

# NorthKey

COMMUNITY CARE



# 2020 ANNUAL REPORT



Annual Report 55

# NorthKey at a Glance

Since 1966 we have provided mental health, substance use and developmental disabilities services where they are needed most –right in our community. NorthKey staff delivers services based in research and integrated into the 8-county Northern Kentucky region.

NorthKey employs treatment and service delivery staff with a variety of professional degrees and educational backgrounds. Combined with our multiple and convenient locations throughout the region, this allows us to offer a wide array of mental health, substance use and developmental disabilities services unparalleled in the region. Our staff maintains a working knowledge of current clinical research, and provides care and services in an effective and efficient manner.

## Core Values

- Promoting health, hope, and human potential
- Exceeding expectations through excellence
- Removing barriers to growth and development
- Fulfilling individual and organizational potential
- Operating with accountability
- Recognizing opportunities for success
- Managing change with care and competence
- Serving safely, efficiently and effectively

## 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 lives and communities through excellence in mental health, substance use and developmental disability services*

# NorthKey Leadership

## Regional Board Members



Susan Edelen  
Boone County



Stephanie Watson  
Boone County



Blair Whitaker  
Boone County



Stephanie Huhn  
Kenton County



Bari Joslyn  
Kenton County



Stephen Zimmerman  
Kenton County



David Christen  
Boone County



Cassandra Welch  
Kenton County



Courtney Bourne  
Owen County



Jim Thelen  
Boone County



Gary Goetz  
Kenton County

## Executive Leadership

Dr. Owen T. Nichols, Chief Executive Officer  
Rob Vonckx, JD, Chief of Operations and Talent Management  
Sandra George, LPCC-S, Chief of Services and Development  
Art Jones, Chief of Business Management and Development

# Employee Spotlight

Each year NorthKey holds an annual Employee Appreciation and Recognition event to spotlight all of our great staff achievements from the previous fiscal year. The awards given out each year are: Administrative Achievement, Clinical Achievement, Rookie of the Year, Team Spirit, and Quality Achievement. Our staff nominates their peers for these awards that they believe have helped guide achieving NorthKey's mission of Transforming Lives and Communities Through Excellent Service.

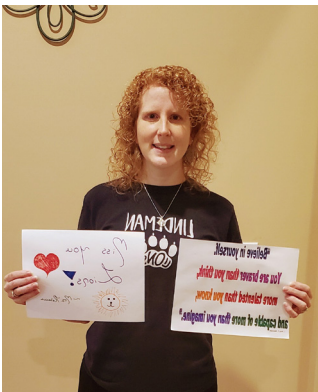
## Administrative Achievement:

This award is presented to an outstanding NorthKey employee who has demonstrated excellence in the performance of their duties in any area of the organization, which contributed to the success of NorthKey Community Care.

Winner: Jennifer Miller, Lead Manager of Behavioral Health Services



## Clinical Achievement:



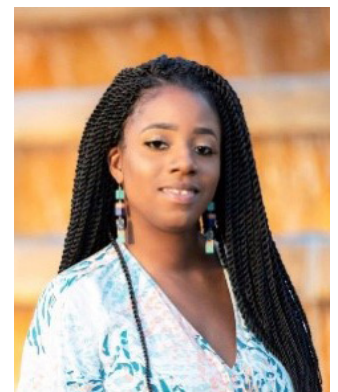
The Clinical Achievement Award is given to the NorthKey staff member that shows excellence in the delivery of superior clinical services to many of our clients.

Winner: Rebecca Warriner, School Based Therapist

## Rookie of the Year:

The Rookie of the Year Award is handed out each year to the staff member that, in the last two years, has joined NorthKey or transitioned to a new role within NorthKey. These staff members show exceptional qualities related to the values of NorthKey, such as compassion, professionalism, sound stewardship, excellence, and dedication to their duties.

Winner: Keneta Thomas, Advanced Practice Registered Nurse



# Employee Spotlight

## Quality Achievement:



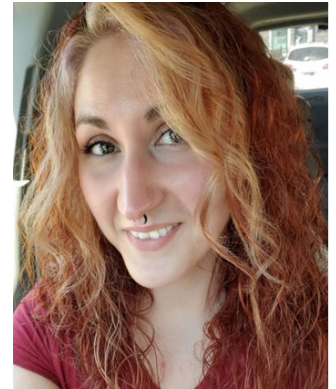
This award is presented to an outstanding NorthKey staff member who has demonstrated excellence in the area of process improvement and quality, which has resulted in advances in the delivery of services, enhanced operational accountability, and increased access to services. This year we had two staff members we believe to be deserving of the Quality Achievement Award.

Winner: Liz Bullock, Training and Education Coordinator

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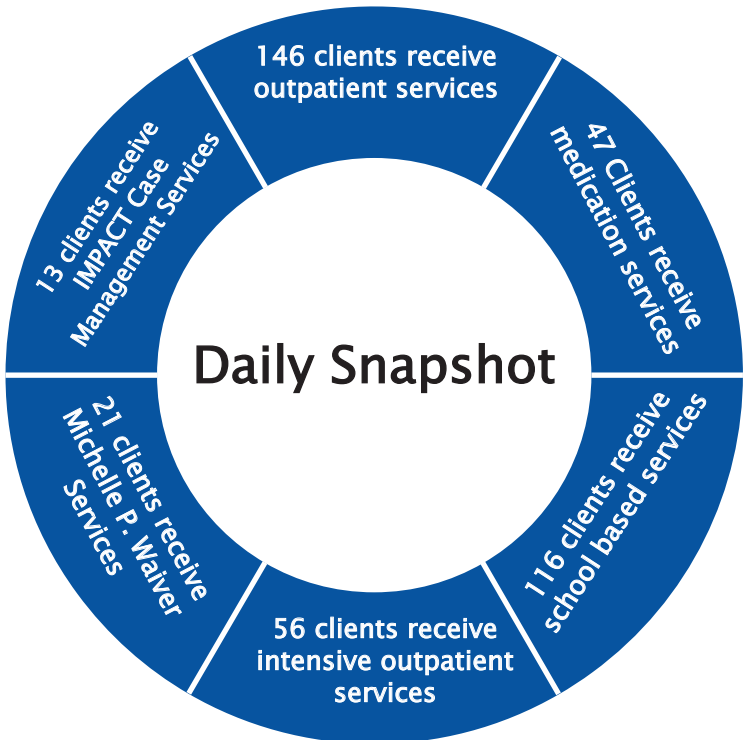
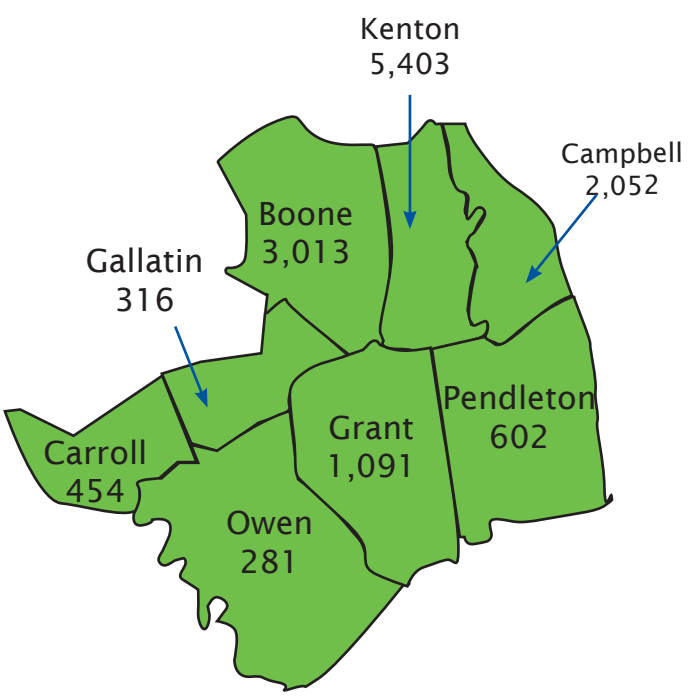
Winner: Megan Yeager, IDD Care Coordinator



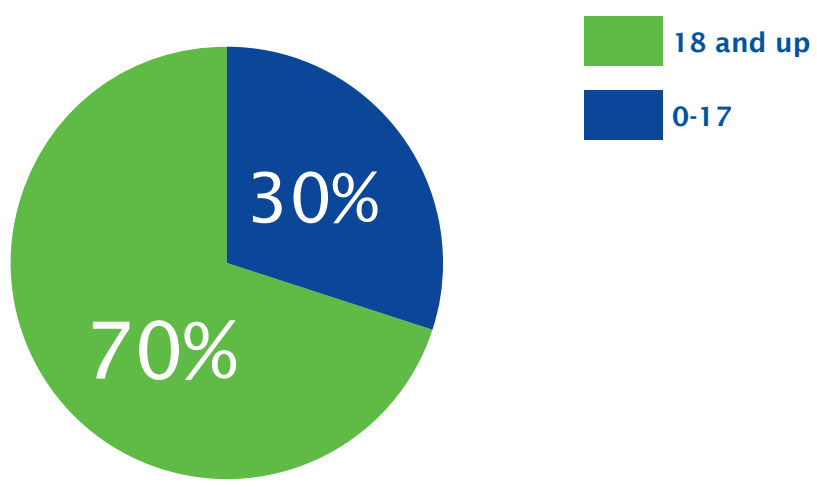
Thank you to each of the award winners for exemplifying NorthKey's mission. We would also like to thank all of our staff for the outstanding work they have done this past year. Without our staff, we would not be able to provide quality care for the Northern Kentucky community. We are looking forward to what the next year has to bring!

# Client Report 2020

## Clients Served by County



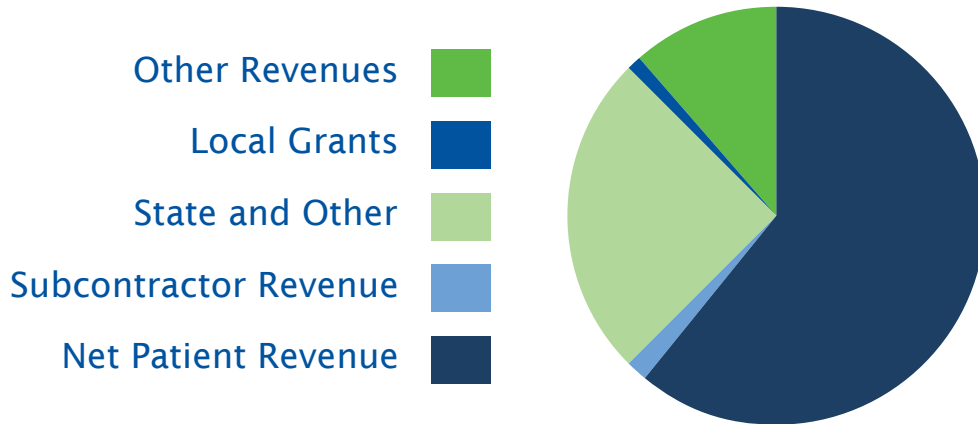
## Clients Served By Age



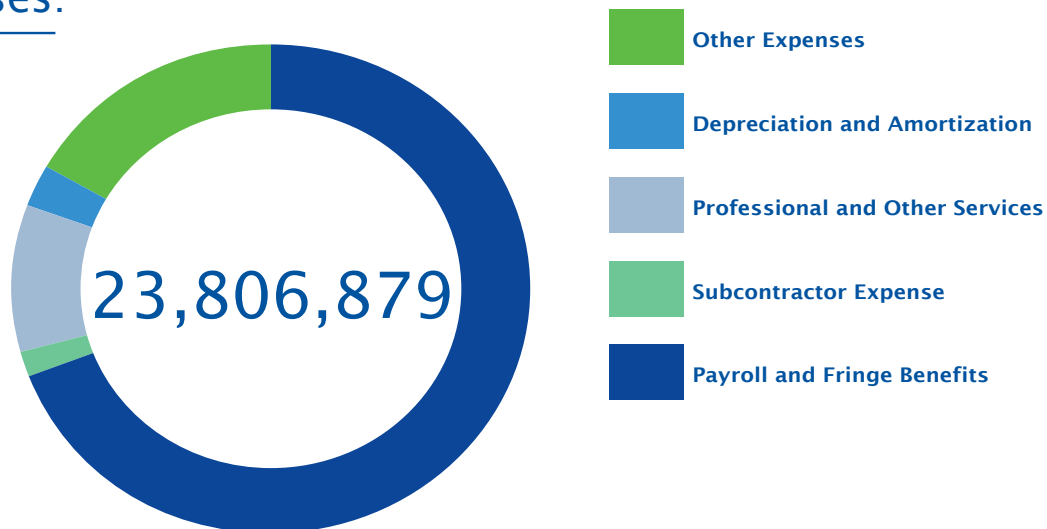
14,915 Clients Served in the 2020 Fiscal Year

# Financial Report 2020

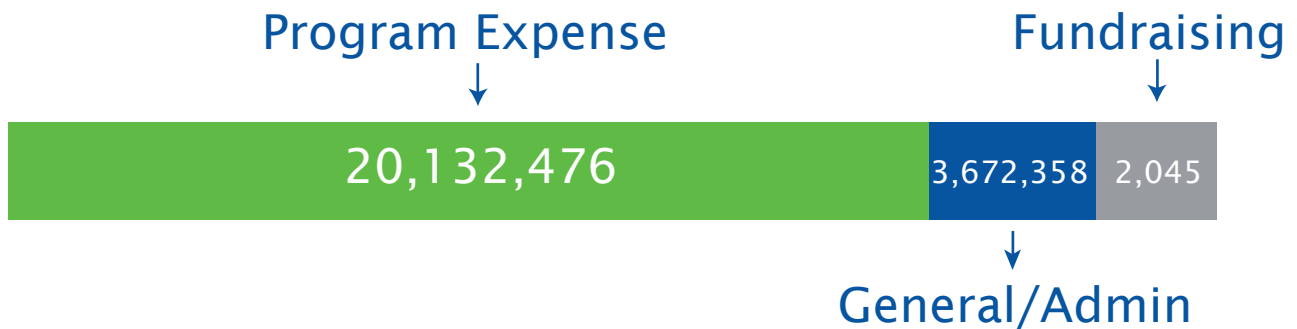
Total Revenue: 27,500,915



Total Expenses:



Total Program Expense: 23,806,879



Change in Net Assets

31,675,803 — 3,694,036 —> 35,348,730

# CCBHC Grant

NorthKey was awarded the Certified Community Behavioral Health Clinic Expansion Grant, also known as the CCBHC grant, by the Substance Abuse and Mental Health Administration (SAMHSA). We are honored to have received this grant that provides us with the funding to initiate programs and expand upon services we already provide in order to offer additional services to the Northern Kentucky community.



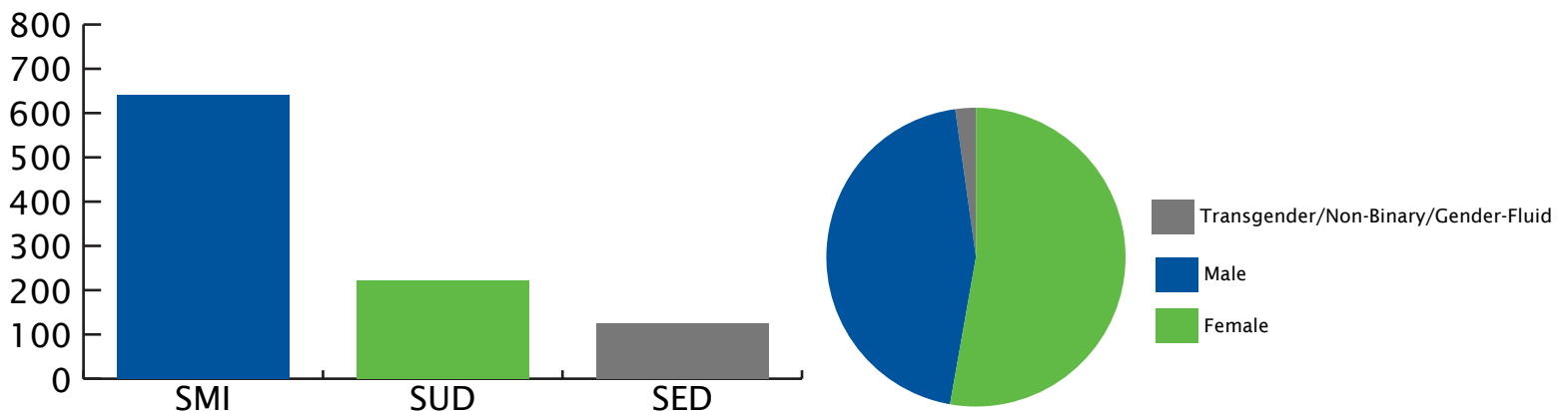
196 Children Served



847 Adults Served



1043 Total Individuals Served



## New Service Highlight

- 3 New Therapeutic Rehabilitation Groups
- Expanded Assertive Community Treatment Team
- New Primary Care Clinic in Carrollton