More than a crisis center

ANNUAL REPORT
2019
PRESIDENT'S MESSAGE

More Than a Crisis Center

Since 1995, Netcare Access has always been much more than just a crisis center for Franklin County residents dealing with mental health and substance use crises. Crisis services are certainly a critical part and actually the first part of a crisis continuum of care that also includes a short term crisis stabilization unit and a slightly longer term Miles House residential facility.

But, in order to have a full continuum of care, it is essential to have other key components. A robust 24/7 hotline to answer calls related to mental health and substance abuse. Probate pre-screening services to assess the need to involve the probate court in critical situations. Mobile crisis services to accompany local law enforcement in responding to calls of a mental health or substance use nature.

Following proper evaluation and assessment of crisis clients, it is often necessary to provide linkage to ADAMH partner agencies to provide the ongoing, outpatient level of care. Housing becomes critical for many of these individuals and Netcare Access now operates the Homeless Hotline in conjunction with the Community Shelter Board in order to relieve homelessness for individuals in Franklin County. Appropriate follow-up on all crisis clients is also provided to make sure that the proper linkages are maintained and good outcomes are achieved.

And additional ancillary services evolve as well – the Reach Out program, Row One, to transport people experiencing public intoxication to a place of safety; Community Crisis Response teams which can be dispatched to critical situation encountered by law enforcement where something tragic has taken place; having a specialist in developmental disabilities to address issues of mental health and substance use that occur in that population; Forensic evaluations and assessments that are vitally needed by Franklin County and surrounding county courts to aid in the proper disposition of legal offenders who experience behavioral health issues.

More than a crisis center, indeed....and approaching our 25th Anniversary in 2020!

A. King Stumpp
President and CEO
ABOUT NETCARE ACCESS

Established in 1995, Netcare Access is Franklin County’s 24-hour mental health and substance use crisis intervention and assessment center for adults and those with developmental disabilities. Netcare is your connection to the county’s Alcohol, Drug and Mental Health (ADAMH) system, providing referrals to other ADAMH agencies for treatment services.

In 2019, Netcare Access provided a combined number of services to more than 10,000 Franklin County residents.

Our signature programs and services include: Crisis Intervention and Assessment Services, Emergency Response Services 24/7 Crisis Line (614-276-CARE), Crisis Stabilization Unit, Miles House residential treatment, ROW ONE, Community Crisis Response, Mobile Crisis Unit, Forensic Assessment Services, Family Psychological Services, Probate Pre-Screening and Developmental Disabilities Services.

MISSION

We help people in a mental health or substance use crisis. We help the courts and community agencies by providing professional evaluations and assessments for those that need them.
FINANCIAL OVERVIEW

REVENUE

$11,211,942 ADAMH
$4,413,042 Medicaid
$899,200 Grants & Other Contributions
$736,836 Other Income

17.2M TOTAL REVENUE

EXPENSES

$14,439,662 Salaries & Benefits
$951,191 Client Care
$1,703,773 Operating Expenses
$471,868 Building & Grounds

17.5M TOTAL EXPENSES
Crisis Services

CRISIS CENTER

The Netcare Crisis Unit has 17 beds and observes individuals for up to 23 hours. Nearly 70% of individuals were stabilized and returned home with a referral. The Center handled **7,562 visits** with an average daily census of 34 people each day.

ASSESSMENT SERVICES

Netcare Access provides non-emergency walk-in substance use and mental health assessments at our main location and also as a telehealth option. A total of **1,274 non-crisis screening and assessments** were provided.

MOBILE CRISIS

Netcare Access partners with the Columbus Police Department (CPD) and the Franklin County Sheriff’s Office (FCSO) by pairing a Netcare clinician with an officer or deputy and responding to mental health or substance use calls in the community. Both programs have grown since their inception in 2018 (CPD) and 2019 (FCSO). In 2018, CPD and Netcare completed 1,293 runs from June to December. In 2019 CPD completed **2,405 runs**. The FCSO unit completed **760 runs** in 2019 in the inaugural year.

EMERGENCY RESPONSE SERVICE (ERS)

The Emergency Response Service (ERS) answers the 24/7 crisis phone line, Homeless Hotline and maintains the online crisis chat feature through several partner websites. ERS calls have quadrupled in the last 4 years due to an increase in partner affiliations and the need for crisis assistance in Franklin County.

Calls answered: **60,003**
Homeless Hotline calls answered: **75,215**
Calls made: **108,113**
Total calls handled: **243,331**
Crisis online chats: **1,037**
Residential Services

CRISIS STABILIZATION UNIT (CSU)

The Netcare CSU offers stabilization and an alternative to psychiatric hospitalization. 517 clients stayed at the Netcare CSU in 2019 with an average length of stay for 4 days with the option to stay for up to 7 days.

MILES HOUSE RESIDENTIAL

Miles House is a co-ed, short term residential, step-down treatment facility located on the Westside of Columbus. The average length of stay is 10 days but clients can stay for up to 16 days prior to community re-entry. 229 clients stayed at Miles House as they worked on coping skills, managing symptoms, working on sobriety and interacting with others.

Community Services

COMMUNITY CRISIS RESPONSE (CCR)

The Netcare CCR unit provides on-the-scene response to traumatic situations in the community. These services are available 24/7/365. In 2019, CCR responded to 211 incidents in the community assisting 2,394 survivors of crime, trauma or an accident.

ROW ONE

Reach Out workers transported 11,766 individuals to a place of safety and shelter through the Netcare mobile intervention service that transports publicly intoxicated individuals.

DEVELOPMENTAL DISABILITIES

The Netcare Developmental Disabilities Clinical Specialist had 1,257 consultations in 2019 with professionals and consumers working to prevent crisis situations with individuals who have developmental delays or a dual-diagnosis of mental illness and developmental disabilities.
Forensic Services

FORENSIC & ASSESSMENT SERVICES

The Netcare Forensic staff completed 621 court ordered forensic evaluations for courts in an 11 county region in Central Ohio. These evaluations offer opinions on legal issues such as competency to stand trial or sanity. The Forensic Department obtained APPIC membership and the ABPP experience waiver for the Postdoctoral Fellowship in Forensic Psychology, currently 1 of 16 postdoctoral fellowships in the United States.

FAMILY PSYCHOLOGICAL ASSESSMENTS

The Forensic Department provided 169 comprehensive diagnostic evaluations for Franklin County Children Services (FCCS) and 5 non-forensic psychological evaluations for Franklin County Juvenile Court.

PROBATE SERVICES

The Probate Pre-Screeners completed 3,077 probate investigations for Franklin County and 99% of filed probate affidavits were approved. The department also saw a 16% increase in probate referrals from 2018.

OLDER ADULT SERVICES

The older adult specialist provides assessments to adults 65 and older in the community. This specialist provides mental health and substance use assessments in older adult clients’ homes for the purpose of determining client’s mental health needs and/or substance use by referring clients to programs in the community as agreed to by the client. This sometimes means completing a guardianship assessment. The older adult specialists completed 83 assessments in 2019.
Individuals Served

REFERRALS

The majority of individuals check themselves into Netcare Access or are brought in by a close friend, family member or significant other. Law Enforcement referrals increased from 8% in 2018 to 25% in 2019 due to the Mobile Crisis Response Unit, and partnerships with the Columbus Police Department and the Franklin County Sheriff’s Office.

RACE & GENDER

Statistically, over the past 5 years, Caucasian males make up the majority of the individuals that receive services from Netcare Access. However, the "other" racial category has increased from 5% in 2016 to 15% in 2019 showing the increase in diverse populations in Franklin County and the need for education and outreach to growing populations such as Latino, Asian, Somalian and Bhutanese. 195 clients required 1008 hours of translation services for the following languages: American Sign Language, Somali, Spanish, Amharic, Arabic, Nepali, Wolof, Burmese, French, Russian, Laotian, Portuguese, Susu.
NETCARE FOUNDATION

Incorporated in 1982, the Netcare Foundation is a 501(c)(3) fundraising organization that raises funds to benefit the programs, clients and staff of Netcare Access. In addition to raising funds through individual donations and grants, the Foundation hosts two key fundraising events each year, an Annual Golfing Tournament and a Community Awards and Recognition Dinner.

In 2019, with donated funds, the Netcare Foundation purchased or funded the following:

- Winter weather clothing for at-risk clients
- 150 books for clients to enjoy during their stay and to keep
- Art supplies
- Special catered Thanksgiving and Christmas meals for clients to enjoy
- Comfort cart items for clients including stress balls and magazine subscriptions
- Safety and aesthetic improvements to Netcare facilities
- Staff scholarship and recognition opportunities
- Purchase of Reach Out vehicles

### REVENUE

- $69,241 Contributions
- $25,928 Special events revenue
- $20,822 Net investment income
- $1,091 Other revenue
- $31,786 Contributed services from affiliates

**$148,869 TOTAL REVENUE**

### EXPENSES

- $63,014 Program services/charitable grants
- $5,139 General and management expenses
- $74,693 Fundraising/special events

**$142,847 TOTAL EXPENSES**
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LOCATIONS

Main Location
199 S. Central Avenue
Columbus, OH 43223

Forensic Center
3081 Sullivant Avenue
Columbus, OH 43204

Miles House
2582 W. Broad Street
Columbus, OH 43204

CONTACT

24/7 Crisis Line
614-276-CARE (2273)

Administrative Line
614-274-9500

Homeless Hotline
614-274-7000