Harbor Behavioral Health:
An OPEN MINDS Organizational Profile

Overview
Founded in 1914, Harbor provides a range of mental health, addiction disorder, and social services in northwest Ohio. The organization also provides employee assistance program (EAP) services, primary/integrated care, residential services, and vocational services. In 2015, Harbor formed a joint operating company with ProMedica, a non-profit health system in northwest Ohio and southeast Michigan, making Harbor the preferred behavioral health provider organization for ProMedica. In 2018, Harbor formed a subsidiary—Lighthouse Telehealth—to meet the growing demand for services, and to offer inpatient psychiatric services for Mercy Health, a health system in Ohio and Kentucky.

Employees & Individuals Served
Harbor has over 650 employees including more than 350 clinical staff and 50 prescribers. Each year, Harbor provides services to over 22,000 consumers.

Service Area
Harbor provides behavioral health services in over 24 locations and 5 co-located offices with another provider organization in northwest Ohio. Harbor

Harbor Behavioral Health
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Year Founded: 1914
Legal Status: Non-Profit
Revenue: $21.3 Million

is headquartered in Toledo. Counties where Harbor operates include Defiance, Lucas, and Wood.

Service Lines
Harbor provides a continuum of mental health, addiction, child and family services, and social services. Harbor’s three largest service lines are:

1. Therapy & Psychology Services
   - Includes psychiatric evaluation and psychiatrist services
   - Serves over 10,000 consumers
   - Payers: Medicaid (56%), grants (19.5%), other (8.5%), private insurance (6%), County Mental Health and Recovery Service Boards (5%), vocational (2.5%), and Medicare (2.5%)

2. Psychiatry Services
   - Remain a core component of services provided by Harbor. All outpatient services are designed to support access, intensity, and frequency of service needed and individual treatment. Programming includes individual, group, and family counseling; youth and adult community-based support services; intensive and non-intensive addiction treatment; and medication assisted treatment (MAT
   - Serves 15,500 consumers
   - Payers: Medicaid, Medicare, insurance and private pay, government grants, and levy funding

3. Health Homes
   - Provides care coordination services that focus on caring for the whole person.
   - Serves 3,500 Medicaid enrollees with serious mental illness or serious emotional disturbance
   - Payers: Medicaid
   - Outcomes: In the first year individuals received the MHH service, there was a reduction in psychiatric hospitalizations (-76% adults, -43% youth), general hospitalizations (-44% adults, -43% youth), and emergency room visits (-48% adults, -41% youth).

Financial Highlights
In 2015, Harbor revenue was $21.3 million and operating expenses were $17.6 million. In comparison, revenue in 2014 was $29.2 million, and operating expenses were $27.8 million. Medicare/Medicaid payments represent the largest source of revenue at 63%.

Organizational Highlights
- Harbor merged with Behavioral Health Connections of Wood County in 2014 expanding Harbor’s operating area. Behavioral Health Connections provides a full continuum of mental health and addiction treatment services and residential programs.
- The Ohio Department of Mental Health and Addiction Services awarded Harbor a capital improvement grant of $500,000 to help pay for a new residential and outpatient treatment center. The grant allowed Harbor to increase service capacity.
- Harbor has been named a best place to work in the greater Toledo area for four consecutive years.

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Key Executives
John Sheehan, MBA,
Chief Executive Officer
Donna Jablonski,
Chief Operations Officer
Ahmed Janjua, MD,
Senior Vice President, Medical Affairs
Steve Benjamin,
Senior Vice President, Quality Improvement, Legislative Affairs and Training
Mindy Ward,
Senior Vice President, Finance (Chief Financial Officer)