

# NorthKey Community Care

*Annual Report*

54

*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



Blair Whitaker  
Representing  
Boone County



Stephanie Watson  
Representing  
Boone County

## Employee Highlights

On August 23, 2019, NorthKey Community Care held the 11th Employee Appreciation and Recognition Breakfast. More than 260 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 100 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: Don Gray**  
**Team Leader Maintenance and Facilities**

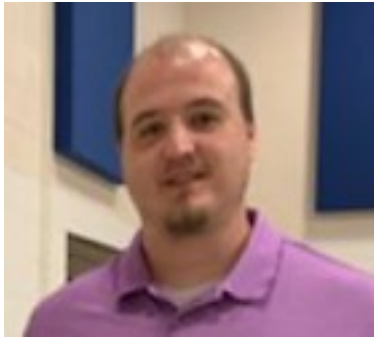


**Jody Moore**  
**Lead Adult Development Technician**  
**Intellectual and Developmental Disabilities Services**



**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: Lauren McDonough**  
**Team Leader, Call Center**



**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:     Sean Bates**  
**Lead Payroll Manager**



**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.

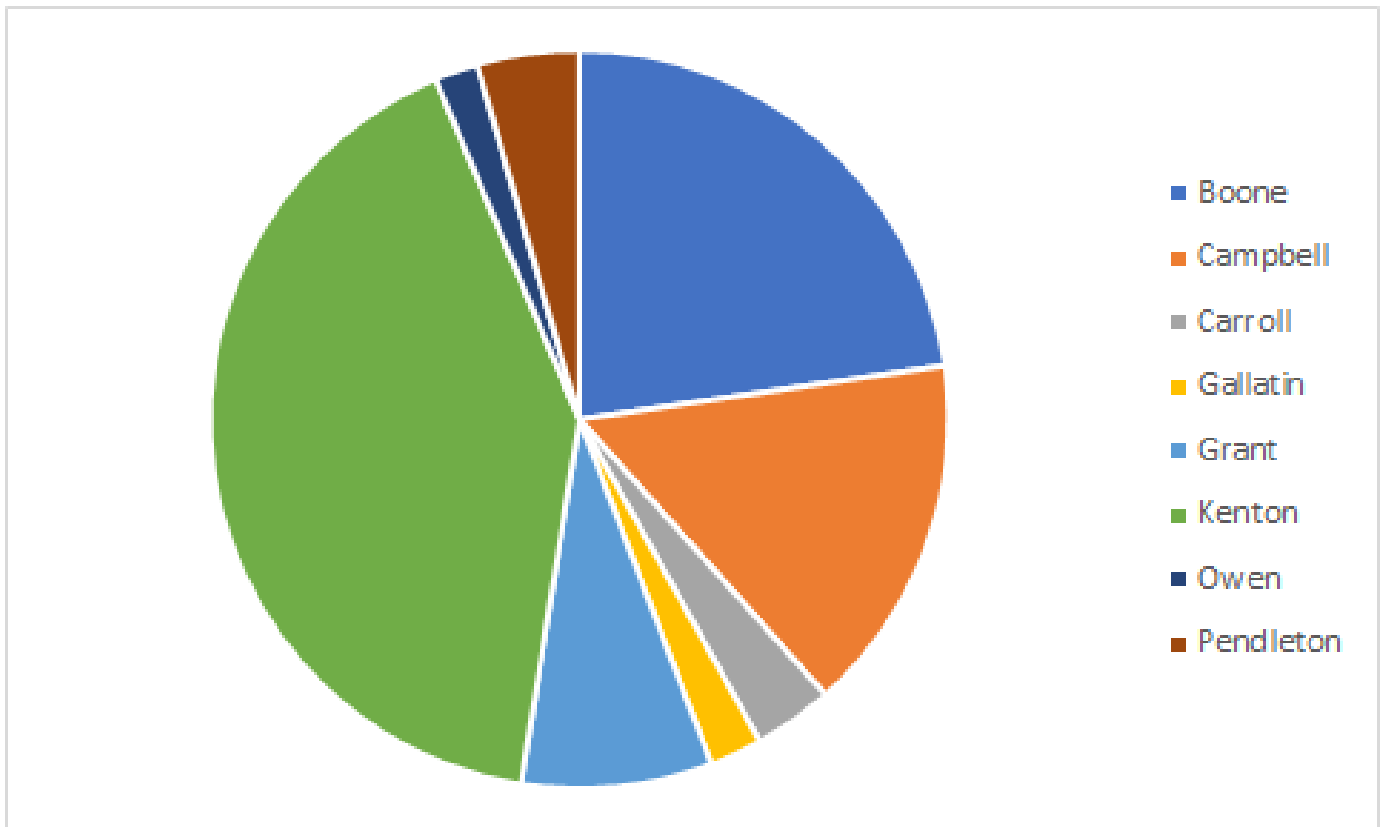
**Winner:     Lynda Brewer**  
**Lead Manager, Intellectual and Developmental**  
**Disabilities Services**



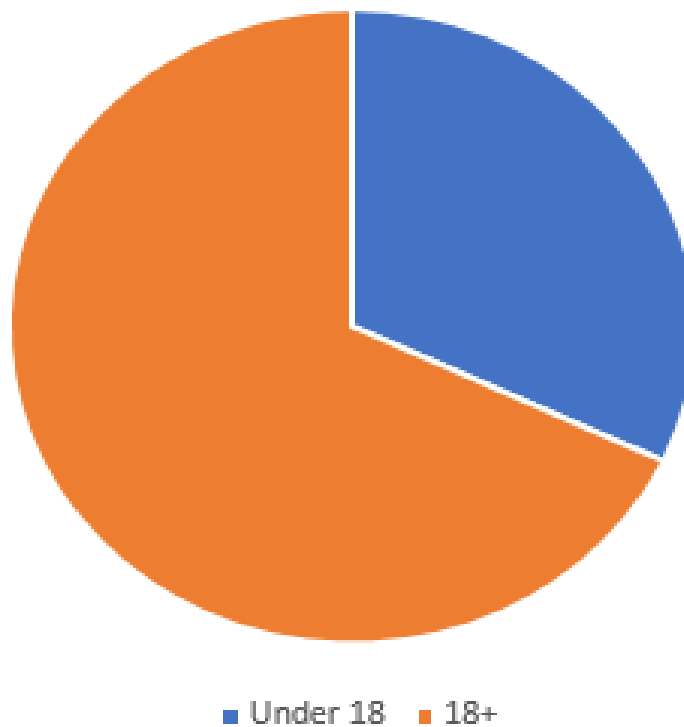
**NorthKey Clinical Achievement Award:** This award was presented to an outstanding NorthKey employee who has demonstrated excellence in the delivery of superior clinical services to a substantial number of our clients.

**Winner:     Christy McGovern**  
**Team Leader, Behavioral Health Services**

## Clients Served By County



## Clients Served By Age

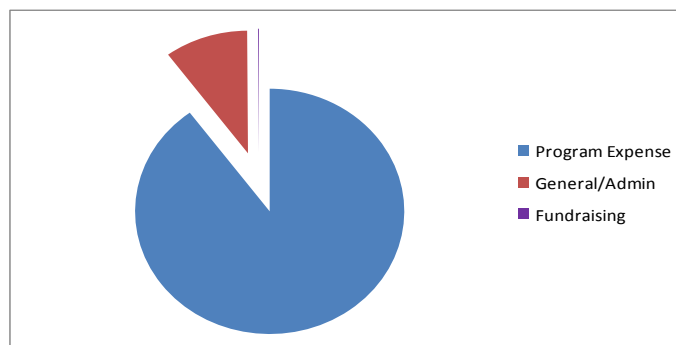




# NorthKey Financial Report 2019

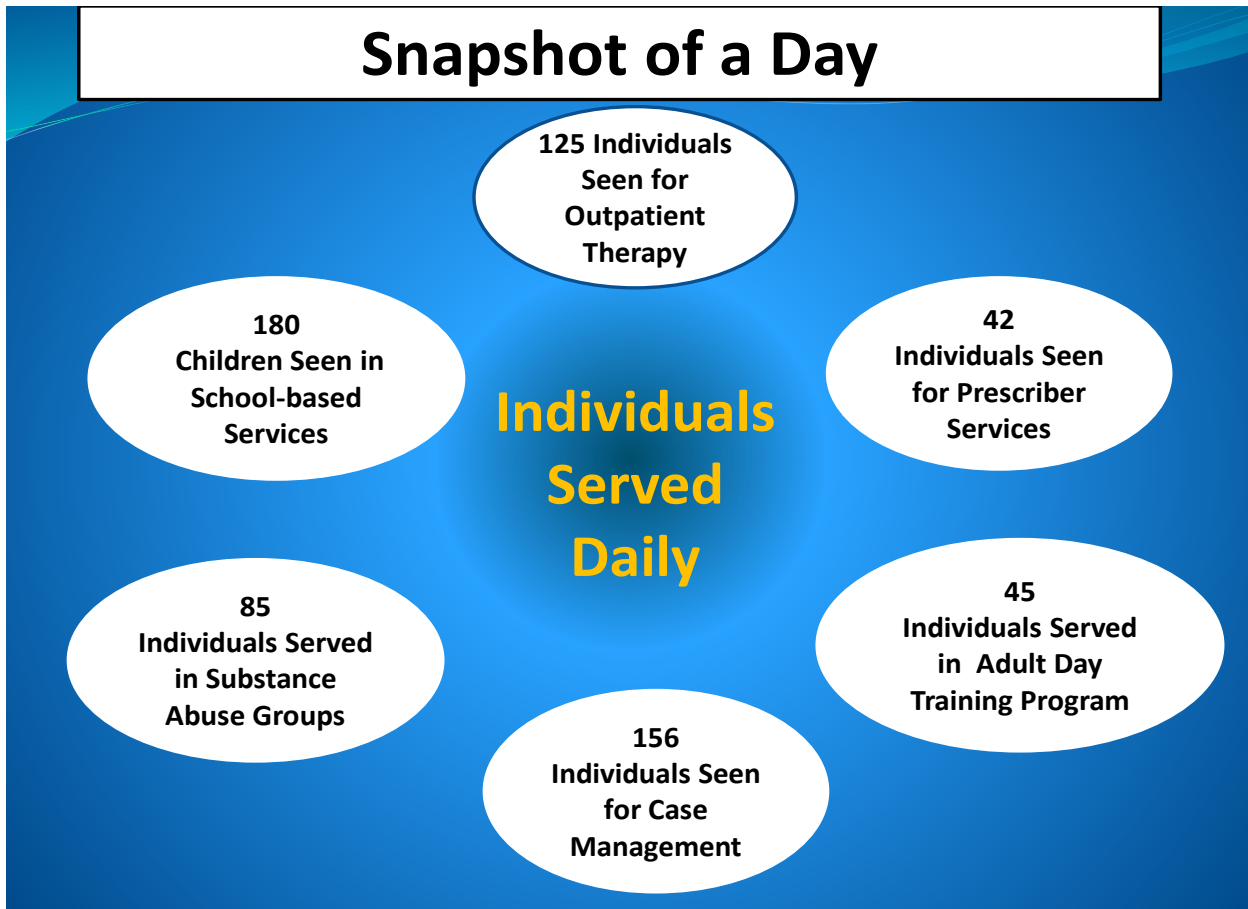
June 2019

Net Patient Revenue	17,428,876
Subcontractor Revenue	472,858
State and Other Contract Revenue	6,111,587
Local Grants	336,753
Other Revenues	3,117,806
	27,467,880
Payroll and Fringe Benefits	16,757,328
Subcontractor Expense	472,858
Professional and Other Services	1,780,794
Depreciation and Amortization	625,938
Other Expenses	2,508,551
	23,145,469
Change in Unrestricted Net Assets	4,322,411
Change in Temporarily Restricted Net Assets	0
Change in Net Assets	4,322,411
Net Assets at End of Year	31,675,803
Program Expense	19,670,350
General/Admin	3,470,599
Fundraising	4,520
Total	23,145,469

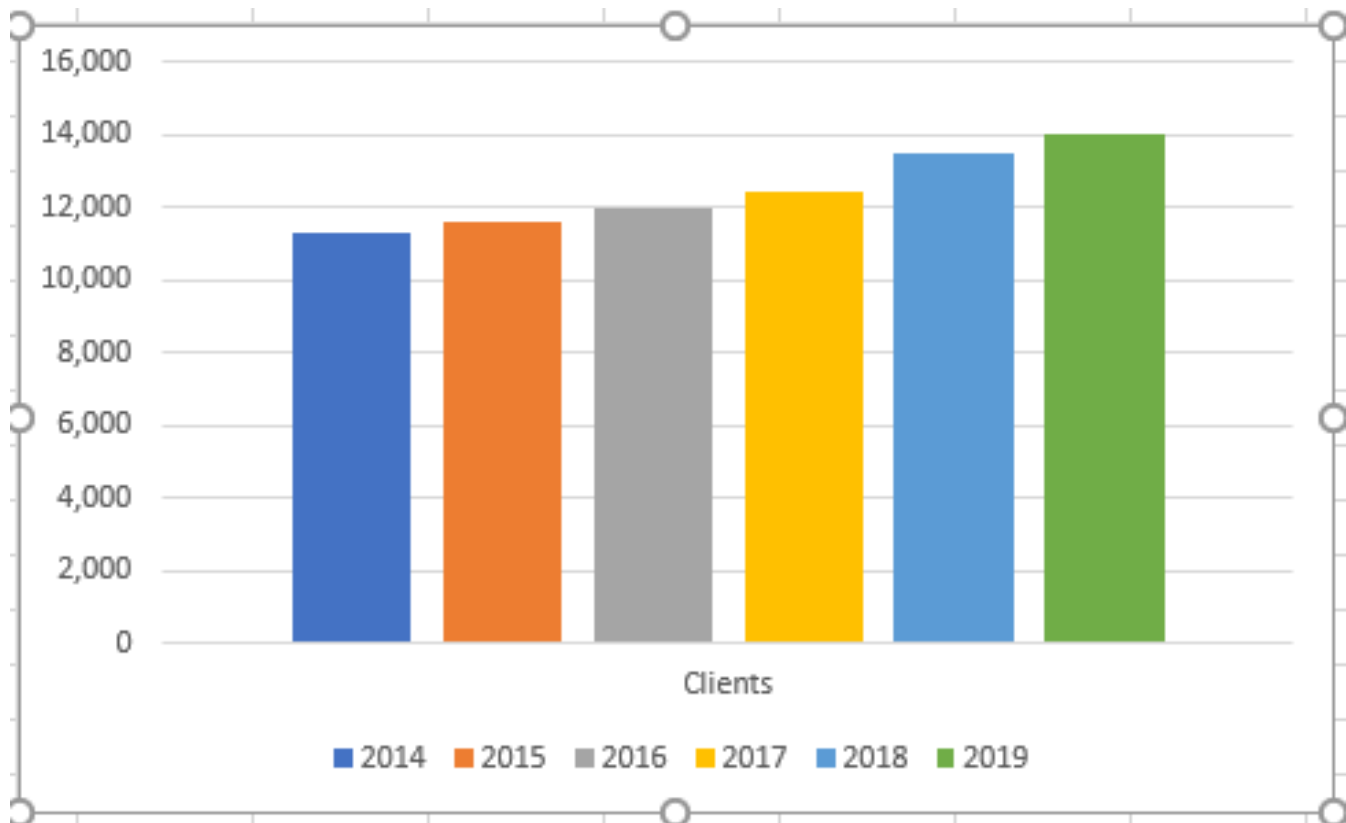




## Snapshot of a Day



## Total Number of Clients Served By Year



502 Farrell Drive underwent a major renovation in 2019, including the addition of six bathrooms and a new elevator.



The interior of 502 Farrell was refurbished with flooring, paint, lighting and technology.





503 Farrell Drive was also renovated with updated, open concept office space, flooring, paint and technology



Meeting room at 503 Farrell

