



Greater Cincinnati Behavioral Health Services Overview of ODBH-Certified Services and Supports

About This Document: This service plan is designed to help us plan and develop services to meet the needs of the people we serve. This plan shall be revised and updated when any of the service information changes. It shall be available for review by persons served, their family, significant others, and the public.

What We Do

The mission of Greater Cincinnati Behavioral Health Services (GCBHS) is “To ensure people with mental illness, addictions, and related challenges lead healthy and productive lives.” To carry out that mission, GCBHS provides a full range of outpatient services to address mental illness and substance use disorders.

Our Philosophy

Services at GCBHS are meant to assist people on their journey toward recovery. We believe in providing client-centered services in locations that best meet the needs of the persons served. Our services are rehabilitative, focusing on the development of skills, access to resources, and increasing an individual’s quality of life and ability to manage symptoms of their illness. We seek to provide the right types of service, in the right amount, at the right time to best support recovery.

Goals of our Program

Our services are designed to help clients reach the following goals:

- Managing symptoms of mental illness and substance use disorders more effectively
- Living more independently
- Finding, getting, and keeping a job
- Increasing quality of life
- Understanding benefits and resources such as social security and Medicaid
- Getting along well with family and friends

When crisis care is needed, our care managers work with local crisis service providers such as local hospitals and crisis services.

GCBHS utilizes evidence-based interventions including Integrated Dual-Disorder Treatment approaches, Motivational Interviewing, and Cognitive Behavioral Treatment, and First-Episode Psychosis program interventions to help achieve client-centered goals.

Types of Support:

GCBHS staff assist clients in accessing a wide variety of professional and natural support, including peer support, local advocacy groups, support groups, and other types of support as needed.

The Role of Technology:

GCBHS staff utilize technology in a variety of ways to increase access to services, increase supports available to clients, and enhance services themselves. Many of our services can be provided, as appropriate, via telehealth, including both telephone-only, and audio-visual services via a HIPAA-compliant video platform.

GCBHS programs utilize electronic records, and these records are managed to increase efficiency and ensure the protection of client information. Staff also utilize technology to search for additional support for their clients, and to analyze data to better address trends in client needs and presenting problems.

Who We Serve - Program Eligibility

Mental Health Services: Our mental health services are designed for adults, transition-age youth, and youth in our school-based and counseling programs who have been diagnosed with a mental illness such as major depressive disorder, bipolar disorder, or schizophrenia, and who live within GCBHS's service area, including Hamilton County, Clermont County, Warren and Clinton Counties, and some additional locations for specialized programs.

Hamilton County residents who do not have health coverage may be referred to our services by Hamilton County's Mental Health Access Point (MHAP), at 513-558-8888.

Hamilton County residents with Medicaid and Clermont County residents may access our services directly through our Walk-In Access service at our Madison office in Hamilton County, or our Amelia office or Batavia office in Clermont County.

Substance Use Disorder Services: Our substance use disorder services are designed for adults who have been diagnosed with substance use disorders, and who live within GCBHS's service area, including Clermont County and Hamilton County. GCBHS

substance use disorder services are designed for people who have been assessed to have treatment needs falling within Level 1, Outpatient Services, or Level 2.1, Intensive Outpatient Services, based on the American Society of Addiction Medicine (ASAM) guidelines. Substance use disorder services designed for teens are also available in Clermont County.

All of our services are based on the needs of each individual, and are available regardless of race, gender, gender identity, sexual orientation, religion, history of incarceration, or primary language. Interpreter services are available for those clients whose primary language is not English, including clients whose primary language is ASL.

Services Through Referral or Affiliation

GCBHS staff may refer clients to additional services outside the organization based on the client's assessed needs and treatment goals. Examples include Queen City Clubhouse, a clubhouse model which is co-located within our Madison Road office building; Hope Center, a Peer run organization in Clermont County; mobile crisis services provided by The University of Cincinnati with support from the Hamilton County Mental Health and Recovery Services Board, or in Clermont County provided by Child Focus, with support from the Clermont County Mental Health and Recovery Board. When referrals are made, each organization will work to get permission from the client to share information so they can effectively work toward the client's goals and address their assessed needs.

Length of Service

All GCBHS services are voluntary, and the length of service is determined as services begin. The length of service will depend on the program and on the specific needs of the client.

Program Quality and Outcomes

GCBHS works to continuously improve our programs and our processes in many ways. We seek ongoing feedback from the people we serve and from their family and others who support them. We do this through satisfaction surveys, direct requests for feedback, and feedback forms available in all of our sites. We also work with our clients and those who support them to continuously measure the outcomes – the impacts – of our services. For example, in Hamilton County we analyze information based on our client outcomes surveys, which look for changes in Symptom Distress and Quality of Life, and for all care management clients we monitor change in the Daily Living Activities scale, which looks at 20 areas of community functioning. Based on the results of this information, we look for ways to continuously improve the impact of our services.

Cost of Services

Services at GCBHS are covered by Medicaid, Medicare, and in some cases by the local County Mental Health and Recovery Services Boards. Fees are determined for each individual based on their available resources and medical insurance. Our goal is to provide services to those who need them, regardless of their ability to pay. For clients without insurance, services are available on a sliding fee scale.

Where We Provide Services

The majority of our services are delivered in the community. We have multiple office locations throughout Greater Cincinnati including the following locations where people with Medicaid coverage can come and receive an initial assessment with no appointment needed:

1501 Madison Rd in Walnut Hills (Open Access Monday to Friday, 8:30AM to Noon)

43 East Main Street in Amelia (Open Access Monday to Thursday, 8:30AM to Noon)

Once someone has started services, they will work with their primary staff to identify the location of services. Many of our services are provided in the community to meet clients where they are.

Our Staff

Staff credentials at GCBHS include:

- Qualified Behavioral Health Specialists (QBHS), indicating a staff person has specialized training in mental illness, substance use disorders and community resources.
- Licensed Counselors including Counselor Trainee (CT), Licensed Professional Counselor (LPC), Licensed Professional Clinical Counselor (LPCC), and Licensed Professional Clinical Counselor with Supervision Designation (LPCC-S)
- Licensed Social Workers including Social Work Trainee (SWT), Licensed Social Worker (LSW), Licensed Independent Social Worker (LISW), Licensed Independent Social Worker with Supervision Designation (LISW-S)
- Staff with Chemical Dependency Certifications including CDCA, LCDC II, LCDC III and LICDC
- Certified Peer Recovery Supporters
- Medical staff including Medical Doctors, Doctors of Osteopathy, Advance Practice Nurses, Registered Nurses, and Licensed Practical Nurses

Services Certified or Licensed by the Ohio Mental Health and Addictions Services Department:

- Assertive Community Treatment
- Community Psychiatric Supportive Treatment
- Crisis Intervention Service
- Employment
- General Services (Assessment, Counseling, IOP, Prescriber and Nursing Services)
- Peer Recovery Services
- Prevention
- SUD Case Management
- Therapeutic Behavioral Services and Psychosocial Rehabilitation
- Consultation
- Supplemental services including Co-Treatment, Community Residence, Information and Referral, and PATH Homeless Outreach
- Opioid Treatment Program (Licensed OTP)
- Residential (Licensed Type I Facility)

Substance use disorder services within each ASAM Level of Care:

Level 1: Outpatient Services:

- Employment
- General Services (Assessment, Counseling group and individual, Prescriber and Nursing Services)
- Peer Recovery Services
- SUD Case Management
- Opioid Treatment Program (Licensed OTP)

Level 2.1: Intensive Outpatient Services

- Employment
- General Services (Assessment, Counseling intensive group and individual, Prescriber and Nursing Services)
- Peer Recovery Services
- SUD Case Management
- Opioid Treatment Program (Licensed OTP)

CARF Accredited Programs:
 Assertive Community Treatment with peer Case
 Management with peer
 Outpatient Treatment with peer
 Intensive Outpatient Treatment with peer
 Integrated Primary and Behavioral Health
 Prevention
 Employment and Community Services
 Opioid Treatment Programs

Program specific service plans available upon request.

Service Locations and Hours:

Location Address	Hours
1501 Madison Rd., Cincinnati, OH 45206	Open Access M-F 8:30AM to Noon; other services by appointment during facility hours, 8:30AM to 4:30PM
43 E. Main St., Amelia, OH 45102	Open Access M-F 8:30AM to Noon; other services by appointment during facility hours, 8:30AM to 4:30PM
1088 Wasserman Way, Batavia, OH 45103	Other services by appointment during facility hours: Monday through Thursday 8:30AM to 8:00PM and Friday/Saturday 8:30AM to 2:30PM.
512 High St, Milford, OH 45150	Services by appointment, Monday through Friday 8:30AM to 5PM
7162 Reading Rd., Cincinnati, OH 45237 (8 th floor)	Services by appointment, Monday through Friday 8:30AM to 5PM
1074 Wasserman Way, Batavia, OH 45103	Services by appointment, Monday through Friday 8:30AM to 5PM
3730-3740 Glenway Ave., Cincinnati, OH 45205	Services by appointment, Monday through Friday 8:30AM to 5PM
411 Gest St., Cincinnati, OH 45203	Services by appointment, Monday through Friday 8:30AM to 5PM
975 Kingsview Dr., Lebanon, Ohio 45036	Services by appointment, Monday through Friday 8:30AM to 5PM
953 S. South St., Wilmington, OH 45177	Services by appointment, Monday through Friday 8:30AM to 5PM
2374 Kemper Lane, Cincinnati, OH 45206	Licensed residential – residents only, 24 hours a day

The agency service plan will be revised each year, and any time a change is made to the OAC 5122-26-09.