

Meeting emerging needs...





Dear Friends,

We've all heard the expression, "the only thing that stays the same is change." This has rung true for the needs of Talbert House clients and programs over the years. However, one thing that hasn't changed is Talbert House's leadership role in developing quality programs and services. Today we have over 550 staff members providing mental health, community corrections, substance abuse and welfare-to-work services.

FY 2004 has brought about new opportunities for Talbert House to meet emerging local needs:

- We laid the groundwork for adding case management and treatment to Project PASS, an award-winning prevention program for youth delivered in Cincinnati schools
- We expanded our children and family services in Butler County
- Working closely with other agencies, we now provide the Day Reporting component of a Mental Health Court program that keeps low level mentally-ill offenders out of jail
- Our new McGregor House provides residential services for adult males with mental retardation/developmental disabilities in Hamilton and Warren Counties

It has also been a year of devoting substantial resources to national trends. Almost 40 years after our founding as an agency providing re-entry assistance, we have been asked to take the local lead on a new national re-entry focus. That vote of confidence was echoed by President Bush when he visited Talbert House in June to recognize our social entrepreneur philosophy toward solving social problems.

Internally, we improved staff retention and electronic clinical documentation initiatives designed to keep Talbert House on the clinical cutting edge.

It takes a real commitment of county, state and federal agencies, innovative community providers and our donors to make real changes in people's lives. We thank you for your commitment to Talbert House and support of our mission.

Sincerely,

A handwritten signature in black ink, appearing to read "Neil F. Tilow".

Neil F. Tilow
President/CEO

A handwritten signature in black ink, appearing to read "Daniel P. Holthaus".

Daniel P. Holthaus
Chair, Board of Trustees

Table of Contents

Meeting the Emerging Needs of Our Youth	3
Award-Winning Prevention	3-4
Coming Soon: Butler County Adolescent Treatment Center	5
Addressing Special Needs with Innovative Programs	6
Mental Health Court	6
McGregor House	7
VP Profile, Tom Berghausen	8
Answering Social Service Trends with Leadership	9
Ohio's Re-Entry Pilot.....	9
Using Research to Improve Programs and Outcomes	9-10
Recruiting, Training, Retaining.....	10
VP Profile, Pam McClain	11
Recognition	12
Financials	13-14
Highlights	15
Donors.....	16-18

For nearly four decades, Talbert House has been a leader in the development of mental health, community corrections and substance abuse services. Today, this ability to meet emerging needs in a timely and effective manner is being recognized—and utilized—more than ever.

Meeting the Emerging Needs of Our Youth

Young people today face many obstacles during their transition to adulthood. Talbert House has responded with prevention programs in four schools and with treatment programs for those struggling with mental illness, substance abuse and problem behavior. Because we recognize that children's mental health, chemical dependency and behavior are often intertwined, Project PASS (Partnership for Academic Success in Schools) is being expanded to include treatment as well as prevention. This expansion was made possible with support from the mental health levy and the Hamilton County Community Mental Health Board.

Knowing that troubled youth respond best to treatment delivered close to home, we've joined a collaborative effort to open a residential treatment facility in Butler County.

Award-Winning Prevention

Project PASS was recognized by Ohio Department of Alcohol and Drug Addiction Services (ODADAS) as an exemplary prevention program at the 2003 Ohio Prevention Education

Conference. The project's success was quantified by Dr. Monica Mitchell of Cincinnati Children's Hospital/Division of Psychology in her evaluation of six 2003-2004 outcomes:

Target Strategy:	Outcome:
Improvement in school performance	86.4% improved their grade point average and/or proficiency test score.
Increase in school attendance	While attendance data was not available at report time, 56.4% reported an increase in school bonding; 93% of students/parents reported satisfaction with the intensive support services provided to children with two or more risk factors.
Increase in anger management skills	88.8% of students showed an increased knowledge of anger management strategies; 80.2% showed improvement in overall problem behavior as rated by a parent, facilitator or teacher.
Decrease in aggression and increase in conflict resolution skills	73.5% demonstrated an increase in caring/cooperation and/or a decrease in bullying/aggression.
Increase in self-esteem	81.3% showed increased positive self-esteem and/or increased positive mood.
Increase in social skills	80.2% showed improvement in behavior; 90% of conflicts were positively mediated through peer mediation.

Principals were also pleased with the program:

“Project PASS adds sorely needed counseling services. The counselors are able to work with parents and assist them through the process of acquiring additional counseling services, medical care and the like.”

—Bruce Breiner, Westwood Elementary School

“The Project PASS employees are valuable assets to our school. They work with students in small groups/individually on social skill development, academic intervention/tutoring and coordination of the peer mediation program.”

—Randall Yunker, Roselawn-Condon Elementary School

“PASS enriches the school by bringing in new programs, providing services that do not affect the school’s budget, and adding to the vision of the school, which is to promote exceptional learning. It also helps support our school’s learning and achievement outcomes by helping to minimize situations in the classroom that disrupt the learning process.”

—Sammie Croley, Shroder High School

From Failing Grades to College Acceptance

“A 17-year-old girl was referred to us for disruptive behavior and poor academic performance. We initiated individual counseling and anger management group. She wasn’t cooperating, until one day she realized she was not going to graduate without major intervention. That day she came to me and said, ‘Please help.’”

We met with her teachers to find out what she needed to do academically and behaviorally to pass her senior year, intensified the counseling, and got her a tutor. Six months later, she had graduated

from high school, was living in her own apartment, and had applied to a technical college.”

—Fanny Dickenson, LSW, Prevention and Education Provider



Rescued From Slipping Through the Cracks

“A single mother came to us concerned about her 16-year-old son. While he got A’s and B’s, had a job, and usually behaved responsibly, he had begun staying out late at night. She was worried he might be following in his alcoholic father’s footsteps.

After a few meetings with him, it became obvious he had a serious chemical dependency problem. One night he was walking down the centerline of Montgomery Road, intoxicated, with no idea where he was. We got him into outpatient treatment, followed by after-care.

He was really angry with me for exposing his addiction. But eventually he became receptive to our help.

The treatment was so successful, he and his mother shared their experiences with other teens through our speaker’s program. I saw him 15 years later: a college graduate working as a sales professional. We’ve continued to stay in touch over the years.”

—Pam McClain, Vice President



Coming Soon... Butler County Adolescent Treatment Center

In order to serve multi-need Butler County children closer to home, the state of Ohio has earmarked \$200,000 from the FY '04 and FY '05 budgets for the development of an Adolescent Residential Treatment facility in Butler County. The ADAS Board, Children’s Services Board and Talbert House joined together in July 2003 to begin planning the facility. Other partners included:

- Family and Children First Council
- Mental Health Board
- Juvenile Court
- Department of Job and Family Services
- Educational Service Center
- Mental Retardation & Developmental Disabilities Board
- Butler County United Way

A site has been chosen and a director hired. The Center is scheduled to open fall, 2004. The home will provide Comprehensive Assessment for boys and girls ages 14-17, Crisis Stabilization for boys and girls 9-17, and Residential Treatment for boys 14-17.



Addressing Special Needs with Innovative Programs

This year, Talbert House took another step forward with the inauguration of programs meeting the special needs of individuals with mental illness or mental retardation/development disabilities.

Mental Health Court

The new Hamilton County Mental Health Court allows minor offenders who also suffer from schizophrenia, schizoaffective disorder, bipolar disorder, and recurrent major depressive disorder the opportunity to be treated in a court-monitored, community-based mental health program—in lieu of incarceration. Upon graduation, a defendant's charge is erased from his/her record.

Talbert House provides the Day Reporting component of the collaborative program, including:

- Activity Monitoring
- Random Drug Testing
- Needs Assessment
- Life Skills Training
- Employment Training
- Chemical Dependency Services
- Educational Services
- Financial Management

“I’m totally changed. I’m stable with my medicines, with my doctors. I don’t drink anymore. I don’t get in trouble.”

—Mental Health Court participant, after receiving his graduation certificate

McGregor House

Individuals with mental retardation who get involved in the criminal justice system face unique challenges, both in meeting the terms of their sentences and in re-entering community life. McGregor House, opened in January 2004, offers an alternative to incarceration focused on the special needs of male offenders with mental retardation. The staff works closely with each individual to achieve the goals of his Individual Service Plan.

Residents are given a support structure they can take with them, including:

- Safe, secure, supervised housing
- Household skills
- Self-administration of medications
- Problem-solving skills
- Support for Individual Service Plans

Referrals are made for appropriate housing, vocational services, substance abuse/mental health treatment, and medical services after they leave. To make sure they do not become isolated after release, McGregor House staff members make follow-up visits. (Funding is provided by the Boards of Mental Retardation & Developmental Disabilities of Warren, Butler and Hamilton Counties.)



A New Attitude

"A 19-year-old man came to us from the county jail in February. His charge was assaulting an officer. When he arrived, his plan was to mark time until he could get out.

He was required to come to house meetings twice a day. There, he was able to talk over issues with other residents and staff. We encouraged him to get out into the community: to go on outings we arranged, take a walk, go places with his sister. The more he came to meetings and got out in the community, the more confidence he gained.

We worked with him on improving his behavior to make the most of his relationship with his Service Coordinator. Over the months, he has made

remarkable progress. He is more outgoing now, has learned to talk out his problems instead of flying off the handle or withdrawing.

He has developed a stick-to-it attitude toward finding permanent employment and has become determined to be a productive member of society.

Now, he is such a pleasant person to have around, I will be sad to see him go."

—Stephanie Miller, Manager, McGregor House

The Force Behind Innovative Programs

VP Profile: Tom Berghausen

New programs like McGregor House don't just happen. Innovative leaders like Tom Berghausen (Vice President) make them happen. Since 1975 he has been developing new services at Talbert House.

"I have really enjoyed watching community corrections blossom. In 1982, we had one halfway house with 30 beds. Today, we have five houses with a total of 300 beds. These houses are important because they help offenders practice behaviors they will need outside. You can't practice how to behave in the community within the walls of a prison; you have to be IN the community.

It's exciting when you can get together with a funding source and offer a solution. You can see the difference between when clients walk in and when they walk out. When they enter, they are often addicted to drugs and in poor physical condition from years of unhealthy behaviors. They have little or no employment history and seldom have even a high school education. To see some of these individuals obtain a GED, receive their first paycheck, or have

months of sobriety for the first time in years is very gratifying. Graduating from a Talbert House program is the first 'success' many clients have in life.

Recently, I met with someone to discuss our re-entry initiatives. I soon recognized her as having married a Talbert House client back in 1975 or 1976. I even remember attending their wedding. Almost 30 years later, they are still married and doing well. This probably couldn't have happened without the service Talbert House provides.

Our society is changing. You have high crime areas, family disintegration, and economic hardships. People get disconnected from the services available to them. Talbert House hooks people up with appropriate services instead of just locking them up. The result is fewer repeat offenders."

—Tom joined Talbert House in 1975 as an Assistant Program Director at our first halfway house. He became Program Director at another halfway house in 1977 and Vice President in 1986.



Answering Social Service Trends with Leadership

At Talbert House, we have a tradition of being on the leading edge of social service trends. Today, three trends are emerging:

1. A renewed state and national interest in re-entry;
2. A shift toward research-based programming; and
3. The need for better training and support to help staff cope with the increasing complexity of clients' needs.

Here's how Talbert House is pro-actively addressing all three:

1. Ohio's Re-Entry Pilot

Since Talbert House was founded, re-entry has been our focus. Today, it is topping state and national agendas. In January, during his State of the Union address, President Bush identified re-entry as one of his major goals. In April, the Ohio Departments of Rehabilitation & Correction and Job & Family Services announced a partnership to fund a re-entry pilot in Cleveland, Columbus and Cincinnati. Acknowledging our 39-year history in the re-entry arena, the partnership named Talbert House the lead agency for Cincinnati.

A manager has been hired to spearhead the re-entry pilot, which will focus on strengthening the families of inmates. Three months prior to release, inmates, along with their partners and children, will begin to participate in activities to improve parenting skills and family functioning, with services continuing until at least three months after inmates return home. During this transition, case management, mentoring, and employment services will provide the support and needed services for the entire family.



2. Using Research to Improve Programs and Outcomes

To stay on the cutting edge of service development and delivery, we are becoming a more research-driven organization. The rollout of our Clinical Assessment Training and Triage Program (CATT) is a major part of this effort. Because it consolidates clinical data, CATT allows tracking of outcomes by population, treatment program or type of service delivered. Best practices are easier to identify, as well as what isn't working.

For example:

A halfway house resident might receive multiple services such as outpatient services, substance abuse counseling and mental health case management. That would mean multiple assessments, multiple Individual Service Plans, and multiple charts. With CATT, all this information is housed in one integrated file. The file can be reviewed or revised by any of the service providers at any time. The client can also easily access the information, as required by the Health Insurance Portability and Accountability Act (HIPPA).

We are also participating in more studies and putting findings to use in our operations. A University of Cincinnati study using data from 13,500 prisoners supported the Risk Principle: that programming should be varied in intensity based upon a client's probability of re-offending. Talbert House clients are now housed and treated in groups of low-risk, moderate-risk or high-risk, as measured by the Level of Service Inventory (LSI), which identifies risk of re-offense. Length of stay is also determined by the offender's LSI.

We are participating in additional studies to design an LSI specifically for female offenders, and another for first-time DUI defendants.

3. Recruiting, Training, Retaining

As the needs of our clients become more complex, serving those needs becomes more difficult. To continue to be successful, we need to attract and keep staff from among the best and brightest. Human Resources is responding with new training, evaluation and compensation strategies:

- Employees in our Client Service and Support positions received an increase in base wages along with additional Pay for Performance increases. Pay increases were based on tenure and evaluations, using a survey of external wages as a guide to enhancing each group's pay band.
- We applied lessons from our recent Shift Worker and Administrative Specialist retention efforts to Entry Clinical jobs. Our mission was two-fold: give clinicians a better start; and continually provide support for their success. Toward these ends, our Institute for Training and Development brought in Dr. Cathy Hamilton, an expert on the dynamics of generational poverty, for a one-day workshop. The workshop, made possible by grants from the Greater Cincinnati Foundation and Cinergy, provided tools for understanding and overcoming clients' underlying barriers to success. Dr. Hamilton was so effective, we plan to bring her back again soon.
- The competency and outcomes-based performance evaluation system adopted in 2000 was given close scrutiny by focus groups of managers, who made short- and long-term recommendations for improving the system. Many of these suggestions have been implemented.

Mentoring Tomorrow's Leaders

VP Profile: Pam McClain

Great clinicians are not born; they're made. Pam McClain, Vice President, is a person who takes promising newcomers under her wing, providing the same guidance and advice she received starting her career at Talbert House in 1975.

"There are people I have mentored at this agency and others who have moved on to other organizations. It really feels good to know that I have had a hand in the success of new professionals in the field of social services.

One of the most important things new clinicians need to learn is to balance an idealistic desire to change the system with a realistic awareness of individual accountability. The system did not cause all of our clients' problems, nor could it solve them all, even if it functioned perfectly. However, I have seen a lot of progress in



how we approach the complex needs of our clients, which in turn helps clinicians find rewards in this challenging work.

For example, we have been able to integrate different areas of Talbert House operations. Where we once may have run mental health and substance abuse services sequentially, today we run them parallel. If a child is in residential treatment, now he or she can go to school on site and won't lose ground academically during the program. We are still, unfortunately, operating in a limited environment. The funding streams for mental health, chemical dependency, child welfare and justice systems are separate, and that sometimes makes it difficult to meet all of our clients' needs.

The type of client that comes to us has changed dramatically over the last three decades. Today, more serious and complicated issues are presented, and the level of dysfunction is higher. All this makes the nurturing of young talent in our profession more important than ever. We will need great minds to find solutions to the social problems of tomorrow."

—Pam McClain joined Talbert House as a Residential Treatment intern in 1975. After graduating from the University of Cincinnati, she returned to the program as a therapist. In 1978, she moved to outpatient treatment for adults and families. After serving as Director for many years, she became a Vice President in 1995.

Recognition

Hamilton County Community Mental Health Board Leadership in Psychiatry Award
Dr. Michael Oberdoerster

National Alliance for the Mentally Ill (NAMI) Outstanding Case Manager of the Year
Steve Percer

Ohio Department of Alcohol and Drug Addiction Services (ODADAS)
Exemplary Prevention Program
Project PASS

Ohio Department of Rehabilitation and Correction (ODRC) Licensure
Turtle Creek 100%
CCC 100%
Talbert House Halfway Houses 96%

American Corrections Association (ACA) Accreditation
Turtle Creek 100%
Beekman 98%
Cornerstone 95% (January 2004)
CCC re-accredited 97.9% (August 2003)

Talbert House now has eight ODRC licensed programs accredited by the ACA and 17 programs certified by ODADAS. Talbert House also has eight programs certified by the Ohio Department of Mental Health (ODMH).

The Ernest Talbert Award
Mrs. Hope Taft, First Lady of Ohio

The Agnes Seasongood Good Government Award
John S. Dowlin, Hamilton County Commissioner

The Community Service Award
Jack Sherman, Jr., U.S. Magistrate Judge

Employee of the Year Award
Greg Hogg

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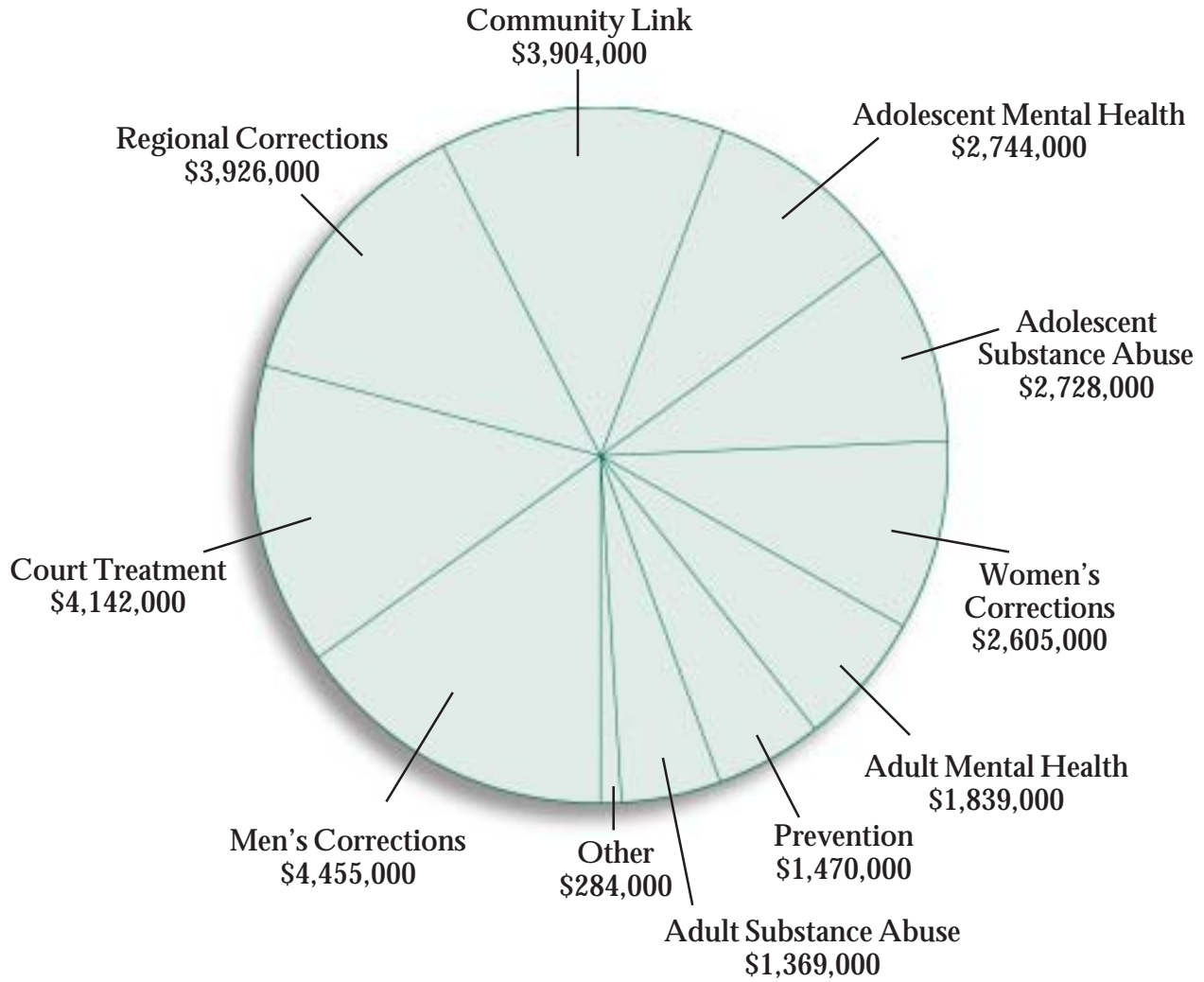
Financials

Funding Sources*

FUNDER	AMOUNT	% OF TOTAL REVENUE
Ohio Department of Rehabilitation and Correction	\$5,532,400	18.31%
Hamilton County Job and Family Services	4,366,500	14.46%
Hamilton County Commissioners and Courts	3,319,200	10.99%
Hamilton County Community Mental Health Board	3,009,700	9.96%
Butler, Warren and Clermont Judicial Board/CCC	2,576,500	8.53%
Hamilton County Court	2,282,600	7.56%
Hamilton County Alcohol and Drug Addiction Services Board	1,943,500	6.43%
Medicaid	1,651,500	5.47%
Client Fees	1,052,000	3.48%
City of Cincinnati Department of Community Development and Planning, Human Services Division	970,000	3.21%
Other Public Contracts	778,200	2.58%
Federal Bureau of Prisons	586,300	1.94%
Cincinnati Public Schools/Ohio Department of Education	479,400	1.59%
Non-public funded sources	354,200	1.17%
Ohio Department of Alcohol and Drug Addiction Services	275,000	0.91%
Ohio Criminal Justice Services	220,400	0.73%
Contributions	206,900	0.68%
United Way	201,300	0.67%
Greater Cincinnati Health Foundation	133,000	0.44%
Hamilton Choices	126,700	0.42%
Ohio Attorney General's Office Victims Fund	104,500	0.35%
Hamilton County Family and Children First Council	19,500	0.06%
Ohio Department of Youth Services	11,600	0.04%
Warren County Juvenile Court	6,300	0.02%
TOTAL	\$30,207,200	100%

* Unaudited financial report

Operating Expenses



2004 Highlights

September 2003

- 38th Annual Talbert House Annual Luncheon, held at the Phoenix Grand Ballroom, raised over \$14,000

October 2003

- Talbert House participated in the Movin' for Mental Health Walk
- Driver Intervention Program (DIP) became the only program in Ohio to offer treatment weekends for Russian-speaking clients convicted of a DUI

December 2003

- Our Prevention Cluster was restructured to include school-based services, COPE, Childreach and community-based services; and re-named Prevention Plus Youth Services

January 2004

- McGregor House opened
- Cornerstone received American Corrections Association (ACA) accreditation, marking the achievement of our goal to have all eight corrections programs licensed by the Ohio Department of Rehabilitation and Corrections accredited

March 2004

- Talbert House introduced Health E-News online service, which offers behavioral health information for subscribers

April 2004

- Men's Correction Program received \$5,000 grant from the Talbert House Foundation

May 2004

- Transitional Housing for Homeless Women received \$114,000 grant from The Health Foundation of Greater Cincinnati
- Talbert House participated in the Alcoholism & Drug Addiction Awareness (ADAA) Walk
- Talbert House hosted 25-cities meeting for Office of National Drug Control Policy (ONDCP) initiative to reduce drug use in Cincinnati
- Talbert House held press conference with ONDCP's Drug Czar, John Walters

June 2004

- President Bush visited Talbert House as part of his "Strengthening America's Families" Initiative; ADAPT volunteer Charlene Calhoun was recognized by the President for her outstanding volunteering efforts
- Core Behavioral Health Centers signed permanent affiliation agreement with Talbert House
- Information Services Department introduced an affiliation intranet
- 8th Annual Team Up! Cincinnati Golf Outing with Honorary Chair Oscar Robertson raised \$61,555 for Talbert House Adolescent Services
- Beekman clients completed over 105 hours of volunteer community service work
- Center for Children and Families (CCF) signed permanent affiliation agreement with Talbert House



Thank you, donors!

Talbert House services are community driven, providing help and opportunities for our clients and delivering a higher quality of life for all of our citizens. We offer our sincere thanks to the following individuals, companies and foundations who generously shared their resources during the past year, enabling us to reach an increasing number of people in need of these valuable services. Every attempt is made to ensure accuracy of this donor list. Please accept our apology for any errors or omissions.

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 In Memory of Tom Loper, Jr.
 Mr. James Rickert
 In Memory of Tom Loper, Jr.
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 In Memory of his
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 In Memory of
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 In Memory of Thomas Wise
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William H. Albers Foundation
 -Victims Services
 Cinergy Foundation
 -Talbert House Institute for
 Training and Development
 Benjamin B. Fairley Fund of
 Greater Cincinnati
 Hamilton County
 Juvenile Court
 -Adolescent Programs
 Fifth Third Bank Management
 Information System Update
 Greater Cincinnati Foundation
 -Talbert House Institute for
 Training and Development
 Health Foundation of
 Cincinnati
 Jewish Federation
 -Ohio Community
 Correctional Training
 Ronald McDonald
 House Charities
 -Childreach Program
 Quentin & Jean Nesbitt
 Charitable Fund
 -Health-related programs
 Daniel and Susan Pfau
 Foundation
 -Talbert House and
 The Bridge Program
 Robert C. &
 Adele R. Schiff Foundation
 Philip Smith Foundation
 Spaulding Foundation
 -The Bridge Program

Programs

Mental Health

Victims Services
281-CARE
SA/MI Case Management

Adolescent Services

Alternatives
The Bridge

Butler County Adolescent Treatment Center

Court Treatment

ADAPT for Men
ADAPT for Women
Extended Treatment
Turning Point

Men's Corrections

Beekman
Cornerstone
Spring Grove
McGregor House

Regional Corrections

Community Correction Center
Turtle Creek Center

Offender Re-entry Program

Women's Treatment and Corrections

Passages
Pathways for Women
Women's Assessment
Women's Treatment

Adult Substance Abuse Services

3-Day Driver Intervention
Program (DIP)
Case Management
SA/MI Outpatient
Outpatient

Prevention Services

Childreach
COPE/Mental Health
Prevention
School-based Services
- Project PASS Plus
and Wraparound
Substance Abuse Prevention

Auxiliary Services

Drug Screening Lab
Housing
Transportation

Welfare-to-Work Services

Community Link
Barrier Removal
Worklink



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