



ANNUAL REPORT 2020

Greenleaf Family Center

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TO OUR STAKEHOLDERS

A message from Dawn Glenny, CEO

As I sit down to attempt to write an introductory letter for our 2020 annual report, the only thing that comes to mind is COVID. What a year 2020 turned out to be!

Mid-March 2020 I was on vacation in San Diego with my son who lives in Hawaii and had flown over to join us. It seems as soon as we got there, we were all cutting our trip short to return safely “home”, and spending time on emergency phone calls and Zoom meetings, (when people could figure out how to use Zoom).



Some really tough decisions had to be made at every organization and business in the community and with very little time to make these decisions. I remember hearing it's going to be a tough couple of weeks and then we'll be through it!

For Greenleaf, almost immediately we had to lay off nearly all our sign language interpreters. Most of our interpreting was medical which completely shut down except for medical emergencies, and “platforms” used by doctors and hospitals didn't provide for the third window on the screen which is required to facilitate this communication. What a tough day it was to call in all of your interpreters and lay them off effectively immediately with no idea how long this layoff would last!

Simultaneously there was the challenge of providing behavioral health services safely, waiting for emergency rules to be implemented so these services could be delivered remotely, trying to help our clients get access to broadband internet, and to provide “school-based” services when schools were almost immediately closed down.

I am so proud of how our staff adapted to these challenges while simultaneously trying to take care of their own families, elderly parents, stay abreast of COVID precautions, and take care of each other while we were at work, albeit in private offices, fully masked, not touching any “surfaces”, disinfecting everything if you were fortunate enough to have disinfectant, etc. I am also proud of how our staff put the needs of their clients ahead of themselves in many

instances, how our community health workers figured out how to provide a community-based home visiting program when prohibited by the State Health Department from going into homes to do these visits, and how our administrative staff pulled together daily to figure out how we could remain financially viable with a significant reduction in revenue!

Greenleaf was Huntington Bank's first customer to submit our Paycheck Protection Program loan. From day one we had numerous staff dedicated to providing all the data required to successfully submit this application and there was a collective sigh of relief when we passed that hurdle. Then on to the next one!

I am thankful to our Federal, State, and local governments, local foundations, and the Summit County ADM Board for recognizing relief had to be passed quickly for families to survive and thrive and for non-profits such as Greenleaf to be around to provide the vital services we are privileged to provide to this community.

Of course, "business as usual" still had to be done through the pandemic, and for Greenleaf this also meant renewing our accreditation through the Council on Accreditation. Led by our Community Services for the Deaf Director, Samantha Taylor, Greenleaf was reaccredited in September of 2020 with a perfect score.

As I write this letter to you in September of 2021 and reflect on 2020, it really was a very tough and very sad year for many. Families lost family members, the need for mental health services and drug and alcohol services skyrocketed, completed suicides and overdoses have also increased significantly, and the effects of racism have been brought to the forefront. I know at Greenleaf we love the work we do here and every day we strive to help our community be a better and healthier place.

Greenleaf Family Center Mission

Greenleaf Family Center strengthens families in our community through counseling, education, and support.

Core Values

We believe that Greenleaf Family Center is the agency in which the community chooses to invest because of our leadership, quality, and responsiveness. We fulfill our mission of strengthening families in our community through counseling, education, and support by staying true to our Core Values:

Family – The family, however defined, is the essential source of strength and support.

Respect – Every person is recognized as having inherent worth and is always accorded the highest degree of respect.

Integrity – All actions are undertaken in an ethical manner, faithful to our Mission.

Interdependency – All (clients, staff, board of directors, and volunteers) are mutually dependent in fulfillment of our Mission.

Excellence – Only our best effort is acceptable in the achievement of quality.

COVID and 2020

2020 proved to be a challenging year as we faced the COVID pandemic, but we continue to persevere. Our priority is and always has been the safety of our clients and staff. Despite the unprecedented challenges, Greenleaf did not miss ONE day of service to our community and our staff were eager to ensure that we served each one of our clients. The data throughout this report reflects both the challenges we faced as an agency and the difficulties our clients endured as they navigated through stay-at-home orders, isolation, loss of jobs, illness, and death. While some of our outcomes did not meet our goals for the year or we were unable to gather the needed data, we are proud of the services we were able to provide to individuals and families during this very trying time.



CLIENTS SERVED

In 2020, Greenleaf served 9,128 unduplicated clients which was down 30% from 2019. We provided mental health counseling services to over 1,609 individuals, down 33% from 2019, and 213 people attended our alcohol and drug addiction treatment programs, down 47%.

Additionally, Community Services for the Deaf and Hard of Hearing (CSD) served 538 clients and increased their support service and advocacy hours by 73% compared to 2019 data. We also provided essential services to 83 pregnant women through our Moms and Babies First program, which promotes healthy pregnancies and deliveries. This was a 32% increase in the number of pregnant women we served compared to 2019.

KEY HIGHLIGHTS

- Our Prevention staff brainstormed to find a way to engage our local students since there was no way to reach them in the school setting. We knew that isolation, online learning, and social distancing had the potential to increase anxiety and depression in our youth already suffering or could cause these new feelings in children because of increased stressors. Our creative team developed over 30 YouTube videos focused on mental health and wellness for students in grades 4 - 12. Our videos include topics on coping skills, healthy relationships, healthy eating, self-esteem, rules, and consequences, making good choices, talking to a counselor, and how to reach out with concerns for yourself or a friend. These videos are also helpful for parents and caregivers who are looking for resources to support their children. See our videos by clicking on this link,



<https://www.youtube.com/channel/UCngfttb8F5W477cOgDHQAUUA/videos>

- Our CSD program provided more hours of job readiness, on the job training, and other case management services to our deaf, deaf blind, and hard of hearing clients.

- Successfully reaccredited the agency through our Council on Accreditation (COA) process with a “remote in-person” review and obtained 100% compliance on all standards.
- Increased telehealth services (drug and alcohol and mental health counseling) providing more counseling hours than in 2019 AND saw a sharp decrease in no show counseling appointments by offering this convenient option for our clients.
- Mastered Zoom, Team, and other platforms we’d never heard of enabling us to deliver remote prevention services.
- Navigated through an all staff meeting where we learned about the social determinants of health and how racism creeps its way into healthcare delivery, how to exercise vital self-care during this crisis and important information about HIV/AIDS in the deaf community.
- Exceeded our annual fundraising goal notwithstanding COVID. Our donors truly made a difference, and we are grateful.

2020 AGENCY OUTCOMES

– [click here for the report](#)

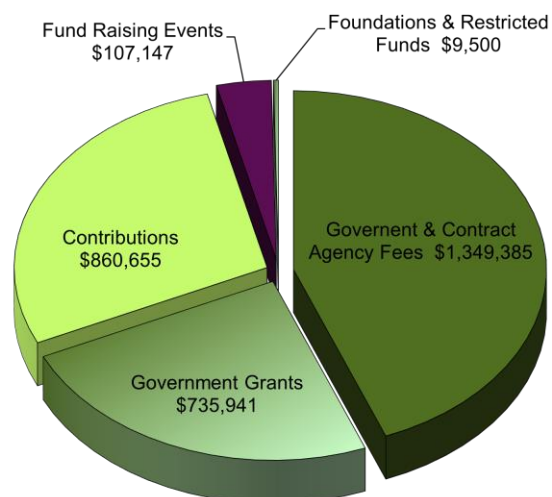


FINANCIAL REPORT

REVENUES

Government & Contract Agency Fees	\$1,349,385
Government Grants	\$735,941
Contributions	\$860,655
Fund Raising Events	\$107,147
Restricted Funds	<u>\$9,500</u>
	\$3,062,628

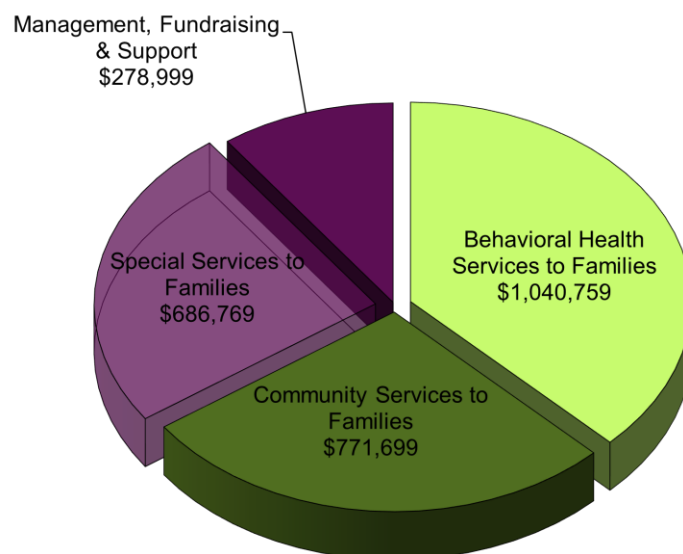
REVENUES 2020



EXPENSES

Behavioral Health Services to Families	\$1,040,759
Community Services to Families	\$771,699
Special Services to Families	\$686,769
Management, Fundraising & Support	<u>\$278,999</u>
	\$2,778,226

EXPENSES 2020



FINANCIAL STATEMENTS

Statement of Financial Position

Assets

Cash	\$562,683
Other Current Assets	\$717,391
Noncurrent Assets	<u>\$1,406,513</u>
Total Assets	<u><u>\$2,686,587</u></u>

Liabilities and Net Assets

Current Liabilities	\$303,592
Noncurrent Liabilities	<u>\$851,035</u>
Total Liabilities	\$1,154,627
Net Assets Without Donor Restrictions	\$1,351,276
Net Assets With Donor Restrictions	<u>\$180,684</u>
Total Net Assets	<u><u>\$1,531,960</u></u>
Total Liabilities and Net Assets	<u><u>\$2,686,587</u></u>

BOARD OF DIRECTORS

Terry Finn – President

Sue Pierson – President Elect

Don Pavlik – Treasurer

Jennifer Hanzlicek – Secretary

Jeff Boyle

Laura Brelin

Christian Duckworth

Julie Falter

Daniel Glass

Elisa Hill

Lakisha Miller-Barclay

Cindy Mitchell

Jennifer Oberg

Joseph Siegferth

Mark Valentine

Audrey Worthington

Dr. Sheldon Wrice

Kevin Youngblood

Greenleaf Family Center Leadership

Dawn Glenny – CEO

Scott Wilson – Controller

Angela Richmond-Rossiter – Director of Behavioral Health

April Brewer – Director of Prevention and Community Services

Samantha Taylor – Director of Community Services for the Deaf and Hard of Hearing

Michelle Watkins – Director of Moms and Babies First

