

2022



ANNUAL REPORT

Outreach Development

Building Healthy Lives



About Outreach

Building healthy lives is what Outreach is all about. For over four decades, we've been a leading provider of high-quality, life-changing, and life-saving, drug and alcohol and mental health treatment and training services, helping individuals and their families throughout the Greater New York area address and recover from substance use issues and lead healthier lives. We are committed to making a sustainable difference in the lives of the individuals and communities we serve.



1-833-OPINYORG (1-833-674-6967)

Our Vision

To maintain our standing as a premier provider and champion of quality, life-changing behavioral health care while regularly evolving our treatment and training services to meet changing community needs...the goal is to provide integrated care, in one setting, aimed toward improving the health status of the communities we serve.

Our Mission

To inspire individuals and families to achieve a life of unlimited potential by developing and delivering the highest quality evidence-based behavioral health services delivered by a professional and highly qualified staff with an ongoing focus on quality improvement.



A Note from Our CEO

As I reflect on the past year here at Outreach, I can't help but think about Maya Angelou's famous quote, *"You can't really know where you are going until you know where you have been."*

In order for us to continue making strides in the future, it's important that we take a few moments to look back upon our recent past. 2022 was an extraordinary year of growth and accomplishment at Outreach.

I am pleased to share with you this annual report that highlights some of past year's most notable achievements, all of which were made possible thanks to the help and support of our dedicated Outreach Development Corporation and Outreach Project Board members, our committed and highly skilled staff, and our generous supporters.

My deepest gratitude to all for making 2022 another remarkable year at Outreach. I look forward to the important work we will do together in 2023!



Debbie Pantin “

In order for us to continue making strides in the future, it's important that we take a few moments to reflect upon our past. "

Introducing Our Executive Leadership Team



Debra Pantin
CEO



Christal Montague,
CSO



Christine Casiano,
COO



Tony Croce,
CFO



Alexis Gadsden,
CDO



Mary Brite,
CCO

2022 In Review



Opening of the Wellness Clinic

Outreach opened its first Office of Mental Health (OMH) licensed clinic co-located with our Richmond Hill Office of Addiction Services and Supports (OASAS) licensed clinic to increase access to vital mental health care services for the Queens community.



Mobile Wellness Unit

Outreach's Recovery Center in Brentwood launched a Mobile Wellness Unit to bring needed outpatient treatment services to underserved communities throughout Long Island, including medication management, telehealth, fentanyl testing, and Narcan trainings.



CCBHC Grant Award

The federal Substance Abuse and Mental Health Services Administration (SAMSHA) awarded Outreach a 4-year, \$3.982 million grant, designating our Richmond Hill Wellness clinic a Certified Community Behavioral Health Clinic (CCBHC).



NYS EQUITY Grant

OASAS selected Outreach as the provider for the federal SAMHSA EQUITY grant to enhance services for transitional aged youth, ages of 16-25 years old, who have substance use and co-occurring mental health disorders, and their families.



90-Day Residence

Outreach House I, our adolescent residence in Ridgewood initiated a new, strength-based, person-centered approach to supporting young people in their recovery through the adoption of a new 90-day treatment model.



Adult Rehabilitation

Outreach's adult men's residence in Brentwood was expanded to provide a rehabilitation level of care in addition to existing reintegration services.

OUR 2023 GOALS

Focusing on expanding services for communities in need, Outreach's goals for 2023 drive forward our mission and vision to provide NYC and Long Island residents with access to high-quality and affordable treatment services and training programs.

1

Opening new Integrated OTP

Filling a gap in Long Island's access to live-saving medication assisted treatment, Outreach opens its first Integrated Opioid Treatment Program (OTP) in February 2023.

3

Workforce Development on LI

Increasing the substance use treatment workforce is vital to ensure programs' have skilled staff to provide services. A grant from the Suffolk County Opioid Settlement Funds will provide scholarships for 200+ Long Island residents to attend the Outreach Training Institute and become Credentialed Alcoholism and Substance Abuse Counselors.

2

Expansion of Adult Residential Services

Meeting the growing demand for treatment services for adults, our Women's residence in Brentwood will integrate rehabilitation services, and our new young adult residence will open, improving access to care on Long Island.

4

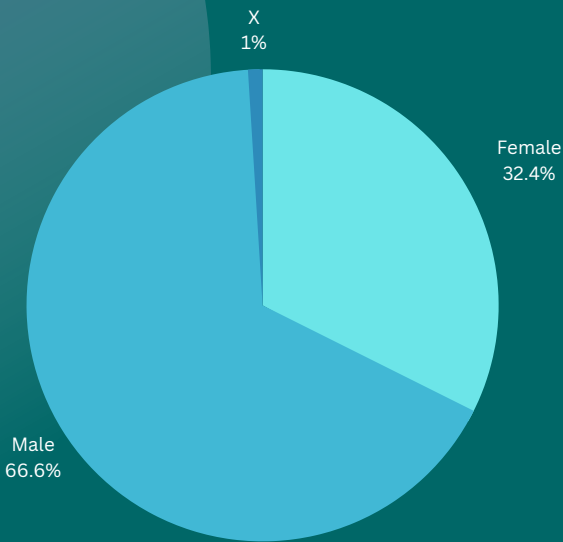
CARF Certification

Working towards Commission of Accreditation of Rehabilitation Facilities (CARF) certification for our new Integrated OTP will demonstrate our commitment to providing highest quality services while meeting internationally recognized organizational and programmatic standards.

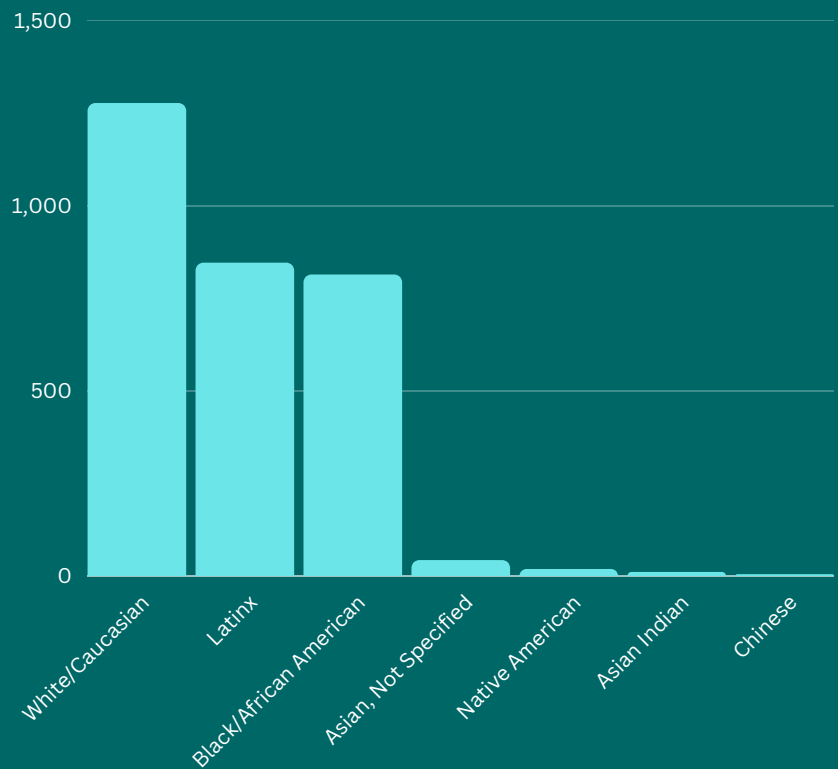
Diversity Impact

Outreach has always served an diverse population and remains committed to providing all individuals with compassion, integrity and culturally competent care. To further our commitment to justice, equity, diversity and inclusion (JEDI), Alexis Gadsden, LMSW, LMHC, was named the agency's first Chief Diversity Officer and 20-person staff-led JEDI Committee was formed.

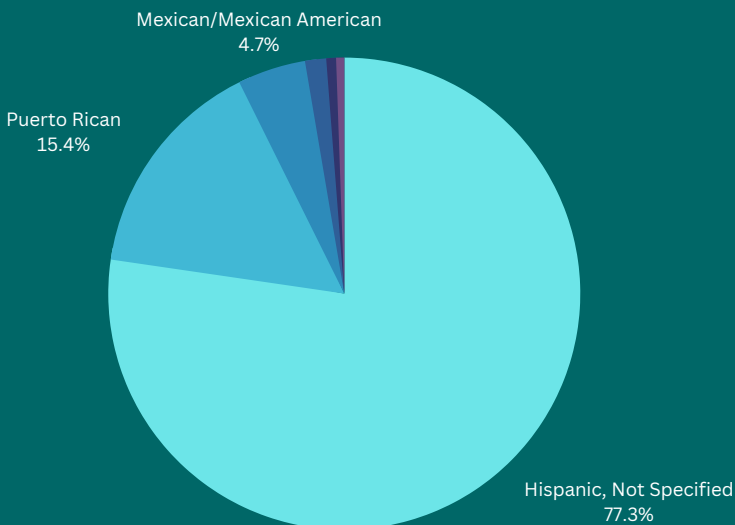
GENDER IDENTITY



RACE



LATINX ETHNICITY



CRIMINAL JUSTICE INVOLVEMENT

55%

Quality Impact

In line with our commitment to quality care, Outreach has adopted a Total Quality Improvement Model. Each quarter, multiple quality improvement projects occur throughout the agency. Below are some of the exciting results:

47%

Decreased time to access care

***Brentwood Outpatient via intake reminder and follow-up contacts.**

From 40.5 days Q1 2022
to 21.19 days Q4 2022

39%

Decreased time to access care

***REACT Center via monitoring of recurring appointments and increasing availability.**

From 46.9 Q1 2022
to 28.2 Days Q4 2022

2.2X

Increase in admission conversion rate

***Bellport OP via increased communication with referents.**

From 24% Q1 2022
to 47% Q4 2022

68

Increase in average days in treatment

***ORC OP via improved documentation and follow up.**

From 230 days Q1 2022
to 299 days Q4 2022

23%

Increase in census

***Outreach House 1 via increased engagement, partnering with referral sources and 90 day program transition.**

From 97 2021
to 120 2022

2.8X

Increase in Services Provided

***ORC Men's residence via the expansion of reintegration and rehabilitation services.**

From 496 Jan 2022
to 1420 Dec 2022

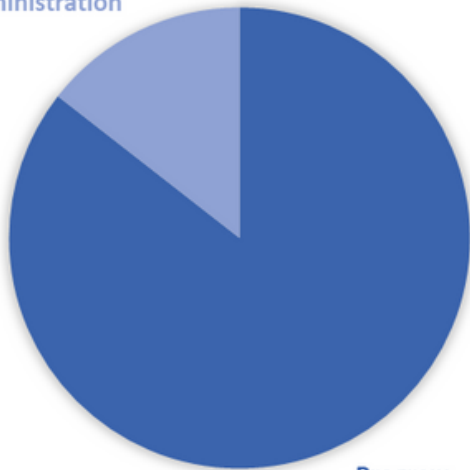
2022

FINANCIALS

Funding from OASAS, OMH, SAMSHA, the Outreach Project, and other partners ensured that we were able to build on and develop new programs and treatment services for those in need.

We work hard to guarantee that income is used on behalf of our clients. In 2022, **86%** of all expenses went directly to client services.

Administration



Program Services

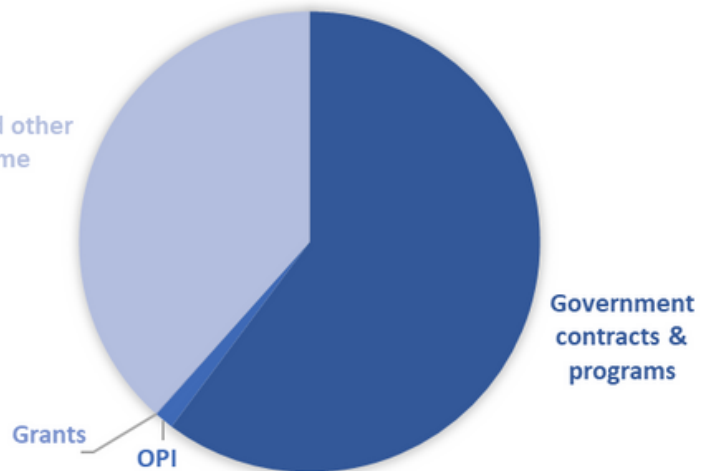
EXPENSES:

Program Services	\$ 21,420,645
Administration	\$ <u>3,619,867</u>
TOTAL:	\$25,040,512

REVENUE:

Government contracts & programs	\$ 15,072,735
Outreach Project, Inc.	\$ 340,000
Grants	\$ 15,729
Fees & Other Income	\$ <u>9,600,894</u>
TOTAL:	\$25,029,358

Fees and other income

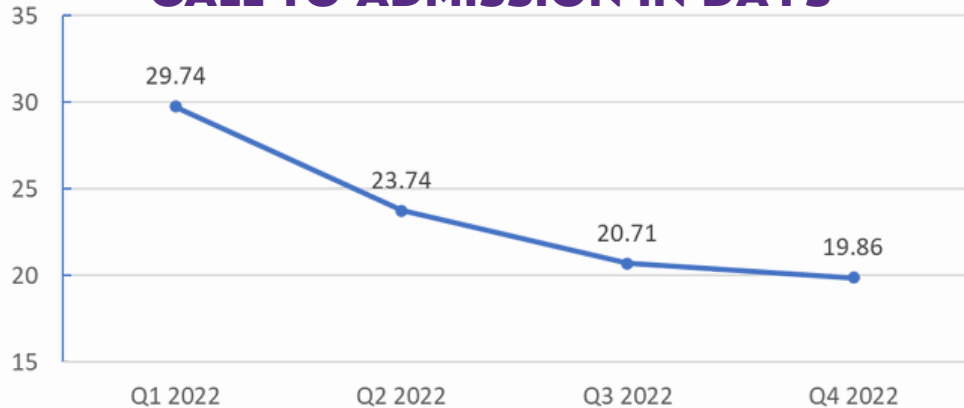


Government contracts & programs

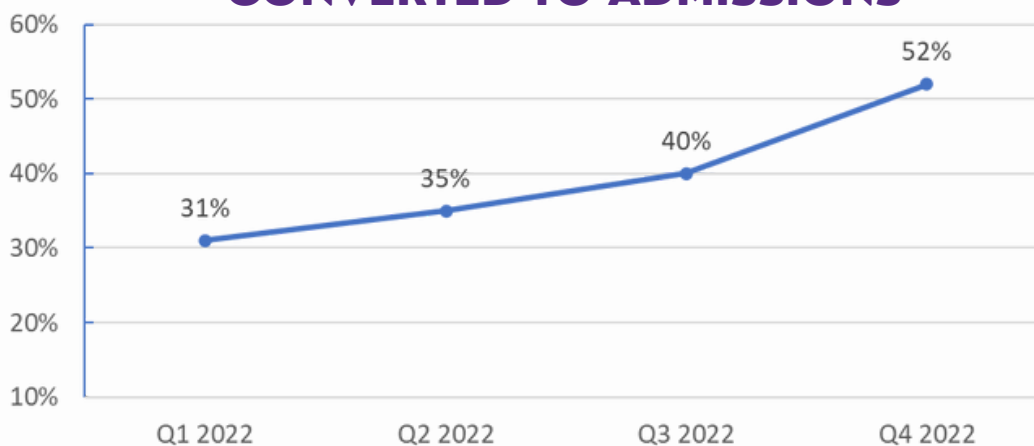
Grants
OPI

Modality Highlight: Outpatient

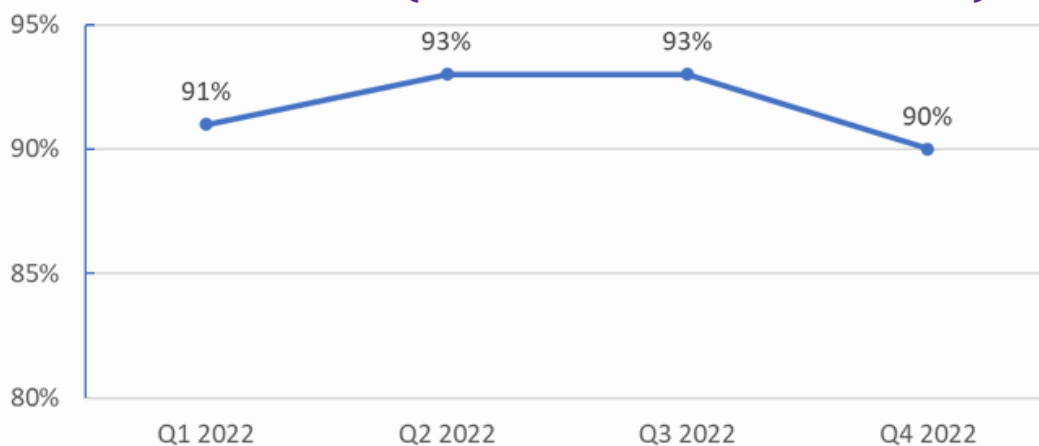
AVERAGE TIME FROM PHONE CALL TO ADMISSION IN DAYS



CONVERSION RATE PERCENT OF CALLS CONVERTED TO ADMISSIONS

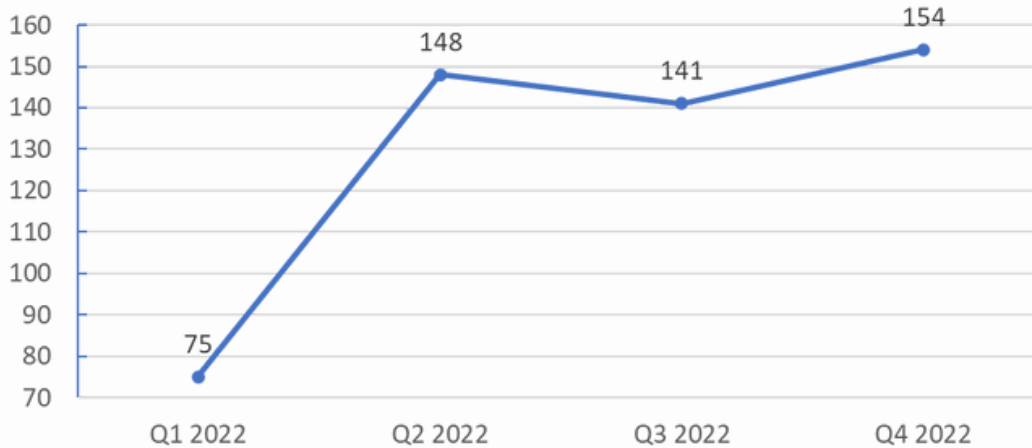


ENGAGEMENT (2 + SERVICES < 14 DAYS)



Modality Highlight: Residential

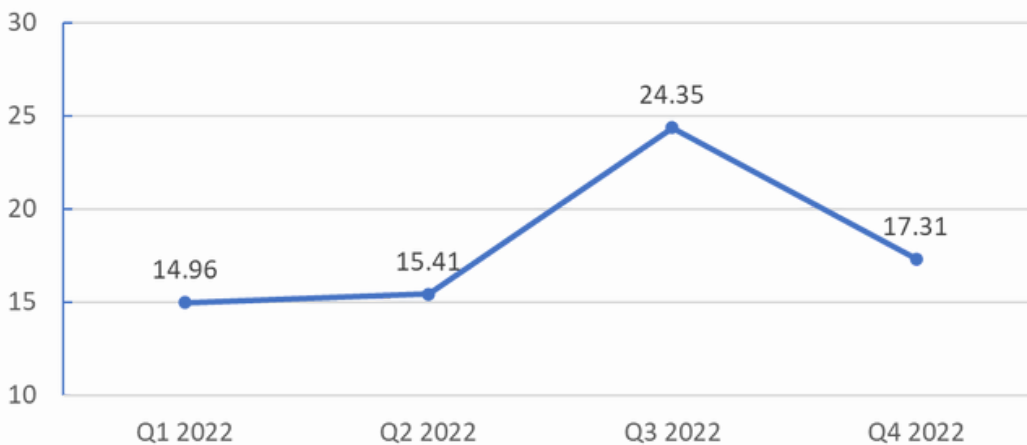
RESIDENTIAL CENSUS



NUMBER OF ADMISSIONS



AVERAGE TIME FROM PHONE CALL TO ADMISSION IN DAYS



A Special Thank You



Outreach Development Corporation Board of Directors:

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Neil Yellin, Board Vice Chair
Vincent Llobell, Board Treasurer
Paul D. Vitale, MPA, Board Secretary

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Tracie M. Gardner
Kathy Jordan
Jennifer Kim
Monica Martinez
Reverend Gideon Pollach
Phyllis Dunn Weiner, MD
Mitchell R. Weiss
Kathy Riddle

Our deep gratitude to our friends & partners at:



Outreach Project, Inc. Board of Directors:

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Thomas Reynolds, Board
Treasurer & Secretary
Howard I. Rothschild, Board Vice
Chair

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