



Seven Counties Services

2025 ANNUAL REPORT

Hope Starts Here, Healing Happens Together.

Experience Compassionate and Comprehensive Personalized Behavioral Health Care.

 (502) 589-1100 |  sevendcounties.org |  988



HOW DOES SEVEN COUNTIES SERVICES MAKE A DIFFERENCE?

At Seven Counties Services (SCS), we serve adults, children, and families right where they live. As your trusted Community Mental Health Center—and as one of the first Certified Community Behavioral Health Clinic (CCBHC) organizations in the state of Kentucky, providing increased access and an extensive array of services for people needing help, we have proudly served Jefferson, Oldham, Bullitt, Shelby, Spencer, Trimble, and Henry counties for nearly 50 years with compassionate care and support. We offer a full range of care, including:



Mental Health



Crisis Care



Addiction Recovery



Child & Family



**Developmental
Disabilities**

Because everyone deserves to feel supported, connected, and hopeful. ❤️

Our Vision:

Helping More People Thrive Through Accessible Care.

Our Commitments:

- **Equity:** Equity demands that we remove barriers to care so more people can thrive.
- **Accountability:** Accountability drives our commitment through action.
- **Compassion:** Compassion fuels our care with dignity and empathy.
- **Hope:** Hope sustains our belief in lasting change.
- **Innovation:** Innovation delivers new ways to reach more people and improve lives.



A MESSAGE FROM OUR CEO

At Seven Counties Services, our vision is simple and unwavering: helping more people thrive through accessible care. Every decision we make is rooted in the belief that mental health and wellness are fundamental to strong individuals, families, and communities. As demand for behavioral health services continues to grow, we remain committed to meeting people where they are—with care that is compassionate, equitable, and grounded in dignity.

Trust is the foundation of our work. We are accountable to the people we serve, the communities we partner with, and the public resources entrusted to us. That accountability drives us to operate transparently, to listen closely, and to continually improve how we deliver care. We're moving from crisis response to integrated, whole-person services and focusing on actions that create real, lasting impact—not just promises.

Equity and compassion guide every aspect of our mission. We work intentionally to remove barriers to care, whether they are geographic, cultural, financial, or systemic, because everyone deserves the opportunity to feel supported, connected, and hopeful. Innovation allows us to reach more people in meaningful ways, but it is our people—our staff, peers, and partners—who bring hope to life each day through empathy, expertise, and commitment.

As we look ahead, we do so with confidence and resolve. The challenges in behavioral health are complex, but so is our determination. Together, with transparency and trust, we will continue building a healthier, more equitable future for the communities we serve—one person, one family, and one moment of care at a time.

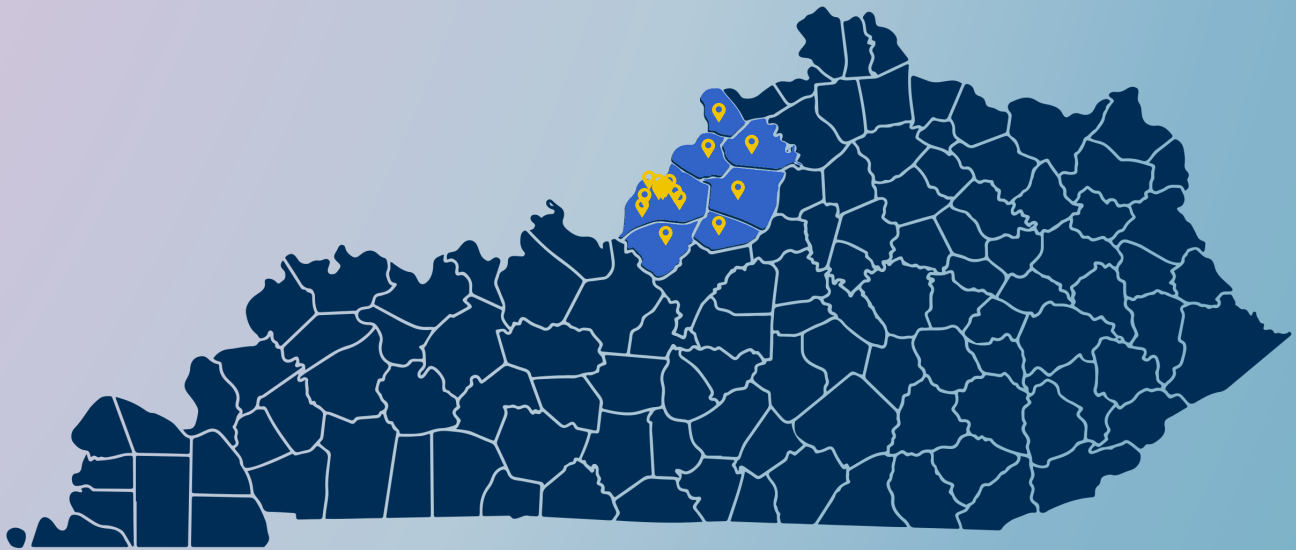
Dave Pankotai,
President & CEO



Seven Counties Services has proudly served clients since 1978, delivering unwavering support and quality care to enhance the lives of individuals, children, and families. Despite challenges and transformations over the years, including name changes, one thing has remained constant: our passion for the community.

Each year, we serve over 25,000 people like you across Kentucky with our 22 service sites throughout Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, and Trimble counties.

Our rural and urban programs ensure that care is never far away, delivered by neighbors who know and care about your community.



Care for our Community: Bridging Gaps, Building Healthier Lives

We work to remove barriers to care, whether they are cultural, language-related, or physical.

- **Multilingual Services:** We offer interpretation services for those whose primary language is not English. You have the right to receive care in your preferred language, and we will ensure you can access services with clarity and respect.
- **Deaf and Hard of Hearing Access:** We provide services that are inclusive of the Deaf and Hard of Hearing community, including ASL interpretation, videophone technology, and written communication support.
- **Culturally Competent Care:** Our staff are trained to understand and honor the values, beliefs, and needs of each unique community we serve.



Helping More People Thrive Through
Accessible Care.

2025 Impact Report



\$124.8M

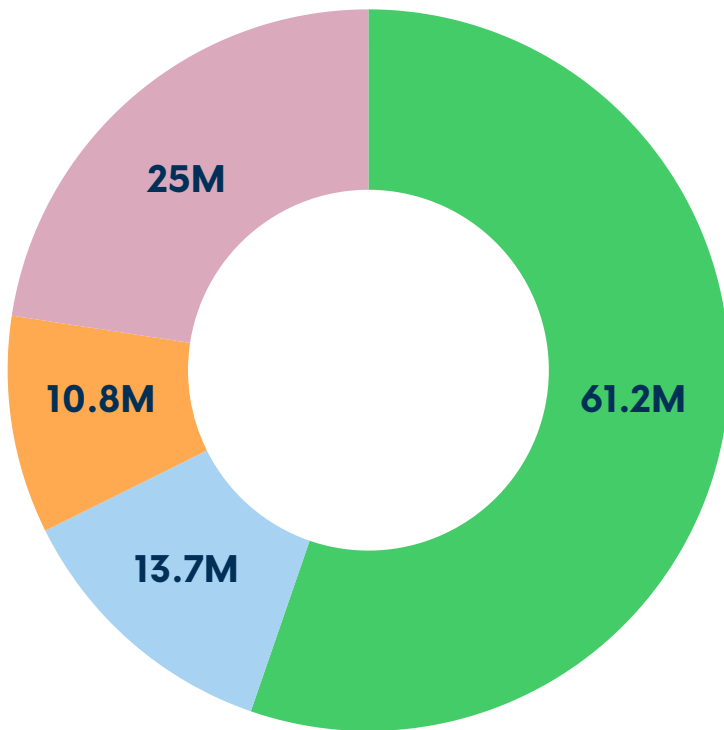
in total revenue
and support



\$110.7M

invested directly in
programs

88.7% of expenses are dedicated to client services



Where Our Resources Go (Millions)

- **Mental Health Services** – \$61.2M
- **Substance Use Services** – \$13.7M
- **Intellectual & Developmental Disabilities** – \$10.8M
- **Trust & Agency Services** – \$25.0M



445,000+
In-person services



50,000+
Telehealth services

988
SUICIDE & CRISIS
LIFELINE

90,000+
Crisis Calls Answered



16,000+
Adult Clients Served



9,000+
Child Clients Served

We Provided Over
650,000

services to people across KY last year!





HERE WHEN YOU NEED US:

Mental Health, Addiction Recovery, and Intellectual & Developmental Disabilities Crisis Support - 24/7, 365 Days a Year

At Seven Counties Services, we understand that life can feel overwhelming. This is why we provide compassionate, immediate support for individuals and families facing mental health concerns, addiction recovery challenges, or need immediate support for those with an intellectual or developmental disability.

Whether you're in distress or supporting someone who is, you're not alone. We offer coordinated care designed to support you no matter where you are on your journey towards mental health and wellness.



Emergency Mental Health Crisis Hotline – Someone to Call

If you or someone you love feels overwhelmed, is thinking about suicide, or is facing a mental health crisis, call or text 988 for free, confidential support. You'll connect with a trained counselor who listens with care and without judgment.

As part of the 988 network, Seven Counties Services operates a local team of Crisis Intervention Counselors available 24/7 to support our community.

You can also reach our Crisis & Information Center at (502) 589-4313 for immediate help with mental health, addiction, emotional distress, or crises impacting a person with a developmental disability. Our team will listen, provide support, and connect you to the right care and resources.

You are not alone—help is just a call away.



24/7 Mobile Crisis Response Team - Someone to Respond

In 2025, Seven Counties Services expanded access to crisis care by investing in two mobile crisis units – fully equipped vans with telehealth technology, staffed by licensed providers and peer support specialists, and designed for inclusive, accessible care.

These units were introduced in response to rapidly growing behavioral-health needs across our region, including more than 5,000 crisis calls each month and significant provider shortages in several counties.

These mobile units allow us to meet people exactly where they are—at home, in community spaces, or wherever crisis support is needed. By embedding services directly into diverse neighborhoods, including high-need, rural, and culturally specific communities, the units reduce barriers to care and ensure help reaches individuals who might otherwise struggle to access support.

The purpose of this investment is clear: to transform how crisis care is delivered by making it timely, equitable, and community-centered. By bringing licensed clinicians and peer specialists directly to those experiencing mental-health or substance-use crises, our Mobile Crisis Response Team serves as a lifeline, ensuring that support is not only available 24/7 but also accessible to every person, in every neighborhood we serve.

To access mobile crisis services, please call 988 or our crisis line and request a mobile crisis response.

Walk-In Mental Health Crisis Support Locations - A Place For Help

If you need help right away, you can walk into any of our clinic locations during business hours – no appointment needed. Once you arrive, our team will listen, assess your needs, and provide immediate support to help you feel safe and calm.

From there, we'll connect you to care that's right for you, ranging from outpatient therapy to another level of support.



You're Not Alone. Help Is Here.

At Seven Counties Services, we're with you every step of the way. Whether you need someone to talk to, emergency support, or ongoing care, we are here—24/7, 365 days a year. Let us support you on your journey to a healthier, happier life—one where you feel safe, supported, and in control.

You don't have to face this alone—we're here to help every step of the way.

HOPE, HEALING, RECOVERY:



Seven Counties Services

JADAC

Support for Addiction and a Path to a Healthier Life.

Struggling with addiction can feel overwhelming, but there's a path forward, and we'll walk it with you. The good news is that you don't have to face it alone.

Our team throughout our 7-county area is here to help you recover and live a better life. We offer a variety of services to help you, no matter where you are on your recovery journey.

Here Are Some of the Services We Offer to Help With Addiction:

Outpatient Counseling

Residential Treatment

Withdrawal Management

Family Support

Intensive Outpatient Programs (IOP)

Primary Care / Urgent Care

Aftercare and Prevention



No matter where you are in your journey, today is a new opportunity for change.

At Seven Counties Services, recovery is built on compassion, trust, and partnership—because everyone deserves the chance to heal and move toward a healthier future.

A Safe Place to Recover - Residential Treatment

Safe and stable housing plays a vital role in recovery from addiction.

Our enhanced transitional living programs provide a supportive, home-like environment for adults in early recovery, offering 24/7 care, peer support, and access to essential health services.

Who's It For?

Adults (18+) with a primary diagnosis of Substance Use Disorder (SUD). Separate housing is available for women (including pregnant women) and for men.

What's Included:

- 24/7 Clinical & Staffing
- Medication-Assisted Treatment for Opioid Use
- Psychiatric, Urgent & Primary Care Access
- Personalized Treatment Planning
- Onsite Educational & Recovery Groups
- Connection to Community Resources
- Easy Access to Transportation
- Safe Medication Storage & Drug Screening

You don't have to do this alone. We're here to walk beside you every step of the way.

What Our Clients Are Saying About Our Services?

"Recovery? To me, it is a gift. The greatest gift I've ever accepted. It gave me a life again. It gave me a purpose. And it's beautiful. All those things that I lost and gave up, I got back."

— Stephanie B.



STRONGER TOGETHER:

Support for Adult Mental Health & Emotional Well-Being.

We know that life can be hard sometimes. You may feel sad, stressed, angry, or just not yourself. Mental health struggles can affect every part of your life.

Our team is here to help you heal, grow, and thrive – you don't have to go through this alone.

We Offer a Wide Range of Services to Help You Feel Your Best:



Counseling & Therapy



Case Management



Screening, Assessment,
& Diagnosis



Medication Support



Health Checkups



Personalized Care Plans



Peer Support



24/7 Mental Health
Crisis Help

No matter where you are in your journey, today is a new opportunity for change.

What Our Clients Are Saying About Our Services?

"I used to feel overwhelmed, hopeless, and unsure how to move forward. Thanks to the support, care, and people who believed in me, I'm now working full-time, managing my symptoms, and finally feeling like myself again."

— Tim D.



TMS Therapy: A Safe, Non-Invasive Option for Treatment-Resistant Depression



Transcranial Magnetic Stimulation (TMS) is an FDA-approved therapy for adults with Major Depressive Disorder who haven't found relief through traditional treatments.

TMS uses gentle magnetic pulses to stimulate underactive nerve cells in areas of the brain that regulate mood and emotional well-being. It's a non-surgical, outpatient treatment with minimal side effects — no sedation, no implants, and no systemic impact like medications.

For many, TMS has opened the door to renewed energy, clearer thinking, and a brighter outlook on life.

Why Consider TMS?

- Proven relief for depression and anxiety symptoms
- No recovery time, resume daily activities immediately
- Covered by most insurance plans, including Medicare and Medicaid
- Safe and comfortable 30-minute sessions, five days a week, for about six weeks

"After my treatment, I am a firm believer in the benefits of TMS. The improvement I have experienced in my mood, energy, and overall mental health has been remarkable. I would recommend this for anyone struggling with depression and finding little to no relief in medication alone.

The staff at Seven Counties has been amazing. They truly care about outcomes of the treatments they provide and are highly professional in everything they do." - David S.



SUPPORTING BRIGHT FUTURES:

Mental Health Support for Children, Teens, and Families.

We know that being a kid isn't always easy. Sometimes, children and teens feel sad, angry, or overwhelmed. That can affect school, home, and friendships.

That's why we're here to help them understand their feelings, build healthy coping skills, and grow into their best self, with full support every step of the way.

We Offer a Wide Range of Mental Health Services to Support Each Family's Needs:



Screening, Assessment, & Diagnosis



Personalized Care Plans



Counseling & Therapy



24/7 Mental Health Crisis Support



Medication Support



Case Management



Community Support Services



Peer Support

Your family deserves support whether in crisis, at home, or in the classroom. Let us help you take the first step together.

What Our Clients Are Saying About Our Services?

"My child is much improved and functioning like the kid we knew before his diagnosis.

What we feared had stolen a part of him has now become just another part of him that we love."

— Tyler S.





REGIONAL PREVENTION CENTER:

Building Healthier Communities Through Prevention.

At Seven Counties Services, our Regional Prevention Center (RPC) is dedicated to strengthening communities through education, early intervention, and collaboration. The RPC delivers proven programs that help individuals recognize warning signs, build healthy coping skills, and support one another.

Prevention Efforts That Support Individuals, Families, and Communities:

- ✓ Mental Health First Aid (Youth & Adult)
- ✓ Substance Use Prevention & Early Intervention Programs
- ✓ School-Based Programs Such as Too Good for Drugs & Sources of Strength
- ✓ Community Education Initiatives, Including Generation Rx & Code RED
- ✓ Question, Persuade, Refer (QPR) Suicide Prevention Training
- ✓ Vaping Prevention & Cessation Education
- ✓ Family-Focused Programs Like the Dinner Table Project & Operation Parent

👉 Impact at a Glance:

 **\$1.6M+**
Funding Secured

 **160+**
Trained in Prevention & Mental Health

 **445+**
Youth Reached

Thousands engaged in community outreach—building stronger, healthier communities through prevention. ❤️



EMPOWERING ABILITIES:

Support for People With Developmental Disabilities and Beyond.

We believe everyone with an intellectual or other developmental disability has the right to live successfully in the community! We're here to support you or a loved one throughout the lifespan in leading a more independent and fulfilling life.

We promote person-centered care by providing services that support the emotional, mental, and physical well-being of the people we serve.

We Offer a Wide Range of Services to Support Each & Every Unique Individual:

- ✓ Family Support Services
- ✓ Speech and Occupational Therapy
- ✓ Work Matters: Supported Employment*
- ✓ 24/7 Crisis Prevention Response
- ✓ Preadmission Screening & Resident Review: Assessment and Specialized Services

What Our Clients Are Saying About Our Services?

"My daughter has improved a lot. She's better at balancing and grabbing things and looks forward to therapy.

She's now enjoying activities she didn't like before. It's great to see her progress!"

— Tiffany E.

We see the dedication and care you bring to your loved one's journey, and we're here to partner with your family in helping them grow, thrive, and live fully.

Medicaid Waiver Services Are Programs That Allow States to Provide Home and Community-Based Care to Individuals. We Assist With:



Supports for Community Living

Encouraging independence through housing and community support.



Michelle P. Waiver

Providing essential services for individuals with intellectual or developmental disabilities.



Acquired Brain Injury & The Acquired Brain Injury Long-term Care Waiver

Comprehensive rehabilitation and support for individuals recovering from brain injuries.



Home and Community-Based Services

Personalized care and assistance in a home environment.

*Supported Employment is provided to individuals with an Intellectual or Developmental Disability, Severe Mental Illness (SMI), and those with a Substance Use Disorder (SUD).

Cooking Matters: Helping Our Community Build Skills, Confidence, and Healthy Meals

Cooking Matters is a hands-on, six-week program designed to help adults with intellectual and developmental disabilities build everyday skills that support greater independence. Participants learn how to prepare simple, healthy meals, practice kitchen safety, and follow recipes in a supportive, confidence-building environment.

By gaining practical cooking and nutrition skills—and taking home ingredients and recipes to use with family or caregivers—individuals are empowered to make healthier choices, participate more fully in daily routines, and feel more confident in their ability to care for themselves. Offered at no cost in partnership with Dare to Care, Cooking Matters helps turn life skills into lasting independence.

By turning everyday cooking skills into lasting confidence, the program helps individuals take meaningful steps toward greater independence and community inclusion.



SCAN
ME



SUPPORTING WHOLE PERSON HEALTH:

Integrated Mental Health & Physical Health Care

We believe that true well-being comes from caring for both the mind and body. That's why we now offer Primary Care services as part of our commitment to treating the whole person. By integrating physical healthcare with behavioral health services, we ensure that every individual receives comprehensive, compassionate, and coordinated care at one trusted place.

Regular visits with a primary care provider are critical for long-term well-being and emphasize prevention, early detection, and management of health conditions.



Services for Your Physical Health:

- **Preventative Care & Screenings:** Routine checkups, vaccines, and screenings, including women's health exams like mammograms and Pap smears, to help you stay healthy and catch issues early.
- **Referrals to Specialty Care Clinics:** Connecting you with specialists for advanced care and ongoing support.
- **Integrated Behavioral Health Support:** Seamless coordination between your physical and mental health providers for comprehensive care.
- **Primary Care Prompt Clinics:** Primary care prompt clinics provide quick, convenient care for common illnesses, minor injuries, and everyday health concerns—helping patients get timely treatment when they need it most.

We are here to care for the whole you, supporting both mind and body every step of the way.



SPECIAL THANKS TO OUR BOARD:

Seven Counties Services is guided by a committed Board of Directors that provides oversight, strategic direction, and accountability in support of our mission. Drawing on expertise from healthcare, education, finance, law, and community leadership, the Board partners closely with executive leadership to ensure responsible stewardship of resources and continued alignment with our values.

Through transparent governance and independent oversight, the Board helps advance our vision of helping more people thrive through accessible, compassionate care—today and for the future.

Board of Directors

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Vice Chair: David Gray

Treasurer: Adam Shewmaker

Secretary: Dr. Felicia Smith

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Mark Johnson

Mike Lorch

Renee Murphy

Dave Sloane

Lori Whitlock



Seven Counties Services

Our Commitment Moving Forward

At Seven Counties Services, our work is guided by a clear vision and a shared commitment to equity, accountability, compassion, hope, and innovation. We strive every day to remove barriers to care, so more people can thrive, to act responsibly and transparently in service of our mission, and to deliver care rooted in dignity and empathy.

Hope sustains our belief that lasting change is possible—for individuals, families, and communities. We're committed to expanding access, improving outcomes, and meeting people where they are with care that treats the whole person, through continuous innovation and strong partnerships.

Together, we are building a healthier, more equitable future: driven by purpose, strengthened by partnership, and guided by hope.

24/7 Crisis Helpline:

If you need help immediately, our 24/7 crisis line is (502) 589-4313.

Follow Us on Social Media:



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LIFELINE

 **Call Us:** (502) 589-1100

 **Website:** sevendcounties.org

