



Steuben County Report

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

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www.nec.org

OVERVIEW

Northeastern Center (NEC) offers a wide continuum of services in Steuben County. Outpatient services are available for both children and adults at the Angola Outpatient office. 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 a group home setting at the Pioneer Lodge II location. Clients in Steuben 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

- Client Consultation Board
- Child Protection team
- Community Corrections Advisory Team
- Community Health Fair Committee
- Drug Free Steuben
- Fetal Infant Mortality Review
- Healing Steuben
- Justice Reinvestment Advisory Council
- Juvenile Detention Alternatives Initiative and Alternatives to Detention (ATD chair)
- Opioid Response Treatment team
- Sexual Assault Treatment Team
- Steuben County Community Foundation
- Steuben County Crisis Intervention Team
- Steuben County Inter-Agency meeting
- Steuben County Systems of Care

Participation in Community Events

- Angola High School Remedy Live
- Angola Pride
- Community Health Fairs
- Indiana Juvenile Detention Alternatives Initiative Conference
- Northeast Indiana Mental Health Summit
- Pokagon Trunk or Treat
- Recovery Out Loud

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.

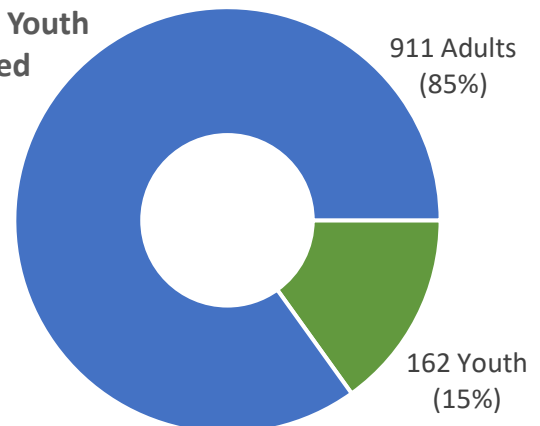
Service Locations		Addiction Treatment		Mental Health Treatment	
		Adults	Youth	Adults	Youth
Outpatient Clinics					
Albion Outpatient Clinic	Albion (Noble)	X	X	X	X
Kendallville Outpatient Clinic	Kendallville (Noble)	X	X	X	X
DeKalb Outpatient Clinic	Auburn (DeKalb)	X	X	X	X
LaGrange Outpatient Clinic	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	911	162	1073
Clients receiving Addiction Treatment Services	304	1	305
Clients receiving Mental Health Services	816	161	977
Clients receiving BOTH Addiction Treatment and Mental Health Services			238
* Clients in the Indiana Public Mental Health and Addiction Treatment System*			* 884

* Data from Indiana Division of Mental Health and Addiction (DMHA) – clients 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, clients have an eligible diagnosis and current functional impairment.

Adults & Youth Served



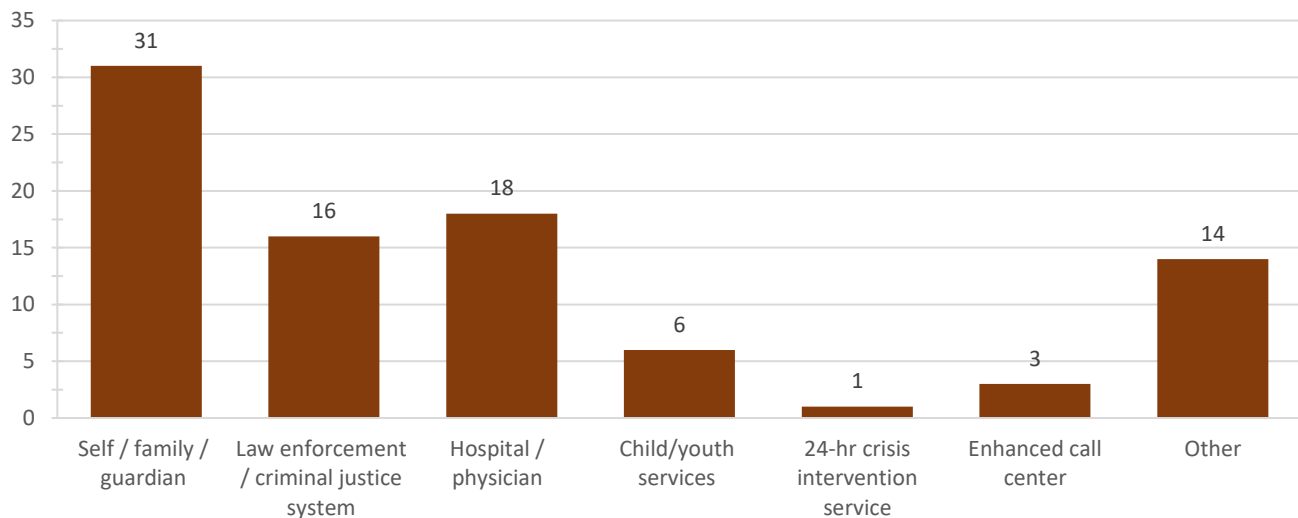
ADDITIONAL DATA ITEMS

All figures are based on the client county of residence no matter which Northeastern Center facility may have provided the services, unless otherwise noted.

Inpatient Hospital:	
Resident clients served in the inpatient setting	104
Inpatient Bed Days	949
Crisis Services:	
Emergency service contacts	551
Resident guests to CARES unit	30
Outpatient Services:	
Resident clients served in the outpatient setting	1,062
Clinical encounters (all outpatient services)	21,009
Completed intakes	356
Psychiatric evaluations	140
Psychiatric medication management (prescriber encounters; excludes psych evaluations)	1,529
Department of Child Services families/clients served	16
Resident clients served via School Assistance Program	3
School Assistance services provided	5
Average days from initial contact to offered initial evaluation appointment	2.7
Average days from intake evaluation to offered follow-up appointment	10.2
Average days from intake evaluation to scheduled therapy appointment **	23.8
Average days from intake evaluation to scheduled prescriber appointment **	22.9

** 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.

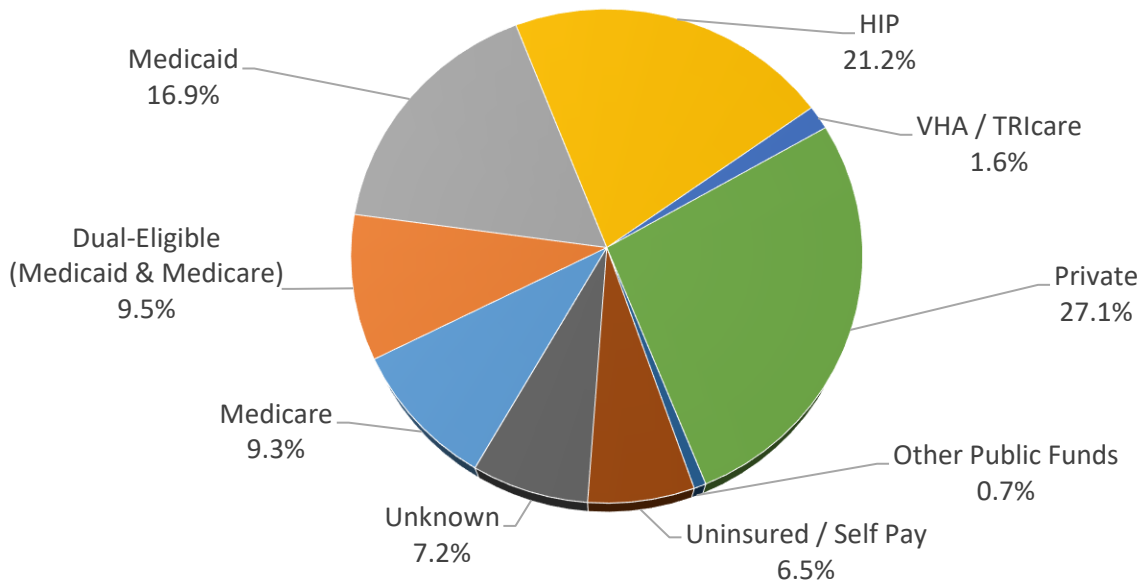


Contractual & Charity Care Write-Offs – Write-offs are comprised of client fee assistance, charity care, bad debt from client balances, and contractual service adjustments. Northeastern Center offers assistance to clients based on family income.

Total Write-Offs	\$1,905,665.65
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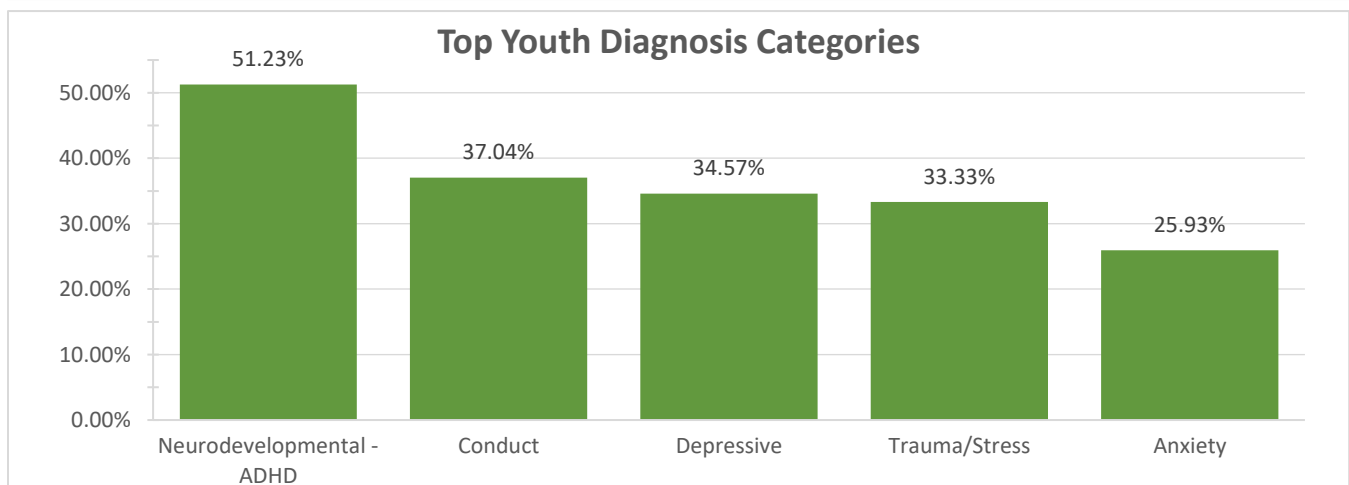
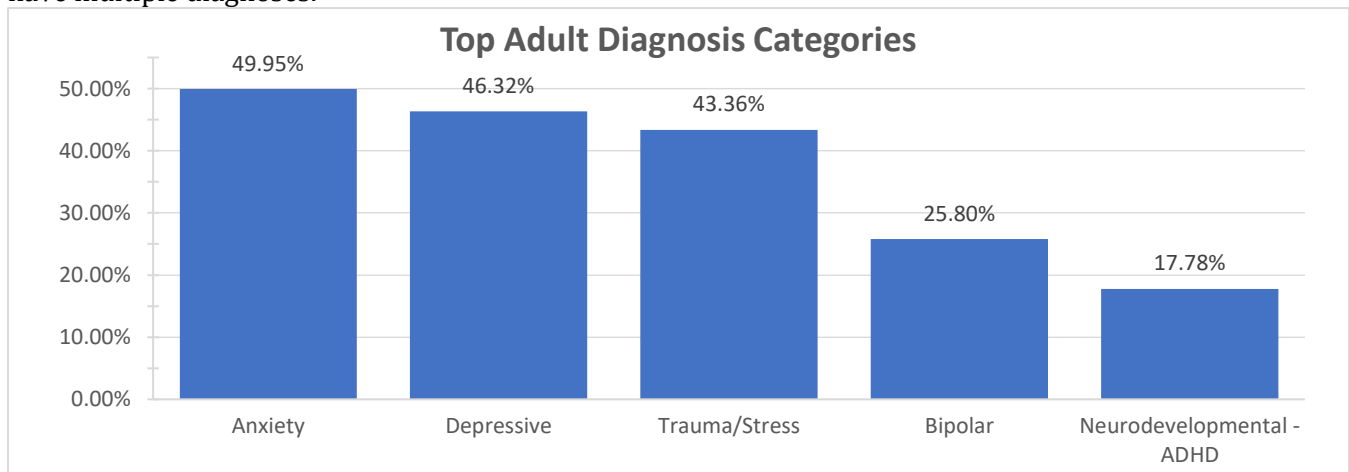
INSURANCE COVERAGE

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

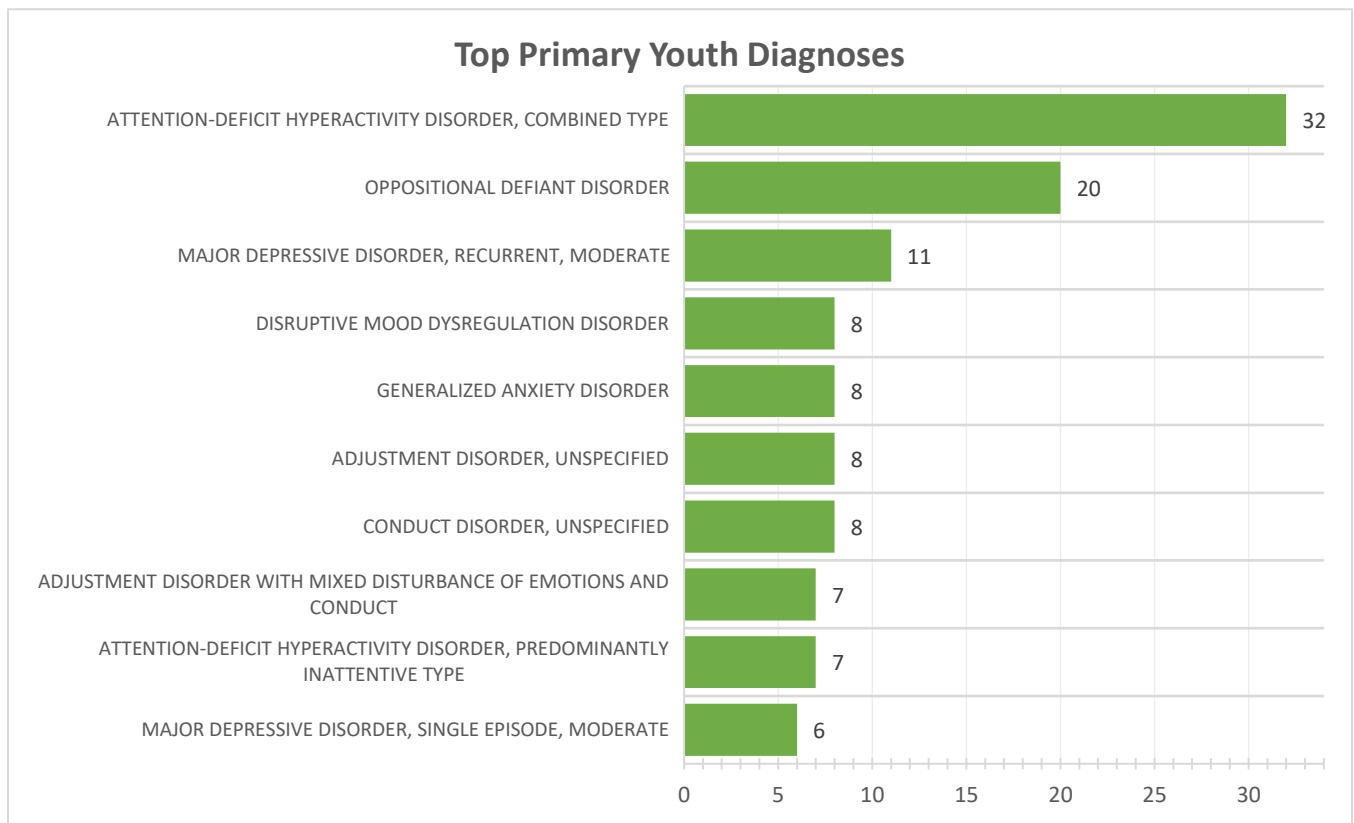
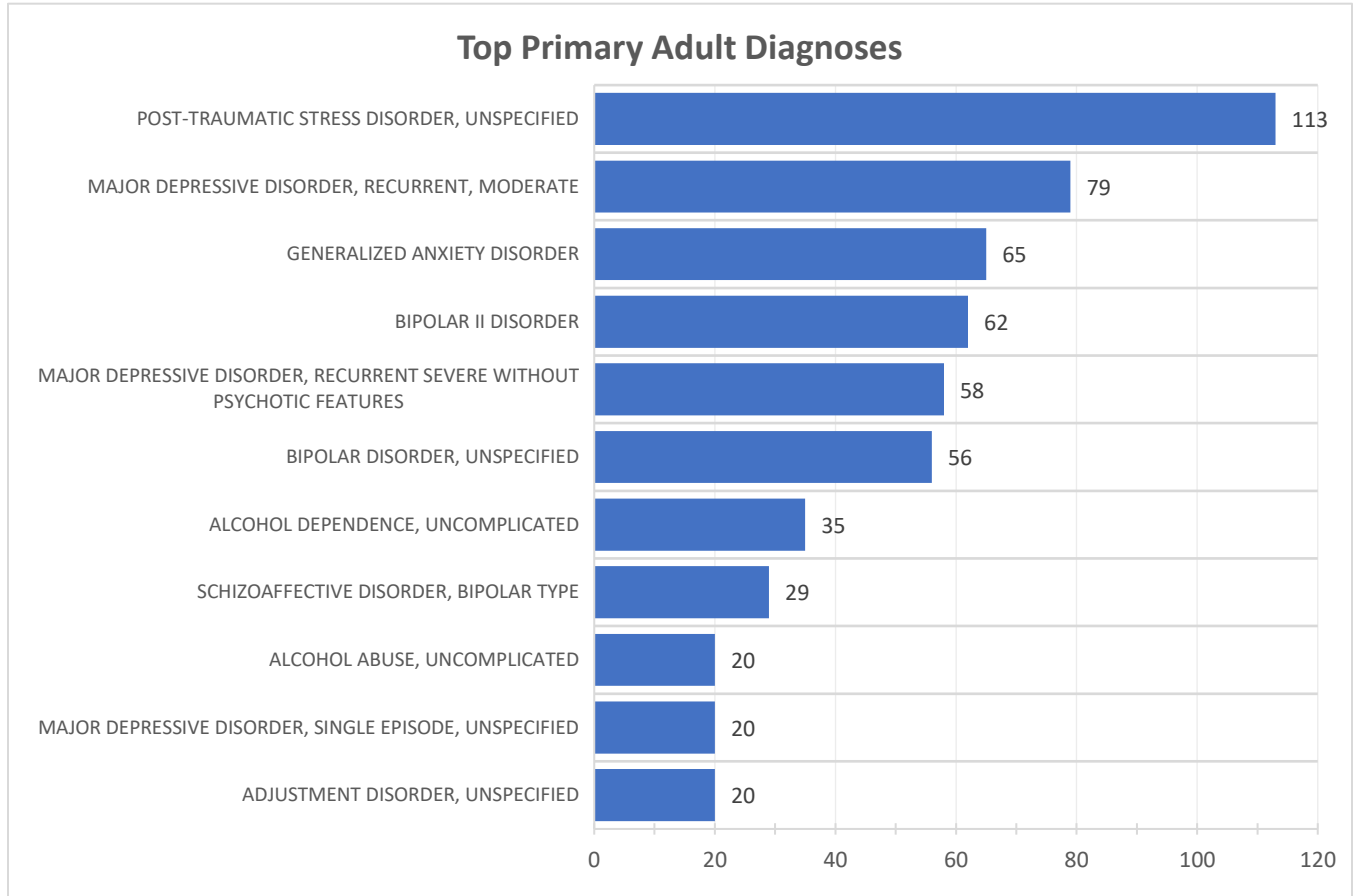


DIAGNOSES and SUBSTANCES

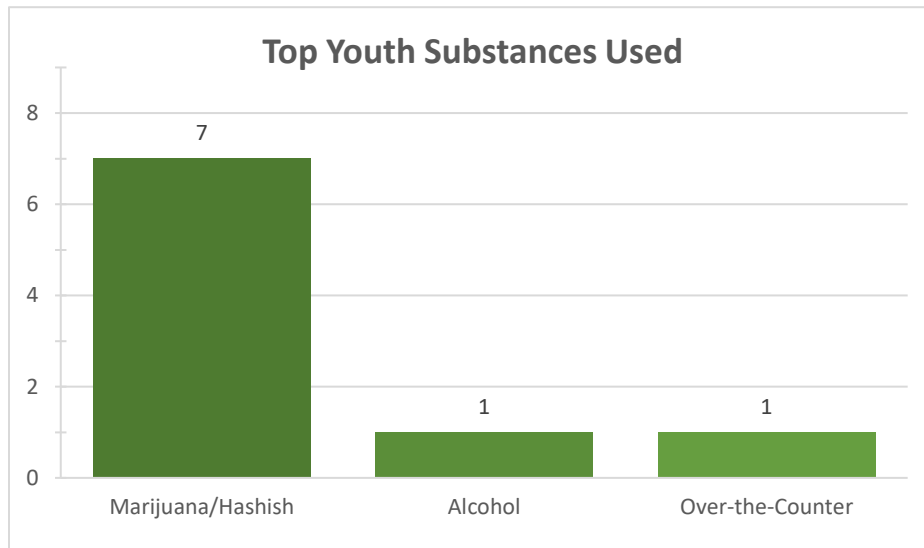
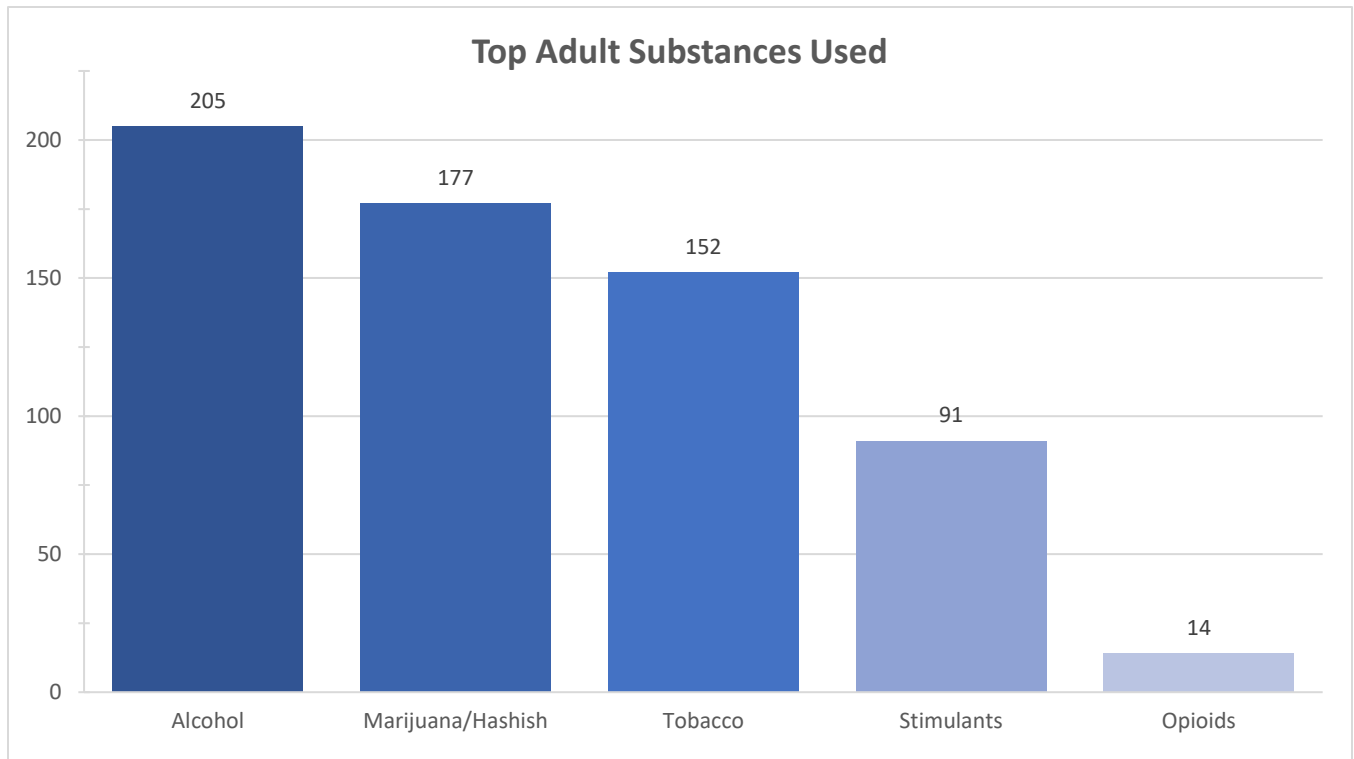
Top diagnosis categories – includes all client diagnoses, not just primary diagnosis, as individuals may have multiple diagnoses.



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



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



CLIENT SATISFACTION/EXPERIENCE

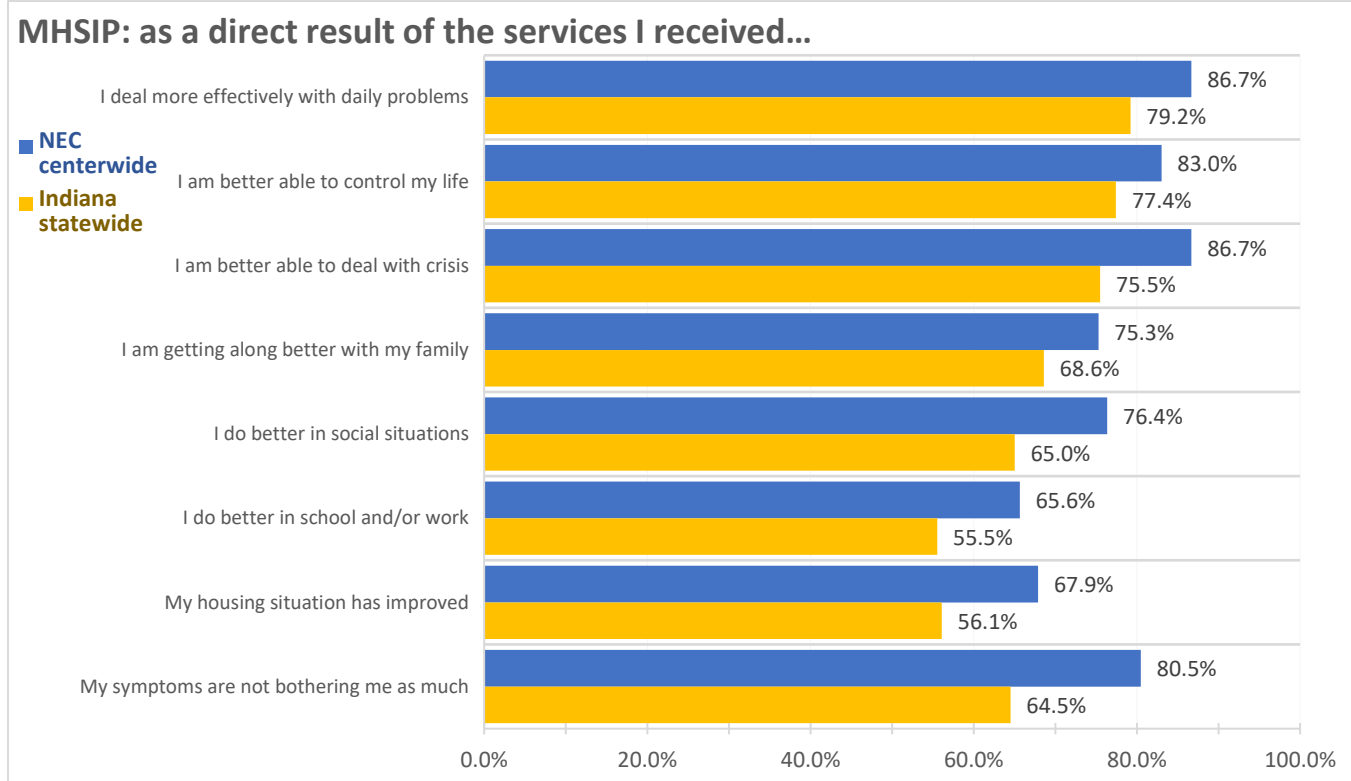
Internal Client Experience Survey – ratings for county outpatient office

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.

Steuben Office (Angola)	Case Facilitation / Management	Therapy	Nursing	Prescribing	Overall
	9.41	9.82	9.50	9.95	9.85

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.

