counselors played a great deal in helping me."

Responding on the comment section of the program's family counseling outcome survey, a Youth Service Center parent participant indicated: "Take home tools and exercises were excellent for my daughter and for me to help her through this difficult situation. Her confidence level was raised and the relationship between her and me has improved. Thank you."

"GUIDE helped me get my life in order," ". . . has given me guidance toward sobriety," and "provides security, food, [and] laundry" were some responses by Independence consumers to consumer satisfaction surveys.

On a thank you card, a former resident of the Therapeutic Group Home program said "I'm grateful for your efforts and determination to [uncover] my potential. I would never have made it to where I am without all y'all's help."

Comments on feedback surveys sent to juvenile justice referral agencies and community partners as cases are closed have included: "The level of collaboration with GUIDE staff was remarkable. . . . Ongoing communication . . . and the level of case management and genuine caring was outstanding." "The counselor(s) went above and beyond the call of duty to help this kid. Their efforts are appreciated."

A mother of a consumer living in GUIDE's Independence Program offered the following comment: "[My son's] overall adjustment to independent living as compared to the past 15 years is wonderful. He assumes complete responsibility for his entire life. He rarely asks for assistance, and if I offer to help he assures me that the staff there [help] handle his business."

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## GUIDE Program Photo Gallery



**Amina Aleem & Lisa Britt**  
Family Intervention Specialists



**Prince George's County MHAD**  
Outstanding Program Of The Year Award  
May 2004



**Kim Pallia – Youth Services**  
Summer Retreat 2004



**Cherry Thompson, Accounting**  
GUIDE Business Office



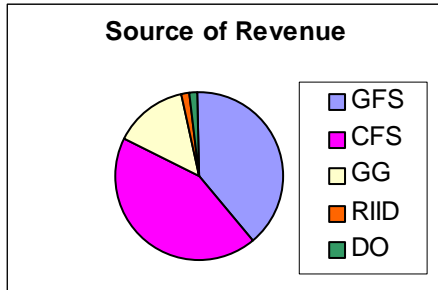
**Youth Services 2004 Summer Retreat**



**Don Duvall, Administrative Assistant**  
GUIDE Business Office

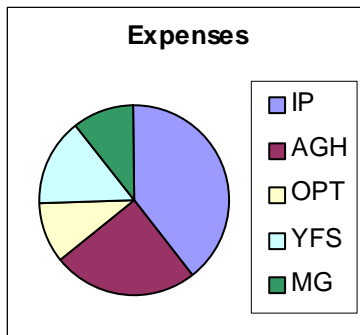
## How you and GUIDE make it all happen. . .

Our FY 2004 revenues remained stable as compared to the last fiscal year while expenses increased by just over one percent. With many Federal, state and local budgets cut significantly over the last years, we view our continued stability as a major 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)	\$1,971,434
2. Client Fees for Services (CFS)	\$2,202,042
3. Government Grants (GG)	\$738,116
4. Rental Income & Interest/Dividends (RIID)	\$88,858
5. Donations/Other (DO)	\$67,874
<b>Total</b>	<b>\$5,068,324</b>



### Expenses:

1. Independence Program (IP)	\$2,008,457
2. Adolescent Group Homes (AGH)	\$1,236,182
2. Out-patient Treatment (OPT)	\$538,277
3. Youth and Family Services (YFS)	\$760,983
5. Management/Gen. (MG)	\$531,222
<b>Total</b>	<b>\$5,075,121</b>

Our net assets at the end of FY 2004 were: **\$1,708,153**, which represented a slight decrease (i.e., \$6,797) from 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

Financial statements for FY 2004 for GUIDE Program, Inc. were audited by the independent accounting firm of Chapin, Owen, and Sandstrom, P.A. who also conducted this year's consolidated audit. GUIDE Trexler House, Inc. and GUIDE Marywood House, Inc. were audited by Grubman Anand, P.C. Copies of audited financial statements for the fiscal year ending 06/30/04 are available upon request, as are copies of the organizations' Forms 990 submitted to the United States Internal Revenue Service.

### 2004 Major Financial Gifts

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 have given \$1,000 or more to the work of the GUIDE Program:

The Frank Ewing Foundation	\$10,000
The Acacia Insurance Company	\$10,000
The Target Corporation	\$2,000
The Barry Rowe Family & Rowe Communications	\$1,000

### Other Financial & In-Kind Contributors

Financial and in-kind donations of equipment and materials valued at \$500 or more were also received from: **Ursula Carlton**, Tony L Ghanem; Good Shepherd Lutheran Church, Gaithersburg; Kentucky Fried Chicken, Montgomery Road, Ellicott City; Laryssa Kundanmal; Pizza Hut, Swan Creek Road, Ft. Washington; and, Sons of Norway, Washington Lodge No. 428.

## 2004 Business Partners

APS Healthcare—MAPS-MD

The City of Gaithersburg

Dulaney Station, Inc.

The Family Services Agency of Montgomery County, Inc.

Global Nutrition Network, Inc.

Maryland Health Partners, Inc.

Montgomery County: Department of Health and Human Services; Collaboration Council for Children, Youth, and Families; Public School System; and Student Assistance Program

Potomac Ridge Behavioral Health,  
Adventist Health Care

Prince George's County:  
Department of Family Services Mental Health Authority Division

SBK Consulting

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

United States Department of Housing and Urban Development

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

- Center for Nonprofit Advancement
- Chambers of Commerce: Gaithersburg/Germantown; and Prince George's County
- Community Behavioral Health Association of Maryland
- Dorchester Community Association
- Gaithersburg Judy Center Steering Committee
- Gaithersburg Coalition of Providers
- Kids First Alliance Leadership Council
- Local Independent Charities of America
- Maryland Association of Nonprofit Organizations
- Montgomery County Juvenile Justice Commission
- Montgomery County Police Department Latino Liaison Committee
- 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
- School-Community Upcounty Partnership
- United Way of the National Capital Area
- Upcounty Latino Network

Pictures	
Page 3	(Top left) GUIDE's Youth Service Center located in Gaithersburg, Maryland (Lower Left) GUIDE's Therapeutic Group Home located in Prince George's County, Maryland (Lower right) GUIDE's Therapeutic Group Home located in Baltimore, Maryland
Page 5	(Left – Right) Leslie Johnson, Prince George's County's First Lady, Adrienne Bennett, Director of the Department of Family Services, Scott Birdsong, Executive Director of GUIDE Program, and Carolyn Billingsley, Director of the MHAD (Lower right) GUIDE's new Administrative Office located in Laurel, Maryland

Editor: Jacqueline Fummey-McCoy

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