

Building Recovery Together
LIVENGRIN[®]

2019-2020 Annual Report

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From the desk of our CEO

Friends and colleagues,

Looking back over the past year, Livengrin began just as we planned, by supporting our mission and collaborating with internal and external stakeholders to deliver quality treatment to our patients. We added new faces to the Livengrin Team in our residential and outpatient counseling staff that we believe add diversity and experience to achieve great success with our patients and growing relationships with new referral sources.

Then, the world changed. The COVID-19 pandemic arrived, with the resulting economic, medical, political, and social uncertainties not far behind. By the beginning of March, we knew, like every other organization that the pandemic reality would bring an entirely new set of challenges, requiring an extremely agile response.

Livengrin's senior leadership wasted no time adjusting our course of business with a newly articulated purpose in mind. We committed to three very specific and clear objectives, and have stuck with them: To protect our staff; to be there for our patients; and to keep Livengrin strong. We were the first among our peers to implement a work-from-home policy for non-patient facing employees and expanded our telehealth technology capacity to support family engagement, outpatient programs and the recovery community.

At the end of our fiscal year, despite many unexpected challenges we faced together with our patients, Livengrin has remained strong in mission and business operations. This performance will enable us to invest in our top talent and the innovations that will drive growth for the future. Most important, through all the challenges of 2020 has been Livengrin's culture. Our culture of caring for our patients and one another; created and sustained by each of our employees, has been revealed as our greatest strength. In the moment when we needed it most, we came together as one community aligned to our shared values and committed to our shared future. We responded with creativity and resolve to the greatest test of our careers, and that's how we will continue to serve through collaboration, agility and care- all to go beyond expectations for those we serve.

*Sincerely,
David*

Mission Driven Programs

Our Mission: Making sustainable recovery possible through professional, accessible and successful treatment options.

Our Vision: Provide a process of change for those suffering from addiction whereby a life of recovery is achieved, emotional and physical health is stabilized, and family networks are improved.

Equine Therapy: Benefits & Use

Livengrin has seen the benefits of utilizing Equine Therapy for many years. In 2020 we forged a new partnership with fellow nonprofit, Shamrock Reigns, located in Pipersville, PA to provide equine assisted activities and therapies for our patients who are Veterans, Active Duty & Reserve Service Members and First Responders. Therapy involving horses provides an opportunity for feedback directly from an unbiased third party; the horse itself. The horse's nature is to mirror your behavior and emotions, providing a sense of self-evaluation. Caring for, grooming, cleaning up after, or simply spending time in the presence of horses can elicit an empathetic response from both the animal and the person caring for it. Specifically, horses can detect when a patient feels scared, angry, happy, sad, or nervous. Equine therapy can be useful to people going through addiction treatment because it offers the following:

- *Immediate feedback:* because horses can sense a person's feelings and respond accordingly, they can serve as a mirror that the patient can use to see and understand feelings they may not be aware of.
- *Opportunities for learning:* the patient can use interactions with the horses to evaluate and modify interactions with people. The therapist can use the horses as a way to engage conversation about the patient's addiction and any other psychological or social issues.
- *Opportunities for trust-building:* a patient who feels uncomfortable talking in a traditional therapy setting, or who hasn't developed a trusting relationship with his/her therapist may find equine therapy to be a safe environment to open up and develop trust.
- *Healthy relationships:* horses offer the patient a non-judging relationship, which can help someone struggling with the negative relationship consequences from their addiction to rebuild confidence without fear of criticism.

Telehealth Programs & Services

When the COVID-19 pandemic began, our Leadership prioritized the health and safety of our staff and patients. In a proactive approach, one of the first major adjustments that Livengrin made in the early weeks of COVID-19 was a modification to a telehealth platform to deliver Intensive Outpatient (IOP) and Group treatment services. We immediately ceased in-person day and evening IOP for online telehealth, utilizing the HIPPA compliant platform Bluejeans to ensure that patients continued to receive group, individual and family therapy, and psychiatry sessions uninterrupted. We found many benefits to delivering care via telehealth and found that overall, the outpatient transition was efficient, smooth, and fairly seamless, so that no patient had their treatment interrupted.

Virtual Recovery Meetings

It's no secret that recovery meetings are one of the cornerstones to a patient's experience at Livengrin. These meetings are where questions are answered, fears are confronted, and relationships are built. At the onset of COVID-19, our Alumni Association was one of the first in the area to transition weekly in-person meetings to a Zoom telehealth platform in order to continue to provide connectedness and support for our patients, program graduates, families and friends. Attending meetings on a regular basis helps our graduates remain strong and committed to their recovery by developing a network of support within "the rooms". It allows them to continue to grow and learn from the "experiences, strength, and hope" of others as we promote *recovery as a lifelong process*. Although we've been unable to resume face-to-face meetings, many alumni report the ability to virtually

interact gives them stability and has helped keep them sober; especially when life gets particularly stressful. Online meetings keep them connected to their recovery, so that they stay grateful for their sober lifestyles and on the right path. Attending meetings on a long-term basis also gives participants the opportunity to help and support newcomers who are in similar positions they used to be in, as helping others stay sober is one of the most effective ways to stay sober yourself.

Uber Health

Navigating COVID-19 in parallel with the opioid epidemic continues to present challenges for patient access to treatment. Livengrin’s ability to provide treatment “on demand” is extremely important because there’s a very small window when the individual is willing to accept help and transportation becomes a frequent barrier. To bridge this gap, Livengrin has partnered with Uber to provide patients with transportation to our main campus in Bensalem. Livengrin’s admissions team coordinates the pick-up date, time and location (up to two hours away). An Uber arriving outside a patient’s door, ready to deliver them straight to treatment, brings convenience, speed, dignity and respect to their recovery journey. Prior to this partnership, using agency transportation proved to have logistical issues when multiple trips were scheduled and distances were beyond 25 miles, and often required patients riding for hours as everyone was picked up. Currently, Livengrin is internally funding the program, but our Development office is seeking additional funding sources for its estimated \$184,000 price tag for year one: (\$51,000) for administrative/staffing costs to manage the program, (\$18,000) in technology costs and about (\$115,000) in Uber costs for the transportation itself.

Employee Service Recognition

<u>30 Years</u>	<u>25 Years</u>	<u>20 Years</u>
Andrew Prosser	Carol Throne	Donna Walter
<u>15 Years</u>	<u>10 Years</u>	<u>5 Years</u>
Jenny Ly James Schwartzer Michelle Wapner	Geraldine Dolan Crystal Stewart	Denise Merritt Cynthia Robinson Joanna Stahl Thomas Sylvester

Thank You Donors & Community Partners!

Bensalem Police Department • Bucks County Commissioners • Bucks County Chamber of Commerce • Bucks County D&A Commission • Building A Better Bensalem Together • Congressman Brian Fitzpatrick • Connelly Foundation • Drug & Alcohol Service Providers of PA • Kaitlin Murphy Foundation • Kelly McMonagle Sunshine Foundation, Inc. • Livengrin Board of Directors • Livengrin Alumni Association • Leigh Leckerman Foundation • Montgomery County D&A Commission • NSM Insurance • Parx Casino • Penn Community Bank • Philadelphia Foundation • Raynier Foundation • Shamrock Reigns • TD Bank • The Southeast Council of PA • The United Way of Bucks County • The Veterans Administration • Wells Fargo

Financial Statement of Operations

July 1, 2019-June 30, 2020

July 1, 2018-June 30, 2019

Revenue

Patient Revenue	13,709,693	14,681,565
Other Operating Revenue	1,584,574	121,951
Total Operating Revenue	15,294,267	14,803,516

Expenses

Total Operating Expenses	14,716,595	14,819,266
Operating Gain (Loss)	577,672	(15,750)

Non-Operating Income

Income (Deficit) Of Revenues Over Expenses	216,419	422,477
	794,091	406,727

Net Assets Released from Restrictions
for Property and Equipment

120,156

424,072

Increase (Decrease) in Net Assets
w/o Donor Restrictions

914,247

830,799