

# 2018 ANNUAL REPORT FOCUS on ENGAGEMENT



# LETTER TO OUR STAKEHOLDER

#### Dear Friend,

As we reflect on Fiscal Year 2018 we are grateful for the engagement of our staff, board, donors and volunteers. In many cases you fill more than one of those roles. We consider the same dynamic as we work with clients – many



of them are engaged in services in more than one way. We are proud of the continuum of care we offer and the community partners we work with to meet the needs of our clients and their families.

As an organization and a community, we continue to struggle with the challenge of addiction in general and the opiate epidemic specifically. Our newly added Addictions service line includes our Engagement Center, established to intervene with an overdose victim quickly and proactively. Our opiate response in the community has been significant and will get stronger with the centralized focus across the organization.

After several difficult years, we bounced back in FY18 with the financial stability needed to continue to provide quality services to our clients and their families. Central to our rebound is the 17% reduction in staff turnover. The multi-pronged approach to attract, engage and retain the best team includes improved benefits, stronger human resources processes, and initiating a review of our compensation structure.

Other highlights of FYI8 include:

- We served over 23,500 clients face to face and another 70,100 in hotline and prevention services.
- The integration of primary and behavioral health care continues through program consolidation and opening a second Deaconess Health Check at our Western Hills location.
- Over 500 lifesaving Narcan kits were furnished through community education sessions.
- The I0th annual Fatherhood Celebration Luncheon raised the total support over the past decade for our Fatherhood Project to an amazing \$1.3 million.
- Behavioral health prevention, education and treatment services to youth are being delivered in 37 schools across 25 districts in Brown, Butler and Hamilton counties.

We are pleased to present the FY18 Talbert House Annual Report to you. We end the year stronger both financially and programmatically. Each and every one of you supported and engaged in our efforts to develop, maintain and improve quality care across the organization.

Thank you for your continued support as we build a stronger community...one life at a time.

Sincerely,

Neil Tilow President/CEO

Cathy Crain Chair, Board of Trustees

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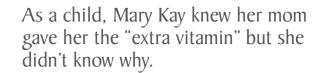
Front Row: Frank Chaiken, Robert Meacham, Glenda Cousins, Barbara Gould, Carol Goodman and Cherryl Christensen. Middle Row: Scott Griffith, Alan Piker, Nicholas Tepe, James Chalfie, Thomas Beridon and Christopher Thompson. Back Row: Bryan Dunn, Barry Willison, Neil Tilow, David Hoguet, Richard Weiland and Paul Brunner.

Not Pictured: Mark Addy, Richard Bodner, Christine Browning, Shawn Butler, Cathy Crain, Robin Everhart, Stephanie Gaither, Michael Harmon, Gregory Hoernschemeyer, Fred Joffe, Navdeep Kang, Thomas Kilcoyne, Lisa Knutson, James Leonard, Robert Moskowitz, Haluk Nural, Gregory Rogers, Julie Shifman, E.B Silberstein, John Silverman, Ann Marie Tracey, Alex Triantafilou, Mark Vander Laan, Gwendolyn Wilder and Sourushe Zandvakili.

# TOGETHER, IN 2018, WE ACCOMPLISHED ...



# A FUTURE FILLED WITH ENDLESS POSSIBILITY



Her Grandma told her she was special and just had trouble paying attention. Hospitalizations followed in her youth and adult years. "I felt lost inside. I didn't understand."

Today, the mother of two and grandmother of three knows more about her diagnosis. She is living her life with schizophrenia and bipolar disorder. "I withdrew. I knew I was a mess."

Mary Kay found her way to Talbert House where for the first time, she had explanations. The medical staff discuss with her why she is taking the medication prescribed, they ask her how she is feeling, want to know if there have been any

changes, and look for possible side effects.

Her case manager is someone who will explain things and offer resources. "They don't just talk to you. They help you understand". And LEAP is her family. "We are all different, but we are in the same boat". At LEAP there are games and puzzles, exercise classes and outings. Mention the prom and annual Christmas party and you are sure to see that beautiful smile. But the best part of the day program to Mary Kay is learning about and discussing current events. "Everyone has their own opinion and we are able to share them. And boy do we have fun!"

LEAP (Living Enhancement Activities Program) is a social recreational day program for severely mentally ill adults who are looking for community connection in a supportive environment.

Mary Kay credits LEAP for helping her build relationships, develop patience and share in a healthy way.



Calls or texts were made to 281-CARE Crisis Hotline

She is proud of her own room at the group home where she lives, loves to cook, and in general, is a caregiver. "Talbert House has been an awakening. Now I wonder, where have I been all my life?" ●

# Amberly was 13 years of age when she was diagnosed as bipolar with an eating disorder.

She started drinking at age 14. Adopted and cherished by her grandparents from birth, she longed to have a relationship with her mother. There were a series of hospitalizations over the years and she struggled for stability.

When she learned she was pregnant, Amberly got sober and stayed sober for 2 years. Then she stopped doing what she knew she was supposed to do.

She relapsed and struggled for another 4 years until an OVI (Operating a Vehicle Impaired) charge led her to Talbert House where Amberly got honest with her counselor and herself.

"I used drugs to cope with my feelings. I played the victim and blamed my circumstances. When you are sober, you have to find a different way to express your

Overdose victims in Cincinnati, Franklin and Brown County were connected to treatment through Quick Response Teams feelings and learn to cope," said Amberly.

Now she is taking responsibility for her actions and giving back.

She has a plan for the future that began with obtaining her CDCA (Chemical Dependency Counselor Assistant) certification, getting a more reliable car, starting her first full time job and enrolling in college.

She regularly attends Narcotics Anonymous and is actively sponsoring others in their recovery. Next up, she and her son will live on their own for the first time.

Amberly credits caring Talbert House staff for holding her accountable and giving her the tools she needs to stay clean.

"Trauma is a part of my past and it used to be my excuse to use. But now endless possibilities are a part of my future."

# TALBERT HOUSE WAS AN AWAKENING



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KEY: 1 - denotes Gift in Kind 2 - denotes 21st Century Society Member 3 - denotes Deceased

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#### AWARDS RECEIVED:

- GuideStar: 2017 Platinum Seal of Transparency: Talbert House
- ComSpark: 2017 Corporate Tech and Innovation Award: Talbert House IT Department
- The 2017 Rising Tech Stars Award: Clair Green-Schwartz
- Butler County Domestic Violence Coordination Council The Advocate Award: Jenny Minnick
- The Health Collaborative: 2017 Inspire | Healthcare Champion Award: Talbert House & Neil Tilow
- Greater Cincinnati Homeless Coalition 2017 Jimmy Render Award: Keara Wrightsman
- Urban League of Greater Southwestern Ohio 2018 Lion Award: Gwendolyn Wilder

#### AWARDS GIVEN:

- 2017 Ernest Talbert Award: Deaconess Associations Inc.
- 2017 Agnes Seasongood Award: Dr. Lakshmi Sammarco
- 2017 Community Service Award: Kathy Atkinson
- 2017 Richard Shenk Visionary Award: Barbara Stern
- 2017 Outstanding Employee of the Year: Keara Wrightsman
- 2017 Outstanding Employees: Connie Foster, Tommie Johnson, Maura Lang, and Jill Toca
- 2018 Pam McClain Scholars: Emily Bacon, Margurite Jackson, and Laura Schiele
- 2018 Fathers of the Year: Mel Fisher (posthumously), Robert Neel

#### **EVENTS:**

- Bowling for the Brave
- Opioid Awareness Week (9/18-9/24)
- Hamilton County Mental Health Levy passes
- Health Care Access Now Integration
- Fred Joffe celebrates 50 years of Board tenure

#### NEW PROGRAMS/SITES:

- 28I-VETS hotline
- Fatherhood Project expands to Butler and Warren Counties
- Quick Response Teams in Cincinnati, Franklin and Brown County
- Gateways Western Hills
- Deaconess Health Check Western Hills
- Engagement Center

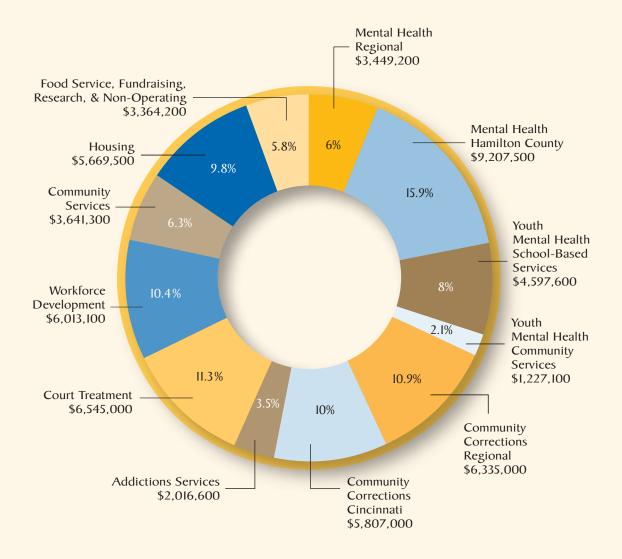




#### (UNAUDITED)

PROGRAM	AMOUNT	% of Total
Ohio Department of Rehabilitation and Correction	9,802,900	18.35%
Ohio Medicaid	9,718,200	18.19%
Hamilton County Mental Health and Recovery Services Board	8,305,100	15.54%
Hamilton County Department of Job and Family Services	6,568,500	12.29%
Hamilton County Commissioners and Courts	5,288,000	9.69%
Facility Governing Board of Butler, Clermont and Warren Counties	3,104,700	5.81%
Federal Bureau of Prisons	1,897,500	3.55%
Client Fees	1,679,600	3.14%
Strategies to End Homelessness	1,525,200	2.85%
U.S. Department of Veteran Affairs	1,194,300	2.24%
Corporation for Supportive Housing	868,000	1.62%
Other Public Contracts	491,100	0.92%
Mental Health Recovery Services of Warren and Clinton Counties	427,900	0.80%
Southwest Ohio Region Workforce Investment Board	416,400	0.78%
United Way of Greater Cincinnati	360,100	0.67%
Brown County Alcohol, Drug and Mental Health Services Board	352,800	0.66%
Ohio Commission on Fatherhood	343,300	0.64%
Medicare	251,500	0.47%
HealthSource of Ohio	244,900	0.46%
Ohio Department of Mental Health and Addiction Services	174,600	0.33%
Ohio Office of Attorney General	105,100	0.20%
City of Cincinnati	85,800	0.16%
Butler County Educational Service Center	70,100	0.13%
Hamilton County Juvenile Court	63,900	0.12%
Cincinnati Public Schools / Ohio Department of Education	59,300	0.11%
Butler County Mental Health and Addiction Services Board	56,300	0.11%
Butler County Children Services Bureau	47,500	0.09%
4C for Children	43,800	0.08%
TOTAL PROGRAM REVENUE	\$53,434,800	100.00%

NON PROGRAM REVENUE	
Non-Public Funded Sources	752,400
Contributions	1,340,000
TOTAL	\$55,527,200
Intercompany Revenue	2,682,900
TOTAL	\$58,210,100
UNRESTRICTED NET ASSETS	\$15,498,800



Programs	\$52,091,300	90.01%
Administrative	\$5,291,300	9.14%
Fundraising	\$490,500	0.85%
TOTAL EXPENSES	\$57,873,100	100.00%



Talbert House is a community-wide nonprofit that operates within five service lines:

- Addictions 
  Community Care
- Community Corrections Housing Mental Health

Children, adults and families benefit from these proven services.

Our Mission: To improve social behavior and enhance personal recovery and growth.

Executive Office: 2600 Victory Parkway Cincinnati, OH 45206-1711

(513) 751-7747 Phone (513) 751-8107 Fax www.talberthouse.org



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