



RE

ALIGN

CONNECT

ENERGIZE


Talbert House
Building a Stronger Community...
One Life at a Time.

2020 ANNUAL REPORT

LETTER TO OUR STAKEHOLDERS

I think we can all agree that FY20 has been a challenging year – to say the least. Despite the ongoing opiate epidemic, we started off strong and were looking forward to meeting the needs of our clients and community. And then the COVID-19 pandemic hits. And on its heels a mounting mental health crisis and strengthened call to end longstanding racial injustice across our nation. Our nation, our community, our agency on some level was activated to align, connect and energize.



Talbert House staff, board, funders and clients collectively rose to the challenge as evidenced by the following accomplishments:

- We served over 21,000 clients face to face and another 96,000 in hotline and prevention services.
- Our behavioral health services were accredited for 3 years by CARE.
- A 3rd primary care clinic located at the ADAS Center opened with generous support from bi3, Bethesda Inc.'s grantmaking initiative to transform health, expanding integrated care to our clients and the community.
- Our mental health prevention and treatment services expanded in Warren and Clinton Counties.
- We tripled the number of clients served at Gateways receiving Medication Assisted Treatment to combat opiate addiction.
- The Housing service line's apartments had a 95% occupancy rate, our highest to date.
- Our Addictions, Mental Health and Community Corrections services lines implemented new electronic health records to better serve clients, track outcomes and manage billing.

This list goes on and on but the biggest accomplishment is our response to the coronavirus. With a focus on 10 key strategies all geared to maintaining client care and the safety of staff and clients, we quickly implemented telehealth, secured PPE, reduced expenses and identified funding streams.

We end the year in full appreciation of our staff, our board, our supporters and community partners. We thank you for believing in our work and supporting us at every turn. We took every opportunity to realign our practices and care, reconnect with those who needed us and support us, and to reenergize our team for the year ahead.

Sincerely,

Neil Tilow
President/CEO

David Hoguet
Chair, Board of Trustees

21
THOUSAND
DIRECT
SERVICES

96
THOUSAND
HOTLINE AND
PREVENTION
SERVICES

\$64
MILLION
AGENCY
FUNDING

1
LIFE AT A TIME

441
CLIENTS SERVED AT
THE ENGAGEMENT
CENTER

17
THOUSAND TEXTS
ANSWERED ON THE
281-CARE CRISIS
HOTLINE

1585
CLIENTS RECEIVING
PRIMARY CARE
SERVICES

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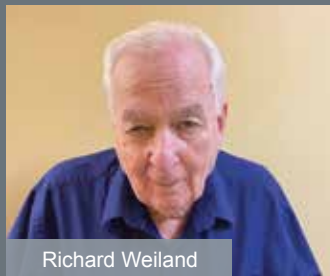




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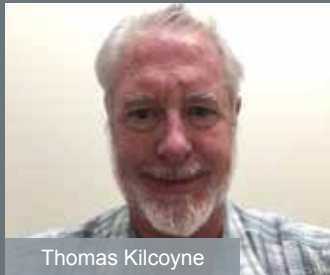
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ANSWERING THE CALL

Lueree Felton has been answering calls on the Talbert House 281-CARE crisis hotline for over 14 years. She has responded to thousands of calls over the years, including answering a call from a 10-year-old child, a 75-year-old adult and every age in-between. There are not many things she hasn't heard. But each time her phone rings she takes a deep breath and answers with a calm voice and focused mind. She's ready to help whoever is on the line.

Calls to the 281-CARE crisis hotline are often people seeking connections to resources.

"Where can I find food for my kids tonight?"

"I just got fired and need to pay rent. I don't want to be homeless."

But many are more urgent – and dangerous.

"I'm being hurt by my parents. What do I do?"

"I don't want to live anymore."

Lueree recently took a call from a 22-year-old male who was in crisis, contemplating suicide. He had grown up in the foster care system and had no family support. Years of circling in and out of mental health care and with fear of being institutionalized, he did not see a way out. As a last resort he called 281-CARE.

Lueree answered the call.

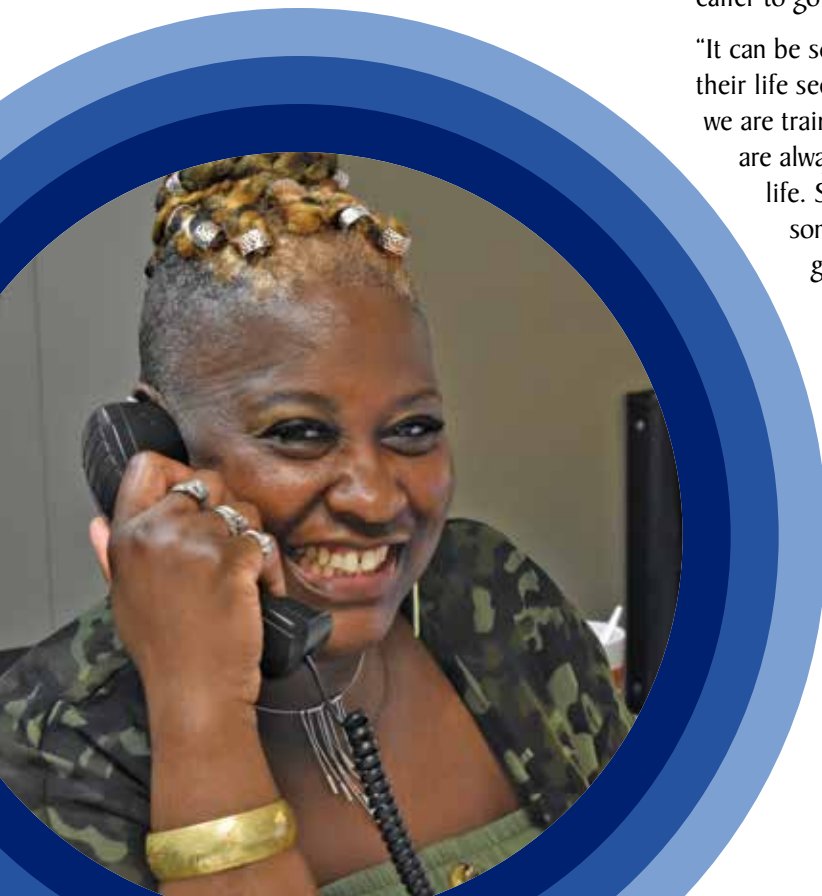
He spoke. She listened. He felt hopeless. Alone.

"Sometimes when you talk with callers, they have so much going on that you need to find something they can grasp on to. To give them the hope to live," Lueree says, "In that moment he mentioned he had a dog." The caller's dog had been with him throughout his life. By reminding the caller of his connection to his dog, Lueree was able to motivate the caller to go to the hospital, and to get help.

"It can be scary when someone calls, and their life seems to be in your hands. But we are trained, have a strong team, and are always focused on saving their life. Sometimes someone just wants someone to listen. Someone to give them their full attention. Just to listen."

And Lueree always listens.

"That's why we do this. Even if we just save one person's life, that's why we answer the call."



A JOURNEY OF SUPPORT

Recovery for Rebecca means staying focused and connected to support.

After years of heroin and crack cocaine use, Rebecca was in and out of the justice system and isolated from any support. Until she met Debbie Boeh.

Debbie, or “Ms. Deb” as she’s known by many of her clients, is a Peer Recovery Coach at Talbert House. As a Peer Recovery Coach, she provides encouragement, hope, assistance, guidance, advocacy and understanding to clients beginning their recovery.

This ongoing support and guidance from individuals in long-term recovery use their shared experience to better connect individuals to resources and manage their daily lives in sobriety.

“I met Ms. Deb while I was in the Hamilton County Recovery Pod,” Rebecca remembers, “She would visit me twice per week and help me prepare for when my sentence was over.”

Rebecca stayed in contact with Debbie, who helped her obtain housing, her driver’s license and birth certificate. Together they scheduled medical appointments and arranged transportation.

“What hasn’t Ms. Deb helped me with?” Rebecca says, “Ms. Deb has given me hope. I talk with her about life. She’s one of the people that believed in me when I didn’t believe in myself. She’s hasn’t judged. She’s stayed by me. She’s definitely a big part of my recovery.”

Debbie sees the growth Rebecca has made and continues to check in. Rebecca regularly participates in Narcotics Anonymous, hosting meetings and has a sponsor and sponsee.

Staying connected to others is central to her recovery.

Rebecca has been in recovery for over 17 months and is focused on taking one day at a time.

“Some days are better than others, but I work through them. It’s people like Ms. Deb who have faith in me that gives me a reason to keep on this path.”

And she knows that she won’t be on that path alone.



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John and Jennifer Castrucci
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Dorothy Perazzo
In Memory of Phillip Cohen, Sr.
Richard and Sara Behrman
Rob, Noah and Aaron
Festenstein
Robert Friedman
Karen Hess
In Memory of Leonard Hatter
Kristin Harper-Durbin

In Memory of Timothy Dale
Jewell
Priya Shastri
Frederick and Catherine Stein
In Memory of Rosemary Lennertz
Robert and Eileen Cash
Julia Jackson
Kathleen and Stephen Hiner
Nancy Clagett
Ronald and Pat Yates
Theresa Popelar
In Memory of Red McNeill
William Killen
In Memory of Bob and Emmy
Rosenberg
David and Kari Ellis Family
Fund of the Greater
Cincinnati Foundation
Diane Goodman
In Memory of James Toon
Jenna Toon
John and Nancy Silverman
In Memory of Mike Waits
Liz Burger
Sandra Dunstan-Hoover
Stephen Hamberg

IN HONORARIUM

In Honor of Mark Addy
Kim Feil
Colleen Johnson
In Honor of Chuck Brindisi
Danielle Brindisi
In Honor of Todd Caudell
Gregory Hoernschmeyer
In Honor of Mike Cobb
Seth and Natalie Coyle
In Honor of Tony Conte
Jason Conte
In Honor of John Coyle
Seth and Natalie Coyle
In Honor of Ralph DeSantis
Seth and Natalie Coyle
In Honor of Bryan DeSantis
Seth and Natalie Coyle
In Honor of Maureen Donnellan
and Todd Habel
James Corbett
In Honor of James Donnellan
Maureen Donnellan
In Honor of Luke Guju
Mallory Dodd
In Honor of Todd Habel
Maureen Donnellan
In Honor of Susan Ingmire
Carolyn McCoy
Jean Sepate and Peter Djuric
In Honor of John Lang
Maura Lang
In Honor of Buddy LaRosa
Barbara and Steven Caudill
In Honor of Jamie Leonard
Tim Fogarty
John Hudek
Katherine McNeil
Brian Westgerdes
In Honor of Joy Love
Monica Prather
In Honor of Lacey Luxon
Joshua Shifman
In Honor of Tom Mairget
Maureen Donnellan
In Honor of Bunny Meisel
David and Karen Hoguet
In Honor of Robbie Michelman
Stewart and Ellen Dunsker
In Honor of Terry Miller
Stacy Fehrenbach
In Honor of Robert Nau
Teri Nau
In Honor of Barbara Norton
Betty Prince
In Honor of David Perry
Brian and Rachel Rasmussen
In Honor of Ron Riethman
Greg Riethman

In Honor of Julie and Steve
Shifman's Grandson
Fred and Patti Heldman
Charitable Fund of Greater
Cincinnati Foundation
In Honor of John Silverman
Charlie Brown
David and Kari Ellis Family
Fund of the Greater
Cincinnati Foundation
Midland Atlantic Properties
In Honor of Jay Taylor
Kevin and Sandra McDonald
In Honor of Talbert House Staff
Edward Silberstein and
Jacqueline Mack
In Honor of Mike Tussey
Jennifer Tussey
In Honor of Chris Ventura
Tracy and Josh Juran
In Honor of Erik Vickers
Rachael Vickers
In Honor of Adam Wangler
Seth Coyle
In Honor of Dick Weiland
Maria Borgerding
Alfred M. Cohen, Esq.
George and Mary Croog
Suzette and Michael Fisher
Carol Goodman and John
Simmons
Diane Goodman
Thomas and Joanne
Guggenheim
Sam and Lindsey Huttenbauer
Jerome S. Glazer Foundation,
Inc.
Ann Meranus
Teri Nau
John E. and Sara Neyer
Michael and Maggie
Oestreicher
OKI Towing, LLC
Eddie and Nina Paul
Dr. Monica Posey and Rev.
Michael Posey
Louis and Margie Rauh
Meghan Rowland
Martha and Lee Schimberg
Edward Silberstein and
Jacqueline Mack
Steven Snow
Maurice White
Bernard Widlansky
David A. and Nancy Wolf



YEAR IN REVIEW FY 2020



AWARDS RECEIVED

- 3-Year CARF Accreditation
- Fifth Third Foundation Announces 2019 Strengthening Our Communities Fund Award
- Ohio Innovations to Address Addiction Crisis Award – Given by the Addiction Policy Forum to the Talbert House Engagement Center
- Cincinnati Business Courier C-Suite Award – Neil Tilow
- Horizon Science Academy Community Engagement Partnership Award – Marchelle Donald
- ComSpark Award – Brad Gray

AWARDS GIVEN

- 2019 Agnes Seasongood Award: Gregory Johnson
- 2019 Ernest Talbert Award: Susan Ingmire
- 2019 Community Service Award: Dan Hurley
- 2019 Richard Shenk Visionary Award: Fifth Third Bank
- 2019 Employee of the Year: Albert Caldwell
- 2020 Pam McClain Scholars: A'Kisha Brown
- 2019 Outstanding Employees: Andrew Eisenberg, Debra Frump, Kelly Ramsey, Vestal Simms, La-Vern Sutton



EVENTS

- Annual Luncheon
- Bang Bang in Paradise
- Bowling for the Brave
- Ambassador Holiday Benefit
- Make Camp Possible
- Hamilton County Family Services and Treatment Levy passes
- Fatherhood Week
- Fred Joffe celebrates 50 years of Board tenure

NEW PROGRAMS/SERVICES

- Talbert House Primary Care – ADAS Center
- Community Alternative Sentencing Center (CASC)
- Peer Recovery Network
- Warren and Clinton Counties Prevention Services
- Freeda Kay III


Talbert House
 Building a Stronger Community...
 One Life at a Time.

REVENUE SOURCES

FY 2020 (JULY 2019 – JUNE 2020)

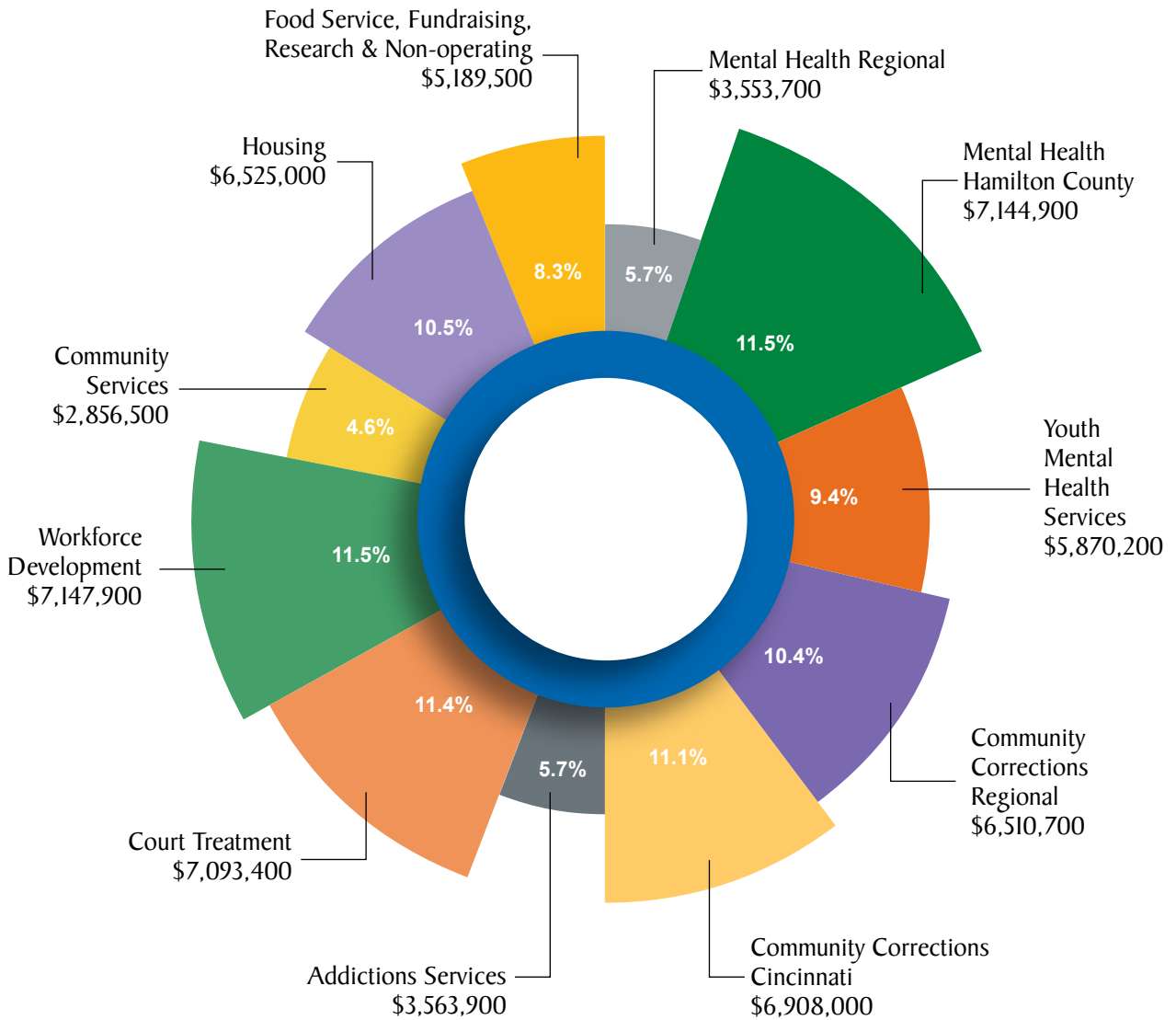
(UNAUDITED)

PROGRAM	AMOUNT	% OF TOTAL
Medicaid	\$11,138,100	19.04%
Hamilton County Mental Health and Recovery Services Board	11,091,100	18.96%
Ohio Dept. of Rehabilitation & Correction	9,683,000	16.54%
Hamilton County Department of Job and Family Services	7,615,000	13.02%
Hamilton County Commissioners & Courts	5,094,400	8.71%
Facility Governing Board of Butler, Clermont & Warren Counties	3,097,400	5.30%
Federal Bureau of Prisons	1,969,200	3.37%
U. S. Department of Veteran Affairs	1,666,200	2.85%
Strategies to End Homelessness	1,574,500	2.69%
Client Fees	1,500,100	2.56%
Corporation for Supportive Housing	934,000	1.60%
Mental Health Recovery Services Board, Serving Warren & Clinton Counties	714,900	1.22%
Medicare	448,400	0.77%
Other Public Contracts	389,400	0.66%
United Way of Greater Cincinnati	315,800	0.54%
Brown Co. Board of Mental Health and Addiction Services	301,900	0.52%
SW Ohio Region Workforce Investment Board	246,700	0.42%
Ohio Department of Mental Health and Addiction Services	177,700	0.30%
Ohio Office of Attorney General	134,400	0.23%
Ohio Commission on Fatherhood	128,200	0.22%
Butler County Educational Service Center	59,800	0.10%
City of Cincinnati	58,700	0.10%
Cincinnati Public Schools / Ohio Dept of Education	56,700	0.10%
National Suicide Prevention	41,700	0.07%
Butler County Mental Health & Addiction Services Board	27,800	0.05%
Butler County Children Services	22,200	0.04%
Hamilton County Juvenile Court	10,900	0.02%
TOTAL PROGRAM REVENUE	\$58,498,200	100.00%

NON PROGRAM REVENUE	
Non-Public Funded Sources	\$1,556,000
Contributions	1,436,400
TOTAL	61,490,600
Intercompany Revenue	2,514,100
TOTAL REVENUE	\$64,004,700
UNRESTRICTED NET ASSETS	\$18,591,500

EXPENSE SUMMARY

FY 2020 (JULY 2019 – JUNE 2020)



Programs
\$55,869,000



Administrative
\$6,114,700



Fundraising
\$380,000

TOTAL EXPENSES – \$62,363,700



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

ADDICTIONS ● COMMUNITY CARE ● COMMUNITY CORRECTIONS ● HOUSING ● MENTAL HEALTH

OUR MISSION

Empowering children, adults and families to live healthy, safe and productive lives.



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