



September 23, 2022

Dear ADAMH Providers and State Partners:

For the past 27 years, Netcare has been identified as the place you go when you or someone you care for is in a mental health or substance use crisis. We have served thousands of children, adults, and families struggling in our community, offering on-site mental health crisis and addiction services to anyone in need, regardless of ability to pay.

Unfortunately, with recent staffing challenges and a highly competitive labor market, a 24/7/365 on-site crisis service unit at Netcare is no longer a sustainable model. On Friday, November 25, 2022, Netcare will complete its wind-down of 24/7 on-site crisis services at 199 South Central Ave.

This is a difficult, but necessary, decision to ensure the safety and well-being of not only the patients we serve, but also the staff we value and respect. This timeline will allow us to assist with the transition of our patient population to other resources in the community.

As our valued partner, we wanted to make sure you were aware of these changes. We will still continue our life-saving work by providing community-based crisis programming (probate prescreen, mobile crisis, CCR, ROW), residential programming at CSU and Miles House, and meeting patients where they are in times of crisis.

Our 24/7 Crisis Phone Line, 614-276-CARE (2273) – now with the addition of the 988 Suicide Prevention Lifeline – will continue to answer phone calls, texts, and chats from anyone in a mental health or substance use crisis. Our other 10 programs and services will still be fully operational with no changes to service hours, and new programs will be launched as we grow and adapt to the ever-changing needs of Franklin County.

As this notice relates to the current staff of our Crisis Intervention Services, at the time of the original notice taken to be a WARN notice on July 28, 2022, this program had 49 total staff considered “at-risk” according to WARN standards. For those staff remaining in their full-time positions, retention bonuses have been and are being offered between the announcement date and the final date of crisis services. In the time since the announcement, through process of interview and transfer, 23 of the full-time staff in at-risk positions have transferred or will be transferring to similar positions in Netcare’s other departments. There are also three staff members of the Crisis Intervention department that have been offered similar positions in other departments but have opted to remain in their current positions in order to obtain the retention bonuses in lieu of a confirmed transfer position. Lastly, 7 full-time employees have resigned or have turned in notice to resign after Netcare’s notification date in order to accept positions elsewhere. This leaves 16 at-risk, full-time staff members as of the time this notice is dated. At this moment there are 9 full-time positions available for licensed social workers and counselors in other programs and 1 full-time position open for non-licensed QBHS staff available in another department.

If you have any questions or concerns, please do not hesitate to reach out to me at 614.275.9500 or bstroh@netcareaccess.org.

Thank you,

Brian Stroh, M.D.
CEO and Medical Director, Netcare Access