I look out for those who are overlooked.

I care about people who use drugs & alcohol.

There is always hope.

We don't give up on people.

I know what it's like to be in crisis.

People here care.
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

- Crisis Services: 9,894 (48%)
- Homeless Services: 9,036 (44%)
- Trauma Services: 1,579 (8%)
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 FrontLinners 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, FrontLinners 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.
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.
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.
“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 Bonnie Bell Family Foundation
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Maggie Bornhorst
Bill Boronkay
Kim Bowser
Karen Brachat
Katharine Braun
Kevin and Amy Brown
Blake Buckingham
Cheryl Buckingham
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Todd Burger
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The Cleveland Foundation
Cleveland Psychiatric Society
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Amy Clum Holbrook and Jim Holbrook
Rebecca Coffin
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continued on the next page
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A contract agency of the Alcohol, Drug Addiction & Mental Health Services Board of Cuyahoga County
"I am so proud to be part of FrontLine. I am amazed that FrontLinners 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
“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.
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

- Government Grants & Contracts: 86%
- Medicaid: 11%
- Other: 2%
- Private Philanthropy: 1%

Expenses: $27,685,683

- Homeless Services: 62%
- Crisis Services: 15%
- Administrative & Fundraising: 10%
- Medical Services: 6%
- Trauma Services: 6%

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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1744 Payne Avenue, Cleveland, OH 44114
216.623.6555  |  FrontLineService.org
MOBILE CRISIS HOTLINE: 216.623.6888
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