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# PROGRESS REPORT

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# MISSION

We help people in need of behavioral healthcare and emotional support by providing comprehensive, evidence-based services needed to attain recovery and maintain well-being. We also help the courts and community agencies by providing professional evaluations and assessments for those that need them.

At Netcare Access, we are committed to supporting individuals in their journey toward recovery and mental wellness by offering a range of behavioral healthcare and emotional support services. Our approach is rooted in comprehensive, evidence-based practices that address each client's unique needs and circumstances. By combining compassionate care with proven methodologies, we empower clients to build resilience, improve their quality of life, and maintain long-term well-being. Our services extend across various levels of care, including crisis intervention, stabilization, counseling, and residential support, ensuring that individuals receive the appropriate level of help at every stage of their recovery journey.

Beyond our direct work with clients, we serve as a vital resource for courts and community agencies. We understand that behavioral health challenges often intersect with the justice system, and we are dedicated to providing timely, professional evaluations and assessments to help guide informed decisions. By delivering reliable, unbiased assessments, we support the courts, social services, and other community agencies in responding effectively to complex cases involving mental health needs. Our commitment to professional integrity and accuracy in these evaluations ensures that individuals receive fair and informed treatment, while also contributing to the broader mission of public safety and community well-being.

# CRISIS SERVICES

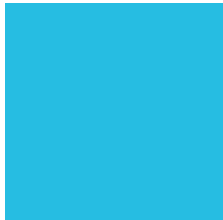
For those in crisis, we provide options without regard to insurance or payment.



## EMERGENCY RESPONSE SERVICE

Answers 614-276-CARE (80,543 calls handled), Homeless Hotline (102,324), and 988 calls, texts, and chats (30,300).

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## CRISIS STABILIZATION UNIT

An alternative to psychiatric hospitalization. Patients stay for up to 7 days and are linked to ongoing care at discharge. 357 individuals were treated in the CSU in 2023.

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## ASSESSMENTS

Provides non-urgent substance use and mental health assessments. Referrals are made to local providers. 390 assessments completed in 2023.

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## MILES HOUSE

Dedicated to those being discharged from inpatient psychiatric care or the Netcare CSU. 175 individuals stayed at the Miles House in 2023. 55% enter homeless; <15% leave homeless.

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# Measuring Progress

## Performance goals are a good way to monitor and measure progress.

By establishing measurable objectives, such as reducing crisis response times, increasing client satisfaction, and improving the accuracy and accessibility of data, we can more effectively evaluate our progress and adapt to emerging needs. Performance goals not only provide a clear benchmark for success but also promote accountability across all levels of the organization, from front-line staff to leadership. They allow us to celebrate our achievements, identify areas for improvement, and make informed decisions that drive meaningful outcomes for our clients and community partners.

### Revenue

	2020	2021	2022	2023
Government Grants	2,200,000	2,350,000	2,400,000	2,500,000
Service fees	300,000	295,00	285,000	250,000
Contributions	100,000	120,000	80,000	100,000
COVID Relief Funds	3,400,000	2,400,000	250,000	100,000
Misellaneous	50,000	80,000	75,000	90,000

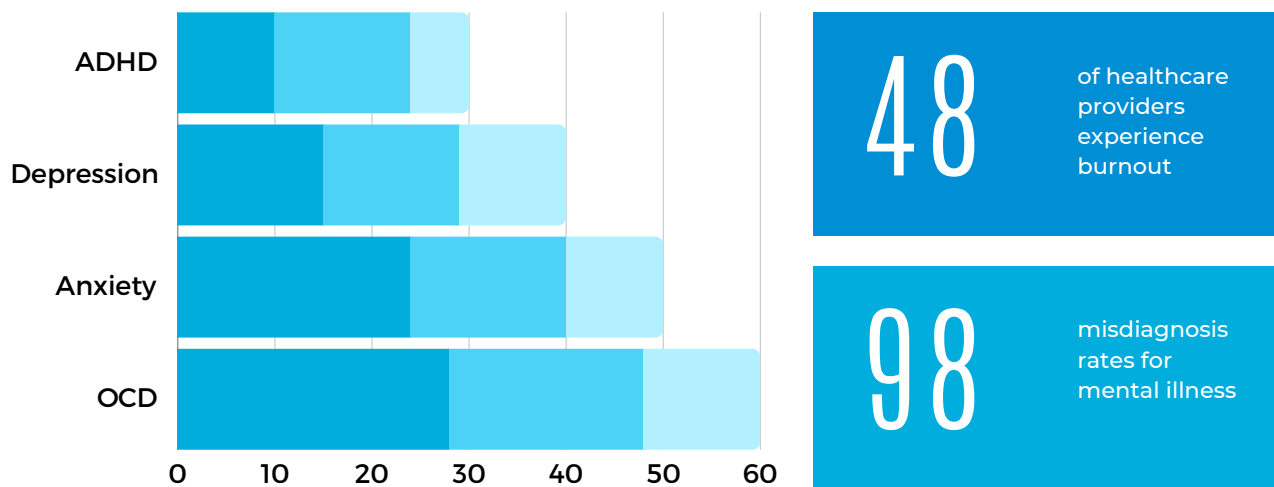
## Performance goals are a good way to monitor and measure progress.

**Success:** "Community engagement was key in achieving a 90% participation rate in the clean water initiative."

**Challenge:** "Data collection was limited in remote areas due to logistical constraints. Future efforts will include mobile data collection units."

## Progress as measured by performance results

Measuring efficiency of task completion



SDG 3 (Good Health and Well-being): "Expanded mental health support has increased access to crisis and counseling services by 20% in underserved areas."

- Reflects our mission to improve access to behavioral health services.

SDG 9 (Industry, Innovation, and Infrastructure): "Data management improvements boosted operational efficiency by 25% for front-line staff."

- Aligns with our goal to enhance data accessibility for better service delivery.

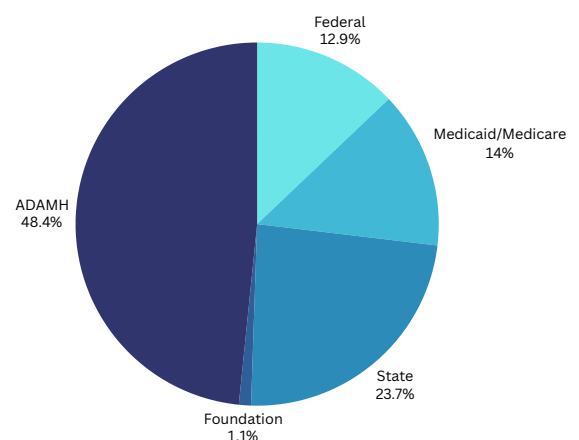
SDG 16 (Peace, Justice, and Strong Institutions): "Provided 15% more quality assessments to support fair judicial processes."

- Supports our role in aiding courts and agencies with reliable evaluations.

SDG 10 (Reduced Inequalities): "Cultural and trauma-sensitive practices increased positive client feedback by 30%."

- Reflects our commitment to a respectful, inclusive environment for all clients.

### Revenue



# Next Steps

Where do you go from here? Sustainability reports are not just about looking back, but also looking forward.

As we reflect on the progress made in 2020, our commitment to the Sustainable Development Goals (SDGs) remains stronger than ever. This SDG Progress Report is more than a summary of our past achievements—it's a foundation for our future actions and improvements. Looking forward, we have identified key next steps to deepen our impact and advance sustainable development within our communities.

01

## Action or commitment

Description: Launch a renewable energy pilot program in underserved communities to increase access to clean and affordable energy.

02

## Action or commitment

Rationale: Aligning with SDG 4 (Quality Education) and SDG 8 (Decent Work and Economic Growth), this program aims to bridge

03

## Action or commitment

Intended Impact: By the end of 2021, we aim to reduce organizational waste by 30% and increase community recycling rates by 50% in targeted areas, fostering a culture of sustainability and resource efficiency.



# Conclusion

As we close our SDG Progress Report for 2020, we celebrate the achievements of the past year and renew our commitment to building a sustainable, equitable future. Below are some of the highlights from our work, demonstrating our dedication to the SDGs and our vision for a better tomorrow.

## Expanding Access to Clean Energy

- Launched a pilot program that provided solar energy to 1,000 underserved households.
- Reduced carbon emissions in targeted communities by 20%.

## Empowering Youth Through Digital Literacy

- Implemented a digital literacy initiative, reaching over 2,500 young people in rural areas.
- Increased digital literacy rates by 40% and improved employment

## 3: Waste Management

Conducted workshops and educational campaigns on waste reduction and recycling.

- Reduced organizational waste by 30% and increased community recycling rates by 50%.

## Clean Energy

Brought affordable and sustainable energy to those most in need, advancing SDG 7 (Affordable and Clean Energy).

**We invite our partners, stakeholders, and supporters to join us in this shared mission. By working together, we can make a meaningful impact and bring us closer to a sustainable, inclusive future for generations to come.**