

# NorthKey Community Care

*Annual Report*

53

*Transforming Lives and Communities Through Excellence in  
Mental Health, Substance Abuse, and Developmental Disability Services*

# NorthKey Community Care

**Vision:** NorthKey Community Care will be the recognized leader of integrated primary healthcare for individuals and families with behavioral healthcare needs and developmental disabilities

**Mission:** Transforming **L**ives and **C**ommunities through excellence in mental health, substance abuse, and developmental disability services. **(TLC)**

**Core Values:** (***PERFORMS***)

***P***romoting health, hope, and human potential

***E***xceeding expectations through excellence

***R***emoving barriers to growth and development

***F***ulfilling individual and organizational potential

***O***perating with accountability

***R***ecognizing opportunities for success

***M***anaging change with care and competence

***S***erving safely, efficiently and effectively

NorthKey Community Care  
Board Members



Susan Edelen  
Chair  
Boone County



Dave Christen  
Past Chair  
Boone County



James Thelen, Vice Chair  
Chair, Program Planning and  
Evaluation Committee  
Boone County



Stephanie Huhn  
Secretary  
Kenton County



Courtney Bourne  
Treasurer  
Owen County



Bari Joslyn  
Chair, Personnel Committee  
Kenton County

NorthKey Community Care  
Board Members



Steve Zimmerman  
Representing  
Kenton County



Carolyn Keith  
Representing  
Owen County



Leanne Beck  
Representing  
Kenton County



Blair Whitaker  
Representing  
Boone County



Stephanie Watson  
Representing  
Boone County

## Employee Highlights

On July 27, 2018, NorthKey Community Care held the 10th Employee Appreciation and Recognition Breakfast. More than 240 staff members attended the event. Staff were given appreciation incentives, participated in a raffle for prizes, received acknowledgment from Dr. Nichols, and enjoyed each other's company. They completed employee satisfaction surveys and wrote thank you notes to their co-workers that were shared in a communication to all staff. Five employees were selected for special honor from 200 nominations submitted by staff. The following awards were presented:



**NorthKey Team Spirit Award:** This award was presented to two outstanding employees who served as role models for others by having a positive attitude about the organization, representing the organization well in the community, and going above and beyond the call of duty to be of assistance to our clients and their co-workers at NorthKey.

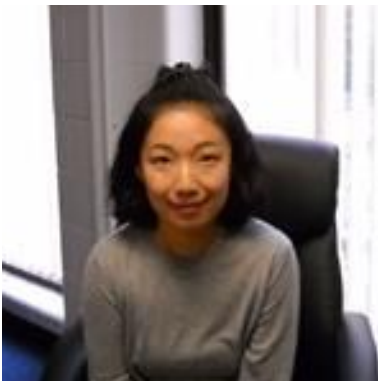
**Winners:**     **Tonya Skelton**  
                    **Case Manager, Adult Mental Health Services**

**Mandy Haigis**  
**Team Leader of IDD Direct Client Services**



**NorthKey Administrative Achievement Award:** This award was presented to an outstanding NorthKey employee who has demonstrated excellence in the performance of duties in any area of the organization, and contributed to the success of NorthKey Community Care in meeting the needs of those we serve.

**Winner:**     **Juan Wang**  
                    **Revenue Accountant**







**NorthKey Rookie of the Year:** This award was presented to an outstanding NorthKey employee who is new to the organization (less than 2 years) or new to their role within the organization (less than 2 years), who demonstrates exceptional qualities related to the values of the organization, such as compassion, professionalism, sound stewardship, excellence, and dedication in the performance of duties at NorthKey Community Care.

**Winner: Maddie Punch**  
**Team Leader, Behavioral Health Services**



**NorthKey Quality Achievement Award:** This award was presented to an outstanding NorthKey employee who demonstrated excellence in the area of process or systems improvement, which resulted in advances in the delivery of services, enhanced operational accountability, increased access to services, advanced community support, promoted safety, or increased efficiency.

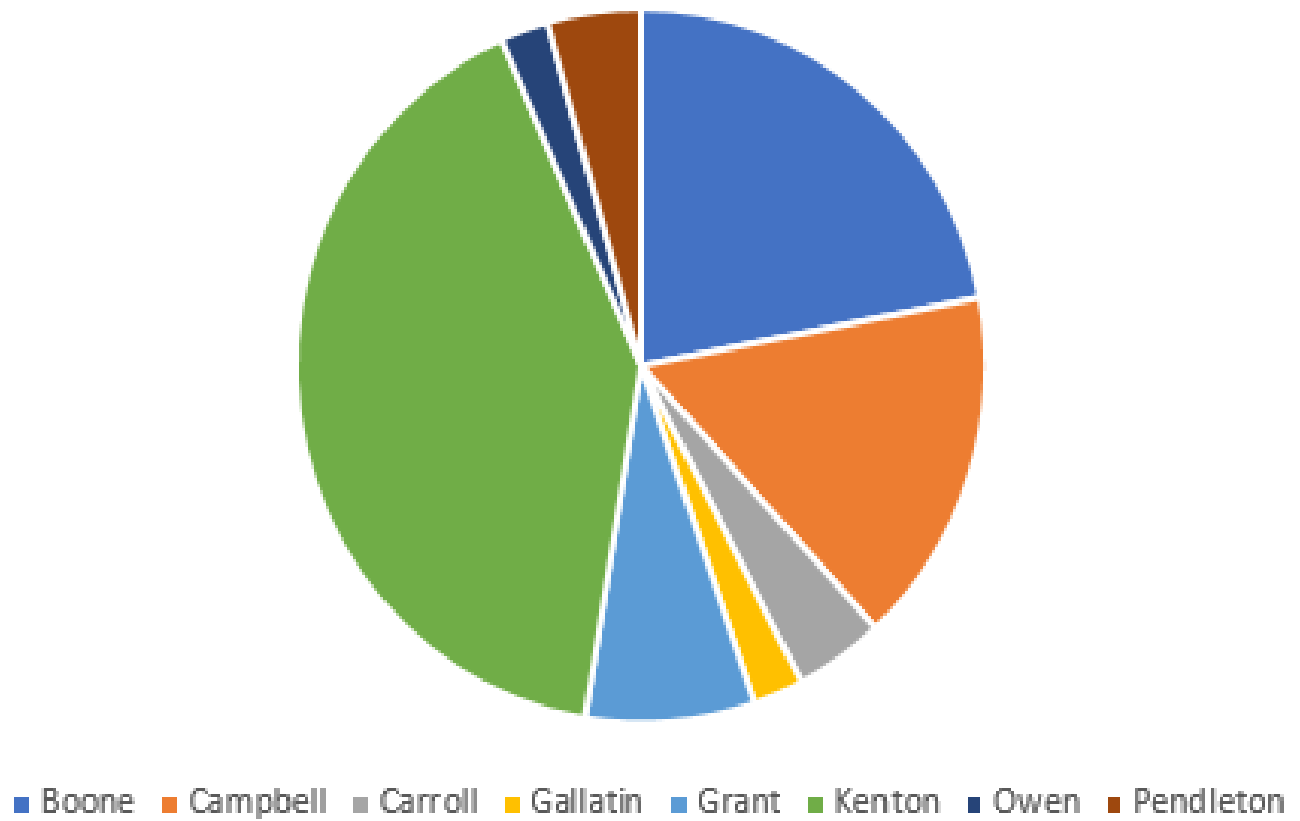
**Winner: Zac Wilson**  
**Data Infrastructure Specialist**



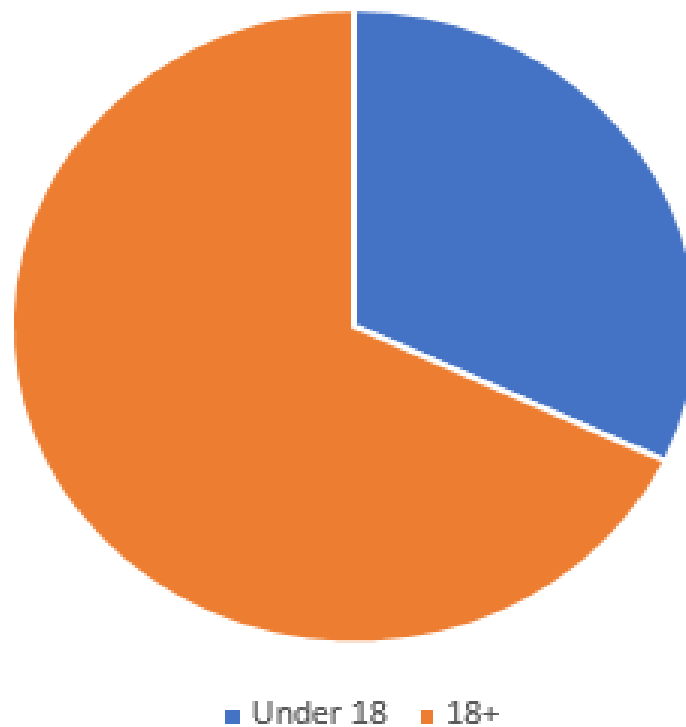
**NorthKey Clinical Achievement Award:** This award was presented to an outstanding NorthKey employee who has demonstrated excellence in the delivery of superior clinical services to a substantial number of our clients.

**Winner: Ashley Nicole Brooks**  
**Team Leader, Regional Children's Services**

## Clients Served By County



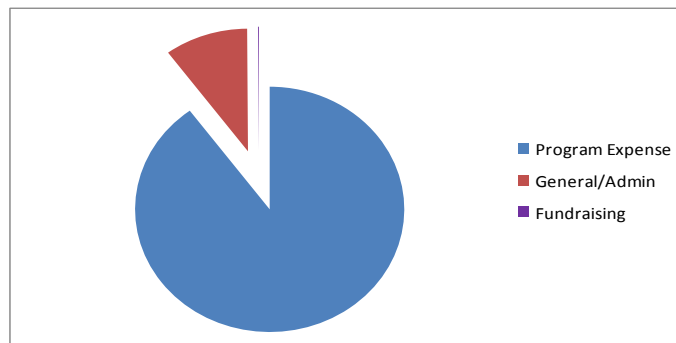
## Clients Served By Age



# NorthKey Financial Report 2018

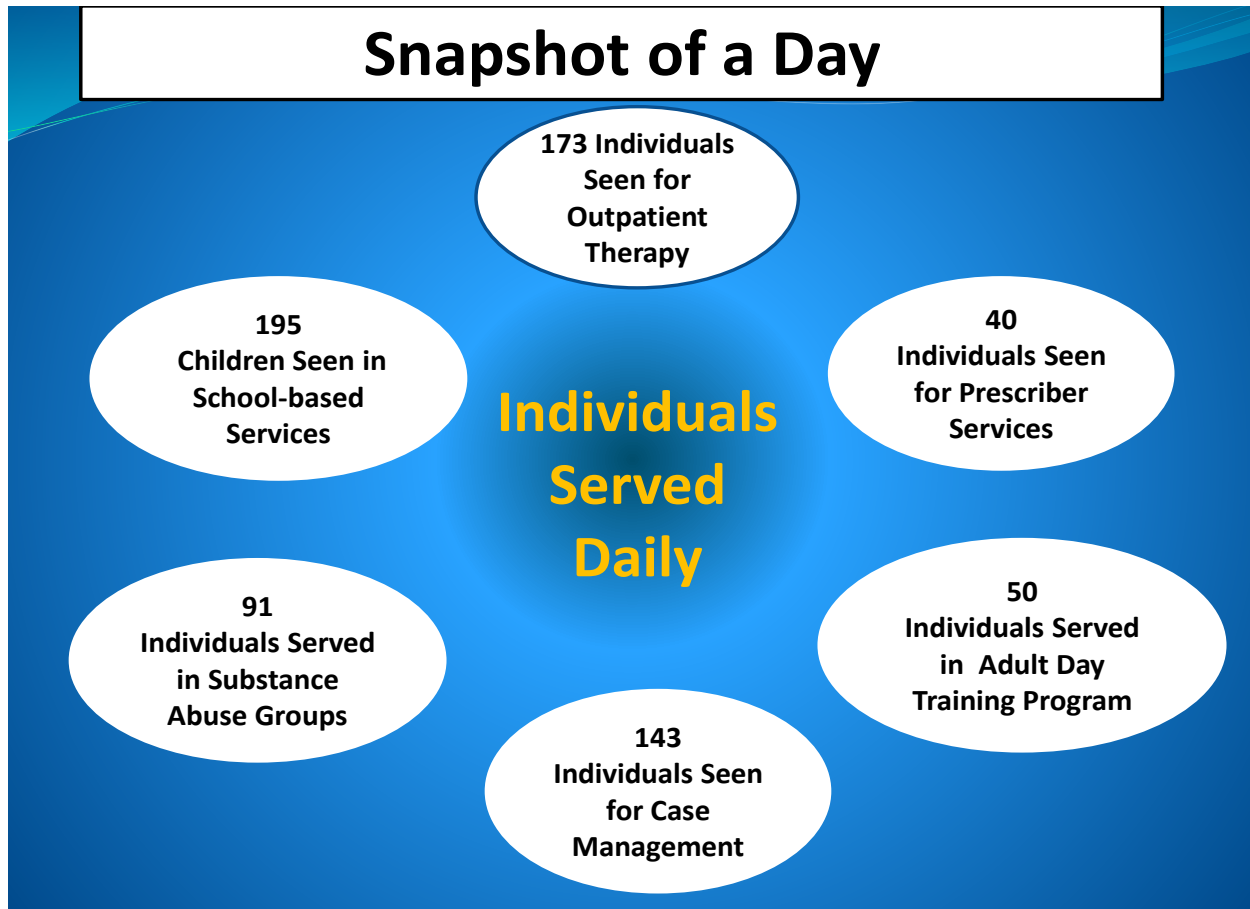
June 2018

Net Patient Revenue	17,969,475
Subcontractor Revenue	448,333
State and Other Contract Revenue	6,018,107
Local Grants	331,682
Other Revenues	5,194,178
	29,961,775
Payroll and Fringe Benefits	18,550,103
Subcontractor Expense	448,333
Professional and Other Services	1,705,411
Depreciation and Amortization	729,624
Other Expenses	3,229,752
	24,663,223
Change in Unrestricted Net Assets	5,298,552
Change in Temporarily Restricted Net Assets	0
Change in Net Assets	5,298,552
Net Assets at End of Year	27,363,129
Program Expense	21,568,497
General/Admin	3,088,303
Fundraising	6,423
Total	24,663,223

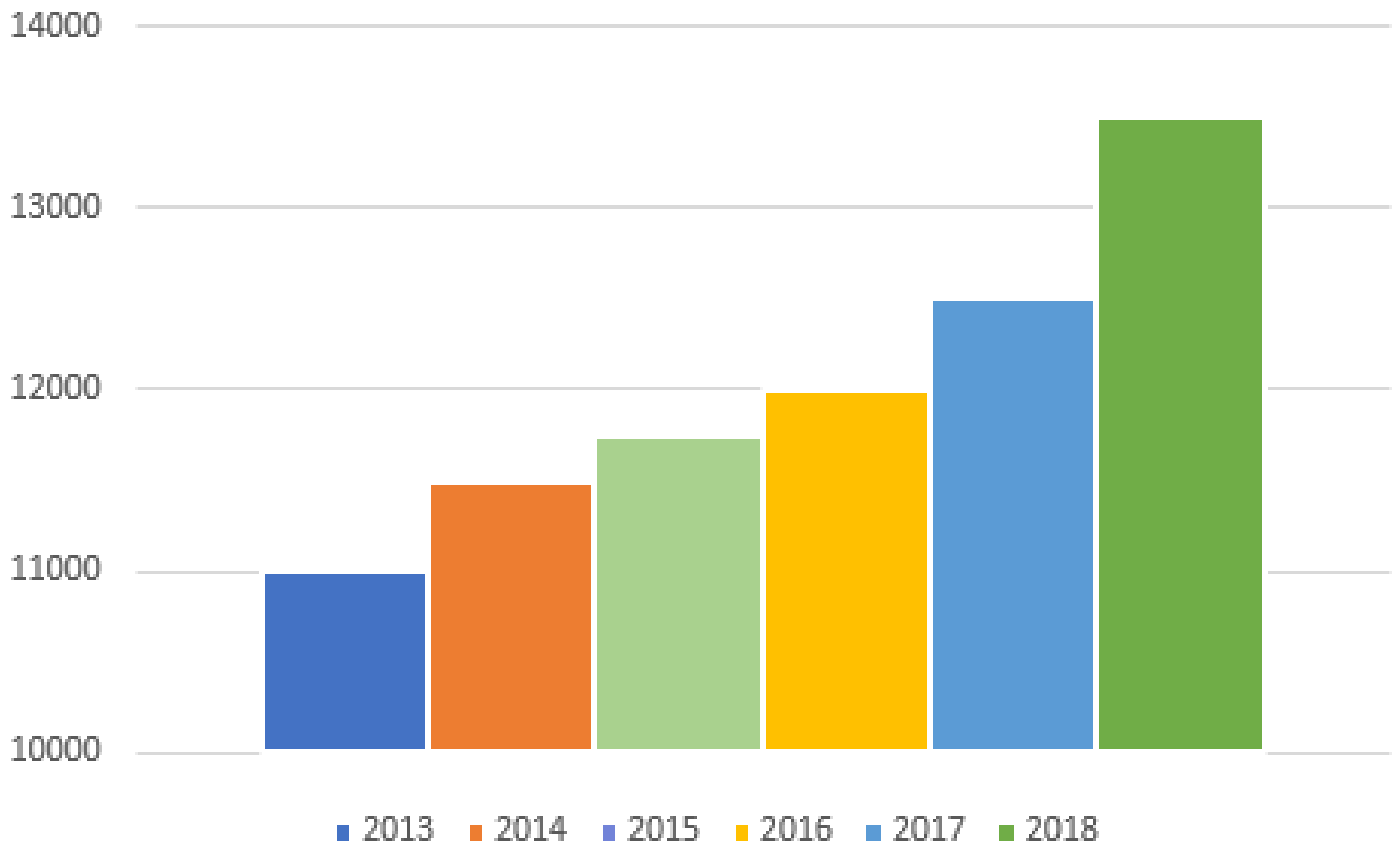




## Snapshot of a Day



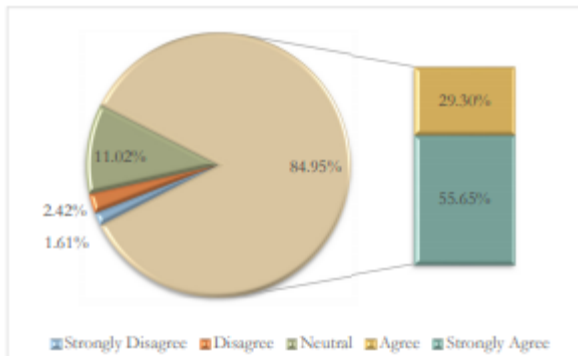
## Total Number of Clients Served By Year



## PARTICIPATION IN TREATMENT PLANNING

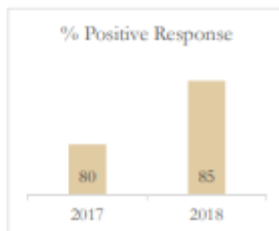
I, Not Staff, Decided My Treatment Goals

### NorthKey Totals



About 85% of respondents positively indicated that they, not staff, decided their treatment goals in 2018.

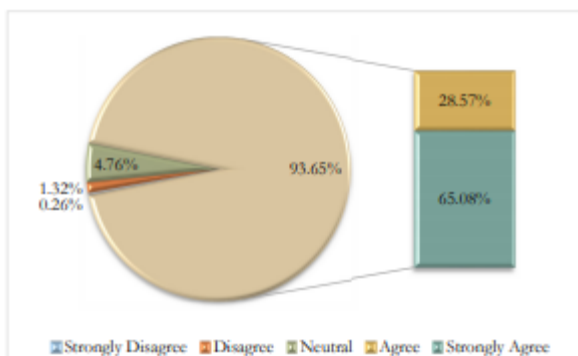
This is a 5% increase from 2017.



## ACCESS TO SERVICES

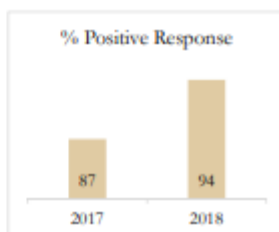
I Was Able to Get All the Services I Thought I Needed

### NorthKey Totals



About 94% of respondents positively indicated that they were able to get all the services they felt necessary in 2018.

This is a 7% increase from 2017.

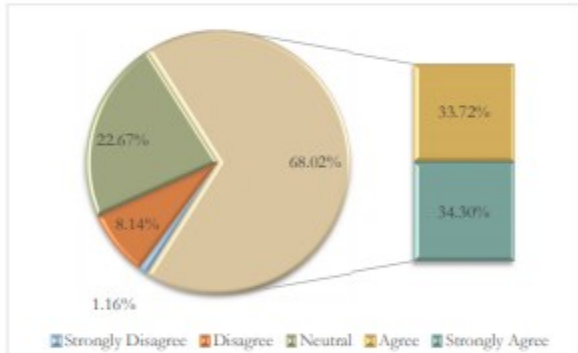


Annual Adult Services Client Survey Showed Improved Access and Treatment Planning Scores Over 2017

## OUTCOMES

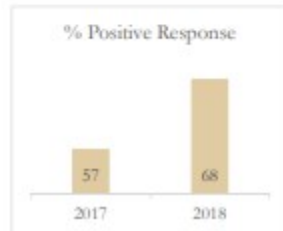
My Child Is Doing Better in School  
and/or Work

### NorthKey Totals



About 68% of respondents positively indicated that their child was doing better in school and/or work in 2018.

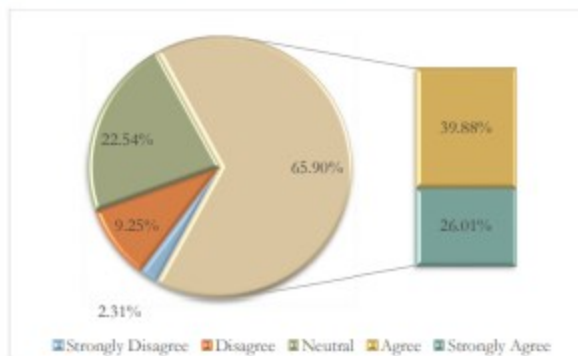
This is an 11% increase from 2017.



## OUTCOMES

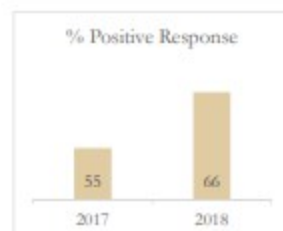
My Child Is Better Able to Cope When  
Things Go Wrong

### NorthKey Totals



About 66% of respondents positively indicated that their child was able to cope when things go wrong in 2018.

This is an 11% increase from 2017.



Annual  
Youth  
Services  
Client  
Survey  
Showed  
Improved  
Outcome  
Scores  
Over  
2017