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 CARF.
• A 3rd primary care clinic located at the ADAS Center opened with generous support from b13, 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
1 LIFE AT A TIME

21 THOUSAND DIRECT SERVICES

96 THOUSAND HOTLINE AND PREVENTION SERVICES

$64 MILLION AGENCY FUNDING

441 CLIENTS SERVED AT THE ENGAGEMENT CENTER

17 THOUSAND TEXTS ANSWERED ON THE 281-CARE CRISIS HOTLINE

1585 CLIENTS RECEIVING PRIMARY CARE SERVICES
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 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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In Honor of Buddy LaRosa
In Honor of Jamie Leonard
In Honor of Lacey Luxon
In Honor of Tom Maigret
In Honor of Bunny Meisel
In Honor of Robbie Michelman
In Honor of Terry Miller
In Honor of Robert Nau
In Honor of Barbara Norton
In Honor of David Perry
In Honor of Ron 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 Talbott 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 Wanger
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 Oestreichner
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
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
# REVENUE SOURCES

FY 2020 (JULY 2019 – JUNE 2020)

## (UNAUDITED)

### NON PROGRAM REVENUE

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Public Funded Sources</td>
<td>$1,556,000</td>
</tr>
<tr>
<td>Contributions</td>
<td>1,436,400</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>$64,004,700</strong></td>
</tr>
<tr>
<td>Intercompany Revenue</td>
<td>2,514,100</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td><strong>$64,004,700</strong></td>
</tr>
<tr>
<td>Unrestricted Net Assets</td>
<td>$18,591,500</td>
</tr>
</tbody>
</table>

### PROGRAM REVENUE

<table>
<thead>
<tr>
<th>Program</th>
<th>Amount</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid</td>
<td>$11,138,100</td>
<td>19.04%</td>
</tr>
<tr>
<td>Hamilton County Mental Health and Recovery Services Board</td>
<td>11,091,100</td>
<td>18.96%</td>
</tr>
<tr>
<td>Ohio Dept. of Rehabilitation &amp; Correction</td>
<td>9,683,000</td>
<td>16.54%</td>
</tr>
<tr>
<td>Hamilton County Department of Job and Family Services</td>
<td>7,615,000</td>
<td>13.02%</td>
</tr>
<tr>
<td>Hamilton County Commissioners &amp; Courts</td>
<td>5,094,400</td>
<td>8.17%</td>
</tr>
<tr>
<td>Facility Governing Board of Butler, Clermont &amp; Warren Counties</td>
<td>3,097,400</td>
<td>5.03%</td>
</tr>
<tr>
<td>Federal Bureau of Prisons</td>
<td>1,969,200</td>
<td>3.17%</td>
</tr>
<tr>
<td>U. S. Department of Veteran Affairs</td>
<td>1,666,200</td>
<td>2.85%</td>
</tr>
<tr>
<td>Strategies to End Homelessness</td>
<td>1,574,500</td>
<td>2.69%</td>
</tr>
<tr>
<td>Client Fees</td>
<td>1,500,100</td>
<td>2.56%</td>
</tr>
<tr>
<td>Corporation for Supportive Housing</td>
<td>934,000</td>
<td>1.60%</td>
</tr>
<tr>
<td>Mental Health Recovery Services Board, Serving, Warren &amp; Clinton Counties</td>
<td>714,900</td>
<td>1.22%</td>
</tr>
<tr>
<td>Medicare</td>
<td>448,400</td>
<td>0.77%</td>
</tr>
<tr>
<td>Other Public Contracts</td>
<td>389,400</td>
<td>0.66%</td>
</tr>
<tr>
<td>United Way of Greater Cincinnati</td>
<td>315,800</td>
<td>0.54%</td>
</tr>
<tr>
<td>Brown Co. Board of Mental Health and Addiction Services</td>
<td>301,900</td>
<td>0.52%</td>
</tr>
<tr>
<td>SW Ohio Region Workforce Investment Board</td>
<td>246,700</td>
<td>0.42%</td>
</tr>
<tr>
<td>Ohio Department of Mental Health and Addiction Services</td>
<td>177,700</td>
<td>0.30%</td>
</tr>
<tr>
<td>Ohio Office of Attorney General</td>
<td>134,400</td>
<td>0.23%</td>
</tr>
<tr>
<td>Ohio Commission on Fatherhood</td>
<td>128,200</td>
<td>0.22%</td>
</tr>
<tr>
<td>Butler County Educational Service Center</td>
<td>59,800</td>
<td>0.10%</td>
</tr>
<tr>
<td>City of Cincinnati</td>
<td>58,700</td>
<td>0.10%</td>
</tr>
<tr>
<td>Cincinnati Public Schools / Ohio Dept of Education</td>
<td>56,700</td>
<td>0.10%</td>
</tr>
<tr>
<td>National Suicide Prevention</td>
<td>41,700</td>
<td>0.07%</td>
</tr>
<tr>
<td>Butler County Mental Health &amp; Addiction Services Board</td>
<td>27,800</td>
<td>0.05%</td>
</tr>
<tr>
<td>Butler County Children Services</td>
<td>22,200</td>
<td>0.04%</td>
</tr>
<tr>
<td>Hamilton County Juvenile Court</td>
<td>10,900</td>
<td>0.02%</td>
</tr>
<tr>
<td><strong>TOTAL PROGRAM REVENUE</strong></td>
<td><strong>$58,498,200</strong></td>
<td><strong>100.00%</strong></td>
</tr>
</tbody>
</table>
EXPENSE SUMMARY
FY 2020 (JULY 2019 – JUNE 2020)

Mental Health Regional
$3,553,700

Mental Health Hamilton County
$7,144,900

Youth Mental Health Services
$5,870,200

Community Corrections Regional
$6,510,700

Community Corrections Cincinnati
$6,908,000

Addictions Services
$3,563,900

Court Treatment
$7,093,400

Workforce Development
$7,147,900

Community Services
$2,856,500

Housing
$6,525,000

Food Service, Fundraising, Research & Non-operating
$5,189,500

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.