



Drug & Alcohol Treatment Programs
Greater Philadelphia Health Action Inc.

2025 Annual Report

Agenda

Board of Directors

Executive Team

Message from the Chief Behavioral Healthcare Office

Program Overview

Staffing

KPI

External Audits

2025 Highlights in Review

Improvement Plan

Financials



Dr. Linda Powell Solomon
Board Chair

Claire A. Washington, MSN, CRNP, ANP-BC
First Vice-Chair

Roger Collins
Assistant Treasurer

Dr. Stephen Cox
Second Vice-Chair

Paula D. Jackson, PMHNP
Corporate Secretary

Rita Anderson, M.Ed., BSN, RN
Keji Ayorinde, Esq.
Theresa Brabson, Esq.
Royal E. Brown
Flora Castillo, CHIE
Ann L. Colley, M.Div., MBA, LMFT
Phyllis H. Detwiler, DMD, MPH

A. Austin Hines, IV
Dr. Minnie Moore Johnson
Robert M. Kline, Esq.
Dong J. Lee
Clifton J. Smith, II, CPA
Janice Smith
Valerie Tuck, MSN, CRNP

Board of Directors

"Empowering Health, Healing
Minds, Transforming Lives"



Executive Staff



Brian Clark, MBA
CEO/Executive Director



Kern Hayes, MBA
CFO



Cyrene O. High, MPH
CCCO



Charles Joerger, PhD, SPHR
CHRO



Sarah Lai, MBA, RN
CMPS



Dr. Arnelle Lloyd
CDO



Maggie Lyons, ABD, LPC, CAADC
CBHO



Zelealem Negassa, CISSP, PMP
CIO



Burnette Vidal, PhD
COO



Dr. Monica Mallory-Whitmore
CCO



Dr. Janet E. Young
CMO



Dawn Walker
EACEO

A Message from the Chief Behavioral Healthcare Officer



As we reflect on 2025, I extend my deepest appreciation to our dedicated clinical and support teams whose compassion, professionalism, and unwavering commitment to compliance. Your ability to lead with both empathy and accountability ensures that we deliver high-quality, ethical, and person-centered care to those we serve.

This year, our Drug and Alcohol Program has continued to serve individuals and families with complex needs, many of whom face co-occurring mental health challenges, co-morbidity conditions, social determinants of health barriers, and longstanding disparities in access to care. Through your efforts, we have not only provided treatment, but have also inspired hope, strengthened resilience, and supported individuals in reclaiming stability and purpose in their lives.

We remain committed to fostering meaningful change by empowering those we serve to embrace recovery, mental wellness, and healthier, more productive lifestyles. Our work goes beyond clinical intervention; it is about building trust, promoting dignity, and creating pathways toward long-term recovery and community reintegration.

As we move forward, we will continue to prioritize evidence-based practices, regulatory excellence, and innovative approaches that meet the evolving needs of our communities. Together, we are transforming lives.

With Gratitude,
Maggie Lyons

A close-up photograph of a hand reaching upwards, palm facing up, towards a bright sun. A faint rainbow is visible in the background, arching across the sky. The scene is bathed in warm, golden light, suggesting a sunrise or sunset. The background is softly blurred, focusing attention on the hand and the light source.

**“Where
Listening Starts
and Healing
Begins”**

Program Overview

Reporting Period: 2025

- **AI-Assist Behavioral Healthcare Center**

1401 S. 4th Street, Philadelphia PA 19147

Services: OP

Program Director: Jimmy Curry

- **AI-Assist Behavioral Healthcare Center**

4510 Frankford Avenue, Philadelphia, PA 19123

Services: OP & MAT

Program Director: Charles Patterson

- **Dental and Behavioral Health Center**

5501 Woodland Avenue, Philadelphia, PA. 19143

Services: OP & MAT

Program Director: Ahmez Jasper



Staffing



Staffing Retention Rate – 100%



Staff Development Plans – 100%



Continuing Education Units
Compliance – 100%



Annual Performance Reviews – 100%



Performance Increase – 100%

Key Performance Indicators

KPI	Target	Actual	Variance
D&A Unique Members Served	350	261	-25.43%
Admissions	300	252	-34%
Retention Rate	50%	47%	-6.06%
Completion Rate	50%	31%	-19%
No Show Rate	<50%	42%	5%

2025 External Audits and Surveys

	Assessor	Audit Type	Location	Findings		Status
				Clinical	Non-Clinical	
3/10/2025	CTS	Announced	Al-Assist Frankford	0	0	APPROVED
5/20-21/2025	OMHSAS	Announced	All (LOP)	0	0	APPROVED
6/1/2025	DDAP	Announced	DBHC 55th	3	0	APPROVED
8/13/2025	DDAP	Announced	Al-Assist 4th	2	1	APPROVED
8/14/2025	DDAP	ANNOUNCED	AL-ASSIST Frankford	1	3	APPROVED

Total reviews	Organization Conducting the Review	NUMBER OF CHARTS AUDITED FROM EACH LOCATION			
		1401	4510	5501	1489
2025	Aetna Independence Cigna CBH Keystone First, VIP AmeriHealth Independence Blue Cross Cigna	28	11	6	6

Member Satisfaction

- Condensed CST Summary

- Individuals reported high satisfaction with the program, citing respectful staff, a safe environment, and effective therapy.
- Weekly sessions (60–90 minutes) were described as supportive and flexible, with one individual achieving employment quickly after starting treatment.
- Therapy and psychiatric services were viewed positively, with effective medication management and ongoing care planning.
- Individuals had met prior goals and are now developing new ones.
- The program demonstrates strengths in integrated care (medical, dental, behavioral), community engagement, and accessibility supports (Language Line, ASL).
- Services include telehealth, with encouragement for in-person psychiatric visits for monitoring. Key initiatives include staff recognition (55 years of service), recruitment of a full-time Certified Peer Specialist, and focus on Growth, Quality, Compliance, and Engagement.
- Future goals include reinstating D&A graduations and developing a Recovery House for Women and Children.
- Overall: Strong client satisfaction, effective care delivery, and continued focus on program growth and enhancement.



2025 Highlights of the Year



Penn's Beck Community Initiative

Rise to Readiness



EBP





2025

- Team Building Training
- Employee Recognition
- Regular Pulse Checks
- Monthly Appreciation Spotlight
- Professional Development
- Supporting and encouraging
- Monthly Game Nights
- Committee Involvement

Community Events 2025

2/7/2025

Reading Terminal Market - Heart and Mental Health Resources Event

2/19/2025

PHA Cares - Healthy Heart Month

3/7/2025

Reading Terminal Market - Heart and Mental Health Resources Event

3/29/2025

Wells Fargo Center - 76er's Game Mental Health Screening Event

3/31/2025

Lucien E Blackwell Community Center - Creating HerStory Through Wellness

4/4/2025

Reading Terminal Market - Heart



5/2/2025

Reading Terminal Market - Heart and Mental Health Resources Event

5/31/2025

Navy Yard Philadelphia - Promise Walk for Preeclampsia

7/9/2025

PHA Cares - July Mental Wellness

7/25/2025

Uplift Solutions - Community Resource Fair

8/9/2025

Hunting Park Health Center - Grand Re-Opening Family Day

9/20/2025

Navy Yard Philadelphia - Recovery Walks! 2025

Community Events 3rd & 4th Q 2025

7/9/2025

PHA Cares - July Mental Wellness

7/25/2025

Uplift Solutions -
Community Resource Fair

8/9/2025

Hunting Park Health Center -
Grand Re-Opening Family Day

9/20/2025

Navy Yard Philadelphia -
Recovery Walks! 2025

9/26/2025

Dickson Square Park -
CST & BHTEN Community Event

10/1/2025

PHA Cares - Wild West Wednesdays
Community Event

10/2/2025

Woodland Avenue Health Center -
Diabetes Awareness Day



10/3/2025

Reading Terminal Market - Mental
Health and Breast Cancer Awareness
Event

10/11/2025

Malcolm Jenkins Foundation -
Get Ready Fest 2025

10/17/2025

Frankford Avenue Health Center -
Diabetes Awareness Day

11/7/2025

Reading Terminal Market -
Mental Health Resources Event

11/22/2025

Cephas Ministries - Winter Coat Drive

12/5/2025

Reading Terminal Market - Health
Resources Event

Member Holiday Luncheon 11/25/2025



Improvement Plans

Turn Around Plan Summary

Productivity

Stabilize

- Monitor access to care
- Monitor schedules daily
- Increase appt reminders
- Prioritize daily follow-up

Focus

- Enforce Open Access
- Apply schedule protocols
- Productivity visibility
- Service transparency
- Engagement training
- Minimize non-essential task

Execute

- Expand Group Therapy
- Increase extended hours
- Staffing agility/flexibility
- Re-aligning JD to Service Needs



Seasonal Trends in Treatment Engagement

- The Drug and Alcohol Program in 2025, reflected consistent seasonal variation, with higher treatment engagement observed during the late fall and winter months and more moderate or variable activity during the summer. These trends align with known behavioral health patterns, where increased emotional distress, social isolation, co-occurring mental health challenges, and co-morbidity complications during colder months contribute to a greater likelihood of individuals seeking treatment.
- Conversely, summer months presented competing priorities such as employment, caregiving, events, and increased mobility, delayed treatment initiation despite ongoing need. Recognizing these seasonal fluctuations, the program will align staffing, outreach, and access to care strategies to ensure timely engagement during peak periods while strengthening proactive engagement efforts during lower-utilization months, ultimately supporting consistent access, recovery readiness, long-term wellness outcomes, and extra activities for the populations to be served in 2026.



2026 Strategic Goals

- Expand access to care
- Improve retention
- Strengthen workforce
- Enhance compliance monitoring
- Resurrect Member's Advocacy Committee

What's Next for the 1st Quarter 2026

- Streamlining Training
- Bells Go Live
- Azara Implementation
- Drug and Alcohol Marketing Campaign



Fiscal Summary



BROWN & COMPANY

CERTIFIED PUBLIC ACCOUNTANTS AND MANAGEMENT CONSULTANTS, PLLC

INDEPENDENT AUDITOR'S REPORT ON FINANCIAL STATEMENTS

Board of Directors
Greater Philadelphia Health Action, Inc.
Philadelphia, Pennsylvania

Report on the Audit of the Financial Statements

Opinion

We have audited the accompanying financial statements of Greater Philadelphia Health Action, Inc. (GPHA), a nonprofit organization, which comprise the statements of financial position as of December 31, 2024 and 2023, and the related statements of activities and changes in net assets, functional expenses and cash flows for the years then ended, and the related notes to the financial statements.

In our opinion, the financial statements present fairly, in all material respects, the financial position of GPHA as of December 31, 2024 and 2023, and the changes in its net assets and cash flows for the years then ended in accordance with accounting principles generally accepted in the United States of America.

Basis for Opinion

We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are required to be independent of GPHA and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements relating to our audit. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Responsibility of Management for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; and for the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is required to evaluate whether there are conditions or events, considered in the aggregate, which raise substantial doubt about GPHA's ability to continue as a going concern within one year after the date that the financial statements are available to be issued.

Fiscal Summary

Auditor's Responsibility for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not absolute assurance and therefore is not a guarantee that an audit conducted in accordance with generally accepted auditing standards and *Government Auditing Standards* will always detect a material misstatement when it exists. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control. Misstatements are considered material if there is a substantial likelihood that, individually, or in the aggregate, they would influence the judgment made by a reasonable user based on the financial statements.

In performing an audit in accordance with generally accepted auditing standards and *Government Auditing Standards*, we:

- Exercise professional judgment and maintain professional skepticism throughout the audit.
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, and design and perform audit procedures responsive to those risks. Such procedures include examining, on a test basis, evidence regarding the amounts and disclosures in the financial statements.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of GPHA's internal control. Accordingly, no such opinion is expressed.
- Evaluate the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluate the overall presentation of the financial statements.
- Conclude whether, in our judgment, there are conditions or events considered in the aggregate, which raise substantial doubt about GPHA's ability to continue as a going concern for a reasonable period of time.

We are required to communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit, significant audit findings, and certain internal control-related matters that we identified during the audit.

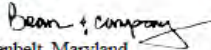
Supplementary Information

Our audit was conducted for the purpose of forming an opinion on the financial statements as a whole. The accompanying schedule of expenditures of federal awards, as required by Title 2 U.S. *Code of Federal Regulations*, Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, is presented for purposes of additional analysis and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the financial statements. The information has been subjected to the auditing procedures applied in the audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the schedule of expenditures of federal awards is fairly stated, in all material respects, in relation to the financial statements as a whole.

Fiscal Summary

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated June 27, 2025 on our consideration of GPHA's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, and other matters. The purpose of that report is solely to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the effectiveness of GPHA's internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering GPHA's internal control over financial reporting and compliance.


Greenbelt, Maryland
June 27, 2025



Thank you