



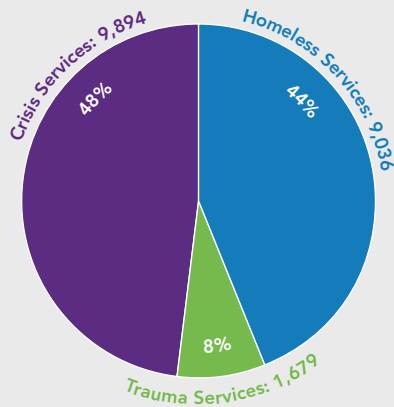
Reaching out. Resolving crisis.

2022
Annual Report

I am a FrontLiner because...

The *I am a FrontLiner because* campaign invites our staff, board members, volunteers, and donors to express their reasons for supporting the mission and work of FrontLine Service. Each person pictured in this report chose the words on the sign they are holding to let you know why they are a FrontLiner.

20,609 Clients Served in 2022



From Our Executive Director

What does it mean to me to be a FrontLiner?

An image immediately appears in my mind. An arm, dirty and disheveled, reaches out from an enormous pile of garbage, hidden behind a brick building. The heaping bags of trash and discarded food almost completely camouflages him from view. But we see him. We have been looking for him. At first, he rejects our offers of help. It is almost as though he believes that living in that pile of garbage is what he is worth. **We return again and again.** He finally accepts our offers of help, and we work with him to find housing and connect him to the physical and behavioral health services he so desperately needs.

**Being a FrontLiner means that we reach out,
especially to those who are often unseen.**

In this report, you will see many examples of what it means to be a FrontLiner. You will learn how FrontLiners are changing the agency's culture, leading us to be an anti-racist organization where everyone belongs. You will read that with the launch of the national 988 hotline in July, FrontLiners became easier to reach for those who need help during a crisis. And you will discover that FrontLine's nationally recognized Traumatic Loss Response Team is being replicated in other cities.

**If you are a donor, a volunteer,
a staff member, or a board member,
YOU are a FrontLiner.**

I am grateful to every FrontLiner.
You are the hands that reach out to
those who are overlooked.

Susan Neth
Executive Director



FrontLine Service Anti-Racism Vision Statement

FrontLine Service is a driving force in creating an anti-racist community. Everyone we work and collaborate with supports this transformation in their policies, practices, and actions. We hold each other accountable to this vision. We utilize an anti-racist lens in all organizational decisions, as we work to achieve representation of our community at all levels of our agency. Staff and those we serve experience success regardless of their race and can be their authentic selves. Their voices inform program and agency decisions. As members of the broader community, **we are each responsible** to uphold this vision.

The vision statement above is a blueprint of what it would look, sound, and feel like to be a truly anti-racist organization. It is our North Star as we move forward in this work.

Why Anti-Racism and Not DEI?

FrontLine has prioritized anti-racism because for most of our clients, racism is a key contributor to the crises they face. We are committed to building an organization and a community where our staff and those we serve experience success regardless of their race, religion, age, gender, ethnicity, ability, sexual orientation, or identity. Becoming an anti-racist organization is the first of many steps in a continuous journey to ensure equity and inclusion for all.

“To be anti-racist is to be active, to challenge the status quo, to create a culture of not just equity, but also belonging.”



It means making a space that welcomes all people to be their authentic selves and contribute to improving our organization so that we can better serve our clients.

We're moving in the right direction, but cultural change can be difficult and takes time. Even I have to remind myself to be patient and accept the small victories. My position, created last year, is a small victory and a statement of FrontLine's commitment to becoming anti-racist.

My role is to ensure we follow a strategic approach to change the culture of our organization and strive towards the anti-racism vision statement we created.”

LaTonya Murray
Chief Equity & Quality Officer

Anti-Racism Committees

FrontLine's 6 anti-racism committees, comprised of staff at all levels of the agency, collaborate to advance the agency toward becoming an anti-racist organization.



Steering Committee

These members of FrontLine's leadership team support the work of all the committees and leverage agency resources to advance anti-racism projects at FrontLine Service.



Policies & Procedures

Our focus is ensuring that our policies are anti-racist and educating staff about those policies.



External Communications & Partnerships

We share FrontLine's anti-racism efforts with the community and evaluate FrontLine's partnerships through an anti-racist lens.

BACK ROW

Derrick Kirklen, *Director of Behavioral Health and Forensic Services (Steering)*
Rosemary Creeden, *Associate Director, Trauma Services (Norms & Culture)*
Angela Glassco, *Chief Operating Officer (Steering)*
John "Greg" Holzheimer, *Child Response Team (Policy & Procedures)*
Danielle Cosgrove, *Director of Cleveland Mediation Center (Steering)*
LaTonya Murray, *Chief Equity & Quality Officer (Steering and Policies & Procedures)*
Bruce Walton, *Communications Specialist (Content & Resource Library)*

FRONT ROW

Naomi Worthington, *Associate Director of Development (External Communications & Partnerships)*
Marlon Johnson, *Core Case Management Program Manager (Norms & Culture)*
Kevin Torigoe, *Program Manager of Defending Childhood Initiative and Youth Acceptance Project (Service Delivery)*
Meredith Black, *Director of Human Resources (Steering)*
Aaron Rentrope, *Program Manager for Mobile Crisis Team (Content & Resource Library)*
Iris Goins, *Family Engagement Specialist (External Communications & Partnerships)*



Learn more about our anti-racism work at FrontLineService.org/anti-racism



Service Delivery

We develop trainings and guidelines to ensure that staff provide services that are anti-racist.



Norms & Culture

We promote a culture where staff can be authentic, work collaboratively, and advance professionally.



Content & Resource Library

We facilitate internal dialogue about anti-racism and compile anti-racism resources for the agency.



Traumatic Loss Response Team

Losing a loved one to homicide can be overwhelming for those left behind. Since 2008, FrontLine's Traumatic Loss Response Team (TLRT) has helped Cuyahoga County families navigate this difficult time. TLRT's licensed clinicians, who are on call 24/7, travel to families' homes or wherever they need support immediately after a loss. During 2022, TLRT served more than 1,000 children and adults.



Anola Smith
FrontLine Employee, 5 years of service

“ Before the sun was up, even though she was not on call and her shift wasn’t starting for hours, Kathy responded to a scene where children witnessed a horrible tragedy with their parents.

Police asked for someone to attend to the young children at the scene.

Kathy spent hours with them in the back of a police car and at the hospital, keeping them safe, comforted, and occupied.

She was a calm, comforting presence at their worst moment.”

Eileen Zatta
Program Manager, TLRT

“ I can’t imagine how homicide departments across the country operate without this support for families.

In 2022, there were 170 homicides and 30 child fatalities. We called FrontLine every time.

This program has been the gold standard for serving families impacted by homicide. TLRT has been replicated by cities from the Bronx to North Carolina.”

Commander Ali Pillow
*City of Cleveland
Bureau of Special Investigations
Department of Public Safety
Division of Police*



Thank You FrontLiners

FOR YOUR SUPPORT IN 2022

The Acacia Foundation
Paul Adamic
Brooke Alison
American Legion
Judy Ashe
Baldwin Wallace Admissions Office
Jennifer Bayne
David Becker
Judith Beeler
William Beighley
Barbara Belkin
Tony Belsito
Berea Millstream Quilt Guild
Jessica Berg and John Niederer
Judy Berrens
Alaine Bertram
Big Dawgs Landscaping and More
Tim Bitting
Donna Bockwich
The Bonne Bell Family Foundation
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Maggie Bornhorst
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Katharine Braun
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Cheryl Buckingham
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Amy Cilensek
Barbara Clemente
The Cleveland Browns Football Company LLC
Cleveland Firefighters Local 93
The Cleveland Foundation

Cleveland Psychiatric Society
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Amy Clum Holbrook and Jim Holbrook
Rebecca Coffin
Peter Collins
Community West Foundation
Complete Home Renovations LLC
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Martha Connell
Heli Connors
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Crain's Cleveland Business
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Danfoss Power Solutions
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April and Dave Deming
Laura and Scott Desmond
Linda and Jim Diefendorff
Jacquelyn DiFiore
Shelly Ditch
Trygve Dolber
Jessica Donnelly
Mary Ann Donovan
David Dover
Dr. U.R. Awesome
Barry Draskovich
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Jill Marie
Laura and Joe Martovitz - Ride for Life Poker Run
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Pearlbrook Church of God
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Jacob Petrovets
Tony Pinkovsky
Plymouth Church, United Church of Christ
Michael Portela
Cyndi and Keith Powell

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Gaye Ramstrom
Ronald & Deborah Ratner Philanthropic Fund
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Robert H. Reakirt Foundation Equities
James Reesing
Michael Reffert
Results Fitness
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Brandon Rice
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Kelley Weis
Weltman, Weinberg & Reis Co. LPA
Richard B. Werner and Barbara A. Langhenry
Laura Whitkofski
Taylor Williams
Willoughby United Methodist Church
Susan M. Witherite
Dr. Heather Wobbe
Martha Riccardi Wood
Allison Woodward
Naomi Worthington
Jack Wu
Yarn Over Beachwood
Eileen Zatta
Richard and Ruby Zatta
Mike Zimmerman
Greg Zink

“ I am so proud to be part of FrontLine. I am amazed that FrontLiners readily go into places not meant for habitation to show people that they are not alone. I make gifts throughout the year to ensure that individuals and families can find a way out of crisis.”

Laura Desmond co-Founder, Acacia Foundation; donor for 18 years; and volunteer Camp Bridges Buddy and Twinkle Shop Elf



Laura Desmond
co-Founder, Acacia Foundation

“We look forward to the day when 988 is as well-known as 911.”

Rick Oliver *Director of Crisis & Trauma Services*

HOW IS 988 DIFFERENT FROM 911? Visit [FrontLineService.org/988](https://www.FrontLineService.org/988).



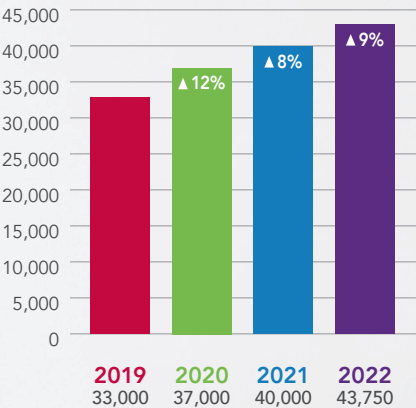
Ada Millin
FrontLine Employee, 26 years of service

988 is Live!

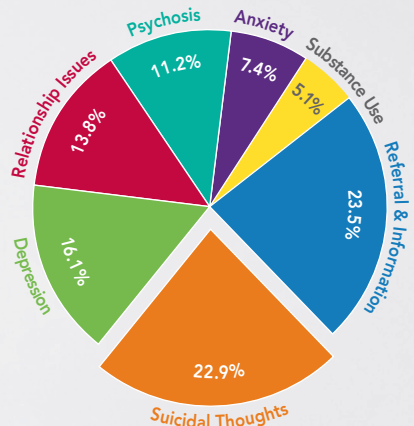
On July 16, 2022, FrontLine Service joined a network of more than 200 crisis centers across the country to launch the 988 National Suicide Prevention Lifeline. This simple, 3-digit number provides crisis support to people experiencing suicidal ideation, emotional distress, or a substance use or mental health crisis. Anywhere in the United States, you can reach a trained crisis counselor by dialing 988.

FrontLine has operated Cuyahoga County's 24/7 crisis hotline since 1995. With 988 in place, it's easier than ever to get help from FrontLine's experienced staff. When needed, FrontLine's mobile crisis team continues to provide face-to-face interventions.

Since 2019, calls to the 24/7 hotline have steadily increased.



78% of crisis calls are for reasons other than suicidal thoughts.

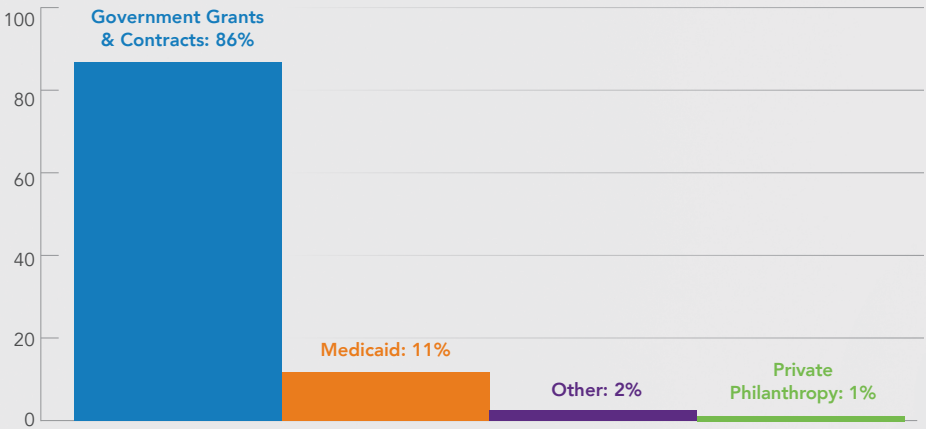


If you or someone you know is having thoughts of suicide or is in crisis, contact the crisis team.

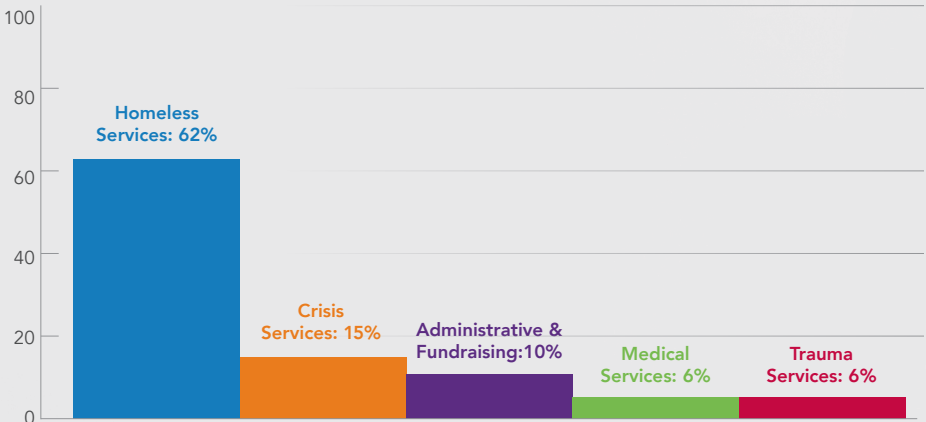
CALL: 988 | TEXT: 988 | CHAT: 988lifeline.org/chat/

Fiscal Year 2022 Financials *(July 1, 2021 - June 30, 2022)*

Revenue: \$27,685,636



Expenses: \$27,685,683



90% Spent on Program Expenses in 2022

HOUSING
IS A
RIGHT



Anthony McWilliams
FrontLine Employee, 4 years of service

FrontLine Service Mission Statement

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

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Reaching out. Resolving crisis.

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MOBILE CRISIS HOTLINE: 216.623.6888



I
CAN
MAKE
AN
IMPACT

Rich Robins
Board Member, 21 years of service

I am a
FrontLiner
because...



FRONT COVER

I LOOK OUT FOR THOSE WHO ARE OVERLOOKED

Iman Joshua, *Board Member, 7 years of service*

I CARE ABOUT PEOPLE WHO USE DRUGS AND ALCOHOL

Rebekah Wiland, *Employee, 6 years of service*

THERE IS ALWAYS HOPE

Maurice Evans, *Employee, 15 years of service*

WE DON'T GIVE UP ON PEOPLE

Elaine Stephens, *Employee, 22 years of service*

I KNOW WHAT IT'S LIKE TO BE IN A CRISIS

Treveya Franklin, *Employee, 8 years of service*

PEOPLE HERE CARE

Olivia Bando, *Employee, 7 months of service*

BACK COVER

THE AGENCY'S MISSION MATCHES MY VALUES

Chandrielle Beaver, *Employee, 3 years of service*

I FEEL LIKE I BELONG

Bruce Walton, *Employee, 2 years of service*

I AM A SOCIAL CHANGE AGENT

Regina Barnes, *Employee, 5 years of service*

HELPING OTHERS IS A GIFT

Danette Nagle, *Employee, 25 years of service*

I AM A PERSON OF LOVE

Ms. May, *Employee, 16 years of service*