



“There was a time in my life when everything got to me - literally everything, but I don't do that anymore. I've learned better, know better, do better. With you guys, I have people who want me to succeed. Who care about me. And that feels alright.”
-SYNTERO CLIENT

ANNUAL REPORT 2023



CHAIRPERSON'S MESSAGE

Dear Syntero Community,

2023 was a year of growth and impact for Syntero. We stayed committed to providing compassionate, high-quality behavioral health services, expanding programs and partnerships to better serve our community.

Under the leadership of our former CEO, Julie Erwin Rinaldi, our team met growing needs and empowered individuals. I'm grateful to our partners, donors, and the entire Syntero family for making this work possible.

With your continued support, we'll keep making mental health care accessible for all.

With gratitude,

KRISTA STOCK
SYNTERO BOARD CHAIR



CEO'S MESSAGE

Dear Friends, Partners and Supporters,

As I reflect on 2023, I'm filled with pride and gratitude for the tireless work of our staff, the fearless leadership of my predecessor, Julie, the dedication of our board, and the incredible support from our community.

Through our innovative services and strong partnerships, Syntero continues to empower individuals and families to navigate challenges, handle trauma and emotions, and thrive.

We remain focused on building resilience and fostering positive change in our communities. Thank you for being part of this journey—we're transforming lives together.

Kind regards,

SARA HARRISON-MILLS
SYNTERO CEO

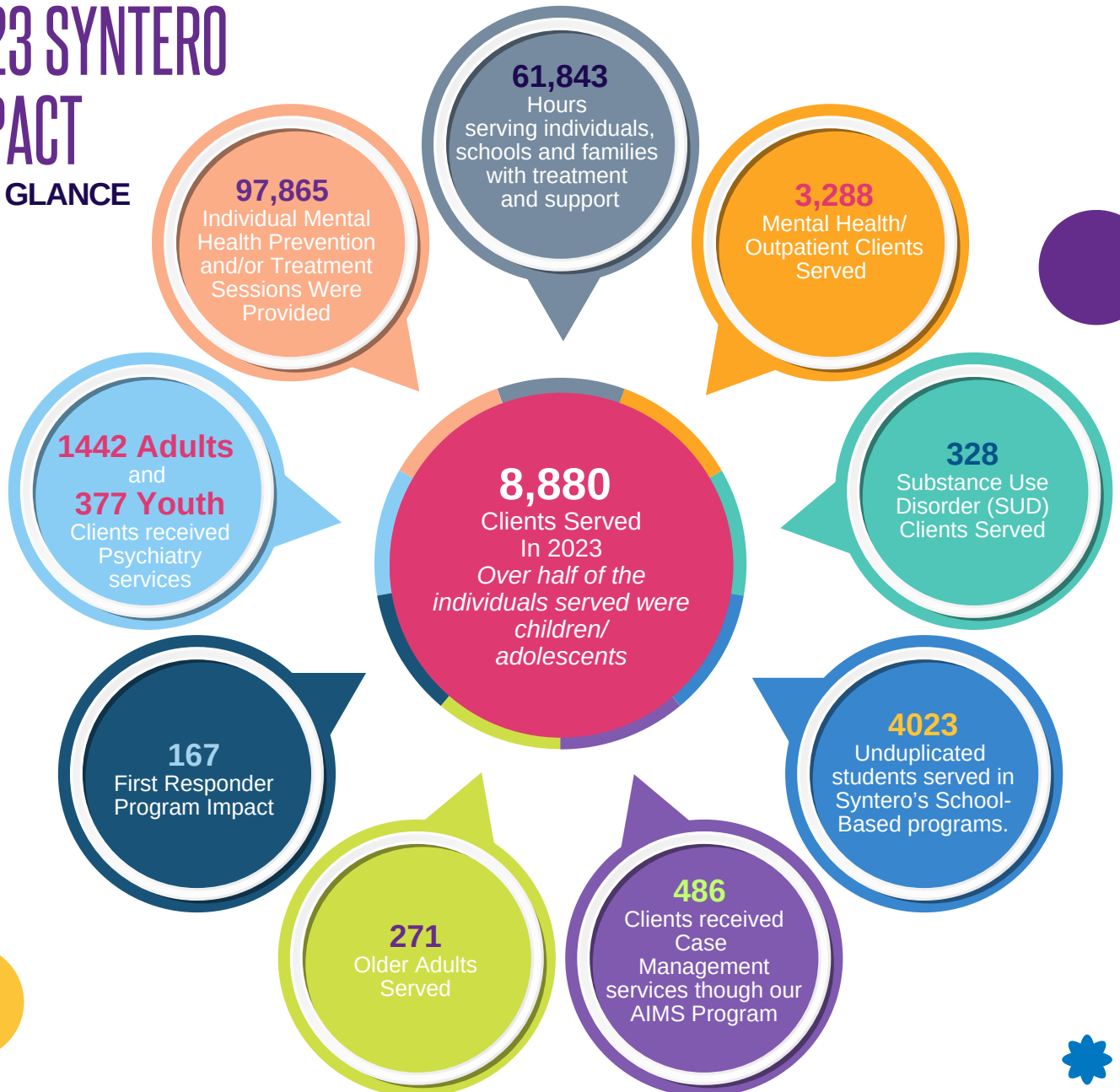


2023 KEY ACHIEVEMENTS

- Expanded care to children and families in Morrow Counties from our newly-opened (Nov. 2022) outpatient office in Mount Gilead with the support of DMMHRSB.
- Enhanced partnerships with local law enforcement entities to provide critical services for First Responders.
- Completed **The Commission on Accreditation of Rehabilitation Facilities (CARF)** Survey, earned another three-year certification (the highest CARF accreditation), and added IOP accreditation for the first time.
- Named **Columbus CEO Top Workplaces** for the sixth time.

2023 SYNTERO IMPACT

AT A GLANCE



JULIE ERWIN RINALDI'S JOURNEY

FROM CLIENT TO CEO

So far, 2024 has been bittersweet for Syntero with the retirement of our beloved CEO, Julie Erwin Rinaldi, and the exciting promotion of Sara Harrison Mills to take the lead. It's a fitting time to look back at Julie's inspiring and transformative journey from Syntero client to Syntero CEO and how her personal experiences shaped her into the empathetic leader she is today.

Julie's connection with Syntero began long before her leadership. Working in the behavioral health field, she understood the importance of mental health services and the difference counseling made for those in need.

In 2004, Julie sought help from Dublin Counseling Center after the tragic loss of her stepdaughter, Kelly, to suicide. "For a while there, I thought I was doing okay, but I was just fooling myself," she said.

Struggling with depression, she found the safe, welcoming environment she needed and found healing through EMDR therapy, which helped her manage her grief. "The EMDR didn't take the grief away," Julie explains, "but it just took the edge off and I was able to move forward."

Later, when Julie and her husband, David, became foster parents to their two, now adopted, sons, with trauma histories, she once again turned to Dublin Counseling Center for support.



The excellent care her family received deepened her trust and involvement in the organization, and Julie soon became the Executive Director. When Dublin Counseling Center merged with Northwest Counseling Services in 2013 to form Syntero, she took on the role of CEO, bringing her unique perspective as a client, a parent and a leader in the field.

As CEO, Julie worked to ensure that Syntero maintained the same safe, supportive environment that she experienced as a client, emphasizing the importance of creating a positive, welcoming culture for both clients and staff. Under her leadership, Syntero has been recognized as one of Columbus CEO's Top Workplaces six times.

Julie's personal journey from client to CEO has shaped Syntero's efforts to be a beacon of light for individuals and families in the community, providing compassionate care and helping them through their darkest times.

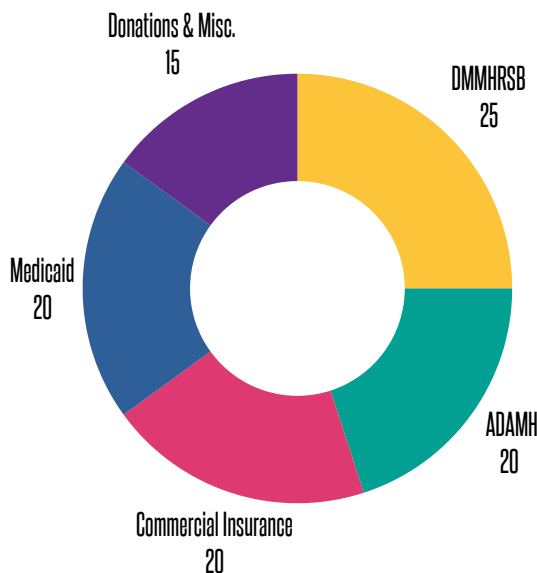
Julie's advice for anyone facing trauma and/or loss: "Reach out and ask for help. Syntero's professionals can guide you on your journey to healing."



Thank You to Our 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 | Franklin 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 | Ohio University Heritage College of Osteopathic Medicine | Ohio Virtual Academy (OHVA) | Olentangy Local School District | Osteopathic Heritage Foundation | Permanent Family Solutions Network | SourcePoint of Delaware County | Tolles Technical & Career Center | TRECA Digital Academy | Washington Township Trustees | Private Donors | Catalyst for Positive Change Awards Sponsors including Presenting Sponsors, AEP & Medical Mutual

2023 FUNDING SOURCES





MISSION & VALUES

Syntero is the Greek word for **“Support.”** Syntero is a 501(c)3 non-profit organization whose 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.

Syntero has served Central Ohio for more than 46 years and has offices in Dublin, Hilliard, Lewis Center, and Mount Gilead, Ohio.

Our core values of Integrity, Empowerment, Innovation and Inclusiveness drive everything we do.

Integrity - We are truthful, transparent and accountable to our mission.

Empowerment - We are all in; we share; we support; we encourage; we inspire; and we serve.

Innovation - We rely on providing the most comprehensive, client-centered care for those suffering from a wide range of mental health and substance use disorders.

Inclusiveness - We embrace diversity and actively engage in programs and services that honor, respect and recognize the unique qualities and needs of all people.



THANK YOU FOR YOUR SUPPORT

We are also grateful for the leadership of our 2023 Board of Directors, who provided invaluable guidance and support and to our dedicated staff for their commitment to delivering compassionate, quality care.

2023 BOARD OF DIRECTORS

Tricia Halliday, Cardinal Health | Krista Stock, US Women's Health Alliance | Kweku Ofei Amoh, American Electric Power | Eric Rebraca, MHA, BSN, RN | Kimberly Mallonn, ID Logistics | Dallas Erdmann, M.D., Ohio Health | Stephen Ifeduba, Esq. | Michael McGraw, Charles Schwab | Jill Yurko Porter, DO, Doctors Hospital Family Practice/ Ohio Health | Christopher Nguyen, Ph.D.; The Ohio State University College of Medicine | Warren Fishman | Jonathan Alexander, JP Morgan Chase & Co. | Tonya Fulwider, Mental Health America of Ohio | Becca Thomas, Inspire PR Group | Megan Kubala, Ohio Health | Lee Breitmayer, Grange Insurance | Steven Wood, FHIMSS



Syntero is a non-profit, 501(c)3 organization. Your donations help us support those who need us most. Please scan the QR code or visit our website to donate.



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