



Noble County Report

Fiscal Year (FY) 2025: July 1, 2024 – June 30, 2025

Northeastern Center Board of Directors, County Representatives:

Rebecca Calhoun (President)

Sarah Dreibelbis

Max Franklin (At-Large)

Kelly Graden

President, Northeastern Center Board of Directors:

Rebecca Calhoun

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www.nec.org

OVERVIEW

Northeastern Center (NEC) offers a wide continuum of services in Noble County. Outpatient services are available for both children and adults at two clinic locations – Kendallville and Albion. Services include individual therapy, group therapy, addiction recovery, psychiatric medication management, case management, and community-based skill-building services. Short-term residential recovery support is offered in group home settings at the Promise House, Pioneer Lodge I, and Stepping Stone locations.

The New Hope Clubhouse is a voluntary program which provides members with support needed to regain confidence and self-esteem. The goal of Clubhouse is to help people get real jobs in the community and to break the cycle of social isolation that is so common among adults with mental illness. NEC's administrative headquarters is also located in Noble County. Clients in Noble County experiencing a crisis or requiring emergent intervention are coordinated through NEC programs based in neighboring DeKalb County:

Crisis intervention and short-term crisis stabilization services are offered 24/7 at NEC Cares. NEC Cares is designed to enhance the availability of crisis services in Northeast Indiana while providing an integrated network. The network includes collaboration with the established suicide and crisis lifeline, and NEC's Mobile Crisis Team. NEC's Inpatient Hospital offers 24-hour inpatient care for individuals 18 and older whose acute symptoms require a safe and structured therapeutic environment for both acute psychiatric services and substance use recovery services.

COMMUNITY OUTREACH

Representation at Community Meetings

- Drug-Free Noble County Treatment Committee
- Noble County Suicide Prevention
- Noble County Child Protection Team
- Noble County Interagency Group
- Noble County Domestic Violence Task Force
- Noble County Drug Court
- Noble County Family Restoration Court
- Noble County Justice Reinvestment Advisory Council
- Noble County Mental Health Collaboration Committee
- Noble County Mental Health Treatment Court

Participation in Community Events

- West Noble School Corp. Charge Back to School
- Central Noble School Corp. Back to School Night
- Trunk or Treat at Rome City Elementary
- Noblepalooza
- KidCity
- Drug Court Graduations
- Therapist guest speaker at West Noble High School
- Drug Free Noble County Golf Outing
- Drug Free Noble County Lunch and Learn
- Community Learning Center "It's a Wonderful Night"

SERVICES AVAILABLE

Northeastern Center utilizes several Evidence-Based Practices as applicable for Addiction Treatment and Mental Health Services: Accelerated Resolution Therapy, American Society of Addiction Medicine criteria, Cognitive Behavioral Therapy, Dialectical Behavioral Therapy, Eye Movement Desensitization and Reprocessing, Individual Medical Readiness, Matrix Model, Moral Reconation Therapy, Motivational Interviewing, Substance Abuse Subtle Screening Inventory, and/or Trauma-Informed Care.

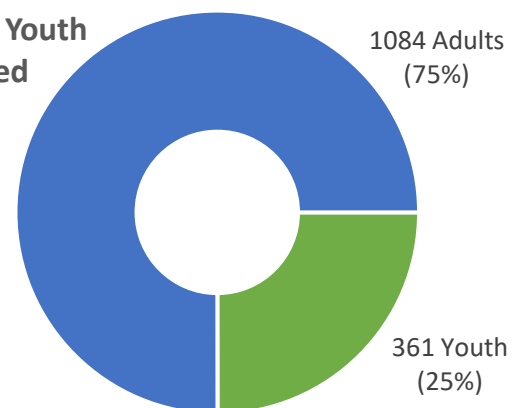
| Service Locations | | Addiction Treatment | | Mental Health Treatment | |
|--|----------------------|---------------------|-------|-------------------------|-------|
| | | Adults | Youth | Adults | Youth |
| Outpatient Clinics | | | | | |
| Albion Outpatient Clinic | Albion (Noble) | X | X | X | X |
| Kendallville Outpatient Clinic | Kendallville (Noble) | X | X | X | X |
| DeKalb Outpatient Clinic | Auburn (DeKalb) | X | X | X | X |
| LaGrange Outpatient Clinic | LaGrange (LaGrange) | X | X | X | X |
| Steuben Outpatient Clinic | Angola (Steuben) | X | X | X | X |
| New Hope Clubhouse | Kendallville (Noble) | X | | X | |
| Stepping Stone (residential facility) | Kendallville (Noble) | | | X | |
| Pioneer Lodge I (supervised group living facility) | Kendallville (Noble) | | | X | |
| Pioneer Lodge II (supervised group living facility) | Angola (Steuben) | X | | X | |
| Promise House (crisis stabilization short-term residential facility) | Kendallville (Noble) | X | | X | |
| Inpatient Hospital (short-term psychiatric unit) | Auburn (DeKalb) | X | | X | |
| Community Health & Outreach Center (CHOC) | Auburn (DeKalb) | X | X | X | X |
| CHOC - Emergency Solutions (24/7 call center) | Serves NE IN | X | X | X | X |
| CHOC - NEC CARES (24/7 crisis receiving & stabilization) | Serves NE IN | X | X | X | X |
| CHOC - Mobile Crisis Team (24/7 mobile response) | Serves NE IN | X | X | X | X |

CLIENTS RESIDING IN COUNTY

| | Adults | Youth | Total |
|---|--------|-------|---------------|
| Total Clients Served | 1084 | 361 | 1445 |
| Clients receiving Addiction Treatment Services | 427 | 23 | 450 |
| Clients receiving Mental Health Services | 954 | 346 | 1300 |
| Clients receiving BOTH Addiction Treatment and Mental Health Services | | | 348 |
| * Clients in the Indiana Public Mental Health and Addiction Treatment System* | | | * 1189 |

* Data from Indiana Division of Mental Health and Addiction (DMHA) – Patients are at or below 200% of poverty per the HHS Poverty Guideline and/or have no insurance or are on a sliding scale fee. In addition, patients have an eligible diagnosis and current functional impairment.

Adults & Youth Served



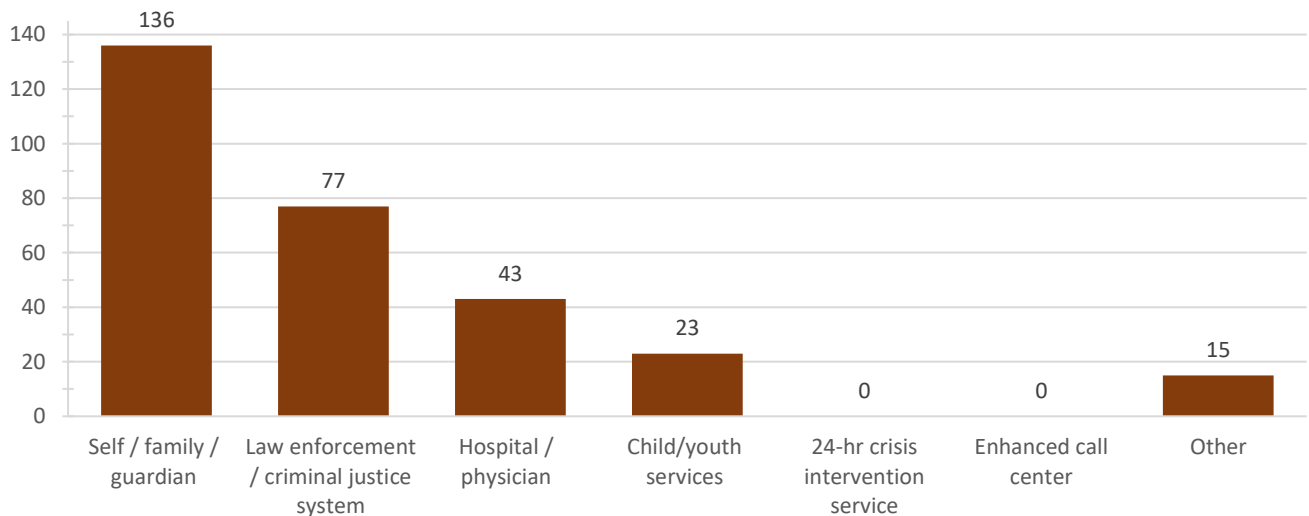
ADDITIONAL DATA ITEMS

All figures based on residents of county unless otherwise noted but services may be provided at any Northeastern Center facility.

| | |
|---|--------|
| Inpatient Hospital: | |
| Resident clients served in the inpatient setting | 74 |
| Inpatient bed days | 695 |
| Crisis Services: | |
| Emergency service contacts | 469 |
| Resident guests to CARES unit | 61 |
| Outpatient Services: | |
| Resident clients served in the outpatient setting | 1,438 |
| Clinical encounters (all outpatient services) | 45,325 |
| Completed intakes | 509 |
| Psychiatric evaluations | 224 |
| Psychiatric medication management (prescriber encounters, excludes psych evaluations) | 2,660 |
| Department of Child Services families/clients served | 34 |
| Resident clients served via School Assistance Program | 12 |
| School Assistance Program services provided | 20 |
| Average days from initial contact to offered initial evaluation appointment | 4.3 |
| Average days from intake evaluation to offered follow-up appointment | 9.2 |
| Average days from intake evaluation to scheduled therapy appointment ** | 15.2 |
| Average days from intake evaluation to scheduled prescriber appointment ** | 11.7 |

** Data based on intakes and scheduled follow-up appointments for county outpatient offices.

Referral Sources – Northeastern Center welcomes referrals from a variety of sources. The following represents new clients who began services within the fiscal year.

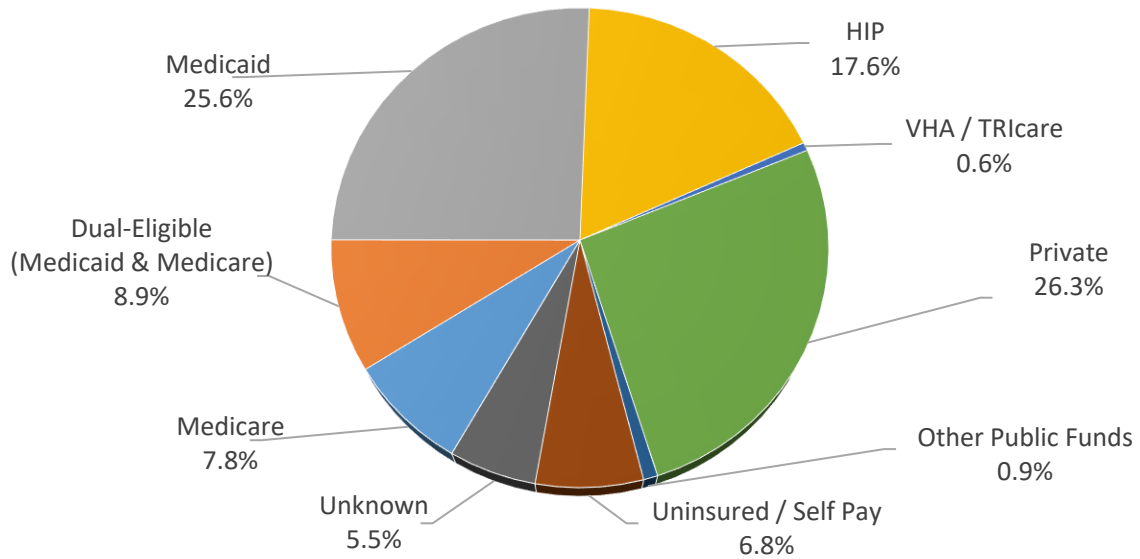


Contractual & Charity Care Write-Offs – Write-offs are comprised of client fee assistance, charity care, bad debt from client balances, and contractual service adjustments. Northeastern Center offers assistance to clients based on family income.

| | |
|------------------|----------------|
| Total Write-Offs | \$2,566,762.73 |
|------------------|----------------|

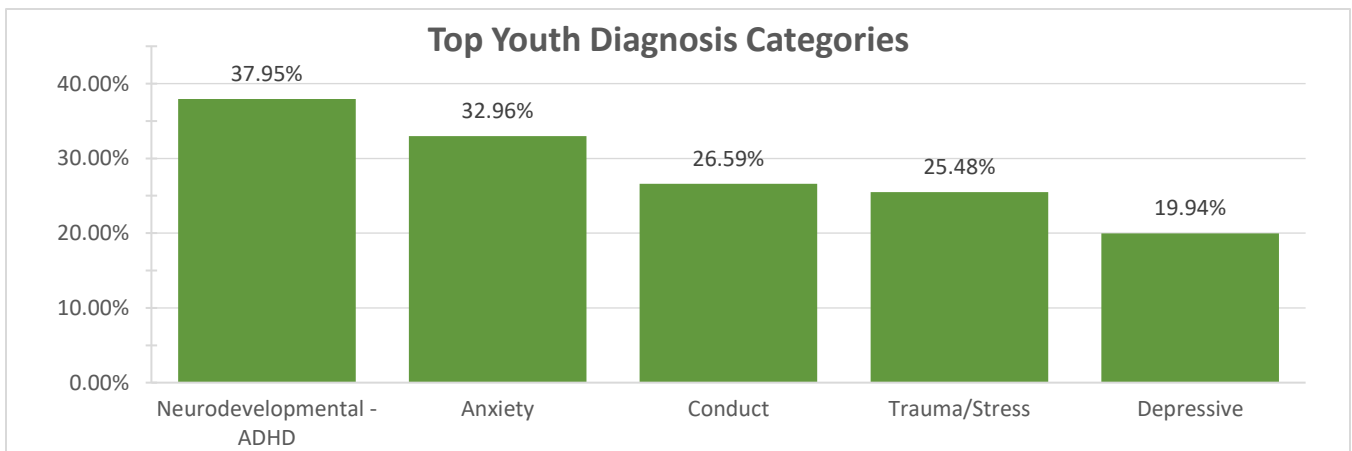
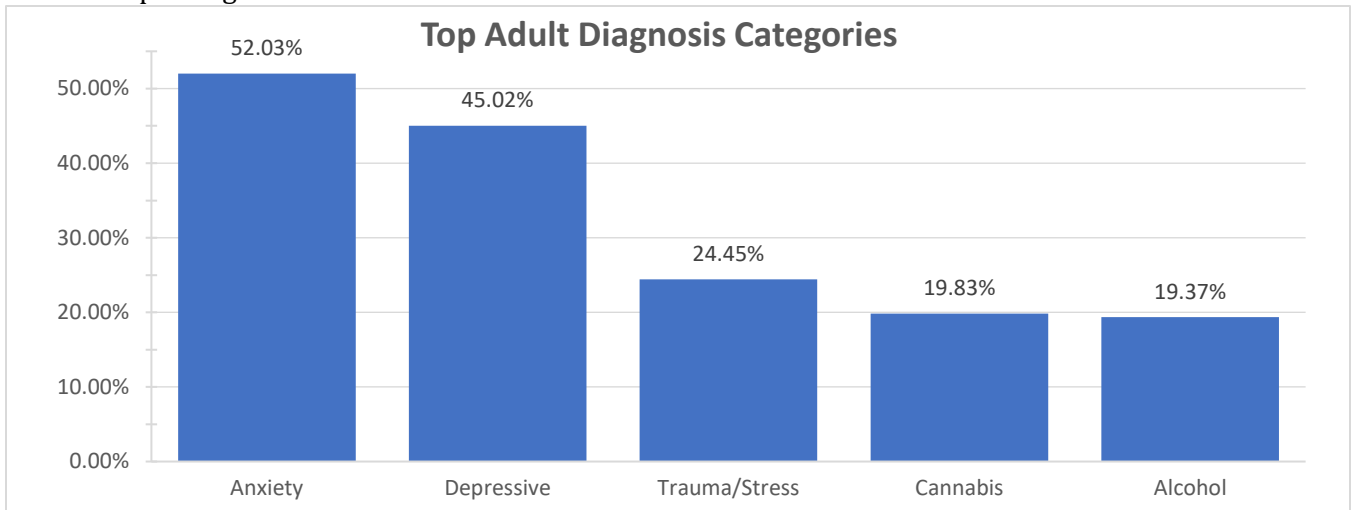
INSURANCE COVERAGE

Primary Insurance – data based on the primary insurance coverage of each unique individual served.

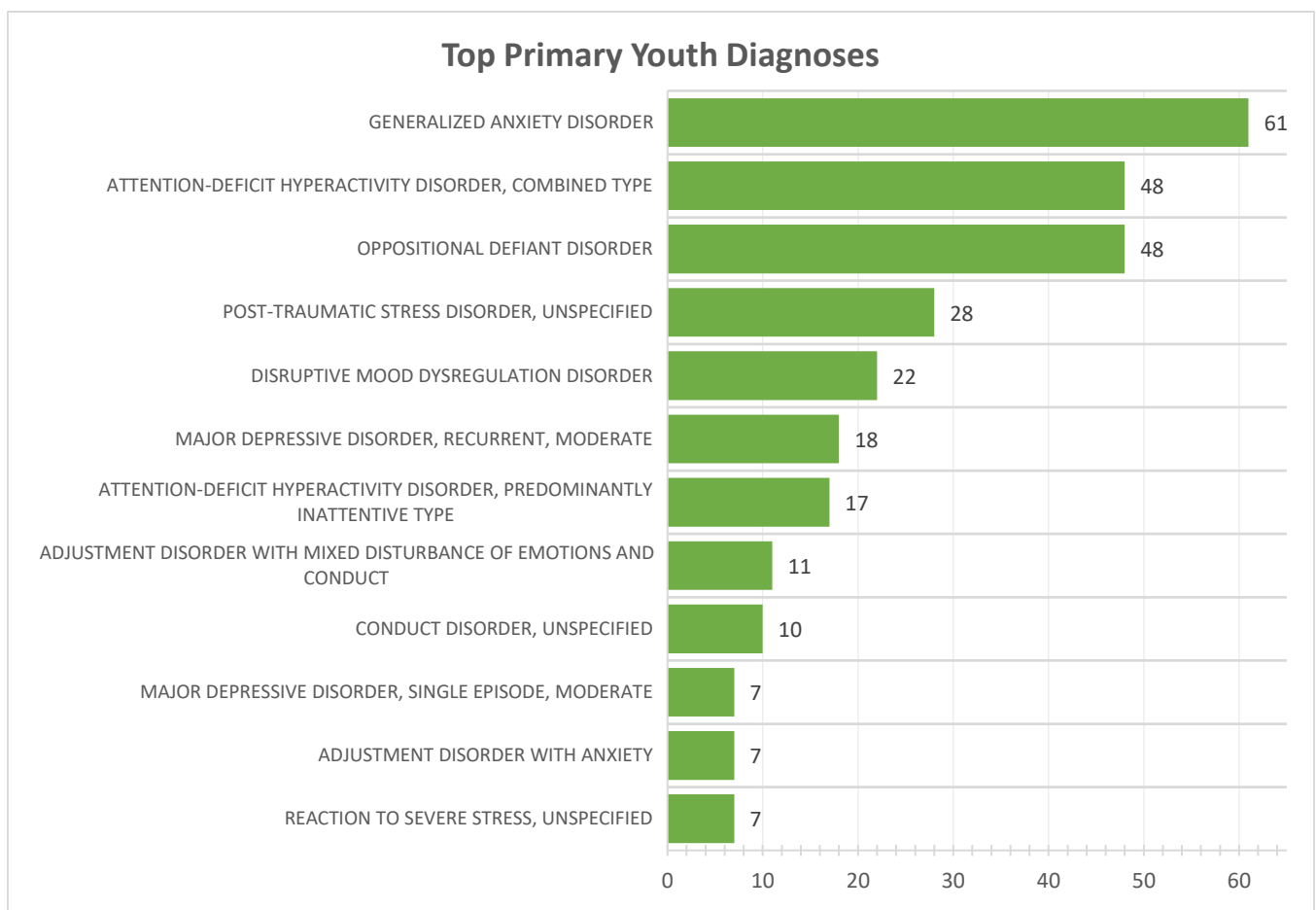
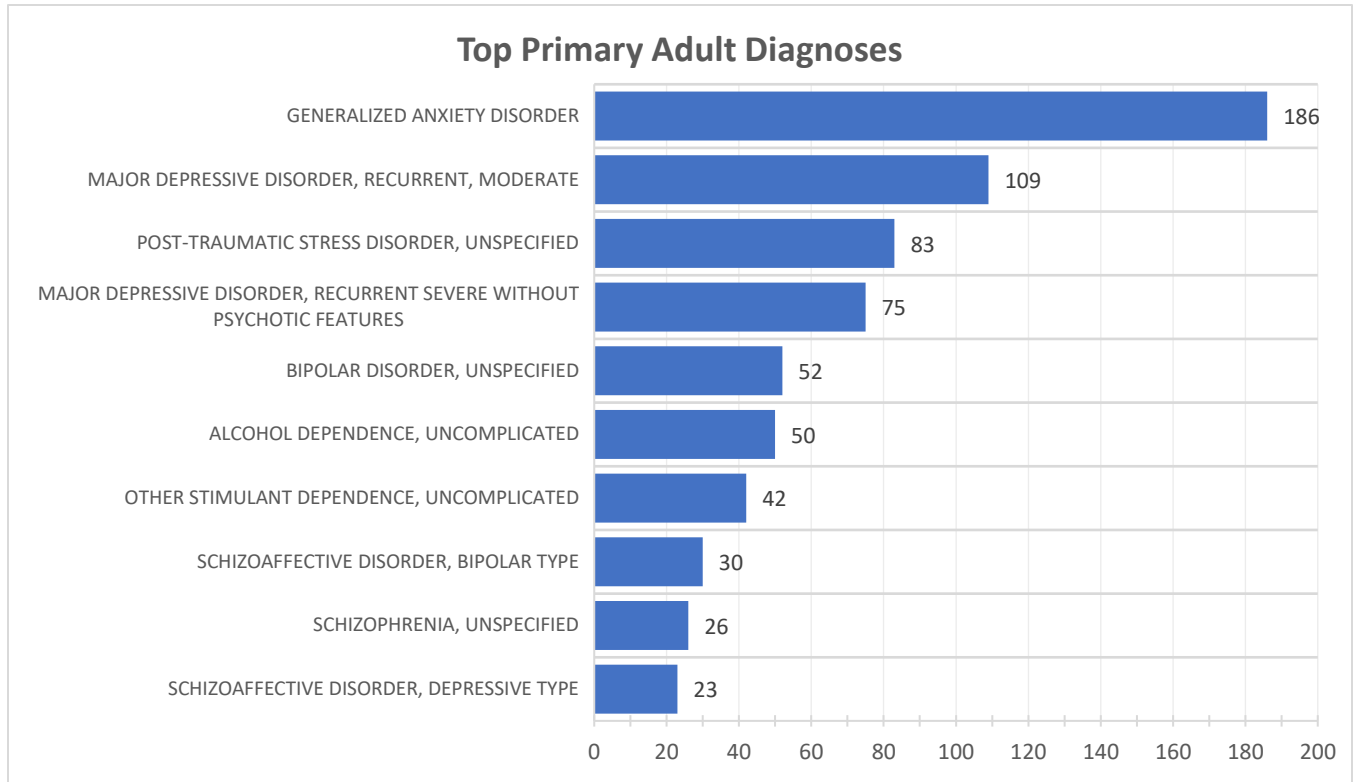


DIAGNOSES and SUBSTANCES

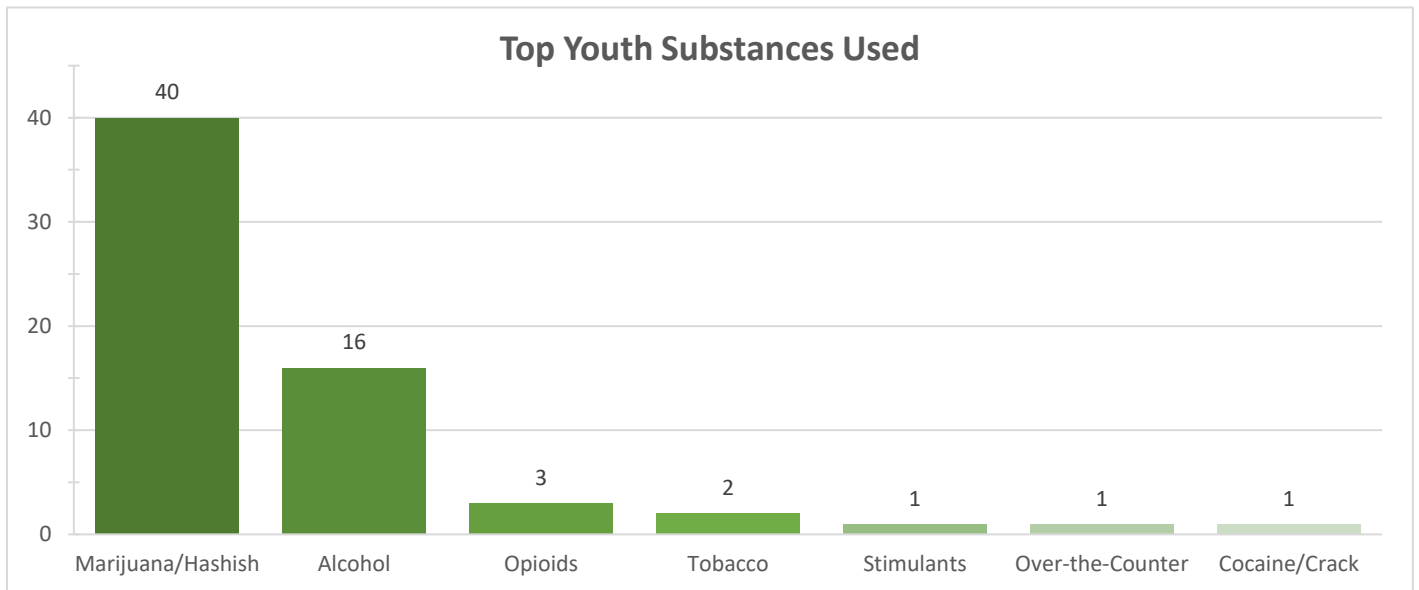
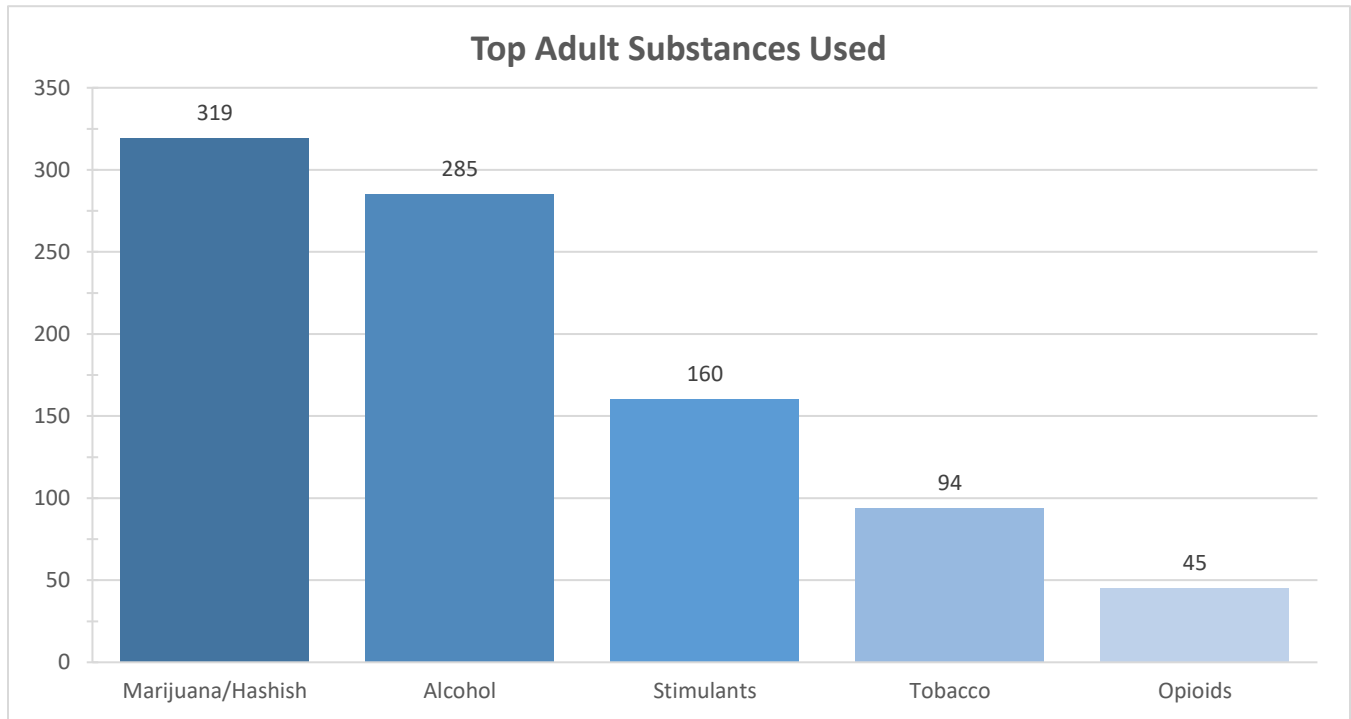
Top diagnosis categories – includes all client diagnoses, not just primary diagnosis, as individuals may have multiple diagnoses.



Top primary diagnoses – only includes primary diagnosis for each client.



Top Substances Used – individuals may use more than one substance.



CLIENT SATISFACTION/EXPERIENCE

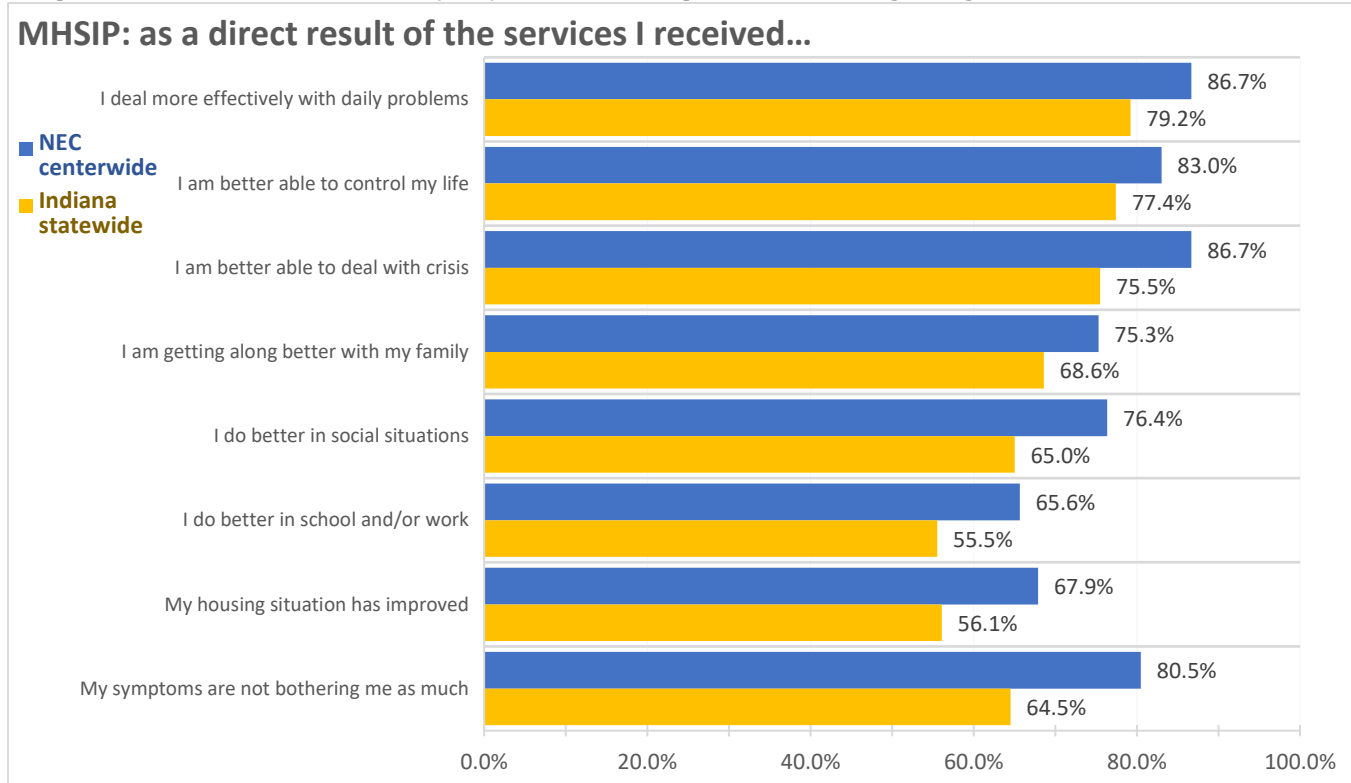
Internal Client Experience Survey – ratings for both county outpatient offices

Clients are asked to rate their service that day on a scale of 0-10 (with 10 being best) and provide positive or negative comments.

| Noble Offices | Case Facilitation / Management | Therapy | Nursing | Prescribing | Overall |
|---------------|--------------------------------|-------------|-------------|-------------|-------------|
| Albion | 9.85 | 9.57 | 10.00 | 9.61 | 9.61 |
| Kendallville | 9.77 | 8.88 | 9.67 | 9.87 | 9.11 |
| | 9.81 | 9.02 | 9.84 | 9.77 | 9.24 |

STATE-CONDUCTED Client Experience Survey (across all NEC designated counties)

Adult Patient Responses as a Result of Services Received – The Mental Health Statistics Improvement Program (MHSIP) survey is used nationally to measure the satisfaction of adults receiving services. The survey was available for one week in September with an option to take the survey via paper or online. There were **167** surveys completed for **Northeastern Center (NEC)**. Below are the questions asked regarding the outcome of services.



Caregiver Responses as a Result of Services Received – The Youth Services Survey for Families (YSS-F) survey is used nationally to measure the satisfaction of parents or guardians of youth receiving services. The survey was available for one week in September with an option to take the survey via paper or online. There were **66** surveys completed for **Northeastern Center (NEC)**. Below are the questions asked regarding the outcome of services.

