



The Guidance Center

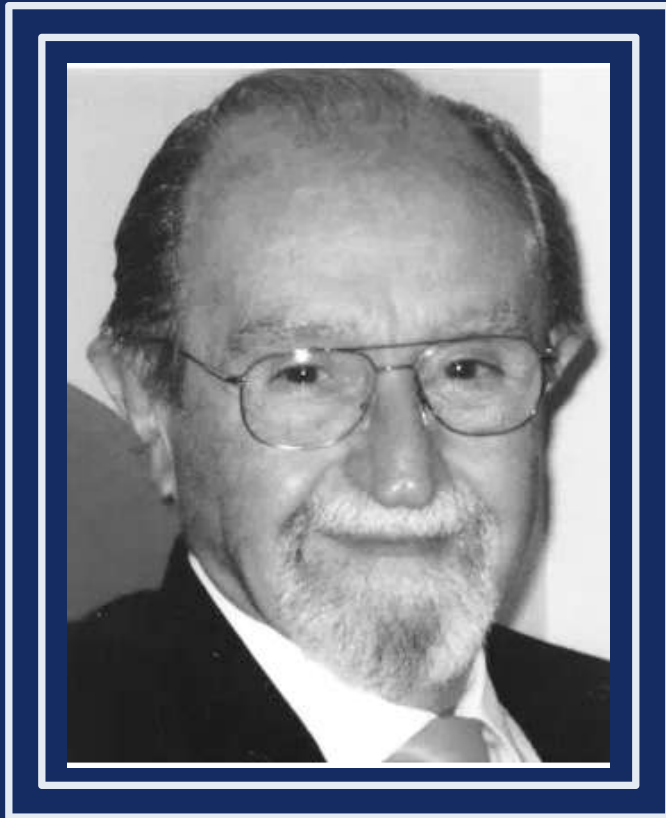
ANNUAL REPORT



2024-2025

Together. Guiding. Change.

Remembering Dr. Bazzoui



1929-2025

We honor the memory of Dr. Widad Bazzoui, whose 45 years of dedicated service at The Guidance Center helped lay the foundation for accessible, high-quality behavioral health care in our region.

Dr. Bazzoui arrived in Bradford in 1973 to serve as Medical Director of CEMP and later became Medical Director at The Guidance Center. Over the course of his long and impactful career, he played a pivotal role in shaping the growth and direction of psychiatric services in our community.

His determined commitment to behavioral health care, combined with a lifelong spirit of inquiry and compassion, touched countless lives. The programs he helped establish and the individuals he served stand as a testament to his enduring legacy.

To learn more about Dr. Bazzoui's remarkable life and journey, we invite you to read his memoir, *The Man From Baghdad*.

Remembering Thomas Munn



We honor the memory of our colleague, Tom Munn, who served as The Guidance Center's Facility Security Officer during the past year. Tom left a lasting impression through his warm demeanor, approachable presence, and ever-present smile.

Tom joined the agency following a distinguished career in law enforcement, concluding with his retirement as Police Chief of Foster Township. His commitment to public service was evident in every interaction, and his daily presence in our halls was a testament to the care and dedication he brought to our organization.

We are grateful for the experience, professionalism, and heart that Tom shared with us. He will be deeply missed by all who had the privilege of working alongside him.

1969-2025

OUR MISSION

Our Mission is to connect, support and provide guidance to people along life's path. We are committed to fostering growth and resilience by offering accessible programs and services.



OVERVIEW

The Guidance Center is a leading community service provider in Northwest Pennsylvania. We dedicate ourselves to meeting the unique needs of our community through providing a wide range of inclusive and responsive services for individuals and families in all stages of life. Our staff work every day to help people live their best lives through setting and reaching personal goals, forming and sustaining meaningful community connections, and achieving positive outcomes in behavioral health, education, wellness and more.

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LETTER FROM OUR LEADERSHIP

Dear Friends,

As we reflect on the past year, we are filled with deep gratitude and renewed commitment to our mission: to connect, support and provide guidance to people along life's path. We are committed to fostering growth and resilience by offering accessible programs and services.

This year brought remarkable achievements, meaningful growth, and moments of both joy and sorrow. We are incredibly proud to share The Guidance Center was honored as an Exemplary Business, a recognition that affirms the dedication, integrity, and impact of our team. This distinction belongs to every staff member, partner, and supporter who has helped us live out our mission with excellence and heart.

At the same time, we experienced profound loss with the passing of two cherished members of our team, Dr. Widad Bazzoui and Chief Thomas Munn.



Shane Oschman
Board President

Both of these gentlemen were the first in their roles at TGC and led the way for us. These colleagues were more than coworkers - they were pioneers, mentors, advocates, and friends who brought light to those around them. Their passion and service continue to inspire us, and we honor their memory in all we do.

Throughout these pages, you'll find information regarding our services this past year as well as stories of resilience, innovation, and hope. You'll see how we've expanded access to care, invested in our people, and deepened our commitment to building strong partnerships within the communities we serve. Most importantly, you'll see some of the lives that have been touched and transformed by our collective efforts.

Thank you for standing with us. Your partnership makes our work possible—and our future brighter.

With heartfelt appreciation,

Denise Bean, Ph.D.
Executive Director



MEET OUR BOARD OF DIRECTORS



**JEANNINE
KLOSS**



**SHANE
OSCHMAN**
Board
President



**PASTOR
ROBERT KLOUW**
Board Vice
President



**CHRISTY
CLARK**
Board
Secretary



**SAL
LUZZI**
Board
Treasurer



**RHONDA
RACE**



**JIM
KELTZ**



**JUDGE STACY
WALLACE**



**CAPTAIN RAY
DOUGLASS**



**BRETT
LAWTON**



**SAM
JOHNSON**



**MATTHEW
WOODHOUSE**

2024-2025
at a glance...



74,000+
Services Provided

MEET OUR LEADERSHIP TEAM



**DENISE
BEAN**
Executive
Director



**DR.
ALEXANDER
WELGE**
Medical
Director



**JAYNE
PETERSON**
Recovery &
Support



**TINA
CARY**
Provider &
Community
Relations



**ERIKA
HASTINGS**
Quality,
Compliance &
Information



**ERIC
HERN**
Operations



**BRIANA
JONES**
Clinical
Services



**MELISSA
BREWER**
Administrative
Services



**LUANN
MCMACKIN**
Education &
Prevention



**TANIA
GEIST**
Crisis



5,200+
Clients & Families
Served



13+
Evidence-Based
Programs



25+
Programs &
Services

SERVICES PROVIDED

July 2024-June 2025



Treatment

Outpatient Psychiatric	12,216
Outpatient Counseling	12,308
Crisis Services	967
Intensive Behavioral Health Services	2,091
Assertive Community Treatment	2,988
Family Based Services	2,365
Student Assistant Services	1,030
FOCUS Room	5,891
Substance Use Services	600



Recovery & Support

Blended Case Management	5,377
Psychiatric Rehabilitation	970
Forensic Case Management	769
STEPS Drop-In	4,324
Wellness Services	767
Certified Peer Support	1,206
Supports Coordination	8,344

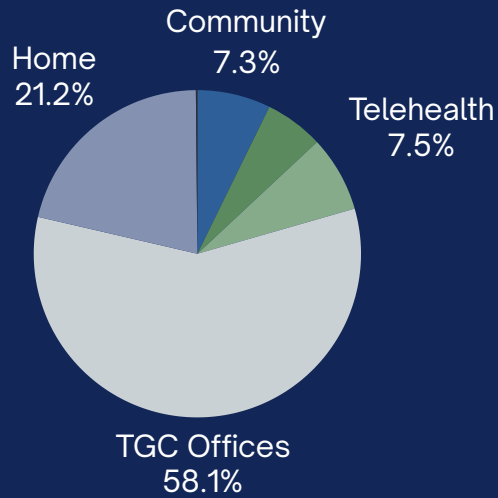


Education & Prevention

Parents as Teachers	5,037
Early Intervention	2,987
Nurturing Parenting Program	1,056
Project RAPPORT	2,480
Independent Living Mentoring Program	414

TOTAL SERVICES PROVIDED = 74,187

SERVICE LOCATIONS



- TGC Office → 58%
- Home → 21.2%
- Community → 7.3%
- Schools → 5.8%
- Telehealth → 7.5%
- Jail → 0.1%
- Hospital → 0.1%



The Guidance Center served 5,284 individuals across all programs in the Clinical, Recovery & Support, and Prevention & Education Services.

The Guidance Center provides services in 8 counties in Northwestern Pennsylvania. Service locations included Cameron, Clearfield, Elk, Forest, Jefferson, McKean, Potter, and Warren Counties.

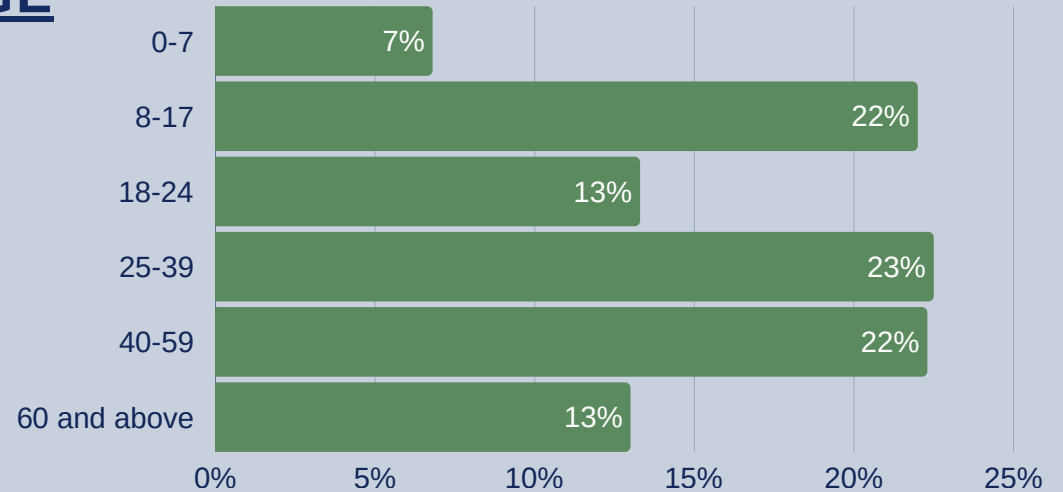
CLIENT DEMOGRAPHICS

GENDER

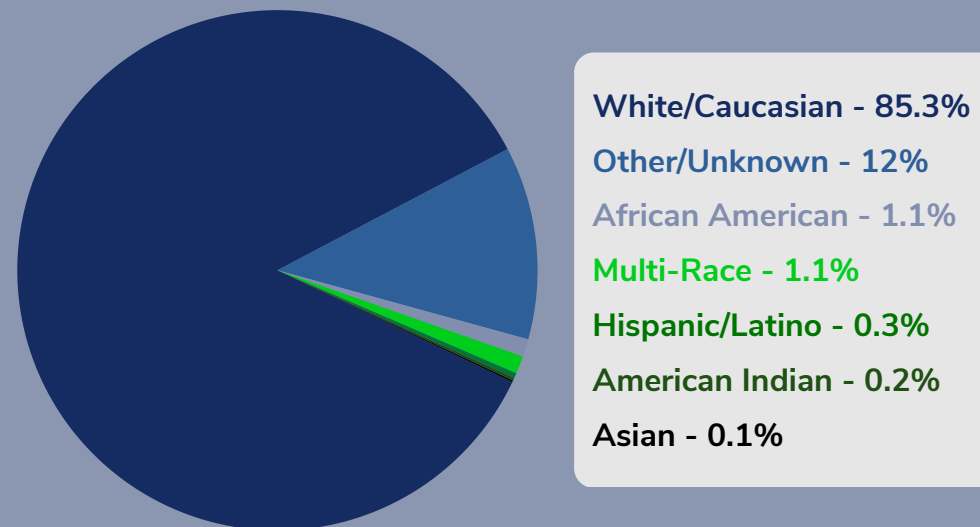


Trans Man	Non-Binary	Trans Woman
0.11%	0.2%	0.02%
Transgender	Unknown	Self-Identify
0.12%	0.3%	0.02%

AGE



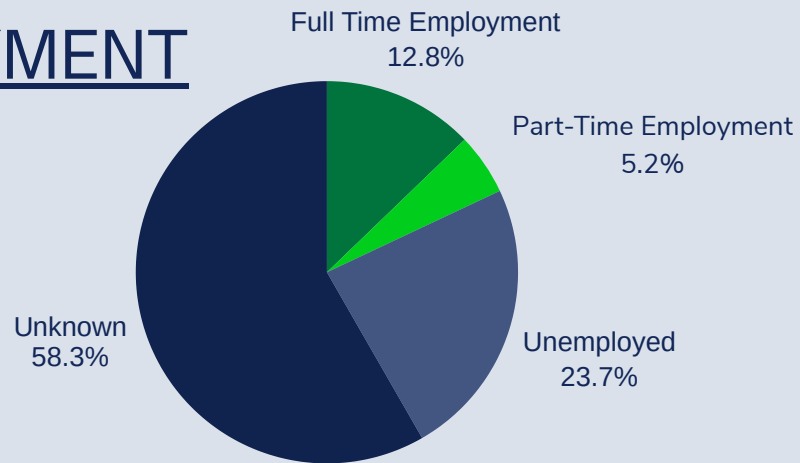
RACE



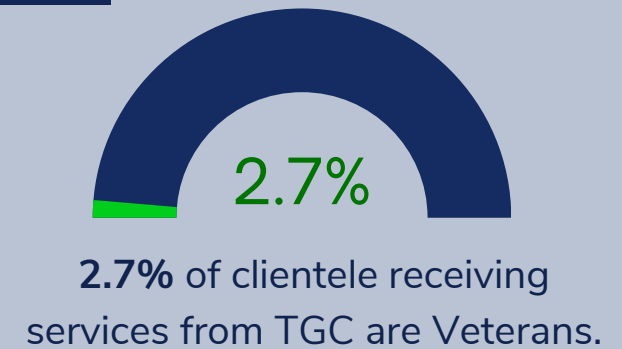
COUNTIES

The Guidance Center serves clients residing across **27** counties.

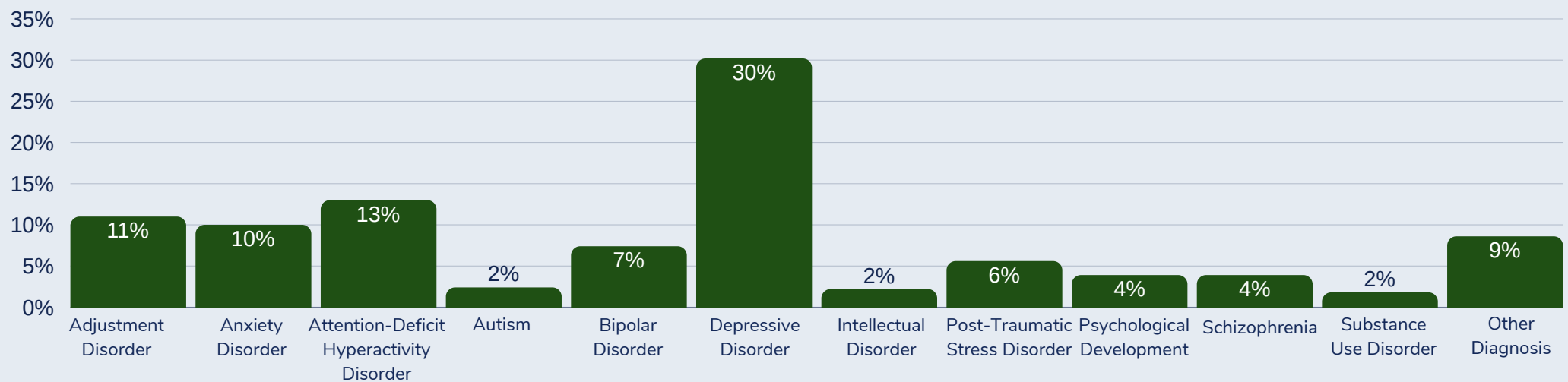
EMPLOYMENT



VETERANS

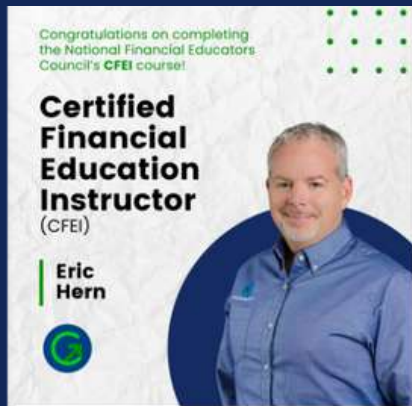


PRIMARY DIAGNOSIS TREATED



PROFESSIONAL DEVELOPMENT

STAFF ACHIEVEMENTS:



STAFF TRAINING:

33 → GRADUATE INTERNS

4 → UNIVERSITIES PARTNERED WITH TGC FOR INTERNSHIPS

173 → STAFF COMPLETED FRAUD, WASTE & ABUSE TRAINING

3,331 → TOTAL TRAININGS COMPLETED BY TGC STAFF

5,336 → TRAINING HOURS COMPLETED BY STAFF

STAFF COMPLETION RATE FOR QUALITY & COMPLIANCE TRAINING: **100%**

94% of TGC Staff are trained in Mental Health First Aid

THE GREAT COWORKERS



**Jody
Graham**

Blended Case
Management



**Meghan
Hollenbeck**

Family Based
Services



**Ken
Hansen**

Information
Technology
Operations

THANK YOU!



EMPLOYEE VALUES

1 FLEXIBILITY

2 BENEFITS

3 COWORKERS

Overall, how satisfied are you with working at The Guidance Center?



92% Employees strongly agree or agree

I would recommend The Guidance Center to others as a good place to work.



90% Employees strongly agree or agree

EMPLOYEE APPRECIATION

On Friday, June 6, 2025, The Guidance Center (TGC) hosted its annual Employee Appreciation and Years of Service Recognition event at the University of Pittsburgh at Bradford's KOA dining hall. This celebration honored the organization's dedicated staff and marked the one-year anniversary of TGC's new mission statement, "Together, Guiding, Change." The event truly showcased the collective effort and positive impact of the organization's mission. All employees are invited to attend.

During the event, Dr. Denise Bean, PhD, Executive Director of The Guidance Center, praised staff, and expressed her gratitude for their collective efforts in working together to build positive change. She also highlighted TGC's community partnerships in the past year, updates to programs, being recipients of the Exemplary Business award and recent collaboration with the McKean County Department of Human Services to establish a new Crisis Walk-in Center in McKean County. This initiative aims to further expand essential behavioral health services and ensure a safe place for individuals in crisis to seek immediate support. Board President, Shane Oschman, also took time to address employees, thanking them for their hard work over the past year and congratulating Years of Service Honorees.



YEARS OF SERVICE RECOGNITION

A special moment during the event was dedicated to remembering TGC Employees, Christina Hansen and Dr. Widad Bazzoui, who passed away this past year. Dr. Bazzoui, who served as TGC's medical director for many years, was known for his pivotal role in bringing essential behavioral health services to the region. His profound work has had a lasting impact on both the agency and the surrounding communities.

The event featured a lineup of fun activities, including entertainment by artist and caricature drawer Eric Jones, the presentation of TGC office awards, a photo booth, and a coworker scavenger hunt game. Employees were also treated to a luncheon.

During the event, employees who reached significant years of service milestones were recognized. Honorees included:

25 years: Rose Mancuso, Bonnie Wilson, and Tania Giest

15 years: Ken Hansen

10 years: Meghan Hollenbeck and Jenn Douglass

5 years: Lorraine Smith, Sarah McCarty, Alexis Bishop, and Tina Cary

The celebration concluded with all employees receiving gifts from the organization.



5 YEARS



10 YEARS



15 YEARS



25 YEARS

ENHANCING SERVICES



In collaboration with Ridgway Public Library, The Guidance Center Parents as Teachers program hosted a well-attended parent-child playgroup centered around the theme "We're Going on a Bear Hunt," which included storytime, crafts, and gross motor activities.

GENOA PHARMACY UPDATES

Our on-site pharmacy is now offering delivery of your medication right to your doorstep! This service comes to you at no cost; just let the pharmacy know you would like to use this service. We will be servicing all surrounding areas (Eldred, Smethport, Bradford, Kane, Rew, Rixford, Port Allegany, Mount Jewett, and Lewis Run).



TGC PARENTS AS TEACHERS EARNS BLUE RIBBON ENDORSEMENT



TGC's Parents as Teachers Program earned Blue Ribbon Affiliate status in 2024, the top honor in the Parents as Teachers Quality Endorsement and Improvement Process. This designation recognizes TGC as a leader in home visitation and parent education, effectively delivering the Parents as Teachers model.

PAT staff attended the PAT National Conference in San Diego CA, October 14th-17th, 2024. Pictured: Holly Manginell, Kelly Zetwick, Kylin Quick, Brooke Carbett, Brenda Gaffey, Holly Kucenski, Kylie Donovan, Amanda Hannon.

SAME DAY ACCESS UPDATE

Since launching Same Day Access for outpatient counseling in July 2024, The Guidance Center has proudly completed over 800 appointments. This program continues to provide immediate support, and we're delighted with its impact in our first year.



YEAR 2 OF MENTAL HEALTH FIRST AID TRAINING GRANT SHOWS SIGNIFICANT COMMUNITY IMPACT

The Guidance Center is pleased to report the continued success and significant community impact of our Mental Health Awareness Training grant, now in its second year. This vital funding, awarded by the Substance Abuse and Mental Health Services Administration (SAMHSA), has enabled us to expand mental health literacy and access to support within our community.

In the past year, we successfully delivered training to over 28 diverse businesses and organizations, including key community partners such as the Bradford Area School District, Universal Primary Care, St. Bonaventure University, and the University of Pittsburgh at Bradford.

A key highlight of the year was the introduction of Youth Mental Health First Aid, a crucial program designed to equip adults with the knowledge and skills to recognize and respond to mental health challenges in young people. This course informs adults about common mental health concerns and substance use problems among youth, teaching them how to identify signs and symptoms. Participants learn a 5-step action plan to provide initial help to a young person who may be experiencing a mental health problem or crisis, including suicidal ideation. This training has proven invaluable for teachers, school staff, counselors, youth group leaders, and parents.

To date, through the grant, The Guidance Center has trained a total of 355 individuals in Mental Health First Aid, leading to 1,641 referrals to mental health services. This demonstrates the program's effectiveness in not only increasing awareness but also facilitating access to necessary support.

Through the provision of free education and resources, The Guidance Center remains committed to empowering individuals to seek help and fostering a more compassionate and supportive community for all. Information on upcoming courses and contact details for our Mental Health First Aid Instructors can be found on our website at www.guidancecenter.net.

Why Mental Health Matters for Youth?

1 in 5

One in five youth will experience a mental health challenge at some point during their life.

17.1 M

17.1 million youth under the age of 18 have or have had a psychiatric disorder – more than the number of children with cancer, diabetes, and AIDS combined.

7.4 %

7.4% of children in the United States have a mental health visit in a given year.



TGC PRESENTS AT NATCON



The Guidance Center's Dr. Denise Bean, Executive Director, right; Colleen M. Chahal, CCBHC Project Director, left; and Claudette Johnson, Director of Wellness services, were selected out of a pool of more than 900 applicants to participate on a panel addressing ways to facilitate and strengthen collaboration in rural areas.

The Guidance Center took center stage at this year's National Council for Mental Wellbeing's annual conference (NATCON), the largest gathering for professionals in the mental health and substance use fields. Held in Philadelphia, the event drew over 6,000 attendees from across all 50 states and beyond.

The Guidance Center (TGC) proudly sent five representatives, including Dr. Denise Bean, Executive Director; Colleen M. Chahal, CCBHC Project Director; and Claudette Johnson, Director of Wellness Services. All three were selected from a pool of more than 900 applicants to present on the topic of strengthening collaboration in rural communities.

"There are certainly many challenges we face in rural settings," said Chahal, "but there can also be significant advantages. Our goal was to inspire others to recognize those benefits and feel proud of working in close-knit communities."

Johnson added, "Collaboration in rural communities isn't just helpful; it's essential. By working together, we bridge gaps and amplify impact." Partnering with Joan King from the National Council and rural providers from New York, TGC's team shared their Certified Community Behavioral Health Clinic (CCBHC) model, highlighting partnerships with local law enforcement, schools, county leaders, primary care, and other service organizations. Their insights offered practical strategies for expanding access to care in underserved areas.

TGC PRESENTS AT PA HOME VISITING CONFERENCE



Pennsylvania's Home Visiting Conference was held at the Blair County Convention Center, September 18th and 19th. The conference theme was "Home Visitors Building Stronger Communities." The conference offered 28 Breakout Sessions and the Keynote Presentation, The Importance of Being Passionate about Infant Mental Health by Dr. Robert Gallen, University of Pittsburgh. Luann McMackin, Senior Director of Education and Prevention Programs presented a Breakout Session, Plans of Safe Care, Lessons Learned. Stacie Clerkin and Luann shared The Guidance Center's Parents as Teachers Continuous Quality Improvement project from 2023-2024, Goal Achievements by enrolled families. Pictured are Stacie and Luann with Greg Swartzlander, Family Support Program Specialist from the Office of Child Development and Early Learning.

TGC'S EARLY INTERVENTION TEACHER EARNS COACHING ENDORSEMENT

In Pennsylvania, an early intervention coaching endorsement is a specialized credential recognized by the Pennsylvania Office of Child Development and Early Learning (OCDEL) that signifies an individual's expertise in supporting parents and caregivers of children with developmental delays or disabilities.

The Guidance Center's EI teacher, Kim Johnson, has earned this coaching endorsement. She is the first Early Intervention Teacher in McKean County to achieve this goal.

The endorsement validates that an individual has acquired the necessary knowledge and skills to effectively coach parents and caregivers, building their capacity to support their child's development through their daily routines. To become an endorsed coach, professionals must complete a prescribed Learning Path, which includes online courses, video submissions demonstrating FGRBI (Family-Guided Routines-Based Intervention), and participation in Professional Learning Communities (PLCs) or Trio Groups to master coaching skills. Reaching "fidelity" with the coaching approach means demonstrating proficiency in implementing the coaching strategies and meeting specific requirements outlined by OCDEL. Endorsement demonstrates a commitment to ongoing professional development and provides recognition for specialized expertise in coaching practices within early intervention.

The PA Early Intervention Coaching endorsement is a pathway for professionals to demonstrate their expertise in supporting parents and caregivers in promoting children's development through coaching, aligning with the state's commitment to high-quality early intervention services.



INDEPENDENT LIVING MENTOR PROGRAM: EMPOWERING YOUTH FOR CONFIDENT ADULTHOOD

Being adopted in 2019 was a significant event for Haley, and just a year later, she was introduced to the Independent Living Program. She truly wished she had discovered it sooner, as the information and support she received from Emily, her Independent Living Coordinator, were invaluable in every aspect of her life.

Independent Living covered everything, from practical life skills like properly cooking chicken to essential financial literacy, such as understanding and building a good credit score. Emily helped Haley grow her self-confidence and navigate the complexities of adulthood. With Emily's guidance, Haley learned how to apply for college, manage bills, and successfully live on her own. Her support was unwavering, even celebrating with her when she landed a job as a paraprofessional at School Street Elementary.

One of the most impactful skills Haley gained was effective communication. She used to be a people-pleaser, constantly saying 'yes' without considering her own needs, which often led to burnout and anxiety. Emily helped her practice difficult conversations, providing feedback and the encouragement she needed to confidently express herself. She even helped Haley prepare for job interviews, boosting her confidence in crucial moments.

Emily was a constant, stable presence during Haley's transition into adulthood. She was there when Haley applied for college and celebrated her acceptance. Thanks to the program's support, Haley had already earned college credits toward her degree.

The Independent Living Program equipped Haley with the budgeting skills, job application strategies, and confidence to live independently and make her own decisions. She is incredibly proud of how far she's come. Today, she's confidently living on her own with her two adopted corgis, Lily and Louis!

As Haley approached aging out of services, at 23, she felt gratitude for the wealth of information and practical guidance this program provided. It was comprehensive, covering all the logistics of independent living for young adults. Any youth embarking on their journey into independence would benefit. The Guidance Center's genuine care for the youth they serve sets it apart. Haley's strongest advice is to spread the word about this program. It's an essential resource that empowers young adults to thrive!



A TESTAMENT TO RECOVERY AND RESILIENCE

ALEX'S STORY

Alex is actively engaged in a range of services, including Psychiatric Medication Management, Outpatient Counseling, Blended Case Management, Psychiatric Rehabilitation, and Peer Support. Together they have made significant progress toward their personal goals.

Not long ago, Alex was intermittently housing difficulties with limited access to basic amenities. When they first met with a Peer Support specialist, their apartment contained only a chair, an ottoman, and a bed. But with a proactive approach and a strong will, Alex has transformed their life. Through a network of donations, community resources, and their own dedication, they now have a fully furnished apartment, a true testament to their commitment to living independently.

As Alex puts it, they are "living my recovery."

Beyond finding stable housing, Alex has made significant strides in their personal growth. They've made friends in their community, built essential home maintenance and budgeting skills, and, most notably, earned their GED. This achievement not only opened the door to a job shadowing opportunity with OVR and further education through Career Link but also reignited their love of learning. With a goal of becoming an accountant, Alex continues to move forward with resilience and increasing self-confidence, overcoming barriers related to both internal and external stressors.

EMILY'S STORY

Emily's journey is a powerful example of how dedication and perseverance can lead to incredible outcomes, even in the face of significant challenges. For years, Emily navigated her path to recovery, working with several mental health services.

Since 2014, she has consistently engaged with Blended Case Management and Psychiatric Medication Management services, and more recently, began participating in Psychiatric Rehabilitation Services in 2024. She also has a long history of involvement in Counseling, which she successfully completed after five years due to notable progress. Her sustained participation in these programs highlights a longstanding and unwavering commitment to her behavioral health and overall well-being.

This milestone is just one of many she has achieved while managing her behavioral health. Emily has graduated from college and is now pursuing a master's degree. As a single parent and advocate for her children, she has had to be exceptionally resilient. This resilience is further amplified by her experience of managing both her behavioral health and a physical disability.

Emily's journey is one of resilience and purpose. Through active involvement in her church and mission trips, she shows a strong commitment to helping others. Her recent move to a new apartment supports a more stable and peaceful home life for her family.

Emily's journey reminds us that recovery is a continuous process of growth and empowerment. Her story is one of unwavering strength and a true testament to the power of personal resilience.



BIG NEWS FOR MCKEAN COUNTY

We are excited to announce that TGC and the McKean County Department of Human Services (DHS) will collaborate to establish a Crisis Walk-In Center. This initiative will provide the community with access to the resources they need when they need them.

McKean Co. awarded \$3 million to establish Emergency Behavioral Health Crisis Walk-In Center

SMETHPORT – Commissioners announced McKean County is one of five recipients statewide to receive a \$3 million grant to establish an Emergency Behavioral Health Crisis Walk-In Center in the county.

The state Office of Mental Health and Substance Abuse Services awarded the grant to the McKean County Department of Human Services (DHS).

Over the past several years, behavioral health concerns have increased

while the number of facilities available to assist individuals in crisis has declined. Residents of McKean and surrounding counties often face significant challenges when traveling outside the county for crisis services. The new Walk-In Center will adhere to the Substance Abuse and Mental Health Services Administration's federal requirements, ensuring a safe place for individuals in crisis to seek immediate support.

DHS will partner with The Guidance

Center to establish and operate the Walk-In Center. With more than 30 years of experience delivering crisis services, The Guidance Center is well-positioned to expand its crisis programs to meet the requirements of the new center. Currently, The Guidance Center offers 24/7 crisis services, including walk-in meetings, mobile crisis response and hotline support. The organization also collaborates with the 988 Center to ensure timely and

effective assistance for individuals in crisis.

"Having a safe environment for individuals to receive behavioral health interventions when needed is critical to recovery," said Dan Wertz, DHS county administrator. "This walk-in center is a true community initiative. The county commissioners and administration, local law enforcement, schools and other service providers have been instrumental in working together to ensure that community

members have quick and easy access to the services they need. We are all committed to serving the residents locally, and this Walk-In Center allows our citizens to remain close to home."

For more information, contact McKean County Department of Human Services at (814) 887-3350 or visit mckeancountypa.gov. Additional information is also available through The Guidance Center at (814) 362-6535 or guidancecenter.net.

NEW PSYCHIATRIC PROVIDERS



Dr. DeanAnn Farris

Dr. DeanAnn Farris joins us with extensive expertise in a variety of mental health settings, including outpatient, inpatient, and D&A services. Dr. Farris has been instrumental in implementing and supervising programs such as Mobile Medication and Telepsychiatry Programs throughout her career. She has also provided consultation services to many organizations in Pennsylvania, including Jail Services, Areas on Aging, Skilled Nursing Facilities, IOP Programs, MAT, the Community Psychiatry Fellowship Program, and others. Her experience is extensive and relevant, and we appreciate the quality of care she provides to Guidance Center clients.



Dr. Nicole Bialas Harrison

Dr. Harrison brings a wealth of experience across multiple psychiatric care settings, including inpatient, outpatient, and long-term care. She completed dual residencies in Internal Medicine and Psychiatry at the University of Rochester/Strong Memorial Hospital. Dr. Harrison has served in a variety of roles, providing psychiatric care at Warren General Hospital, Corry Hospital, local nursing homes, and in private practice. In June 2025, Dr. Harrison joined The Guidance Center, where she now works with the ACT team, Warren State Hospital and plays a key role in developing the new Crisis Walk in Center. Her clinical insight, dedication, and broad experience make her a valuable asset to our community and to the clients she serves.



Dr. Alexander Welge

Many in our community already knew Dr. Welge from his 11 years of dedicated service with us, and we were pleased to welcome him back to our team this year. His return reflects a renewed commitment to providing compassionate, high-quality care to those we serve. Dr. Welge brings a wealth of experience as a psychiatrist, with 18 years in the field. He completed his Psychiatry Residency at Mount Sinai School of Medicine. We were excited to have Dr. Welge rejoin our team as a psychiatric provider and as our Medical Director and appreciate the expertise and warmth he brings to both our staff and our clients.

COMMUNITY OUTREACH

STEPS WELLNESS CENTER



The STEPS Wellness Center is growing, marked by a new logo and expanded engagement options like the Spirit Club. Led by STEPS Wellness Center attendants, Spirit Club offers Gentle Yoga, Sit & Hit, and Spirit Adventure. These workouts, designed for all fitness levels, are a free benefit of Steps Drop In Center membership.

Additionally, STEPS has partnered with Universal Primary Care in conjunction with the University of Buffalo Family Medicine Residency Program for Wellness Education groups. UB Family Medicine Residents come to STEPS once a month to provide education regarding wellness and how to get the most out of your medical appointments.



THANK YOU TO ALL COMMUNITY MEMBERS WHO VOTED!



Congratulations!

THE GUIDANCE CENTER WON THE 2025 ANNUAL AWARD FOR

EXEMPLARY BUSINESS

FROM THE BRADFORD AREA CHAMBER OF COMMERCE!

We are happy to serve our community, and together, we are guiding change.

GUIDANCE CENTER HOLDS ANNUAL MEETING AT NEW COMMUNITY & TRAINING CENTER

The Guidance Center (TGC) held its Annual Board Meeting on Tuesday, December 3, 2024, at the agency's newly renovated Community and Training Center on W. Washington Street in Bradford. Chairman of the Board of Directors, Mr. Shane Oschman, welcomed and wished all attendees a joyous holiday season and thanked all present for their support to TGC. To kick off the meeting, the STEPS Singers performed various Christmas songs for all to hear. Executive Director, Dr. Denise Bean, opened the meeting by recognizing the contribution of former staff member, Mrs. Christina Hansen, who passed away in August 2024. A plaque in memory of Christina and her contributions to the agency was revealed and dedication made.

The agency's annual report was presented by senior staff members who highlighted the agency's accomplishments over the past year. Some of these include: the utilization of the Community and Training Center, which has been an invaluable space for TGC and other corporations and groups within the community; Single-Session Consultation (SSC); Supports Coordination obtained a perfect score regarding their on-site visit; The STEPS Wellness Center expanded; the Behavioral Health Alliance of Rural Pennsylvania (BHARP) designated the agency as a North Central Trauma-informed Care Center for Excellence; the agency's Great Coworkers, ; the provision of nearly 70,000 services to individuals in 8 different counties; six graduate interns completed training at the agency; 93% of staff report being satisfied working at The Guidance Center.



The Guidance Center wrapped up the Annual Board Meeting with welcoming two new Board Members, Matt Woodhouse and Rhonda Race, whose terms began in January 2025.

Chairman of the Board with The Great Coworkers

McKEAN COUNTY LAUNCHES NEW LAW ENFORCEMENT INITIATIVE UNDER THEIR "FRIENDS WITH ALL ABILITIES" PROGRAM

McKean County recently launched a new law enforcement initiative under their "Friends With All Abilities" program. It includes the Blue Envelope program for drivers with special needs and the Blue Sticker program for vehicles or households with special needs occupants. These programs aim to alert law enforcement to sensory concerns or other special needs, reducing anxiety during traffic stops and emergencies.

Applications are available at TGC, just ask our front desk. Once an application is filled out, it can be submitted to TGC or the DA's office directly.

Two overlapping forms from the McKean County District Attorney's Office. The top form is titled "DA's 'Friends with All Abilities' Programs" and includes sections for "Blue Envelope & Blue Sticker Programs". It provides instructions on how to use the programs and includes a section for "REQUEST THE FOLLOWING" with checkboxes for drivers and passengers. The bottom form is a continuation of the application, with fields for "PARENT/GUARDIAN INFORMATION" and "FRIEND WITH SPECIAL NEEDS INFORMATION".

UTILIZATION OF TGC'S COMMUNITY & TRAINING CENTER

Leadership McKean Examines Rural Healthcare



Photo caption: Kris Carter, EVP-Global IT & Security with Zippo Manufacturing and LM board member, leads discussion with LM's CORE Class of 2025.

Leadership McKean's (LM) 8-month CORE program's healthcare session was held at The Guidance Center's Community Training Center.

The healthcare session seeks to educate the class of 2025 on healthcare resources in the area, as well as highlight the benefits of making smart lifestyle choices while fostering personal and community responsibility for optimal health. Participants also discussed current healthcare challenges facing the community.



NORTHWEST REGIONAL CSP
SUPPORT WHEN YOU NEED IT MOST

SPRING FORWARD RESOURCE FAIR

Join us for this community event to meet individuals from 10 different counties within our Northwest region, to share resources to support recovery and learn more about Community Support Program (CSP).

FOOD • MUSIC • AND MORE

Friday
APRIL 11

10 AM - 2 PM

Community & Training Center
24 W Washington St.
Bradford, PA 16701

QUESTIONS?
Contact YOUR region's representative today!

KATIE MACKAY
kmackey@guidancecenter.net

The CSP of Pennsylvania is an alliance of people who use mental health services, family members, advocates, professionals, and county mental health administrators working together to aid adults with severe mental illnesses and co-occurring disorders to live successfully in the community.

Northwestern Regional CSP Spring Forward Resource Fair

The Northwest Regional CSP's Resource Fair featured inspiring recovery stories, including one from TGC's Certified Peer Specialist, Steve, and the STEPS Singers lifted spirits with their performance!

A big thank you to the 17 vendors and the amazing community of over 70 who came out to connect, learn, and support recovery.

SPREADING JOY FROM THE FOCUS ROOM

The holiday season is a time for spreading joy, and this past year, students from the Focus Room exemplified this spirit. They created and sent decorated holiday cards to the residents of the Bradford Ecumenical Home. We extend our sincere gratitude to the Focus Room for sharing holiday cheer with our community members.



SUPPORTING SMALL BUSINESSES WITH EMPLOYEE APPRECIATION

In a heartwarming display of appreciation, The Guidance Center (TGC) marked National Boss's Day with a special "Gourd-geous Gatherings" event for its Bradford-based staff. The celebration saw employees treated to a delightful lunch provided by two local food trucks: Fiammata Pizza and Wanderer Hut.

The festivities extended beyond Bradford earlier in the month, as TGC's outreach offices across the region also enjoyed a taste of local culinary excellence. Teams in Kane, Smethport, St. Mary's, Cameron County, and DuBois were treated to lunches courtesy of a variety of esteemed local eateries. These included Pepe's Pizzeria, The Hubber Cafe, The Pour House Bar and Grill LLC, Aroma Cafe, and The Gateway Cafe DuBois.



The Guidance Center expressed its sincere gratitude to all the participating food establishments for their delicious contributions to the employee appreciation events.

TGC encourages the community to support local businesses and experience the diverse and delicious offerings of these eateries.



TGC staff took part in KARE for Kane on May 9th, 2025. Making Kane, PA a more beautiful place

CHALK THE WALK

TGC participated in Chalk the Walk, a community event held by the YWCA to spread awareness for Mental Health Awareness Month with positive, uplifting messages and artwork.



CARNIVAL RAISES MENTAL HEALTH AWARENESS



The Guidance Center's STEPS Drop-in Center successfully wrapped up its annual Mental Health Awareness Carnival on May 30, 2025.

The community event, held in honor of May as Mental Health Awareness Month, brought together the community and STEPS members to promote understanding and support for mental well-being.

The carnival aimed to raise mental health awareness and reduce stigma through various engaging activities.

Highlights included a STEPS Choir performance, where members shared messages of hope and resilience through song, and an art show featuring diverse work expressing individual journeys and experiences. Unique, handcrafted jewelry created by STEPS members was also on display and available for purchase, showcasing their skills and creativity. Local favorite, Papa Scoops, was present, serving ice cream and adding to the festive atmosphere.

The STEPS Drop-in Center is a consumer-run mental health program that provides social and recreational activities to community residents receiving mental health services. Membership is free for any adult involved with a community mental health program, and applications can be completed when visiting the center.

FINANCIAL REPORT

TOTAL REVENUE

\$14,611,000

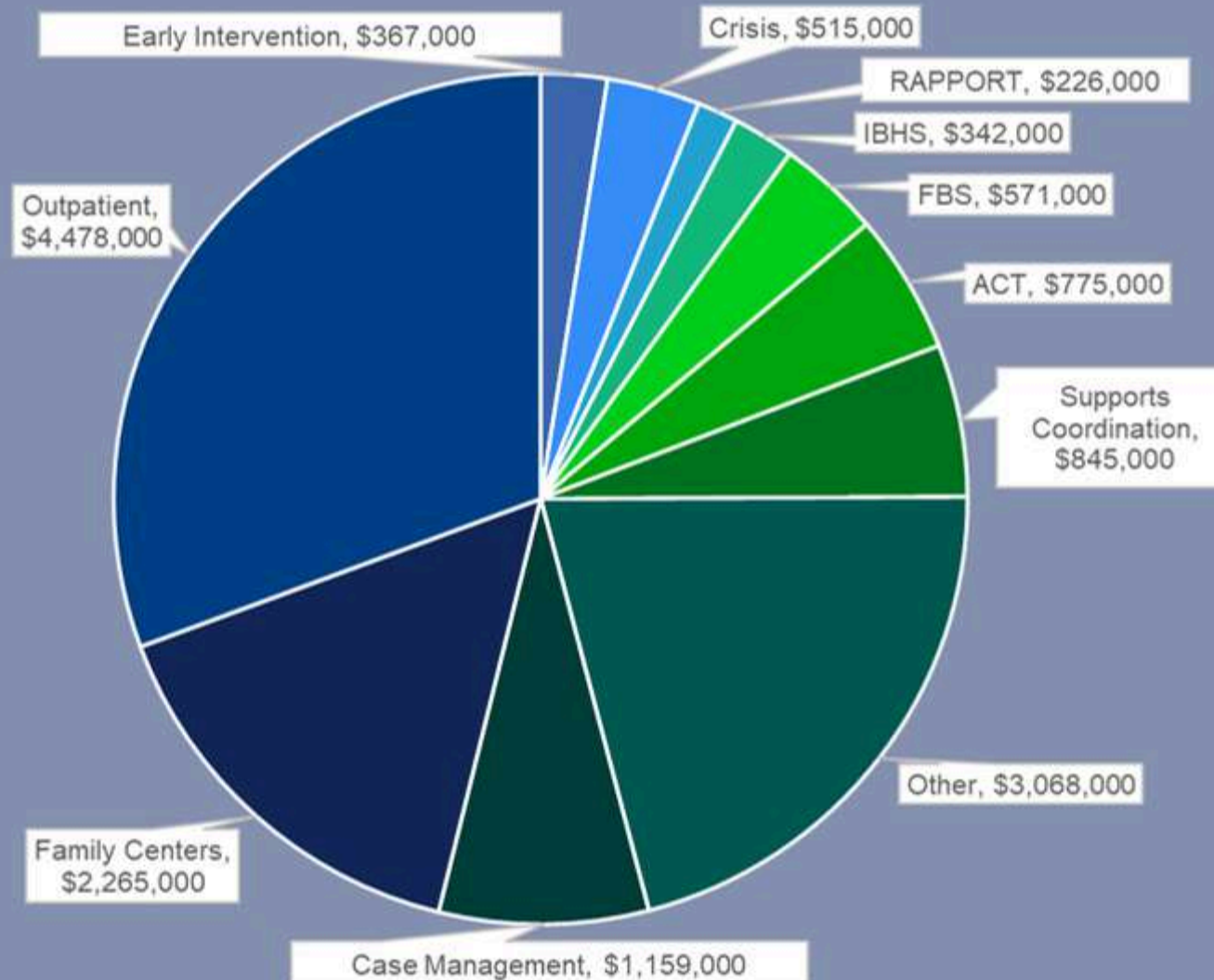
7% Other Funding

11% County

24% Grants

58% Insurance

REVENUE
SOURCES













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