

ANNUAL REPORT 2014-15

The Domino Effect



Experts Since 1923
Central Clinic
Behavioral Health



Dear Friends,

Central Clinic Behavioral Health delivered optimal results in the 2014-15 fiscal year – perhaps the greatest in our 93-year history. By embarking on the largest expansion and earning the highest amount of revenue received, the value of Central Clinic Behavioral Health to the Greater Cincinnati community is clearly demonstrated.

Our goal is to connect people to the right behavioral health service at the right time. One person's healing has a cascading effect that not only helps one, but also the wellness of the family and ultimately the community.

Impacting people, supporting families, making a difference in the community.

Our compassionate and customized care results in the “domino effect.” This effect exponentially benefits quality of life for everyone. This happens through improved wellness, enhanced treatment, and facility expansion in which to provide care.

Throughout 2014-15, we built lives together, we helped people and we improved our facilities.



Burnet Avenue in Clifton is one of our newly acquired properties that houses the Child & Family Treatment Center. We dedicated it to the late Helen Rose Ziegler in memory of her 40 years of service to Central Clinic Behavioral Health.

To accommodate for growth of our assessments and care management services for Hamilton County Job & Family Services (JFS), we have leased new office space and reorganized existing space to allow for the increasing size of Family Access to Integrated Recovery (FAIR). This program assesses children and parents being referred by JFS for mental health and addiction services, as well as providing transitional case management and medication services.



Hamilton, Ohio was also identified as an expansion priority. We purchased and renovated an office building, as well as renovated a second facility. This strategic move enables Central Clinic to provide court-ordered therapeutic, supervised visitation for biological parents and their children at the Family Healing Center.

Approximately 379 children and their parents sought assistance to address psychological and emotional issues as requested by the court system. These sessions help to develop listening skills and provide interactive experiences so families can learn what the children and parents need to navigate through the foster care system and successfully reunite.

All of this was possible through our collective good will. Thank you for the many ways you helped the domino effect. Whether you have received services, made a referral, or even gave of your time, talent, and contributions -- we are very grateful.

Sincerely,

Ronald Hitzler

Ronald Hitzler
Chair of the Board

Walter S. Smitson

Walter S. Smitson, Ph.D.
President & Chief Executive Officer



What We Do



Court Clinic...Supporting Our Judicial System

The Court Clinic provides forensic evaluations and day treatment programs for men and women, as well as outpatient treatment services for people involved in the criminal justice system. The program's services offer options for people who have been court-ordered to mental health and/or addiction treatment — including our nationally recognized Alternative Interventions for Women (AIW) program.

With the goal of reducing the likelihood of future court convictions, AIW proudly achieves an all-time low recidivism rate of 12%. This includes all graduates of the AIW program in the last three years.

At The Center: MHAP (Mental Health Access Point)

MHAP assists uninsured or under-insured people to access necessary mental health services around the clock – real time. Most people who telephone MHAP are experiencing an emergency – we are here to provide support. MHAP provides transitional care for Hamilton County's Medicaid, Medicare, and uninsured residents. This coordination bridges the time that it takes before a client is able to see his or her mental health professional.

We made a difference in the lives of 2,686 people by connecting them to the right person to help them with their unique situation.



Approximately 3,635 people received services through the Court Clinic, including diagnostic, treatment, and forensic services, as well as participating in the Treatment Alternatives for Safer Communities (TASC) program.

Clients Know What They Want And The Clinic Delivers



Central Clinic Behavioral Health's ongoing commitment is to quality improvement in the services we provide to people with mental health and/or addiction issues. This includes a yearly satisfaction inquiry.

Efforts are made to obtain a wide sample of service recipients from each clinical program. All clients who received services at Central Clinic in May of 2015 were given a satisfaction survey to complete before the end of their visit. Procedures to maintain confidentiality were followed and participation was voluntary. In addition to performance for the clinic overall, responses for each clinical division are examined separately to make the best use of data for service planning and improvement.



Findings from our survey indicate a very high level of satisfaction as expressed by clients/patients. These are powerful high-positives from our recipients. 25% of our clients took the time to complete the survey and share their experiences which underscores a commitment to their health and recovery goals. (National average for survey response rate is 12%.)

A satisfied person will reach their treatment goals faster.



Program Spotlight

What We Call: HOPE

We know that children thrive when in a safe and secure family environment.

Central Clinic Behavioral Health connects families to services and support to improve the odds of keeping families, schools, and communities intact. Our best work connects the right service to the right people at the right time. Family functioning is at its best when children and youth can be reunited with their parents or caregivers.

The domino effect is clear — when families function well, everyone succeeds.



Stability and predictability matter in the life of a child. Our goal is to raise that child to live a productive life as a member of our community.

There are times when the family unit is challenged. It is at these times when intervention services are necessary so children can remain in the custody of their parent or guardian. This is when Central Clinic can help.

As a multi-system collaboration, HOPE (behavioral health for children and their families) provides intensive care coordination for children and youth who receive services from at least two of the following:

- Hamilton County Mental Health and Recovery Services Board
- Hamilton County Department of Job and Family Services
- Hamilton County Juvenile Court
- Hamilton County Developmental Disability Services

HOPE collaborates closely with each of the aforementioned entities. The children, their families, the foster families, the placement staff – everyone benefits from our team approach.

The child requires a team -- we are central to the positive changes that a child experiences.

HOPE maximizes efficiencies and strengthens the impact each service has on a child, yes, producing another domino effect.



What We Do And Our Community Impact*



Care For All: Adult Services

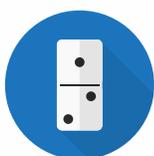
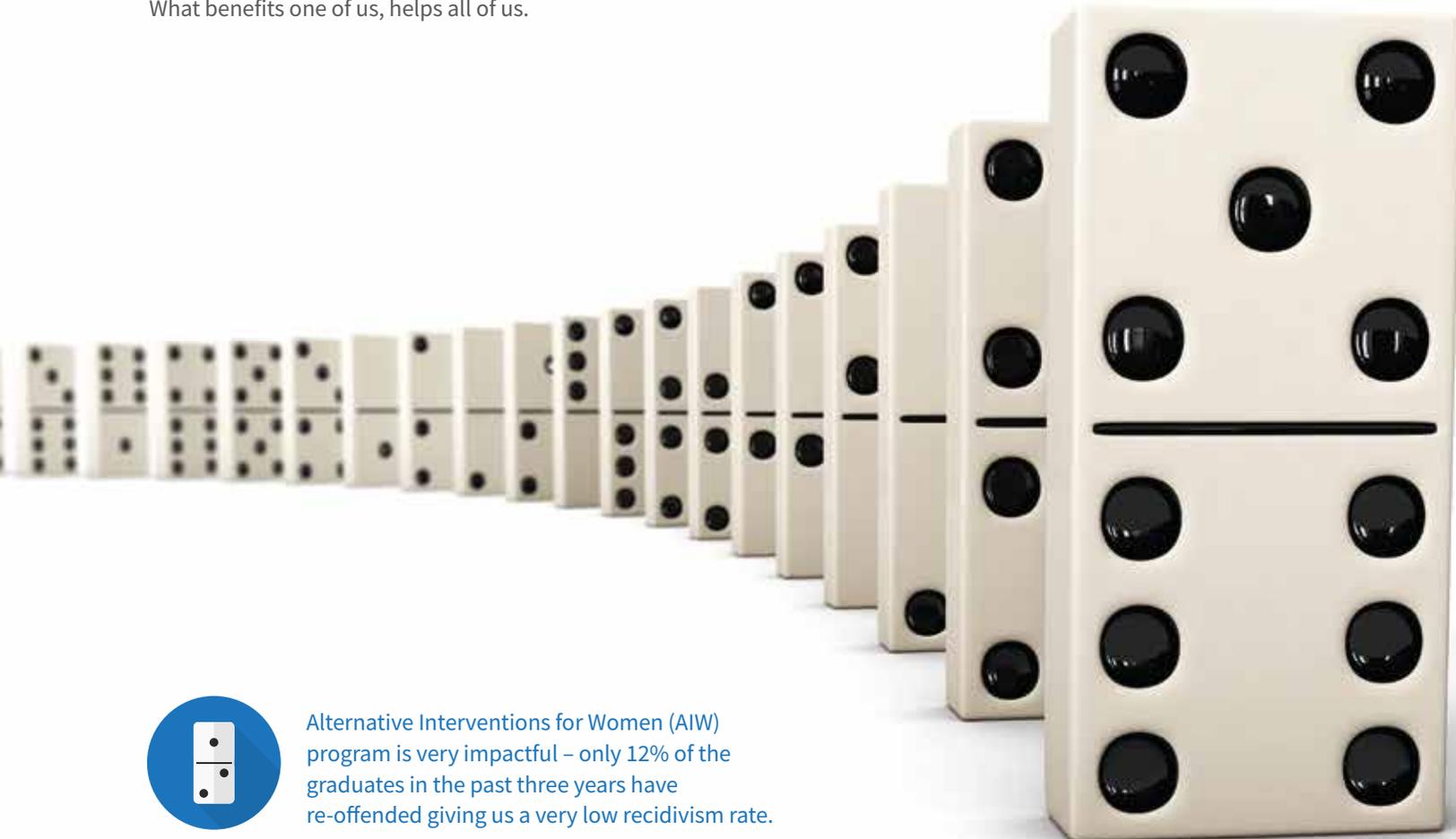
Central Clinic Behavioral Health’s robust, outcome-driven adult services division serves individuals who struggle with severe mental illness. Last year we served 1,844 adults. Each received individualized services including counseling, case management, group therapy, prescription-drug management, and/or our specialized work with the court system. The majority of individuals served are connected to our high-impact programs.

Many of our adult clients suffer from a mood disorder, such as depression or bipolar disorders. Left untreated, these conditions are like other chronic diseases and can result in worsening symptoms and even physical health conditions. Our adult clients achieve improved well-being.

Yes, there is a domino effect here as well.

The more stable each person is during their treatment, the more productive relationships they experience — and this positively impacts the people in their lives and their community.

What benefits one of us, helps all of us.



Alternative Interventions for Women (AIW) program is very impactful – only 12% of the graduates in the past three years have re-offended giving us a very low recidivism rate.

For Our Most Vulnerable: Child Youth Services In Our Child & Family Treatment Center

Children are the future of our community. Our collective well being is only as strong as the children we raise together. Healthy children and their families keep our community vibrant.

Health comes in many forms – physical, emotional, mental, and behavioral.

Central Clinic Behavioral Health understands that in order for the family unit to remain functional, there are times when children require extra help. Today's world requires infinite challenges for children – growing up can be tough. Central Clinic Behavioral Health provides mental health and addiction services to children and their families in office-based and community settings – to meet individuals at a place and time that fits their lives.

The right services to the right people at the right time.

Our primary objective is to help children be emotionally and developmentally prepared to succeed in school and home environments. This is achieved through our evidence-based practices for the total child. Our direct-service programs include:

Counseling Services: We helped 647 children cope with issues such as trauma, anxiety, and depression so each can improve their own chance of success.

Connections for Life (CFL): This vital program helps very young children who experience chronic and complex trauma. In the last year, 73 children are now better positioned to be successful in kindergarten. CFL is a collaborative program with the Cincinnati Occupational Therapy Institute and Hearing, Speech & Deaf Center.

Young Child Institute (YCI): This is a one-of-a-kind program for children ages birth to five years in the Greater Cincinnati area. 541 children and their families received services that focused on strengthening the parent-child bond.

Ready To Learn (School Based Services): This program is based on the vision that students will achieve, both academically and socially, if provided adequate support. While 525 students received evidence-based prevention services, 264 students were identified and clinically assessed.

Central Clinic is grateful to United Way for funding these vital programs.

*Data 1/1/2015 – 12/31/2015

“I love my job and feel blessed to work for an agency with such a great reputation in Greater Cincinnati. Throughout my experiences in community meetings, I see how what we do is a cut above the rest. We not only look to improve the lives of our clients, but also for the system as a whole. Being a part of Central Clinic Behavioral Health is being a part of a place that really makes an impact; it feels good.”

– Kimberly Garwood, Therapist/Case Management Supervisor



Thank You

We Cannot Make An Impact In A Silo

Central Clinic Behavioral Health, a nonprofit organization, is grateful for the many wonderful gifts – time, talent and treasure. Our supporters include individual donors, corporations, volunteers, community partners, and foundations. This list represents financial contributions received between 7/1/2014 through 6/30/2015. Every attempt was made to ensure the accuracy of donor information. Contact Cindy Ziegler at 513-558-5840 for any errors or omissions and please accept our apology.

The Transformation Circle \$25,000 and above

BB&T
Josephine Schell Russell Charitable
Trust of PNC Charitable Trust
The Spaulding Foundation
Wilbert Ziegler

Partners in Hope \$15,000 - \$24,999

The Thomas J. Emery Memorial of the
Greater Cincinnati Foundation
Jack J. Smith, Jr. Charitable Trust of
PNC Charitable Trust

Pacesetters \$10,000 - \$14,999

Kay French
Western & Southern Foundation

Sustainers \$5,000 - \$9,999

Anonymous
The Helen Steiner Rice Fund of the
Greater Cincinnati Foundation
Dr. Walter S. & Trish Smitson

Benefactors \$2,500 - \$4,999

Dianne Dunkleman -- Building Healthy
Lives Foundation
Greater Cincinnati Foundation

1923 Club \$500 - \$2,499

AXA Foundation
M. Phoebe Brown & Mr. Paul Klug

Thomas Cody
Philip Cohen
Matthew Donthnier
Lenore Sherman Hatfield
Thomas C. Hays
Ronald A. Hitzler
Donna Leigh King
Arun Lai
Charles H. Maguire
Faye Mann
MaryAnn Meanwell
Valerie Newell
Richard Paulsen
The Pepper Family Fund
Maribeth S. Rahe
Joseph Rimsky
Michael Walton
Geraldine Warner
Western & Southern Financial Group

Supporters \$100 - \$499

Jim Barresi
John Barrett
Robert Buechner
Neil Bortz
Lee D. Crooks
Juanita Hanna
John Hehman
Season Olson Huff
David Kapor
Simone Kerstine
John & Denise Kuprionis Fund
Mitchell Livingston
Richard I. Michelman & Karen E. Meyer
Fund
Russell W. Morrison
Marjorie Motch
David Noonan
Edwin Riguard
Miriam West

Friends \$1 - \$99

Thomas & Barbara Boat
Pierce Cunningham
James Flannigan
David Ginsburg
Milton Hinton
Edward Jasper
Bradley Lemberg
Joseph Lipari
David S. Mann
Henley McIntosh
Joe Mendelsohn
Doreen Quinn
Philip Taliaferro
Richard Weiland



History in the making! Central Clinic staff, board members, volunteers, and donors celebrated the grand opening of the Helen Rose Ziegler Professional Building on September 23, 2015. The purchase of the building was made possible, in part, by the generosity of the Ziegler family and members of the Greater Cincinnati philanthropic community.

Finances

July 1, 2014 - June 30, 2015

Operating Revenue

	Amount	Percentage
Hamilton County Mental Health and Recovery Services Board	\$8,959,347	49.3%
Fees for Service	\$6,196,117	34.1%
Grants & Contracts	\$1,836,313	10.1%
United Way	\$813,204	4.5%
Contributions	<u>\$362,810</u>	<u>2.0%</u>
	\$18,167,791	100.0%

Operating Expenses

	Amount	Percentage
Child & Adult Services	\$6,409,480	36.2%
Mental Health Access Point	\$4,114,741	23.2%
Court Clinic	\$2,458,866	13.9%
CDC Mental Health Services	\$2,337,665	13.2%
Administration	\$1,693,740	9.6%
Central Clinic Inc	\$651,142	3.7%
Fundraising	<u>\$60,010</u>	<u>0.3%</u>
	\$17,725,644	100.0%

Balance Sheet

Assets

Cash & Cash Equivalents	\$289,042	2.8%
Grants Receivables	\$1,807,760	17.8%
United Way Receivable	\$406,602	4.0%
Investments	\$3,464,188	34.1%
Property & Equipment	<u>\$4,190,665</u>	<u>41.3%</u>

Total Assets

\$10,158,257 **100.0%**

Liabilities & Net Assets

Accounts Payable	\$370,553
Accrued Expenses	\$905,531
Pension Liability	\$41,867
Settlements Due Third Parties	\$26,936
Short-term Debt	\$387,044
Long-term Debt	<u>\$115,793</u>

Total Liabilities

\$1,847,724

Net Assets

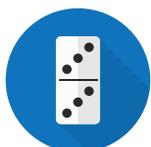
Unrestricted	\$4,902,014
Board Designated	\$3,001,917
Temporarily Restricted	<u>\$406,602</u>

Total Net Assets

\$8,310,533

Total Liabilities & Net Assets

\$10,158,257



“I’ve seen some of the programs first hand, like Alternative Interventions for Women (AIW), and was touched by the lives that are being changed by the compassionate experts at Central Clinic. I have complete faith that every dollar coming in is being maximized to the fullest.” – Matthew Donthnier

A Client's Story

Meet Kim.

Kim grew up in a small southern Campbell County town in a dysfunctional environment. At the age of 13, she began consuming alcohol to numb the pain and later ran away from home to the “big city” (Cincinnati) where she met drug dealers and fell in love with the lifestyle. Her drug use happened gradually and by the time she was 18 years old, she had her first jail experience.



“I was arrested on theft charges,” states Kim. “I stole checks to pay for my drug habit. After staying in jail for 18 months, I was released.”

Kim essentially did not know how to “live life.” She was not taught problem solving or coping skills early on and depended on heroin injected into her veins to make it through each day.

In her 20's, Kim bore three children and lost all three to foster environments. Her drug use continued even though her true aspiration was to go to school (she enrolled in a few classes). But, it was not meant to be; her addiction took over. She was in and out of jail.

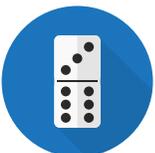
“I was homeless and felt stripped of everything I loved. My heroin use took away the pain I experienced each and every day,” laments Kim. “Yes, I got hooked; I did not know how to handle anything in life – I could not cope.”

Kim hit rock bottom in May of 2015. After living in hotels, prostituting to fund her addiction, selling drugs, and stealing for everyday living expenses, she was arrested and placed in the Hamilton County jail. She knew she had to “fix” herself and credits the kindness of The Honorable Ethna M. Cooper, Hamilton County Court of Common Pleas with her recent recovery and her relationship with Court Clinic.

“Judge Cooper was the first judge to ask me if I ever received a psychological evaluation,” states Kim. “When I told her ‘no,’ she made it happen. If it weren't for her, I would not be connected to Court Clinic and would not be on a path to recovery. I am part of the Alternative Interventions for Women (AIW) program and love it. Cognitive Processing Therapy changed my life. For the first time, I am working on the core of me; I am dealing with how I react to situations and now understand that I have to find happiness for myself. If I can rein in how I am feeling before I react, I can begin thinking in a healthy way.”

Kim is now in her tenth month in the AIW program at Court Clinic. She arrived a scared girl and will graduate in April 2016 a stronger woman and is quick to offer praise to the staff of Court Clinic.

“Before my time at Court Clinic, I was incomplete; I felt hopeless; I wanted to die,” shares Kim. “Now, I am more courageous and can cope. It is because of AIW that I now have a solution to not use heroin.”



Central Clinic Behavioral Health improved the lives of 17,353 people last year through myriad services, work with parents and their children, supporting teachers and students in a variety of schools, probation judges and officers, and more.

Our People

It is true – Central Clinic Behavioral Health is successful because of the people who work tirelessly to connect each client with the right program or service to meet their individual needs. All of the psychologists, psychiatrists, counselors, social workers, case managers, nurses, administrative team, and every other person who works at Central Clinic are proud of the results achieved as communicated in this 2014-15 Annual Report. Our many collaborative partners were also instrumental in our impact on the broader Cincinnati community – we thank them as well. Together, we realized an incredible domino effect.

A special nod to our dedicated Board of Directors for Central Clinic and our Foundation:

Central Clinic Behavioral Health Board of Directors:

Officers:

Ron Hitzler, *Chair*

Grace Penn, *Secretary*

Season Olson Huff, *Finance Committee Chair*

Members-at-Large:

Jim Anderson

Matthew Donthnier

Kay French

Lorraine Lewis Maguire

Frances Reeves Morrison

Marjorie Motch

Greg Power

Scott Rubenstein

Byron Stallworth

Mike Walton

Dan Ziegler

Foundation Board of Directors:

Kay French, *Chair*

Eileen Barrett

Mary Ellen Cody

Marjorie Motch

Miriam West





Our Mission

To provide culturally sensitive and outcome-driven behavioral health, substance abuse, forensic and prevention services to children, adults and families. We accomplish this by making services accessible, individualized, effective, user-friendly, and consumer oriented.

Our Vision

To be a leader in providing and advocating for accessibility, best practices, and outcome-driven behavioral health services for consumers and their families.

Central Clinic offers a variety of programs to meet each person's behavioral health needs at these program locations:

CDC Family Healing Center: 2100 Pleasant Ave, Hamilton OH 45015. For more information, please contact the Family Healing Center at (513) 867-5650.

CDC Mental Health – Hamilton: 2250 Pleasant Ave, Hamilton OH 45015. For more information, please contact CDC at (513) 868-1562.

CDC Mental Health – Middletown: 1239 Central Avenue, Middletown, OH 45044. For more information, contact CDC Middletown at (513) 737-1247.

Court Clinic: 909 Sycamore St, Cincinnati OH 45202. For more information, please contact Court Clinic at (513) 651-9300.

Connections for Life*: 2349 Victory Parkway, Cincinnati, OH 45206. For more information, please contact Connections for Life at (513) 510-5727.

Culturally Responsive Services (CRS): 7636 Reading Rd, Cincinnati OH 45237. For more information, please contact CRS at (513) 751-8808.

Family Access to Integrated Recovery (FAIR) and Hope for Children and Families (HOPE): 2208 Reading Rd, Cincinnati OH 45202. For more information, please contact FAIR at (513) 651-4142.

The Helen Rose Ziegler Professional Building*: 2825 Burnet Ave, 4th Floor, Cincinnati, OH 45219. For more information, please call (513) 558-5857.

Logan Hall: 311 Albert Sabin Way, Cincinnati OH 45229. For more information, please call the Switchboard at (513) 558-5823.

Young Child Institute*: 512 Maxwell Ave, Cincinnati OH 45219. For more information, please call the Young Child Institute at (513) 751-3133.

**Part of the Child & Family Treatment Center*

Supported by Hamilton County Mental Health & Recovery Services Board



United Way
of Greater Cincinnati

Accreditations & Licensure:



Central Clinic Behavioral Health

311 Albert Sabin Way, Cincinnati, OH 45229

513-558-7416 | centralclinic.org

CentralClinic1 | CentralClinic1

