Genesis House, Inc.

Year End Report 2023

Mark Collister, MSW, LSW Executive Director

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#### Governing Body

Genesis House, Inc. owns and operates outpatient drug and alcohol treatment facilities in Williamsport (Genesis House, Inc.), Bloomsburg (Genesis House Bloomsburg), and Harrisburg (Genesis House Harrisburg).

Amy S. Ertel and Catharine K. Ertel are the owners of the facilities and they are managed by Mark Collister, MSW, LSW, Executive Director for Genesis House, Inc.

Genesis House, Inc. is governed by a board of directors as follows: Amy S. Ertel - President

Stacy Gemma -Vice President Catharine K. Ertel- Secretary, Treasurer Mark Collister -Non Voting Member

The corporate office for Genesis House, Inc. is located at 800 West Fourth Street, Suite G-01, Williamsport, Pa. 17701. The phone is (570) 322-0520 and the contact person,

Mark Collister, can be reached via e-mail at

mcollister @gene si shouseoutpatient.com or mcolli[ster@firetree.com](mailto:ster@firetree.com)

#### PROGRAM PHILOSOPHY AND MISSION STATEMENT

MISSION STATEMENT:

To assist individuals in achieving a sense of who they are and what they want out of life. Our mission is to encourage individuals to identify and address barriers to a successful recovery. We offer an environment for our clients to develop the skills necessary to live a life without the use of substances or addictive behaviors. We truly believe, recovery is a journey, not a destination and we want to be a part of your journey. We are here to provide the support and care you deserve to live your best life in recovery and remember, small steps forward are still steps.

PROGRAM PHILOSOPHY STATEMENT:

Genesis House, Inc.’s treatment philosophy is to provide individualized treatment and clinically appropriate services that will assist the individual and the family in treating all components of substance use disorder, addictions, and dual diagnosis. We blend the latest evidence-based practices with historically proven methods including: cognitive behavioral therapy, motivational enhancement therapy, family behavior therapy, dialectical behavioral therapy, 12-Step integration, motivational interviewing and positive peer culture.

#### VISION STATEMENT:

Our vision is to provide comprehensive and affordable behavioral health programs for individuals and families with substance use disorder, addictions, and dual diagnosis; thereby, providing that all persons seeking recovery the ability to achieve his/her fullest potential and to participate in and contribute to all aspects of his/her life.

#### DIVERSITY INCLUSION STATEMENT:

Genesis House Inc. will strive to:

* + Inform, Educate, Perform, Model and Lead to ensure diversity is reflected throughout the Genesis House Inc. Organization.
  + At Genesis House Inc. we will create and sustain an environment that actively embraces diversity and inclusion by recognizing the value in the uniqueness of all individuals.
  + Genesis House Inc. will hold individuals associated with the organization accountable for actions and decisions impacting the achievement of our mission statement.

Genesis House Inc. will utilize the successes in diversity to assist us in becoming the provider and employer of choice as we lead our community on a path of wellness and recover.

**PRIMARY TREATMENT GOALS**

1. To improve the client's awareness in the process of addiction and any existing co-occurring mental health disorders.
2. To improve the client's acceptance of their particular addiction concerns and co-occurring mental health disorders.
3. To foster the appropriate cognitive/behavioral changes necessary to improve the client's control over their addiction and thus improve their overall functioning.
4. To use client strengths and available community resources to foster long­ term success in recovery.

Addressed are the physical, mental, emotional and spiritual needs of the client in the context of their functioning limitations. Genesis House, Inc. primarily uses a cognitive\behavioral approach to treatment. Emphasis is placed on using client strengths in conjunction with available community resources to foster the optimum long-term treatment success.

### **Genesis House, Inc. Goals and Objectives Year End Report 2023**

1. **Physical Plant**

(Objective) - Consistently maintain the facility in a clean and safe manner.

(Plan) -Executive Director will continue to ensure the weekly cleaning of the facilities with contracted cleaning individuals and will monitor via impromptu site visits to ensure appropriate completion. Clinical Directors will continue to report any needed repairs to the Executive Director who will communicate same with the governing body and monitor for completion. Clinical Directors will continue conduct fire drills and check the first aid kits monthly and document their completion in the management folder per policy.

(Target Date) on-going through 12/31/23

1. **Case management**

(Objective) - Ensure the appropriate completion of facility case management procedures.

(Plan) - Clinical Directors will continue to meet with the Regional Clinical Director weekly to assure that the facilities case management procedures are completed in a timely fashion. The Clinical Directors will continue to assume the responsibility for reviewing the clinical staffing notes during weekly clinical staff meetings and will sign off on all treatment planning case management, reviewing for thorough and timely completion.

The Clinical Directors will continue to review the status of agency client files with the Regional Clinical Director on a weekly basis to assess any needed changes in case management protocols and for any necessary opportunities for staff improvement.

The Clinical Director will continue to address the staff that are deficient in documentation during individual supervisions

(Target Date) on-going through 12/31/23

1. **Policy and Procedures**

(Objective) - Update policy and procedures as warranted, per DDAP regulations and/or as determined by the Agency, complete annual reports, secure governing body approvals, and ensure the appropriate implementation of all agency protocols.

(Plan) - Executive Director along with the Regional Clinical Director will continue to revise policies/procedures as warranted, complete annual reports, and secure governing body approvals. Executive Director and/or Regional Clinical Director will continue to review all policy/procedure changes with

agency leadership team during bi-weekly leadership staff meetings to ensure employee understanding and compliance.

(Target Date) on-going through 12/31/23

1. **Personnel**

(Objective) - Maintain clinical employee/client ratios per DDAP regulation, based on referral numbers. Add or decrease clinical employees as warranted. Ensure appropriate job performance by all Agency employees.

(Plan) – Executive Director will continue to review clinical employee/client ratios, referral numbers, and staffing patterns with Board of Directors on at least a quarterly basis to ensure appropriate compliance with licensing standards and adjust staffing pattern as deemed warranted with board approval.

The Executive Director along with the Regional Clinical Director will take responsibility for hiring all new Agency employees. The Training Director will be responsible for training all new Agency employees. The Executive Director, Regional Clinical Director and Clinical Directors will continue to share the responsibility for evaluating existing employees as per employee performance evaluation policy.

The Executive Director and Regional Clinical Director will monitor the functioning of the agency clinical employees to ensure appropriate completion of job responsibilities, ensure that all client discharges are completed in a timely manner, and assess the referral population. The Regional Clinical Director will review with the Clinical Directors during individual supervisions to assess any needed changes in job responsibilities, marketing strategies, changes in staffing, and/or necessary employee performance improvement plans.

(Target Date) on-going through 12/31/23

1. **Staff Training**

(Objective) - Ensure all employees receive mandated trainings, yearly training hours, improved awareness of training availability, and participate in trainings based on identified areas of need.

(Plan) - Training Director will ensure all employees receive mandated trainings, yearly training hours, improved awareness of training availability, and participate in trainings based on identified areas of need.

(Target Date) on-going through 12/31/23

1. **Governing Body** (Objective) - Maintain consistent and effective communication with the governing body to provide support and direction to the agency.

(Plan) - Executive Director will continue to meet with the Regional Clinical Director on a weekly basis to identify agency needs to be addressed/reviewed by the governing body. Executive Director will continue to meet weekly with the governing body to communicate agency information and seek governing body approvals for any action needing taken. Executive Director will continue to submit weekly board reports, which will convey facility progress and/or areas of concern for any needed support, directives, and guidance.

(Target Date) on-going through 12/31/23

1. **Office Management**

(Objective) - Ensure the appropriate functioning of agency office management processes.

(Plan) - Executive Director will continue to monitor the office management responsibilities of the Agency. Executive Director and UR/Billing manager will continue to coordinate formal communication on a weekly basis between the UR/billing manager and accountant to improve the coordination of Agency billing procedures and review the accounts receivable collections. The Executive Director and UR/Billing manager will continue to coordinate identification of new private insurance venues to panel with for improved service and expansion of contracts within the agency. The UR/Billing manager will continue to assist in the completion of billing contracts. Executive Director and UR/Billing manager will continue ensure that any concerns with office management employees are addressed through weekly supervision and performance evaluation/quality improvement processes.

(Target Date) on-going through 12/31/23

1. **Programing**

(Objective) - Continue to update clinical programming to effectively meet the treatment needs of the referral population.

(Plan) - Executive Director will continue to meet with the Regional Clinical Director and Clinical Directors on a bi-weekly basis to assess the treatment needs of the referral population.

The Executive Director and the Regional Clinical Director will collaborate in the formulation of any new programming changes and/or additions based on the information provided in the Clinical Directors staff meetings. The Clinical Directors will then implement any programming changes deemed appropriate and monitor to ensure appropriateness.

The Clinical Director will monitor groups and individual sessions on a monthly basis. The Clinical Director will provide feedback to both the group facilitator and the Regional Clinical Director to ensure effectiveness of treatment.

Executive Director will continue to utilize the completed client satisfaction forms to formulate a quality assurance report and forward and necessary facility protocol changes to the Regional Clinical Director for implementation. Executive Director will continue to monitor compliance through weekly supervisions with the Regional Clinical Director and through the collection of client feedback via the utilization review processes.

(Target Date) on-going through 12/31/23

1. **Quality Assu rance**

(Objective) - Ensure that all facility quality assurance and follow-up protocols are followed consistently. Identify and address any problematic issues with overall facility functioning.

(Plan) - Executive Director and Regional Clinical Director will continue to utilize client satisfaction questionnaires, discharge data, and follow­ up data to ensure the appropriateness and effectiveness of the agency's functioning. Data will continue to be collected by the Executive Director as per established procedures and then shared with the agency employees on at least a quarterly basis for discussion of any needed changes in procedures or programming. Executive Director will continue to monitor the completion of the agency's follow up procedures and will utilize the data in the completion of any needed reports or programming changes.

(Target Date) on-going through 12/31/23 2023 QA Problem Issues to be addressed:

* 1. Marketing and referrals
  2. Additional programing
  3. Dual Diagnosis and Mental H

**Statistical Information**

Genesis House, Inc's target population consist of men, women, children, and families who are experiencing the negative consequences of substance use and co-occurring mental health disorders and are residents of Lycoming, Clinton Columbia, Montour, Snyder, Union, Schuylkill, York, Adams, and Dauphin County regions. Priority is given to persons who inject drugs, pregnant women who inject drugs, women with children, overdose survivors, and veterans. Special consideration is also given to

Adolescents, men and women who are new to recovery, individuals who exhibit a pattern of chronic relapse, individuals diagnosed as having HIV\AIDS, individ uals with conjoining anger-management concerns , victims of sexual abuse, senior citizens, and occupational referrals.

Over the course of 2023, Genesis House, Inc. has provided services to individuals from each of these target populations including men, women, and adolescents of Caucasian, African American, Hispanic, among other ethnic backgrounds. Genesis House, Inc. prides itself in not discriminating against any individual regardless of their religious, sexual, ethnic and cultural backgrounds.

###### Demographics of Treatment Population (January 2023 to December 2023)

**Please view attached D/A report for Genesis House Williamsport Please view attached D/A report for Genesis House Bloomsburg Please view attached D/A report for Genesis House Harrisburg**

**Client Satisfaction Survey Year 2023**

Genesis House, Inc. surveyed its clientele upon discharge to evaluate their overall satisfaction with the program and our consumer processes. Each individual was asked to complete a thorough client satisfaction questionnaire. The results of this internal quality assurance process are as follows:

**Projected Training Plan 2023 Genesis House, Inc.**

Genesis House, Inc. will continue to develop agency training plans around the feedback provided through annual employee training needs assessment forms and the employee's individual training plans. These tools are completed annually within the month of January, and in conjunction with feedback from employee evaluations. The Training Director in conjunction with the Regional Clinical Director will continue to coordinate various training resources and disseminate to staff in order to educate staff on training

availability and for the formulation of individual staff training plans. These resources will be updated on an ongoing basis to improve staff awareness of available trainings in their respective areas. The Training Director of Genesis House, Inc. will coordinate a regular in-service training schedule for all employees. Topics for these in-service trainings are formulated on an ongoing basis as the Training Director, Regional Clinical Director,

Clinical Director, Executive Director or agency staff determines need. General topics include safety, case management, assessment, community resources, specific treatment approaches, co-occurring disorders, leadership, policy changes, or new assessment tools.

The following are internal/external trainings completed by Genesis House, Inc. employees from Jan 1/2023 - Dec 31/2023.

WILLIAMSPORT:

**BLOOMSBURG:**

HARRISBURG:

**Training Evaluation 2023 Genesis House, Inc.**

The clinical staff at Genesis House, Inc. are on pace to exceed the Department of Health's recommended training hour requirements while also fulfilling the various training requirements associated with their individual credentials. As a staff, they continue to display a genuine desire to broaden their clinical skills and provide their clientele with the most effective treatment possible.

Our Training Director continues to be a very valuable asset in coordinating the training schedule and assuring that all staff remain current on their mandatory training

Requirements. She along with the Regional Clinical Director approve each training, keeps an electronic log of trainings completed and also assists each Clinical Director in assuring that all staff meet licensing standards. We continue to incorporate PCB training materials, Social Work NASW trainings, MISA trainings through Drexel University, DDAP trainings and various other professional training resources into our facility training plans.

Training needs assessment forms and individual employee training plans are formulated on an annual basis to identify need areas and resources for fulfilling those training needs. In order to continue the agency's consistency and effectiveness in this area, the Training Director has continued to track individual staff training and report on individual progress at least quarterly during clinical staff meetings. The Training Director, Regional Clinical Director along with Clinical Director will continue to better coordinate the agencies

Training plans with the individual needs of the employees and need areas highlighted on the training needs assessments in addition to individual employee evaluations.

#### Activities and Accomplishments

We have renewed our contracts with all previously established Single County Authorities (West Branch *DIA,* CMSU, Dauphin County *DIA)* as well as with Medical Assistance MCO' s Community Care Behavioral Health and Perform Care.

We have maintained contracts with Geisinger Health Plan, High Mark, UPMC and Capital Blue Cross.

We remain licensed through the PA Department of Drug/Alcohol Programs and we are also licensed to provide Gambling Disorder treatment. At present, we have 2 counselors credentialed to provide such treatment and we are one of only a handful of providers in the state credentialed to provide telehealth Gambling services.

We continue to receive referrals through the DUI Court Program, Drug Court, Adult Probation, BOP, Hospitals, some Inpatient Treatment Facilities, State Parole, and of course Self-Referrals. Additionally, we contract with a Psychiatrist whom is utilized to provide co-occurring Psychiatric services to our Federal Inmate population.

We continue to strive towards being able to provide Mental Health treatment apart from our historic Drug and Alcohol programing. Unfortunately, we inherited a series of missteps and it's taken some time for us to identify the correct process in attempting to provide outpatient mental health treatment. We have begun engagement with Dauphin County *DI*A and now have a clear path towards our mental health treatment goal.

In December we hired a new Regional Clinical Director who came to us with a wealth of knowledge and has been influential in changing the clinical culture of Genesis House and in the way we provide treatment.

After several years of being denied funding by CCBH to provide CRS services at our Bloomsburg location, we have since been granted approval. We are presently working through the process as dictated by CCBH, which will then be followed by a formal application with DHS.

We have worked diligently in standardizing our processes across all 4 of our locations. Historically, we were one company but all locations were operating differently.

Over the past few months we have moved all individual and OP sessions back to in person. Currently, only our IOP remains telehealth and a plan is being developed to bring IOP back to in person as well.

We are in discussion with the BOP in order to provide MAT services at our Harrisburg location.

We are in the process of securing a new location for our Bloomsburg location, which has been a long time coming.

We have most recently began to participate in more outreach events and the employees are seemingly enjoying this.

We have created a new Human Recourses/Administrative Assistant position, which was very much needed. She has been instrumental in redoing our Employee Handbook, and Policies as warranted. She has most recently taken over the payroll.

We now have an Administrative floor, located in Williamsport, which is separated from the clinical space. This was needed to separate the clinical functions from the clinical functions, in addition to creating more offices within the clinical space.

We have commissioned a Graphic Designer to redo our company website, and social media pages, in addition to our brochures. These project s are well underway and should be completed within the next few months.

We participated in our very first infomercial, a 5 min spot, which is slated to air in October a minimum of 30 times.

Firetree has most recently taken over our fiscal and accounting duties, which has proven to be most beneficial in streamlining our financial responsibilities and less mistakes are happening now.

We continue to have goals of establishing new locations in Middleburg, Scranton, Lock Haven, and potentially New Jersey in the future.

We have transitioned to utilizing Ring Central and have since omitted Zoom. In doing so was a huge cost saver for the company.

We have transitioned to utilizing only one clearing house versus use of several. In doing so we are able to process our invoices in a much more efficient manor, which saves valuable time and less errors for our UR/Billing department.

We have capitalized on grant oppo1tunities as they become available, which has been very beneficial during our transition to the ASAM alinement and associated cost of such a transition.

To date, our biggest challenge has been recruiting and retaining employees. We are unable to implement many of our ideas as a result. We continue to try and recruit qualified candidates at a fair salary and in my opinion an above average benefit package.

We are consistently looking for ways to increase our revenues. With our current UR/Billing manager we have been able to tap into revenues not previously known. Myself along with the Regional Clinical Director we are developing counselor productivity requirements and employee incentives for those that meet those

requirements. Lastly we have implemented client incentives for attending there sessions

all of which has the intended purpose of increasing revenue and in doing so will be able to provide more to our group of dedicated and skilled employees.

we have installed security cameras in our Williamsport and Harrisburg locations with

plans to also install them in Elizabethville and Bloomsburg locations.

**Marketing**

(Adult Referral Base)

Genesis House, Inc. currently works closely with the following service providers to provide adult substance abuse treatment:

* SCA's
* Hospital 's
* Adult Probation
* State Parole
* County Probation and Parole
* Federal Parole
* Various Inpatient D&A Programs
* Local EAP Programs
* Walk-In Recovering Community

(Adolescent Referral Base)

Genesis House, Inc. will be working closely with the following service providers to provide adolescent substance abuse treatment:

* + County Juvenile Probation
  + County Children and Youth Services
  + Local SCA's
  + Local School Districts

Physical Plant:

Genesis House - Williamsport 800 W. Fourth St. Suite GO l Williamsport, Pa 17701 (Handicapped Accessible)

Genesis House - Administration 800 W. Fourth St. Suite 106 Williamspo1i, PA. 1770l (Handicapped Accessible)

Genesis House -Bloomsburg 320 E. Second St.

Bloomsburg, PA. 17815 (Handicapped Accessible)

Genesis House - Elizabethville 2 East Main St. PO Box 286 Elizabethville, PA. 17023

Genesis House - Harrisburg 2505 N. Front St.

Harrisburg, PA. 17110 (Handicapped Accessible)

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