

Pyramid
Healthcare, Inc.®

ANNUAL REPORT 2018-2019



Pyramid Healthcare Celebrates 20 Years of Service

A Word from the CEO...

Over 20 years ago a small group of behavioral healthcare professionals formed Pyramid Healthcare in Altoona, Pennsylvania, grounded in the belief that they could fill a significant void in the availability of quality treatment for individuals with substance use and mental health issues. They struggled, yet persevered despite the prevalent bias against treatment and lack of funding that posed significant challenges to their organizational survival. This was well before today's opioid epidemic brought to light our most urgent public health issue - addiction.

Since 1999, our unwavering commitment has been fueled by both clients and referral sources who encouraged us to expand our mission of serving individuals and communities in need. One program became two, then 20 and now nearly 100.

“One employee became a team of 2,000 dedicated, tireless professionals - all working together with a shared goal of helping others live a better life.”

One employee became a team of 2,000 dedicated, tireless professionals - all working together with a shared goal of helping others live a better life.

Pyramid Healthcare has been entrusted and honored with the care of over one million individuals since opening that July day in 1999. The result has been a ripple effect of empathy, healing and grace felt in countless homes and communities across Pennsylvania and beyond.

No shortage of struggles and challenges lie ahead as with any worthwhile endeavor, but with continued, firm commitment in our life-saving mission, we will persevere to help those in need of behavioral health treatment and education.

*- Jonathan Wolf,
Founder, President and CEO*

Center of Excellence Expansion

Implemented by the PA Department of Human Services, the Center of Excellence (COE) initiative focuses on providing individuals struggling with opioid use with a community-based care management team that can assist them throughout their recovery.

According to the DHS, individuals addicted to opioids are less likely to remain in or complete a course of treatment than those addicted to other substances. The COE's team-based treatment model is designed to combat this by helping individuals connect and engage fully with primary and behavioral healthcare providers. The team will work closely with the individuals and their families as they strive to make appropriate recovery decisions.

The Center of Excellence is comprised of 2 nurse navigators, 4 Certified Recovery Specialists, a Coordinator and an administrative assistant.

The COE team served 378 new participants in FY 18-19 and has serviced nearly 1,100 individuals since inception in 2017. As part of the COE's overall goals, engagement and

referrals to support systems is a vital role the COE plays in individuals lives each day.

In FY 18-19, the COE referred 73 participants to support services including 12-step meetings and grief/loss support groups; 168 referrals for housing support including obtaining a home, rent assistance, shelter placement; 174 individuals assisted with transportation support including medical assistance transportation and bus tokens; the COE has advocated for 41 participants dealing with legal issues; 131 referred for education/employment supports; and 185 for medical services including obtaining routine PCP visits and Hepatitis C testing.

The COE is preparing for a new reimbursement model in FY 19-20 and continues to serve the needs of individuals in Blair County who have opioid use disorders.

Goals for the new year are to expand services by incorporating the COE support system throughout the continuum of care and in other behavioral health and medical providers to increase engagement and retention in ongoing care.

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Residential Program Expansion in PA and NJ

Pyramid Healthcare continues to expand access to high quality care for our clients, families and communities through the continued development of new residential programs in several states.

2018-2019 brought new services to Dallas and York, Pennsylvania, and Hammonton, New Jersey with the development of over 235 residential beds.

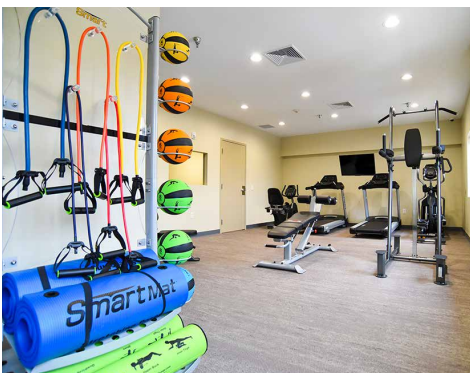
Through the development of these new programs Pyramid Healthcare is able to offer expanded access to detoxification, short-term and long-term residential treatment and recovery housing services. These programs will provide much needed services for nearly 5,000 additional clients annually.

Pyramid Healthcare opened a 100-bed detoxification and residential addiction treatment center in Hammonton, New Jersey in fall 2018. The Hammonton Detox and Residential Treatment Center fulfills a need within the community for behavioral health programming, as part of the organization's overall mission to make addiction recovery services more accessible and convenient for those in need. Pyramid Healthcare's first residential location in the state of New Jersey offers individual counseling, group therapy, recreational outdoor activities, nursing/physician care and dual diagnosis treatment for adult men and women who also need to address a mental health diagnosis.

In January 2019, Pyramid Healthcare opened a 100-bed detoxification and residential addiction treatment center

in Dallas, Pennsylvania. This was Pyramid Healthcare's first residential location in Luzerne County and will offer withdrawal management and residential care programs for adult men and women utilizing both traditional and holistic approaches to treatment and healing, including 12-step fellowship, SMART Recovery, group, individual and family therapy, Medication Assisted Treatment (MAT) in addition to medical and psychiatric care.

Pyramid Healthcare opened a 36-bed residential addiction treatment center for adult men in York, Pennsylvania in spring 2019. It was Pyramid Healthcare's first residential program in York County and complements Pyramid Healthcare's existing Medication Assisted Treatment (MAT) program for adult men and women located at 104 Davies Drive in York.



Pictured left to right: Residential Programs in Dallas, PA, York, PA, & Hammonton, NJ.



Pyramid Healthcare Acquires Walden Behavioral Health

Pyramid Healthcare welcomed a new organization into its family of companies in October 2018 with the acquisition of Walden Behavioral Health (now Pyramid Walden) in Maryland. Walden has served Southern Maryland for over 30 years and is committed to providing help and hope to those impacted by crisis, trauma, substance use and mental health concerns. Walden, like Pyramid Healthcare is committed to quality treatment and has adapted their treatment models to fulfill the evolving needs of their respective communities.

Pyramid Walden offers a full continuum of care for substance use disorder in four cities.

Located in Charlotte Hall, Anchor is a 54-bed residential facility providing detox, 3.7 and 3.5 levels of care, and outpatient substance use disorder treatment.

Compass, located in California, Maryland, is a 16 bed residential facility providing 3.5 and 3.1 levels of care.

Outpatient substance use disorder and mental health services are available at the Lexington Park Outpatient office.

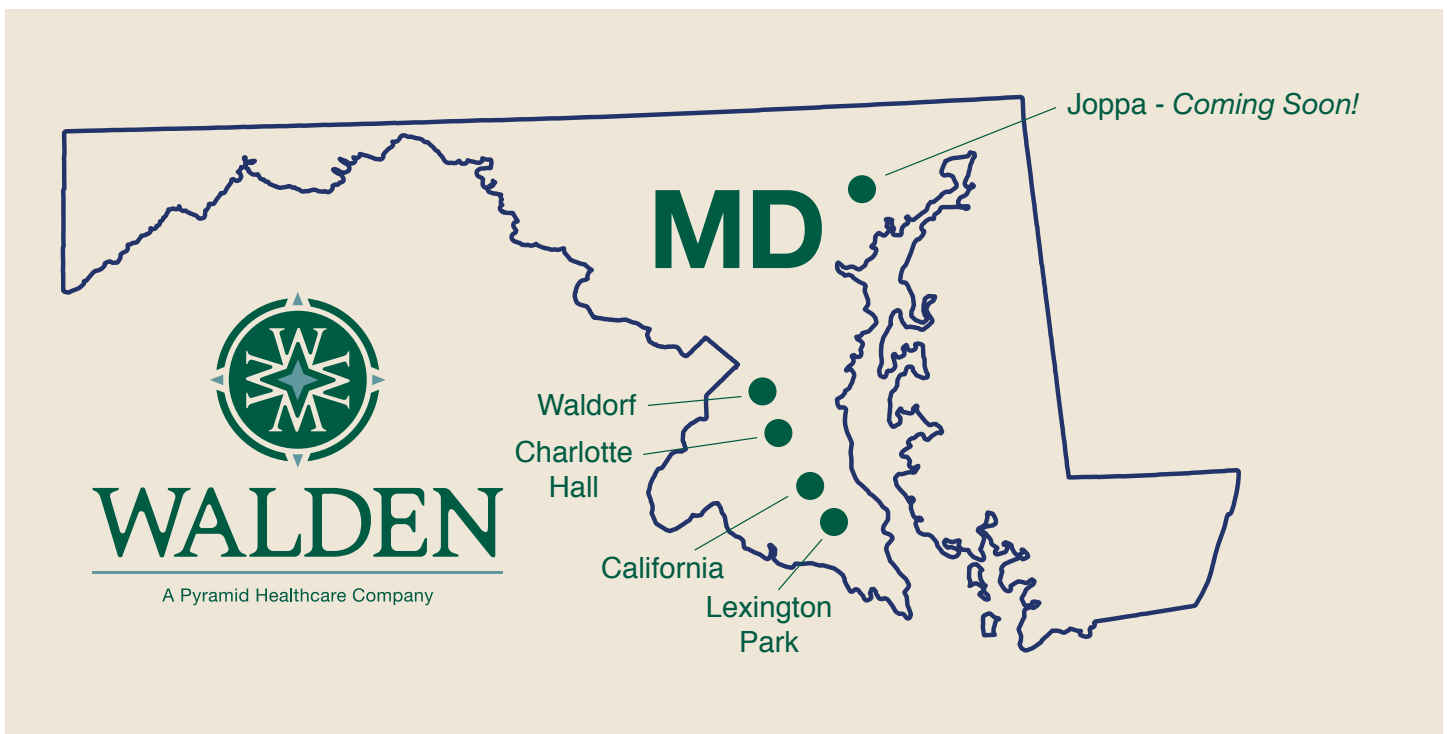
The outpatient office in Waldorf, Maryland also offers substance use disorder treatment.

In addition to the treatment programs, Pyramid Walden offers two unique programs that provide community-based recovery support.

Beacon is an adult recovery support center staffed with Peer Specialists and Recovery Coaches and The Cove is a youth center focused on prevention and support for at-risk youth.

The State of Maryland currently ranks in the top five for opioid related deaths in the United States. After Walden joined the Pyramid system, the Pyramid Healthcare call center experienced a dramatic increase in requests for services in Maryland. As a result, we quickly increased capacity at Anchor, are renovating an additional 16-bed residential facility next to Compass, and have increased capacity in our outpatient programs.

Our future plans include offering the Pyramid Walden continuum of care in other areas of Maryland to satisfy the need for treatment. In early 2020, a 100-bed residential and outpatient program in Joppa, Maryland, will open followed by another 100-bed facility in a location to be determined in late 2020 or early 2021.





Expansion of Eating Disorder Treatment Services

Pyramid Healthcare’s continuum of **eating disorder** treatment programs demonstrated continued growth in 2019, positioning the organization to service a wide array of behavioral health needs and diverse client populations.

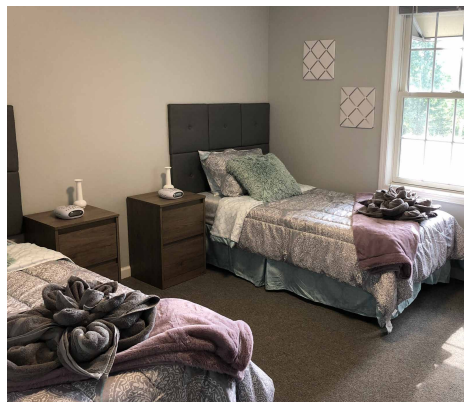


Tapestry

Premier Program by Pyramid Healthcare

Tapestry, offering residential and partial hospitalization eating disorder treatment programs for adult females in Brevard, NC and adolescent males and females in Fletcher, NC, launched new outpatient services co-located with October Road, Inc. and Real Recovery Outpatient Treatment program in Asheville, NC. Services offered at this new location include partial hospitalization and intensive outpatient services for adult men and women with a primary disordered eating diagnosis. Tapestry has transitioned clinically over the last year from a program founded in the traditional dietary exchange model with behavioral modification to a program rooted in Acceptance and Commitment Therapy, Polyvagal Theory and Trauma Informed Psychodynamic Treatment. This new clinical model has expanded Tapestry’s ability to serve clients presenting with primary mental health diagnoses as well as vegetarian and vegan clients.

A member of Onward Behavioral Health, **Seeds of Hope**, offers a full continuum of outpatient programming specializing in the treatment of eating disorders in Pennsylvania and New Jersey. In 2018/2019, they launched adolescent partial hospitalization and intensive outpatient programs in Paoli, Pennsylvania. Since it’s opening in April, this program has served over 75 clients and their families.



Seeds of Hope

at High Focus Centers

Likewise, **High Focus Centers**, New Jersey’s premier provider of structured outpatient substance use and psychiatric treatment programs, launched its first eating disorder treatment program in October of 2018. **Seeds of Hope at High Focus Centers, Parsippany** provides evidence-based treatment, medical oversight and expertise, nutrition and meal support, with a holistic wellness program, at partial hospitalization and intensive outpatient levels of care. Adolescent partial hospitalization care and intensive outpatient programming for eating disorder diagnoses will be offered in 2019-2020.



Seeds of Hope

In Fall 2019, **Seeds of Hope** will open its first residential eating disorder program. Located in serene Lake Ariel, Pennsylvania, **Seeds of Hope** will offer 12 beds for adult women. This residential program will complement the unique approach that we’ve embraced in the outpatient system by treating the whole person and addressing the underlying anxiety disorder that precipitates disordered eating. A multi-modal approach consisting of process group therapy, expressive art therapy, educational nutrition and cooking interventions, mindfulness, and various holistic treatment modalities will be utilized. Clients will learn pragmatic solutions throughout the healing process as they prepare to return to everyday life.



Pyramid Family Behavioral Healthcare Opens in GA

Pyramid Family Behavioral Healthcare (PFBH) commenced operations on November 19, 2018. PFBH is a primary mental health program located in Johns Creek, Georgia that provides Intensive Outpatient (IOP) programming for adults and adolescents. PFBH is the first stand-alone mental health IOP in the metro-Atlanta market.

Pyramid Family Behavioral Healthcare was developed to address the need for facility-based services for mental health issues outside of the services provided by existing acute psychiatric hospitals in the region. PFBH seeks to serve clients in need of treatment greater than individual or family counseling but who are not willing to receive treatment in the acute hospitals throughout the market due to either proximity challenges (many metro-Atlanta residents need to commute over 70 minutes to available hospitals) or acuity issues (hospitals serve a high percentage of Serious and Persistent Mental Illness, or SPMI, populations).

PFBH was specifically designed to serve individuals with commercial insurance who are seeking services that are clinically exceptional and within their own community. PFBH has



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differentiated itself from other providers in the region by providing comprehensive treatment inclusive of individual therapy, family therapy, psychiatric services, and family education to clients receiving treatment in the adult and adolescent IOP.

PFBH has been a success in the region. Additional intensive outpatient programming was added within 4 months of operation to meet the demand of services. PFBH will continue to develop additional services at the Johns Creek location. Outpatient services and partial hospitalization programming for adults and adolescents will be available in October 2019.

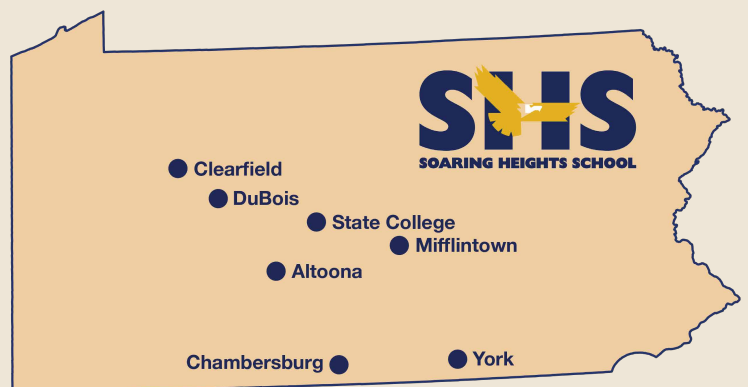
PFBH has identified additional markets in metro-Atlanta, Sandy Springs, and East Cobb, Decatur that have a need for the services provided at PFBH. PFBH’s Sandy Springs location is scheduled to commence operations in November 2019. PFBH will continue to develop in the metro-Atlanta market while Pyramid Healthcare expands its operations to other behavioral health services, including substance use disorders and eating disorders and funding streams including Medicaid and in-network commercial insurance.

Soaring Heights School Opens 7th School in PA

Soaring Heights School serves students in grades K-12 with specialized classrooms for autism spectrum disorders and emotional support. The schools are licensed by the Pennsylvania Department of Education as private schools, and they are distinguished by the use of ABA and other behavioral interventions, individual and group counseling with licensed clinicians, and a trauma informed curriculum. In addition, each school has established partnerships with their communities, and our transition-age students have unique opportunities to begin volunteer and employment opportunities in community businesses and organizations.

In August 2019, Soaring Heights School opened its seventh school in Mifflintown, Pennsylvania. The school was approved by the PA Department of Education on August 16 and opened its doors to 18 students, 4 teachers and an interdisciplinary staff on August 26. The school will educate students with both emotional disturbance and autism spectrum disorders.

Since 2018, Soaring Heights School opened a total of 3 schools in Altoona, Chambersburg and Mifflintown. As of today, Soaring Heights School currently educates more than 200 students, with 25 teachers, and serves more than 40 school districts throughout Pennsylvania.





Measures of Organizational Effectiveness

In 2018-2019 Pyramid Healthcare continued to refine and expand ways to measure organizational effectiveness in the areas of clinical outcomes, client satisfaction, and organizational climate.

Clinical Outcomes

Pyramid’s electronic health record, CareLogic, helps the organization demonstrate clinical progress within and across episodes of care with a library of research-backed instruments. This library of tools are called IMPACT modules. To support Pyramid’s wide range of behavioral healthcare services, CareLogic IMPACT modules offer instruments customized to measure changes in symptoms related to addiction, mental health, general health and well-being, and trauma issues.

One of the CareLogic IMPACT modules used throughout the Pyramid family of treatment programs is the Behavior and Symptom Identification Scale (BASIS-24). The BASIS-24, is a 24-item assessment tool designed to assess the outcome of mental health or substance abuse treatment from the client’s perspective. The 24 items assess six major areas of difficulty and/or distress including: depression/functioning, relationships, self-harm, emotional liability, psychosis, and substance abuse.

The BASIS-24 is typically administered at least 3 times during an episode of care: at admission/intake for a baseline assessment, during treatment planning, and as part of aftercare or discharge planning. To help facility leadership identify opportunities for improvement in service delivery, aggregate outcome reports are produced as well as clinicians can access real-time data on client progress via the use of client level outcome reports.

From July 1, 2018 to June 30, 2019, the BASIS-24 assessment was administered 91,258 times, which represents 36,903 unique clients with an average number of administrations per client of 2.47. Furthermore, the overall average rate of improvement from the first administration of the BASIS-24 (typically at intake) to the final administration of the BASIS-24 (typically at discharge) was 30.87%.

Client Satisfaction

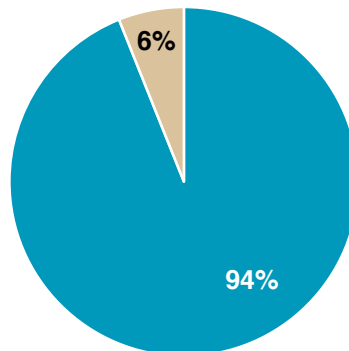
Pyramid Healthcare conducts a quarterly system-wide client satisfaction week-long survey. This client satisfaction survey is comprised of 9 questions that gauge respondent feelings regarding quality, engagement, dignity, respect, sensitivity and comfort. During the satisfaction week, surveys are distributed to clients at treatment locations or can access the survey online if they prefer to complete the survey outside the facility. At the conclusion of the quarterly survey process, the data files are analyzed via business analytics software and displayed to leadership via dashboards which provide results of all surveys collected and filters for survey date, location, level of care, and survey question. Client satisfaction data is utilized by division and facility leadership to address areas for improvement as well as reinforce areas of success.

The following charts represent a snapshot of organizational outcomes from the June 2019 Client Satisfaction week.

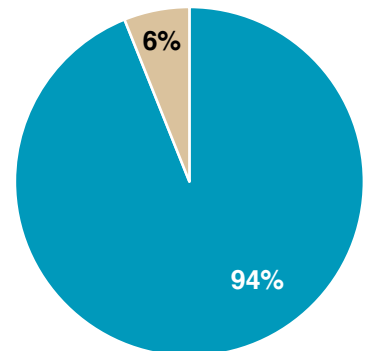
Organizational Climate Survey

Pyramid Healthcare conducts an annual system-wide employee

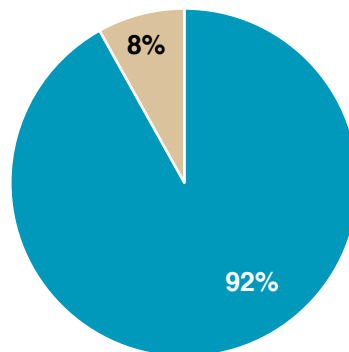
How would you rate the quality of services you are receiving?



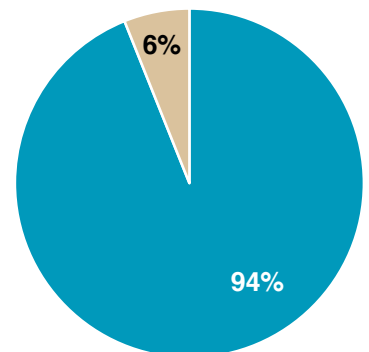
How confident are you in your team’s ability to help you?



I would recommend the services here to someone else.



I worked with my treatment team to choose treatment goals that are meaningful to me.



■ Satisfied/Agree ■ Dissatisfied/Disagree



satisfaction survey. The survey is comprised of 42 questions divided among 10 categories: staffing/co-workers, communication, recognition and growth, leadership, compensation and benefits, physical environment, quality, satisfaction, diversity, and culture.

In the areas staff identified opportunity for improvement, workgroups were formed, suggestions were reported back to organizational leadership, and actions were taken. In an effort to keep staff abreast of these actions, members of leadership used intranet videos, screensavers, staff team and town hall meetings to communicate this information.

As Pyramid moves into 2019-2020, additional advancements are being explored and implemented in each of these areas. Specifically, the Organizational Climate Survey will be administered biannually with the topic areas divided between the fall and spring administrations. This will improve the end user experience with fewer questions as well as will promote quicker analysis of the indicators and more focused workgroups. Additionally in 2019-2020, through the use of advanced statistical analysis software and CareLogic IMPACT tools, Pyramid Healthcare can better examine and report rate and significance of clinical improvement.

The following table provides a snapshot of indicator specific organizational outcomes from the November 2017 and November 2018 Organizational Climate surveys.

I feel productive & engaged when I am at work.



My direct supervisor shows interest in my personal & professional welfare.



Our core values are identified, promoted, communicated, & modeled by myself and my co-workers.



My organization communicates the corporate vision, core values, & direction clearly.



I am proud to be an employee of Pyramid Healthcare.



The staff here provide high quality care.



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ 2017 ■ 2018

Directors

Jonathan Wolf
James Andersen
Calvin Neider
Matthew Blevins
James Donnelly

Officers

Jonathan Wolf, *President*
James Andersen, *Vice President*
Jean Clifton, *Treasurer*
Matthew Blevins, *Secretary*
Erin Bard, *Assistant Secretary*

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Cranberry Twp., PA 16066

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Belleville, PA 17004

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Catasauqua, PA 18032

100 Upper Demunds Road
Dallas, PA 18612
(Detox and Residential)

1894 Plank Road
Duncansville, PA 16635
(Detox and Residential)

420 Supreme Court Drive
East Stroudsburg, PA 18302
(Detox and Residential)

4447 Gibsonia Road
Gibsonia, PA 15044
(Teen Only)

600 South White Horse Pike
Hammonton, NJ 08037
(Detox and Residential)

1990 Woodbourne Road
Langhorne, PA 19047

306 Penn Avenue
Pittsburgh, PA 15221
(Detox and Residential)

2705 N. Old Bethlehem Pike
Quakertown, PA 18951

5849 Lincoln Highway
York, PA 17406

Halfway Houses

901 6th Avenue
Altoona, PA 16602

830 6th Avenue
Altoona, PA 16602

13505 S. Eagle Valley Road
Tyrone, PA 16686

Housing Programs

831 6th Avenue
Altoona, PA 16602

Correctional Programs

Blair County
Hollidaysburg, PA 16648

Medication Assisted Therapy (MAT)

2 Sellers Drive
Altoona, PA 16601

104 Davies Drive
York, PA 17402



**Foundations
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Outpatient Programs

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A Pyramid Healthcare Program

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210-1/2 W. High Street
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550 Leonard Street
Clearfield, PA 16830

493 South Highland Street
DuBois, PA 15801

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State College, PA 16801

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Summit, NJ 07901

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Renfrew, PA 16053



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Mills River, NC 28759

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