Promoting Resilience Through Increased Support, Education & Engagement

At the beginning of 2020, Syntero prioritized addressing social isolation and loneliness, two leading contributors of suicidal ideation, particularly for members of the LGBTQ+ community and older adults. As the year progressed and community members from all walks of life were faced with unprecedented challenges presented by the COVID-19 pandemic, social unrest, and the tumultuous political climate, the need for all of Syntero’s services significantly increased for people of all ages. Syntero’s staff members demonstrated resiliency and rose to the challenge while adapting to a new way of life; professionally and personally. With the support of the Syntero Board of Directors, funders and community partners, Syntero met clients and community members at the point of need to provide critical services and education throughout 2020.

In 2020, Syntero served 8,845 individuals in 58 counties!

"Thank you, essential workers for everything you are doing throughout this difficult time. I think you are helping people in a way that changes lives, and people in such a positive way. I can’t emphasize that enough."

-Satisfied Client

Clients Served by Age

51% Adults • 42% Youth • 7% Older Adults
Our Impact at a Glance

- **26** types of therapy/support groups provided
- **2,367** K-12 students received **12,360** School-Based services
- **462** unique Youth Summer Group participants
- **35** original digital resources created for community members (webinars, guided meditation, podcasts, etc.)
- **38** Older Adult Social Support Meetings
- **8** Gender-Inclusive LGBTQ+ community-based presentations
- **5** School-based forms translated into **5** languages
- **134%** increase in culturally-focused information and resources
- **6** LGBTQ+-focused internal trainings
- **12** Trauma-Informed Care Book Club meetings for staff
- **5** Internal Roundtable Discussions with CEO Julie Erwin Rinaldi, M.Ed. to promote racial understanding and healing

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Turning Values Into Action

**Integrity • Empowerment • Innovation • Inclusiveness**

In 2020, Syntero began developing its Diversity & Inclusion Program and added “Inclusiveness” as a value to intentionally embrace diversity and actively engage in programs and services that honor, respect and recognize the unique qualities and needs of all people. In an effort to turn the new value into action in all programs, Syntero increased:

**Support • Education • Engagement**

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Our mission is 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. We specialize in Trauma-Informed Care, Suicide Prevention, Substance Abuse Treatment, Parent Education and Professional Development.

Syntero Inc. is a non-profit 501(c)3. Your donations help provide more care, counseling and support.

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**Funding Partners**

ADAMH Board of Franklin County • Buckeye Valley Local Schools • Central Ohio Primary Care Foundation • City of Dublin • City of Upper Arlington City of Worthington • The Columbus Foundation • Crawford Marion ADAMH Board • Delaware County Family & Children's First Council • Delaware County Strengthening Families • Delaware County United Way Delaware/Morrow County Mental Health and Recovery Services Board Dublin City Schools • The Dublin Community Foundation • Franklin County Office on Aging • Goodwill Columbus • Goodwill - Frankly County Board of Developmental Disabilities • Hilliard City Schools • Nationwide Children's Hospital • Ohio Children's Trust Fund • Ohio Department of Mental Health and Addiction Services • Ohio Medicaid/Medicare • Olentangy Local School District • Osteopathic Heritage Foundation • Permanent Family Solutions Network • Private Donors • SourcePoint of Delaware County • Tolle's Technical School • Washington Township Trustees

Please visit www.syntero.org/about-syntero/our-partners to view a full list of our community partners.

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Thank you to all Syntero partners and supporters!

**Payer Sources**

- **23%** Private & Insurance
- **21%** Medicaid
- **20%** ADAMH
- **20%** DMH/RSB
- **11%** Misc.

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Philadelphia - Lewis Center - Mill Run - Northeast Columbus