



2023 Year In Review

The Counseling Center:
Cultivating Hope in Southern Ohio



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The Counseling Center, Inc.

The Region's Leader in Behavioral Health

2023 YEAR IN REVIEW - Miracles Revealed

Our **mission** is to improve the lives of our clients and our community.

We work to heal their mind and body, to inspire and to provide excellent services in alcohol and drug addiction treatment, primary healthcare, recovery support, case management behavioral health, vocational development and to be a resource to all members of the community for outreach, prevention, education, and advocacy.

Together, we can cultivate a community where everyone feels empowered to seek help, access quality care, and thrive.



THE **counseling center**, INC.
we believe in miracles

Transformative & Comprehensive Care.

Our Core Values



Compassion



Stewardship



Quality



Mutual Respect



Honesty, Trust & Integrity



MESSAGE FROM THE CEO



As always, I am truly humbled by the opportunity to represent our agency and to share the exciting happenings within our operation. The calendar year 2023 was definitely a year filled with challenges, but it was also a year full of success, overcoming obstacles, and realizing further miracles. At TCC, our tagline has long been "We Believe in Miracles." The year 2023 was a year full of miraculous growth, success, and impact.

Our team's ability to identify needs and work collectively to meet those needs never fails to impress me. As you read through the following pages that summarize our year in review, I hope you find as much encouragement and pride as I do when considering these success stories and program facts.

TCC is truly a beacon of hope in our region, providing immediate access to care for individuals with mental health, substance abuse, and family counseling needs, and providing top-notch wrap-around services such as primary medical care, vocational development, job placement, transportation, food safety, and housing.

Our Quick Response Team (QRT) continues to aid local emergency responders in their efforts to help those suffering from substance abuse incidents, overdoses, and mental health crises, while our Crisis Center continues to serve the region by helping those in immediate need of mental health counseling, safety, and housing. In addition to our clinical services, our outreach and prevention efforts within the community and local schools continue to help young people navigate the challenging seasons of life.

We at TCC are proud of our commitment to serving the region, ensuring everyone can access quality healthcare, and creating and sustaining jobs that pay well and provide our team members with the opportunity to grow professionally in whatever route they desire. TCC believes in miracles because TCC witnesses those miracles every day - in our clients, our staff, and our communities.



Andy Albrecht,
MA, LPCC-S, LICDC-CS, NCC



2023 A YEAR ROOTED IN COMMUNITY & HOPE



Ending the year, The Counseling Center (TCC) stands strong as a key support in our region. Welcoming over 10 new clients daily and powered by 600+ dedicated staff, we've provided hope and healing, creatively meeting the community's needs for over 43 years. In 2023, TCC's notable achievements include expanding to serve nearly 800 active clients across 4 counties.

Housing Advancements:

Supportive Housing: With a \$3 million investment, TCC launched the renovated Rosemount Inn & Conference Center, offering clean, private rooms and on-site recreational, dining, social, and fitness facilities, supporting around 150 clients.

Independent Housing: A partnership worth \$5 million with Hatcher Real Estate led to two new advanced dorms for Transitional Clients, providing apartment suites for affordable, centrally-located housing that supports independent living skills.

Neighborhood Concerns: In response to community feedback on housing operations' impact in small neighborhoods, TCC's development of the hotel and dorm projects, alongside efforts to sell, vacate, or repurpose existing neighborhood houses, has significantly reduced and improved the community footprint, enhancing safety and efficiency for clients while addressing neighborhood concerns.



Clinical Expansions:

Outpatient Services: Our Community Outpatient team successfully managed a 25% surge in client numbers, expanding access to mental health, family, youth, and substance abuse support services in our area.

Sardinia Expansion: With guidance from local leaders, we transformed a former disabled housing facility into a new residential services unit in Brown County. This center offers residential care in a cozy, mixed-gender setting in the picturesque town of Sardinia, Ohio.

ANNUAL DATA OF INTEREST



TCC is proud to announce that in 2023, we provided vital youth clinical services to 315 children. This number reflects our ongoing commitment to fostering the mental and emotional well-being of our community's youth.



TCC brings nearly \$50 million dollars annually into the southern Ohio region in the form of private insurance, private pay, and Medicaid funding sources alongside smaller state and local grant monies.



TCC has a payroll of over \$30 million annually, creating great-paying jobs with best-in-class benefits and retirement packages for our associates, family members, friends, and neighbors.



TCC provides care to approximately 3,500 clients each year, and is the only comprehensive provider in the region, providing everything from withdrawal management to crisis services, to mental health and addiction treatment, vocational development, transportation, credit repair, financial support, and long-term supportive housing options.

- **Primary Care visits in 2023-12,266**
- **Vocational Courses Completed in 2023-80**
- **GED's Obtained in 2023-16**
- **Job Placements in 2023-76**

Decade of Empowerment:

CRISIS Center Celebrates Ten Years of Transforming Lives



THE **counseling center**, INC.
we believe in miracles

Happy 10 
Years To The
Crisis Center!

www.thecounselingcenter.org

Ten years ago, Portsmouth, Ohio, welcomed the Crisis Center, a beacon of hope and support for many. Celebrating its 10th anniversary, the center has been a key source of empowerment for individuals and families facing life's challenges, leaving a significant mark on the Portsmouth community.

Celebrating Success Together: The Crisis Center's 10th anniversary is a testament to the dedication of its staff, volunteers, donors, and supporters.

Their unwavering commitment has made a world of difference in the lives of countless individuals. As we celebrate this milestone, let's reaffirm our collective commitment to supporting mental health and well-being for all in Portsmouth and beyond.

ROSEMOUNT INN TRANSFORMS:

Welcoming New Beginnings in the Behavioral Health Landscape

TCC introduces the newly refurbished Rosemount Inn as a beacon of hope and healing. Moving past its difficult history, the inn has begun a new chapter, providing tailored services to assist those on their journey toward emotional wellness and recovery in the behavioral health community. A 3-million-dollar investment, this resource creates supportive housing for over 150 clients.



Welcoming New Beginnings: The newly renovated Rosemount Inn signifies more than just a physical transformation. It represents a commitment to Southern Ohio’s behavioral health needs, offering hope, support, and a path toward brighter futures. By fostering a nurturing environment, personalized care, and community integration, the Rosemount Inn empowers individuals to reclaim their lives and rediscover their potential in fresh, congenial, settings equipped with recreational, dining, and garden areas.

TCC EXPANDS ITS WINGS:

Renewed Transitional Living Program Takes Flight



TCC further elevated its Transitional Living Program, underscoring a deepened dedication to supporting individuals in the best possible living environment staffed with 24-hour security and client support personnel.



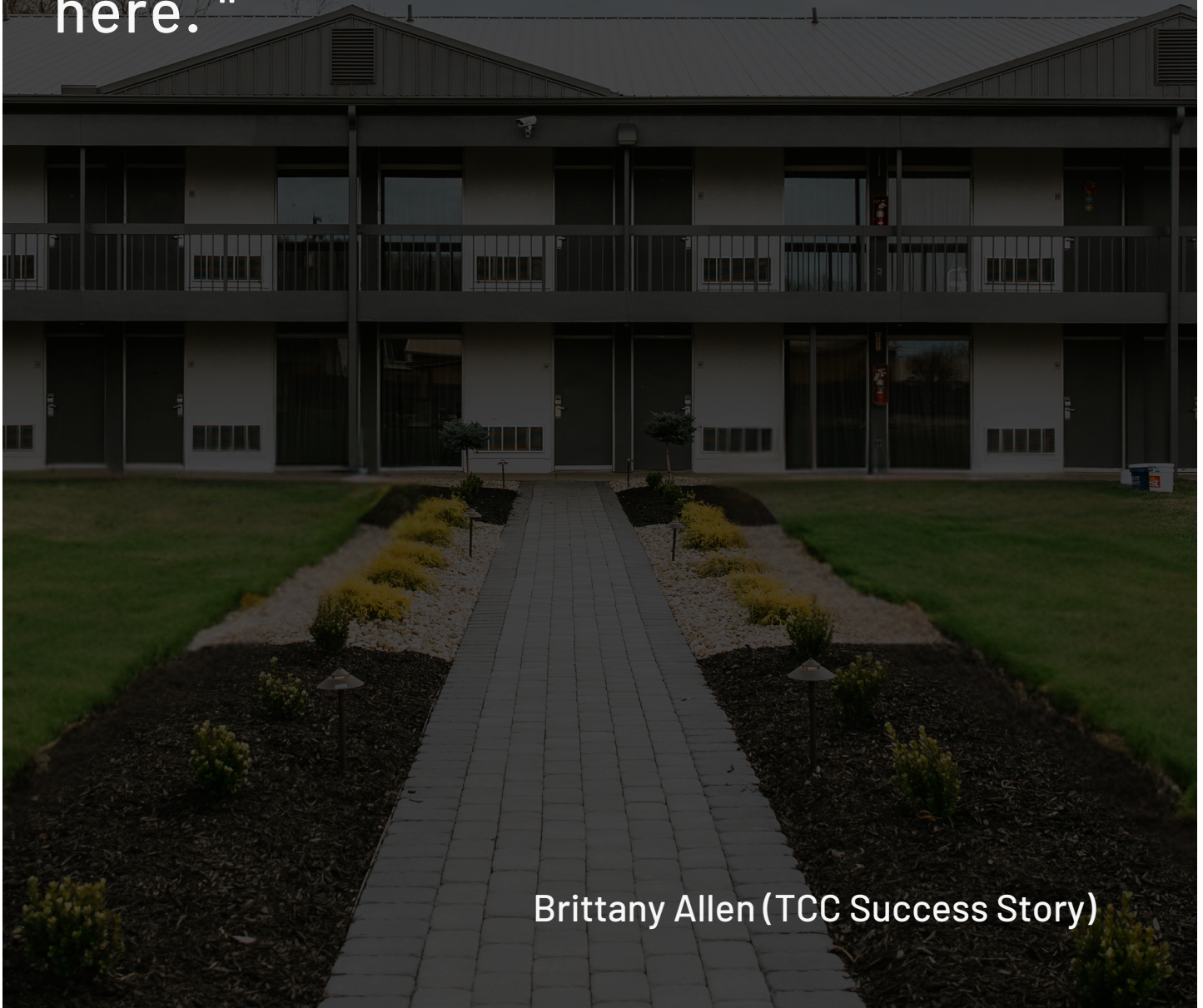
Enhancing Skills for Independent Living: The program not only provides a secure, comfortable residence but also arms participants with crucial life skills for autonomy. This encompasses TCC Transitional Clinical Service and the Success Center, where clients gain skills in daily living, support services like employment aid, case management, community activities, budgeting, adult education, and vocational training. These competencies enable individuals to tackle life's challenges, achieve independence, and ensure long-term recovery, facilitating their successful reintegration into society and ability to sustain an independent lifestyle post-treatment.



"The staff at The Counseling Center has helped me find a recovery plan that works best for me.

I have been able to start getting my life back on track with the love and care of my clinical team and staff here."

Brittany Allen (TCC Success Story)



10TH STREET APARTMENTS SOAR TO NEW HEIGHTS: Partnering with Hatcher Realty for Transitional Living

A Collaborative Vision:

The collaboration between the 10th Street Apartments and Neal Hatcher Realty brings together their respective expertise to create a supportive and empowering environment.

Expanding Opportunities:

The expansion adds 138 beds to the developments, increasing the capacity to serve more individuals who critically need these services. The timely expansion addresses the growing demand for supportive housing, ensuring more individuals have access to this crucial support system.

“ I think the apartments are a wonderful place. They can provide, a safe, clean, start for the clients. I also think these apartments are beautiful, and they add so much to the local community. ”

-Neal Hatcher (Neal Hatcher Realty)



10th Street Apartments' experience in transitional living programs combined with Neal Hatcher Realty's long-standing commitment to the Portsmouth community creates a push for positive change within the region.

Shining Spotlight:

Rhonda Magaw - Championing Mental Wellness at Youth Clinical Services

We proudly shine our spotlight on **Rhonda Magaw**, a dedicated and compassionate therapist at Youth Clinical Services. Rhonda's unwavering commitment to the well-being of young people and her exceptional clinical skills make her an asset to our team and an inspiration to all.

Words of Inspiration: When asked about what motivates her, Rhonda Magaw shares, "Multiple studies indicate a correlation between childhood trauma and substance use disorder. On average, 3 out of every 4 people in treatment for substance use disorder have experienced childhood trauma. However, children have not yet developed the ability to process trauma through words. Play is a child's natural way of communicating with others and expressing feelings. Like the adults in TCC services have process groups to work through trauma, children have play. Play therapy allows children to express their experiences and feelings, modify behaviors, and develop coping skills. So, to make a short quote long, I am motivated to work with youth because helping them heal from their trauma significantly increases their chance of NOT having to come back to TCC as an adult in treatment for substance abuse disorder. It gives them a significantly greater chance to break generational trauma."

- Rhonda Magaw
LPCC-S , LICDC



"Rhonda is not only an amazing counselor, but one of the kindest human beings you can meet. She has helped countless people find recovery from addiction and mental health concerns, and more recently has focused those talents on serving youth across the region. Rhonda is a true legend."

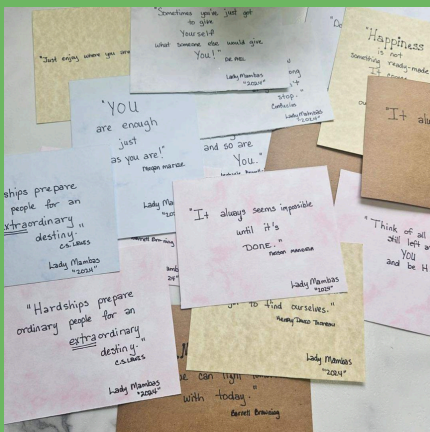
*-Jonathan Brashear,
Director of Mental Health
Services*



Hope Blooms in Sardinia: TCC Opens New Behavioral Health Program



Residents of Sardinia, Ohio, now have greater access to vital substance abuse and mental health services with the exciting opening of TCC's new behavioral health program. In Brown County, TCC provides residential care to those in early-stage recovery in this quiet rural setting.



This initiative marks a significant step forward in ensuring comprehensive support for individuals of all ages and backgrounds in the community. The Counseling Center has now fostered a partnership and collaboration with the Sardinia community.



The Counseling Center would like to thank the Lady Mambas AAU team for spending time with us in our Sardinia operation. The team members delivered pizza, drinks, and snacks while giving inspirational cards to each client. Thank you for your kindness and love. The community support has been overwhelming.

Beacon of Hope: TCC Opens West Union Apartments

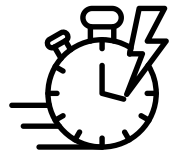
TCC, a pillar of support for individuals facing substance abuse and mental health challenges in West Union, OH, recently unveiled a groundbreaking initiative: supportive housing apartments dedicated to serving the specific needs of residents with behavioral health concerns. This marks a significant step forward in addressing the community's growing demand for holistic and accessible care in secure, comfortable settings.



More Than Just a Roof: These apartments offer more than just four walls and a roof. Each unit provides a safe and stable environment designed to foster healing and growth. Residents benefit from several support services, including:

- The Improved Privacy of an Apartment Setting.**
- Individualized case management:** Tailored guidance and assistance in navigating daily life and personal goals.
- Group support sessions:** Opportunities to connect with peers facing similar challenges and build a sense of community.
- Access to therapy:** Regular sessions with qualified counselors and mental health professionals to address individual needs and promote well-being.

QUICK RESPONSE TEAM



IMPACTING LIVES, BREAKING THE CYCLE:

TCC's Quick Response Teams' work goes beyond saving lives in the immediate aftermath of an overdose.

2023 ANNUAL STATISTIC

- 305 total responses
- 54 entered clinical services
- 14 DOA's (dead on arrival)
- 247 of QRT responses report that they are from Scioto County*

*Remainder reported neighbor county as residents.

Beyond Emergency Response: A Bridge to Recovery!

Unlike traditional emergency medical responders, the QRT focuses on the aftermath of an overdose, offering a crucial bridge to long-term recovery.

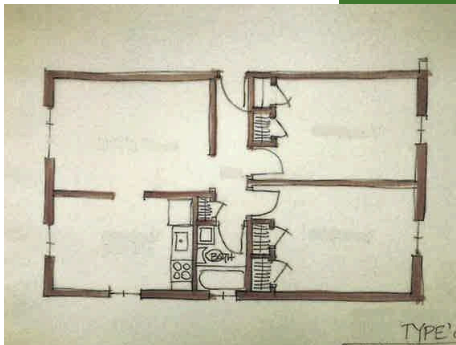
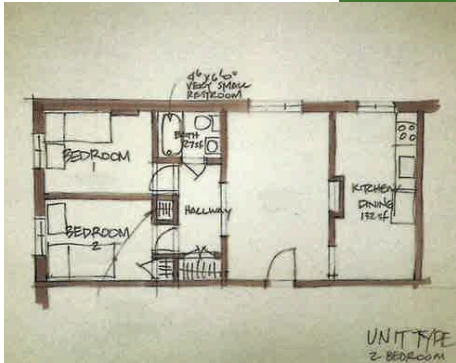
Here's what sets them apart:

- QRT members are CPR-certified and trained to deal with crisis and recovery interventions.
- QRT provides support for mental health and overdose calls on-scene.

Looking Forward: Bright Horizons For The Future

Here's a glimpse into what's on the horizon:

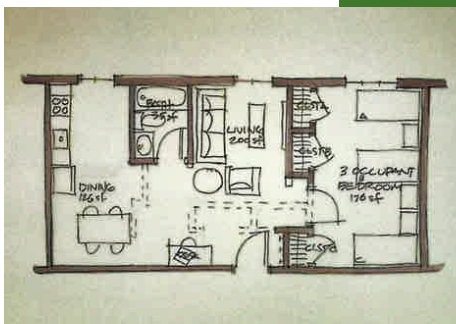
-Expansion Plans: The addition of new apartments in Ironton, OH will allow us to serve a greater number of individuals in need, providing them with the stability and support they deserve.



Ironton Supportive Housing Complex

"Our Ironton Supportive Housing Complex, through coordination with New Avenue Architects and Engineering, will address a major need within the community of Ironton for individuals in behavioral health programming- the need for supervised, safe, and modern supportive housing. Capitalizing on the long-tenured experience of The Counseling Center and New Avenue, this state-of-the-art renovation will, not only, fully renovate a derelict property in the heart of Ironton, but also provide stable and secure housing for more than 30 residents actively engaged in clinical services to improve their lives."

-NICHOLAS MONTAVON
DIRECTOR OF FACILITIES



The Rosemount Inn Kitchen: The highly anticipated \$100,000 renovation of the Rosemount Inn kitchen will provide residents with opportunities for vocational training and on-site employment options, further empowering them on their path to self-sufficiency.

Rosemount Kitchen Renovation

“ The Rosemount Campus kitchen renovation will provide TCC with the opportunity to safely and efficiently provide meals on-site through a fully compliant, clean, and well-organized operation. Hand-in-hand with our certified and trained Food Services team, this renovation project will create a more streamlined approach to meal provisions for the clients that we serve; both reducing the current operational costs while improving the overall quality of the service provided. ”

-NICHOLAS MONTAVON
Director of Facilities



Enhancing the Client Experience: Optimizing Facilities for Client Care

“The TCC Facilities department is excited to build upon the success of a newly renovated MOPS (minimized, organized, polished, and safe) program to further elevate the standard for both Clinical and Supportive Housing facilities. Striving for success, the MOPS program is fostering a collective "Team TCC" approach to facility management and, as a result, helped to promote monthly improvement initiatives, highlight areas of concern with an increased sense of urgency, and create new opportunities for TCC to both shine and lead the industry. The TCC Facilities department fully intends to "double down" in the coming year to raise the bar for all clinical and housing facilities and is looking forward to sharing those results as we go because, when we are winning- our clients are winning, and that's why we do what we do.”

Next Steps on Mitchellace: Counseling Center Renovates Former “Mitchellace”

2024 brings in new air and a renewed focus for The Counseling Center. After a period of prioritizing other initiatives, The Counseling Center has reinvigorated its commitment to the long-awaited revitalization of the former Mitchellace building, the once-proud Shoelace Factory that holds a special place in Portsmouth’s history.

Rebuilding Hope, Brick by Brick:

The Mitchellace project represents more than just a physical renovation. It signifies a dedication to:

-**Expanded Services:** The revitalized Mitchellace will provide a central hub for all Counseling Center services. This will eliminate the inconvenience of scattered locations and streamline access to primary care, and behavioral health.

-**A Beacon of Stability:** The historic building, once a symbol of Portsmouth’s industrial strength, will be reborn as a symbol of hope and stability. It will offer a safe space for individuals seeking a fresh start.

-**Community Investment:** The project aims to involve local businesses and residents in the \$20,000,000 rebuilding process, fostering a sense of community ownership and pride in the Counseling Center’s mission.



COMMUNITY PARTNERS AND SUPPORTERS

New Boston Eagles

Coleman's Landscaping

Bob & Floyd Tire

Tom Porginski

Jack and Sheri Spencer

Darren Mault

Jeff Knittell/ Portsmouth Raceway

Pallotine Sisters Foundation of Huntington

Gampp's Lawn Equipment

Staker's Sales & Service

Neal Hatcher Real Estate

KC Printing

PSKC

Shawnee State University

Sandlin Realtors

Toro Loco Portsmouth

Vandervort Ace Hardware

Glockner Family of Dealerships

Patties and Pints

Thompsons Plumbing

Main Street Portsmouth in Bloom

Scioto Foundation

Scott Furniture Moving

Jenkins Family Enterprises

5/3 Bank

Keystone Printing

Bihl Office Supplies

Friends of Portsmouth

Peoples Bank

The Happy Pot

The Vault

Desco Federal Credit Union

Morton's Pharmacy

Franklin Furnace Pharmacy

Portsmouth Pickle Ball Club

Valley Wholesale Foods

Scioto County Welcome Center

Steve's Lock and Key

SOMC Life Center

Mix 99.3 FM/Hometown Radio of Portsmouth

WIOI Music of Your Life 1010AM

Robnette Fire Protection

VFP Fire Protection

Tow Path Ready Mix

American Producers

Sun Sign Company (Wheelersburg)

Advance Auto Parts

K&K Cleaning



WE BELIEVE IN MIRACLES.

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