

motivated body
committed engaged
best practices ethical
diverse informed holistic
mental health
excellence energetic
comprehensive solid
caring professionals innovative
physical health
dedicated transformative
mind integrated care
award-winning leaders
respected
coordination cutting-edge
compassionate

ANNUAL REPORT

— FISCAL YEAR 2012 —



Greater Cincinnati
Behavioral Health Services
Our Work is Life Changing



OUR WORK IS IN THE COMMUNITY

Our People Building Programs

- Assertive Community Treatment
- Care Management
- Counseling Treatment Unit
- Deaf/Mental Health Services
- Forensic Assertive Community Treatment
- Homeless Services and PATH
- Integrated Dual Disorder Treatment
- Mental Health Court Project
- Money Management (Payee) Services
- Pharmacy Services
- Primary Care Services
- Psychiatric Nursing Services
- Psychiatric Services
- Residential and Housing Options
- The Recovery Center
- Transitional-Aged Youth Services (TIP)
- Vocational Programs
- Welcome Center

Our work is life changing.

GCB serves one of the largest disenfranchised groups in our community – adults with severe mental illness. Each day we connect with thousands of people whose lives are turned inside out and who have no other support to help them cope with their illness. Our clients find us or we find them, and the start of a new life begins. We help them face their illness, learn job skills, manage their finances, live with others, learn to care for themselves and cope with the demands of life.

At GCB, skilled and caring professionals treat clients with compassion, patience and dignity as they provide the individualized services needed. We address our clients' housing, psychiatric, medication, vocational, social and other support needs. We are their "one stop shop".

OUR MISSION

To assist persons with mental illness and related barriers to lead productive and fulfilling lives.

On Street Corners, In People's Homes, In The Workplace

- The premier, largest, and most comprehensive community-based mental health provider for adults with a severe mental illness in Hamilton County
- More than 300 caring professionals at 10 locations
- Serves more than 4,800 adults with severe mental illness each year
- Targets adults with the most severe forms of schizophrenia, bipolar disorder, and major depression
- Funded by United Way since 1979
- Serves the underserved in our community – the indigent, poor and unemployed with mental illness

A MESSAGE FROM THE CHIEF EXECUTIVE OFFICER AND THE BOARD PRESIDENT

Fiscal Year 2012 was another exciting and successful one for Greater Cincinnati Behavioral Health Services. We continued to implement three large multi-year federal grants which have greatly impacted the quality of our work. GCB is also in the second year of our overall clinical initiatives moving to a fuller recovery model of care. Staff members are pleased with the more client-centered and targeted approach to care. Our Board of Directors also seized this time to expand their role in support for the agency.

GCB has continued to move forward toward a full electronic health record. Planning teams were busy all year designing what will be a state-of-the-art system in this multi-year endeavor. Although staff has viewed client records electronically for a few years, in FY 2012 we started entering data electronically. Our physicians have 'gone live' with their psychiatric evaluation and progress notes. The balance of staff will achieve this status in FY 2013.

GCB seeks ongoing feedback from clients and other stakeholders about their experiences with the agency. The surveys continue to reflect an overall satisfaction with services and reductions in symptom distress by our clients. The ratings also reflect an improvement in quality of life and community functioning. For more detailed information about client outcomes, please visit our website at <http://www.gcbhs.com/results.php>.

Other significant accomplishments at GCB during FY 2012 included:

- Provided supported housing to 72 clients with alcoholism in the Paths to Recovery project with a 70% reduction in arrests
- Successfully completed year 2 of the SAMHSA integrated care grant with 600 clients receiving primary care via our partner, The HealthCare Connection
- Added a new TIP team and implemented integrated dual disorder care to additional transitional-aged youth during the second year of a federal grant
- Achieved ARRA incentive payments for all doctors and nurses and received performance incentives from the Hamilton County Mental Health and Recovery Services Board
- Named a Top Workplace for the third consecutive year.

We want to thank all our funders and donors who enable us to continue to grow and improve. GCB continues to carve out an important role in the overall healthcare field for the clients we serve. In FY 2012, the organization started planning for the many transformational changes coming our way next year.



Tony Dattilo, CEO



Nick Hahn, Chairman

OUR VALUES

We treat all clients with dignity and respect.

We value the uniqueness of every individual.

We instill dignity, responsibility and self-respect in all clients.

We understand and meet the needs of clients and their families.

We take pride in what we do.

We believe that our staff and their families are the source of our success.

We support and help our community and neighbors.

We respect and embrace the diverse cultural backgrounds, values and perspectives of our staff, clients and people with whom we come in contact.

We value collaborative relationships in delivering quality services.

We provide comprehensive, innovative and flexible services.

We provide outcome-oriented and cost-effective services.

We strive for quality and excellence in everything we do.

PENNYRAE'S STORY

A Journey of Positive Change – Mind and Body



“Now my life is worth living and it continues to get better. I am in this for the long run.”

When I heard about Nurse Care Management at GCB, I was really happy. I wanted to get on food management and weight loss because my weight was starting to affect my joints and back. My eating habits were terrible. I only ate once a day and it was usually unhealthy, high calorie, fried foods. I would usually eat a frozen meal, or very fattening snacks, desserts, and huge portion sizes.

A Nurse Care Manager, Amanda, contacted me and came to my apartment to begin helping me with my situation. We started working together but I was still an active addict of alcohol, marijuana, and tobacco. In fact, I'm scared to death to touch any one of them ever again – a healthy fear I pray I never lose.

When I started in the program, I weighed 274 pounds, and now I am down to 265. It took some time for me to adjust to the food management program and because I was diagnosed with low end diabetes, I started taking Metformin.

I really started to work on making healthy changes in my diet. Amanda was very encouraging, and very caring. She gave me a lot of help, tools, and suggestions. I keep weekly food diaries and biweekly blood pressure diaries. I also participate in peer led groups on healthy eating.

It's taken 8 months and now I am losing an average of 1.5 pounds a week. My goal is to lose one pound a week. I do sit-ups every day. I walk to GCB 3 days a week. I do 10 laps in the hallway of my apartment building 2-3 times a week. Eventually, I will get to my ultimate goal, which is to lose 100 more pounds.

Now my life is worth living and it continues to get better. I am in this for the long run. It's been hard, but it's totally worth it. I plan to honor the gift that my Higher Power has given me. I am not going to give up on myself anymore.

Written and submitted by a GCB client

PROFILE OF CLIENTS SERVED IN FISCAL YEAR 2012



Photo by Al Behrman, AP

GCB served 4,884 adults with severe mental illness in Fiscal Year 2012. Poverty continues to be an ongoing issue for people in Hamilton County who have been diagnosed with severe mental illness. 82% of GCB clients have incomes below the federal poverty level.

Mood disorders such as major depression or bipolar disorder accounted for 49% of clients' diagnoses. Psychotic disorders such as schizophrenia accounted for 40% of the diagnoses of the clients served by GCB.

Of clients served in Fiscal Year 2012, 50% are male and 50% are female; 52% African American and 46% Caucasian. About 2%

served are multi-racial, and less than 1% are Hispanic, Asian, or Pacific Islander. The average age of a GCB client is 44, with the range in age from 18 to 84. The vast majority of GCB clients (95%) are not married.

Approximately 71% of GCB clients have some type of co-morbid medical or physical health condition. The top three physical conditions include hypertension, obesity, and diabetes. Approximately 61% of GCB clients are Medicaid eligible and another 47% are Medicare eligible. Almost a quarter of GCB clients (21%) have no health insurance. About 10% of GCB clients are homeless. Approximately 50% also have a substance abuse disorder and many have criminal justice involvement.

GCB serves people who are among our nations' most vulnerable populations and who face the greatest barriers to accessing and utilizing evidence-based mental health and primary health care.

RECOGNITION AND AWARDS



Named a **Top Workplace** in the mid-size company category by the Cincinnati Enquirer for the third consecutive year

Dr. Pacita David, a GCB Psychiatrist, was chosen as the **Exemplary Psychiatrist of the Year** by NAMI



Named **Premiere Employer** by the University of Cincinnati for our support of their interns and practicum students



Joe Johnston, Chief Operating Officer, was recognized by the Cincinnati Business Courier with its **Second Act Award**



Tony Dattilo, Chief Executive Officer, was recognized for **30 years of service** as a CARF surveyor

OUR THANKS TO THE COMMUNITY

The following individuals, corporations, businesses, and foundations gave financial contributions to GCB between July 1, 2011 and June 30, 2012. 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 513-354-7005 for corrections.

DISTINGUISHED DONORS (\$10,000+)

Anonymous Donor – Foundation
SAMHSA
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Rick and Barbara Wagner

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Nick and Barb Hahn
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Victor Walton, Jr. and Dr. Lynne Wagoner
Wells Fargo Insurance Services USA



Tony Dattilo, CEO with Champions of Hope Honoree Judge West



Dave Lapham, Guest Speaker at Champions of Hope and Judge West, Champions of Hope Honoree

**FRIENDS
(Up to \$249)**

Donna L. Abbatiello
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Lee Hollister

In Memory of Joe Acito

Bill Sollman

In Memory of Mark Boudreaux

Jenelle Boudreaux

In Honor of Tony Carter

Mary West

In Honor of The Culp Family

Benjamin & Molly Diesbach

In Honor of Tony Dattilo

Harry Cappel

In Honor of Patricia Gentle

Joanne Gentle

In Honor of Megan Klesch & Tcherri Bryant

James Ragsdale

In Honor of Dr. Tracey Skale

Dr. Ranjit & Mary Rath

James Wasserman Memorial Fund

In Memory of Nancy Straus

Marjorie Motch

In Honor of Peter McGrover

Al and Mary McGrover

In Honor of Daniel Schimpf

Susan Rivers-Payne

**CHAMPIONS OF
HOPE HONOREES**

2012 Honoree

Judge John Andrew West

2011 Honoree

Don Hoffman

2010 Honorees

Evie Foulkes and Rick Wagner

2009 Honoree

Al McGrover

2008 Honorees

Marcia Spaeth Kennedy and Hon.

Julia Stautberg



Kay Geiger (center), PNC Bank Champions of Hope Presenting Sponsor

**Many thanks to area employers hiring
GCB Vocational clients!**

Aetna Building Maintenance	Gregory Forrest Lester Inc.
Always Best Care	Gymboree
Amazon	Hamilton Co. Math & Science Academy
Aramark	Humana
Belcan	Hyatt Place Cincinnati/Blue Ash
Big Lots	KDM Pop Solutions Group
Bond Hill Quick Stop	Kmart
Brandsetters and Carol Inc.	Kreller Group
Brookdale Place at Kenwood	LibertyTax
C&B Marine	Little Caesar's
Captain D's	Lowe's
Cardinal Home Healthcare Solutions	LVI Enterprise
Carriage Court of Kenwood	Mayberry
Chartwell's Food Service	McDonald's
Chipotle	Minute Men
Cincinnati Sportservice	NCIM
Cincinnati Support Services	Petco
Cincinnati Zoo	Physicians Mutual
DHL	Randstad
Direct Buy	SBM
Diversapack of Monroe LLC.	Sears
Do Right Environmental Services	Servatii's
DollarTree	Service System Associates
Eastern Personnel Services	SIRS Inc.
Extended Stay - Blue Ash	SMX Staffing
Family Bridges	Supplemental Health Care
Focus Solutions	Taco Bell
Focus Staffing – Duke Center	Target
General Services Administration	The Kroger Co.
George Fern Company	TJ Maxx
Golden Corral	Toby Keith's I Love This Bar & Grill
Good Shepherd Home Care	Transitions Inc.
	Trillium Staffing
	West Chester Nursing and Rehabilitation

BOBBY'S STORY

A Steady Path to Recovery

“After some initial difficulty building trust and engagement, Bobby built a solid relationship with his care managers and his nurse.”

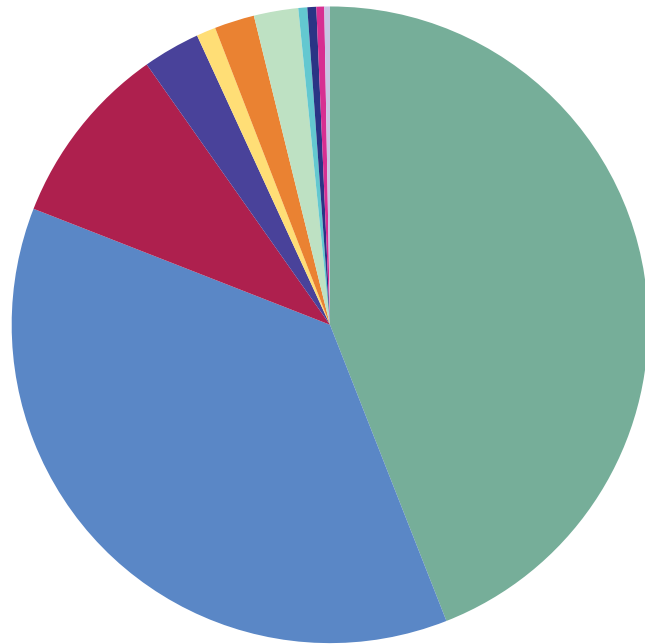













Bobby came to the Criminal Justice-ACT team in the Fall of 2011 when he was accepted into the Municipal Mental Health Court program. At that time, he recognized that, due to his symptoms, he had missed out on many opportunities over the last few years and wanted to regain a large portion of his life. Bobby was very isolated from his family and was hesitant to take part in things he used to enjoy.

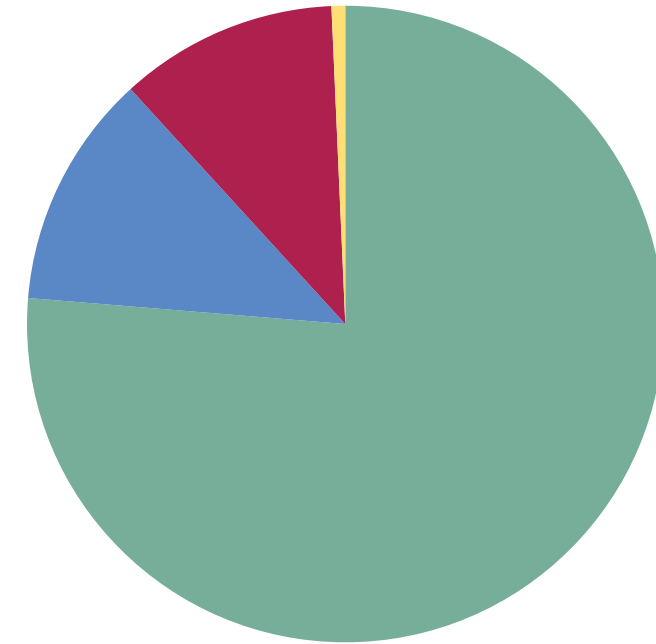
After some initial difficulty building trust and engagement, Bobby built a solid relationship with his care managers and his nurse. A move to a new apartment gave Bobby the opportunity to identify the things that he was passionate about and the opportunity to start over. He began to trust the team enough to talk about activities he used to enjoy and worked hard to overcome barriers to participating in those activities again.





Over the course of the Spring and Summer, Bobby started once again playing golf, drawing, making crafts, and thrift store shopping. He also regained his passion for the Cincinnati Reds and once again enjoys listening to the radio. Bobby attended the National Dog Show in St. Louis with his mother and they took along Cabo and Barrington, their Golden Retriever show dogs. Bobby assisted in preparing the dogs for the show and had a great time. This is something that may not have been possible a year ago when Bobby entered the program.

Through all this Bobby learned the value of using a variety of ways to relax to help him better manage his symptoms. He is now able to go out in the community and do things he enjoys without fear. Congratulations to Bobby for his persistence and hard work.



REVENUE			
	Hamilton County Mental Health and Recovery Services Board (HCMHRSB)	\$9,112,272	44.0%
	Medicaid/Medicare	\$7,634,822	36.9%
	Grants and Contributions	\$1,924,441	9.3%
	Vocational Contracts	\$601,900	2.9%
	Investment Return	\$202,965	1.0%
	Fee for Service	\$420,169	2.0%
	Ohio Bureau of Vocational Rehabilitation (BVR)	\$466,271	2.3%
	Ohio Department of Job and Family Services (ODJFS)	\$93,976	0.5%
	Rental Income	\$93,655	0.5%
	United Way	\$82,451	0.4%
	Other Sources	\$58,953	0.3%
TOTAL REVENUE		\$20,691,875	100.00%



EXPENSES BY PROGRAM			
	Community Support (includes psychiatric, case management, housing and residential, and other community mental health services)	\$15,569,551	76.3%
	Vocational (includes Supported Employment Program)	\$2,431,439	11.9%
	Administration and General (A&G) (includes central management personnel, quality assurance and improvement, compliance, finance, human resources, and information systems expenses)	\$2,262,325	11.1%
	Fundraising (includes Development and Capital Campaign expenses)	\$141,795	0.7%
TOTAL EXPENSES		\$20,405,110	100.0%

Total net assets at June 30, 2012: \$10,896,381

An annual financial report is filed with the Attorney General's Office of the State of Ohio and the United States Internal Revenue Service. The accounts of Greater Cincinnati Behavioral Health Services are audited by an independent firm of Certified Public Accountants. Complete audited financial statements are available upon request.



2012 BOARD OF DIRECTORS

- | | |
|---|---|
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GCB MANAGEMENT TEAM

- Anthony Dattilo, Chief Executive Officer
- Dr. Tracey Skale, Chief Medical Officer
- Jeff Kirschner, Chief Program Officer
- Joe Johnston, Chief Operations Officer
- Alicia Fine, Chief Vocational Officer
- Nikki Bisig, Clinical Services Director
- Kim Carrier, CEO Assistant/
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- Regina "Rusty" Sheehan, Development Director
- Diane Wright, Quality Improvement Director



Thanksgiving Celebration - Board members Nick Hahn, Steve Harlamert, Tom Sundermann, and Susan Scherer

OUR VISION

To continually develop leading edge practices and treatments to assist clients with their recovery.

To be a leader and share our expertise through cost-effective, outcome-driven mental health and human services.

To expand the scope and geographic reach of our services through mutually beneficial relationships.



GCB Board Members Grant Hesser and Tom Sundermann



Judge Pat Dewine and GCB Board Member Ken Parker

Accreditations

National Accreditation through CARF; Licensed and Certified by Ohio Dept. of Mental Health; Funded by Hamilton County Mental Health and Recovery Services Board; Ohio Rehabilitation Services Commission; Hamilton County Department of Job and Family Services; Better Business Bureau; City of Cincinnati; United Way of Greater Cincinnati; Ohio Department of Rehabilitation & Correction; and Hamilton County Board of Developmental Disabilities

To inquire about receiving services, people with Medicaid may contact GCB directly at 513-354-7555. For people without Medicaid, or whose insurance does not cover GCB services, call the Mental Health Access Point at 513-558-8888.



Greater Cincinnati
Behavioral Health Services
Our Work is Life Changing

GCB CONTACT INFORMATION

Executive Office
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Cincinnati, Ohio 45206

513.354.7000 Phone
513.354.7115 Fax
www.gcbhs.com



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