2025 Annual Report

Turning Crisis Into Care

HAMILTON COUNTY
Mental Health &
Recovery Services Board

OUR MISSION is to develop and manage a continuum of mental health, addiction, and prevention services that have a positive impact on the community, are accessible, results oriented, and responsive to individual and family needs.

Strategic Goals

- Provide a system of care with a wide array of Evidence Based Treatment Services that ensures a high quality of care for Hamilton County residents and promotes recovery and a favorable quality of life
- Promote prevention and education efforts that reduce the impact of mental illness and addiction in the community
- Ensure individuals with behavioral health needs are treated in an environment that best meets their needs
- Support the development and retention of a professional workforce adequate to meet the needs of the community
- Ensure financial viability of the HCMHRSB and its service delivery system through efficient, accountable, and responsible financial management

LaNora Godfrey
President/CEO

Thomas L. Gabelman
Chair
Board of Trustees

This year, Hamilton County embraced three guiding promises for our community: A Place to Call. Someone to Respond. A Place to Go.

These simple yet profound concepts capture the heart of what it means to have a responsive, compassionate, and effective crisis system — one that meets people where they are and connects them to the care they deserve.

In 2024, these words became more than a vision — they became a plan.

Month after month, partners from the behavioral health agencies, law enforcement, mobile crisis teams, the hospitals, and community advocates came together to plan, discuss, identify, and design the framework for **a Crisis Center** that will transform how we respond to mental health and substance use crises.

We heard firsthand why this work matters. In a recent public meeting, we heard from a Hamilton County resident whose experience with the crisis system had once left them feeling abandoned and unheard. Their voice was powerful — not only in recounting the challenges they faced, but in expressing their determination to be part of the solution. They have chosen to transform their personal pain into purposeful action, working alongside others to improve the very system that once failed them. Their story fueled our determination to create a system that listens, responds, and heals.

The planning is just the beginning.

Across Hamilton County, partners have united to answer the call for a more coordinated, immediate, and accessible crisis response. Together our collective vision is a system where no one falls through the cracks and where individuals and families know they are not alone in their most difficult moments. We are building a future where one call brings help, where trained responders meet people where they are, and where anyone in crisis has a safe place to go—day or night.

Thank you to every partner, advocate, and resident who has poured time, energy, and heart into making this vision a reality. The foundation is set, and together we will move from plans on paper to doors open for care.

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HCMHRSB System of Care

State and Federal Revenue
Ohio Department of Mental Health
and Addiction Services

Local Revenue
Mental Health Levy
Family Services and Treatment Levy
Indigent Care Levy

28% | **72%**

HAMILTON COUNTY
Mental Health & Recovery Services Board

Planning, Funding, Managing and Evaluating Behavioral Health Care in Hamilton County

HCMHRSB Network of Contract Providers

36 Non-profit agencies who deliver non-hospital behavioral health services — crisis care, outpatient and residential treatment, prevention, employment and vocational, peer recovery supports, and housing — to Hamilton County residents

Client/Recipients of Care

Hamilton County Recipients receive care from an HCMHRSB contract provider based on a sliding fee scale

HCMHRSB Continuum of Care

Specialized & Culturally Competent Services

Ensuring services are accessible and effective for diverse populations

Community Partnerships & System Coordination

Collaboration with stakeholders to create a seamless system of care

HAMILTON COUNTY
Mental Health & Recovery Services Board

From prevention and early intervention to crisis services, treatment, and long-term recovery supports, Hamilton County's behavioral health system is designed to meet people where they are. This coordinated network ensures individuals and families can access the right care at the right time, supporting wellness, stability, and recovery at every stage of need.

- **Prevention Services** — Focus on reducing risk factors and increasing protective factors to prevent the onset of mental illness and substance use disorders.
- **Early Intervention & Crisis Services** — Services designed to identify and address emerging behavioral health issues before they escalate.
- **Outpatient Treatment Services** — Structured treatment programs for individuals needing support while maintaining daily life activities.
- **Residential & Inpatient Services** — For individuals requiring more intensive support and supervision.
- **Peer Support & Recovery Services** — Long-term recovery support to help individuals maintain stability.
- **Supportive & Wraparound Services** — Addressing social determinants of health to support long-term wellness.

Our Investment

$ 73,796,833

47,173,909	Treatment
4,954,634	Prevention
6,118,353	Crisis
5,934,500	Housing
8,457,644	Recovery Supports
1,157,793	Workforce

Our Impact

- 91,442 calls — Hotlines, Help Lines & Referral Services
- 247,912* individuals — Prevention Services
- 3,524 individuals — Recovery Supports
- 14,162 individuals — Crisis Intervention & Support
- 2,401 individuals — Employment Services
- 18,131 individuals — Justice Related Services
- 2,896 individuals — Family Services

* Total count is not unduplicated and includes both traditional prevention services and impressions from an ad campaign.

Who We Serve

90% live below the federal poverty level

43% were women

42% identified as Caucasian

53% identified as African American

39% new in 2024

41 average age

Financials

Levy Funds Revenues
Receipts from the collection of real estate taxes.

State Funds Revenues
Receipts from State of Ohio, predominantly the Ohio Department of Mental Health and Addiction Services.

Federal Funds Revenues
Receipts through Ohio Department of Mental Health and Addiction Services from federal sources and funding directly from federal sources.

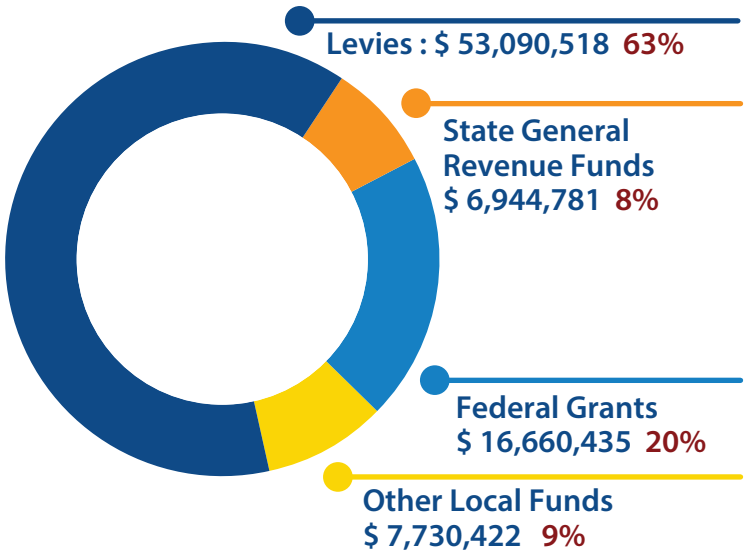
Other Local Funds
Receipts from local governments, including the City of Cincinnati and other Hamilton County agencies and nonprofits.

Social Services Expenses
Expenditures for community-based behavioral health care services and public awareness campaigns.

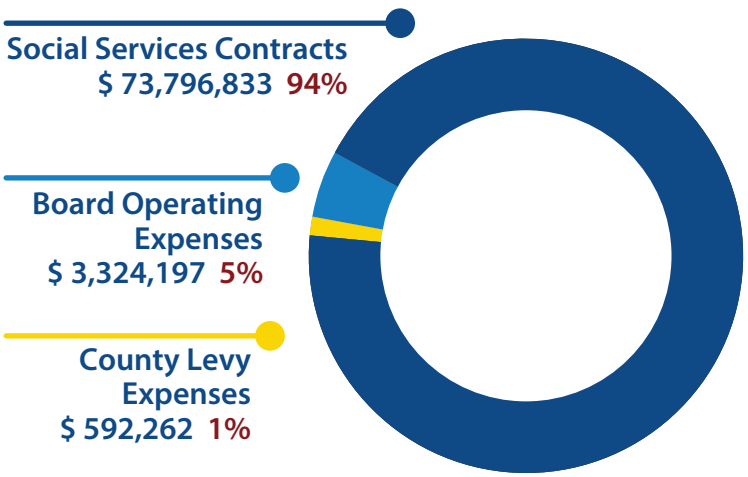
Board Operating Expenses
Salaries, fringe benefits, operating services and materials.

County Levy Fee Expenses
Expenses charged by the Hamilton County Auditor and Treasurer for levy tax collections.

Actual Revenues
$ 84,426,156



Actual Expenses
$ 77,713,292



Understanding a Behavioral Health Crisis and the Continuum of Care in Hamilton County

A Behavioral Health Crisis is a situation that disrupts a person's stability, safety, or ability to function and is often related to mental health, substance use, or both.

A Crisis Call for Help can come from anyone: the person in need, a caregiver, a service provider, or a concerned bystander.

Help is available 24/7 — anyone, anywhere, anytime.

Crisis Services offer immediate help to stabilize someone in crisis through triage, de-escalation, support, and intervention in the safest, least restrictive, and most cost effective setting.

Crisis Is Not the End of the Story
it can be the turning point toward a brighter future

In Hamilton County, that future is already here. We have built a continuum of crisis care that ensures people receive help where and when they need it.

With the upcoming opening of the Hamilton County Crisis Center , our community will have a safe place where people in crisis can find immediate help and ongoing support.

From emergency response to longer-term care, the Center is designed to meet people where they are and guide them toward recovery.

Services Will Include

- A 24-hour Receiving Center for immediate support
- A Crisis Stabilization Center for short-term care
- The Engagement Center for individuals struggling with substance use
- The newly funded Tribbe Center, offering longer-term support for those transitioning from the state hospital

In addition, individuals will also have access to primary care services, helping to meet both physical and mental health needs in one location.

Our Crisis Continuum at a Glance

Someone to Call — Crisis lines and call centers connect people to immediate help.

Someone to Respond — Mobile Crisis Teams and crisis-trained first responders.

A Safe Place to Go — Crisis Stabilization Centers and community-based care.

Our Commitment

Making sure that crisis intervention and resolution services are available 24 hours a day—for anyone, anywhere, and anytime.

Our community has the framework in place to respond with compassion and effectiveness at every step. Hamilton County's message is clear: crisis is not the end of someone's journey. With the continuum of care we've built together, crisis can be the moment that opens the door to healing, resilience, and renewed possibility.

— Our 2024 Impact —

Mobile Crisis Team — A crisis call can come from anyone.

6,031 individuals served — *16% increase over 2023*

4,170 on-site responses — *81% within 60 minutes which is above SAMHSA's benchmark*

80% stabilized in the community without higer-level intervention

1,214 individuals received peer follow-up and resource support

*HCMHRSB has funded the **Mobile Crisis Team (MCT)** for more than 40 years. In the past two years, the program has expanded significantly with more staff, peers, upgraded techonlogy, and stronger partnerships with Cincinnati Police, Hamilton County Sheriff's Office, and EMS.*

MCT response is based on the needs of the individual or family, independent or with law enforcement.

Crisis Stabilization Center (Adult)

122 individuals served — *90% discharged successfully to safe community settings*

***The Adult Crisis Stabilization Center (CSC)** provides a safe, therapeutic environment for individuals experiencing a behavioral health crisis or transitioning from hospital care.*

Engagement Center

610 individuals supported — *contributing to an overall decrease in overdose dealths compared to 2023*

***The Engagement Center** is a 24 bed triage and withdrawal management unit for men and women struggling with opiate and other drug addictions. Services include access to Certified Peer Recovery Coaches.*

Turning Crisis into Care

A Local Crisis System Matrix is a simplified overview of a community's behavioral health emergency response system. It maps out the mental health and substance use disorder services that are essential for both responding to current crises and preventing future ones.

Hamilton County HCMHRSB has engaged Key Informant Groups to guide the development of our Local Crisis System Matrix. This collaborative approach ensures that the perspectives of providers, system partners, and community stakeholders shape the way services are identified, coordinated, and improved.

A formal Local Crisis System Matrix resource will be available in early 2026, providing our community with a clear tool to understand current services, identify gaps, and plan for future crisis system enhancements.

The Matrix Serves Three Key Purposes

- **Identification** – Captures all providers and system partners in a defined area who deliver crisis-related services.
- **Understanding** – Helps communities clearly see the existing roles of system partners across the continuum of crisis care.
- **Planning** – Highlights service gaps and supports collaborative planning for system improvements and new service development.

More than 100 informed participants make up the Key Informant Groups including:

- Standalone Call Centers
- Hospitals and Health Systems
- First Responders and Justice Partners
- Mobile Response Teams
- School- and Facility- Based Treatement Providers
- Post Stabilization Providers, Wrap Around Services, Peer Community Organizations, and Faith-Based Partners

Crisis System Matrix Team

In 2022, the American Public Health Association reported that a lack of access to mental health treatment impacted more than 132 million Americans due to a lack of available providers and support staff. The report pointed to a shortage of more than 6,600 mental health practitioners and the need for more qualified workers in all aspects of the field.

Workforce: The Other Behavioral Health Crisis

INsight School-to-Work Program

The INsight School to Work program is a career development initiative designed to address the growing need for a diverse and skilled Behavioral Health (BH) workforce. The program begins with high school juniors and extends through college, creating seamless career pathways into the field.

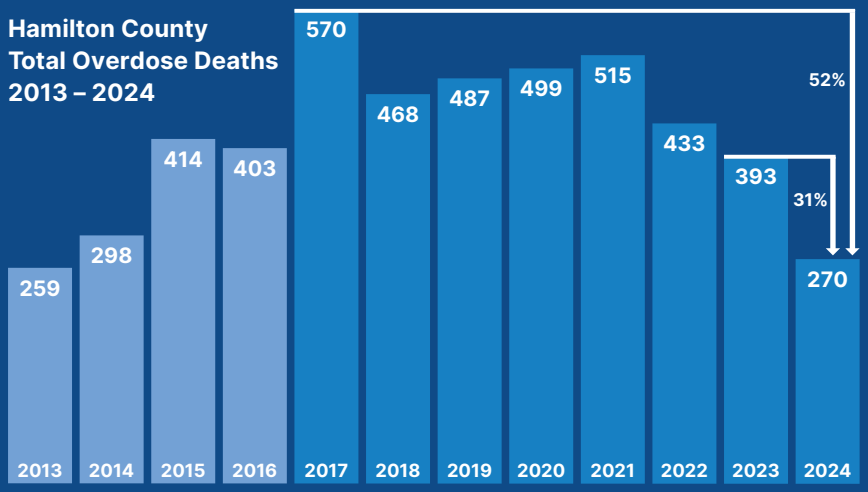
Reading High School Junior-Senior Group with Navigator

The workforce collaborative intiative was funded through Ohio Department of Behavioral Health, the HCMHRSB, and Interact for Health in collaboration with the Workforce Council of SW Ohio, Talbert House, and a network of behavioral health providers collectively accomplished:

- 22 students earned Teen Mental Health First Aid certification; one student has already used the training to help a peer in need.
- 30 students completed the Qualified Behavioral Health Specialist (QBHS) training; one student was granted an extension.
- 138 students participated in experienceships, supported by more than 2,230 paid internship hours with behavioral health providers, healthcare partners, community fire departments, and county justice systems
- 14 scholarships awarded with behavioral health providers, healthcare partners, community fire departments, and county justice systems.
- All 3 pilot schools have added INsight to their official course catalogs and INsight hopes to expand to include exposure to other behavioral health careers.

Beyond Crisis

The opioid crisis in our community created an urgent need for substance use disorder (SUD) treatment and recovery supports.



Overdose deaths in Hamilton County have been steadily declining, driven by a coordinated, countywide effort. More than 50 partners — government departments, non-profits, business leaders, and faith leaders — are working together on prevention, treatment, harm reduction, and drug interdiction.

This sustained cross-sector collaboration is saving lives and strengthening our community's responses.

— 2024 Impact —

Structured Treatment

+ 4,729 individuals — ***received outpatient care***

929 individuals — ***received residential care***

Structured treatment programs for individuals needing support while maintaining daily life activities while residential services include individuals requiring more intensive support and supervision.

Housing

+ 895 individuals — ***received permanent supportive housing***

203 individuals — ***received recovery housing***

Permanent supportive and recovery housing is not only shelter, but also a critical part of prevention and recovery — helping individuals maintain stability, promote recovery, independent and community integration.

Recovery Supports: Access to Wellness (AtW)

297 individuals — ***supported***

HCMHRSB funds recovery supports through five community agencies whose services include: housing assistance — rent, deposits, eviction prevention, unit cleanings; emergency need — food, clothing, IDs, bus passes, CDL licenses, furniture; and after-hours and weekend staffing for in-person support.

We Are Closing the Gaps for Youth Behavioral Health Supports

From school-based prevention to Psychiatric Urgent Care and Crisis Stabilization, we're reducing barriers so youth and families can access effective help when it matters most.

Hamilton County saw growing demand for youth behavioral health services for Transition Age Youth (ages 14- 21), with rising anxiety, depression, and isolation among adolescents.

While schools and community programs are responding, gaps in early intervention and access remain. HCMHRSB expanded funding for workforce development opportunities school-based initiatives, and community partnerships to strengthen prevention and build resilience in youth.

Youth Behavioral Health Prevention services reduce risk factors, strengthen protective supports, and promote overall youth mental wellness in schools and communities.

- **+175 schools served by 10 providers; plus separate outreach at community events**

Child/Youth Behavioral Health Urgent Care Services offer a range of support for the parent and the child in time of crisis. The services can include rapid assessment, crisis intervention and de-escalation, and care and safety planning.

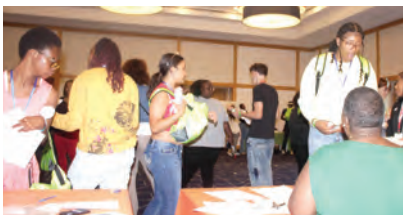
- **185 youth served**

Child/Youth Crisis Stabilization is a short-term (5–14 day) residential service for children and teens in acute emotional or behavioral crisis. It provides 24/7 structured care, therapy, and psychiatric support in a safe, trauma-informed environment.

- **47 youth served**

Transition Age Services. Indepencence City is a simulation activity for transition age youth (ages 14-21) to experience life as an adult with a day full of life skills challenges, workshops, and one-on-one mentoring.

- **131 youth participated in Independence City**



Youth Participating in Independence City

Contract Provider Agencies

1N5

Addiction Services Council

Alternative Living Solutions

Beech Acres Parenting Center

Best Point Education and Behavioral Health

Camelot Community Care, Inc

Center for Addiction Treatment

Central Clinic Outpatient Services

Central Connection
Central Clinic

Cornell Abraxas Group, LLC

Excel Development Co, LLC.

First Step Home, Inc

Freestore Foodbank

G.L.A.D. House, Inc

Greater Cincinnati Behavioral Health Services

Hamilton County Department of
Adult Probation

Hamilton County Department of
Pre-Trial & Community Transitions Services

Hamilton County
Drug Treatment & Recovery Court

Hamilton County Juvenile Court

Hamilton County Sheriff's Department

HER Cincinnati

IKRON Corporation

Foundations for Living

Lighthouse Youth and Family Services

Mental Health America of
Northern Kentucky & Southwest Ohio, Inc

NewPath Child and Family Solutions

Pressley Ridge

PreventionFIRST!

Prospect House

Recovery Center of Hamilton County

Shelterhouse Volunteer Group

Sunstone Life

Talbert House, Inc

Tender Mercies, Inc

The Crossroads Center

UMADAOP
*Urban Minority Alcohol and Drug Abuse
Outreach Program*

Behavioral health crisis care is often the first step on the path to recovery. When paired with strong, community-based services, it creates the foundation for people not just to survive crisis, but to rebuild lives filled with stability, purpose, and connection.

Community Partners

1N5

ABRAXAS
Youth & Family Services

Addiction Services Council
Navigating the Path to Lifelong Recovery

Alternative Living Solutions

BEST POINT
EDUCATION & BEHAVIORAL HEALTH

beechacres
PARENTING CENTER

Camelot
Community Care

CENTER FOR ADDICTION TREATMENT
Recovery Within Reach

Central Clinic
Behavioral Health

Cincinnati Children's

3CDC
CINCINNATI CENTER CITY DEVELOPMENT CORPORATION

CINCINNATI POLICE

COA
Council on Aging

EXCEL DEVELOPMENT CO., INC.

FIRST STEP HOME
HOPE. HELP. HEALING.

FOUNDATIONS FOR LIVING
residential treatment for youth

FREESTORE FOODBANK
FOOD • CONNECTION • HOPE

GLADHOUSE

Greater Cincinnati Behavioral Health Services
Our Work is Life Changing

HAMILTON COUNTY
Addiction Response Coalition

Adult Probation
Dept. of Pre-Trial & Community Transitions Services
Drug Recovery & Treatment Court
Family Children First Councilt
Juvenile Court

HAMILTON COUNTY
DEVELOPMENTAL DISABILITIES
SERVICES

JFS
HAMILTON COUNTY
JOB & FAMILY SERVICES

HAMILTON COUNTY
SHERIFF'S DEPARTMENT

her CINCINNATI
Housing · Education · Recovery

IKRON

INTERACT FOR HEALTH

LIGHTHOUSE
YOUTH & FAMILY SERVICES

MHA
Mental Health America
of Northern Kentucky
& Southwest Ohio

NewPath
Child & Family Solutions

OHIO VALLEY
Goodwill
Industries

PRESSLEY RIDGE

PreventionFIRST!

Prospect House
The Door to a Productive Life

Recovery Center
of Hamilton County

RECOVERY FRIENDLY
HAMILTON COUNTY

shelterhouse

SOJOURNER
Life • Hope • Community

SUNSTONE
DIRECTION • SUPPORT • INDEPENDENCE

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

tender mercies

The Crossroads Center

UC Health

UMADAOP
of Cincinnati, Inc

Workforce Council
of Southwest Ohio

HAMILTON COUNTY
Mental Health &
Recovery Services Board