



## Letter from Chair of the Board and CEO

Central Clinic Behavioral Health was launched in 1923, five years after the global pandemic of 1918. Whoever thought we would see another pandemic of that magnitude? As the president/CEO of one of the leading behavioral health nonprofits, it was an easy pivot for service delivery because of the strength and innovation of our team of experts.

I am extremely pleased with our personnel as they made the transition to providing services through telehealth. We, along with the entire country had little to no notice that we would suddenly have to shift to working with our patients remotely. This transition was possible because of the incredible help from our technology staff to get all clinicians ready to work with patients via telehealth. As a result of their help and the help of our support staff, we managed to keep all ten locations open throughout Butler, Clermont, and Hamilton counties. Any patients needing face to face services were able to come in to any of our sites. Even though our total company revenue and productivity dropped, we have rebounded and now are back near pre-COVID-19 levels.

Here is what we have learned. Our own experience, along with most of the country, has seen a reduction in psychiatric emergency room visits due to a pivot to telehealth as a method of delivering services. At the same time, no-show appointments are a fraction of what they have been. We are finding that most of our patients, along with most all of our providers, prefer having remote access to healthcare services.

We are currently offering patients and families the option of coming to the office or having telehealth treatment. All telehealth services provided throughout the Clinic align with current and any future State and Federal rules.

Thank you for everything you do for Central Clinic Behavioral Health and the community-at-large. Because of our donors, key stakeholders, and friends like you, our staff helped 18,423 patients/clients last year. Greater Cincinnati is more vibrant when everyone works together – thank you for your financial support, partnerships, and collaborations. And to our team – thank you for being there for our patients/clients who need you.

**Greg Power**, *Chair of the Board*  
**Walter S. Smitson, Ph.D.**, *President & CEO*

### Did You Know?

**18,423 patients/clients** were served by Central Clinic Behavioral Health in 2019-20.

## Donors by Giving Level

07/01/2019 to 06/30/2020

### The Transformation Circle (\$25,000 +)

Greater Cincinnati Foundation  
Mr. Wilbert Ziegler

### Partners in Hope (\$15,000 - \$24,999)

John A. Schroth Family Charitable Trust, PNC  
Charitable Trust  
The Thomas J. Emery Memorial  
United Way of Greater Cincinnati  
State of Ohio – Department of Mental Health & Addiction Services

### Sustainers (\$5,000 - \$9,999)

Building Healthy Lives Foundation  
CareSource Foundation  
Mr. Greg Power

### Benefactors (\$2,500 - \$4,999)

Anonymous

### 1923 Club (\$500 to \$2,499)

Mr. James Anderson  
Mr. John Barrett  
Dr. M. Phoebe Brown  
Mr. & Mrs. Thomas Cody  
Mr. & Mrs. Philip & Sheila Cohen Fund  
Mr. and Mrs. Robert & Peggy Garwood  
Ms. Lenore Sherman Hatfield  
Mr. & Mrs. Thomas C. Hays  
Mr. & Mrs. Ronald A. Hitzler  
Ms. Avis Celeste Jenkins  
Johnson Charitable Gift Fund  
Mr. & Mrs. Charles H. Maguire  
Mr. & Mrs. Drew Morgan  
Mr. & Mrs. Jack and Morleen Rouse  
Mr. Scott Rubenstein  
Mr. Michael Walton

### Supporters (\$100 to \$499)

Mr. Anthony & Susan Becker & Wheatley  
Drs. Thomas & Barbara Boat  
Mr. John R. Brooks  
George & Mary Jo Budig Budig Family Foundation  
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Mr. & Mrs. Steven Drefahl  
Mr. Graydon and Laurie Gorbey  
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Ms. Rosanna Little  
Ms. Mary Ann Meanwell  
Mr. Richard I. & Karen E. Michelman & Meyer Fund  
Mrs. Marjorie Motch  
Mr. & Mrs. Joesph and Mary Lou Rimsky  
Supply Post Business Products  
Mr. Thomas Tobias  
Mrs. Miriam West  
Mr. & Mrs. Christopher Willoughby  
Mr. & Mrs. Edward Ydoate

### Friends (\$1.00 to \$99.00)

Mr. & Mrs. Jim Barresi  
Mr. & Mrs. Jonathon T. Eaton  
Ms. Nancy Goldberg  
Mr. & Mrs. Henley McIntosh  
Mr. Erick & Erica Remer  
Mr. & Mrs. Ray Sohnlein  
Mr. & Mrs. Paul Steffen  
Mr. & Mrs. Kirk and Susan Whitford

## Adult Services

The Adult Services division of Central Clinic Behavioral Health improved the lives of 1,894 patients/clients through service delivery. Patients/clients improved their overall functioning as measured by the Daily Living Activities Scale (DLA-20 ©). After 12 months of treatment, 54% of clients achieved significant improvement. Patients/clients served by the LGBTQ+ Center improved their overall functioning - after 12 months of treatment 58% of clients achieved significant improvement.

One particular service is new to their division and is already making an impact. Staff and volunteers facilitate an art group, where patients/clients have the opportunity to experience the benefits of art, learning that everyone is an “artist.” The participants enjoy a multi-faceted experience; there is a social component, as well as the actual creation of art. The myriad art forms created are drawings, collages, specialty projects, and painting. The photograph is representative of the group’s first finished project – a 60” X 70” quilt designed with the group participants’ own art. A salute to Peg Garwood, volunteer, who served as the volunteer partner for this project and funded the frame – thank you, Peg!



## CDC Behavioral Health

Through creative and unique programming, as well as strong collaborative partnerships, CDC Behavioral Health has been able to serve 2,637 patients/clients. Child and families who participated in the programs and services in Butler and Clermont counties improved their overall functioning as measured by the Daily Living Activities Scale (DLA-20 ©). After six months of treatment 54% of adult patients/clients achieved significant improvement.

Throughout the COVID-19 global pandemic, all sites have remained open and available to meet the needs of Butler and Clermont county residents by providing a wide array of specialized services including diagnostic assessments and testing, therapy, psychiatric services, case management, therapeutic visitation, peer mentoring and employment services.

The Employment Success Program (ESP), located in Butler County, provides assessments to address underlying barriers to employment. Through an integrated approach, ESP links individuals to support and resources so that they can return to the dignity of work at a sustainable wage. With the current unemployment rate jumping from 3.5% in January 2020 to over 8% currently, this program is a vital resource for the community as we move forward through these challenging times.



## Child & Family Treatment Center

Teamwork and expertise allowed the Child & Family Treatment Center to lift up the lives of 2,209 children and their families through programming received at the center. Ninety-six percent of children and youth who were treated for trauma improved health behaviors by developing positive coping skills. Ninety-seven percent of children who completed the program developed increased capacity to manage their chronic condition or disability.

When the global pandemic hit, the staff went into action. One of the case managers, Michael Todd, worked relentlessly during the pandemic by securing food in the community, as well as visiting patients/clients at their homes to provide nutritious food. This provided Mr. Todd an

opportunity to personally connect with children and their families who received services. His kindness did not stop there - he also took families to the grocery store so they could shop in a social-distancing safe environment. Different organizations across the Cincinnati area provided a variety of food and other items; he researched where he could pick up food and would drive around the city securing food, snacks, and meals. Michael did this every day – serving about 30 clients and their families (about 100 individuals) per week. He was selfless in his actions - Michael helped many others as fellow clinicians reached out to him because their patients/clients were also in need. Thank you, Michael.



## Court Clinic

Court Clinic provides a variety of evaluation and treatment services for those involved in the criminal justice system. Last year, 4,802 people accessed programs available at Court Clinic. This is the story of Monica, who greatly benefited from her involvement with one of Court Clinic's programs, Alternative Interventions for Women (AIW).

2014 was a very difficult year for Monica; not only was she arrested for cocaine possession on her 21st birthday, but she also ran from the felony charge for two years.. Eventually, she ended up in court and finally made her way to Central Clinic Behavioral Health's Court Clinic and the AIW program.

As Monica reflected on her time with AIW and the impact the staff and program has made on her life, she had to hold back the tears. One word surfaced – relationships.

Because the AIW program helped her learn how to manage her mental health and her addiction, she has a firm understanding of how her brain works in relationship to addiction and trauma. This understanding also improved her relationship with her parents and her daughter. Monica credits her AIW counselor with helping her to build functional relationships and to develop proper coping strategies. Overcoming adversity is not easy. Monica was generous in her praise for Court Clinic and is proud of the fact that she graduated from the AIW program. Today, Monica is clean and has been so for three years.

Monica is still engaged with AIW for therapy and is grateful for the support received from the students at Northern Kentucky University and the Mayerson Student Philanthropy project, which is managed by NKU's Scripps Howard Center for Civic Engagement.

## Mental Health Access Point

Mental Health Access Point (MHAP) is the front door to the Hamilton County public mental health system. Someone who needs help can connect with MHAP and staff provide a standardized entry of care. Last year, MHAP connected 2,011 people to the right program or service at the right time.

One such program is the *Family Access to Integrated Recovery Services (FAIR)*. Staff work with families who are involved with the Children's Services Division of Hamilton County Job and Family Services (HCJFS). Recognizing the impact that trauma plays in the lives of our families and the caseworkers who work with them, in May 2019 FAIR collaborated with HCJFS and the Hamilton County Mental Health and Recovery Services Board to add a behavioral health consultant. This role provides on-site consultation to HCJFS staff on individual cases and programs, with expertise in trauma, families, and behavioral health needs. This role has been so successful that a second position will be added in the future.

One success story includes a caseworker who shared that the work was taking a toll. The caseworker wasn't sleeping, felt sick, and was often anxious. The consultant worked with the caseworker to help them understand how to develop self-care practices to manage stress. The caseworker was able to implement mindfulness and relaxation activities into their daily routine. The caseworker says they are much improved, sleeping better with less anxiety, and has started using positive affirmations to start their day. Not only is the caseworker grateful for an improvement to his/her life, but the staff is grateful to the consultant for what he/she does every day – thank you!

### ***Did You Know:***

***54% of adult clients/patients in Adult Services and CDC Behavioral Health achieved significant improvement.***

***98% of patients/clients report that they are satisfied with staff at Central Clinic Behavioral Health helping them to improve their life.***





## COVID-19 Corner



Central Clinic Behavioral Health is extremely thankful to Matthew 25: Ministries and the Hamilton County Mental Health and Recovery Services Board for their help in securing PPE (personal protection equipment) supplies.

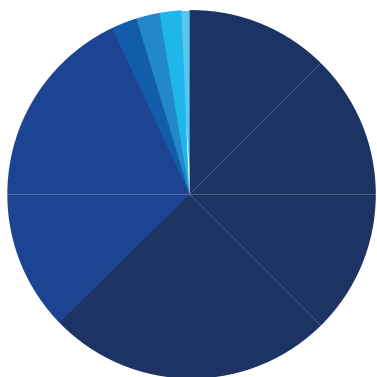
## 2019-2020 FINANCIAL OVERVIEW

July 2019 - June 2020



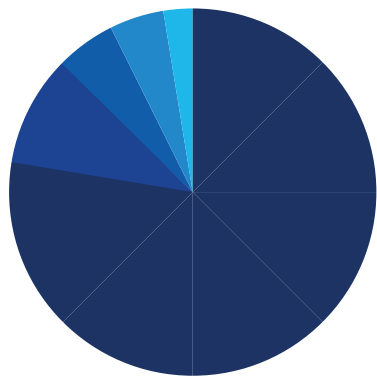
### REVENUE

Government Grants: \$12,130,336 (59.5%)  
 Medicaid \$6,965,417 (34.2%)  
 United Way: \$456,804 (2.2%)  
 Other: Rent and Patient Fees: \$341,484 (1.7.0%)  
 Community Support: Grants and Contributions: \$338,462 (1.7%)  
 Interest and Dividends: \$152,288 (.7%)  
 Total: \$20,384,791 (100%)



### EXPENSES

Wages, Benefits, Contracted Svcs & Prof Fees: \$15,828,074 (79.5%)  
 Subrecipient Payment: \$1,819,011 (9.1%)  
 Supplies, Printing, Postage, Telephone, Travel, etc.: \$1,058,912 (5.3%)  
 Rent, Repairs/Maint., Insurance: \$825,794 (4.1%)  
 Depreciation: \$372,074 (1.9%)  
 Total: \$19,903,865 (100%)



### Did You Know?

Central Clinic Behavioral Health utilizes the **Daily Living Activities Scale (DLA-20 ©)** to measure patient/client results?

**98%** of our patients/clients are satisfied with Central Clinic Behavioral Health staff and the feel they are respectful of race, ethnicity, religion, and/or sexual orientation and/or gender identity.

In Partnership With:



Accreditations & Licensure:

