

Our work and Impact



Impact Report
NOV 2024 - OCT 2025

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Impact Report

NOVEMBER 2024
- OCTOBER 2025

A MESSAGE FROM OUR EXECUTIVE DIRECTOR



SHELLY BORNSTEIN

This past year at Tyler's Redemption Place has been nothing short of inspiring. What began as a vision of hope has blossomed into a thriving community where recovery is celebrated, families are supported, and lives are transformed. Every day, we witness courage, resilience, and healing — reminders of why this work matters so deeply.

The stories we hear from those who walk through our doors are powerful. They speak of second chances, renewed strength, and the joy of connection. These moments fuel our mission and affirm that Tyler's Redemption Place is more than a program — it is a family built on love, encouragement, and unwavering support.

None of this would be possible without the generosity of our volunteers, donors, and partners. Your gifts of time, resources, and compassion sustain us and make every success story possible. We are especially grateful for the continued support of the Summit County ADM Board, whose partnership strengthens our programming and expands our reach.

Through free drop-in peer support, we've connected so many individuals to detox, treatment, housing, and vital resources. Each step forward is a testament to what can happen when a community comes together with a shared purpose.

IMPACT SNAPSHOT

1,193

Average visits per month to the RCO

2,148

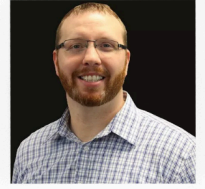
Visits for the Veteran Recovery Program this year

282

Average drop-in visits per month for peer support or to utilize resources at the RCO

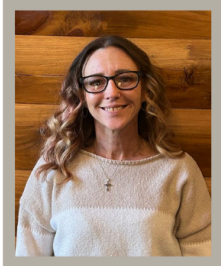
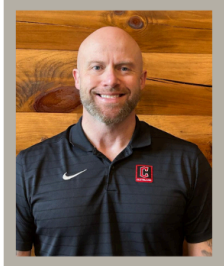
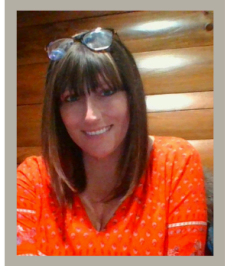
HOPE UNITED EXECUTIVE BOARD

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Susan Baker Ross, Recording Secretary
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HOPE UNITED | TYLER'S REDEMPTION PLACE

Executive Board



MEET THE TEAM

Executive Director:
Shelly Bornstein, CPRS,S, CDCA

Education and Outreach Director:
Laura Broyles, OCPS

Recovery Program Director:
Debby Kirkpatrick, CFPS,S, CDCA

Peer Recovery Support:
Maggie Calta, CPRS

Veteran Peer Recovery Support:
Kenny Haynes, CPRS

Peer Recovery Support:
Courtney Yates, CPRS, CDCA

Peer Recovery Support:
Patrick Hill, CPRS

Peer Marketing Coordinator:
Megan Hurley, CPRS

THE TEAM AT

Tyler's Redemption Place

FILLING A GAP

AND OFFERING FREE DROP-IN PEER SUPPORT

OPEN: 6 DAYS A WEEK

Monday: 1pm - 6pm

Tuesday - Friday: 11am - 7pm

Saturday: 8:30am - 4:30pm

Support Available: Resources, treatment placement, one-on-one peer support, goal setting, Wellness Recovery Action Planning, connection, and more.



Peer Recovery Supporters: The Heart of Our Community

At Tyler's Redemption Place, our Peer Recovery Supporters are more than team members — they are the heartbeat of our Recovery Community Organization. Their dedication goes beyond offering support; they are actively shaping a culture of healing, connection, and hope.

Every day, Peer Recovery Supporters walk alongside individuals on their recovery journey, linking them to vital resources such as treatment, housing, and detox services. They provide one-on-one peer support, facilitate meetings, and lead programs that nurture both personal growth and community strength.

Their impact extends far beyond traditional support. Whether leading Bible studies, hosting social events that foster connection, or developing innovative programs, our Peer Recovery Supporters embody a holistic approach to recovery that nurtures mind, body, and spirit.

By building trusted networks of dependable resources and helping to run the RCO itself, our Peer Recovery Supporters ensure that every person who walks through our doors finds not only guidance but also belonging. Their commitment reminds us daily that recovery is not just about overcoming challenges — it's about creating a community where everyone can thrive.

ADDITIONAL SUPPORT

In addition to peer support, recovery programs, life skills, art & wellness classes, family & veteran support, meetings and events that we provide at the RCO, Tyler's Redemption Place also offers:

- a great place to meet a friend or sponsor for coffee
- computer access in our computer nook
- a cozy loft library with plenty of books to enjoy
- a perfect place for one to work on their steps
- a serene place for connection and enjoying nature
- a salt cave to promote relaxation and healing
- a gym to focus on physical health
- a game room for fun and social connection
- a community space to promote friendship and fellowship
- an infrared sauna and cold plunge for recovery and wellness
- an outdoor space to enjoy nature



SEE THE NUMBERS

Here is a breakdown of some of the specific reasons for visits:

- **14,319 visits to the RCO**

- Average of 1,193 visits per month, with our largest attendance in September during Recovery Month (1,671)



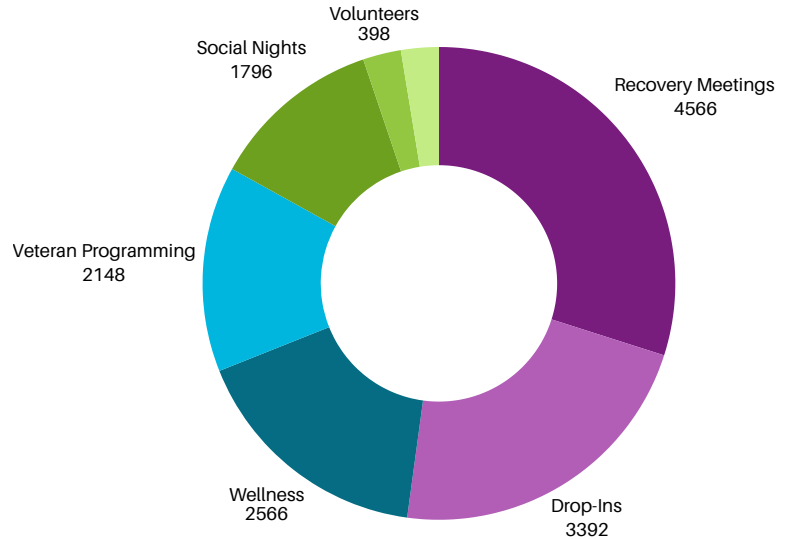
➔ **1,949: UNIQUE INDIVIDUALS VISITING THE RCO THIS YEAR**

➔ **78: FAMILY MEMBERS SERVED**

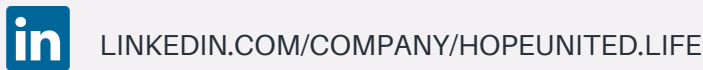
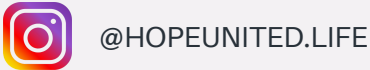
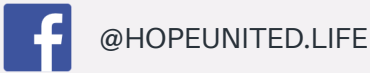
➔ **145: VETERANS SERVED**

PROGRAM ENGAGEMENT

- Recovery Meetings
- Drop-Ins
- Wellness
- Veteran Programming
- Social Nights
- Volunteers
- Family Support



CONNECTING THROUGH SOCIAL & MORE



- Facebook: 914,000+ views
- Instagram: 55,500+ views
- LinkedIn: 20,940 impressions
- Email Communications: 11,000+ viewed
- End-of-year update: 1,460+ distributed
- Metro Digital Marketing: reached ~ 58,000 riders
- Outreach in the Community: reached 900+ people



READ HOW TYLER'S REDEMPTION PLACE IS MAKING A DIFFERENCE:



“I feel like a completely different person since I started coming to Tyler’s. Attending United For Growth and Be The Light has given me a whole new perspective on life and has helped me with my anger issues more than any counseling services ever has. I couldn’t be more grateful for everyone here!”

~ Jeff M., veteran program



“When I lost my son 3 years ago, I wasn’t sure how I would go on. When I heard about The Well grief meetings, I went right away. Everyone there had lost a child or family member too, and they were smiling and laughing - although I wasn’t able to do that the first few meetings. By continuing to come back, I was able to smile and laugh again too! Thank you to The Well, and Tyler’s Redemption Place for giving me reason to smile again.”



~ Brenda M., member of The Well grief support



“Tyler’s Redemption Place has given me the opportunity to meet kind people and allowed me to learn to trust again and to love life.”

~ Kelly S., recovery community

CERTIFICATIONS AND MEMBERSHIPS

Hope United, through Tyler's Redemption Place, is proud to be affiliated with so many reputable organizations.

- First Nationally Certified RCO in Ohio by Faces & Voices of Recovery
- Certified as a Peer Run Organization (PRO) through Ohio Department of Behavioral Health.
- Member of OhioPRO
- Member of OCAAR (Ohio Citizen Advocates for Addiction Recovery)
- Member of ARCO (Alliance for Recovery Centered Organizations) through Faces and Voices of Recovery
- Designated as a Recovery Friendly Workplace - through Summit County Health Department & Ohio Department of Behavioral Health
- One of the Ohio test sites for a National Certification for Recovery Community Organizations
- Member of Summit County's Better Together networking organization (started by the 3R Foundation in 2022)
- Turning Point Recovery Court Advisory Board (Judge Joy Oldfield)
- GAP Advisory Board (Prevention Action Alliance)

**THANK YOU TO
THE ADM BOARD:**

**GRATEFUL TO BE A
SUMMIT COUNTY
ADM PROVIDER**



PARTNERSHIPS

We value the partnerships we have made that allow us to better serve individuals in recovery and the families who have been impacted by a substance use disorder. In addition to being a Summit County ADM provider, we have partnered with many other agencies and businesses in Summit County and beyond to provide recovery resources, events, and activities. Our motto at Tyler's Redemption Place is "Recovery Happens Together".

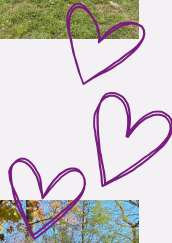
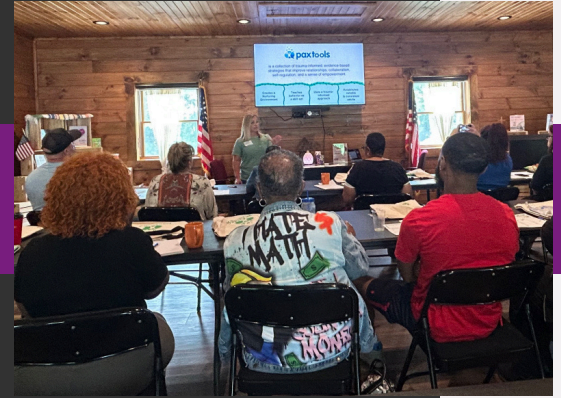
Here are some of our valuable partnerships:

- Summit County ADM (grateful ADM Provider)
- Summit County Health
- Summit County Common Pleas Court Turning Point Program (Recovery Court - Judge Oldfield)
- Summit County Common Pleas Court; Valor Court (For veterans - Judge Susan Baker Ross)
- Akron Municipal Court (Recovery Court - Judge Jon Oldham)
- Summit County Family Reunification through Recovery Court
- ARC Recovery
- Keys To Serenity
- ReLink
- Hope Meadows
- Light after Loss
- Jay's Kids
- Rahab Ministries
- Ohio Guidestone
- Hope Landing
- Hope and Healing Survivor Resource Center
- The Summit FM
- Summit County Health Department Focus Group
- Skypoint Recovery
- Lake HS Legal Studies
- Springfield Assembly of God
- Compass North Church
- Hartville Church of Christ
- The Chapel in Green
- Summit County Food Bank
- 3 R Foundation
- JADFA House
- Clearview Developmental Services, Inc.
- Hylant
- Better Together Networking Group
- Armada
- Restore Addiction Recovery
- Oriana House
- Louisville Baptist Temple
- Running2BWell
- Ray Recovery
- PNC Bank
- Clearview
- Ohio State University Extension
- PAX Training

TRAININGS

Continuous learning empowers our staff and volunteers to serve with knowledge, skill, compassion, and heart.

- 2 trained to present “Responding To Addiction” (Anti-Stigma) through Addiction Policy Forum
- 2 certified in CRAFT model
- 3 people certified in Family Peer Support
- 4 certified in Motivational Interviewing
- 6 people attended PAX Tools for New Beginnings
- 8 people trained as leaders for Running2BWell
- 4 certified in SMART Recovery for Family and Friends
- 5 certified in SMART Recovery
- 3 certified in WRAP (Wellness Recovery Action Plan)
- 1 trained in Peer Recovery Training for First Responders
- 1 completed the Summit County Treatment Court CIT Training



IMPROVEMENTS AT THE RCO

Thanks to the ongoing support of our donors, Tyler’s Redemption Place enhanced our outdoor areas with new landscaping. The Joey Loftis Firepit and smoking area now provide a welcoming, permanent space for up to 50 people to gather and enjoy nature.

Thanks to generous donors, and a \$10,000 grant from the Northern Ohio Golf Charities & Foundation, Tyler’s Redemption Place was able to build a storage barn. The new building is helping us better serve our recovery community. By freeing up space within the RCO and better organizing our resources, we are providing even more effective support and care.

Thanks to the generous women of 100 Women Strong OHIO, Tyler’s Redemption Place was selected for a \$35,000 grant to install a playground on the property. This playset will be great for reconnecting families, providing a safe space for visitation days, and will make recovery and healing even more meaningful for the parents, grandparents, and children impacted by addiction.

Thanks to the generosity of new donors, we’ve added a second round of bricks along the walkway to Tyler’s Redemption Place. Many honor loved ones lost to overdose, while others share words of hope and encouragement - together creating a path of love and support that welcomes all who enter the RCO.

BREAKING THE STIGMA

Every day, the team at the RCO works to reduce stigma by opening doors and creating understanding. Through events, trainings, and partnerships with local organizations and churches, we invite the community to engage, volunteer, and learn. Guided tours provide opportunities to share powerful stories - highlighting addiction as a disease and raising awareness of the needs within our community.

We also welcome community members in unique ways that foster connection. By offering salt cave and infrared sauna sessions at a small fee, renting space to like-minded organizations, and making our Recovery Community Organization available for personal use, we’ve brought in many who might not otherwise visit. These gatherings have included birthdays, showers, and even a wedding for our own peer recovery supporter, Maggie (Walker) Calta. Each experience helps break down barriers, showing that our recovery space is a place of hope, healing, and belonging.

SERVING THOSE WHO SERVED: VETERANS IN RECOVERY



Our Veteran Programming continues to grow, providing recovery support for veterans impacted by substance use disorder. Led by Veteran Peer Recovery Supporter Kenny Haynes, the program offers one-on-one guidance and, for veterans ready to advance their recovery, access to our innovative TST-VR program at The Retreat. This 17-session virtual reality experience, based on Transcending Self Therapy (TST) — a form of Cognitive Behavioral Therapy — helps veterans transform negative thoughts and behaviors. To date, nine veterans have successfully graduated from the program.

Recognizing the unique challenges veterans face with mental health, substance use, and reintegration into civilian life, our programming is designed to enhance wellness and recovery support. Offerings include:

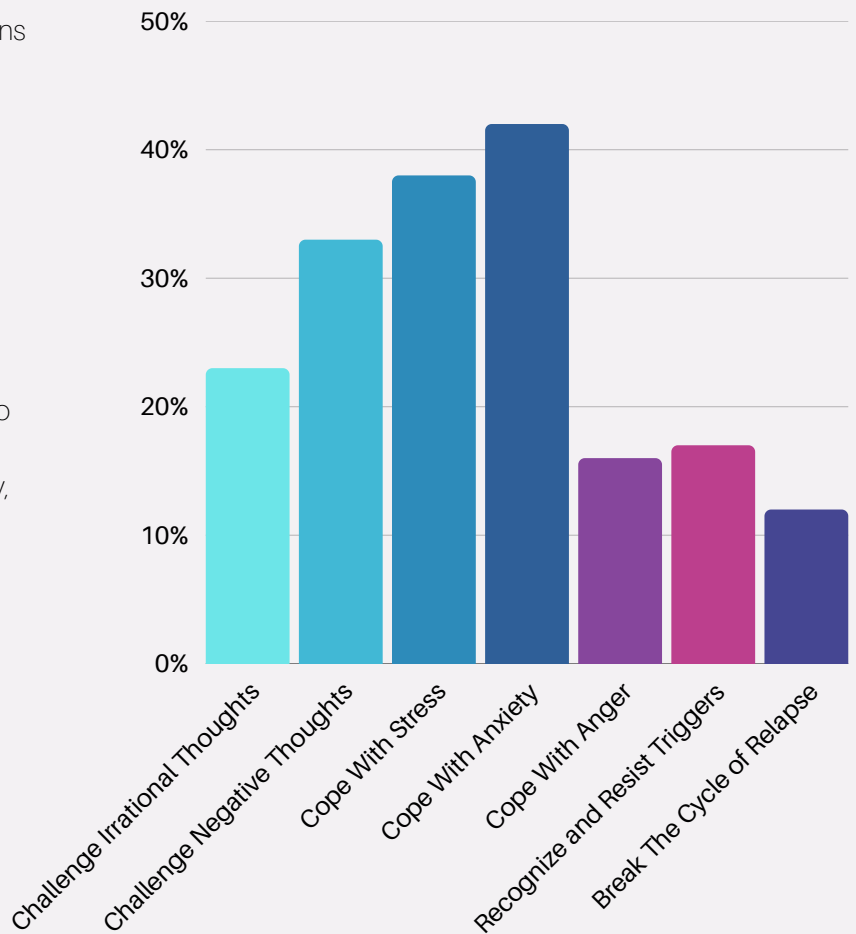
- Veteran Recovery Meetings and weekly men's mentorship classes
- "Be The Light", a peer-led class facilitated by Kenny
- A newly launched 12-step workshop tailored for veterans
- Wellness programming such as cold plunge therapy, infrared sauna, gym workouts, and outdoor veteran-specific fitness equipment
- A partnership with the Summit County Valor Court (Judge Susan Baker Ross) to support veterans in their program. Our Veteran Peer Recovery Supporter additionally works with veterans in both Medina and Mansfield courts.

At Tyler's Redemption Place, our veteran program is open to any veteran seeking recovery support, ensuring those who served our country have access to holistic care, community, and healing.



2025 Memorial Day March - honoring those who made the ultimate sacrifice - and raising awareness for veteran suicide, mental health, and addiction

Through pre- and post-program questionnaires, feedback from the nine veterans who completed the 17-session VR Program demonstrated measurable gains across multiple areas of recovery, including a 42% increase in coping with anxiety.



FAITH

At Hope United and Tyler's Redemption Place, faith is more than a personal belief — it is a community value we live out daily. We welcome all with love and compassion, honoring each individual's unique journey and meeting people right where they are.

Our faith-based offerings include mentorships, one-on-one support, and Bible studies, designed to help individuals grow spiritually if they choose. We partner with multiple churches to let God's love shine through, creating abundant opportunities for growth.

Every aspect of Tyler's Redemption Place is steeped in prayer, reflecting our unwavering reliance on Him. Time and again, we are humbled by the Lord's work through tragedy, perseverance, and faith. To Him, we give all Praise and Glory.



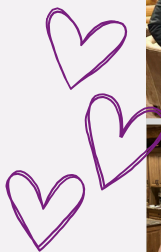
“Let us not become weary in doing good, for at the proper time we will reap a harvest if we DO NOT GIVE UP. Therefore, as we have opportunity, let us do good to all people.”

~ Galatians 6:9-10

TESTIMONIES THAT INSPIRE

These stories bring our mission to life — scan the QR code to see how recovery is possible.

Hear what others are saying about Tyler's Redemption Place:
[youtube.com/@HopeUnitedlife](https://www.youtube.com/@HopeUnitedlife)



We couldn't have
done it without your
generous *support.*

Thank you

to all our donors
and volunteers.

*We are deeply grateful to our volunteers
and donors whose generosity and
dedication make recovery possible.
Your support fuels hope, healing, and
lasting change in our community."*



info@hopeunited.life



www.hopeunited.life



2684 Sanitarium Road Akron, OH 44312



330.794.5023



**TYLER'S
REDEMPTION
PLACE**

A RECOVERY COMMUNITY ORGANIZATION

& HOME OF **HOPE**
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STRENGTHEN OUR MISSION

Your support helps us continue this work.
Scan here to give hope today.



Grateful for
the generous
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Recovery Happens Together

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who make recovery possible.