

GPHA INC.
AL-ASSIST BEHAVIORAL HEALTHCARE CENTER



Annual Report 2017

Where Listening Starts and Healing Begins

Where Listening Starts and Healing Begins

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GPHA

A great place to work!



Our Mission

Is to provide quality comprehensive primary medical, dental, behavioral health and child development services through our expert staff of professionals. While using a fiscally responsible approach, we seek to meet the needs of a diverse population, regardless of their ability to pay.

Our Vision

To be recognized as the regional leader in the delivery of multidisciplinary ambulatory care. GPHA Inc. will adhere to the unique needs of each individual, utilizing the disciplines of medicine, dentistry, behavioral health and child development in a manner that positively impacts the entire community.

Our Values

Service Excellence - *Giving the best quality, world-class service and achieving excellence each day.*

Respect - *Giving respect to self and others and maintaining an environment of teamwork and growth*

Integrity - *Acting with honesty and soundness of moral character in all we do.*

Innovation - *Striving for new creative ideas that have the potential to positively change the community.*

Accountability - *Being responsible for our actions that influence the lives of our customers and fellow workers.*



BOARD OF DIRECTORS

Royal E. Brown, Chairperson

Marry Ann Galeota, Esq. Treasurer

Dorsey Lillian

Dr. Linda Powell,
First Vice-Chairperson

Roger Collins, Assistant Treasurer

Claire A. Washington, MSN,
CRNP

Dr. Stephen Cox,
Second Vice-Chairperson

Phyllis H. Detwiler, DMD, MPH

Janice Smith

Honorable Cynthia W. Fordham,
Chairperson Emeritus

Flora Castillo, CHIE

Claudia Griggs

Paula D. Jackson, MSN, CRPN
Corporate Secretary

Sandra Hawkins

Sajid Syed, M.S., P.Ph

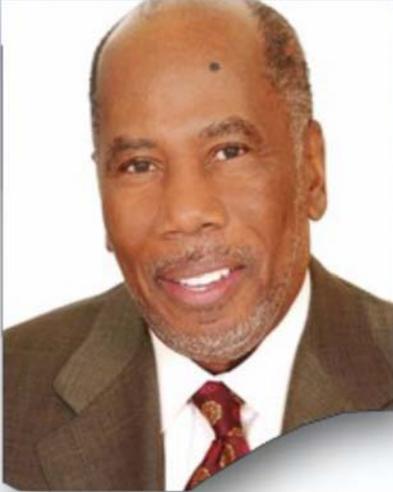
Samuel Nichols, Assistant
Secretary

Mary Wombwell, ED.D., RN

Ashley Austin Hines, IV

Healthcare That Makes a Difference

CEO/Executive Director Farewell and Welcome



We will be saying farewell to our CEO/Executive Director

RONALD E. HEIGLER, SR.

Who has done a phenomenal job overseeing our organization. Most importantly, creating a vision and platform to provide affordable healthcare throughout the Greater Philadelphia Region.

y ears 1989-2017



We will be welcoming our CEO/Executive Director

BRIAN CLARK

Whose purpose, forward-thinking and strategic planning will lead us into the future .

y ear 2018 —

Message from the Chief Behavioral Healthcare Services



Greater Philadelphia Health Action Inc./AI-Assist Behavioral Healthcare Center (GPHA Inc./AI-Assist), is an innovative and comprehensive outpatient behavioral healthcare treatment program. The program provides a continuum of mental health and substance abuse therapeutic treatment to enhance the quality of life for individuals with mental health disorders and/or chemical abuse/ dependency. The therapeutic process includes both traditional and nontraditional strategies to address the Member's individual and complex needs.

The multidisciplinary treatment team includes: psychiatrists, physicians/practitioners, psychologist, therapists, licensed social workers, licensed professional counselors, mental health workers, peer specialists, clinical coordinators, client service coordinators, engagement outreach specialists, care managers and support staff. GPHA Inc./ AI-Assist has standing referral agreements for coordination of services with: acute psychiatric in-patient hospitals, detoxification units, emergency medical services, partial hospitalization programs, vocational and social rehabilitation programs, recovery houses, homeless shelters and community residential programs.

WE strive to provide a therapeutic environment that is conducive to the healing process. Collaboratively, we work with Members to educate them on their particular disorder, and to provide the necessary skills needed to understand and control mental illness and abstain from using alcohol or drugs. Are focus is on providing members with the education, skills and rational decision making abilities to effectively combat the behaviors that are often derived from these disorders. We understand that often the presenting symptoms are the same; however, the therapeutic approach to relieve the symptoms often varies. It is our goal to understand and address the unique needs of each Member that will lead to a successful treatment outcome. It is through education, commitment, and passion that we are awarded the ability to make a difference in the life of others.

WE are committed to improving the overall quality of life for Members who are experiencing symptoms of a mental health disorder concurrent with or without substance abuse/dependency. We work collaboratively with primary care physicians to treat co-morbidity among our members. The vast majority of Members who enter behavioral healthcare treatment have gone years without medical care and often their physical health has been compromised. Collaborating with the Primary Care team presents an opportunity to instantly address any physical ailments caused or exacerbated by alcohol or substance abuse and to further evaluate mental health symptoms to determine if a biological cause for the symptom is present. Equally, patients who present in Primary Care settings for physical ailments that are symptomatic of a mental disorder can be immediately attended to by the Behavioral Healthcare team. More importantly, collaboration of services presents a greater opportunity to efficiently and effectively provide comprehensive holistic healthcare to clients. Healthy minds make healthy bodies. GPHA/AI-Assist is dedicated to treating the whole person

As we reflect on year 2017, we would like to first thank our members for allowing GPHA/AI-Assist Behavioral Healthcare Center to be their outpatient treatment facility. Secondly, we would like to thank our wonderful team of professional and support personnel; they are conscientiously and compassionately working to make a significant and positive impact on the lives of members served. We truly appreciate each employee that has worked with us in 2017; we recognize that our success was made possible as a result of their commitment and dedication to help those we serve.

WE are committed and passionate about delivering behavioral healthcare treatment in an environment that is not limited to a team of addiction and mental health professional, but a team that includes medical, and dental professionals all working together to meet our members' complex need.

Thank you,

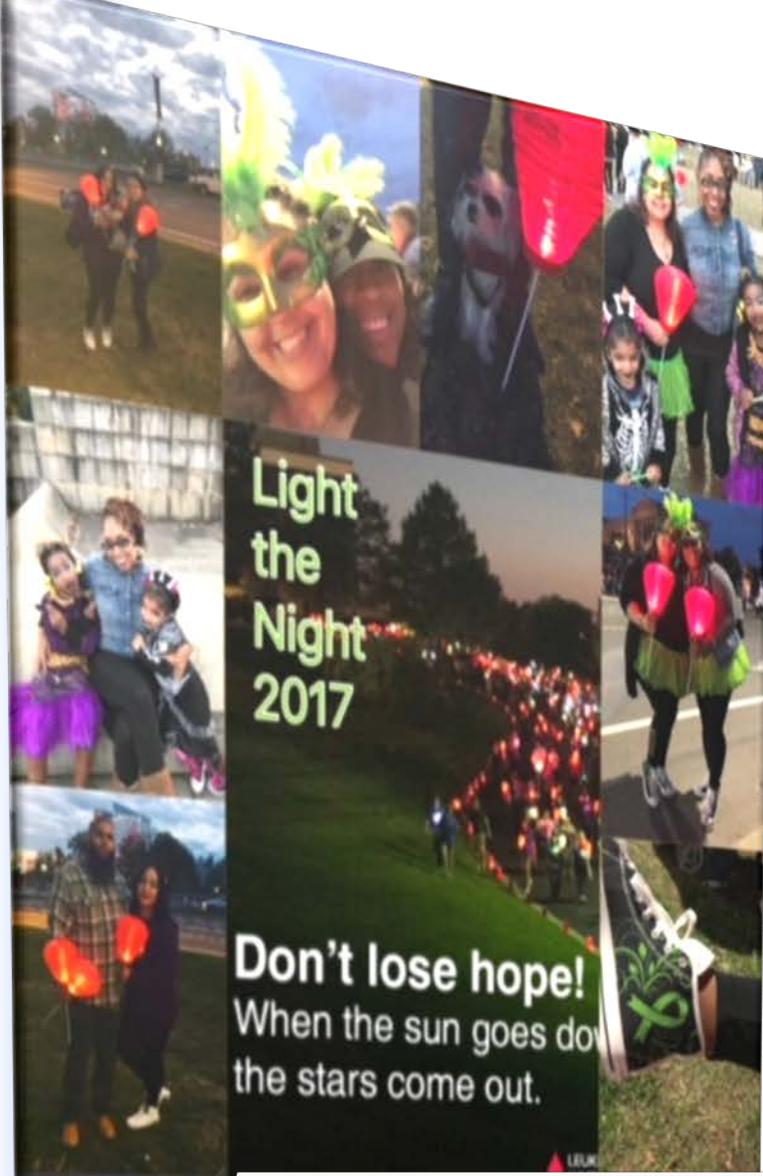
Maggie Lyons-Johnson

Maggie Lyons-Johnson, MHS, LPC, CAADC
Chief Behavioral Health Officer

2017- Year in Review

Highlights and Accomplishment:

- ❖ **Increased Behavioral Healthcare Accessibility at our Health Centers**
- ❖ **Grand-opening of Spectrum Behavioral Health Services in Springfield, Philadelphia**
- ❖ **2017 AL-Assist Member Graduation D&A/Dual and Wrap Participants**
- ❖ **Initiated School Based Therapy for charter schools within Philadelphia, County.**
- ❖ **Treatment Collaboration with Criminal Court Justice System for Philadelphia County**
- ❖ **Initiated Genesight Testing**
- ❖ **Implemented Service Collaboration and Integrated Care Initiative**
- ❖ **Participated in the Mayor's Listening Forum for Opioid addiction in Philadelphia County**
- ❖ **Participated in Health Fairs throughout Philadelphia (Educating the community on DA Disorders and Mental Illness.**
- ❖ **Back to School Supplies for Community Members**
- ❖ **Linked with Community Activist for Monthly Food Baskets, Toys for Children & Summer Zoo passes. Re-entry Job Opportunities and Homeowner Repair Programs**
- ❖ **Free Water Ice Day**
- ❖ **Annual Holiday Luncheons**
- ❖ **Mental Health First Aid Training**
- ❖ **Adolescents Mental Health First Aid Training**
- ❖ **GPHA's University Clinical Expansion**
- ❖ **Provider Appreciation Dinner cruise**
- ❖ **Support Staff Cookout**
- ❖ **Participated in several community events such as:, Recovery Walk, Hope for Henry, Make a Wish Walk, Point Breeze Walk, Gift of Life, Community Mental Health Awareness Panel, and Men's Health Awareness Campaign and Women's Health Awareness Campaign.**



SATURDAY
 april 22th
5K 2017
 POINT
 walk & run
 BREEZE
 EDEE HEALTH FAID



GPHA/AI-Assist in Numbers

ESTABLISHED 1978 • 1000 UNIVERSITY DRIVE • SUITE 100 • ALBANY, NY 12208 • 518-437-2200



New Admits 5500



Total Visits 51,766



12,463 Patients Served



13% Increase in Staff



Our team of professional staff specializes in the evaluation and treatment of the following disorders including, but not limited to:

- Drug & Alcohol Abuse/Dependency Disorders
- Mood Disorders
- Bipolar Disorders
- Sleep Disorders
- Co-Occurring Disorders
- Depressive Disorders
- Anxiety Disorders
- Anger Management
- Grief and Loss
- Marriage and Family Problems
- Eating Disorders
- Phobias/Panic Disorders
- Learning/Attention Disorders
- Personality Disorders
- Adjustment Disorders
- Impulse Control Disorder
- Life Transitions/Adjustment problems
- Self Esteem
- Social Dysfunction
- Spiritual Conflict



Scope of Services

Behavioral healthcare services are available to the following age groups.

- Mental Health-age 3 and up
- Substance Abuse-age 14 and up

The facility does not discriminate on the basis of race, creed, gender, ethnicity, color, national origin, (including those with Limited English Proficiency), ancestry, religious creed, marital status, sex, sexual orientation, disability, financial status, belief system, or religion in the admission of outpatient Members.

Admission to AL-Assist Behavioral Healthcare Center as opposed to placement in a detoxification inpatient or residential program and/or inpatient mental health acute care is based upon the Member's needs. The appropriate level of care is determined during the intake process.

Additional Services Include:

- Confidential HIV Testing
- HIV Pre-Post-Test Counseling
- Grief Counseling
- Teen/Adolescent Group Therapy

We Provide

Comprehensive Biopsychosocial Evaluation

Each Mental Health Member admitted into the program is required to have a Comprehensive Biopsychosocial Evaluation (CBE) within 30 days of admission. The CBE is completed by a master level therapist, psychologist and psychiatrist. The CBE evaluation is used as an assessment tool to verify and/or identify the diagnosis, level of care needed, and mental health status of the Member. During this evaluation process the psychiatrist determines if psychotropic medication is needed to adequately treat the Member's symptoms. In addition, the CBE provides a profound clinical assessment of the Member and is used to guide and/or reflect the Member's treatment plan. Members are re-evaluated annually or when there has been a change in behavior and/or diagnosis.

Treatment Planning

GPHA/AI-Assist effectuates treatment goals to ensure that services for mental health and substance abuse Members are orchestrated through a comprehensive individualized treatment

plan based on the Member's psychological, cognitive, behavioral, social, physical and vocational needs. The treatment plan is developed based on a bio-psychosocial assessment. While adhering to the requirements for confidentiality, the treatment team acquires relevant clinical information from other professionals involved in the Member's care. The Member collaborates in the development of his/her treatment plan. The individualized treatment plan specifies measurable and realistic goals to be accomplished within specific time-lines and is behaviorally defined and reflects specific discharge criteria. The plan may specify services that are not provided by the facility. The treatment plan is up- dated and revised to meet the Member's needs at maximum every 30 days and minimum every 120 days or 15 visits to evaluate the Member's progress or lack thereof in obtaining the specified goals and objectives.

Psychological Evaluation

Psychological evaluations are provided to all substance abuse Members as part of the admission criteria. Psychological evaluations establish the cognitive, social, and emotional development stage of the Members. In addition, it provides an in- depth evaluation of the Member's diagnosis, and prognosis, and assists in determining what treatment approach will be most beneficial in creating the desired treatment outcome. Psychological evaluations are performed annually.

Psychological Testing

Psychological testing is provided to both mental and substance abuse Members as deemed necessary by the treatment team. Psychological testing further evaluates the cognitive and emotional skills of the Member in an attempt to determine if adjunct educational services are needed.

Genesight Testing

Genesight Testing is provided to new and existing members who have either been or would like to start a psychotropic/anti-depressants or anti-anxiety medication. Said test is designed to look at the genetic components of each individual person to assess which classification(s) of medication will deem most effective, ineffective or pose as a high-risk for unwanted side effects based on his/her DNA sample.

Medication Maintenance

Medication maintenance is provided to all Members who are prescribed psychotropic medication. The psychiatrist monitors the effectiveness of the medication in producing the desired change in the Member's behavior and ability to cope with de- pression and/or anxiety. Members are observed every 3-4 weeks by the psychiatrist during a face-to-face encounter in which the following are discussed: new and ongoing psychiatric symptoms, physical problems, medication compliance, laboratory findings and/or need for laboratory tests and instructions regarding dosage, route and potential side effects of medication.

Individual Counseling/Psychotherapy

Individual Counseling/Psychotherapy focuses on the prevention of emotional deterioration and/ or

rehabilitation of the Member's functional abilities within society. The therapeutic approach used during counseling varies depending on the Member's responsive, behaviors, as well as, the Member's cognitive, emotional and social development. Counseling methodologies utilized include but are not limited to Adlerian, Existential, Person-centered, Reality, Gestalt, Behavioral, Cognitive- behavioral, Family systems, Art therapy, etc. The scope of issues addressed during counseling is within the context of the Member's treatment plan goals and objectives. Throughout this process Members learn to make better decisions, improve personal skills, develop increased confidence, and acquire a keener awareness or appreciation of self and others. Ultimately, Members learn to change the behaviors that hinder them from functioning in society at their highest level of comfort and performance.

Group Psychotherapy

Group psychotherapy is used as an adjunct to individual therapy. Members participate in focus groups that encourage them to share their feelings and resources in coping with addiction, depression, anger, stress, abuse etc. In addition, Members are able to develop self-respect, courage, and new self-perception through helping others who are in need of encouragement, empathy, and support. Focus groups may include a variety of topics such as: HIV/AIDS, grief/loss, stress management, anger management, coping with difficult feelings, dependency issues, relapse prevention, impact of addiction, trigger awareness, chronic pain, vocational issues, etc.



Family/ Marital/ Couples Counseling

Family/marital/couples counseling provides Members an opportunity to explore their relationship and communication ability within a safe environment. This form of counseling encourages a systemic approach to therapy which enables each participant an opportunity to evaluate their level of functioning and determine if it is a manifestation of the way in which the family and/or marriage is functioning. Participants are encouraged to develop individual and combined goals. Participants are taught essential communication skills and are encouraged to practice these techniques in sessions and as homework assignments.

Grief and Loss Counseling/Therapy

Grief and Loss counseling is designed to assist Members in working through intense emotions resulting from experiencing the death of a family member or friend and/or major life changes that trigger feelings of grief such as: the loss of a marriage, job, or friendship. There is a distinction between grief counseling and grief therapy. Counseling involves helping Members move through uncomplicated, or normal, grief to health and resolution. Grief therapy involves the use of clinical tools for traumatic or complicated grief reactions. This could occur where the grief reaction is prolonged or manifests itself through some bodily or behavioral symptom, or by a grief response outside the range of cultural or psychiatrically defined normality.

Anger Management

Individual counseling sessions are designed to assist Members in learning how to identify, express, and communicate their anger in positive and effective ways. Counseling is geared towards educating Members on the origins of their anger and the antecedents leading up to uncontrolled anger or emotions. Members are encouraged to explore how anger has affected them in the past and in current situations. In addition, counseling focuses on teaching Members new and powerful techniques to dealing with the emotion of anger.

Integrated Care (Behavioral Health Consultant Model)

This model is based on principles of behavioral health consultation services integrated in primary care, and on best practices that have emerged in the field of psychology for nearly two decades. The behavioral health consultants are embedded in the primary care team. The BHC receives referrals from the medical provider and/or other members of the care team, uses standardized tools to assess the patient and develops a problem-focused treatment plan aimed at functional restoration; i.e., improvement in patients' coping/life skills, treatment adherence, reduction of BH symptoms and other goals related to better quality of life and health outcomes. BHCs practice at the pace of primary care, often working out of the exam room, and provide immediate, brief, evidence-based interventions using Motivational Interviewing, Patient Activation, and related cognitive behavioral techniques. Individuals whose mental health concerns and/or substance use are more appropriately managed in specialty care either because of personal preference or medical necessities.

Sandtray Therapy

Sandtray is an expressive and dynamic play process that is used by children, adolescents, individual adults, couples, families and groups in the presence of a trained sandtray therapist. This form of therapy translates personal experience into a concrete, three-dimensional scene using sand, water, and figurines. Through sandtray therapy, Members are able to make their unconscious conscious and express difficult feelings, emotions and conflicts that previously had no verbal language. The scene (sand world created) gives both the Member and therapist a sense of what is going on intrapsychically.



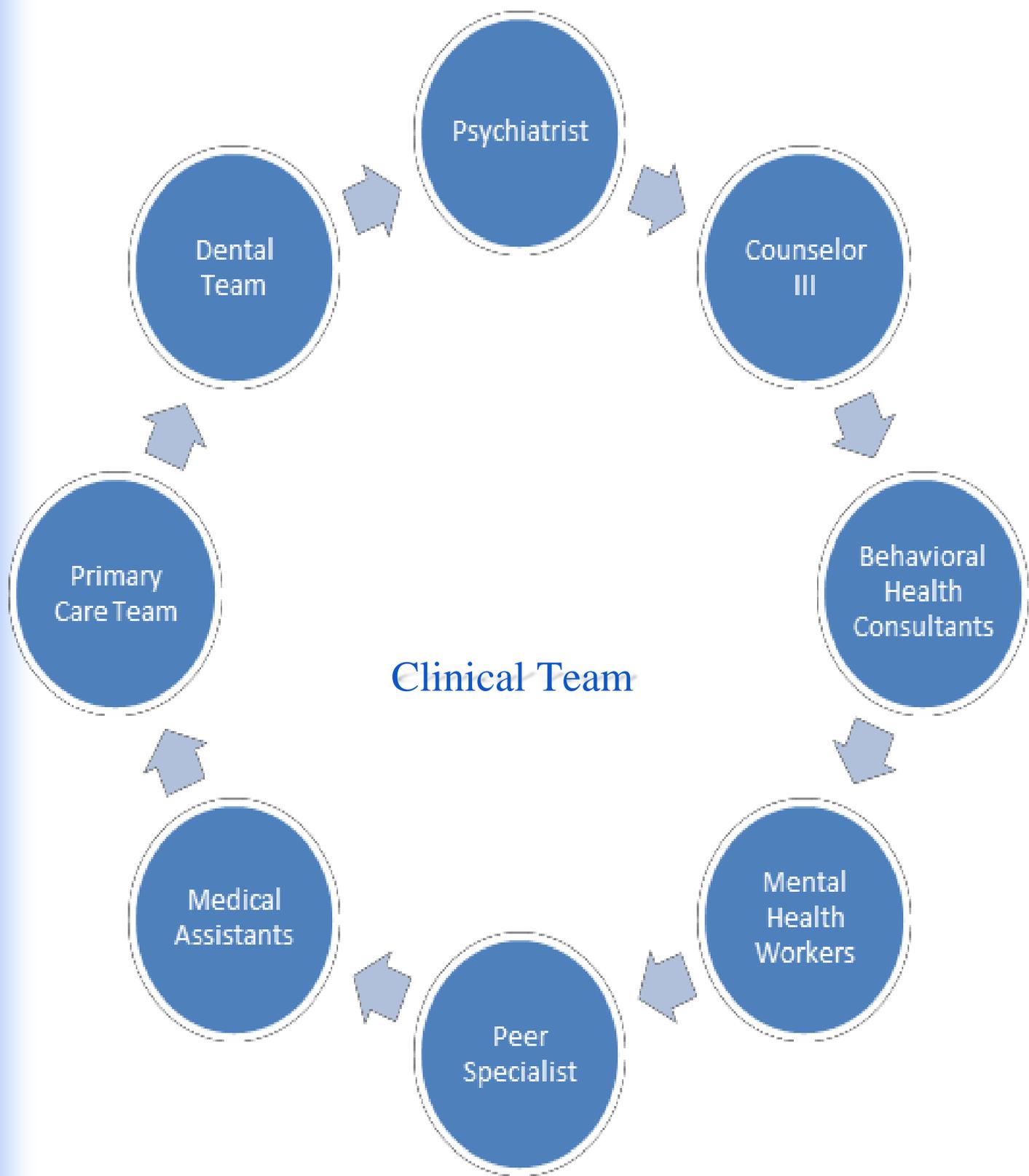
Crochet Therapy

Crochet therapy is an enjoyable and effective way of relieving stress. This form of art therapy invites Members to ignite their creative energy while the systematic movement of crocheting soothes away stress. Crocheting in a group setting creates a calming effect that promotes harmony, relaxation, and candid communication. Life stressors are slowly diminished as the hand coordination rhythmically modes the yam to form a shape leaving the Members with a sense of accomplishment and satisfaction.

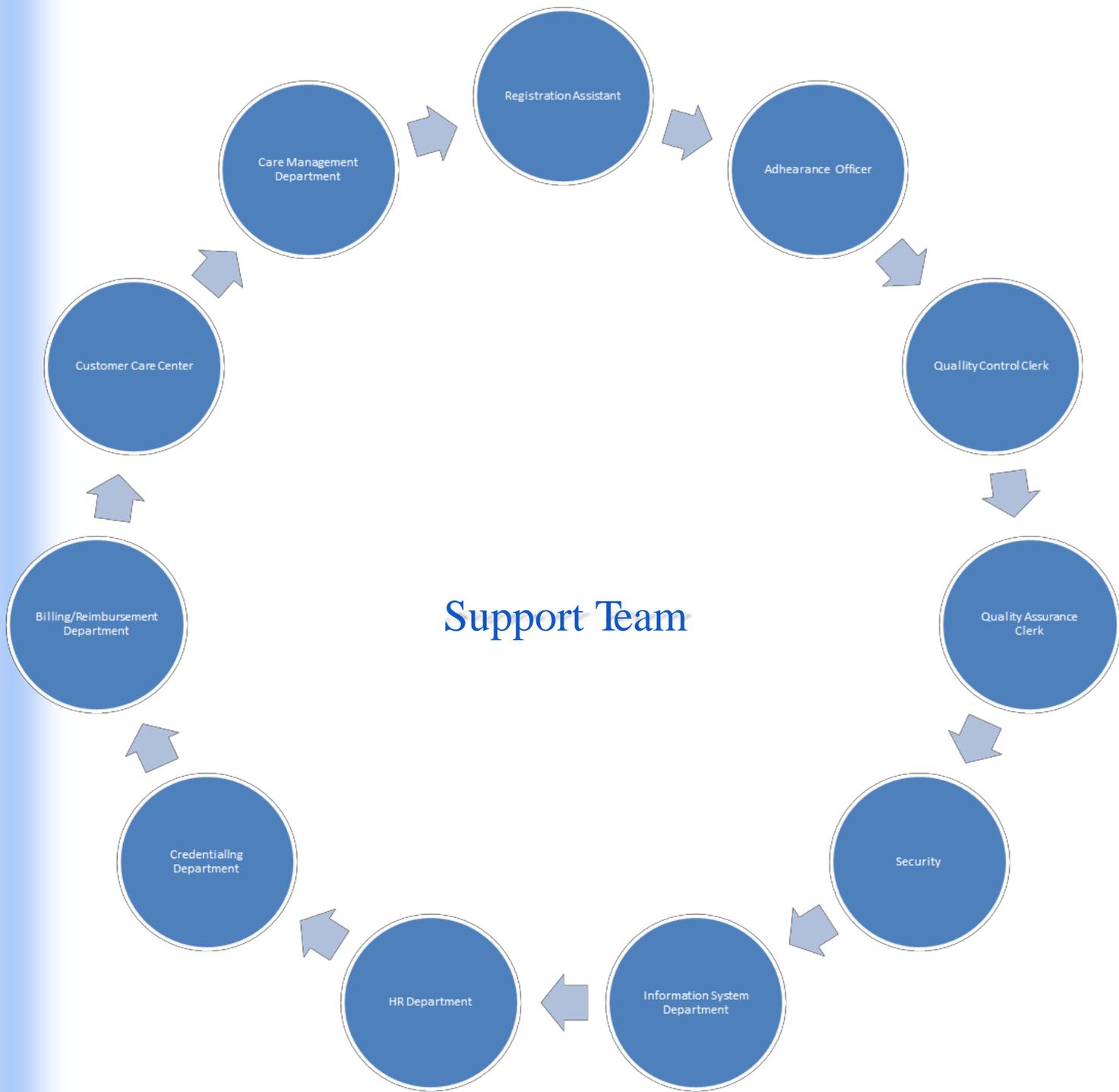
Art Therapy

The Therapeutic Art Group is a psychoeducational group that combines the principles of various forms of art with therapy. Art Therapy Is designed to help improve an individual's physical, mental, and emotional well-being through artistic expression of emotions and thoughts in an environment that promote healing outside the traditional box. The blending of disciplines: Art and Psychology Clients of varied populations use Art and creative process in therapy and as therapy communication with art uses the universal language to promote connection and healing relationship with self and others. Art Therapy includes: Acting, Spoken Word, Creative Writing, Music, Singing, Dance Movement, Painting and Drawing









GREATER PHILADELPHIA HEALTH ACTION, INC.
AL-ASSIST BEHAVIORAL HEALTHCARE CENTER STATEMENT OF REVENUE & EXPENSES
For the Twelve Months Ending December 31, 2016

Grant Support & Revenue	
Grant Support	
DHHS-330 (Allocated)	<u>\$ 979,898</u>
Total Grant Support	<u>\$ 979,898</u>
Revenue	
Patient fees	<u>\$ 7,647,290</u>
Other income	<u>\$ 11,600</u>
Total Revenue	<u>\$ 7,658,890</u>
Total Support & Revenue	<u>\$ 8,638,787</u>

<i>Operating Expenses</i>	
Salaries & wages	\$ 3,671,530
Fringe benefits	\$ 675,345
Professional fees	\$ 32
Consultant & contractual	\$ 170,761
Temporary office services	\$ 531,906
Security & transportation	\$ 37,762
Translation Services	\$ 51,844
Laboratory fees	\$ 4,502
Referral costs	
Medical Supplies	\$ 5,757
Dental Supplies	
Office Supplies	
Marketing expense	\$ 39,785
Insurance & bonding	\$ 1,084
Data processing	\$ 27,640
Space rental	
Equipment rental/lease	\$ 203,329
Repair & maintenance	\$ 18,914
Cleaning	\$ 84,615
Utilities	\$ 68,632
Telephone	\$ 27,497
Travel, conferences/meetings	\$ 8,788
Taxes & licenses	\$ 9,926
Subscription & dues	\$ 4,799
Interest & bank charges	\$ 1,893
Noncapitalized equip./furniture	
Bad Debt Expense	\$ 746,001
Miscellaneous	\$ 3,082
Event Expense	\$ 1,250
Total operating expenses	
before depreciation	<u>\$ 6,396,673</u>
Excess (deficiency) of support	
& revenue over expenses	\$ 2,242,114
Fund Balance, beg. of period	\$ 5,684,286
Depreciation expense	
Loss on Disposal of Assets	\$ 149,410
Net Income (Loss) end of period	<u>\$ 7,776,990</u>

For Hours of Operation, please contact the location nearest you.

OUR MISSION

Greater Philadelphia Health Action, Inc.'s mission is to provide high quality, comprehensive medical, dental, behavioral health and child development services through our expert staff of professionals. While using a fiscally responsible approach, we seek to meet the needs of a diverse population, regardless of their ability to pay.

GPHA Locations

1. Al-Assist Behavioral Healthcare Center
1401 S. 4th Street, Philadelphia, PA 19147
2. Chinatown Medical Services
930 Washington Avenue, Philadelphia, PA 19147
3. Frankford Avenue Health Center
4500-10 Frankford Avenue, Philadelphia, PA 19124
4. GPHA, Inc. Dental and Behavioral Healthcare
5501 Woodland Avenue, Philadelphia, PA 19143
5. GPHA, Inc. Medical Suite at Temple University
Kornberg School of Dentistry
3223 North Broad Street, Philadelphia, PA 19140
6. GPHA South Philadelphia Health Center
1408 S. Broad Street, 2nd Floor, Philadelphia, PA 19146
7. Hunting Park Health Center
1999 W. Hunting Park Avenue, Philadelphia, PA 19140
8. Snyder Avenue Dental Center
640 Snyder Avenue, Philadelphia, PA 19148
9. Southeast Health Center
800 Washington Avenue, Philadelphia, PA 19147
10. Wilson Park Medical Center
2520 Snyder Avenue, Philadelphia, PA 19145
11. Woodland Avenue Health Center
5000 Woodland Avenue, Philadelphia, PA 19143
12. Woodland Academy Child Development Center
5401-09 Grays Ave., Philadelphia, PA 19143
13. GPHA Spectrum Behavioral Services
1489 Baltimore Pike Suite-300 BLDG 300
Springfield, PA 19064



GPHA Executive Office
1401 S. 31st Street, Philadelphia, PA 19146