



Hope



FrontLine Service Annual Report
2020

From Our Executive Director

Dear Faithful Community Members,

This year has been a challenge for us all. It has been particularly difficult for those already struggling with poverty, homelessness, and mental health or addiction issues. FrontLine's greatest priority has been to maintain the safety of our staff and our clients and to keep our agency's doors open to those most in need.

So many of you helped to make this possible. Thank you doesn't begin to express the depth of our gratitude.

In those early days of the pandemic protective masks were impossible to access. With more than 300 staff, we had no means of ordering or obtaining what was needed to keep our staff and clients safe. For the first time in the agency's history, closing our doors was a real threat. And then the deliveries of boxes of cloth masks started. One after another, each time we were close to exhausting our supply, another box arrived. Created by friends, family, strangers, some sewing through the night, boxes of brightly colored hand-made masks helped make it possible for us to continue to serve those in our community.

The response, support, and financial assistance from individuals, businesses, partners, sponsors, funders, and the philanthropic community were almost immediate. Those dollars made it possible to ensure that we were taking every step possible to protect against COVID-19.

I am continually humbled by the work that our staff, the FrontLiners, do and the spirit in which their work is carried out. While it felt like so much of the world hit the 'pause' button in the face of this pandemic, FrontLiners continued 24/7 efforts to respond to those in crisis. Our services remained uninterrupted and through some creative planning, our annual art exhibit, Camp Bridges event and holiday Twinkle Shop all moved forward virtually.

2020 has been a year of loss and drastic change, but it has also one of enhanced partnerships and gratitude. As we continue to adapt to our community's evolving needs, we remain committed to our work to address social injustice and break down the barriers of oppression that have impacted countless lives through generations.

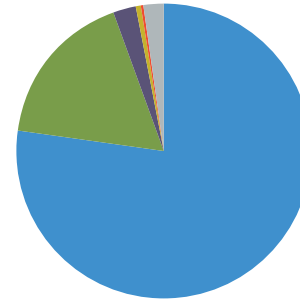
Sincerely,

Susan Neth, Executive Director

Fiscal Year 2020

July 1, 2019–June 30, 2020

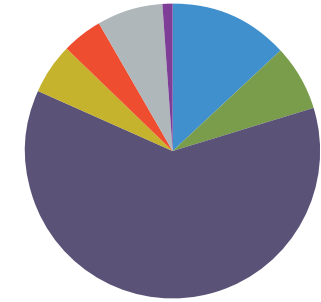
Revenue



Government Grants	\$21,212,723	77.4%
Medicaid	\$4,742,707	17.3%
Foundation Contributions/Grants	\$685,435	2.5%
Other	\$573,877	2.1%
In Kind	\$106,000	0.4%
Program Fees	\$97,427	0.3%
Total Revenue	\$27,418,169	

Expenses

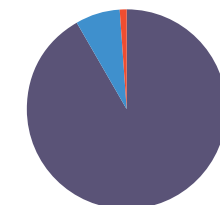
(Program Services summarized)



Homeless	\$16,655,890	61.5%
Crisis	\$3,613,357	13.3%
Administration	\$1,998,046	7.3%
Trauma	\$1,887,536	7%
Family Services	\$1,514,982	5.6%
Medical Services	\$1,195,139	4.4%
Fundraising	\$236,080	.9%
Total Expenses	\$27,101,030	

Expenses

Programs	91.8%
General Administration	7.3%
Fundraising	.9%



Mobile Crisis Team



FrontLine’s Mobile Crisis Team is available 24/7 to anyone in Cuyahoga County who is in crisis or contemplating suicide. That is how Janice found us. Janice’s 28-year-old daughter, Maria, was homeless for 60 days in the previous year. While in crisis, Maria had given up her apartment for the streets, and Janice had no idea how to find or help her. Her daughter simply notified the landlord and started sleeping in her car on the street. Then she just disappeared.

Janice called the only resource she knew who could help: FrontLine Service’s Mobile Crisis Team. She first learned about the Mobile Crisis Team when a police officer called them to assist Maria when she was in crisis. Janice watched as the team gently convinced Maria to get help at the hospital. Unfortunately, Maria left treatment early and abandoned her apartment.

After Maria disappeared, Janice frantically called every member of the Mobile Crisis Team for advice. Each time she called, the Crisis Team comforted Janice, educated her about her role as a family member, and guided her to alert the police—who located her daughter and brought her home. Although Janice worried that her family had grown tired of her calls, she never felt that way when she called the Mobile Crisis Team.

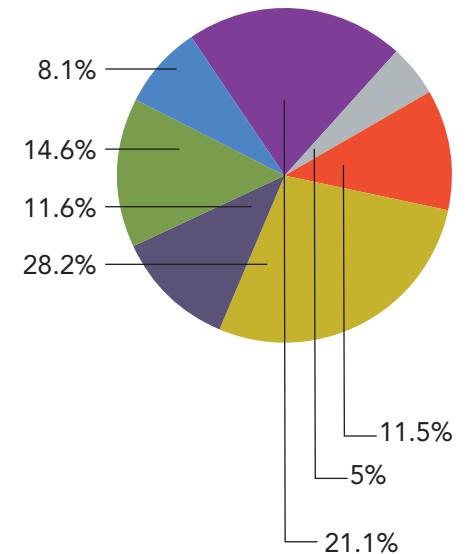
After the police found Maria and she returned home, Maria continue to have multiple mental health crises. Janice returned again to the emergency room to be with her daughter, but she didn’t know how to help her. The Mobile Crisis Team arrived at the hospital and supported and educated Maria on her illness. Maria agreed to treatment.

Maria’s mental health has improved significantly over the last year. She is learning about her illness and the benefits of treatment. Now Janice feels like a helpful, loving parent, instead of a terrified mom, alone. Her daughter is back on track for a brighter future. ■

Types of Calls to Mobile Crisis

Referral/Information	28.2%
Suicidal Thoughts	21.1%
Depression	14.6%
Psychosis (Delusions of Thought)	11.6%
Relationship Issue	11.5%
Anxiety	8.1%
Substance Abuse	5%

Total Calls Received 2020	37,000
Call Volume Increase	10%
Referral and Information Call Increase (Covid Related Inquiries)	50%



If you are worried about someone who may be suicidal or in crisis, contact us at the hotline number, 216.623.6888. Sharing this number could save a life.

Safe Haven: A New Home



From the outside, Safe Haven appears to be just another house in the neighborhood. But for those who have experienced homelessness for years while struggling with severe and persistent mental illness, Safe Haven is a refuge. A refuge for people like Gregory who is one of the people who live at Safe Haven's family-like environment with experienced, 24-hour staff.

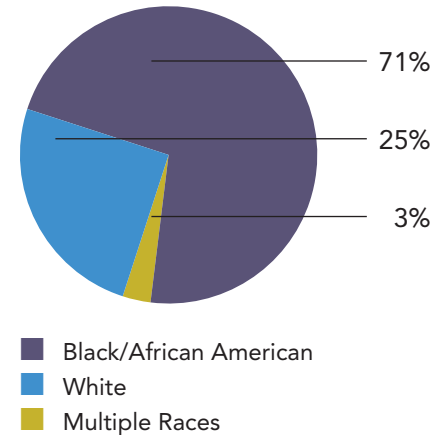
As a young man, Gregory began to hear voices. He stopped going to his college courses and fled from his family and hometown. He lived on the streets for two years until FrontLine Service's outreach team connected with him, and eventually convinced him to enter one of the Permanent Supportive Housing (PSH) programs.

Unfortunately, Gregory faced eviction from the Permanent Supportive Housing site after he flooded his apartment and caused significant damage within a year. Staff recognized that he needed more intensive support and services than the PSH program was designed to provide and referred him to Safe Haven.

At Safe Haven, Gregory received those intensive supports and services. Safe Haven staff and the agency's psychiatrist spent hours with Gregory, helping him understand his diagnosis of schizophrenia. He was able to explore his choices around medications that could reduce the symptoms he was experiencing like the voices in his head. He could also see other clients take their regular medications, which led him to try the meds that would eventually stabilize him.

Five years after coming through Safe Haven's doors, Gregory is back in regular contact with his family, has started taking responsibility for his student loans and job hunting. Safe Haven staff say Gregory is a caring and generous housemate, regularly sharing food and possessions with his fellow residents. Working toward graduating from Safe Haven in the coming months, Gregory is proud to be returning to life in a PSH apartment with a new approach and outlook on his mental health thanks to his courage and to the dedicated staff at Safe Haven. ■

Permanent Supportive Housing Clients Served (by Race)



Health Conditions When Entering PSH

Mental Health Problems	63%
Alcohol and Drug Use	32%
Physical Disability	18%
Chronic Health Condition	13%
HIV Positive	3%
Developmental Disability	3%

(Individuals may have multiple health conditions.)

97% of Individuals in Permanent Supportive Housing remained housed during 2020. Only 1% of Individuals in Permanent Supportive Housing returned to homelessness.

Children Who Witness Violence: A Mother's Resolve



Michelle is a single mother, caring for her 10-year-old son, Jaden, and her infant daughter in the peacefulness of their new home. She hasn't missed a day of work in years, doing her best to provide for them. She knows that as they grow older, they will learn the full extent of her sacrifices and the courage to drastically change the environment in which they used to live.

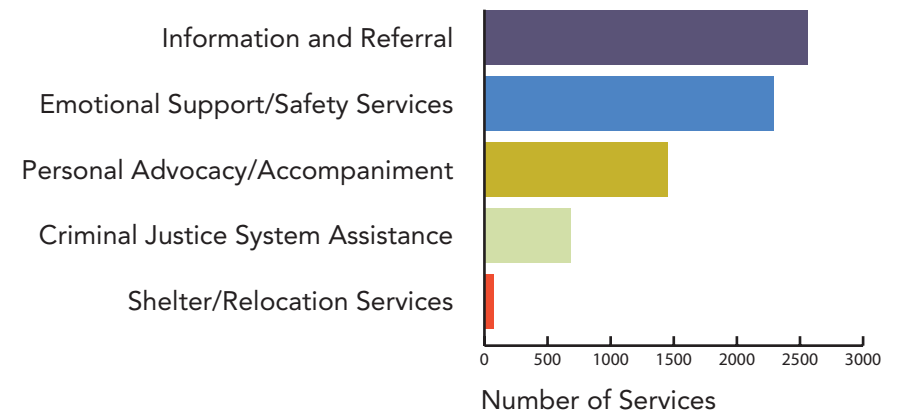
Only a few short years ago, Michelle lived with the father of her children in a home filled with physical abuse and hateful words. Over the years, there were occasions that the neighbors could not ignore, his abuse and violence toward Michelle would escalate and a call would go out to the police.

It was following one of those calls that Susan Weaver, Program Manager for FrontLine's Children Who Witness Violence program, came for the first time. Unfortunately, Michelle was afraid to trust Susan for fear of Jaden being taken away from her. That changed as Susan continued to contact Michelle whenever the police were called, assuring her that she was not there to judge and that help was always available. Susan was careful to make contact with Michelle when she was alone, leaving her with information about the cycle of abuse, the short- and long-term effects on children, and her options.

After suffering years of abuse and becoming pregnant with their second child, Michelle was terrified for her children. She could see how the violence and abuse toward her was impacting Jaden who showed signs of depression and trauma. She reached out to FrontLine for help, and Susan helped her find a safe home and trauma-focused counseling for Jaden.

Michelle is grateful for the 24/7 assistance she received from Susan and the Children Who Witness Violence team. Their support and belief in her ability to create change helped her find the strength to make a new safe and secure home a reality for herself and her two children. ■

Trauma Services Provided 2020



- The in-person Camp Bridges was cancelled, but we delivered 108 new backpacks to children ages 5-18 who have experienced a traumatic event. The bags were filled with letters of support, therapeutic crafts, and summer activities.
- Camp Hope is being held virtually each quarter. This camp addresses trauma and provides hope for children who have witnessed violence. Camp includes games, crafts, and camp songs.

Every contribution brings hope to over 21,000 individuals.
With gratitude we recognize donors from 1/1/2020–12/31/2020



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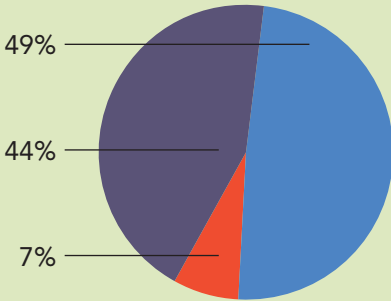
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24,843

Total Individuals Served by Program in 2020

(Individuals may receive services in multiple programs)



Clients Served by Program

Crisis Services **49%**

Housing/Homelessness **44%**

Trauma Services **7%**

21,000

Total Unique Clients Served in 2020



Reaching out. Resolving crisis.

MAIN OFFICE: 1744 Payne Avenue, Cleveland, OH 44114

MAIN: 216.623.6555 MOBILE CRISIS HOTLINE: 216.623.6888

www.FrontLineService.org

MISSION:

Reaching out to adults and children in Northeast Ohio to end homelessness, prevent suicide, resolve behavioral health crises and overcome trauma.



A United Way Funded Agency

A contract agency of the Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County and a partner agency of United Way Services of Greater Cleveland.