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CEO CORNER

To begin, the years 2020/2021 have certainly been challenging facing the Pandemic. At the start of the Pandemic, the Ohio Emergency Management Agency reached out to the providers in Ohio of Information and Referral Services to remain open. They felt we were an “essential service”. Given this, Help Network remained open and continued to take calls from people who were struggling to meet their needs. Calls increased during peak times from people in need of food to feed their families, help to keep from being evicted or utilities being shut off. Help Network remained open and staff continued to come in the office to provide support to those callers, never missing a beat. Although there were some challenges, we adapted, were resilient and became stronger. I believe through crisis comes opportunity.

It should be noted in the midst of the Pandemic, Help Network completed two accreditation services. We received 5-year continued national accreditation from both American Association of Suicidology (AAS) and Alliance of Information and Referral System (AIRS). Both surveys resulted in no recommendations for improvement.

The AIRS site surveyor’s comments echoed what we have strived for, unity as a staff, a sense of family, significance of what we do and striving for excellence.

This year we are Celebrating 50 years of Serving Community Needs. This can be attributed to remaining steadfast in our mission. Fifty years ago, what is now known as Help Network of Northeast Ohio was a drug information line that served the Youngstown area and was staffed by mostly volunteers that operated in the evenings, 6 days a week. The agency eventually grew by becoming a suicide/crisis hotline and information and referral center/211 and was known as Help Hotline Crisis Center. Today Help Network of Northeast Ohio has grown to over 50 employees, provides over 15 programs, through telephone and face-to-face services. Our agency provides services to 5 counties in northeast Ohio and is a provider for National Suicide Prevention Lifeline.

To say we’ve grown since we opened would be quite an understatement! Not only does our Suicide/Crisis Hotline receive over 130,000 calls each year, but we provide face-to-face services to over 800 people. Our Suicide/Crisis Hotline remains our core service going back to our roots. All our services are about preventing people from getting to a place where they feel hopeless and helpless and in despair, where they are considering suicide. Our goal is to Help Break the Chain of Suicide.

As we move into the next 50 years, Help Network looks to continue to expand its services when opportunities arise to help those in need. We want to be able to assist people to live better lives by providing them with the support they need. We want everyone to know “Help is Here”.

Vince Brancaccio, MSSA, LISW-S
CEO

Mission Statement

Improving lives by providing immediate comprehensive services to support and connect people with community resources.



PROGRAMS

Crisis Intervention/Suicide Prevention

136,497 calls were answered on the Hotline and 10,983 online direct hits on our website for FY21. Help Network is providing services to Mahoning, Columbiana, Lake, Ashtabula and Trumbull Counties.

211 Online Database & Texting

The Database is a comprehensive up to date catalog of all resources in the Valley. Visit helpnetworkneo.org click on the 211 link and gain access to the same resources our 24/7 crisis workers have in the phone room. To get information about area food pantries and free meal sites sent directly to your cell phone, text: HELP NETWORK to 898211. At the prompt, enter "1" for information about food pantries, or "2" to learn about free meal sites near you.

Intensive Guardianship

Help Network provided Intensive Guardianship Services to over 200 individuals in Mahoning, Columbiana

and Trumbull Counties for our contracted agencies. The Guardian staff works with a system of care with a variety of providers to ensure the wards are receiving the best treatment and care. The guardian staff works closely with the Probate Courts in each county submitting the required paperwork.

WarmLine/Peer Support

This Peer to Peer run program specializes in helping individuals who are lonely, depressed, and/or have drug and alcohol related problems. Certified Peer Support provides ongoing telephone support to individuals as they work towards their recovery. On average over **116 calls a month** were answered on the WarmLine in FY21. The operation for Mahoning, Trumbull and Columbiana County expanded the hours Mon - Fri 4 PM - 11 PM Sat 1 PM - 3 PM. Warmline at the Peer Recovery Center in Columbiana County, is in operation Mon - Fri 8 AM - 4 PM averaged 60 calls a month.

WRAP

Wellness Recovery Action Project offers assistance in the development of skills to aid in recovery. WRAP has been extensively studied and is now an evidence-based practice. Due to the pandemic, there were no WRAP programs in the past year. WarmLine however increased hours to assist with recovery goals and strategies to manage MH/AOD symptoms of peers.

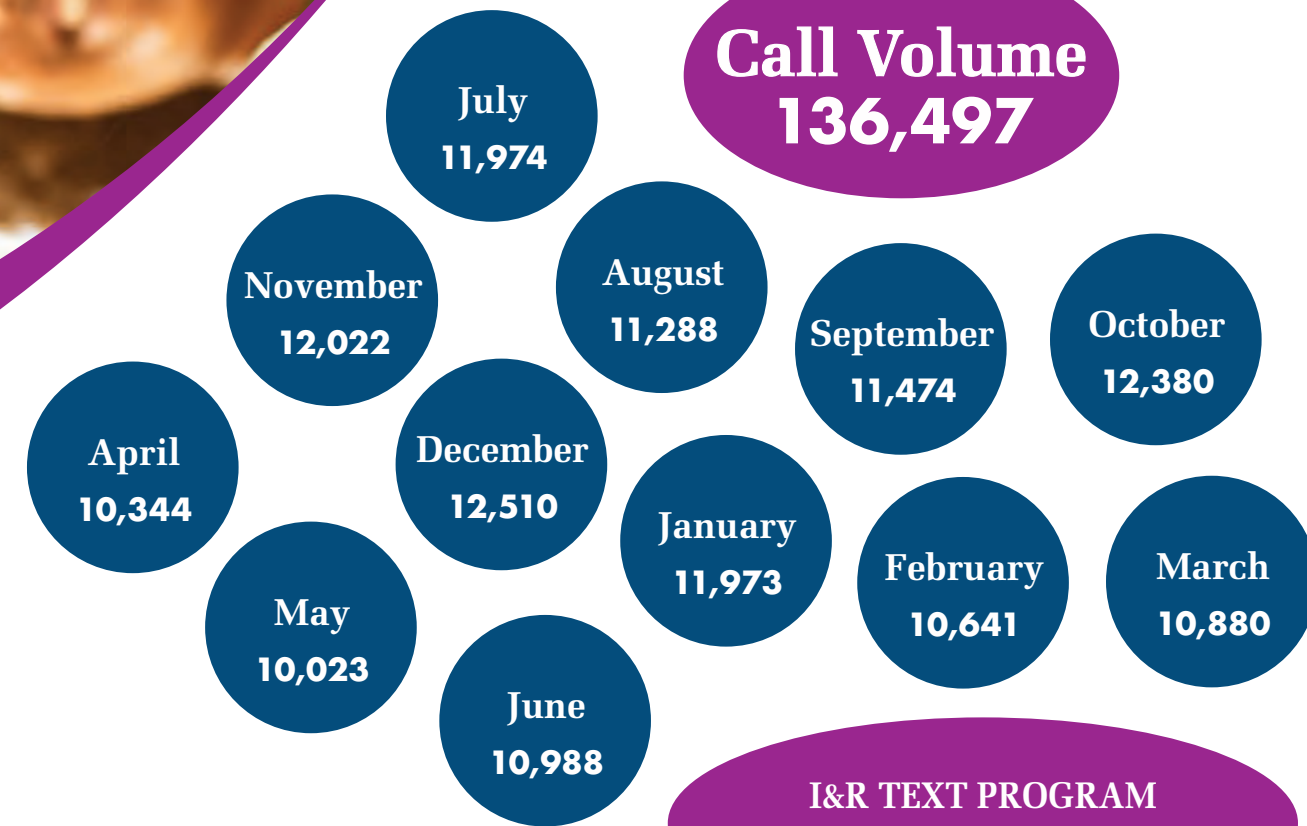
Mental Health Prevention

Help Network Staff mailed out literature to over 6800 people. Mental Health events were cancelled due to COVID.

Suicide Prevention/Crisis Problem Solving

In FY21 94% of callers to the Hotline accepted a coping strategy or referral. 94% developed a safe plan.

Call Volume
136,497



I&R TEXT PROGRAM
RECEIVED 3,935 TEXTS

Survivors of Suicide

Sponsor and facilitate support group for families and friends of persons who have completed suicide. 23 groups met virtually in Mahoning or Columbiana County reaching 63 duplicate survivors.

Victims Assistance

Immediate crisis intervention and emergency linkage for victims of crime, including domestic violence and rape. Virtual advocacy provided by phone or through mailings. 39 victim contacts were made to individuals surrounding advocacy, information, court accompaniment and support, COVID limited in person.



MAY 28, 2021 GOLF OUTING

After having to cancel our Annual Golf Outing in May of 2020, we bounced back with the largest outing since its inception in terms of attendance as well as money raised. We hosted 32 Teams/128 Golfers in addition to 37 Hole Sponsors, and raised \$13,000 for our agency.

SPONSORS

Without all of you this golf outing wouldn't be possible. The outing is not only a way to raise money for our agency programs, but a fun way to make connections and see old friends.

- **Dinner Sponsor - Compco Industries**
- **Beverage Sponsor - Service Master by Lewis Construction**
- **Birdie Sponsor - Mercy Health Foundation**
- **Birdie Sponsor - The Conti Corporation**

Hole Sponsors

- 330 Chiropractic LLC
- ABA Therapy Solution
- Alpine Springs Water
- Beard Financial - Jim Rafoth
- Boak & Sons
- Bodine Perry CPA
- Ceglia & Associates
- Community Counseling Center
- Compass Family and Community Services
- Compco Industries
- DCW Group
- DeSalvo Construction
- Family & Community Services
- First National Bank of Pennsylvania
- Haf-Hil Exterminating
- The Hirschbeck Family
- Hometown Pharmacy Solutions
- Lewis Construction
- LightGov
- Attorney Brian J. Macala
- Mahoning County Juvenile Court Advisory Board
- Gary (Rabb) & Peggy Marinelli
- Mark Daprile Insurance
- Mercy Health Foundation
- Molly Maid of Trumbull & Mahoning Counties
- New Day Recovery
- On Demand Counseling
- One Health Ohio
- Paige and Byrnes Insurance
- PNC Bank
- Poly MechaniX LLC
- RISE Recovery
- Rossi & Santucci Funeral Home
- Stifel
- St. John's Episcopal Church
- United Brotherhood of Carpenters
- York Mahoning Mechanical Contractors

Thank you all for your continued support!
Todd

HIGHLIGHTS

• September 2020:

Representative Payee - Trumbull County

– In September of 2020, Help Network made the decision to take on some Trumbull County Representative Payee clients. Our staff worked hard with leadership from some of our partner agencies as well as the Social Security Administration to get this done as fast and efficiently as possible. The end result is we added 142 clients to the program, today our staff manages approximately 4.5 million dollars of Social Security and/or Supplemental Security Income (SSI) benefits for 404 clients who have a mental health and/or addiction diagnosis as well as developmentally disabled clients. The goal of this program remains assisting the clients in reducing the financial exploitation or self-mismanagement of funds and assist those clients to become their own Payee. Adding more clients to our program in a year like 2020 presented some challenges, we chose to stick to our Mission of Improving lives by providing immediate comprehensive services to support and connect people with community resources.

• October 2020:

Family Success Network

– In October 2020 Help Network along with Alta Care and Cadence Care was the recipient of a grant from O.C.T.F., the Ohio Children's Fund is the state's sole public funding source dedicated to preventing child abuse and neglect. Housed within the Ohio Department of Jobs and Family services, the Ohio Children's Trust Fund works with its partners in every county to serve all Ohio communities. The Family Success Network is a child abuse and neglect prevention program geared toward all families in Columbiana, Mahoning and Trumbull Counties. This program is designed to strengthen resiliency and increase protective factors for families through information and referral, Family Coaching, Triple P, Transition to Independence and Money 101 programs. Through this voluntary program, at risk families can gain the knowledge and skills necessary to avoid child welfare intervention.

ACCREDITATIONS

- **AAS** - January 2020 submitted recertification for AAS and survey was scheduled for March 23rd but was cancelled due to COVID. Survey conducted on October 6 and 7, 2020 and we were recertified on October 16, 2020 and received a 5-year accreditation.
- **AIRS** - Started the certification process on August 18, 2020 and was recertified in June 2021 and received a 5-year accreditation.
- **CARF** - Resurvey submitted on November 25, 2020 and received an extension to survey by December 2021 or January 2022.

HNNEO PERSONNEL

HNNEO Board of Directors

- Atty. Brian J. Macala, President
- Stephanie Landers, Vice-President
- Robert B. Gardner, Treasurer
- The Rev. Gayle Catinella, Secretary, (Vice President as of 6-15-2021)
- Sharon A. Stringer, Immediate Past President
- Atty. John Ams
- Nickola (Nick) Ceglia
- Amanda Frost
- Wayna Hightower
- Mark Jones, Jr.
- John Mercer
- Chrysann Mitzel
- Joseph L. Mosca
- David Oaks
- Justin Rance
- Darren Thornton
- Kenneth M. Tkatch
- Deatrice Traylor

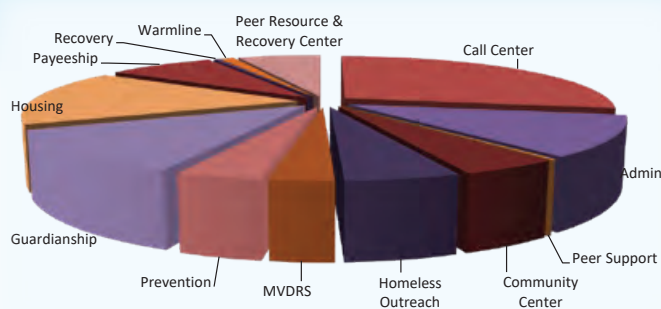
Executive Staff

- Chief Executive Officer:
Vince Brancaccio, MSSA, LISW-S
- Associate Executive Director:
Catherine R. Grizinski, M.Ed., L.S.W., C.I.R.S.
- Chief Operating Officer:
Todd A. Marian, M.B.A.
- Chief Financial Officer:
Dean Wennerstrom, C.P.A.
- Director of Housing and Support Services:
Lee DeVita, BSW
- Director of Mediation Services:
Mark Luke
- Director of PEER Support Services of Columbiana County:
Erica Como
- Director of 2-1-1:
Michelle Gennaro, BGS, CRS-DC
- Staff Program Director/Program Consultant Family Success Network:
Megan Pryor-Hazlett, MS

FY21 FINANCIAL REPORTS

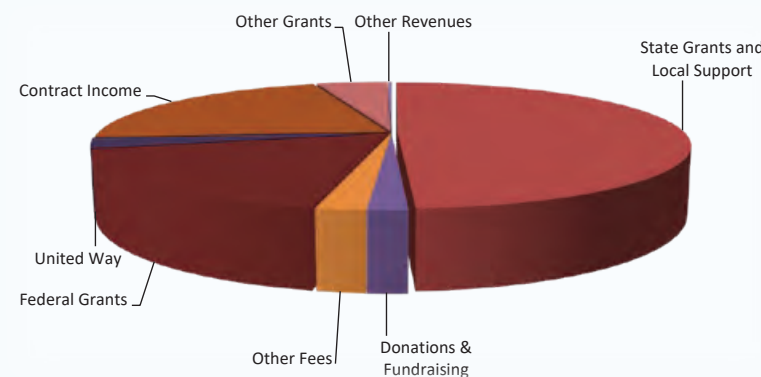
HNNEO Expenses

• Help Network Expenses	\$2,269,598.00
• Call Center	\$634,424.00
• Admin	\$256,647.00
• Peer Support	\$4,707.00
• Community Center	\$106,469.00
• Homeless Outreach	\$119,912.00
• MVDRS	\$67,448.00
• Prevention	\$90,057.00
• Guardianship	\$273,277.00
• Housing	\$112,092.00
• Payeeship	\$179,653.00
• Recovery	\$7,732.00
• Warmline	\$25,291.00
• Peer Resource & Recovery Center	\$141,160.00

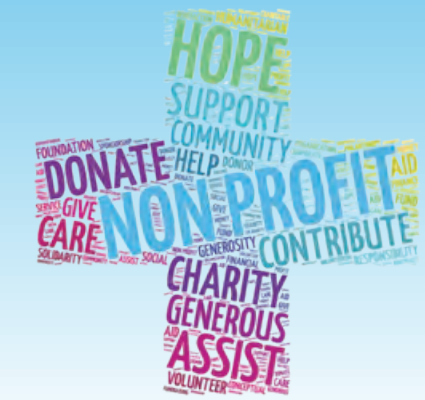


HNNEO Income

• Help Network Income	\$2,437,187.00
• State Grants and Levies	\$1,200,682.00
• Donations & Fundraising	\$44,467.00
• Other Fees	\$54,472.00
• Federal Grants	\$431,550.00
• United Way	\$62,491.00
• Contract Income	\$521,986.00
• Other Grants	\$115,903.00
• Other Revenues	\$5,636.00



THANK YOU TO OUR CONTRIBUTORS

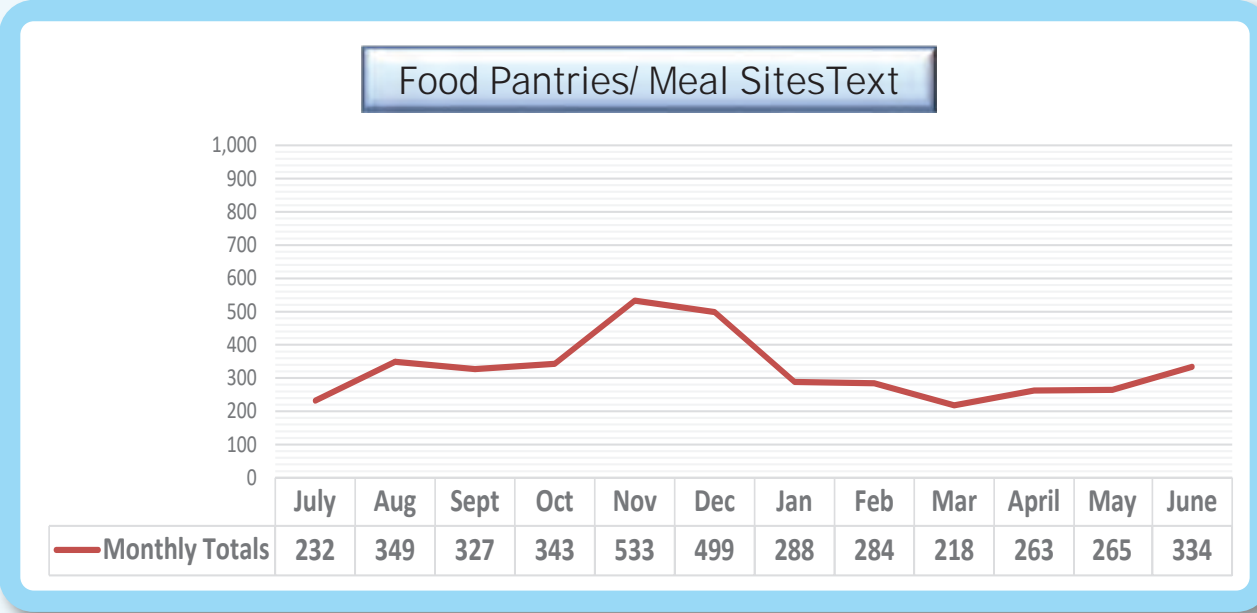
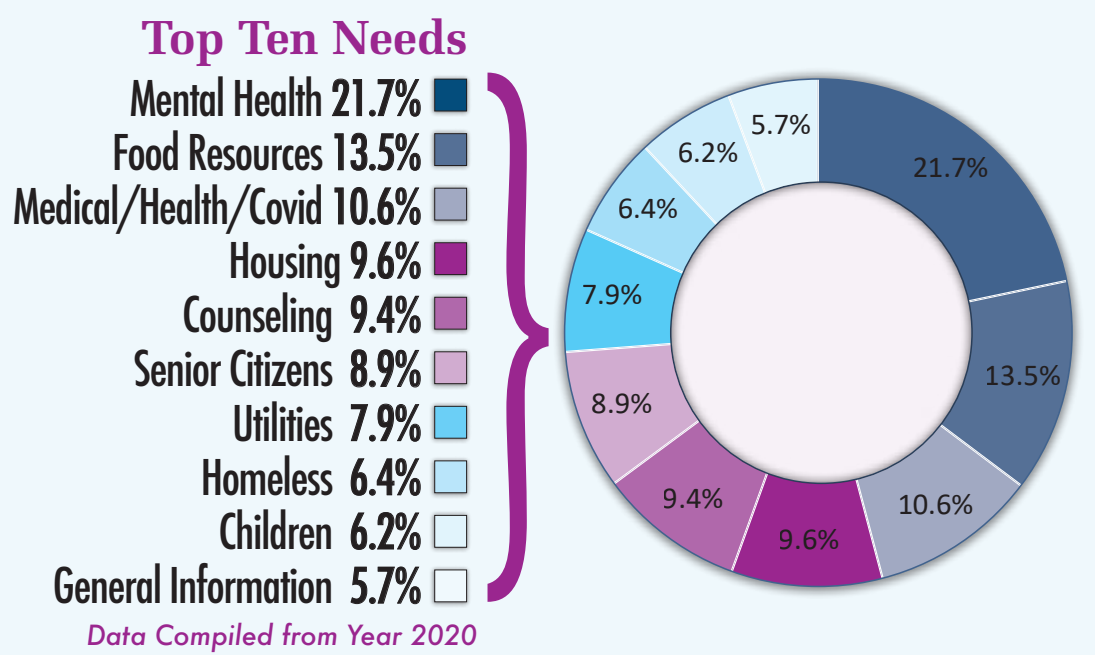
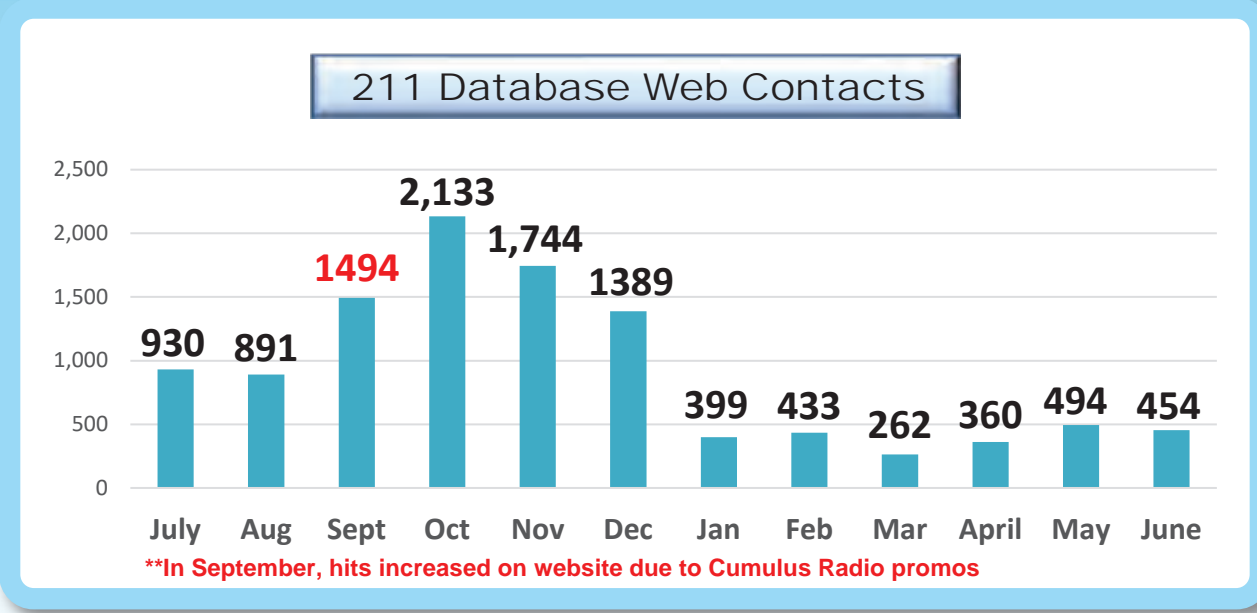
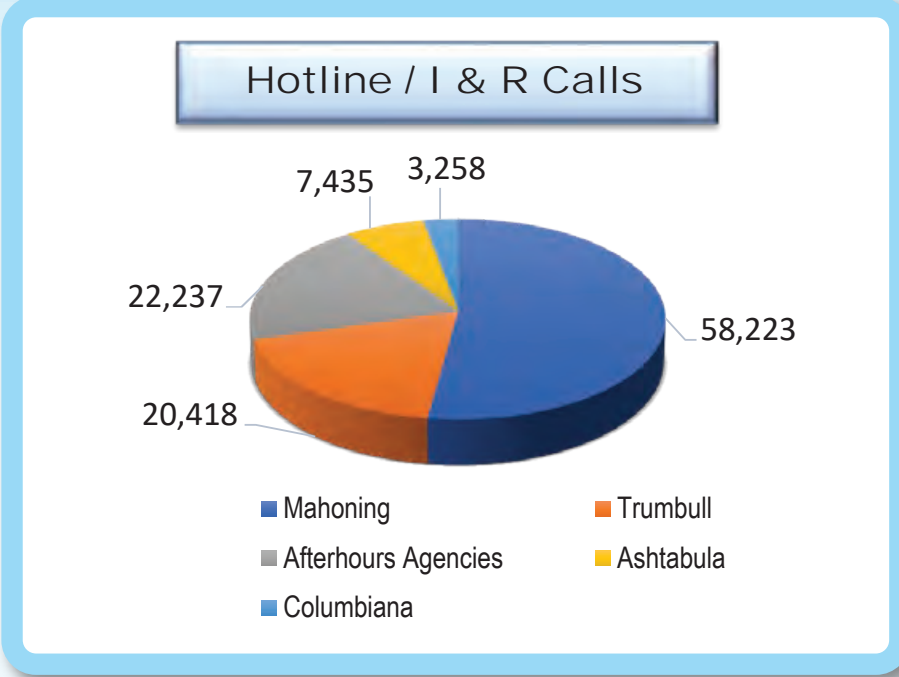


Grants Received

- United Way of Trumbull County \$6,076 (COVID)
- OMHAS \$25,000 (Ohio Careline)
- Ohio Children’s Trust Fund \$305,453 (Family Success Network)
- Mahoning County Mental Health and Recovery Board \$53,728 (FEMA-RSP)
- Ohio AIRS \$3,500 (COVID)
- Mahoning County Mental Health and Recovery Board \$13,040 (CARES(laptops and COVID cleaning))
- Youngstown Area Jewish Federation \$500 (Cold Weather Emergency)
- Bernard & Elaine Soss Family Charitable Trust \$1,650
- Episcopal Community Services \$5,000 (Senior Hotline)
- Episcopal Community Services \$5,000 (Dispute Resolution Services)
- Ross Griffin Memorial Foundation \$10,000
- Youngstown State University \$7,000 (Internship Program)
- Ohio Mental Health and Addiction Services . \$5,000 (Suicide Prevention)
- Peg’s Foundation \$24,500 (Hotline and WarmLine)
- Ohio Attorney General’s Office of Crime Victim Services \$42,195 (Victims Outreach)

Funders

- Mahoning County Mental Health and Recovery Board
- Trumbull County Mental Health and Recovery Board
- Columbiana County Mental Health and Recovery Services Board
- Ashtabula County Mental Health and Recovery Services Board
- Direction Home of Eastern Ohio
- State of Ohio Office of Attorney General
- United Way of Youngstown/Mahoning Valley
- United Way of Trumbull County
- United Way of Northern Columbiana County
- Emergency Food & Shelter Program
- The Youngstown Foundation
- Peg’s Foundation
- Episcopal Community Services
- Frances and Lillian Schermer Charitable Trusts
- City of Youngstown Office of Community Planning and Economic Development
- U.S. Department of Housing and Urban Development
- U.S. Department of Health and Human Services



HNNEO Statistics



99% of calls answered were under 30 seconds.
*National Standard is 85%



1400
suicide calls*



1000
crisis calls*



5900
Mental Health reassurance calls*



2400
Warmline calls*

*Avg. per month.

93% of suicide callers accepted referrals or coping strategies

32% created safe plans

16% received follow up calls

Data Compiled from Year 2020

Demographic data on individual needs



2 in 3 callers are female
Females 63.15%



1 in 3 callers are male
Males 31.09%



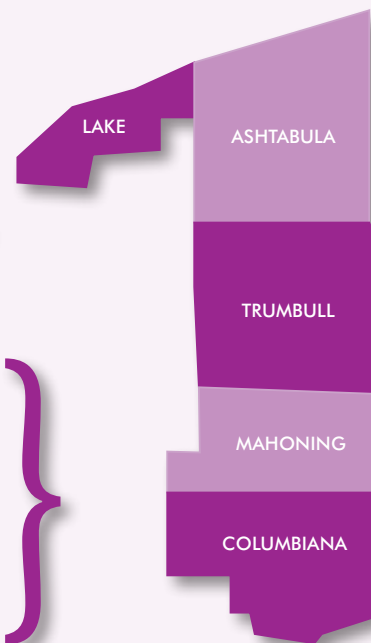
1 in 5 callers are older adults (age 60+)
22.13% are age 60+

Data Compiled from Year 2020

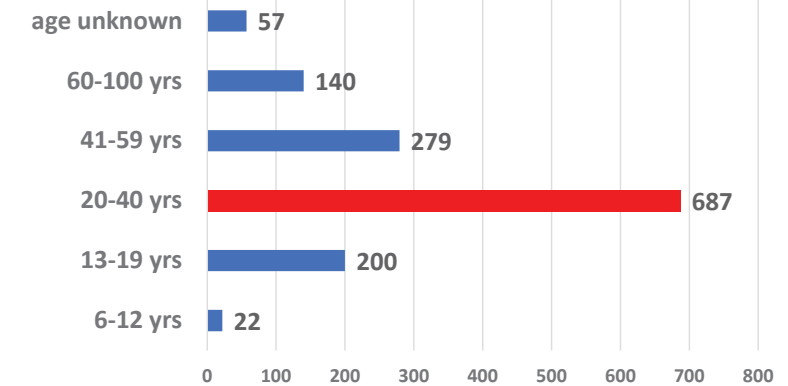
Help Network of NEO connects people in need with services, 24 hours a day, 7 days a week. We provide help by phone, text, and through our online resource database.

Counties receiving Help Network assistance:

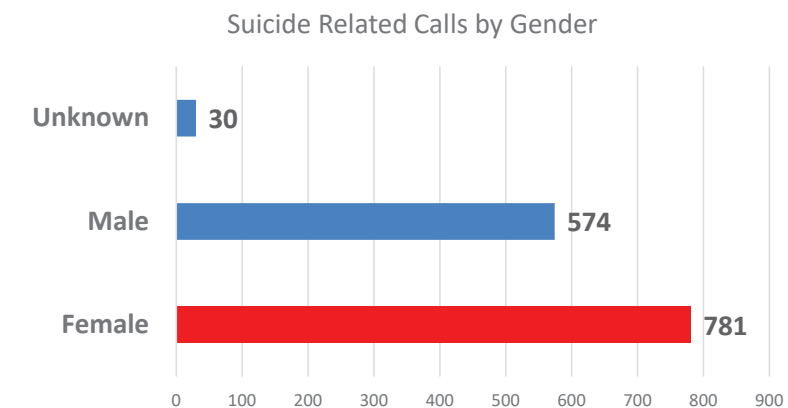
Ashtabula
Columbiana
Lake
Mahoning
Trumbull




Suicide Related Calls - By Age



Suicide Related Calls - By Gender





“Would not have received assistance without having called.”

“I love the Peer Center, it feels like family”, a member shared while taking a survey.

Caller told stories about how she called the hotline in the 70's and liked all the workers. She still calls today when needed. She will always call HNNEO.

“Was happy to speak to a person and not a machine.”



“Hotline is fast at giving information and relaxes her mind.”

“When they know I am upset about something not even having to do with money or the payeeship, they will take the time to listen anyway. Thank You!”

“I want you to know how appreciative I am for the help I received from the Mahoning Valley Dispute Resolution Center. I am sure it would be beneficial to many more people (especially seniors like myself...)”

“I greatly appreciate what you have done for me. Thank you very much from the bottom of my heart. You’re a terrific person.”

