



Transformation



Experts Since 1923

Central Clinic
Behavioral Health

Transforming Lives

Letter from Chair of the Board and CEO

Central Clinic Behavioral Health (CCBH) has come a long way since 1923. Growing from a small nonprofit serving both children and adults into an organization with six divisions, we have a plethora of specialized programming and services developed over time to meet the evolving needs of the community. It truly has been quite the transformation.

Our thoughtful growth has allowed us to broaden our impact and make a real difference in the lives of those we serve. Meaningful changes, both big and small, strengthen and enhance outcomes.

The impact of our mission and commitment to community is illustrated in this annual report. You will read about the innovative work occurring across our organization this past year. Our increased revenue sources granted us the opportunity to cast a broader net of support. We are pleased to have made a difference in the lives of almost 15,000 individuals, their families, and our community. Hope really does start here!

The year 2023-24 has been a year of transformation, yet CCBH did not change its identity. We continue to build upon the solid foundation of 101+ years of serving the community with refreshed purpose, mission and vision statements, as well as illuminating our core values.



Kimberly Mages

Kimberly Mages, PhD,
LPCC-S
President & CEO



Michael Chaney

Michael Chaney
Chair of the Board

Support the journey of positive change for those we serve.

Mission: Create options and choices through compassionate approaches to behavioral health services that foster recovery and resiliency for children, adults, families, and communities.

Vision: Inspire meaningful change.

Core Values:

Commitment to Community: We are committed to meet the changing needs of our communities through partnerships and shared purpose. We cultivate opportunities to sustain a strong behavioral health system.

Compassion: We hold a deep respect for others and foster safety. We build hope and connections with understanding, empathy, and kindness.

Open-mindedness: We embrace communication that recognizes diverse viewpoints. We encourage voice and choice, so everyone is empowered to freely share ideas and opinions.

Wellness: We recognize the importance of a healthy and balanced lifestyle, supporting self-care, along with personal and professional growth.

Teamwork: We believe that our success lies in collaboration. We actively seek input and constructive conversations to inspire the process for change.

Accountability: We make informed and responsible decisions using reliable data. We support honest, effective, and efficient operations.

Together we continue our commitment to forge meaningful change that positively impacts the lives of those we serve. Thank you for the many ways you support and contribute to our community.



Transforming Lives for Older Adults

Adult Services remains focused on their commitment to clients and the community. They evaluated and recently amended their admission criteria to be more inclusive, to better support the needs of those seeking behavioral health services, and to improve access for individuals with high acuity needs. The number of adults who received support last fiscal year was 1,132.

In programming news, Adult Services has launched *Senior Connections* – a program that will provide quality behavioral health services, with a goal decrease social isolation for older adults. This new program will address a tremendous unmet need for many in the Clinic and throughout the community.

Central Connection

Integration Results in Transformation

Mental Health Access Point (MHAP) rebranded to *Central Connection* in July 2023, marking a pivotal expansion of access to behavioral health care in Hamilton County. The integration of mental health and substance use services under one unified “front door,” *Central Connection* streamlines the process for individuals to access care and maximizes the efficiency of available resources. The 24/7 hotline, which continues to receive over 14,000 calls annually, plays a crucial role in ensuring that individuals in Hamilton County have immediate access to support whenever needed.

With over 26 years of experience in providing services such as assessments, case management, and linkage to ongoing treatment, *Central Connection* has built a strong foundation of trust and effectiveness in the community. This expansion to include substance use services reflects a natural progression in our organization's mission to provide high quality services and coordinated care.

Central Connection provided a standardized entry of care to 2,365 individuals in Hamilton County. Two of their signature programs, FAIR and HOPE impacted the lives of 4,763 and 141 individuals, respectively.



Child & Family Treatment Center



Latino Lives Transformed

An innovative initiative within the Child & Family Treatment Center is focused on Latino school-age children. Funding from *Interact for Health* boosted staff efforts to provide bilingual wrap-around services in two Cincinnati Public Schools, allowing staff to increase service capacity for their Latino students. In terms of measuring impact on children and families, this example speaks volumes: “An older student was responsible for the care of younger family members from the time they arrived home from school until the following morning due to adults in the home working night shift. This arrangement made it very difficult for the student to complete homework. Staff was able to work with the guardian on understanding the educational expectations of students living in the United States and how the family operates culturally. A plan was designed with alternative expectations and now the student has time provided in school to complete the necessary assignments.” A total of 1,850 children and their families were supported last fiscal year.



Court Clinic

SOFES Expands into Clermont County

Southern Ohio Forensic Evaluation Services (SOFES) has provided forensic monitoring services for the Hamilton County Courts for many years. The forensic monitor serves as the liaison between the courts, community treatment agencies, state behavioral health hospitals, and intermediate care facilities when individuals found not guilty by reason of insanity or incompetent to stand trial/unrestorable under court jurisdiction are transitioned into the community following their term of commitment.

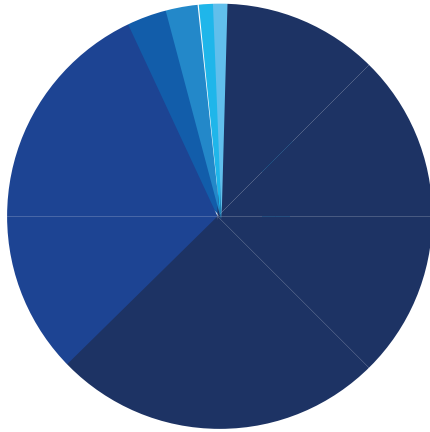
We are pleased to announce that this transformational program was expanded to Clermont County in 2024. This service expansion required creative collaboration, education, and problem solving to address barriers in access to services and resources, transforming recovery for many.

Last year, 3,612 people received services in the Court Clinic division, including our award-winning treatment programs, Alternative Interventions for Women and Alternative Interventions for Men.



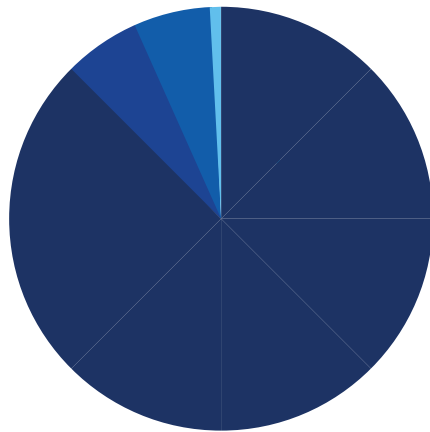
2023-2024 FINANCIAL OVERVIEW

July 2023 - June 2024



REVENUE

Government Grants: \$16,547,851 (66.5%)
Medicaid \$7,009,708 (28.2%)
Community Support: Grants and Contributions: \$100,000 (.4%)
Interest and Dividends: \$329,726 (2.8%)
Other: Rent and Patient Fees: \$214,893 (.9%)
United Way: \$100,000 (1.3%)
Total: \$24,887,227 (100%)



EXPENSES

Wages, Benefits, Contracted Svcs & Prof Fees: \$20,951,833 (90.7%)
Supplies, Printing, Postage, Telephone, Travel, etc.: \$1,018,443 (4.4%)
Rent, Repairs/Maint., Insurance: \$856,988 (3.7%)
Depreciation: \$282,038 (1.2%)
Total: \$23,109,302 (100%)



Measurements of Impact:

- 14,698 patients/clients were served by Central Clinic Behavioral Health in fiscal year 2023-24.
- For patients/clients served at Adult Services who have the most significant impairments due to their mental illness, we measure their progress using the Ohio Scales. Of those clients, 44% improved their symptom distress and 52% improved their quality of life.
- The goal of the AIW (Alternative Interventions for Women) program is to reduce the likelihood of future court convictions of women who have been referred for services. To this end, the current recidivism rate for AIW graduates for additional drug charges is only 1% – a three-year post-graduation rate.
- 87% of 483 children (431) and youth who have experienced trauma improve healthy behaviors by developing positive coping skills.
- Within a therapeutic visitation appointment at the Family Healing Center, a visitation specialist demonstrates and teaches a variety of skills for the parent(s) to utilize when interacting with their child. Most recent data indicate after 12 months of service, an average of 56% of families demonstrate these learned skills most of the time or always.

CARF Accreditation



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Central Clinic Behavioral Health achieved another three-year Commission from the Accreditation of Rehabilitation Facilities (CARF). This marks our 21st year of continuous accreditation.

Why is recognition from CARF important and how does it help the organization continue to transform? It is a testament to the diligent work achieved by all personnel to provide quality care and to help the agency thrive.

The CARF team shared numerous strengths, noting: “The organization deeply understands the needs, preferences, and pain points of the persons served. By leveraging innovation, it develops tailor-made solutions that resonate with the persons served.”

Focus on Philanthropy




Central Clinic Behavioral Health relies on the generosity of the greater Cincinnati community for financial support. Contributions received support programs and the thousands of adults, children, and families served. All donors are important to us. Due to limited space, we will salute the following foundations who invested in our mission from 7/1/2023 – 6/30/2024:

Fifth Third Foundation: Schmidlapp Fund
Interact for Health
Spaulding Foundation
Western & Southern Financial Fund

We are also grateful to our long-term funding partners:

Butler County Job and Family Services
Clermont County Job and Family Services
Hamilton County Mental Health and Recovery Services Board
Ohio Department of Mental Health and Addiction Services
United Way of Greater Cincinnati.

Let's Get Social

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Local Media Shout-Outs



Movers & Makers

