



2020 ANNUAL REPORT

WHILE COVID-19 SENT NEW YORK INTO THE “GREAT PAUSE,” WORK AT THE GUIDANCE CENTER OF WESTCHESTER (TGCW) SHIFTED INTO OVERDRIVE.

We provided mental health and substance use treatment, even to those who could not pay.

STAFF AND PROGRAM PARTICIPANTS ZOOMED, FACETIMED, AND FOUND OTHER WAYS TO BE “TOGETHER APART.”

Through grants, we purchased cell phones and usage plans so participants could keep connected with us.

Our board of directors raised funds to provide Compassion Fatigue Workshops so that staff

could deal with their own feelings of loss, find renewed strength, and maintain their own emotional well-being while caring for participants.

WE ADDRESSED FOOD INSECURITY BY PROVIDING GRAB-AND-GO MEALS, SHOPPING FOR AND DELIVERING GROCERIES TO PARTICIPANTS, AND MAKING CONNECTIONS TO AVAILABLE RESOURCES.

We kept people from losing their apartments by working with landlords.

None of our housing participants were displaced.



TGCW RECEIVED TWO MAJOR GRANTS WHICH WILL FURTHER INTEGRATE MENTAL HEALTH SERVICES, SUBSTANCE USE TREATMENT, AND PRIMARY CARE.

\$1.9 million from the Substance Abuse and Mental Health Services Administration (SAMHSA). This federal grant designates TGCW as a Certified Community Behavioral Health Clinic (CCBHC).

\$133,000 grant from Westchester Medical Center Health Network (WMCHeath) to develop an integrated referral system to ensure that a person's physical and behavioral health care needs are met and treated as a single service plan, leading to better outcomes.

**WE SET UP OUR 24/7 ACCESS LINE:
888-TGCW-CAN
FOR URGENT AND
CRISIS NEEDS
(888-842-9226).**



WE NEVER CLOSED

Being in New Rochelle, our opioid recovery program was the first in the state to put new policies and procedures in place to ensure that social distancing could be maintained while medication assisted treatment could be provided to close to 200 people. Both staff and program participants were very adaptable with the new routine, learning to effectively manage take-home medication between their visits to the program.

WE SHOWED APPRECIATION

WITH SUPPORT FROM OUR BOARD OF DIRECTORS, OUR ANNUAL GALA MOVED ONLINE AND CELEBRATED OUR OWN HEROES: THE FRONTLINE WORKERS OF TGCW.

Through this virtual event, we looked at some of the ways that our staff was going above and beyond to support our program participants.

We received video messages from celebrities such as Ben Stiller; doctors John A. Boockvar and David Langer, stars of Netflix's original docu-series Lenox Hill; and American Ninja Warrior hosts Matt Iseman and Akbar Gbajabiamila.

WE RAISED FUNDS, WE RAISED AWARENESS, AND WE RAISED SPIRITS BY SHOWING APPRECIATION FOR ALL THAT OUR STAFF WAS DOING.



OUR CREATIVE LEARNING CENTER FOR CHILDREN REMAINED OPEN SO THAT ESSENTIAL WORKERS HAD A RELIABLE, SAFE, AND CERTIFIED CHILDCARE TO BRING THEIR CHILD TO WHILE THEY WORKED.

For families that chose to keep their children at home, we tried to keep things as normal as possible. Story time took place on YouTube and circle time on Zoom. Teachers made daily phone calls to families. Meals were delivered to homes to ensure that those children and their families who relied on TGCW for daily healthy meals continued to receive them.

We helped parents cope with their emotions and anxieties, and we helped them develop and practice strategies to manage their children's behaviors. We used telehealth sessions and online meet-ups to stay connected.





WE ADAPTED

We visited participants at their homes, in shelters, on the street, dispensing vital medications, making sure that no treatments were missed.

We were amazed and overwhelmed with generous in-kind donations of food, clothing, PPE, home-school supplies, laptops, and other devices that brought comfort to our program participants and gave them hope.



WE KEPT ADOLESCENTS AND YOUNG ADULTS ENGAGED IN THEIR FUTURES THROUGH ONLINE PROGRAMMING, RESUME WRITING, INFORMATION SHARING, COUNSELING, AND VIRTUAL TRAINING AND TUTORING.

Our Center for College & Careers (CCC) oversaw yet another successful Summer Youth Employment Program (SYEP) where 20 young people 14-24 years old gained valuable work experience and earned a paycheck.

Our Vocational Assistance Project (VAP) had an increase in employment outcomes, helping more people who have a history of substance use and addiction find meaningful work.

ACCES-VR secured eight internships for people who had little to no prior work experience.

WE HELPED PEOPLE TO THRIVE.

263%

year-over-year
INCREASE in
PEER SERVICES



8,247

total number of visits
with a member of our
medical team: psychiatrist,
physician assistant, nurse
practitioner, or registered
nurse



425,589

video conference



332,480

in person



825

telephone



Group Therapy Sessions

in minutes

0

people
turned
away for
inability
to pay

days closed
due to
COVID

interruptions
to methadone
services

4,500

total hours of trainings &
certifications delivered



2020 DONORS

\$100,000 & Above

Lance R. Wachenheim
Westchester Community
Foundation

\$50,000 - \$99,999

Kelly & André Hunter

\$10,000-\$49,999

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“ I was just so very angry - I had so much animosity - I had so much negative thoughts. And being part of The Guidance Center has been a blessing because it has really changed my life.

2020 DONORS

\$2,000-\$4,999

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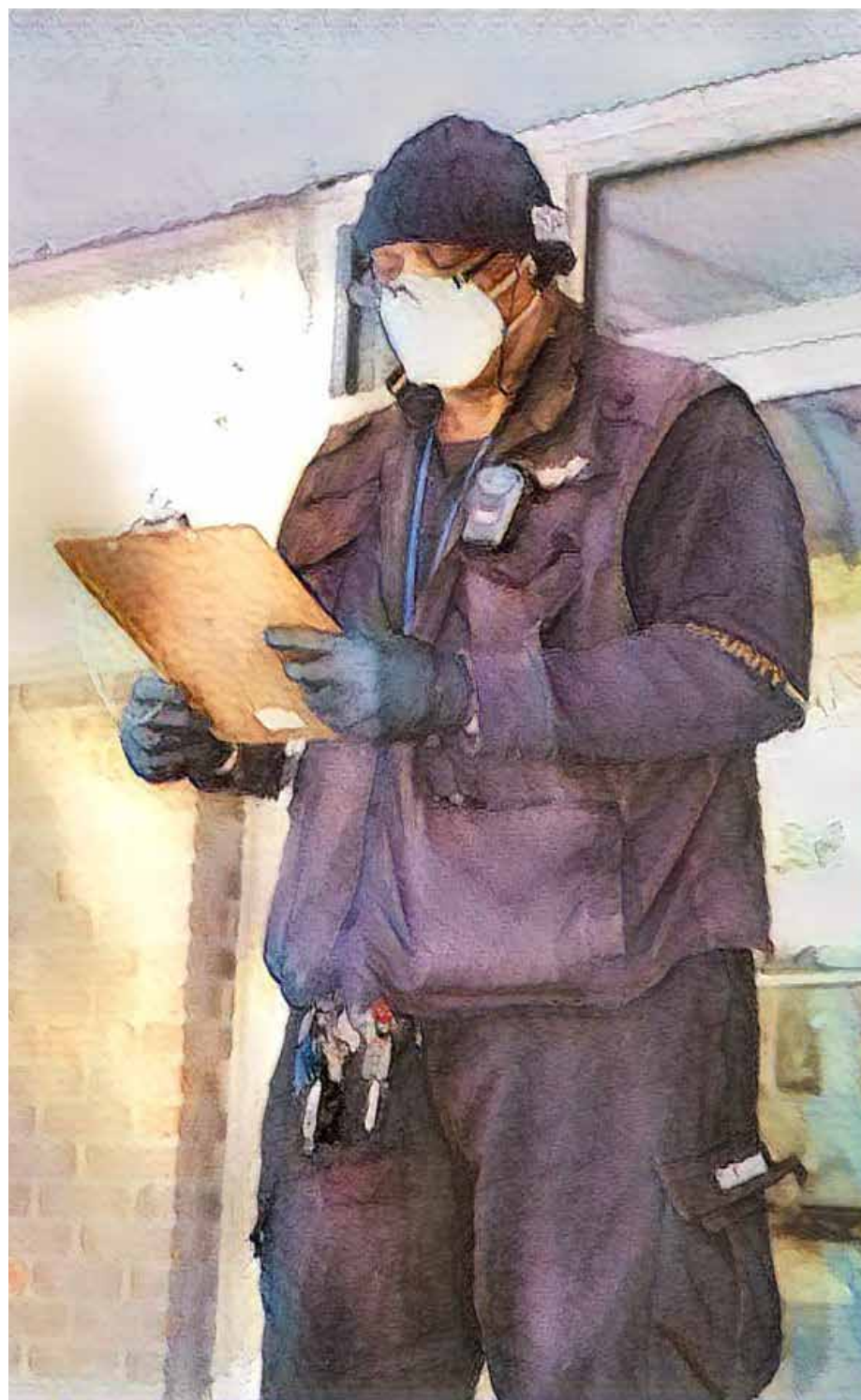
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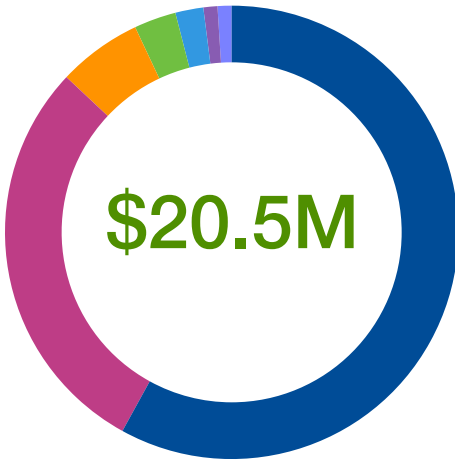
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Thank you!



2020 REVENUE



GRANT & CONTRACT INCOME • \$12.4M • 61%

MEDICARE/MEDICAID • \$5.7M • 28%

CONTRIBUTIONS, SPECIAL EVENTS & PRIVATE GRANTS • \$983K • 5%

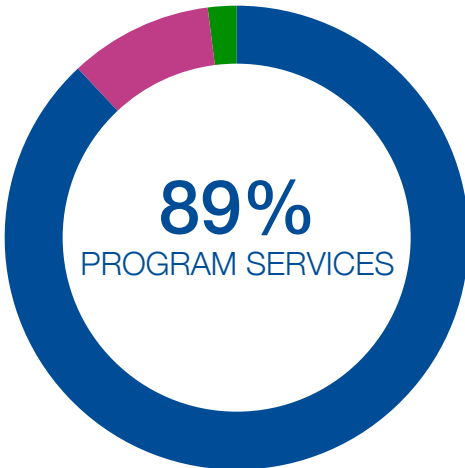
CLIENT RESIDENTIAL RENTAL INCOME • \$465K • 2%

PRIVATE INSURANCE • \$561K • 3%

CHILD CARE FEES • \$227K • 1%

SELF-PAY CLIENTS • \$60K • <1%

2020 EXPENSES



MANAGEMENT & GENERAL • 9%

FUNDRAISING • 2%

YEAR END DEC. 31, 2020 • AUDITED FINANCIALS

PROGRAM REVENUE

Grants & Contract Income	12,480,928
Medicaid & Medicare	5,770,037
Self-pay Client Income	60,478
Private Insurance Income	561,359
Contributions, Events & Private Grants	982,916
Client Rental Income	464,572
Child Care Fees	226,891

TOTAL PROGRAM REVENUE **\$20,547,181**

EXPENSES

Program Services	18,171,162
Management & General	1,903,303
Fundraising	304,875

TOTAL EXPENSES **\$20,379,850**

Changes in Net Assets from Operations	167,331
Non-Operating Revenue/Expense	185,129

CHANGE IN NET ASSETS **352,460**

Net Assets Beginning of Year	524,155
Net Assets End of Year	876,615

STATEMENT of FINANCIAL POSITION

Assets	7,736,711
Liabilities	6,860,096

TOTAL NET ASSETS (Y2020) **867,615**

Total Net Assets @ End of 2019	524,155
Change in Net Assets (Y2020)	352,460

STATEMENT of FINANCIAL CONTROLS

Wei, Wei & Co., LLP/BDO Alliance USA auditors provided a management letter as part of their final report that had no significant findings.



PROGRAM SUPPORTERS & COMMUNITY PARTNERS

Adult Career and Continuing
Education Services-Vocational
Rehabilitation

Anna & Jack's Treehouse

Beechmont Tavern

Brooklinen

California Closets

Candela Systems Corporation

Child Care Council of Westchester

The Clarke Family

Colgate-Palmolive Company

Earth Breeze

Dawna Michelle Fields

Family Community Church

Foodbank for Westchester

Furniture Sharehouse

GEM Management Partners

Grassy Sprain Pharmacy

Kathy & Sonny Hagendorf

Holy Family Church of New Rochelle

Hour to Exit

Brenna Judge & Hunter Seegers

Junior League of Bronxville

Kid's Kloseit

The LAB Media Empire, LLC

Lord and Andra Gallery

Mamaroneck Union Free
School District

McFarland Family

Mikey Dubb's Frozen Custard, LLC

Mount Vernon High School

Mount Vernon Police Department

Mount Vernon Office of

Emergency Management

Murphy Brothers Contracting

NAMI Westchester

New Beginnings

New Rochelle City Court

New Rochelle High School

NYS Alliance for Children

with Special Needs

NYS Association for Infant
Mental Health

NYS Association for the Education
of Young Children

NYS Department of Health, Child
and Adult Care Food Program

NYS Department of Labor

NYS Department of Temporary
and Disability Assistance

NYS Early Care and Learning Council

PROGRAM SUPPORTERS & COMMUNITY PARTNERS

NYS Office for People with
Developmental Disabilities
NYS Office of Children and
Family Services
NYS Office of Mental Health
NYS Supportive Housing Program
NYS Parent Educators Partnership
Ossining Union Free School District
Olive Branch Digital
Our Closet
Pace University
Peekskill City School District
Pelham Manor Market
R Café & Tea Boutique
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Sally & Steve Robling
Philip Sirlin
Soulful Synergy
Southern Westchester BOCES
SUNY Purchase College
Substance Abuse and Mental
Health Services Administration
Temple Shaaray Tefila of Bedford
Toys for Tots – Westchester County

TP Toys & Accessories Inc.
U.S. Department of Housing
and Urban Development
United Way of Westchester
& Putnam
Westchester Children's Association
Westchester Community College
Westchester County Department
of Community Mental Health
Westchester County Department
of Health
Westchester County Department
of Social Services
Westchester County Youth Bureau
Westchester Family Court,
New Rochelle Child Care
Westchester-Putnam Workforce
Development Board
WestCOP
ZERO TO THREE



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Audrey Mlotek
Jean Tamas Moody
George Schoen

“The Guidance Center didn't miss a beat. They had a thorough understanding that we were under quarantine and isolation measures, and therefore some of us had difficulty getting to the supermarket and obtaining food. The Guidance Center went out of their way to make sure that pantry items and other goods were delivered to our homes. I was very surprised. I wasn't expecting that.”

WE LOOKED TO THE FUTURE

Our Center for College & Careers (CCC) advisory board hosted a series of virtual career exploration panels. Topics included business/consulting, technology, medicine, law, and nonprofit leadership.

The advisory board also hosted a virtual Bash for the Future, raising unrestricted funds for the CCC. Our deepest thanks to Marshall & Sterling Insurance and Murphy Brothers Contracting, our 2020 honorees. Special thanks to The Legendary Chris Washington for hosting a virtual dance party before the big event.

CENTER FOR COLLEGE & CAREERS ADVISORY BOARD

Co-Chairs

Carolyn Champ
Lucia Pons-Beltsyk

Members

Matthew H. Feinberg
Gwen Lymon
Heather A. McGowan, MD
Alanna D. Nolan
Aparna Prabhakar
Jeff Wordham

“*I feel more accomplished and have more self-worth. I have something good to offer an employer.*”

EXECUTIVE LEADERSHIP TEAM

Chief Executive Officer • Amy Gelles

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Shawna Marie Aarons-Cooke, LCSW-R

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Chief Operating Officer • Marvin Simms

ACCREDITED BY

The Joint Commission

Substance Abuse and Mental Health Services Administration

LICENSED BY:

NYS Department of Health

NYS Education Department

NYS Office of Addiction Services and Supports

NYS Office of Children and Family Services

NYS Office of Mental Health

The mission of The Guidance Center of Westchester is to improve the well-being of people of all ages through innovative and effective programs that enable everyone to learn, work, and thrive.

The Guidance Center of Westchester offers essential and lasting support to those in our communities challenged by mental illness, substance abuse, poverty, and homelessness. We empower our participants to become active members of their community through education, treatment, housing, rehabilitative, and vocational services.

This report is produced by The Guidance Center of Westchester's Department of Development & External Relations.



TheGuidanceCenterWestchester



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TheGuidanceCenter.org

LOCATIONS

HEADQUARTERS & ADMINISTRATION

256 Washington Street, Mount Vernon, NY 10553

Main Phone: 914-613-0700 • Info@TheGuidanceCenter.org

EDUCATION

Center for College & Careers

WIOA: 256 Washington Street, Mount Vernon

Mount Vernon High School • New Rochelle High School

Early Childhood Programs

Creative Learning Center: 17 Anderson Street, New Rochelle

Mamaroneck UPK: Central School, 1100 Palmer Avenue, Larchmont

HOUSING

256 Washington Street, Mount Vernon

REHABILITATIVE SERVICES

256 Washington Street, Mount Vernon

Assertive Community Treatment (ACT) • Children and Family Treatment and Support Services • Core Rehabilitation Services • Health Home Care Management • Home & Community-Based Services

- Housing • Personalized Recovery-Oriented Services (PROS)
- Supported Education

INTEGRATED SERVICES (MENTAL HEALTH & SUBSTANCE USE)

New Rochelle: 150 Huguenot Street, New Rochelle

Mount Vernon: 256 Washington Street, Mount Vernon

School-based: various locations / 150 Huguenot Street, New Rochelle

Medication Assisted Treatment: 20 Sickles Avenue, New Rochelle

VOCATIONAL SERVICES

Vocational Assistance Project (VAP): 20 Sickles Avenue, New Rochelle

Core Rehabilitation Services: 256 Washington Street, Mount Vernon

Trainings & Certifications: 256 Washington Street, Mount Vernon

www.TheGuidanceCenter.org



**THE GUIDANCE CENTER
OF WESTCHESTER**

256 WASHINGTON STREET
MOUNT VERNON, NY 10553

T: 914-613-0700

TheGuidanceCenter.org