

Wellspring's FY 2020 Report to the Community



Promoting mental health recovery and supporting individuals in building healthy and hopeful lives through behavioral health, housing and employment services.



2020 Report to the Community

When COVID-19 hit Louisville in March 2020, everything got turned on its head. Seemingly overnight Wellspring had to rethink its business model. We identified about 60% of our workforce who could work from home or work almost exclusively in the field. Our IT staff resurrected old laptops and purchased more, doubling our assigned laptops from 25 to 58 within days.

We purchased virtual technology to keep communication flowing and to allow direct services to provide therapy, case management and supervision via telehealth. We set up a telehealth station inside our Bernie Block outpatient center so clients without technology could safely meet virtually with therapists and case managers. Psychiatric staff with our Assertive Community Treatment (ACT) team used telehealth and the ACT team transported very ill, homeless clients so they would have access. A Metro Louisville grant helped expand this team to serve more individuals from the City's large homeless mentally ill population in critical need of housing & treatment.

Despite the workarounds, many clients still needed face-to-face support and we never stopped providing it. Our ACT team, case managers and peers stayed "boots on the ground". Our Crisis Stabilization Units reduced capacity to minimize crowding, providing single-person bedrooms and enhancing safety protocols. They provided essential around the clock services for clients suffering from stress, depression, suicidal thoughts, paranoia, and psychosis, returning them home safely having avoided the higher risks of COVID exposure associated with hospitalization.

The selflessness of many staff members despite risks has been humbling. They did what needed to be done to keep clients feeling safe. From small tasks to large, they secured household items – food, medications, etc. – and provided therapy, case management and peer support. They helped many of our community's unhoused people get housing.

In FY20, despite all the moving parts, Wellspring moved faster than ever. We are proud of the outcomes our clients achieved. In the midst of – and in spite of – the pandemic, Wellspring **added nearly 100 people to affordable and supportive housing programs**. The number of people in agency-owned or rental housing **increased from 360 to 455 individuals – a 20% increase!**

Knowing this pandemic has been hard on our collective psyches and precipitated a tremendous increase in mental health issues, Wellspring has **more than doubled** services to meet the demand for **therapy, case management and peer services!** And, thus far into FY21 the numbers keep growing. We are adding staff, adapting and learning how to blend remote and onsite staff while always keeping an eye focused on our mission and our arms rising to meet the need.

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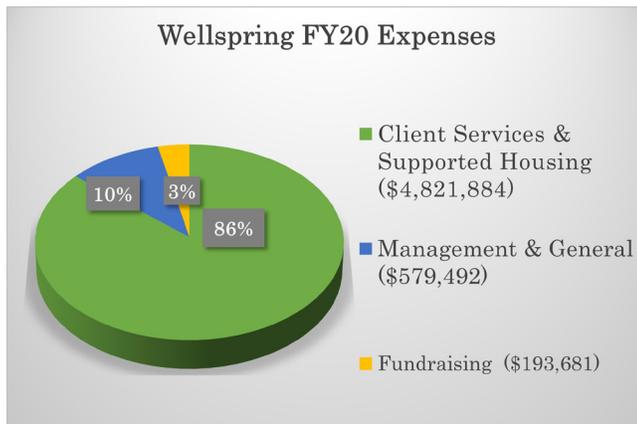
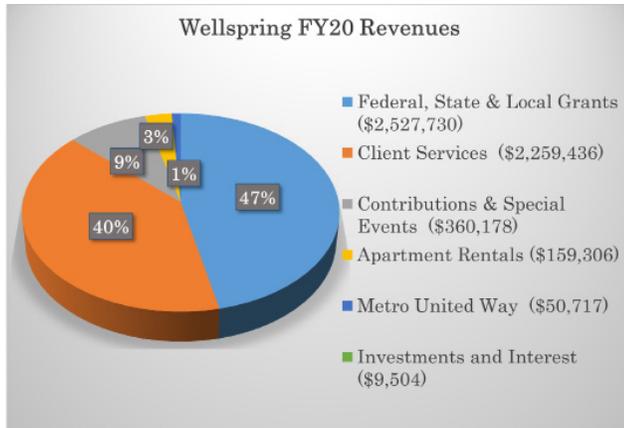


Steve Kerrick
Board Chair



Wellspring by the Numbers

Clients Receiving Services By Program (FY 2020)



CARF Accreditation

One of Wellspring's many milestone achievements in 2020 was receiving the highest endorsement possible from the leading independent accreditor of health and human services, CARF.

CARF is the Commission on Accreditation of Rehabilitation Facilities and through a rigorous application and inspection process, CARF awarded 3-year accreditation of Wellspring's core programs, which certifies that Wellspring demonstrates excellent dedication and commitment to clients' quality of life.

CARF accredited these Wellspring programs:

- Case Management/Services Coordination
- Community Housing
- Crisis Stabilization
- Outpatient Treatment



You can read the full report through links in the About Us section of our website: www.WellspringKY.org.