Syntero
Care · Counsel · Support

2025
Annual Impact Report

50 TOGETHER FORWARD

7,967
INDIVIDUAL CLIENTS SERVED IN 2025

FROM OUR LEADERSHIP

MICHAEL MCGRAW
SYNTERO BOARD CHAIR

TO OUR VALUED COMMUNITY, ADVOCATES, AND PARTNERS

Behind every statistic in this report is a person—a family, a neighbor, a friend—who found healing and strength through Syntero's care.

As Board Chair, I get to witness how our team's unwavering dedication transforms lives, creating a safer, healthier, and more compassionate community.

On behalf of our entire Board of Directors, I want to express our deepest gratitude to everyone who makes this vital work possible. Your generosity, advocacy, and partnerships are the bedrock of our foundation.

As Central Ohio continues to grow and change, Syntero will continue to innovate and adapt alongside it, ensuring our organization remains a beacon of hope and strength for the next 50 years.

With gratitude,

SARA HARRISON-MILLS
SYNTERO CEO

DEAR FRIENDS, NEIGHBORS, AND SUPPORTERS,

September 2025 marked 50 years of Syntero's service to Central Ohio. Reflecting on this milestone, I'm reminded that true behavioral health care is built on human connection.

Every interaction at Syntero is rooted in empathy, respect, and deep community commitment. Whether supporting a student with anxiety, an older adult aging gracefully at home, or a first responder carrying unseen burdens, our promise remains the same—to provide compassionate, person-centered care.

As we look to the next 50 years, we remain committed to expanding access, removing barriers, and ensuring no one in Central Ohio faces life's challenges alone.

This golden anniversary is a celebration of **YOU**—our dedicated team, steadfast partners, and trusting donors and neighbors.

Thank you for making our mission possible!

HAPPY ANNIVERSARY, SYNTERO!

> *SYNTERO LITERALLY SAVED MY FAMILY!*
>
> SYNTERO CLIENT

On September 22, 2025, Syntero reached a major milestone: 50 years of service. With creative guidance from Dublin-based MJ2 Marketing, Syntero marked its golden anniversary with the **Together Forward** campaign, bringing neighbors together for community conversations and celebrations and honoring the people, supporters, and partners who helped sustain the organization every step of the way.

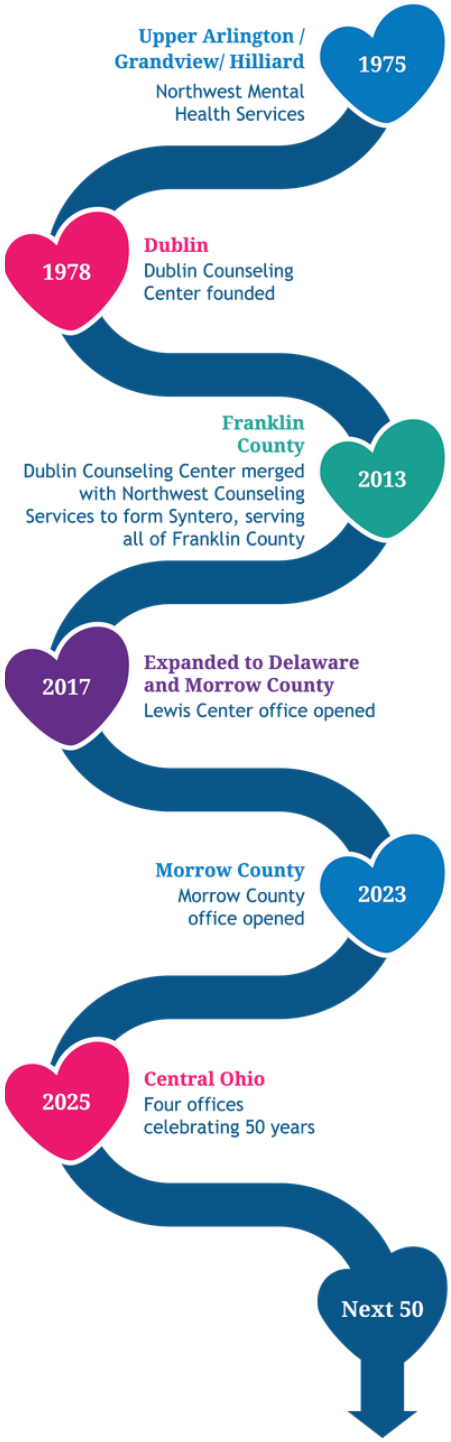
The 50 TOGETHER FORWARD logo was intentionally designed to honor Syntero's past, present, and future by modifying Syntero's current logo and branding.

THE PAST: Embedded "50" into the Syntero Logo Heart

THE PRESENT: Bold "Together" honors those that got Syntero to where it is today and those involved today ready to move the agency forward.

THE FUTURE: "Forward" Arrow represents the path Syntero and its partners, donors, clients, and communities are on to strengthen & sustain their mission for decades to come.

While the anniversary and the launch of the Together Forward campaign took place in 2025, the celebration continued through September 22, 2026. Look for more 50th Anniversary fun, including the **35th Annual Catalyst for Positive Change Awards and 50th Anniversary Celebration**, in the 2026 Annual Report next summer.



2025 PROGRAMS & IMPACT

> *"I'm so thankful [Syntero is] onsite at our workplace. As a busy single mom, supporting myself always comes last. I'm grateful that somebody puts me first even for 30 minutes a month."*
>
> SYNTERO FIRST RESPONDER CLIENT

3,598 Outpatient Clients served

Outpatient Counseling: A safe, welcoming space for individuals, couples, and families to heal, build resilience, and navigate anxiety, trauma, or life changes alongside compassionate therapists.

332 Substance Use Disorder Clients Served

Substance Use Disorder & Addiction Recovery: Whole-hearted support through one-on-one counseling or group therapy—offering a safe space to build hope, foster connection, and cultivate lasting recovery.

1,787 Psychiatry & Medication Mgt. clients served

Psychiatry & Medication Management: Thoughtful, respectful, whole-person care for current Syntero clients where therapists and psychiatry providers collaborate directly to create coordinated, personalized medical treatment plans.

448 Older Adults & Caregivers served

Older Adult & Caregiver Support Services: Gentle guidance, support, and social connection for older adults and vital relief for family caregivers, respecting every individual's life story and caregiving journey.

312 First Responders served

First Responder Programs: Culturally competent, confidential counseling tailored to the unique stressors and trauma faced by first responders and crisis debriefings following critical events.

507 Case Management Clients served

Case Management: Practical, compassionate guidance connecting individuals and families with essential resources like housing, healthcare, and financial stability.

2025 PROGRAM OF THE YEAR

SCHOOL-BASED BEHAVIORAL HEALTH

PREVENTION, TREATMENT, CRISIS, AND COMMUNITY OUTREACH.

IMPACT STORY: How Emma Framed Her Worth

Client privacy is a priority at Syntero; therefore, the client's name and image have been changed for this impact story.

3,406 K-12 Students served through school-based programming

15 12 districts + 2 virtual schools

157 College students served

63 Strengthening families

49 Students, teachers, school staff served via Same Day Access

HOW EMMA FRAMED HER WORTH

At 14, Emma felt lost in a storm of anxiety, isolation, and persistent thoughts of suicide. Seeking help, her family turned to Syntero's school-based behavioral health team.

Meeting Emma with compassionate care right where she was (physically and emotionally), her clinician introduced an exercise to challenge negative self-talk. She asked Emma to reach out to family, friends, and teachers and ask them to write short notes or letters about what made her special.

The resulting heartfelt letters filled with reminders of her kindness, humor, and "unique light" now hang framed in Emma's bedroom. Each letter serves as a daily visual reminder that she is worthy, connected, and deeply supported. Syntero's early intervention truly saves lives.

WHAT IS SYNTERO'S SCHOOL-BASED PROGRAMMING

Syntero's school-based programming places specialized clinicians directly in schools to deliver early mental health and substance use intervention, helping at-risk youth build healthy coping skills to thrive in the classroom. In 2025, Syntero had clinicians in 12 districts in Delaware, Franklin, and Morrow Counties and two virtual schools serving the State of Ohio.

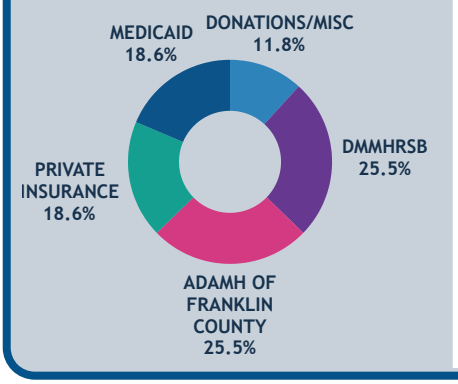
Syntero also provides counseling to college students at Ohio University's Heritage College of Osteopathic Medicine and Columbus State Community College Delaware Campus.

2025 AGENCY HIGHLIGHTS

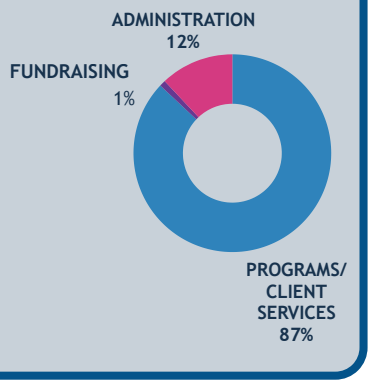
- Moved into new Meadow Center office in Mount Gilead in January.
- Presented with the Morrow County Chamber of Commerce 2025 **"Quality of Life Award"** for community impact.
- Named a Columbus CEO Magazine Top Workplace for the sixth time.
- Partnered with Friendship Village of Dublin to strengthen support for older adults.
- Awarded a Columbus Foundation Grant to provide interpretation and translation services for mental health care in Franklin County.
- Officially celebrated 50 years of community mental health service on September 22, 2025.
- Honored 51 students from 22 Central Ohio high schools at the **34th Annual Catalyst for Positive Change Awards** held at **COSI** and hosted by its **CEO & President Dr. Federic Bertley**, breaking agency records for attendance and money raised for Syntero.
- Presented the **Catalyst Inspiration Award** to **Claire Coder, Founder & CEO of Aunt Flow** who shared an inspiring message with the students on trusting your intuition, following your unique path.

2025 FINANCIALS

WHERE FUNDING COMES FROM



HOW FUNDS ARE USED

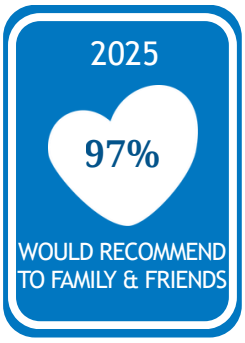


Syntero is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), certified by the Ohio Department of Behavioral Health, and supported by ADAMH Board of Franklin County, Delaware-Morrow Mental Health & Recovery Services Board, grants, and private donations.

FUNDING PARTNERS/ GRANTS

- Buckeye Valley Schools
- City of Dublin
- City of Gahanna
- City of Upper Arlington
- City of Worthington
- The Columbus Foundation
- Delaware City Schools
- Delaware County Foundation
- Dublin City Schools
- Franklin County Office on Aging
- Friendship Village of Dublin
- Goodwill Columbus
- Grandview Heights Local Schools
- Ohio Dept. of Behavioral Health
- Ohio University Heritage College of Osteopathic Medicine
- Ohio Virtual Academy
- SourcePoint of Delaware County
- TRECA Digital Academy
- Washington Township Trustees

THE SYNTERO WAY



ROOTED IN COMMUNITY. CARE ACROSS GENERATIONS. DRIVEN BY COMPASSION.

True healing doesn't just happen inside a clinical office or over your phone. It happens in the neighborhoods, classrooms, senior centers, and homes where real people are living real lives.

Syntero strives to meet people where they are both physically and emotionally, be a lifetime partner for every generation, and honor each person's inherent dignity, empowering them to heal and thrive.

For five decades, Syntero's work has been guided by three core principles that define who they are and how they care for Central Ohio. These core principles together demonstrate **THE SYNTERO WAY.**

GUIDING PRINCIPLES OF THE SYNTERO WAY

1. **Embedded In Community**
   Committed to the communities we serve, building strong partnerships with local organizations, systems, schools, & leaders.
2. **Care Across the Lifespan**
   We are one of a few behavioral health providers with specialized expertise across all ages and every stage of life.
3. **We Serve People, Not Problems**
   A diagnosis might bring someone in, but it will never define who they are. We treat the whole person—their strengths, history, relationships, and potential.

***Together Forward**, we are building a stronger, healthier tomorrow where no one faces life's challenges alone.*

BUILDING OUR VISION

Syntero envisions a future where everyone thrives through compassionate, equitable behavioral health care that transforms lives, strengthens communities, and ignites lasting change.

LIVING OUR MISSION

To advocate and support the health and well-being of individuals, families, and communities by providing professional, compassionate behavioral health and social services that adapt to the changing needs of the community.

GUIDED BY OUR CORE VALUES

- **Integrity** - Operating with transparency, accountability, and data-informed excellence in every action.
- **Empowerment** - Honoring the unique strengths and needs of every individual to foster true self-determination.
- **Innovation** - Adapting with courage and forward-thinking creativity to meet evolving community needs.
- **Inclusiveness** - Cultivating a trauma-informed culture where diversity is celebrated and every voice belongs.

FULFILLING OUR PROMISE

We guarantee that every person we serve will be treated with dignity, compassion, and cultural respect, and will receive evidence-based, person-centered care from a collaborative team committed to learning and clinical excellence. We provide strong supervision, ongoing training, and clear care pathways to ensure quality and consistency. We commit to timely access, measurable outcomes, and continuous improvement. If concerns arise, we will respond quickly and address them with care.

THANK YOU!

We are deeply grateful to our generous donors and partners for their support, our 2025 Board of Directors for their steadfast leadership, our dedicated team for their passion and tireless commitment to our mission, and to our clients, whose hard work and resilience inspire us every day.

DONORS & SPONSORS:

$5,000-$10,000: AEP Foundation | Medical Mutual of Ohio

$2,500-$4,999: Columbus State Community College | COSI | Dublin AM Rotary | Genoa Healthcare | The Olivia Claire Obrokta Foundation

$1,000-$2,499: Blancato Family Foundation | Grandview Heights City Schools | Huntington Bank | Legacy Engineering, LLC | Michael McGraw | Mount Carmel Health System | OSU College of Social Work | PNC Bank | Rick Amato Family | Harrison-Mills Family | S&T Bank | Schneider Downs | Stephen A. Wood | Tri-Village Rotary

$500-$999: Artina Choose Kind Foundation | David & Julie Erwin Rinaldi | Delaware County Foundation | Fay & Richard Herriott | Labcorp Holdings, Inc. | Nationwide Children's Close to Home- Hilliard/Lewis Center| Ohio University Heritage College of Osteopathic Medicine | Tom O'Donnell | Waters Family Fund | Dr. William Burke

$250-$499: Alexander Financial Planning | Educational Service Center of Central Ohio | First Community Church | James Meeth | Krista Stock | Kroger | Ohio Center for Adolescent Wellness | Tonya Fulwider

$100-$249: Becca Thomas | Inspire PR Group | Jane Erwin Crowley | Megan Kubala | Ryan Keenan

And all other donors and supporters, Catalyst for Positive Change attendees & friends

All donations are deeply appreciated and go a long way toward helping others. If we left you off the list, please accept our sincere apology and know that your donation is valued.

2025 SYNTERO BOARD OF DIRECTORS

2025 BOARD OFFICERS:
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TONYA FULWIDER (Vice Chair)-Mental Health America of Ohio
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NEW BOARD MEMBERS WELCOMED IN 2025:
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THOMAS O'DONNELL, CPA, Plante Moran
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SYNTERO CHIEF EXECUTIVE OFFICER:
SARA HARRISON-MILLS

Syntero
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Syntero is a non-profit, 501(c)(3) organization. Your donations help us support those who are uninsured or underinsured when and where they need us most. To donate, please scan the QR code, visit our website, or call 614-889-5722 x125 to donate.