



The Guidance Center

ANNUAL REPORT

2020 - 2021

Our Mission

The Guidance Center is committed to the development and provision of comprehensive mental health, intellectual and developmental disabilities and related prevention services.

The service delivery will be guided by principles of least restrictive care, cost effectiveness, accessibility and responsiveness to the individuals of the community.



2020-2021 *At a Glance*

28+

Programs & Services Available

6,000+

Clients & Families Served

5,443+

Employee Training Hours

94,867+

Services Provided

Our Leaders

Board of Directors

Reverend Rob Klouw, Board President

Shane Oschman, Board Vice President

John Sullivan, Board Treasurer

Sam Johnson, Board Secretary

Julie Chartreau

Jim Keltz

Sal Luzzi

Sarah Tingley

Stacy Wallace

Alcherrie Williams

Leadership Team

Denise Bean, Executive Director

Melissa Brewer, Administrative Director

Tina Cary, Senior Director Provider & Community Relations

Dr. Joshua Halbauer, Medical Director

Erika Hastings, Senior Director Quality, Compliance & Information

Eric Hern, Senior Director Operations

Briana Jones, Senior Director Clinical Services

Luann McMackin, Senior Director Education & Prevention

Jayne Peterson, Senior Director Recovery & Support

Burlan Sizemore, Senior Director Crisis

A message from our Executive Director

Dear Friends,

It is a great honor for me to write this letter for The Guidance Center's 2020-2021 annual report. Reflecting on the past year, we are reminded that there have been many achievements in a time when we have been challenged through the ongoing impacts of the COVID-19 pandemic as well as changes at the State and Federal levels.

According to the U.S. Department of Homeland Security, The Guidance Center continues to be designated as an essential service. These services, that are extremely important or necessary, provide a consistent source of strength and comfort to many this year. In times of uncertainty, the demands for prevention, supportive, crisis and clinical behavioral health services have never been greater.

Typically, annual reports are filled with numbers and statistics. Although data is important as it tells a story, the individual stories shared by those who utilize agency services reveal best the work that is accomplished daily. They demonstrate the heart and compassion of staff who never quit providing care and the determination of individuals to overcome obstacles. Some of these accounts are shared on the following pages.

As Bryon R. Pulsifer, writer and speaker, said "the challenges of today are the antecedents to the reality of tomorrow." Due to the pandemic, our agency quickly moved to telehealth to prioritize the health and safety of our clients and staff. This year, the state has identified new regulations to support the ongoing use of telehealth. This platform has opened avenues for caring for those who often went without and allows the agency to meet new demands. The tremendous resilience of staff and individuals served this past year cannot be underestimated as it provides strength for the future.

Looking ahead, The Guidance Center continues to focus on the development of the Assertive Community Treatment program; offering Wellness Services to more community members; assuring accountability through our newly formed Compliance and Quality Department; expanding our reach with prevention and education services and offering supportive programs to more individuals.

On behalf of those we serve, and from all of us at The Guidance Center, thank you all for your support and partnerships over the last year.

Sincerely,

Denise Bean, Ph.D.

DENISE BEAN

Executive Director



Our Impact

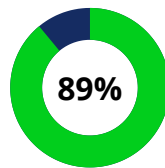
Treatment

OUTPATIENT COUNSELING & PSYCHIATRIC

Commitment to quality Outpatient services are provided by a multidisciplinary team of psychiatrists, psychiatric nurse practitioners, registered nurses and specialty trained and certified masters level clinicians.

4,995

Individuals received services



Sessions held via telehealth

41,186

Services provided

Client Highlight



Scott Metzger
Blended Case Management,
Outpatient Counseling &
Psychiatric

Scott started services at The Guidance Center in 2017. At intake, Scott reported symptoms of depression and PTSD. Scott reported, "Having a good connection with my therapist has helped me stay compliant with services. I didn't understand the importance of mental health and taking my prescribed medications for my treatment until I started to become engaged in services." Scott reports that he has learned coping skills to overcome his PTSD and to empathize with others. When Scott reflects on his life, he states how proud he is of himself and how far he has come in his journey. Scott said he is a big advocate for therapy and if you find the right person to work with, it can really give you more quality of life and your improve your mental health. "Having a mental health illness does not make you weak, ask for help if you need it."

Our Impact

Treatment

CRISIS SERVICES

The Guidance Center offers 24-hour crisis mental health services in McKean County. We provide 24-hour Telephone Crisis Services through both a local number and a toll-free 1-800 number. Mobile Crisis Services are also available 24/7 and members of that team can typically be on-scene within one hour. Walk-in services are available during regular operating hours and we were able to maintain that service throughout the COVID-19 related restrictions.

148

Known individuals received services



Response time within one hour or less

978

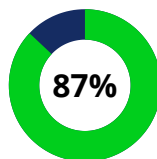
Services provided

SUBSTANCE USE SERVICES

Substance Use Services provides support to individuals struggling with a substance use addiction.

234

Individuals received services



Reported they were satisfied with their treatment experience at discharge

1,780

Sessions held

STUDENT ASSISTANCE PROGRAM

The Guidance Center continues to provide on-site services to 12 schools in 5 different districts. We also recently secured the license to provide outpatient mental health services to one additional elementary school beginning the Fall of 2021.

183

Students received services



11 out of 11 Schools in McKean County reported they are satisfied with the counselors performance

Our Impact

Treatment

FAMILY BASED SERVICES (FBS)

Family Based Services is an intensive, nontraditional therapeutic program for children with emotional and behavioral concerns. Therapists work with families to improve the functioning of the child and to help families better cope with their children's emotional and behavioral needs.

56

Families received services

27

Children were discharged from FBS

3,040

Services provided



Client Highlight

Angela
Family Based Services (FBS)

Angela completed 32 weeks of treatment with Family Based Services. Prior to admission to FBS, Angela and her adoptive mother reported screaming disputes that resulted in Angela running away, suicidal thoughts and severe family conflict. Angela and her family engaged in individual and family sessions to increase their communication skills, reduce impulsive behaviors and learn crisis management skills.

Since participating in Family Based Services:

- Angela's mother reports Angela has increased her ability to communicate in a positive and respectful manner
- Angela reports she has learned to trust family members and reduce conflict
- Angela reports a strong and healthy relationship with her mother and siblings
- Angela's mother reports confidence in parenting and that she uses the skills she has learned to handle escalated situations

NOTE: To protect the confidentiality of clients, names, photo and specific details have been altered

Our Impact

Treatment

INTENSIVE BEHAVIORAL HEALTH SERVICES (IBHS)

Intensive Behavioral Health Services (IBHS) was previously known as Behavioral Health Rehabilitation Services (BHRS) or “wraparound” services. These services are individualized mental health services provided in the home, school or community. The services are provided by trained staff working one-on-one with a child to help with emotional or behavioral problems.

86

Children received services

7

Children completed their goals and successfully discharged

2,377

Services provided

Client Highlight



Jacob Falconi
Intensive Behavioral Health Services (IBHS)

Jacob started services in IBHS in 2019. Prior to working with IBHS, Jacob struggled with impulsivity, academics and was oppositional at times. Since receiving services, Jacob and his family report that Jacob has made significant improvements in his life both academically and at home.

- Jacob has made so much progress towards his treatment goals that he has been discharged from the program and no longer requires extra support in school
- Jacob's grades have increased drastically and Jacob's father expressed excitement for his upcoming parent/teacher conference
- During Jacob's free time, he enjoys seeing his friends, playing video games and cooking his own meals

Our Impact

Support + Recovery

BLENDING CASE MANAGEMENT (BCM)

BCM provides assistance to individuals with a serious mental illness to help identify and access available services, community resources, benefits and to resolve daily living problems.

372

Individuals received services

11,549

Services provided

39

Individuals have a Wellness Recovery Action Plan (WRAP)

PSYCHIATRIC REHABILITATION SERVICES

Psychiatric Rehabilitation is a support program designed to assist individuals with a history or presence of a serious mental health diagnosis, to attain or enhance skills to support their recovery.

42

Individuals received services

“Our main focus is teaching skills; hands on, in the home. It is very collaborative with the client. It's all about the client's valued role.”

Jenna Corah
Program Director

99.9%

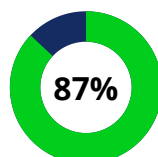
Services utilized the Boston University Evidence-Based Practice Tool

CERTIFIED PEER SUPPORT SERVICES

Peer Support is a non-clinical service in which individuals in recovery serve as a coach to others who may be struggling with their mental health disorder.

28

Individuals received services



Services held via telehealth

918

Services provided

Our Impact

Support + Recovery

FORENSIC CASE MANAGEMENT (FCM)

FCM provides individuals, within the criminal justice system, who experience mental health and co-occurring problems, diversion and re-entry services that include coordination of mental health treatment, informal supports, housing, education, life skills and employment.

67

Individuals received services

590

Services provided

Maria Alfonso Forensic Case Management

Client Highlight

Steve Swanson Forensic Case Management

Maria had previous alcohol use resulting in charges and incarceration in McKean County Prison.

While incarcerated, Maria, worked with FCM to develop a Community Living Plan. Since her release, Maria has successfully:

- Transitioned from being incarcerated to living independently
- Completed D&A Services at The Guidance Center
- Employed
- Completed probation requirements
- Abstained from alcohol use
- Attended NA meetings regularly

Steve was previously in and out of jail, struggled with substance use and homelessness.

With support from FCM, Steve has successfully:

- Completed Inpatient D&A treatment
- Followed through with IOP treatment
- Abstained from substance use
- Engaged with probation and completed community service requirements
- Participated in med monitoring
- Sustained Independent living by getting his own apartment
- Interviewed for employment

Our Impact

Support + Recovery

SUPPORTS COORDINATION

Supports Coordinators locate, coordinate and monitor services for individuals with intellectual disabilities.

262

Individuals received services

10,623

Services provided

STEPS DROP IN CENTER

STEPS Drop In Center is a mental health consumer-run program that offers social and recreational activities to community residents receiving mental health services.

109

Individuals received services

4,642

Services provided

Employee Spotlight



Maggie Travis

**STEPS Drop In Center
Coordinator**

Maggie Travis, STEPS Coordinator, was able to ensure members remained connected even when pandemic restrictions prevented in-person gatherings through creative resourcefulness. She organized a rolling daily check-in by phone to make sure every member of the center was safe and able to get what they needed, helped link consumers with needed resources, and arranged regular events via Facebook Live, including live music events, meditation classes, crafting groups and “check-in” events. Custom masks were ordered for STEPS members to wear both in the center and as a way to promote mental health awareness when worn out in the community.

Our Impact

Education + Prevention

EARLY INTERVENTION SERVICES

Early Intervention services are for children birth to age 3 with a developmental delay or disability. Services are provided during the child's daily activities in the home or community.

139

Children received
services

2,546

Services provided

Client Highlight



**Cheyenne, Brittney &
Rommel Beil**
Early Intervention (EI)

Cheyenne was born March 22, 2018. When Cheyenne was born, she had been in the womb over 10 months. Cheyenne had her first febrile seizure at 9 months old. It lasted more than a half hour. Cheyenne was transported to Pittsburgh Children's Hospital for tests. Along with her febrile seizures, Cheyenne was also diagnosed with mental health disabilities. It was also noticed that she was having a hard time communicating verbally, which led her to be more aggressive and emotional.

"We have since had Gina and Kim from Early Intervention to work with Cheyenne both verbally and emotionally. With this, we also have monitored her closely but still allow her to play and socialize with others. In the short time we have had EI Services, we have seen Cheyenne start to communicate more and work through her emotions. She still has a way to go but I see Cheyenne thriving every day. Gina and Kim have been so wonderful to work with, and we are very grateful for the progress we see with Cheyenne."

-Brittney Beil (Cheyenne's mother)

Our Impact

Education + Prevention

INDEPENDENT LIVING MENTORING PROGRAM (ILMP)

The Independent Living Mentoring Program is designed to support self-sufficiency among youth involved with the McKean County Department of Human Services system. Services are tailored to the individual youth's preferences based on an assessment of needs in the areas of life skills, education, employment, support, permanency, prevention and housing.

21

Youth received services

736

Services provided

NURSE EDUCATIONAL SERVICES (NES)

Services are delivered to families with infants and toddlers birth to age 3 to support child health, nutrition and care need.

38

Families received services



Children were up to date on their immunizations

530

Services provided

NURTURING PARENTING PROGRAM (NPP)

Nurturing Parenting Program is a nationally recognized evidence-based program provided by specially trained home visiting staff with backgrounds in social work, human development or education. Nurturing Parenting Program is a prevention and early intervention program.

134

Families received services

71

Family nurturing plans completed

16

Truancy plans completed

Our Impact

Education + Prevention

BIG BROTHERS BIG SISTERS (BBBS)

BBBS provides professionally supported one-to-one mentoring for children needing a positive role model in their lives.

33

Youth matched & received services



Client Highlight



10 Years: Little Sister Estella & Big Sister Carol

Carol remembers being matched with Estella when she was just 5 years old.

Carol states, "Estella has always been bubbly and outgoing." With being matched for 10 years, there are bound to be relationship difficulties and disagreements.

Carol commented, "We have a great relationship even though there have been bumps and bruises, we have been together through thick and thin."

Carol and Estella joke about being a match until Estella turns eighteen and then their roles are going to be reversed and Estella will be taking care of Carol.

The match has created lasting memories like their annual tubing outing, attending and meeting Diamond Rio at the Fair and Estella going for a ride in Carol's husband's vintage Corvette. When asked to describe their relationship, Estella states, "It's amazing - it's perfect" and Carol notes, "I've gotten more from our match than I ever imagined."

11 Years: Little Sister Khadijah & Big Sister Kelley

Khadijah and Kelley's relationship began when Khadijah was just 6 years old.

Khasijah's mother Anita, was extremely ill. Kelley supported Khadijah throughout Anita's treatment, by spending time with her and by helping her focus on other things.

In 2015 Khadijah's family experienced a fire at their home. During this devastating time, Kelley and members from her church stepped up to help the family.

Anita stated, "the church and Kelley's family have been unbelievable experiences Khadijah would never have had without BBBS."

As a cheerleader, Khadijah participated in Senior Night during a football game. Khadijah walked across the field with her mother on one side and Kelley and her husband, Tim, on the other. Anita summarizes it best, "Match made in heaven. Best thing that ever happened in my child's life. The family has opened doors & laid foundations that I could NEVER have done alone!"

Our Impact

Education + Prevention

PARENTS AS TEACHERS (PAT)

PAT is a parent education and family support program serving pregnant families and families with children from birth until kindergarten entry. PAT Home Visitors share child development and parenting information with the parents as well as address parenting concerns. PAT is an evidence-based program that helps improve child development, school readiness and parenting knowledge and practices.

310

Families received services

439

Children received services

3,986

Services provided

"I can not say enough about this program! Not only has it made me feel more confident as a mom, but it's comforting to know there is someone else looking out for my daughter's development to make sure she is hitting all her milestones! I highly recommend looking into the program."

-PAT Participant



"I am very thankful for the Parents as Teachers program. My PAT Home Visitor provides the support and validation I need as a parent. Not to mention my children love the activities and it's good to have that extra socialization for their development. Definitely look into the program if you are expecting or have children under the age of 5. You won't regret it."

-PAT Participant

Our Impact

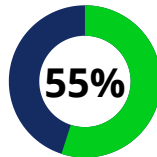
Education + Prevention

PROJECT RAPPORT

Project RAPPORT is a service available for pregnant women and their partner and at risk youth who may benefit from teen pregnancy prevention education. Services include individual meetings, group education, labor and delivery preparation, screenings and resource connections.

182

Individuals received
services



Services held via
telehealth

43

Groups completed

Client Highlight

Lily
Project RAPPORT
Participant

Lily was 17 years old and the mother of a two-month old son when she was referred to Project RAPPORT. She was a senior enrolled in the PA Cyber Charter School and was significantly behind in her school work. Lily had an initial visit with her case manager from Project RAPPORT and was referred to the WIC Program, Catholic Charities, the Guardian Angel Center, Parents as Teachers and Independent Living.

Lily and her son, Bryant, were residing with her grandparents who were both financially and emotionally supportive. Since Lily was still in school she was enrolled in the ELECT Program (Education Leading to Employment and Career Training). While in ELECT, Lily's case manager tracked her grades and attendance, facilitated communication with her teachers and guidance counselor and provided tutoring services. The additional assistance helped Lily to graduate on time and obtain her high school diploma in June 2021.

Lily is now living independently with her son and plans to enroll in classes to become a Certified Nursing Assistant (CNA) through Pinecrest Nursing Home.

Lily's son is reaching his milestones and is age appropriate in all areas of development. Lily will continue to receive weekly visits from Project RAPPORT focusing on parenting and child development until her child turns one.

New Programs & Initiatives

QUALITY, COMPLIANCE & INFORMATION

Prior to the start of the 2020-2021 fiscal year, quality and compliance was managed by each department and overseen by the Executive Director. In recognition of the need for a more robust quality/compliance focus, The Guidance Center created a new department to focus on quality and compliance throughout the agency. This reorganization allows for a healthy system of checks and balances and ensures legal and ethical compliance.

Erika Hastings, Senior Director of Quality, Compliance & Information oversees this department and was also appointed to be the agency Compliance Officer. Over the past fiscal year, the Quality, Compliance & Information Department has implemented a comprehensive compliance audit plan that conducts internal audits of all programs and departments of The Guidance Center. To ensure quality improvement, the department has worked closely with program directors to monitor audit results and develop quality improvement plans for areas of need.



Erika Hastings
Senior Director
Quality, Compliance &
Information

NEW AGENCY LOGO & MEDIA COMMUNICATIONS

Over the last year, The Guidance Center has committed to increasing our community presence through a variety of channels, including selecting a new agency logo, updating agency website, increasing social media presence, rebranding of agency signs and printed handout materials.

After a submission of logos from several graphic artist, all employees voted to select a new agency logo. 83% of our employees voted in favor of the new logo.

The Guidance Center hired a communications specialist, Haley Vinelli, to oversee media communications. Haley has been working closely with all agency program directors to assist in designing materials for their programs.



Haley Vinelli
Communications
Specialist



New Programs & Initiatives

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC (CCBHC)

The agency was awarded the Certified Community Behavioral Health Clinic (CCBHC) expansion grant in the second quarter of 2020.

Colleen Chahal was promoted to the CCBHC Project Director. The grant focuses mainly on the continuation of established processes and services including:

- Assessment protocols
- Increased services to school, youth mobile crisis & forensic case management
- Expanded nursing services in the MAT program
- Increased quality and compliance
- New programs: ACT & Tobacco Cessation

With this grant, the agency has been able to implement many best practices protocols and evidenced based services.



Colleen Chahal
CCBHC Project Director

13+

**Evidenced Based Practices
used by programs**

EXPANSION OF WELLNESS SERVICES

Claudette Johnson, Wellness Director, was appointed to oversee Wellness Services. Since her appointment, Claudette has worked to expand wellness for clients, agency employees and members of our community. Our initiatives include:

- Specialized Employee Wellness service including worksite assessments and wellness coaching designed to enhance and support wellness in the workplace for McKean County businesses and employers
- Tobacco Cessation Services for current clients and employees
- COVID-19 Testing & Vaccination Support
- Agency Wellness Committee
- Fitness activities
- Community service activities
- Mental Health First Aid Training
- Adult and Pediatric First Aid/CPR/AED certification for employees
- Supervision of Population Health Nurse
- Education on numerous wellness related matters for client, families & employees



Claudette Johnson
Wellness Director



New Programs & Initiatives

TOBACCO CESSATION SERVICES

One of our major grant-sponsored efforts was to start a dedicated Tobacco Cessation Program. Our program, “No Ifs, Ands, or Butts” was officially launched in February 2021. In preparation for the launch, more than 20 staff members completed the “Every Smoker, Every Time” training and several clinicians also completed training in the “Bucket Approach”, an evidence-based model pioneered by the University of Wisconsin.

28

Referrals made to
Tobacco Cessation
Program



20+

Staff trained in “Every
Smoker, Every Time”
Training

Client Highlight

Raymond Minich **Tobacco Cessation**

Raymond had a long history of tobacco use with previous quit attempts and was ready to try again, stating that his health was important, and he had lost friends to lung cancer. Ray reported that he wanted to be able to do all the activities he liked and did not want to continue to jeopardize his health through smoking.

Ray met with the tobacco cessation counselor and nurse in March 2021. He met with the team weekly, worked on coping skills and agreed to try nicotine replacement therapy to decrease the power of his cravings.

Ray set a goal to quit on April 3rd, and although he felt shaky in his confidence, was able to quit from that date on. He continued to rely on the support, advice, and encouragement from the tobacco cessation team.

By June 2021, Ray had quit using tobacco for two months and was successfully discharged from the program. Ray expressed deep appreciation to the team for their help and when asked about how he was doing overall, he stated that " it felt good to feel good!".

New Programs & Initiatives

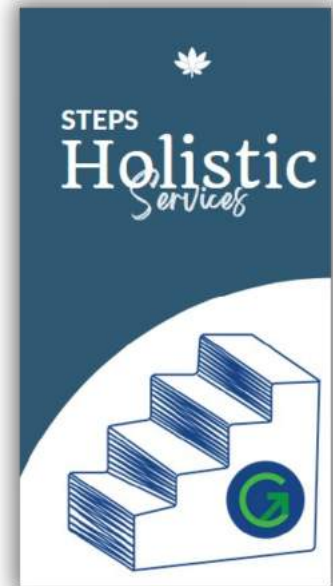
STEPS HOLISTIC SERVICES

Due in part to the generous funding provided by the McKean County Community Foundation, and in collaboration with the McKean County Department of Human Services, The Guidance Center is pleased to announce a brand-new holistic program being offered through the STEPS Drop In Center.

The STEPS Holistic Program includes Reiki, guided meditation, essential oil & aromatherapy groups and yoga.

The new holistic program enriches the mission of STEPS, which is to provide opportunities that promote the development of friendships and social connections through educational programs and psycho-social activities.

The stressors of isolation, fear and social distancing associated with the COVID-19 pandemic highlighted an overwhelming need to provide educational and wellness support to members of STEPS.



ASSERTIVE COMMUNITY TREATMENT (ACT)

The Guidance Center continues to move along in the process of starting an Assertive Community Treatment Team (modified) program. Holly Franzen has accepted the position as ACT Director. The service description has been written and submitted to the managed care organization, Community Care Behavioral Health, for approval and we have been training staff and stakeholders on ACT. The Guidance Center targeted September 2021 to admit it's first client to the team.



Holly Franzen
ACT Director

Investing in our Workforce

EMPLOYEE APPRECIATION & YEARS OF SERVICE RECOGNITION CELEBRATION

The Guidance Center held its annual employee recognition celebration at Mystic Water Resort in Limestone, NY. All agency employees were treated to a catered lunch as well as opportunities to participate in activities. Employees were honored for their years of service.

Rob Klouw, Board President, was on hand to recognize the staff and commented, "On behalf of the board of directors, I want to congratulate the years of service recipients and thank all of the staff for the wonderful work that they do each and every day."

The agency recognized Rhonda Austin (Early Intervention Supervisor) for her **35 years** at the agency. Also recognized were Kathleen Belleville and Mary Beth Krise for **25 years** they have been with the agency in the finance department.

Other staff reaching milestones included

20 years- Brenda Gaffey & Wendi Bator

15 years- Melaena Nelson, Dawn Ernst, Terry Carr, Julie Tsepelis & Shannon McAndrew

10 years – Erika Hastings, Dr. Hardish Singh, Stacy Barber & Marcy Ritts

5 years – Kayla Ginkel, Mike Brewer & Scott Henderson



Employee Satisfaction



9 out of 10 Employees reported they have the tools and resources to do their job well



9 out of 10 Employees reported they are satisfied with their employment

TOP 3 THINGS EMPLOYEES VALUE about working at The Guidance Center

1. Employee Benefits
2. Coworkers and Work Environment
3. Feeling Valued and Comfortable



Investing in our Workforce

TRAINING AND DEVELOPMENT

To assist in the oversight of meeting stringent training requirements and facilitating opportunities for professional development, the agency appointed Christina Hansen as the Training and Development Coordinator. Within this department, the Relias Learning Management System was implemented this past year to help more effectively and efficiently deliver, track and report on education and training initiatives. Additionally, on a monthly basis, Lunch and Learn opportunities were also initiated. These sessions provide staff a chance to learn about various topics ranging from new programs to financial management.

A formal internship training program was also instituted this past year. Agreements are in place with several universities to provide supervision to bachelor and master level candidates. The agency has also contracted to provide a training site to Physician Assistants (PA) students from St. Francis University. Thus far, four PA candidates have spent a 5 weeks rotation learning about behavioral health care.



Christina Hansen
Training and Development
Coordinator

Employee Training

4,350

Trainings completed

126

Employees completed
LGBTQIA+ training



94% of employees completed
Quality & Compliance
training

5,443+

Hours of training



100% of employees
trained in HIPAA

Investing in our Workforce

THE GREAT COWORKER

After being nominated by her coworkers, The Trauma Informed Care (TIC) Committee recognized, Sierra Tully, as the first 'The Great Coworker'. Sierra is a Data Specialist for the Parents as Teachers Program.



NARCAN AND CURRENT DRUG TRENDS TRAINING

The Guidance Center's Project RAPPORT Program recently participated in Narcan and Current Drug Trends training provided by Audra Reigel, Prevention Specialist, Alcohol and Drug Abuse Services, Inc. Our staff received a training certificate and a 2 dose box of Narcan for emergency use.



SAFETY COMMITTEE

In July 2020, the agency formed a Safety Committee which meets monthly and is comprised of individuals across agency programs and locations. Members worked on developing Emergency Action Plans and Crisis Matrix for all agency locations. They reviewed the OSHA General Industry Inspection Checklist for compliance; surveyed staff; updated policy and procedures and applied for certification. In June 2021, we were notified that the Safety Committee was certified by the Commonwealth of PA, Department of Labor & Industry for meeting the requirements set forth under the PA Worker's Compensation Act. In the month of June 2021, members of the Safety Committee worked with local fire departments to run fire drills in all of our locations. Additional drills are being planned.



The Guidance Center participated in spreading awareness on suicide prevention by hosting an employee luncheon provided by the Safety Committee.

Community Engagement

CONCERT IN THE SQUARE

STEPS, a program of The Guidance Center, hosted a concert in Veterans Square to recognize Mental Health Awareness month. This year's event included a memorial celebration for members who have passed. To recognize those members, STEPS used a small kiddie pool with ducks to represent those they wanted to remember. Members of The Guidance Center showed their support by attending the event, along with other members of the community.



CORPORATE CHALLENGE

The Bradford YMCA hosted its 2021 Corporate Challenge. The Guidance Center had a team of 16 participants including a few furry friends.



WARM IT FORWARD MCKEAN

The Guidance Center participated in the Warm it Forward McKean Initiative. This initiative was a countywide effort to raise awareness about homelessness and housing issues throughout the area. We hung a clothesline of donated cold weather gear in Ziploc bags for the entire month of January at The Bradford Family Center.



Community Engagement

COMMUNITY PARTNERSHIPS

Mayor McDonald and Chief Ward visited to help us spread awareness for Mental Health Awareness month. We value our partnerships with the City of Bradford and the Bradford City Police Department.



HELPING FAMILIES WITH AMERICAN RESCUE FUNDS

The Guidance Center was awarded funding from the American Rescue Plan to benefit families served in our Home Visiting Programs. Baskets of emergency supplies were distributed by staff for families who were enrolled in Home Visiting while COVID-19 restrictions were in effect. Items included household cleaning products, personal care items, diapers and other safety items.



LEADERSHIP MCKEAN

Guidance Center employees participated in the first ever Leadership McKean Golf Tournament! The tournament consisted of a 9 hole scramble followed by a family picnic.



Community Engagement

FIRE PREVENTION MONTH

In recognition of October Fire Prevention Month and as a lead into The Guidance Center's Celebration of National Parents as Teachers Day in November, a Group Connection was held at the Central Fire Department in Punxsutawney, PA.

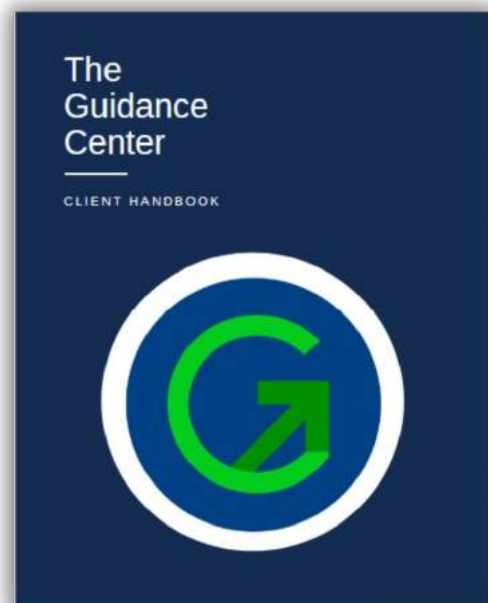
The Volunteer Firemen hosted the Group of families. Kids were able to:

- Hear a smoke detector
- See a fireman get into his gear, to become familiar with what he looks like if ever they'd encounter a fireman, they'd be less fearful
- Hear the fireman talk through his face mask/respirator
- Explore the fire trucks
- Toot the horn in truck and pull the siren cord



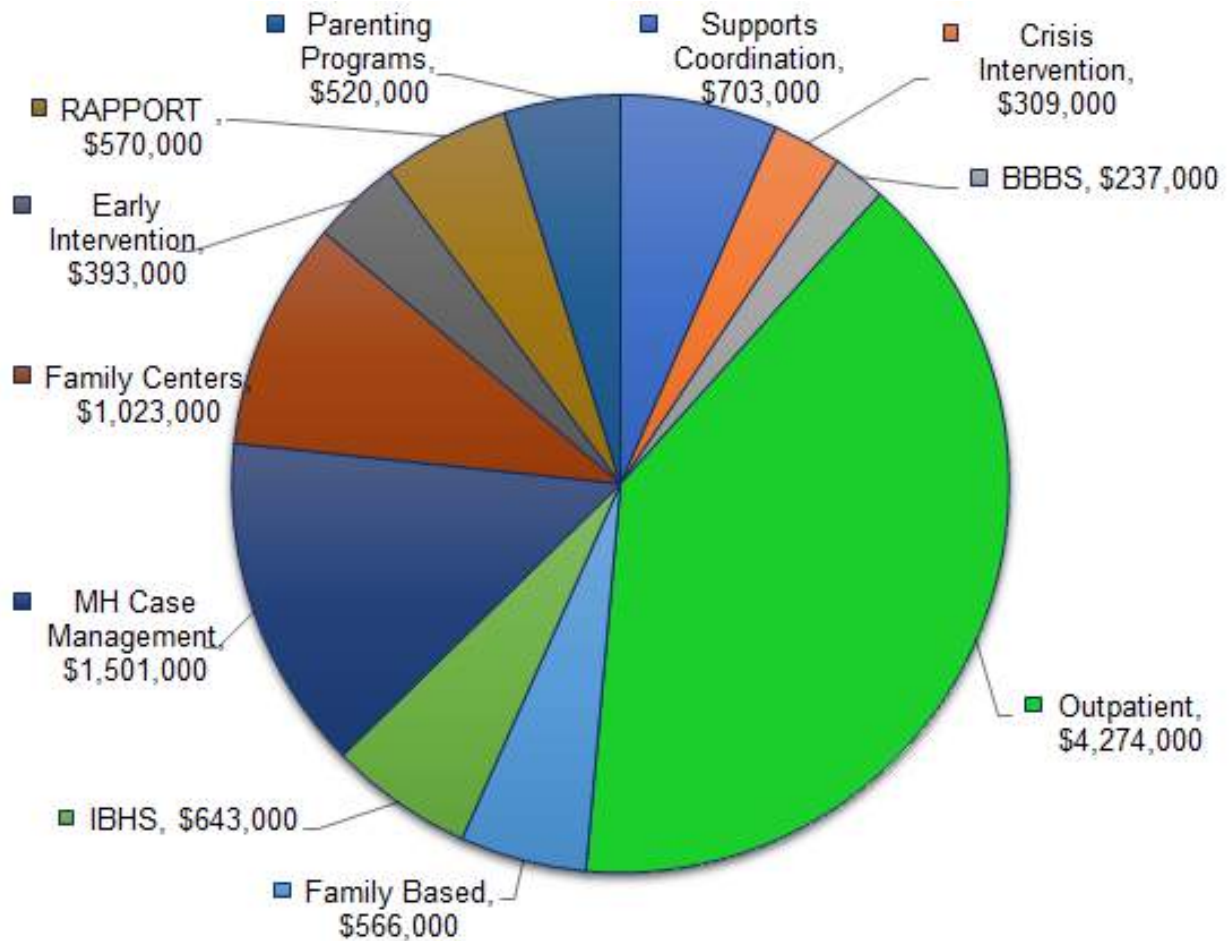
QUALITY ADVISORY COMMITTEE

The Quality Advisory Committee consists of about 6-8 community members who are current clients or a family member of a client. The purpose of this committee is to join the Quality Department with clients and family members of clients to provide feedback on sustaining quality services and setting goals for quality outcomes. The first project of the Quality Advisory Committee was reviewing the intake process. After receiving feedback from the committee regarding the intake packets, the agency developed a new Client Handbook and have made program changes to our intake / engagement department.

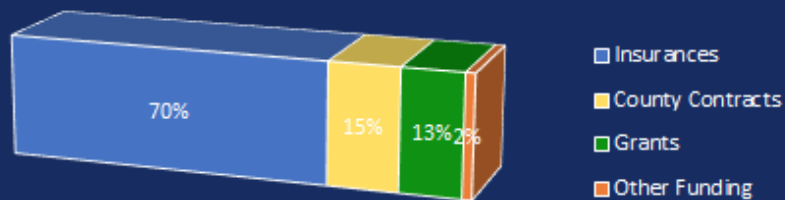


Financial Report

Program Revenue



Revenue Sources





The Guidance Center | Main Office

110 Campus Drive

Bradford, Pennsylvania 16701

Phone: (814) 362-6535

Fax: (814) 362-7358