

September 2010

Dear Friend:

We are pleased to share our Fiscal Year 2010 Annual Report with you. Inside this report, you will see a snapshot of the services we provide, the partners who work with us to meet community needs, and the donors and funders who support our mission.

This year, Talbert House operated 34 programs in 23 locations across Greater Cincinnati. Nearly 26,000 clients received direct services with an additional 4,000 receiving prevention services.

Other highlights from July 2009—June 2010 include:

- A 71 percent successful completion rate across programs.
- An overall client satisfaction score increase to 3.4 on a 4.0 scale.
- More than 50 external courses representing 250 hours of training were conducted for organizations, including national and state associations, probation departments, attorneys and other nonprofits. These classes are in addition to the regular course offerings the Institute for Training and Development presents at the agency's facilities.
- Clients across several programs completed service projects in order to give back to the community. Organizations helped include Adopt-A-Block, American Lung Association, Dress for Success, Freestore Foodbank, Lutheran Church Pantry, March of Dimes, Middletown's Robert "Sonny Hill" Community Center, Multiple Sclerosis Society, Our Daily Bread, Salvation Army, SPCA Cincinnati, Stop AIDS, Walnut Hills and Winton Woods high schools, and the neighborhoods of Camp Washington, Corryville and Mt. Auburn.
- Talbert House participated in 27 career fairs and made contact with 1,057 college students and alumni.
- Four doctorate students were accepted to the Talbert House and Centerpoint Health Psychology Internship Program. The program received approved membership in the Association of Psychology Postdoctoral and Internship Centers.
- 32 bachelor and master level students participated in internships across the affiliation.

Over the past 45 years, we have evolved and grown, but our commitment to providing quality services to the community has held strong. We value each of you for the contributions you make to our organization and our clients. Together we are building a stronger community...one life at a time.

Sincerely,



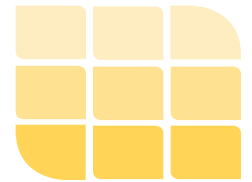
John I. Silverman  
Chair, Board of Trustees



Neil F. Tilow  
President/CEO



COVER PHOTOS (TOP FROM LEFT): Case Manager Nicole Ruprich, Eagle Scout Curtis Watkins, Latoya, Procter & Gamble Volunteer, Dwayne, Tyler, Intern Melissa Sahlin, Case Manager Marcus Jackson.





Steve Dunkin (second from left) from Brown County Community Board of Alcohol, Drug Addiction and Mental Health Services, and Janice Bogner (second from right) of The Health Foundation, with DocuPro staff.

## DOCUPRO OFFERS SOLUTIONS FOR SUCCESS

Last winter, Talbert House launched its first social enterprise, DocuPro, a document conversion and destruction service. The agency started DocuPro as a way to support its mission while providing quality, competitive services to area businesses. DocuPro hires former clients of Talbert House Brown County Recovery Services, employing successful graduates with mental health, drug or alcohol issues to provide work opportunities that enhance personal recovery and growth. The revenue generated by DocuPro is invested back into the agency's services.

DocuPro is a cost-effective solution for companies to manage documentation that ensures maximum efficiency while meeting compliance standards. Its hallmark is first-rate customer service. Customers

include Kathryn Greene CPA, Brown County Community Board of Alcohol, Drug Addiction and Mental Health Services, Alcoholism Council of the Cincinnati Area, Brown County General Hospital, Brown County Board of Elections and Talbert House.

DocuPro is a member of the National Association of Information Destruction as well as the Brown County Chamber of Commerce. The launch of this service was funded in part by The Health Foundation of Greater Cincinnati.



## TABLE OF CONTENTS

Letter from the Board Chair and President/CEO .....	1
DocuPro Offers Solutions .....	2
Dwayne .....	3 - 4
Mt. Airy Center .....	4
Working Solutions .....	5
Community Link .....	5
Latoya.....	6
Evidence-Based Practices for Adolescents .....	7
Adolescent Substance Abuse Outpatient Services.....	7
Tyler .....	8
Year in Review.....	9 - 10
Recognition .....	11 - 12
Financials .....	13 - 14
Family Services and Treatment Levy.....	14
Board of Trustees .....	15
Thank you, Donors.....	15 - 18





## Dwayne

In February, Dwayne, 49, moved out of Talbert House Mt. Airy Center, a shelter for homeless men, and into his own apartment. Mt. Airy Center has been Dwayne's refuge throughout his adult life, helping him get on his feet as he battled alcoholism and other health problems.

Dwayne describes himself in his younger days as completely out of control. "I was a full blown alcoholic," he says. "All I needed was one can (of beer), and I was off and running." At 24, Dwayne was diagnosed with pancreatitis due to alcoholism, and his addiction eventually led to an overdose. He was in a medically-induced coma for two weeks and was hospitalized for over a month.

It was hard for Dwayne to overcome his alcoholism despite his medical problems. He finally got sober in 1994 while staying at Mt. Airy Center. "I went kicking and screaming into the program, saying, 'I don't need this!'" he says. But being in treatment was a requirement to stay at the center, and he entered a 31-day outpatient program. "About two weeks into the program, I picked the cotton out of my ears and my mouth and heard some things," he says. "I got sober and, through the grace of God, I'm still sober today."

Getting sober did not protect him from further hardship in life. His alcoholism contributed to a long separation between Dwayne and his wife and son. Estrangement was a pattern in his own family: Dwayne's father was an alcoholic and was absent during most of his childhood.

Dwayne was able to hold a job, raise his teenage son and live a stable life for ten years after sobering up. By 2005, he was unable to work because of health problems and was evicted in 2009. Although Dwayne remained sober, he returned to Mt. Airy Center for assistance and shelter.

Last year, his estranged wife had a heart attack, and he was at her side when she passed away. Dwayne says the staff at Mt. Airy Center went above and beyond to help him prepare for her funeral, find a suit and spend time with his family.

While at the shelter, Dwayne was connected to services, including the Cincinnati Health Network Medical Van. He received psychiatric care through Centerpoint Health, and his case manager connected him with Excel Development, an organization which provides affordable

housing to eligible applicants. Excel helped Dwayne move into his own apartment.

“Dwayne has come a long way to where he is today,” says his sister, Theresa. “I am proud of him. He’s worked hard to make it nice here. He has a really nice place and I think he’s proud of it, too. I just hope people know that

there are places and systems out there that really do work and really can help people to turn their lives around.”

Talbert House is also proud to have been a support for Dwayne when he needed assistance.



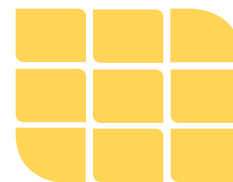
*Dwayne’s sister, Theresa, is proud of the changes Dwayne has made in his life.*

## Mt. AIRY CENTER

In September 2009, Talbert House assumed management of Mt. Airy Center, a 65-bed shelter for homeless men. The program helps provide emergency shelter and social services that aid clients in solving the problems that have led them to homelessness.

Of the clients that stay at Mt. Airy Center, 51 percent are veterans, 87 percent have substance abuse problems and 47 percent suffer from mental health issues. The center works in conjunction with Centerpoint Health to provide mental health care and The Alcoholism Council of Greater Cincinnati to provide substance abuse treatment. The Cincinnati Health Network Medical Van regularly delivers on-site medical care.

The program has been serving the homeless since 1937 and is funded in part by the City of Cincinnati, Hamilton County and Cincinnati/Hamilton County Continuum of Care for the Homeless.





*Nurses at Cincinnati Children's Hospital Medical Center collect personal and household products for Community Link clients.*

## WORKING SOLUTIONS

Working Solutions is a new program of Community Link that provides Hamilton County residents an opportunity to obtain employment by providing employers an incentive to hire.

Participants receive assistance in résumé writing, career path development counseling and access to job search tools. Applicants qualify based on Hamilton County income guidelines, and all are personally interviewed, screened for drugs and undergo background checks before being submitted as candidates for employment. Employers receive an incentive to hire through a partial wage subsidy during the first six months of

employment and a single point of contact for placement and retention support.

Since January 2010, 157 positions have been placed through 60 employers, exceeding the target of 120 positions. Working Solutions, a collaboration between Easter Seals Work Resource Center and Talbert House, is funded through Hamilton County Department of Job and Family Services through the State of Ohio.

**Working  
Solutions**



## COMMUNITY LINK

Community Link is a welfare-to-work program that provides coordinated services to Ohio Works First (OWF) recipients in order to facilitate their transition to work and self-sufficiency. The program provides services, including identifying barriers to employment, assessing educational and career goals, connecting clients to education and training sites, and preparing clients for employment. The program is a collaboration led by Talbert House with the following agencies: Easter Seals Work Resource Center, Recovery Link Inc., Jewish Vocational Services and Greater Cincinnati Behavioral Health.



Latoya

Latoya interacts with clients seeking assistance and work placement in her administrative specialist position at Community Link. She also knows how it feels to be on the other side of her desk.

A former Ohio Works First recipient, Latoya first came to Community Link seeking her own work placement. "I was a new mommy," she recalls. "I didn't have a job, and welfare was the only option as I saw it." All clients who receive cash assistance from Hamilton County Department of Job and Family Services must be seeking work. Community Link connects public assistance recipients with job placement and educational services.

Her first assignment was in a mailroom. She was punctual and productive, and her good work was noticed.

But she wanted to work with people, so she decided to enroll at Brown Mackie College in hopes of earning a nursing degree. Unfortunately, school and a baby were too much to handle, and she went back to Community Link seeking another job placement.

Latoya was given a position as a receptionist at Community Link, which she found more interesting. She answered

phones and interacted with clients. "Even though I was a receptionist, I was still a client," she says. "When you're getting welfare and you're a client, it's different. You're depressed. You're stressed. You're thinking, 'Why did this happen? Why do I have to go through all this stuff just to get the little bit of help I need?' By having been through that, I could relate and sympathize." Latoya became an example to those receiving services.

In May, Latoya was hired full-time as a Community Link administrative specialist, and she says she has found her true calling. In the future, she plans to go back to school to earn a degree in social work or criminal justice. "I feel like I'm giving back," she says. "I'm doing something positive." She likes how Community Link case managers meet with clients to help them overcome obstacles. "I could see myself doing that," she says.

*Latoya at work at Community Link*



## EVIDENCE-BASED PRACTICES FOR ADOLESCENTS

Cognitive behavioral therapy is the research-based model of care that addresses the thoughts and feelings that lead to behaviors and consequences. Talbert House has adopted the following curricula rooted in cognitive behavioral techniques:

- **Truthought** builds on the principles of responsible thinking applicable to children, adolescents and adults alike. It is a proven program that provides tools and techniques to identify and influence behaviors that lead to good choices.
- **Teaching Family Model** supports teens through the development of problem-solving skills. The program complements mental health and drug and alcohol treatment delivered in a residential setting by addressing everyday behaviors, and rewarding those that are positive. Adolescents are given the opportunity to work through interpersonal interactions and conflict that will help them cope with situations at school, work and home.
- **7 Challenges** is designed for adolescents dealing with substance abuse issues. The program is proven to be successful in motivating teens to change and make a commitment to stay drug-free.
- **Parenting Wisely** is a parenting skills-building curriculum designed to help parents learn techniques and manage expectations for raising healthy, well balanced children from age 3 to 18.
- **Voices** is an evidence-based program focused on self discovery and empowerment. The model was created specifically to give young women the tools to identify their feelings, speak for themselves and fully participate as members of a group.



*Ernst & Young volunteers host a craft day at Passages, a residential program for girls.*

**ADOLESCENT SUBSTANCE ABUSE OUTPATIENT SERVICES**  
Adolescent Substance Abuse Outpatient is a non-residential treatment program providing assessment and treatment for adolescents (ages 12-17) whose primary diagnosis is a substance use disorder. Services include individual and family counseling, group counseling and case management.





Tyler



His Alternatives Counselor Ed Sanders also helped him. "I think Mr. E. is the first man that Tyler has ever been able to be open and honest with," says Tyler's mother, Emily, who has regained custody and actively supports his treatment. "He's not judgmental. He says there is nothing Tyler can say that would shock him."

Tyler was not ready to sober up when he first came to Talbert House Adolescent Substance Abuse Outpatient Services. He had started using drugs at 13 when he moved in with his grandmother after his parents' divorce. Tyler took advantage of his grandmother's trust and was soon getting in trouble.

When he was 15, Tyler was court-ordered to Adolescent Outpatient, but he resisted treatment. "We just could not get him to stop using," says his Adolescent Outpatient case manager, Nicole Ruprich. Ultimately, he went back to juvenile court and was ordered to go to Talbert House Alternatives, a residential substance abuse program for boys.

At Alternatives, Tyler had no choice but to get sober. He could not reach any of his friends or access drugs in a residential program. Tyler says this has been the key to his ongoing recovery because it opened him up to a new perspective. "I learned that I could live without it," he says. While at Alternatives, Tyler was able to succeed in his studies. In school, he had been receiving all Fs, but at Alternatives, he was able to bring his grades up to As and Bs.

Tyler graduated from Alternatives and returned to Adolescent Outpatient where he is now a willing participant. He first began an intensive program, attending group meetings three times a week and meeting regularly with his case manager and counselor. He now attends a weekly group meeting and continues to meet with his case manager and counselor. He is expected to successfully complete Adolescent Outpatient by September 2010.

"He is actually doing extremely well now. It's a complete 180 (degrees)," Ruprich says. "He's really had a good attitude at home, too," his mom adds. "Even when I tell him, 'No, we're not going to do that right now,' he's much more agreeable about it."

Tyler just turned 16 and is looking forward to attending high school in the fall. He is eager to get his driver's license and plans to try out for the football team next January. He enjoys skateboarding, camping and hanging out with his girlfriend. He has attended AA meetings with his case manager and plans to attend youth meetings regularly once he successfully completes Adolescent Outpatient.

*Tyler and his mom, Emily, who has been very supportive of Tyler's treatment.*





Cincinnati City Councilman Cecil Thomas with a Fatherhood Project graduate.



Amelia Orr of School-Based Services with Cincinnati Public Schools Superintendent Mary Ronan at an open house.



Ribbon cutting and open house at renovated Mt. Orab Brown County Recovery Services office.

*JULY 2009*

Talbert House opens Warren Outpatient Services in Lebanon to serve chemically-addicted adults and adolescents.

Fatherhood Project holds a graduation ceremony for men who have completed the Nurturing Fathers course.

*AUGUST 2009*

The agency takes over operations of Mt. Airy Center, a 65-bed facility for homeless men.

The ADAPT graduation ceremony is held.

U.S. Rep. Patrick Kennedy tours ADAPT for Men and shares his story of recovery.

*SEPTEMBER 2009*

Cincinnati Public Schools Superintendant Mary Ronan speaks at School-Based Services' open house at its new Victory Parkway location.

The agency holds its 44th Annual Luncheon.

The fourth class of Executive Curriculum for Emerging Leaders (EXCEL) begins.

Brown County Recovery Services opens a newly renovated office in Mt. Orab. The renovation was donated by Leadership Turner, an employee leadership program of Turner Construction Company.

The agency participates in the Brown County (Ohio) Fair.

*OCTOBER 2009*

Talbert House launches Partners in Change to provide mentors to women in the justice system.

The agency holds a benefits fair to maximize health and wellness among employees.

*NOVEMBER 2009*

The Family Services and Treatment Levy passes in Hamilton County.

Warren Outpatient Services hosts an open house.

*DECEMBER 2009*

Talbert House begins the \$387,000 federally funded Compassion Capital Program to help nonprofits with capacity building.



The Foundation for Talbert House awards grants.



Butterfly Award winner Geraldine J.



Xavier students visit Talbert House programs.

The Foundation for Talbert House awards grants to Fatherhood Project, Primary Care, Spring Grove Center and School-Based Services.

*JANUARY 2010*

The agency opens its first social enterprise, DocuPro, a solutions-based provider of document conversion and destruction services.

*FEBRUARY 2010*

The agency participates in seven career fairs including Ohio Foundation of Independent Colleges' CareerFest 2010.

*MARCH 2010*

Leadership Cincinnati and Urban League's African American Leadership Development Program tour Passages and ADAPT for Men respectively.

The agency participates as a sponsor for the Impact Ohio forum on Prisons and Prisoners.

Talbert House serves as an official Census Questionnaire center for the 2010 Census.

Cincinnati City Councilman Cecil Thomas addresses Fatherhood Project graduates.

*APRIL 2010*

Xavier University students visit The Bridge, Alternatives and Mt. Airy Center to learn about nonprofit management.

Mt. Airy Center hosts a tour and community meeting for Green Township neighbors.

*MAY 2010*

Talbert House receives a \$160,000 grant from the Ohio Commission on Fatherhood.

The agency receives a \$25,000 grant from the Pepsi Refresh Project for new GED preparation materials for clients at Community Correctional Center.

The Health Foundation of Greater Cincinnati's Janice Bogner tours DocuPro.

The agency launches a mentoring pilot program for newly licensed employees.

*JUNE 2010*

Talbert House raises \$48,000 at its second annual Fatherhood Celebration.

Geraldine J., a former Pathways client, receives a 2010 Butterfly Award from Krohn Conservatory.



Talbert House Board Chair John Silverman and UC President Gregory Williams at the Fatherhood Celebration.



Tony Brown Consulting was the winning team at the 14th Annual Team Up Cincinnati Golf Outing.

The 14th Annual Team Up Cincinnati Golf Outing raises \$40,000 for Talbert House. The event was a partnership with the University of Cincinnati Alumni Association.

The Foundation for Talbert House holds its annual luncheon for the 21st Century Society members.

U.S. Health and Human Services Regional Director Cristal Thomas tours Men's ADAPT.



Recognition



2009 Annual Lunch honorees

*GIVEN*

The Ernest Talbert Award  
 Lisa FitzGibbon  
 President/CEO, Easter Seals Work Resource Center

The Agnes Seasongood Good Government Award  
 The Honorable Tom Ariss, Retired Sheriff of Warren County

The Community Service Award  
 Lieutenant Colonel Michael Cureton  
 Assistant Police Chief, Cincinnati Police Department

*Fathers of the Year*

The Honorable William Mallory, Sr.  
 Robert Stautberg  
 William Wesley

*Employee of the Year*

Jim Washington  
 Case Manager, Community Link

*Special Employee Awards*

Troy Newman  
 LaDonna Dingess  
 Latonya Cottman

*RECEIVED*

2009 Clifford Skeen Award  
 Ohio Department of Rehabilitation and Correction  
 Turtle Creek Center

*STAFF RECOGNITION*

Neil Tilow  
 President/CEO  
 2009 Mary E. Pettus Excellence in Public Policy Award  
 Ohio Council of Behavioral Health and Family Services Providers

Jerry Brower and Otis Ray of Court Treatment are commissioned Kentucky Colonels

*BOARD RECOGNITION*

Fred and Ruth Joffe  
 Voices of Giving Award  
 Greater Cincinnati Planned Giving Council



Mitch Livingston with Father of the Year  
 The Honorable William Mallory, Sr.



Neil Tilow, Erica Salter, Employee of the Year  
 Jim Washington and Benita Spraggins



Father of the Year honoree William Wesley  
 (second from the left) with his family.



Voices of Giving honorees Ruth and Fred Joffe



Father of the Year honoree Robert Stautberg  
 (third from the right) with his family.



Volunteers from Olive Garden Cincinnati Division

*COMMUNITY SUPPORT*

Cincinnati Children's Hospital Medical Center donates school supplies to School-Based Services.

Volunteers from Olive Garden Cincinnati Division clean, paint and landscape at School-Based Services and donate \$500 for supplies.

Procter & Gamble volunteers host a basketball tournament and cookout with clients from Alternatives.

Procter & Gamble donates 3,400 Bounty paper towel rolls to Talbert House.

Ernst & Young volunteers host a craft day at Passages and a basketball tournament and cookout for the Men's ADAPT program.

Attorney Chris Atkins hosts a chess challenge for Community Correctional Center residents.

Grace Lutheran Church of Westwood donates devotionals to clients.

Go Cincinnati volunteers from Crossroads Church clean and landscape at Cornerstone.

Volunteers from Procter & Gamble plant a garden and paint the cafeteria at Mt. Airy Center.

Elder High School Junior Curtis Watkins organizes a flag pole dedication ceremony to honor veterans as part of an Eagle Scout project.

Cincinnati Children's Hospital Medical Center donates personal and household products to Community Link and Pathways as part of National Nurses Week.



Ernst & Young volunteers organize an ADAPT basketball tournament.



Procter & Gamble donates Bounty paper towels.



Community Correctional Center chess challenge



Flag pole dedication at Mt. Airy Center



Procter & Gamble volunteers at Mt. Airy Center.



REVENUE SOURCES  
FISCAL YEAR 2010 (July 2009 - June 2010)  
(Unaudited)

Source	FY 2010	% of Total Amount
Hamilton County Mental Health and Recovery Services Board	10,569,300	21.43%
Medicaid/Medicaid Match	9,477,800	19.21%
Ohio Department of Rehabilitation and Correction	6,136,000	12.46%
Hamilton County Commissioners and Courts	5,966,000	12.09%
Hamilton County Department of Job and Family Services	4,961,000	10.06%
Facility Governing Board of Butler, Clermont and Warren Counties	2,882,000	5.84%
City of Cincinnati/Department of Community Development	1,282,100	2.60%
Client Fees	1,156,000	2.34%
Federal Bureau of Prisons	1,143,000	2.32%
United Way of Greater Cincinnati	605,300	1.23%
Hamilton County Developmental Disabilities Services	589,000	1.19%
U.S. Department of Labor	540,000	1.09%
Cincinnati Public Schools/Ohio Department of Education	453,000	0.92%
Other Public Contracts	406,000	0.82%
Hamilton County Juvenile Court	402,000	0.81%
Ohio Dept of Alcohol and Drug Addiction Services	370,000	0.75%
U.S. Department of Health and Human Services	368,000	0.75%
Brown County Community Alcohol, Drug and Mental Health Services Board	342,000	0.69%
Mental Health Recovery Services of Warren and Clinton Counties	221,000	0.45%
Hamilton County Department of Community Development	214,000	0.43%
The Health Foundation of Greater Cincinnati	204,000	0.41%
U.S. Department of Veterans Affairs	172,000	0.35%
U.S. Department of Housing and Urban Development	138,000	0.28%
Ohio Criminal Justice Services	130,000	0.26%
Butler County Children Services Board	108,000	0.22%
Montgomery County Juvenile Court	91,000	0.18%
Hamilton Choices	86,000	0.17%
Medicare	76,000	0.15%
Kenton County Fiscal Court	70,000	0.14%
Hamilton County Family and Children First Council	58,000	0.12%
Cincinnati Youth Collaborative	43,000	0.09%
Ohio Commission on Fatherhood	42,000	0.09%
U.S. Department of Justice	28,000	0.06%
<b>TOTAL PROGRAM REVENUE</b>	<b>49,329,500</b>	<b>100.00%</b>
NON PROGRAM REVENUE		
Non-Public Funded Sources	406,000	
Contributions	269,000	
UNRESTRICTED NET ASSETS	11,353,000	

Note: Revenue includes affiliate subcontracted services

## THE FIRST RECOVERY LEVY IN OHIO

The passage of the Family Services and Treatment levy in November was a milestone for Talbert House and Hamilton County. It is the only drug and alcohol treatment levy in Ohio. This levy raises \$37 million over five years.

The Family Services and Treatment Levy supports drug prevention, treatment and recovery services throughout the county. The levy supports Hamilton

County's initiative to reduce recidivism and preserve limited jail space.

In addition to funding six Talbert House programs, the levy supports Coalition for a Drug-Free Greater Cincinnati, Hamilton County reentry programs and Drug Court. The Drug Court is a partnership with Talbert House, Central Community Health Board, First Step Home and Prospect House.

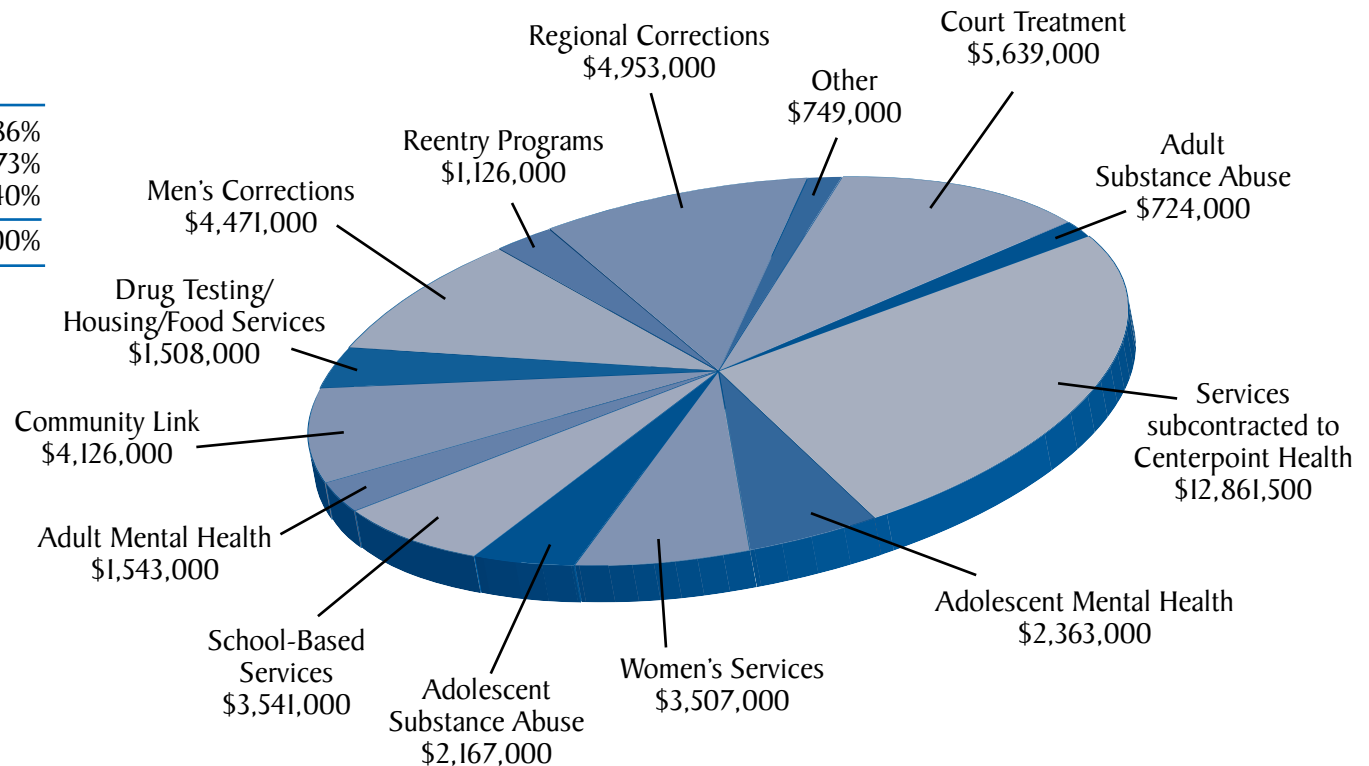
Talbert House programs funded through this levy include court ordered drug and alcohol treatment and halfway houses for men and women. We thank the Hamilton County voters who have made it possible to provide these programs for more than 20 years.



Supporters rally for Issue 4.

## OPERATING EXPENSES

Programs	\$45,761,500	92.86%
Administrative	3,318,00	6.73%
Fundraising	199,000	0.40%
<b>TOTAL EXPENSES</b>	<b>\$49,278,500</b>	<b>100.00%</b>





*Board of Trustees*

**FIRST ROW (from the left):** Vice President Dotsy Klei, Ann Marie Tracey, Bob Meacham, Carol Goodman, Glenda Cousins, Joan Sampson, Board Chair John Silverman.

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**DONORS**

Thank you to all who have generously supported our mission over the past year. We apologize for any errors or omissions.

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To improve social behavior and enhance personal recovery and growth.

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