

Greater Cincinnati Behavioral Health

WELCOME

A Place to Grow, Thrive & Evolve



Mapping out the road to success

975 Kingsview Dr., Lebanon, OH 45036 | 513-228-7800

953 South S. Street, Wilmington, OH 45177 | 937-383-4441

WELCOME PACKET

Client Onboarding Welcome Handbook

Welcome

WE ARE HAPPY TO WORK WITH YOU!

We are delighted to welcome you to our community and are eager to support you as you embark on this important journey. This comprehensive information packet has been thoughtfully designed to give you a detailed overview of our organization, including our core mission, values, and the impactful counseling services and programs we offer. Within this packet, you will find an outline of the various resources available to you, including group and individual counseling options tailored to meet diverse needs. We encourage you to read all information carefully.

Caroline Curtis, MS

HI, I'M *Caroline*

Grow Thrive Evolve

Caroline Curtis completed her graduate counseling program at John Carroll University. Her clinical and research endeavors focus on substance use and associated mental health disorders, which may include mood disorders such as depression and bipolar disorder, as well as anxiety disorders, including generalized anxiety disorder, social anxiety, panic disorder, post-traumatic stress disorder, and obsessive-compulsive disorder. Additionally, Caroline is committed to continuous professional development, ensuring she remains at the forefront of best practices and emerging treatments. This commitment enables her to provide clients with informed, evidence-based therapeutic solutions accurately tailored to their needs.

CAROLINE CURTIS, MS

Caroline is committed to continuous professional development, ensuring she provides clients with informed, evidence-based therapeutic solutions tailored to their needs.



EXPERIENCE

Board Certified Counselor

Caroline has significant experience in various institutions, where she has refined therapeutic modalities in behavioral health. She has effectively supported at-risk adults and adolescents, individuals with severe mental illnesses, families impacted by addiction, and adolescents in crisis.



EDUCATION

MS degree

Caroline Curtis is a graduate of John Carroll University, where she specialized in counseling focused on substance use and co-occurring mental health disorders. She is board certified and committed to ongoing education and training, ensuring the delivery of high-quality therapeutic practices and care.



EXPERTISE

Substance Use and Co-occurring
Mental Health Disorders

Caroline Curtis specializes in addiction, substance use and co-occurring mental health disorders. She uses various therapy modalities, including cognitive behavioral therapy, to deliver effective, individualized care.

OUR SERVICES

SERVICE HIGHLIGHT

Our outpatient treatment programs are thoughtfully structured to provide essential support for individuals facing substance use and co-occurring mental health disorders, allowing them to participate in their daily activities while receiving effective treatment. Programs accommodate various personal and professional responsibilities.

- ✓ Comprehensive services include individualized therapeutic sessions.
- ✓ Groups aimed at promoting recovery and personal growth.
- ✓ Employment services available for qualified clients.
- ✓ Substance use and Mental Health counseling for adults and adolescents.



WHY CHOOSE US

The journey of restoring health is a collaborative endeavor, highlighting a vital partnership between the provider and the client. We offer this dynamic model of care to all clients which has gained significant prominence and is widely referred to as person-centered treatment. Our commitment to treating clients on a personal level is paramount.

SERVICE *Details*

COMPREHENSIVE CARE

Substance Use Disorders, Mental Health, Psychiatric, Medication Assisted Treatment, Employment Services, Referral Services and Related Services offered all in one place. We work with individuals, families, adults, children, and people with conditions both chronic and acute. We've taken a holistic approach, creating programs that help our clients.



TREATEMENT

We implement evidence-based practices tailored to the unique needs of each client, recognizing that recovery is a gradual process that unfolds one day at a time.



OUR COMMITMENT

Every program is an extension of the GCBHS mission: To ensure people with mental illness, addictions, and related challenges lead healthy and productive lives.

GCBHS is about helping the whole person. Through our services, we educate our clients about mental illness and addiction, teach them strategies to manage symptoms and medication, empower them to develop natural social supports, work with them to obtain and maintain employment, and encourage them to become naturally involved in their community.

PROGRAM *Details*

OUTPATIENT PROGRAMS

The programs feature a comprehensive range of services, including individualized therapeutic interventions, meticulous medication management, and engaging support groups, all aimed at promoting recovery and personal growth.

- Individual Counseling Services
- Group Counseling Services
- Adolescent Recovery Management
- Adult Recovery Management
- Women's Counseling Services



OVERVIEW

These resources we offer are particularly beneficial for individuals who have successfully completed more intensive treatment levels, such as inpatient care, and continue to seek support while navigating their recovery journey. Unlike traditional inpatient facilities, these programs offer the flexibility of attending scheduled sessions without the requirement of full-time residency, thereby accommodating various personal and professional responsibilities.

NEXT STEPS

Upon the completion of the outpatient program, each participant will undergo a thorough reassessment to clearly determine the next steps in their recovery process. This assessment may result in the formulation of a customized aftercare treatment plan tailored to the specific needs and circumstances of everyone. Such an approach ensures that participants have continued access to the support and resources necessary for achieving sustainable progress and reaching their recovery goals.

COMMUNICATION



BUSINESS HOURS

Monday - Friday 9AM - 4PM EST

Saturday -Sunday: Closed

CONTACT INFORMATION

Email: ccurtis@gcbhs.com

Phone Number Cell: 513-620-1477

Lebanon Office: 513-228-7800

Wilmington Office: 937-383-4441

REFERRED CONTACT METHOD

Our counseling is a way to assist clients through personal difficulties that may affect or hinder their daily life experiences. A referral does not represent an endorsement or formal relationship between the referral source and the organization. All referrals are at the discretion of the organization and are voluntary on the part of the client. If you have an emergency call 9-1-1. If you need to talk to someone regarding a mental health crisis you can call 9-8-8.

RESPONSE TIME

All calls will be returned within 24 business hours, Monday to Friday (excluding holidays). If the counselor is unavailable, a supervisor's contact number will be provided. Texting is only for appointment cancellations or urgent matters. The counselor will text for rearranging or canceling appointments but not for communication. Please call the counselor direct for all other communication. Telehealth appointments can be scheduled if necessary.

THERAPY OVERVIEW

Therapy is a personal journey and each individual's path looks a little different. That said, here is a general overview of what our early sessions may look like.



GOAL SETTING

TREATEMNT GOAL PLANNING

We will establish SMART goals—Specific, Measurable, Achievable, Relevant, and Time-bound. This approach enables clear and attainable objectives with defined deadlines, ultimately enhancing the likelihood of success.

SESSION 1

FOUNDATION

We will establish a safe space for you to share your reasons for seeking therapy and your goals. Together, we will create a clear plan and I will outline my effective methods to help you achieve the results you seek.

SESSION 2

EXPLORE & DEVELOP

We will explore the key patterns influencing you and define healing and growth for your journey. You will start to develop insights and tools to better understand yourself and your needs..

ONGOING

GROWTH & CHANGE

Therapy evolves into a collaborative space that can be reflective or challenging. We'll revisit and adapt goals as needed. My role is to support you with compassion, honesty, and commitment to your progress.

REASSES

PLAN

We will reassess to define the next steps in your recovery, resulting in a tailored aftercare plan and the support needed for sustainable progress.

THERAPY EXPERIENCE

Follow the steps below to get most effective therapy progress.

NOTE: The following are a few suggestions to help make your therapy experience most effective.

- ☐ Before your scheduled appointments, consider writing down questions, topics, or issues you would like to focus on in each session.
- ☐ Communicate your expectations to me so we work together as a team toward your goals.
- ☐ Provide ongoing feedback to me so I know how you are doing (i.e., “I want to focus on managing my anger more,” or “I enjoy relaxation exercises”).
- ☐ If you want to increase or decrease the frequency of your sessions, or end therapy, please communicate that to me.
- ☐ If you want to bring a spouse/partner, relative, or friend in with you for your session to work on interpersonal issues, feel free to do so. Please discuss it with me prior to their arrival.
- ☐ If you have another professional involved in your care (e.g., family physician, psychiatrist, chiropractor, etc.), I am happy to coordinate care.
- ☐ Commit to attending therapy regularly for as long as you need. Waiting for a crisis makes it harder to develop lasting coping skills.
- ☐ If for any reason you would like to see a different therapist, please let me know. I can provide you with therapists recommendations.
- ☐ If you have thoughts of harming yourself or others, please tell me. We need to create a safety plan. Also, let me know if someone is hurting you so we can keep you safe.

CONFIDENTIALITY

The personal counselors adhere to Federal and State laws and professional ethical standards. Counseling records are confidential, maintained and stored in secured cabinets with access restricted to personal counseling staff, and may only be released when mandated by a court or authorized by your signature (or that of your legal representative), with some exceptions. We are legally required to disclose information in some situations to protect people from harm, even though that requires revealing some information about a client's treatment. The following situations are exceptions to confidentiality:

If we believe that a client is threatening serious harm to another person, we are required to take protective actions, which may include but is not limited to, appropriate CCS personnel, notifying the potential victim, notifying the police, or seeking appropriate intervention.

If a client threatens to hurt him/herself, we may be required to contact others who can help provide protection from harm.

If we learn from first-hand knowledge that a child or incapacitated adult is being abused, we may be required to file a report with an appropriate agency.

If your records are requested by a proper subpoena or court order, we may be required to turn your records over to the court.

In addition, confidential counseling information may be disclosed where necessary for administrative supervision, clinical supervision, consultation, or other internal administrative functions – such as the Student Concerns Committee. Counselors reserve the right to verify attendance in counseling when there is a referral initiated by an administrator, faculty or staff.

RISKS AND BENEFITS OF COUNSELING

There is a possibility of benefits and risks when participating in counseling. The risks may involve the remembering of unpleasant events and may arouse strong emotions. Counseling may also impact relationships with significant others. The benefits of counseling may be an improved ability to relate with others; a clearer understanding of self, values, goals; increased academic productivity; and ability to deal with everyday stress. You and your personal counselor will work together to determine the pace and form of treatment to minimize the risks while maximizing the benefits of counseling.

LOCATION HOURS AND EMERGENCIES

Counselors are available Monday – Friday 9:00 am –4 pm at the Lebanon and Wilmington Office (may vary per counselor).

The address for the Lebanon Kingsview Office is:
975 Kingsview Drive, Lebanon, OH 45036 (office 513-228-7800).

The address for the Wilmington Office is:
953 S. Street, Wilmington, OH 45177 (office 937-383-4441).

For after-hour emergencies you may contact the 24-hour crisis line at 988, National Suicide Prevention Lifeline at 1-800-273-8255, 911 or go to the nearest hospital emergency room.

APPOINTMENTS

We understand that life can be unpredictable, and there may be times when you are unable to keep your counseling appointment. If this happens, we kindly ask that you call 5 to cancel at least 24 hours in advance or as soon as possible. Your personal counselor is committed to your well-being, and if they cannot meet with you, we will reach out to reschedule your session with another counselor if needed.

We also want to emphasize the importance of attendance in your counseling journey. If there are three unexcused cancellations, we may need to close your file, as consistent attendance is crucial for your progress. Similarly, if you arrive late for a maximum of three sessions, we may have to assess your eligibility for continued counseling or determine the appropriate level of care for your needs.

Please remember that sessions begin promptly at their scheduled times, and we allow a brief five-minute courtesy wait. After this grace period, we may need to reschedule your session. We appreciate your understanding and commitment to your counseling process, and we are here to support you every step of the way.

EMAIL

With respect to electronic mail (e-mail), be cautioned that e-mail is not a confidential means of communication. Furthermore, the Office cannot ensure that e-mail messages will be received or responded to if the personal counselor is not available. E-mail is not the appropriate way to communicate confidential, urgent or emergency information

TELEHEALTH GROUP AND INDIVIDUAL SESSIONS

We understand that life can be unpredictable, and there may be times when you are unable to keep your counseling appointment. If this happens, we kindly ask that you call to cancel at least 24 hours in advance or as soon as possible. Your personal counselor is committed to your well-being, and if they cannot meet with you, we will reach out to reschedule your session with another counselor if needed.

We also want to emphasize the importance of attendance in your counseling journey. If there are three unexcused cancellations, we may need to close your file, as consistent attendance is crucial for your progress. Similarly, if you arrive late for a maximum of three sessions, we may have to assess your eligibility for continued counseling or determine the appropriate level of care for your needs.

Please remember that sessions begin promptly at their scheduled times, and we allow a brief five-minute courtesy wait. After this grace period, we may need to reschedule your session. We appreciate your understanding and commitment to your counseling process, and we are here to support you every step of the way.

If a call drops or if you are unable to re-enter the session
If you are engaged in activities such as working or grocery shopping
If you are in a running vehicle or with others present
If distractions arise, such as cooking, shopping, or being outdoors
If you are not in a single, quiet room free of distractions
If you are eating during the session or texting during a session
If outside calls are made during the session

If you find yourself in a location other than a quiet room or are occupied by other activities, we may need to disconnect to ensure the best experience for everyone.

GROUP NORMS

Group norms in group counseling are the shared expectations and guidelines that govern how members interact and behave within the group setting. These norms help create a safe, productive, and therapeutic environment. Key aspects of group norms in counseling:

Confidentiality: What is shared within the group stays within the group.

Respect and Non-Judgment: Members are expected to be respectful of each other, avoid interrupting, and refrain from judging others' experiences.

Active Participation: Encouraging everyone to share their thoughts and feelings but also respecting the right to remain silent.

Honesty and Openness: Sharing experiences and feelings honestly and openly, while avoiding giving unsolicited advice.

Attendance and Punctuality: Regular attendance and arriving on time are important for group cohesion and progress.

Listening Skills: Actively listening to others without interrupting and showing empathy.

Focus on the Present: Discussing current feelings and experiences rather than dwelling on the past.

Appropriate Communication: Using respectful language and avoiding offensive or disruptive behavior.

Avoiding Exclusive Relationships: Discouraging close relationships between group members outside of the group sessions.

IN-GROUP EXPECTATIONS

We prefer that you limit the use of cellphones during group to make sure the group is private and to help limit distractions. •

Group is a judgment-free zone. Try not to use terms such as “good” or “bad” when talking about yourself or others. Instead, try using words such as “healthy” or “adaptive.” •

It's tough to start sharing in group – but it's worth it! The more you share, the more we can offer support and feedback. Group is a safe place to practice healthy and effective relationships. •

Feedback is used to support and relate to each other. Our goal isn't to “fix” anyone. We want to understand and support each other. One way to help is to share things that worked for you in the past such as by saying, “when I experienced that, this helped me” to offer support. •

If you experience moments of strong, painful thoughts or feelings during group, first use your skills to help tolerate the distress until it lessens. If needed, you can signal to the group leader that you'd like to step out of the room to practice using a coping skill until it improves. As we practice healthy relationship skills together, we encourage group members to actively set boundaries around difficult topics. For instance, it's ok to ask, “Can we change the subject?” There is no pressure to share why you need to set that boundary.

Be aware of language, tone of voice, and details that might be upsetting to others. This includes discussing inpatient/residential treatment experiences, use of profanity, or other potentially triggering content.

Tissue rule – feel your feels. In therapy we encourage you to feel your feelings. It's a safe place. Tissue boxes are placed strategically around the room.

CLINICAL RECORDS

The organization uses a well-organized clinical Electronic Medical Record (EMR) system to securely collect, document, and store treatment-related information. This system ensures confidentiality, easy access, and compliance with record retention policies. Documentation may be physical or electronic, though all client records are currently electronic, ensuring legibility. Staff use secure electronic PINs as signatures. The EMR vendor complies with HITECH laws, ensuring top-level data protection. When clients request records, the process may take up to 4 weeks from the date of a written request and must include a release form, recipient details, specific records requested, and contact information for the recipient prior to processing record request.

TREATMENT APPROACH

We provide premier treatment options for individuals and families grappling with substance use disorders and mental health challenges. Our organization is committed to not only transforming lives but also fostering familial healing through comprehensive support and care. We implement evidence-based practices tailored to the unique needs of each client, recognizing that recovery is a gradual process that unfolds one day at a time. Our dedicated team of professionals provides a compassionate environment that empowers clients and their loved ones to navigate the complexities of recovery, ultimately promoting lasting wellness and resilience within families and communities.

MAIN AND ADMINISTRATIVE OFFICE

1501 Madison Road
Cincinnati, OH 45206; Metro bus lines 11, 24, 31
(513) 354-5200

AMELIA OFFICE

43 E. Main Street
Amelia OH 45102
(513) 947-7000

BATAVIA OFFICES

1074 and 1088 Wasserman Way
Batavia, Ohio 45103
(513) 735-8100

MILFORD OFFICE

512 High Street
Milford OH 45150; Metro bus lines 28, 29x
(513) 947-7000

WILMINGTON OFFICE

5953 S. South Street
Wilmington, Ohio 45177
937-383-4441

LEBANON OFFICE

975 Kingsview Drive
Lebanon, Ohio 45036
513-228-7800

What to bring for new intake visits:

Most locations require a photo ID, proof of healthcare coverage if any, proof of residency, and proof of income.

PLEASE NOTE: Not all services are available at all locations. Please call ahead to determine availability.

CLIENT CENTERED-EXPERIENCE

If this is your first time in therapy, it's normal to feel nervous. Starting therapy can mean different things to different people, but it often requires courage and hope.

You may have doubts or questions. You might think "It means something is wrong with me," but remember, nothing is "wrong" with you. Avoiding problems can make them worse. Talking about feelings can be helpful for everyone.

By choosing to address what stresses you, you've made an important decision. In our sessions, you will have a private space to think and connect your past with your present.

Therapy gives you the freedom to discuss difficult topics that might be hard to share with others. Through our work, you can feel more at ease with yourself and your relationships.

You might wonder what happens during sessions or worry about being judged. These feelings are normal. I will help you go at your own pace, and we will build a trusting relationship. I'm here to help you understand your experiences, not to judge you.

If you are returning to therapy, that's significant. You likely have a sense of what you need. I want to hear about your past experiences so we can continue what worked well.

Feel free to ask questions and share your thoughts. You can expect kindness and support from me as we create a trusting environment together. I'm glad you've chosen to work with me.

Best,
Caroline Curtis, MS

TREATMENT

Client Onboarding Welcome Handbook

TREATMENT PLANNING

Grow Thrive Evolve

Treatment is your time to take charge of your growth. It's where you set powerful, SMART goals and break them into achievable steps—each one bringing you closer to the life you want. With a clear timeline and a strong commitment, progress becomes not just possible, but inevitable.

Your success is built on the work you do both in and out of sessions. Every time you practice a coping skill, reflect on your progress, or reach for a tool in your personal strategy toolbox, you're building resilience and strength. A growth mindset is your secret weapon—it helps you turn challenges into opportunities and setbacks into stepping stones.

Treatment planning is your chance to map out your vision for change. This is your journey, and you have the power to shape it. Let's make it count.

TREATMENT METHODS & EVIDENCE-BASED PRACTICES

Addiction and substance use is different for every single person experiencing it. Factors like co-occurring mental illnesses, trauma, and the severity of substance use mean that each patient requires a tailored treatment plan. To further this goal, professionals utilize a variety of evidence-based approaches when treating drug and alcohol addiction. This non-exhaustive list covers the most common methods used by rehabilitation centers and private practices nationwide.

- Cognitive-Behavioral Therapy (CBT)
- Counseling Individual and Group
- Dialectical Behavioral Therapy (DBT)
- Experiential Therapy Eye
- Movement Desensitization and Reprocessing (EMDR)
- Family Treatment Approach
- Motivational Interviewing
- Psychodynamic (Supportive-Expressive Therapy
- Relapse Prevention
- Twelve-Step Facilitation (TSF)

According to National Association of Treatment Providers
<https://www.naatp.org/addiction-treatment-resources/treatment-methods>

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COGNITIVE BEHAVIORAL THERAPY (CBT)

Cognitive-behavioral therapy, abbreviated as CBT, is a type of psychotherapy. This conversational approach involves structured one-on-one sessions with a mental health counselor. CBT therapists aim to reshape patients' negative thoughts: a change that empowers those in recovery to meet life's challenges.

CBT can be a very effective treatment for mental disorders and addiction, either alone or in combination with other therapies. It helps those in early recovery to manage symptoms, prevent relapse, learn coping mechanisms, and overcome emotional trauma.¹ Through a goal-oriented approach, CBT participants will discuss thoughts and feelings with their therapists. Sessions cover topics like resilience, stress management, assertiveness, and relaxation.

EYE MOVEMENT DESENSITIZATION AND REPROCESSING

Eye movement desensitization and reprocessing (EMDR) is a psychotherapeutic treatment designed to address the emotional distress and symptomology associated with trauma.³ More than 30 positive controlled outcomes studies have been done on EMDR therapy since its creation in the 1980s.

EMDR is an eight-phase treatment involving the combination of eye movement and a variety of other elements. It requires participants to consider three time periods: the past, present, and future. By analyzing past trauma, patients work through current distress and develop the attitude required for positive future actions

COUNSELING: INDIVIDUAL AND GROUP

Individual Counseling: By speaking with a licensed counselor on a one-on-one basis, a person in recovery can gain a better understanding of their addiction and the factors contributing to it. This approach is also called “talk therapy.”

Group Counseling: In group therapy, recovering individuals share their stories and learn from the experiences of others, decreasing feelings of loneliness and isolation common to active addiction. These meetings are sometimes called “process groups.”

DIALECTICAL BEHAVIORAL THERAPY (DBT)

Developed in the 1980s as a treatment for borderline personality disorder, dialectical behavior therapy is a type of CBT focused on behavioral skill development. These lessons equip participants with in-the-moment tools to manage emotions, improve relationships, resolve conflict, and handle stress. Outcomes data indicates that DBT successfully treats addiction and various mental health diagnoses.²

Through individual therapy sessions and group education, dialectical behavior therapy promotes skill-building in four key areas.

1. Mindfulness – Accepting and being present in the moment.
2. Distress Tolerance – Coping with negative feelings rather than seeking to escape them.
3. Emotion Regulation – Learning to manage and change intense, problematic emotions.
4. Interpersonal Effectiveness – Becoming more assertive and prioritizing self-respect.

EXPERIENTIAL THERAPY

When most people picture addiction treatment, they think of traditional talk therapy: a series of conversations spread over several sessions.

However, hands-on learning can also be a powerful tool for those in early recovery. Experiential therapy is effective for the treatment of substance use disorders because it deeply engages the patient's emotions.

Participants explore subconscious thoughts and feelings through guided imagery, role-playing, and other activities. In this way, people who cannot articulate complex emotions (or convey the details of their trauma) may begin processing them. Examples of experiential therapy include:

- Art therapy
- Music therapy
- Equine therapy and other animal-assisted therapies
- Creative writing or poetry therapy
- Adventure therapy (wilderness expeditions, ropes courses, ziplining)
- Play therapy
- Drama therapy (psychodrama)

FAMILY TREATMENT APPROACH

Family involvement is key to the resolution of any chronic health issue, and addiction is no exception. Because everyone close to the patient experiences the harmful effects of substance use, the primary challenge of rehabilitation is broadening the treatment focus from the individual to the entire family.⁴

In family therapy, a counselor facilitates discussions and problem-solving sessions with the entire group, as well as with select individuals or subgroups. In many cases, an educational component is included so that spouses, siblings, parents, and children better understand the disease model of addiction.

MOTIVATIONAL INTERVIEWING

Building upon Carl Rogers' person-centered approach, motivational interviewing is a counseling method that incentivizes participants to change their behavior. It is most effective for the treatment of addiction and the management of physical illnesses and ailments.

Through motivational interviewing, therapists inspire patients to alter behaviors that negatively impact their health.⁵ This modality is ideal for addicted individuals who are unmotivated or unprepared for change. It is also effective when treating those who are hostile to the idea of transformation.

PSYCHODYNAMIC (SUPPORTIVE-EXPRESSIVE THERAPY)

Psychodynamic therapy draws from the theories of psychoanalysis. This modality helps patients boost awareness of unconscious thoughts and behaviors, develop insights into motivations, and resolve conflicts.

Psychodynamic therapy consists of open conversation about current concerns, fears, desires, and goals.⁶ It is distinguished from similar modalities by its emphasis on overcoming contradictory feelings. Processing these repressed emotions empowers patients to understand how their past affects their current decision-making, behavior, and relationships.

RELAPSE PREVENTION

All addiction treatment programs focus on preventing relapse, but the term “relapse prevention” refers to a specific intervention. A skills-based, cognitive-behavioral approach, relapse prevention seeks to identify potentially triggering situations and provide tools to overcome them.⁷

Relapse prevention strategies include:

- Challenging positive expectations surrounding substance use.
- Developing coping skills that address potential relapse triggers.
- Learning how to say “no” in a clear, assertive way.
- Planning for emergencies: sudden, intense urges and cravings.
- Reinforcing confidence in the ability to abstain from drug and alcohol use.
- Participating in the cognitive restructuring of thinking traps and cognitive distortions.

TWELVE-STEP FACILITATION (TSF)

This type of facilitation is an engagement strategy designed to inspire active affiliation with twelve-step self-help groups. The three key ideas of twelve-step facilitation are acceptance of the disease model of addiction, surrender of oneself to a higher power and adherence to recovery activities, and active involvement in AA or NA meetings and related activities.⁸

This approach helps clients achieve lasting recovery, connects them with a community of supportive peers, and provides access to a judgment-free environment.

SMART GOALS

Client Onboarding Welcome Handbook

WHAT ARE SMART GOALS?

- Statements of the important results you are working to accomplish.
- Designed in a way to foster clear and mutual understanding of what constitutes expected levels of performance and successful professional development

WHAT IS THE SMART CRITERIA?

- **S** Specific What will be accomplished? What actions will you take?
- **M** Measurable What data will measure the goal? (How much? How well?
- **A** Achievable Is the goal doable? Do you have the necessary skills and resources?
- **R** Relevant How does the goal align with broader goals? Why is the result important?
- **T** Time-Bound What is the time frame for accomplishing the goal?

SMART

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HOW DO I DECIDE THE RIGHT SCOPE FOR MY SMART GOALS? (HOW BIG? HOW MANY?)

SMART goals are meant to address all of your major job responsibilities. Remember, goals are intended to focus attention and resources on what is most important so that you can be successful in achieving your priorities. SMART Goals are goals for your day-to-day job.

- Common types of goals are to:
- Increase something
- Make something or Improve something
- Reduce something
- Save something
- Develop someone (yourself!)

WHERE TO START?

Start by thinking about your whole job and the broad areas (or “buckets”) of responsibility and results for which you are accountable.

2. Develop a goal statement for each bucket. To get the scope right, remember to focus on end results not tasks.
3. Goals should be high level enough to encompass the core outcomes for which you are responsible, but specific and clear enough so you will be able to measure success.
4. Goals should be on-going job responsibilities and any new projects, assignments, priorities, or initiatives that are specific to this performance cycle.
5. Having too many goals can be an indicator that your goals are scoped at too low a level and are focused more on tasks than on end results.
6. If it seems that your goals are becoming too numerous and task-oriented, it may be helpful to consider combining several goal statements into a broader outcome area.

HOW TO WRITE YOUR S-M-A-R-T GOAL

S – Specific When setting a goal, be specific about what you want to accomplish. Think about this as the mission statement for your goal. This isn't a detailed list of how you're going to meet a goal, but it should include an answer to the popular 'w' questions:

Who – Consider who needs to be involved to achieve the goal (this is especially important when you're working on a group project).

What – Think about exactly what you are trying to accomplish and don't be afraid to get very detailed.

When – You'll get more specific about this question under the "time-bound" section of defining S.M.A.R.T. goals, but you should at least set a time frame.

Where – This question may not always apply, especially if you're setting personal goals, but if there's a location or relevant event, identify it here.

Which – Determine any related obstacles or requirements. This question can be beneficial in deciding if your goal is realistic. For example, if the goal is to open a baking business, but you've never baked anything before, that might be an issue. As a result, you may refine the specifics of the goal to be "Learn how to bake in order to open a baking business."

Why – What is the reason for the goal? When it comes to using this method for employees, the answer will likely be along the lines of company advancement or career development.

“S” ACTIONS MAY INCLUDE:

These imply the direction that you want a result to move in, but don't do much to explain the role or specific action that you will take to accomplish this change.

Improve	Start	Write
Reduce	Spend	Process
Increase	Practice	Eliminate
Manage	Join	Maintain
Begin	Save	Reconcile
Attend	Evaluate	Build
Find	Produce	Communicate

M - MEASURABLE

What metrics are you going to use to determine if you meet the goal? This makes a goal more tangible because it provides a way to measure progress. If it's a project that's going to take a few months to complete, then set some milestones by considering specific tasks to accomplish. Milestones are a series of steps along the way that when added up will result in the completion of your main goal.

- As the "M" in SMART states, there should be a source of information to measure or determine whether a goal has been achieved.
- The M is a direct (or possibly indirect) indicator of what success for a particular goal will look like.
- Sometimes measurement is difficult and managers and employees will need to work together to identify the most relevant and feasible data sources and collection methods.
- Data collection efforts needed to measure a goal can be included in that goal's action plan.
- Even if a perfect, direct measurement source is not immediately feasible for a given goal, the discussion about the desired end result (why this goal is important) and what the measurement options are (what success might look like) is an important and valuable part of performance planning.
- Measurement methods can be both quantitative (productivity results, money saved or earned, etc.) and qualitative (client testimonials, surveys, etc.).

SOME TYPICAL DATA TYPES AND DATA COLLECTION METHODS TO MEASURE IMPROVEMENT MAY INCLUDE:

TYPES	COLLECTION METHODS
Quality/accuracy rates	Reports
Amount	Scales 1-10
Relationship Satisfaction	Assessments
Productivity	Performance

A – ACHIEVABLE

This focuses on how important a goal is to you and what you can do to make it attainable and may require developing new skills and changing attitudes. The goal is meant to inspire motivation, not discouragement. Think about:

- how to accomplish the goal,
- if you have the tools/skills needed,
- if not, consider what it would take to attain them.

R – RELEVANT

Relevance refers focusing on something that makes sense with the broader business goals. For example, if the goal is to launch a new program or service, it should be something that's in alignment with the overall business/department objectives. Your team may be able to launch a new program, but if your division is not prioritizing launching that type of new programs, then the goal wouldn't be relevant.

T – TIME-BOUND

Anyone can set goals, but if it lacks realistic timing, chances are you're not going to succeed. Providing a target date for deliverables is imperative. Ask specific questions about the goal deadline and what can be accomplished within that time period. If the goal will take three months to complete, it's useful to define what should be achieved half-way through the process. Providing time constraints also creates a sense of urgency.

THE EASIEST WAY TO WRITE S.M.A.R.T. GOALS

When it comes to writing S.M.A.R.T. goals, ask yourself and other team members a lot of questions. The answers will help fine-tune your strategy, ensuring the goals are something that's actually attainable. Utilize the template provided in the appendix as a guide.

This doesn't have to be a daunting experience; in fact, it should be quite illuminating. Below we demonstrate how to write S.M.A.R.T. goals for two typical business scenarios: completing a project and improving personal performance. We've also created an easy-to-use S.M.A.R.T. goals template and worksheet to help you get started



THANK YOU

Together, we will embark on this transformative journey, delving into your unique experiences. We are confident that through this collaborative process, we can create a tailored plan that empowers you to achieve your goals and enhance your overall quality of life.

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