



*ANNUAL
REPORT
FY 2022*

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

July 1, 2021 through June 30, 2022



A Message from the Chief Executive Officer

As the CEO of Help Network of Northeast Ohio, I appreciate the support of our agency from the communities we serve. The annual report provides an opportunity to share all that we do as well as demonstrate how we are responsible stewards of our funding. I want to thank our major funders which includes the Mental Health and Recovery Boards, the Ohio Department of Mental Health and Addiction Services, along with the numerous foundations and donors who have invested in our life saving services.

The year 2022 was met with many challenges. It was also a time of transition, moving from pandemic to post pandemic. As a result, we began to see the mental health trauma associated with the pandemic. Our calls increased from individuals who were experiencing mental health related issues such as depression, anxiety, and increased substance use. We began to see similar issues within our other programs as well that provide face-to-face services.

In addition, the financial impact of the pandemic has also affected individuals and families. We experienced an increase in our homeless population. We have found more people utilizing the homeless shelters, living out of their cars or "couch surfing", living from home to home. We also had more people needing access to food pantries or meal sites. Calls for help with utilities have also increased.

We also experienced growth in our agency with two programs. The Family Success Network had its first full year of being in operation. The program has grown in that time and staff has worked with hundreds of families in helping them with parenting skills, and financial management as well as providing concrete supports. In July, we were part of the launch of 988, which is the new national number for the National Suicide and Crisis Hotline. We are providing support for the 988 calls for Mahoning, Trumbull, Columbiana, and Ashtabula Counties.

Throughout this time, our staff have worked tirelessly to ensure that our people are supported and directed towards the appropriate resources. We are fulfilling our mission to improve lives by providing immediate comprehensive services to support and connect people with community resources. We appreciate the support of the other provider agencies who we have partnered with who have also stepped up during these trying times.

I speak on behalf of our Board of Directors and our Leadership, as well as our staff that we appreciate the confidence of the stakeholders in the communities we serve. We look forward to continuing to fulfill our mission of making sure that, "Help is Here".

Vince Brancaccio, MSSA, LISW-S
CEO

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

Help Network of Northeast Ohio is governed by a 16-member **Board of Directors**. Operations of the agency, its programs and special projects are the responsibility of the **CEO** who is a non-voting member of the Board. Staff includes 30 full-time and 25 part-time employees. **Help Network of Northeast Ohio** includes trained crisis workers, peer specialists and licensed mental health professionals.

BOARD OF DIRECTORS

- Atty. Brian J. Macala – *President*
- The Rev. Gayle Catinella – *Vice-President*
- Robert B. Gardner – *Treasurer*
- Sharon A. Stringer – *Secretary*
- Atty. John Ams
- Lynnette Bilal
- Nickola Ceglia
- Erica Brown-Fire
- Amanda Frost
- Mark Jones, Jr.
- John T. Mercer
- Chrysann Mitzel
- Joseph L. Mosca
- David Oaks
- Justin Rance
- Darren Thornton
- Kenneth M. Tkatch (Advisory)

EXECUTIVE TEAM

- Vince Brancaccio, MSSA, LISW-S - *Chief Executive Officer*
- Catherine R. Grizinski, M.Ed., L.S.W., C.I.R.S. – *Associate Executive Director*
- Dean Wennerstrom, C.P.A. - *Chief Financial Officer*
- Danielle Adair, M.B.A. – *Director of Operations (as of May 2022)*
- Mark Luke - *Director of Mahoning Valley Dispute Resolution Services*
- Timberly Robinson, B.S.W. – *Director of Housing Programs and Support Services*
- Erica Como – *Director of Peer Support Services*
- Michelle Gennaro, B.G.S., CRS-DC – *Director of Information and Referral Services*
- Megan Pryor-Hazlett, M.S.W. - *Program Director, OCTF Program Family Consultant*
- Lisa Marchese - *Director of Payeeship*

CRISIS & INFORMATION SERVICES

Crisis Intervention/Suicide Prevention
211 Online Database & Texting
WarmLine/Peer Support
Senior Line



PROGRAMS

Intensive Guardianship – 232 wards
Community Center – 1344 5th Avenue, Youngstown
Peer Resource and Recovery Center – 509 Market Street, East Liverpool
Coordinated Entry
Housing Program (M.C.H.O.P.)
Project for Assistance in Transition from Homelessness (P.A.T.H.)
Payeeship – 437 clients
Mahoning Valley Dispute Resolution Services (M.V.D.R.S)
Family Success Network

RECOVERY, EDUCATION & SUPPORT GROUPS

Bridges/WRAP
Survivors of Suicide
Mental Health Prevention
Victims Assistance
Special Navigator for Families with Special Needs



ACCREDITATIONS

AAS – 5 year
AIRS – 5 year
CARF – 3 year

AGENCY AFFILIATIONS

Help Network of Northeast Ohio is licensed by the Ohio Department of Mental Health and Addiction Services (OMHAS) in the following areas:

- Behavioral Health Hotline
- Prevention Services
- Mental Health Education
- Information and Referral
- Other Mental Health Services



MAJOR 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
- 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
- Community Foundation of the Mahoning Valley
- Mercy Health Foundation



Help is Here

MAY 27TH, 2022 GOLF OUTING

We hosted 32 Teams/128 Golfers in addition to 37 Hole Sponsors, and raised \$13,000 for our agency.

EVENT SPONSORS

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.

- **Mercy Health Foundation**
- **The Conti Corporation**
- **Compco Industries**
- **Stifel**
- **DCW Group**
- **DeBartolo Foundation**



Crisis Hotline Fact Sheet

Year: 2022

We provided assistance through



115,144
calls



6,801
food pantry texts



13,128
211 database web searches

HNNEO Statistics



99% of calls answered were under 30 seconds.*

*National Standard is 85%



946
suicide calls



734
crisis calls



6,714
Mental Health reassurance calls



2,229
Warmline calls

93% of suicide callers accepted referrals or coping strategies

52% created safe plans

7% received follow up calls

Demographic data on individual needs



2 in 3 callers are female
Females 63.28%



1 in 3 callers are male
Males 28.68%

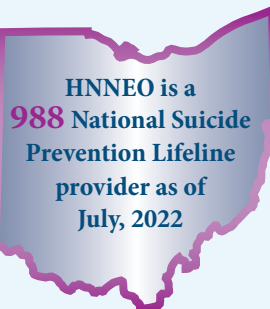
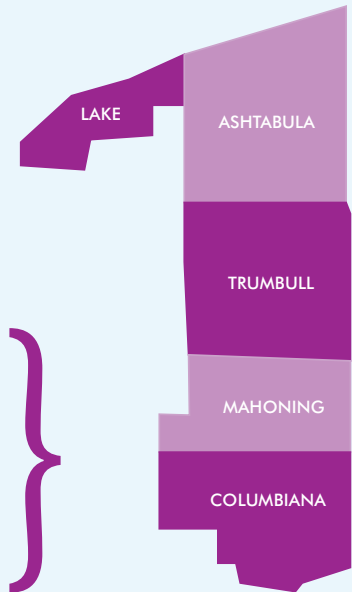


1 in 5 callers are older adults (age 60+)
18.35% are age 60+

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



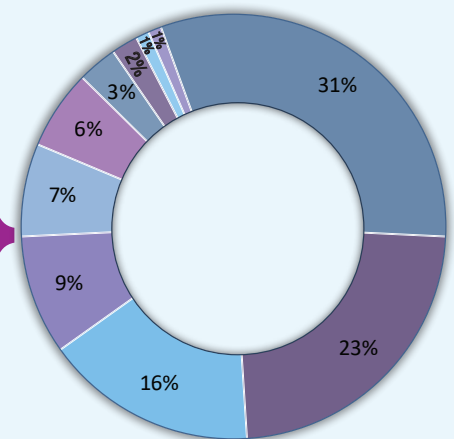
CALL 211

- Service provided by -

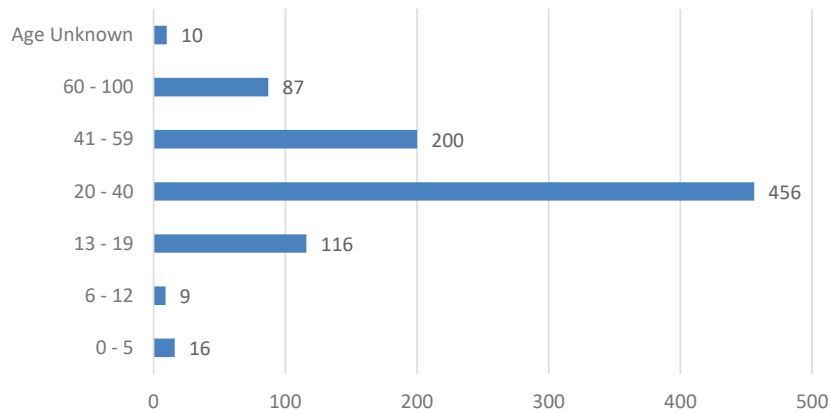


Top Ten Needs

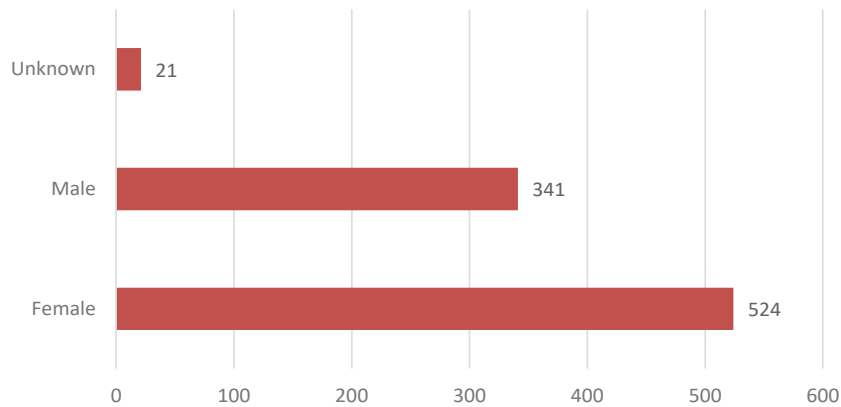
- General Information **31%**
- Mental Health/Substance Abuse **23%**
- Individual, Family, Community Support **16%**
- Housing **9%**
- Food/Meals **7%**
- Income Support/Assistance **6%**
- Legal, Consumer & Public Safety Services **3%**
- Utility Assistance **2%**
- Healthcare **1%**
- Transportation **1%**



Suicide Related Calls - By Age



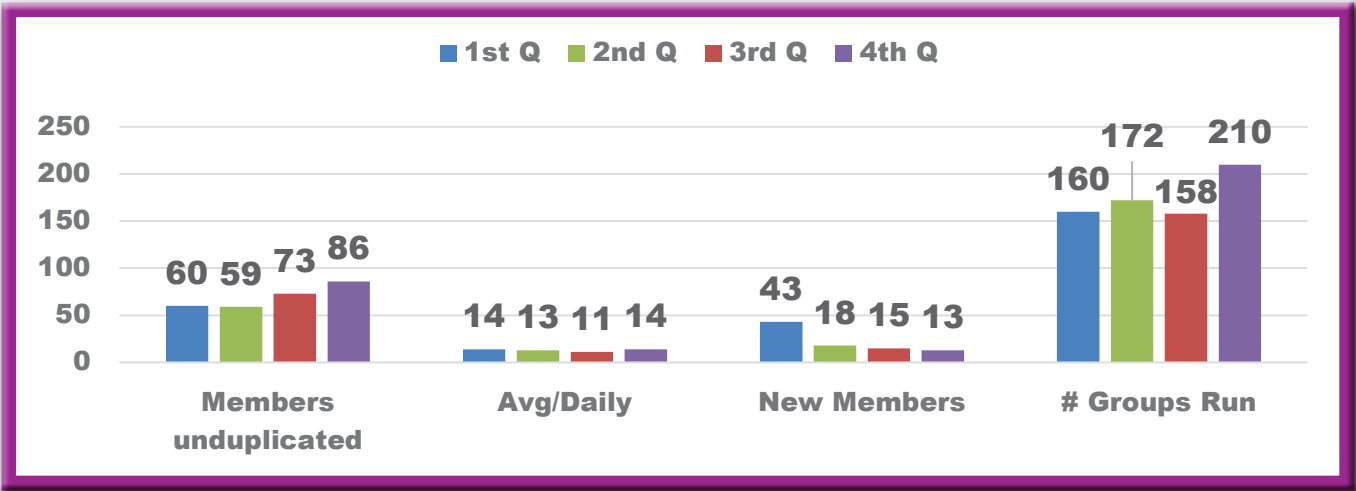
Suicide Related Calls - By Gender



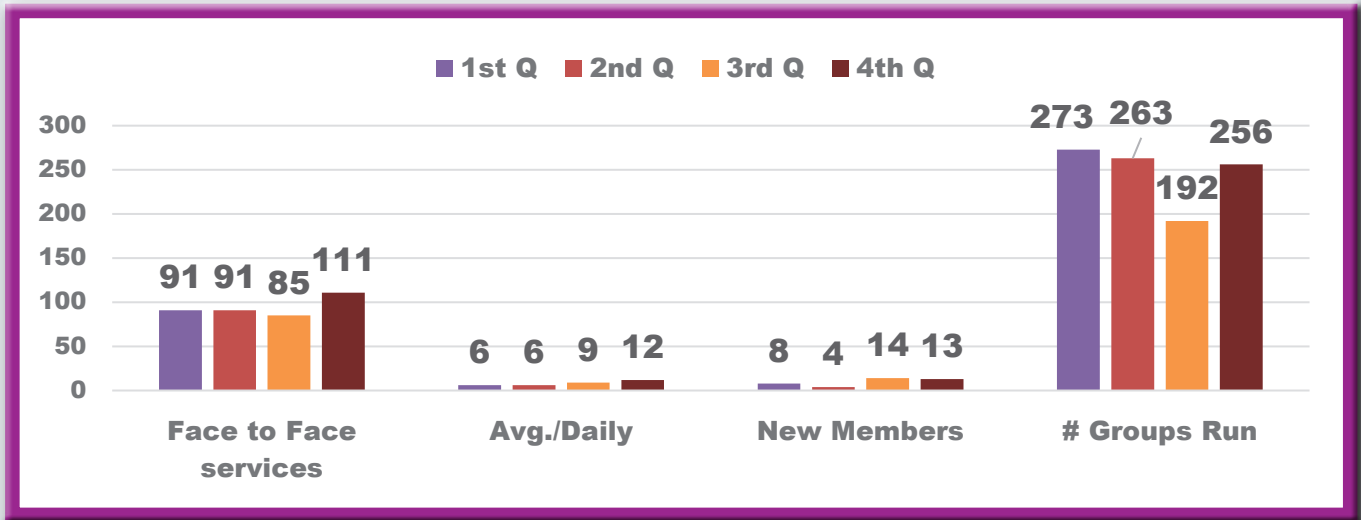
Hotline / Information & Referral Calls



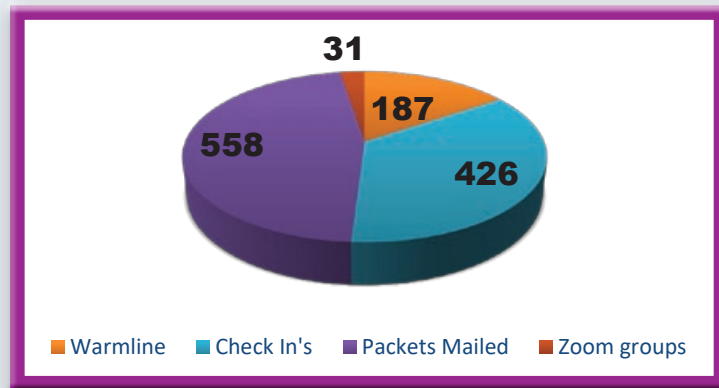
Youngstown Community Center



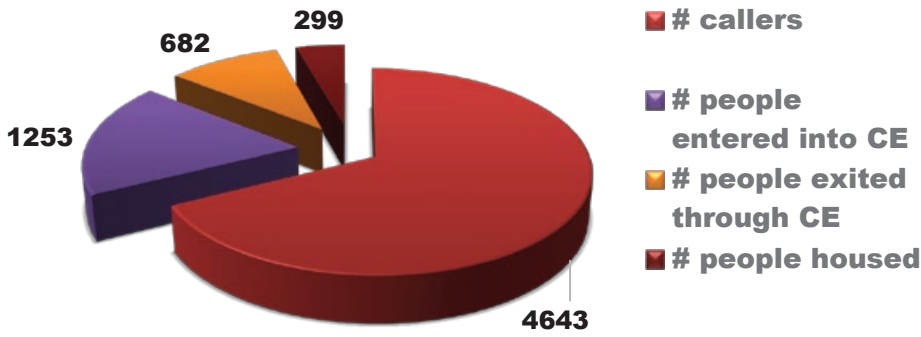
East Liverpool Peer Resource Center



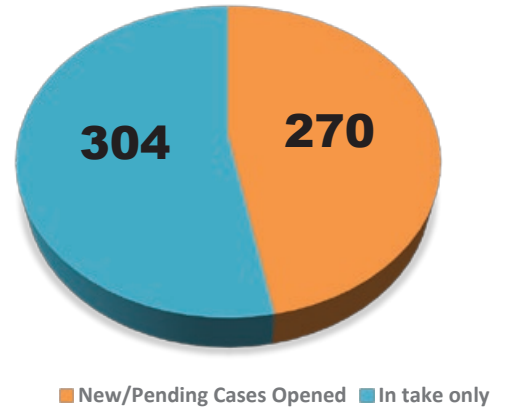
Peer Resource and Recovery Center Additional Services



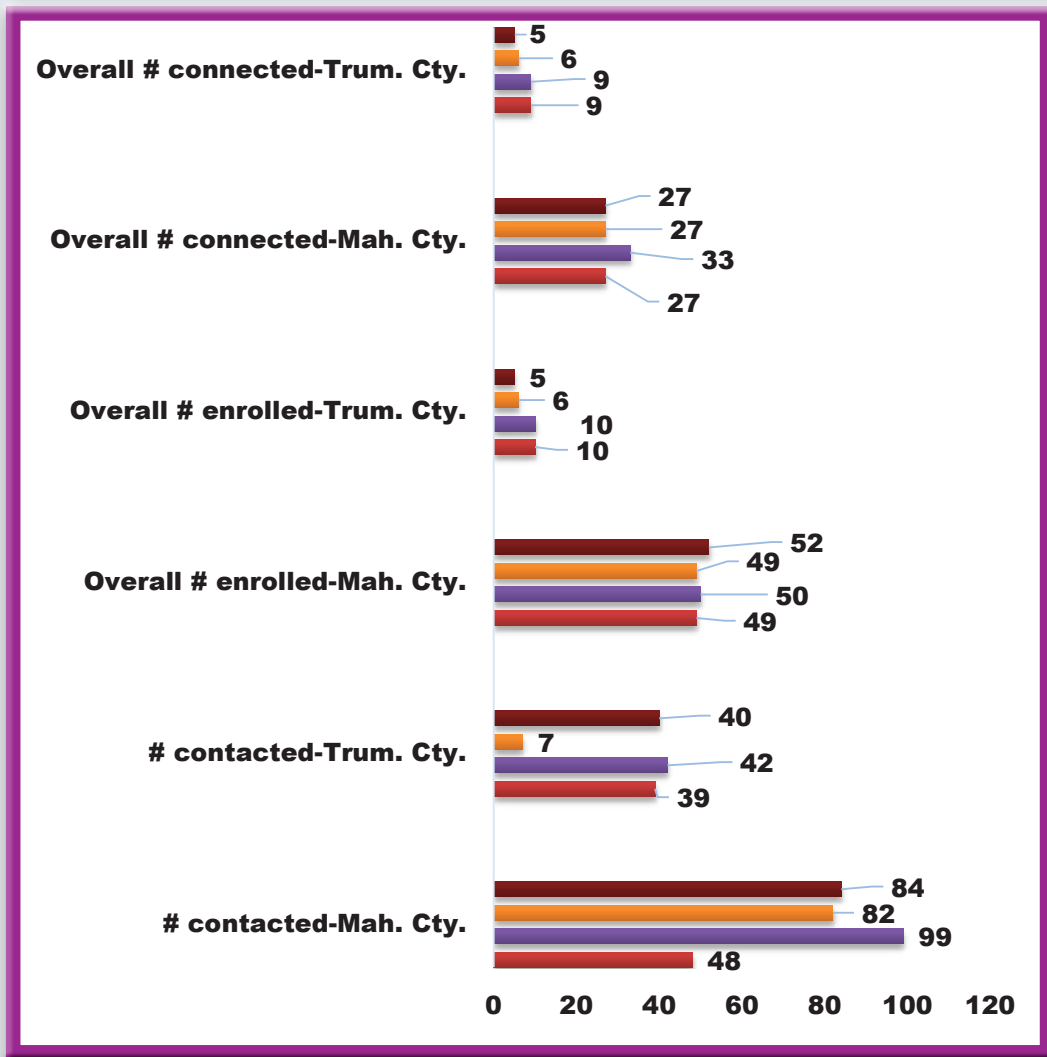
Coordinated Entry



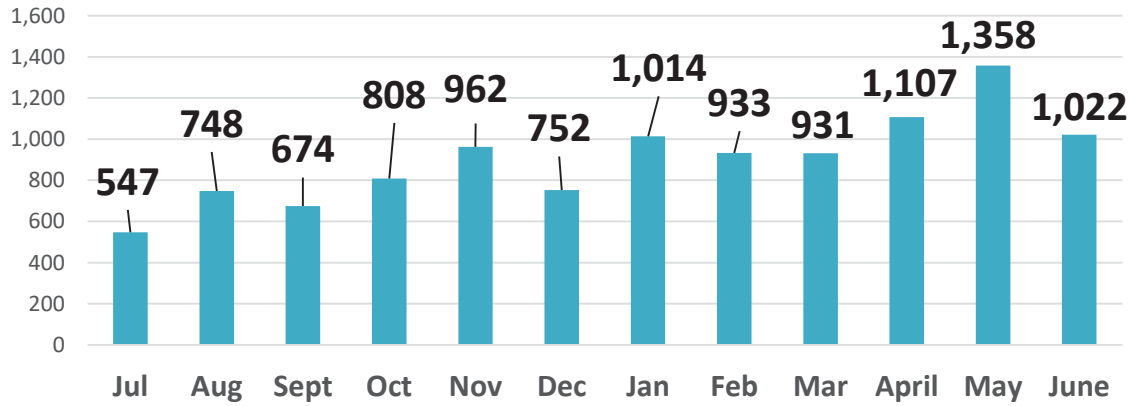
MVDRS



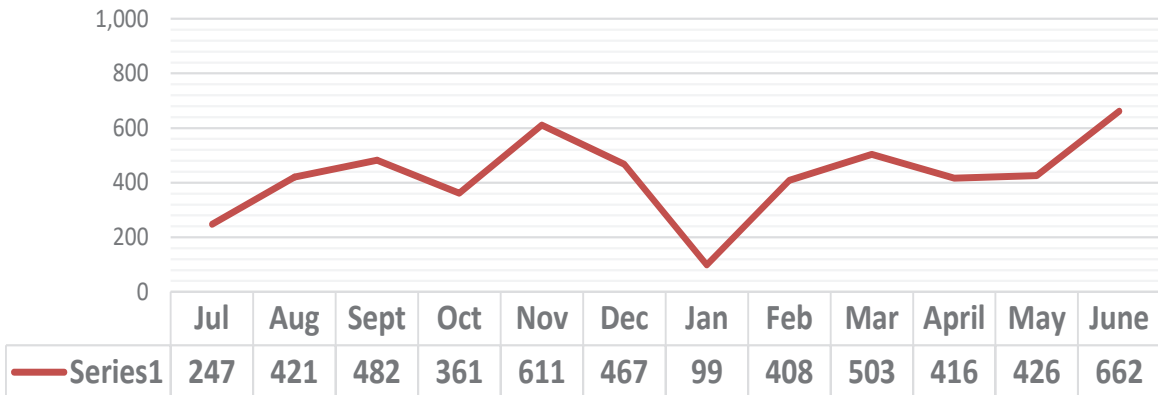
Homeless Outreach



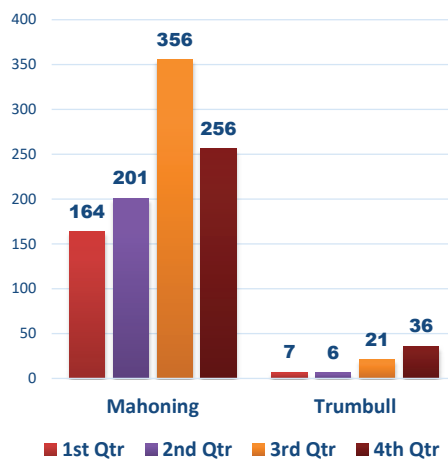
211 Database Web Contacts



Food Pantries/ Meal SitesText



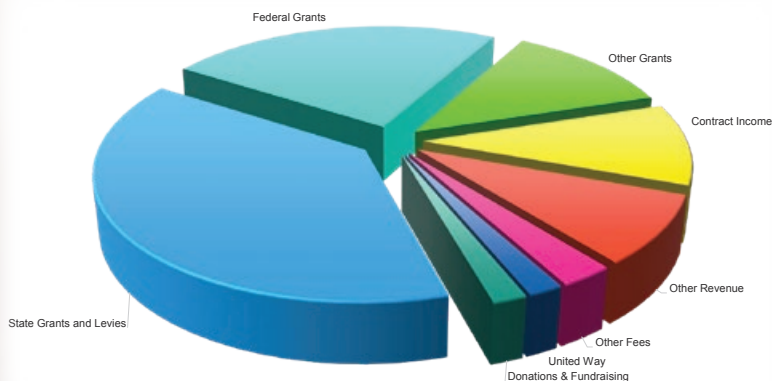
Special Navigator Calls



FY22 FINANCIAL REPORT

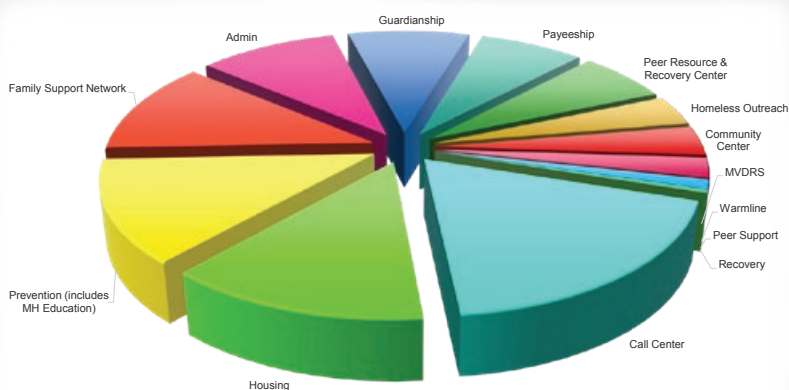
HINNEO INCOME

• Help Network Income	\$3,500,562.00
• State Grants and Levies	\$1,347,090.00
• Federal Grants	\$839,968.00
• Other Grants	\$422,943.00
• Contract Income	\$365,046.00
• Other Revenue	\$303,131.00
• Other Fees	\$97,147.00
• United Way	\$63,172.00
• Donations & Fundraising	\$62,065.00



HINNEO EXPENSES

• Help Network Expenses	\$3,097,103.00
• Call Center	\$571,195.00
• Housing	\$406,780.00
• Prevention (includes MH Education)	\$396,035.00
• Family Support Network	\$363,829.00
• Admin	\$305,948.00
• Guardianship	\$267,399.00
• Payeeship	\$230,755.00
• Peer Resource & Recovery Center	\$199,802.00
• Homeless Outreach	\$118,064.00
• Community Center	\$114,336.00
• MVDRS	\$76,064.00
• Warmlines	\$35,965.00
• Peer Support	\$7,047.00
• Recovery	\$3,884.00



“Would not have received assistance without having called.”

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

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

“Every time I call I am treated very well.”

“Appreciates the follow up.”
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.

“The conversation caused her to make changes in her life.”



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

“Hotline made the process much easier.”

“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.”

“... talked her through coping skills that worked”