



Greater Cincinnati  
**Behavioral  
Health Services**

Our Work is Life Changing



# Annual Report

FISCAL YEAR 2019

**CELEBRATING OUR COLLABORATIONS**

## VISION

GCBHS is a national leader in improving the mental and physical health of people throughout our ever-expanding community.

## MISSION

To ensure people with mental illness, addictions, and related challenges lead healthy and productive lives.

## ACCREDITATIONS:

CARF International (Commission on Accreditation of Rehabilitation Facilities)

Licensed, certified, and funded by Ohio Dept. of Mental Health and Addiction Service.

Licensed by Commonwealth of Ky. Cabinet for Health and Family Services.



## FRONT COVER:

Photo shows GCBHS staff on the GeneroCity 513 team (a collaboration with 3CDC), working with clients downtown.



Greater Cincinnati  
**Behavioral  
Health Services**

*Our Work is Life Changing*

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# MESSAGE FROM THE PRESIDENT & CEO AND BOARD CHAIR

Recently, we challenged our Leadership Team to update the list of the organizations we collaborate with in the Greater Cincinnati area. We knew there were quite a few but we were generally surprised to find that our list had grown to over 80. This process caused us to reflect on the importance of these partnerships not only to GCBHS but also to the people that we are able to help.

The focus of this Annual Report is on collaboration – the work we accomplish because of these relationships. This year alone we were able to provide our services to schools, shelters, other social service agencies, the courts, law enforcement, and a multitude of other organizations throughout the region. But most importantly, is how we as a community, are continuing to work together to provide a better way for people to gain access to the services they need. We know far too well that the need continues to grow. Our ability to expand services and work with other client-centered organizations is key to our continued success.

Greater Cincinnati Behavioral Health Services is the largest behavioral healthcare provider in Greater Cincinnati. Each month an average of 700 new clients are looking for help with their severe mental illness or addictions. They are often the most disenfranchised people in our community. Many are isolated from their families and face the stigma of their illness and other barriers to accessing the healthcare they need. We meet them where they are; whether it's on the streets, in their homes, or at one of our locations.

It is an honor and privilege to be able to bring our expertise, experience, and services to our partners in social service and healthcare, so that we are able to meet ALL of our clients' needs. We are proud of the advancements we've made this year. We are thankful for the trust our funders put in us to provide quality behavioral healthcare to those in need. Our new projects this year are with partners, both old and new, and have allowed us to continue to bring integrated services as efficiently as possible to a greater number of people. We invite you to learn more about these on page 4, as well as the funding support that allowed for some of these expansions on page 10.

On behalf of our Board of Directors and staff, we thank you for your continued support of the people we serve each and every day. You are truly helping to make a difference in their lives!

*Greater Cincinnati Behavioral Health Services is the largest behavioral healthcare provider in Greater Cincinnati. Each month an average of 700 new clients come to us looking for help.*



A handwritten signature in black ink that reads "Jeff O'Neil".

**JEFF O'NEIL**  
President & CEO



A handwritten signature in black ink that reads "Nick Hahn".

**NICK HAHN**  
Board Chair

# 2019 Program Outcomes



**30,000**

Total number of individuals served by all GCBHS programs. The number includes approximately **20,000** in direct services and **10,000** in preventative services.

Over **93%**

of clients surveyed said they have a high overall satisfaction with GCBHS services



## Addiction Services

served 1,925 clients through the assessment process with 92% engaging in treatment services.

# PATH

**Projects for Assistance in Transition from Homelessness** assists people who are homeless



contacted **944** individuals



enrolled **746** individuals



connected **543** individuals to Mental Health Services



## GCBHS Counseling staff

provided service to 2,800 patients at 12 health centers for a total of 9,000 separate visits.

## The Transitional Employment program

operates commercial contracts for janitorial, food services, and lawn & grounds work. 86% of direct labor on contract work is performed by adults with significant disability.



**90%**

## The Community Alternative Sentencing Center (CASC)

enrolled 235 clients.

**89%**

90% of men and 89% of the women participating in CASC successfully completed the program.



**Employment programs** placed clients in 642 jobs. 284 clients worked 32 hours or more per week.

## Benefits Specialists

supported 1,693 clients in meeting requirements to access services.





# NEW PARTNERSHIPS



In January 2019, GCBHS began delivering on-site group and individual counseling for individuals served at CityLink Center. GCBHS also provided training for the staff at CityLink to help better support individuals who use their services. This expands access and decreases stigma for persons needing mental health services by providing services in an integrated, holistic partnership.



GCBHS operates within Shelterhouse, the downtown shelter for men. The PATH (Projects for Assistance in Transition from Homelessness) Team screens residents of the shelter and if they suspect mental illness they are sent to our diagnostician to begin assessment and then treatment. Our Housing Support team begins the process of finding stable housing and other needed services. According to Jim Armbuster, Director of Shelter Operations at Shelterhouse, “Getting our clients connected to services quickly has been essential to getting them a better housing outcome.” Having these teams interact with clients directly at Shelterhouse makes the process of accessing services much more streamlined and easier for both clients and staff.



GCBHS Outreach Workers engage people living on the streets in downtown Cincinnati and connect them with services such as: housing, food, medical, mental health, substance abuse treatment, and employment. The most urgent needs are taken care of first. The program also has a jobs van component which is run by an additional program partner – City Gospel Mission.



GCBHS began offering therapy for the clients of Brighton Center in November 2018. We began integrating behavioral health into the services for individuals and families living at Scholar House – a housing facility that allows parents with young children the ability to continue or complete their education while receiving wrap-around services and daycare. GCBHS also provides training for the staff at Brighton Center.



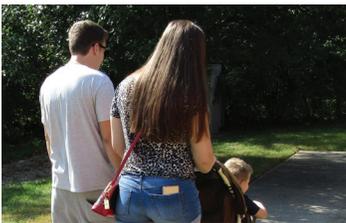
*“I’ve been through other programs and these people (TASC) are personally invested in their clients. I know it’s their job, but they have a passion for what they do. They WANT to help you.”*

**- ZAK**

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## YOUNG COUPLE FIGHTS ADDICTION



# Together

Zak and Tayler are like most young couples with a 3-year-old boy. They enjoy going out to eat and taking their son to the park or Chuck E. Cheese. They also joke that they're, "exhausted!" Seeing the three of them together you would never believe their story... both Zak and Tayler have been to prison for drug offenses and both are currently in recovery through the Treatment Alternatives for Safer Communities (TASC) program at Greater Cincinnati Behavioral Health Services.

Zak was prescribed prescription pain killers after a car accident at age 19 left him with broken ribs. He said it didn't take long for him to become addicted. "You don't think about it because you're taking something prescribed to you by a doctor," says Zak. "Being 19 years old, I didn't know anything

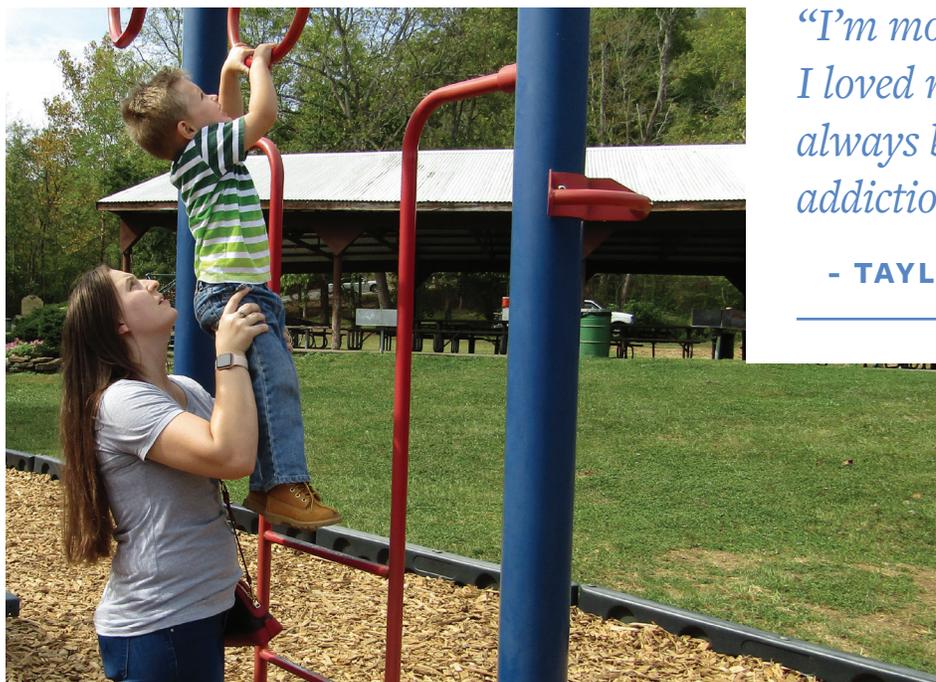
about addiction. They gave me two months worth of pain pills and that's all it took. Then they didn't give me anymore and I couldn't figure out why I felt so bad. The next thing I knew I was buying them off the streets." From there he began doctor shopping to keep up with his habit. Eventually he escalated to using heroin. That led to an arrest for trafficking and possession and Zak ended up with probation in Clermont County.

Meanwhile Tayler was having problems of her own. After staying clean while she was pregnant, Tayler was charged with possession and, because of her prior arrests, was sent to prison in December 2017. Zak was trying desperately to remain sober for his son but he had a difficult time dealing with the pressure of being a single parent. Although he admits that



*"You don't think about it because you're taking something prescribed to you by a doctor. Being 19 years old, I didn't know anything about addiction."*

**- ZAK**



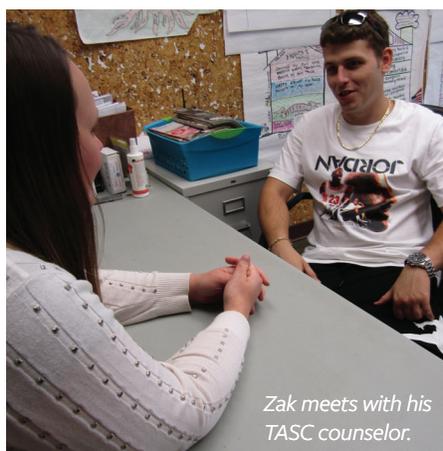
*“I’m more present now. Before, I loved my family but I couldn’t always be with them because of my addiction.”*

**- TAYLER**

he hadn’t been completely “straight”, he succumbed to temptation and began using heroin daily. When he was picked up on a probation violation Zak had both meth and heroin on him. He was sent to prison in April 2018.

This is typically where an opioid story starts to have an all too familiar ring. The user remains in prison or is released and goes back into the same environment only to begin the process of using again. They eventually end up back behind bars, or worse, they die from an overdose.

But this story, thank goodness, doesn’t end that way. When Tayler was released from prison, she was enrolled in our TASC program. Says Tayler, “I had to go as part of my probation, but I wanted to get help this time.” Tayler went to group therapy twice a week and met with her individual TASC counselor once a week. And she stayed clean. “The TASC team really helped me. They honestly do care. The counselors legitimately want you to succeed and do well.”



*Zak meets with his TASC counselor.*

When Zak was about to be released in February this year, Tayler went to the TASC supervisor and set up an appointment for him. “I got out on a Friday”, Zak says, “and by Monday morning, I was starting at TASC.”

Like Tayler, Zak completed the program and continues to see his therapist once a month, “just to check in and make sure things are going alright.” He is also a participant in our medication assistance program (or MAT) which is available to clients who may need it. “I don’t think about drug use at all,” says Zak. “That’s what the medication is for. If you have diabetes, you don’t stop taking your medication. This is the same thing.”

Both Tayler and Zak believe that TASC worked for them because, as Zak says, “you’re not just a number. I’ve been through other programs and these people are personally invested in their clients. I know it’s their job, but they have a passion for what they do. They **WANT** to help you.” Tayler agrees, adding that she’s learned coping skills and was given other tools that have made her successful in her recovery. “I still meet with my counselor every three weeks just to touch base. He knows me so well and if something is getting to me, he helps me work through it. Now, I think before I do things and I know if I need them (the counselors), they will be there for me.”

When they aren’t raising their high energy 3-year-old, Zak and Tayler both work full-time at local restaurants. Tayler also helps take care of her grandmother who just had surgery. “I’m more present now. Before, I loved my family but I couldn’t always be with them because of my addiction.” She laughs, “Now, my life is actually pretty boring. I work, take care of a 3-year-old and sleep!”

For Zak what made this time different for him? “The truth about using is that you’re not really done until YOU are done. And this time I wanted something different. I wasn’t trying to appease anyone. I wanted to do it for me and my family. And I’m so glad that the people at TASC were there to help me make it a reality.”

# GIVING PEOPLE A **SECOND CHANCE**

## *How the Courts and GCBHS Work Together*

Judge Jerry McBride is one of four Common Pleas Court Judges in Clermont County. In many situations, a felon in his court room can be given an opportunity for rehabilitation in the community. In lieu of prison, Judge McBride can order a mental health and addiction assessment with treatment as a part of their sentence.

If the “probationer” is in need of addiction services, there are three options. The first is residential, which is an inpatient treatment where clients are monitored 24-7. However, when Intensive Outpatient Treatment or Traditional Outpatient Treatment is recommended, clients can receive services at GCBHS’ Clermont Recovery Center in Batavia.

The TASC (Treatment Alternative for Safer Communities) program is considered a Traditional Outpatient Treatment program. Once the client is enrolled, they are assigned a counselor and scheduled for group and individual therapy. They also continue to see their probation officer, who works with their TASC counselor to make sure the client is attending therapy on a regular basis and not testing positive in their drug screens.

Regular communication between the Probation Officers and the TASC team is imperative. “If there’s a problem,” says Unit Supervisor and Probation Officer Shauna Epeards, “we work together with the TASC counselor to try and help the client. It’s about their success, not just letting them fail, if we can help it.”

The collaboration between the two programs is key for it to produce successful outcomes. According to the TASC team, the Common Pleas Court Probation Officers really want to know how the client is doing in treatment and if there are any problems, what they can do to help.

That shared support for the client’s well-being works both ways. Says Shauna, “If we have a question or concern about the probation client, we can call them anytime and they get right back to us. It truly is a team effort.”

According to Judge McBride the partnership works because, “Everybody is working together toward the same end, which is to help persons overcome their addictions. When that happens, they can have better lives and the community will be safer.”



*Pictured are Judge Jerry McBride and Probation Officers from the Clermont County Common Pleas Court.*



**TOP  
WORK  
PLACES  
2019**

# VOTED BY EMPLOYEES

## Top Workplace 10 years in a row!



“ I love collaborating and accomplishing big things as a part of a team and that’s what drives me to do my best each day. ”

—an employee in Employment & Recovery

“I learn new things every day, which is saying a lot after being here for so long. In my role, I am able to support our staff, who do some of the most difficult and most important work I have ever witnessed.”

—an employee in Administration

“ The people I work with make me feel not only like I am part of a team, but part of a family which I never expected. I also feel like those who are in leadership honestly care about my well being as a care manager. ”

—an employee in Mental Health Services



“Care for clients is our number one priority, which is ultimately why we do this job.”

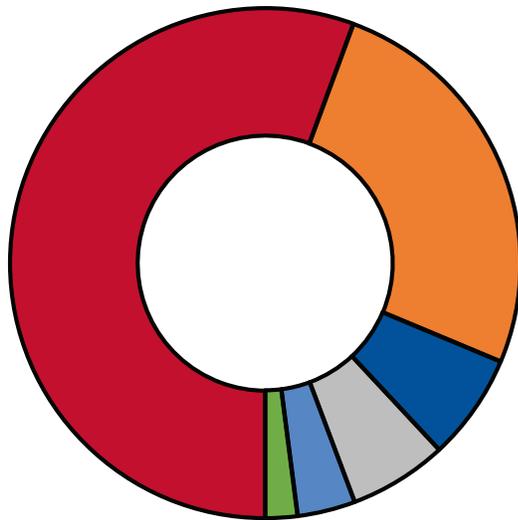
—an employee in Child & Family Services

“I watch miracles happen every day.”

—an employee in Addiction Services

# AUDITED FINANCIAL REPORT

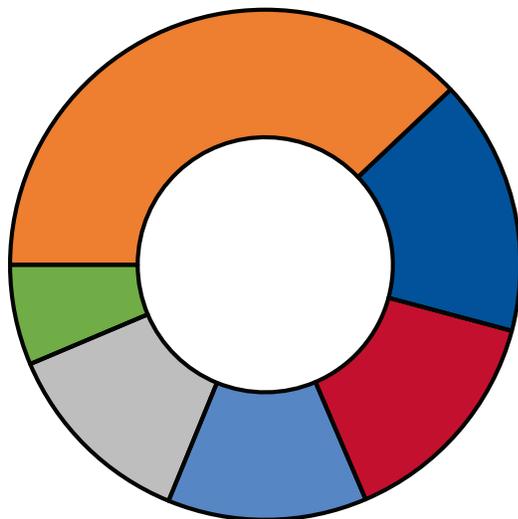
## Revenue



- 55.1% Medicaid/Medicare
- 25.9% County Boards
- 7.8% Partnerships & Contracts
- 6.0% Grants, Fundraising & Other
- 3.2% State & Local
- 2.0% Fees for Service

**TOTAL: \$46,442,400**

## Expenses By Program



- 38.1% Mental Health Services
- 16.1% Addiction Services
- 14.4% Vocational Services
- 12.4% Child and Family Services
- 12.5% General Administration & Fundraising
- 6.6% Pharmacological Management

**TOTAL: \$44,171,000**

### New Government Program Grants include:

**Break Free Cincinnati:** Funded by SAMHSA for 5 years

**Hamilton County SOR Peer Recovery Support Grant:**  
Funded by HCMHRB via OMHAS State Opioid Response Grant

**Women's Recovery House:** Funded by CCMHRB via OMHAS SOR Grant and OMHAS Capital Funds.

# OUR THANKS TO THE COMMUNITY

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The following individuals, corporations, businesses and foundations gave financial contributions to GCBHS between **July 1, 2018 and June 30, 2019**. We offer our sincere thanks for their generosity in support of our mission. Every attempt has been made to list donor names correctly. We apologize for any omissions or errors. Please call us at 513-354-7054 for corrections.

## **DISTINGUISHED (\$10,000.00+)**

The James Wasserman Memorial Fund  
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Pathway to Peace Foundation  
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Central Clinic, Inc.

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*"I absolutely love my  
Psychiatrist and my case  
worker. They have my best  
interests at heart and I know  
it. I can't wait to start therapy  
because I feel it will help my  
progress even more."*

*“I am very thankful for working in the vocational kitchen. I have gained leadership skills, patience and humility.”*

---

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*“A great place to go for opiate addiction. I’ve been clean since I started here and accomplished many of my goals.”*

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& Dr. Marcia Kaplan

*“All of the TASC program counselors are very kind and helpful. I appreciate all of their hard work. Thanks for helping me gain my sobriety.”*

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Actors Theatre  
Alcatraz East  
Alicia Eads Photography  
American Sign Museum  
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Dewey's Pizza  
Don Hudepohl Jewelers  
Donna Salyers' Fabulous-Furs  
Drake's  
Drury Hotels Company, Inc  
Ben Duncan  
Tawnya Dunn  
Elk Creek Vineyards  
Eye 4 Design  
Falcon Theatre  
FC Cincinnati  
First Watch  
Florence Freedom

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*“I am glad I found GCBHS. I don't know what would have happened to me if I hadn't. I'm getting the support I need to make an independent life for myself. Thank you so much!”*

French Lick Resort  
Frisch's  
Full Throttle Indoor Karting  
Geraci Fine Jewelry  
Gramma's Pizza  
Lavonne Graves  
Nick Hahn  
Denise Hayes  
Heaven Hill Brands  
House of Blues Chicago  
Immaculate Heart of Mary Parish  
JACK Casino Cincinnati  
Jessica Johnson  
Tamara Johnson Avery  
Kaze  
Keeneland Association, Inc.  
Kendra Scott  
Kentucky Symphony Orchestra  
Bill Kidwell

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*“The staff here are wonderful, always make us feel at home and welcome. The services offered truly are fulfilling.”*

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Klosterman Baking Co.  
Mark Koschwitz  
Krishnan  
Leeta Ruth Boutique  
Legendary Run Golf Course  
Connie Lucas  
Stacy Lynch  
Mercy Health Plex  
MiCA 12/V  
Mike's Carwash  
Modo Yoga  
Monster Energy  
Mt. Washington Jewelers  
NASCAR Speedpark  
National Corvette Museum  
& NCM Motorsports Park  
Natorp's Garden Stores  
Kara Neal  
Niagara Bottling  
One Stop Shop Liquors & Tobacco  
Oriental Wok  
Party Town  
PepsiCo  
Perfect North Slopes  
Jan Pettibone  
Pogo Play  
Ralice Custom Framing & Fine Art  
Reading Investments, LLC

*“The staff here has always gone above and beyond my expectations and without the nurses, doctors, and counselors I may not have been clean for over a year now.”*

Renaissance Cincinnati Downtown Hotel  
Rhinegeist Brewery  
Rich's Proper Food & Drink  
Rising Star Casino & Resort  
Riverbend Music Center  
Rock Quest  
Regine Scheidt  
Susan Scherer  
Rusty Sheehan  
Skyline Chili Business Office  
The Cheesecake Factory  
The Dinner Detective  
The Party Source  
The Pet Spot  
The Plastic Surgery Group  
The Second City  
The Summit, A Dolce Hotel  
The Woodhouse Day Spa  
Topgolf West Chester  
Tri-State Running Company  
United Dairy Farmers  
University of Cincinnati  
Department of Athletics  
Vineyard Vines  
VIP Back Rubs, LLC  
Gloria Walker  
Walt's Hitching Post  
Watershed Distillery  
Xavier University Athletics

# TRIBUTE GIFTS

## **In Honor of Bill Culp**

Mr. and Mrs. David L. Haffner

## **In Honor of Deborah Mann**

Mr. and Mrs. David S. Mann

## **In Honor of Dr. Doug Lehrer**

Dr. James Frecka

## **In Honor of Fred Heyse**

Mr. and Mrs. Patrick E. Keefe

## **In Honor of GCB Care Managers**

Mr. David W. Kapor

## **In Honor of Jessica Dean**

Dr. James Frecka

## **In Honor of Mike Yarrington**

Anonymous

## **In Honor of Nick Hahn**

Mr. and Mrs. Brian Bill

## **In Honor of Rose McKee**

Dr. James Frecka

## **In Honor of Dr. Logan Jones**

Anonymous

## **In Honor of Sunnie Lumpkin**

Dr. James Frecka

## **In Honor of Susanne Geier**

Ms. Susanne Geier Peters  
Mr. and Mrs. Richard Geier  
Mr. and Mrs. Edward Geier  
Mr. and Mrs. Philip O. Geier  
Dr. and Mrs. Rodney P. Geier

## **In Honor of Dr. Tracey Skale**

Dr. Paul Keck

## **In Memory of Angela Ostholtoff**

Dr. Diana McIntosh

## **In Memory of Barb Hahn**

Anonymous  
Mr. and Mrs. Anthony C. Dattilo  
Snyder Giving Fund

## **In Memory of Conrad Miller**

Ms. Catherine Lueckel  
Ms. Deborah Meyer  
Mr. and Mrs. Jerome Groeschen

## **In Memory of Darlene Miles**

Johnson Investment Counsel, Inc.

## **In Memory of Eric Holte**

Mr. John Hempill  
Dayton VA Friends and Co-workers  
Mr. and Mrs. Steven C. Smith  
Mr. and Mrs. Oliver S. Hagerman  
Mr. Steven Anneken  
Ms. Kathryn Hester

## **In Memory of Erik Wasserman**

The James Wasserman Memorial  
Fund

## **In Memory of Jessie Geiger**

Mr. Michael Geiger

## **In Memory of Michael Howard**

Mr. and Mrs. John Dunn

## **In Memory of Movita Howard**

Mr. and Mrs. John Dunn

## **In Memory of Patricia Howard**

Multi-Color Corp

## **In Memory of Paul Nemann**

Mr. Richard Boydston

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