

The Guidance Center

2021-2022

ANNUAL
REPORT

The Guidance Center

OUR HISTORY

Established in 1984, The Guidance Center is a nonprofit Certified Community Behavioral Health Clinic (CCBHC) that provides quality services to children, adolescents and adults. We provide an array of specialized programs in behavioral health, substance use, prevention, education, recovery, crisis and family services.

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

MESSAGE FROM OUR BOARD PRESIDENT

The Guidance Center Board of Directors represents all walks of life in the counties that we serve from education, judicial, law enforcement, non-profits, faith-based and private industry. Each one of us is proud of the work that is done to help individuals live more fulfilling lives, one person at a time.

As our communities continue to cope with the far-reaching impacts of the pandemic over the past year, it has brought broader awareness and acceptance of the importance of behavioral health, social connection, and wellness. This awareness helps reduce the stigma of seeking services and has generated new opportunities and service delivery models to increase access to services. As a Board, we recognize how clients' lives are improved because of their connection to the right service at the right time and are committed to ensuring that programs are in place to meet needs.

Among the report highlights are stories from across The Guidance Center that illustrate and symbolize the strength and impact of our staff, community partners, clients, and supporters. The ability to provide 24/7 services to the most vulnerable, launch new and innovative services in the community and increase in-person delivery of services is not possible without individuals helping one another.

All things are possible when we work together to serve the greater good.

Reverend Rob Klsuw
Board President



MESSAGE FROM OUR EXECUTIVE DIRECTOR

Often, we hear the comment “time goes by so fast.” When I think back over the last year, I echo that remark. At The Guidance Center, this past year has flown by as we have worked on several new initiatives as well as continued to enhance services that have been in place for over 38 years. This past year, we have seen an increase in the number of persons requesting assistance. Hopefully, the stigma of behavioral health is lessening and as a whole, the human race is recognizing that it is okay to ask for help.

Leo Christopher stated, “There is only one thing more precious than our time and that’s who we spend it on.” I am proud that at TGC, we are spending our time supporting our fellow neighbors and being more active in the community than we ever have been. New partnerships and relationships have allowed us opportunities to branch out and share our knowledge and expertise. Many of these initiatives are reflected in this report. However, many cannot be captured in the written word.

Daily, I see staff members going above and beyond. Assisting individuals with setting up their own apartments, talking with someone at one in the morning because he is having a rough time coping with loss, taking a young mother to get supplies she needs for her infant, supporting an individual in finding a job, providing social activities for an individual with developmental disabilities to offering to stay late for crisis appointments or rearranging schedules to support a community dealing with grief. TGC staff reflect daily giving of their time and energy to make our communities better.

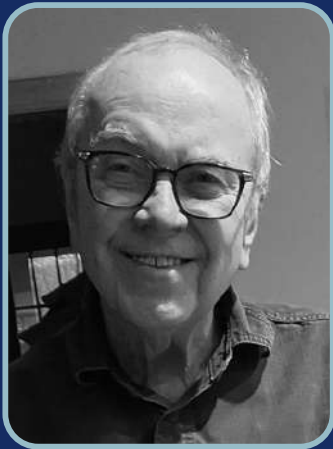
We remain committed to using our time in service and are thankful for the opportunities we have. Many of our programs were developed under the leadership of Edward Mialky, who is remembered in this report for his pioneering spirit and wisdom. As we look towards the next year, we are excited to expand the standards of a Certified Community Behavioral Health Clinic, remain dedicated to being a Trauma Informed Care Center for Excellence and continue to provide Evidence Based programming for individuals of all ages.

Thank you for your ongoing support.

Denise Bean, Ph.D.
Executive Director



IN MEMORY OF EDWARD MIALKY



1943 –2021

We would like to take a moment to pause to honor our mentor and longest tenured leader, Edward Mialky.

Ed studied Social Work at Rutgers and joined The Guidance Center in 1974. Ed took on the role of Executive Director of The Guidance Center as it became a private, non-profit organization in 1984. His meticulous and passionate leadership helped The Guidance Center grow and provide essential services to the community extending beyond mental health programs.

When Ed retired in 2020 after 45 years of service, The Guidance Center had expanded to include over 20 programs serving thousands of people across 6 counties. He will be remembered as a community leader who worked tirelessly to aid the most vulnerable.

We are honored to have been part of his story.

REVEREND ROB KLOUW

Board President
First Presbyterian Church

SHANE OSCHMAN

Board Vice President
Office of Economic & Community
Development

JOHN SULLIVAN

Board Treasurer
Zippo Manufacturing Company

SAM JOHNSON

Board Secretary
Bradford Area School District

JIM KELTZ

McKean County Board
of Assistance (retired)

JUDGE STACY WALLACE

Pennsylvania Commonwealth Court

ALCHERRIE WILLIAMS

McKean County Redevelopment
and Housing Authority

SAL LUZZI

McCourt Label

RAY DOUGLASS

City of Bradford Police Department

CHRISTY CLARK

University of Pittsburgh at Bradford

MEET OUR BOARD OF DIRECTORS



Sam Johnson, Judge Stacy Wallace, Jim Keltz, Rev. Rob Klouw, Ray Douglass, Alcherrie Williams, John Sullivan

OUR LEADERSHIP TEAM

DENISE BEAN
Executive Director



BURLAN SIZEMORE
Senior Director Crisis



MELISSA BREWER
Senior Director Administrative
Services



ERIC HERN
Senior Director Operations



TINA CARY
Senior Director Provider
& Community Relations



BRIANA JONES
Senior Director Clinical Services



DR. JOSHUA HALBAUER
Medical Director



LUANN MCMACKIN
Senior Director Education
& Prevention



ERIKA HASTINGS
Senior Director Quality,
Compliance & Information



JAYNE PETERSON
Senior Director Recovery
& Support



2021-2022 At a Glance



12

Evidence-Based Programs available



25+

Programs & Services



6,200+

Clients & Families Served



65,000+

Services Provided



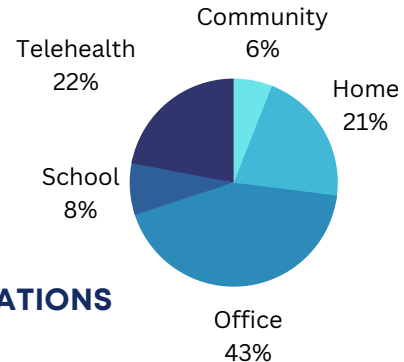
AREAS SERVED

The Guidance Center provides services in 8 counties in NW Pennsylvania.



In addition to the 4,479 individuals we provided Treatment Services to, The Guidance Center also served 575 individuals in Recovery & Support Programs and served 1,145 children and families in Education & Prevention Programs.

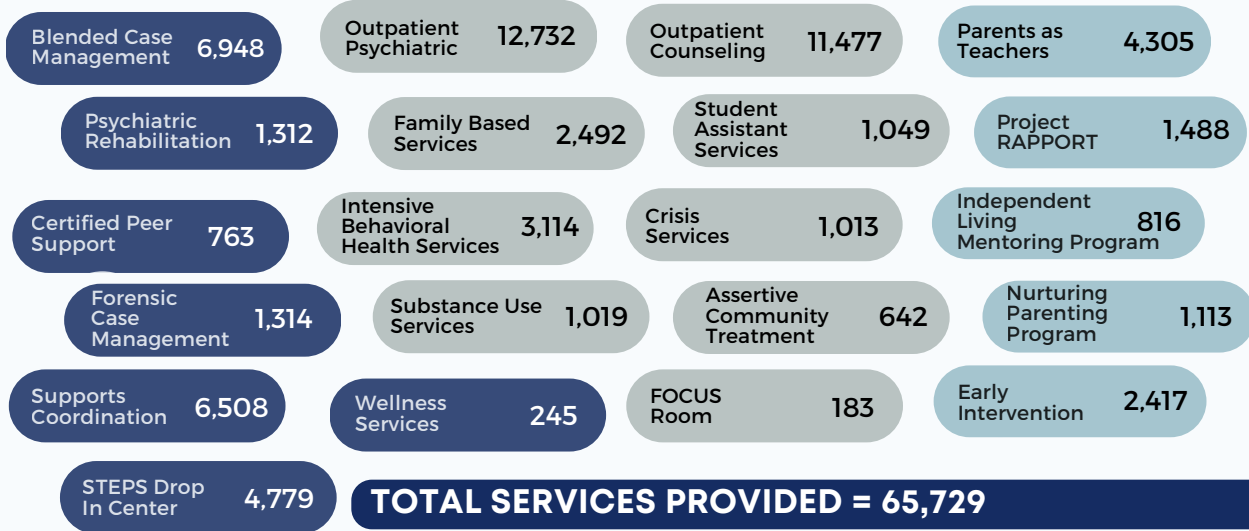
The Guidance Center saw 3,224 individuals through telehealth providing over 16,363 total telehealth services.



SERVICE LOCATIONS

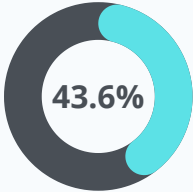
SERVICES PROVIDED

July 2021 - June 2022

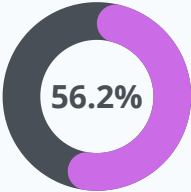


CLIENT DEMOGRAPHICS

GENDER



Male



Female



0.2%

Transgender



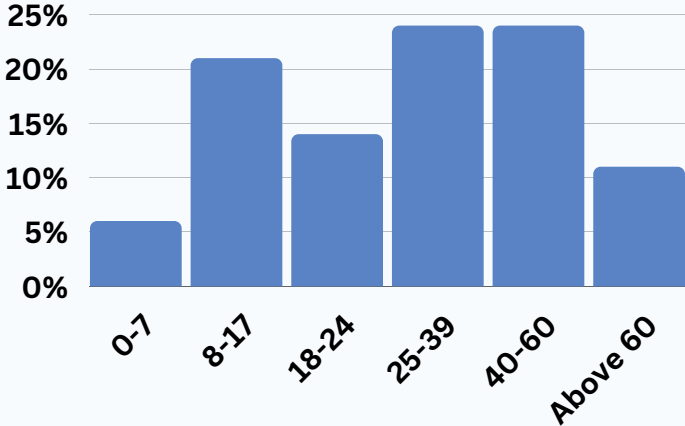
0.1%

Genderfluid



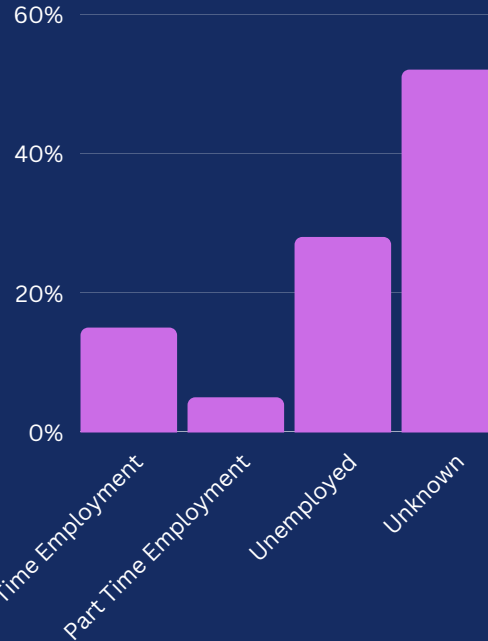
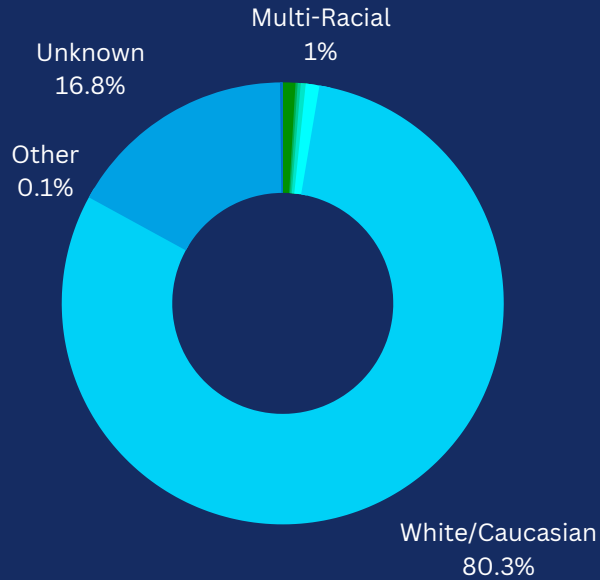
0%

Non-Binary



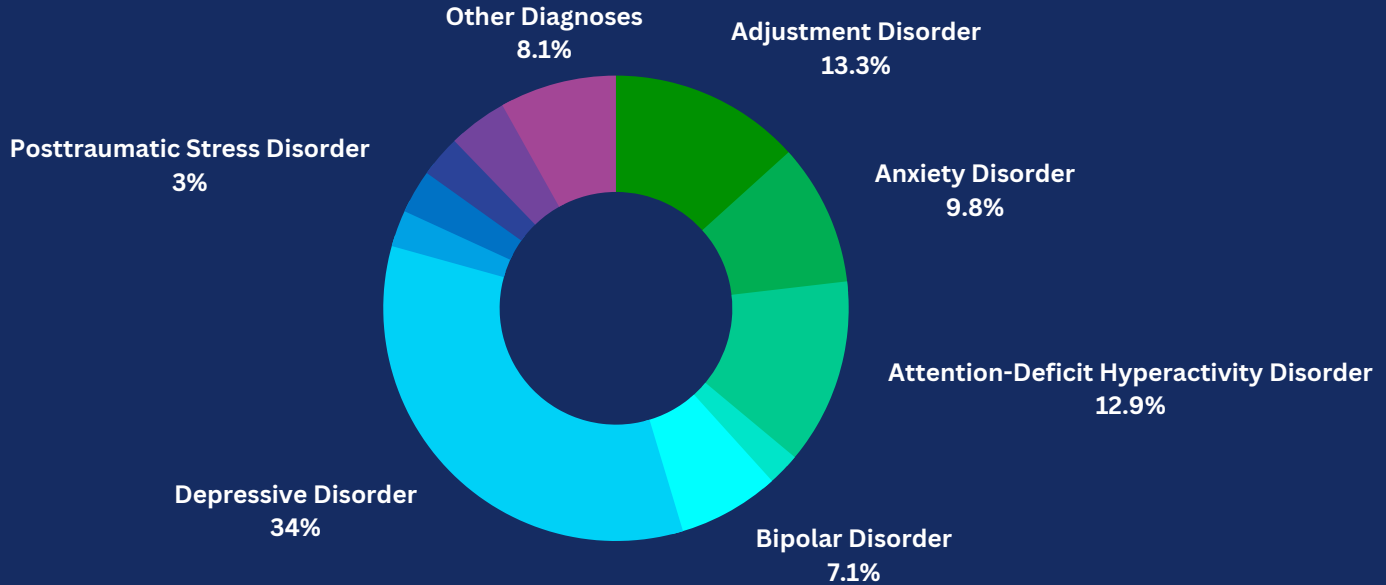
AGE

RACE



EMPLOYMENT

PRIMARY DIAGNOSIS TREATED



SUCCESS STORY FROM THE FIELD

Education & Prevention: Visit Kit

Although in-person Parents as Teachers (PAT) home visits have resumed, there continue to be families experiencing COVID-19 and other respiratory or flu symptoms who need to unexpectedly cancel an in-person visit. The Guidance Center PAT staff developed Visit Kits for these unexpected in-person visit cancellations. PAT staff offer an emergency Visit Kit to families to keep on hand in case they need to cancel an in-person home visit due to illness. The kits include an activity page, parent handouts, materials provided by the parent educator, a list of what the family will need for the activity, and instructions.

The Visit Kit makes it possible for parents to complete an activity with their child(ren) and complete an activity page. The parent educator then sets up a virtual visit with the family to discuss how the Visit Kit was used and how the activity went for the parent and child.



Activity Page-You've Got Mail

Families were given a stamp and envelope addressed to the home visitor. Parents helped their child write a message or draw a picture, then address and affix the stamp to the envelope. Parents were then encouraged to take their child to their mailbox or local post office. Parents could talk about their local post office, their mail person, and the mailing process.

After the home visitor received letters from the children, the home visitor sent a card in return. Each child received their own card in the mail addressed to them. Each card contained a coupon for the child to give to their home visitor for a book of their choice during their next visit. Parents reported that their child was excited to see their name on their own piece of mail and are now looking forward to using their coupon to pick out their own book.

▲ Pictured: Eva with her mail from her home visitor & examples of letters received from the children.

COMMUNITY OUTREACH

WALK WITH A DOC

The Guidance Center and Upper Allegheny Health System launched their first Walk with a Doc, a health program that brings doctors and patients together to walk, carry on conversation and promote a healthy lifestyle. The first walk took place on Thursday, July 7, at the Richard E. McDowell Trail parking lot on Campus Drive.

Jill Owens, MD, President, BRMC/Olean General Hospital and Dr. Halbauer, Medical Director of The Guidance Center, led the walk with over 30 participants of all ages. The walks are held the first Thursday of each month at 5:00 PM.



SUBSTANCE ABUSE AWARENESS CAMPAIGN

The Guidance Center's Clinical Services division developed a community education and screening campaign. This series of events occurs quarterly and is open to the public, free of charge.

The campaign focuses on the effects of substance use and provides education to anyone who is interested in attending. Attendees are invited to bring their family members, including children who are supervised by TGC in doing fun activities while adults attended the campaign.



ALL NEW SERIES!
Substance Use Awareness Campaign

2022 SCHEDULE

- April 20th, 2022
- June 20th, 2022
- August 24th, 2022
- October 19th, 2022

WHERE?
The Guidance Center
210 Campus Drive, Bradford, PA 16709

Come join us and learn about addiction, substance use and how to talk with family, friends and children!

FIND US ON SOCIAL

The Guidance Center
TheGuidanceCenter.org

DEVELOPMENTAL AND VISION SCREENINGS

TCC's Early Intervention staff and service coordinators attended a screening day at Care With Grace Daycare in February. Together, they provided free developmental and vision screenings for children enrolled at Care With Grace Daycare.



RINGING THE BELL

STEPS attended the McKean County Commissioner's meeting in May and presented the Mental Health Bell Story in support of Mental Health Awareness Month. STEPS officers President-Victor Lee, Vice President Joe Lee and Treasurer Tony Lee rang the bell and had a moment of silence to ring out hope for the mentally ill and victory over mental illness.



21ST CENTURY SPORTS CAMP

During July, the YMCA of the Twin Tiers brought back its 21st Century Sports Camp, a completely free, four-week program at Floyd C. Fretz Middle School to provide kids with an opportunity to gain all those benefits sports have to offer. Not wanting to solely rely on camp supervisor and natural sports-related emotional responses, the camp got its first visitor and expert in the mental health field, Chelsea Smith a Focus Room Counselor of The Guidance Center.



STEPS SINGERS CHRISTMAS CONCERT

The Guidance Center hosted a STEPS Singers Holiday Concert at our Campus Drive Office. The Recovery & Support Programs provided warm drinks and cookies for those in attendance. The office also had a surprise visit from Santa himself.



K.A.R.E FOR KANE

K.A.R.E for Kane and TGC came together to spruce up the landscaping at our Kane office. K.A.R.E. is an organization that contributes to improving the Kane community and will continue to undertake projects that enhance and improve the quality of life for all residents and visitors.



FAMILY CHRISTMAS CELEBRATION

The Parents as Teachers Program and The Early Learning Resource Center hosted a free family Christmas celebration. The event was held at the Curwensville Community Center in Clearfield County for families who have young children. The event was attended by the Intermediate Unit-10, Clearfield Comprehensive Treatment Center, Catholic Charities, Lifeline, and CenClear. Each agency provided a giveaway prize basket.



MEET TREVOR

"I was incarcerated and was released in January of last year. When I was released, I was in a psychosis state as I was getting accustomed to my new lifestyle. I was also addicted to methamphetamine.

Since my release, I have now been sober for a year and a half. I now enjoy staying home and staying out of trouble. "



"The Forensic Case Management Program was essential in my recovery. My Case Manager helped me by connecting me to several community resources. She assisted me in obtaining food assistance, finding my apartment and getting my disability benefits. I now have my own TV and a cat now.

I see a difference in myself since my release. I have felt more calm and I haven't had a manic episode in over a year. I have been stable and I have found a good routine.

Forensic Case Management has helped me completely. I now see a psychiatrist and I just started therapy.

So far, it has been helpful and I look forward to the future. "



Forensic Case Management

Stephanie Crozier has worked in the Forensic Case Management (FCM) Program at TGC for the last two years. Stephanie 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.

NEW PROGRAMS & INITIATIVES

FOCUS ROOM

In the fall of 2021, the superintendents from McKean County schools began meeting regularly with county officials, providers and the IU-9 administration to discuss possible interventions for addressing the increase in behavioral health needs of students. Out of these discussions, a proposal for a new service, a Focus Room, was suggested by TGC. Based upon an evidenced based model the primary goals of the room are to assist students to re-direct, recover and return to an internal state conducive to learning in a short period of time. The room is staffed by a manager and aide at all times and also serves as an opportunity to screen for more serious needs and provide referrals for additional services when appropriate. Utilizing funding received from specialized grants, Bradford School District officials requested that a Focus Room be established at the high school. The Focus Room initiated services in March of 2022 and has been a positive addition for the district.



Chelsea Smith (FOCUS Room Manager) & Cathy Gabel (FOCUS Room Aide)

EXPANSION OF HOLISTIC SERVICES AT STEPS

The STEPS Holistic Programs developed in 2021 included Reiki, guided meditation, essential oil & aromatherapy groups and yoga. Since then, programming has expanded to include Music Healing, Jewelry Expression and Positive Affirmation Sessions. Also new in 2022, STEPS hosted Celebrity Yoga and is scheduled to have a Goat Yoga class.



NEW EMPLOYEE ORIENTATION TRAINING

Leadership identified a need to improve our agency's onboarding processes. As a result, TGC created a new comprehensive orientation training program for new employees and interns. Each month, all new employees and interns are scheduled to attend a one-day, in-person onboarding training, facilitated by the Training and Development Coordinator. While the new orientation was initially presented in a virtual format due to pandemic restrictions, in January 2022, the monthly training has been presented in-person. Since January 2022, 38 people have attended the in-person orientation.



TGC OFFICIALS PRESENT AT NATIONAL FORUM

The Guidance Center's Claudette Johnson, RN, Director of Wellness Services, and Denise Bean, Ph.D., Executive Director, presented twice to over 150 individuals at the National Council for Mental Wellbeing technical and assistance forum. The topic was discussing Primary Care Screening and Monitoring in Certified Community Behavioral Health Clinics (CCBHC). Founded in 1969 and based in Washington, DC, the National Council for Mental Wellbeing is a membership organization that drives policy and social change. Its goal is to promote a greater understanding of mental well-being as a core component of comprehensive health and healthcare.



EXPANSION OF PARENTS AS TEACHERS INTO CAMERON COUNTY

The Guidance Center's Parents as Teachers Program expanded to include Cameron County in April of 2022. The Cameron County Family Center, previously under the management of the Cameron County Commissioners, was reassigned to The Guidance Center at the request of the Commissioners and authorized by the PA Office of Child Development and Early Learning. Home Visiting service for families was able to be continued and Parents as Teachers family enrollment has increased with the hire of three full-time Home Visiting staff.

The Cameron County Parents as Teachers staff are based at the Family Center located at the Woodland Elementary School in Emporium. A partnership continues with the County Commissioners, local businesses, and the school district. The Family Center serves as a site for providers of other support for Cameron County families.

The Guidance Center's Parents as Teachers 20 full time Home Visiting staff now serve families with children prenatal to Kindergarten entry age in McKean, Potter, Cameron, Clearfield and Jefferson Counties.

Pictured is Chris Lucas, Valerie Bradley and Holly Manginell. Chris, Valerie and Holly are PAT Home Visitors in Cameron County.



MEET ASHLEY



"I was admitted in the Assertive Community Treatment (ACT) program in May of 2022 for my mental health instability due to past traumatic events. I was in and out of the hospital and struggling. I have been enrolled in the Assertive Community Treatment (ACT) Program for about 6 months. With my ACT team, I am working on establishing life goals, increasing open communication with others, medication compliance, increasing my use of coping skills and family relationships.

Since services began, I have managed my mental health better and I have had zero hospital admissions. My relationship with my parents since I have been in ACT services has grown and has been very healthy for me."



Assertive Community Treatment

TGC's ACT Team: Angela Carkin, Holly Kilpatrick, Jaime Digel, Dr. Halbauer, Terry Carr, Aaron Gage and Holly Franzen

"ACT guides me with anything I need and assists with accessing resources. ACT has also taught me about conflict resolution and how to navigate through problem solving. I am more levelheaded which keeps all aspects of my life going well. In the future, I would like to obtain gainful employment in the Social Work or Industry field since I have my bachelor's degree in Criminal/Social Justice. Additionally, I would like to get a new apartment, get married someday, and engage in traveling and sightseeing. In my spare time, I enjoy writing poetry and song lyrics, watching sports (especially the Denver Broncos), traveling, hiking and spending time with my family."

ENHANCING SERVICES



NEW WAITING ROOM

In May 2022, The Guidance Center completed renovations in our waiting rooms. The improvements are intended to increase comfort and the quality of care from the first point of contact.

The waiting room was opened, replacing the dark, cramped waiting “nooks” with an open area where visitors can comfortably maintain their personal space. The reception area now hosts two windows so multiple clients can be assisted simultaneously, reducing wait times and crowding at check-in.



TRAUMA INFORMED CARE DESIGNATION AWARD

The Guidance Center is a participant in the North Central Trauma Informed Care Initiative. In May, representatives from the Behavioral Health Alliance of Rural Pennsylvania (BHARP) presented The Guidance Center an award for being redesignated as a North Central Trauma-Informed Care Center for behavioral health services. BHARP bases this designation on an agency’s demonstration of proficiency in the trauma-specific treatment of individuals, integration of trauma-informed practices into agency culture, and dedication to the safety of individuals in care and staff members.



TGC RECEIVES AWARD AT REAL ALTERNATIVES CONFERENCE

The Guidance Center's Project RAPPORT Program received two awards at the Real Alternatives Conference in June. The first award was the Quality Performance Award and the second award was the Site Monitoring Award for the Kane Office. Real Alternatives is a non-profit, charitable organization that administers the Pregnancy and Parenting Support Services for the state of Pennsylvania

QUALITY & COMPLIANCE TRAINING



**STAFF
COMPLETION
RATE**



**QUALITY
IMPROVEMENT
TRAINING**



**2021
COMPLIANCE &
QUALITY PLAN**



**2022
COMPLIANCE &
QUALITY PLAN**

TRAINING

How would you rate your overall experience in the orientation process?



4.7 OUT OF 5

"Well put together, engaging, best orientation I ever sat in"

August 2022, New Hire Training Participant

5448

TRAININGS COMPLETED BY STAFF

177

STAFF COMPLETED HIPAA TRAINING

159

STAFF COMPLETED FRAUD, WASTE & ABUSE TRAINING

5

UNIVERSITIES PARTNERED WITH TGC FOR INTERNSHIPS



9

GRADUATE INTERNS



"I absolutely loved my time here. It was a wonderful start to my rotations. I've learned a lot here and gained confidence in my psych knowledge and diagnostic skills"

Christina Crocker,
St. Bonaventure Physician Assistant Intern

INTERNSHIPS



EMPLOYEE APPRECIATION & YEARS OF SERVICE

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.



The agency recognized Luann McMackin (Education & Prevention Services) for her 40 years at the agency. Also recognized were Kris Shonts (Supports Coordination), Kim Schmader (Early Intervention), Tina Thomas (RAPPORT) and Jayne Peterson (Recovery & Support Services) for 30 years of service.

Other staff reaching milestones:

25 years - Cindy Smith, Denise Seagren-Peterson, Holly Franzen

20 years - Kimberly Johnson, Kelly Zetwick

15 years - Tammy Lewis

10 Years - Kelly Zettle, Kimberly Magnetti

5 Years - Jessica Young, Matthew Buck, Donna Morris, Nina Lau, Erin Moyer, Jackie Bedford, Christine Hetrick, Elizabeth Flores, Denise Bean, Jody Graham

We thank you!



Luann McMackin

40 Years of Service
at The Guidance Center

CONGRATULATIONS TO OUR GREAT CO-WORKER AWARDEES



KRIS SHONTS
SUPPORTS
COORDINATION
FEBRUARY 2022



TERRY CARR
ASSERTIVE COMMUNITY
TREATMENT (ACT)
MAY 2022



KIERSTEN SCHLODER
CLERICAL
MAY 2022



CINDY SMITH
PARENTS AS TEACHERS
AUGUST 2022

*Thank you for
going above
& beyond.*



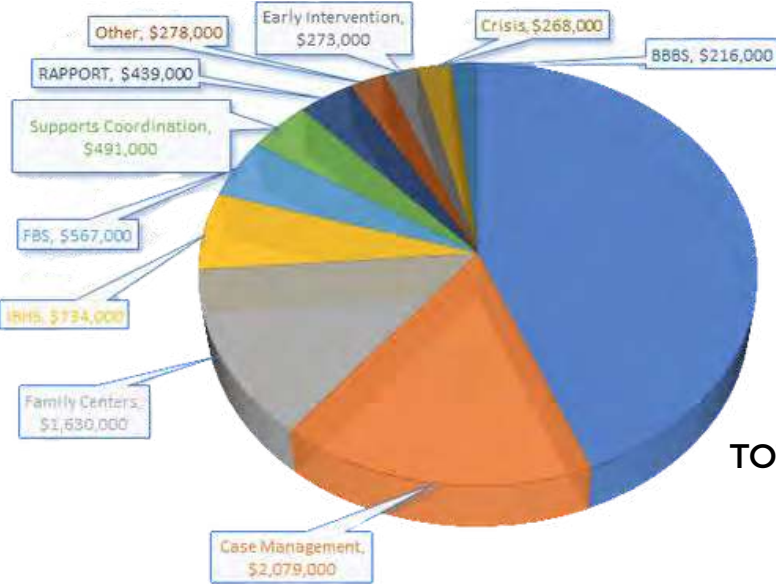
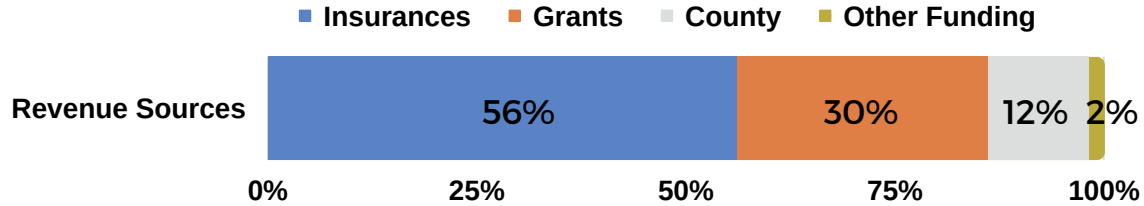
Staff reported satisfied with
working at The Guidance Center



9 out of 10 employees
reported they work well
with their coworkers

EMPLOYEE SATISFACTION

FINANCIAL REPORT

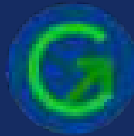


TOTAL REVENUE \$12,453,000









The Guidance Center | Main Office

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Bradford, Pennsylvania 16701

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