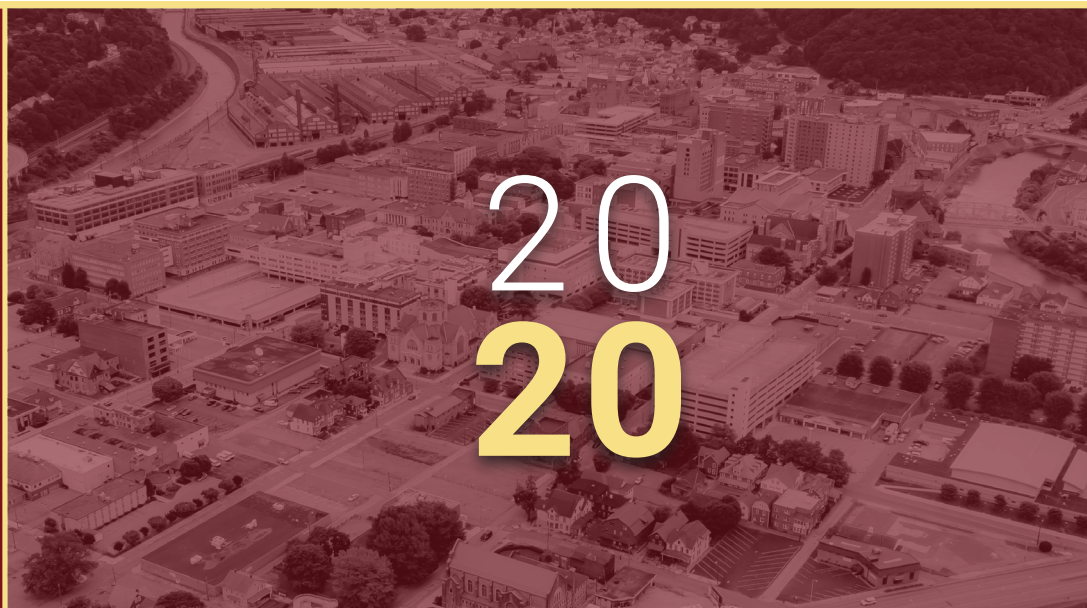


ANNUAL REPORT



Nulton Diagnostic
& Treatment Center



Introduction

Welcome to Our Company



“ We value your partnership and understand our work’s value for you and what you do for us. ”

President of NDTC
Larry J. Nulton, Ph.D.

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Message from the President

Larry J. Nulton Ph.D.

We have had an "interesting" journey this past year. The global Coronavirus Disease 2019 (COVID-19) pandemic has created unprecedented action by our government and how we conduct healthcare, especially mental healthcare, in Pennsylvania and worldwide. The pandemic has impacted our daily lives and routines across the globe. And throughout this pandemic, Nulton Diagnostic & Treatment Center (NDTC) has shown its strength!

We worked to fulfill our social mission by ensuring the health and safety of our employees and patients.

Our Employees' and Patients' wellbeing is our primary purpose as an organization. This is the driving force behind everything we are doing and have done in response to the pandemic. We know that people's mental health and wellbeing is being strained due to the many necessary inconveniences, high anxiety, and an increased risk of isolation given social distancing practices.

I want you to know that we are and will continue to be here to help at NDTC. In a year of rapid change, we made significant progress toward the creation of a new future.

Where do we go from here? As the COVID-19 situation continues to evolve, we need to explore a new "normal." NDTC is well equipped to accept this new challenge, given that we did not sit on our hands during the pandemic as we are experts in "Recovery." During this time, we prepared for the future by dealing with the current situation and attempting to forecast the future. We enhanced our infrastructure, began delivering services by telephone, video, and digitally, alongside face-to-face service. We found supplies for our staff to include PPE; we found funding to assist our Clinical Staff, such as CARES Act for TeleHealth equipment. With the innovations and passion for protection, we will witness NDTC continue to work this diligently as we enter the new phase of our journey. So, where do we go from here? Forward!

In addition to our proactive measures, we are also prioritizing enhancing the quality of our services and outcomes.

NDTC continues to be a leader in Recovery and Mental Health services throughout PA. To continue this approach, NDTC will begin introducing the measurement and monitoring of the Social Determinants of Health (SDOH). The goal is to look at the individual's social needs and the broader social determinants of health in the communities. This includes societal and environmental conditions such as food, housing, transportation, education, violence, social support, health behaviors, and employment. These factors are known to impact a person's mental and physical health.

NDTC finds this important to continue to improve the quality of care for our Patients and meet our duty to the state, managed care, and county that we serve.

Additionally, NDTC is working with the payers to explore Value-Based Payment Programs and Alternative Payment Arrangements (APA) to create employment stability for the agency. All of this ties into NDTC's continuity plans and what keeps us in the lead. Throughout this time, we commit to communicating regularly with our Employees, Patients, and with the community at large, offering information that you can use to support your Patients and ways to leverage our support.

We value your partnership and understand our work's value for you and what you do for us. We take every action to ensure that we continue this work effectively, efficiently and empathetically, when you need us the most.

Warm Regards,
Larry J. Nulton, Ph.D.

Our Vision

Nulton Diagnostic & Treatment Center (NDTC)

Is dedicated to the development of a full continuum of care in the community, enabling individuals of all ages and abilities, regardless of any existent co-occurring conditions, to access an appropriate level of care for their emotional and behavioral health needs, in an effort to facilitate hope, wellness, and recovery.

Our Guiding Principals

Since 1995, the mental health specialists at NDTC have provided effective, compassionate behavioral health care to children, adolescents and adults.

Our experienced team includes board-certified psychiatrists, licensed psychologists and other professionals specially trained to diagnose, treat and manage behavioral health conditions.

NDTC seeks to reduce the stigma of mental illness by treating individuals with respect, providing competent and caring services regardless of co-occurring issues with drugs and/or alcohol, and encouraging recovery that integrates the provider systems with community

or other natural supports in an effort towards independence and individual recovery while educating and informing the public.

Our Services



BLENDED CASE MANAGEMENT

NDTC's Blended Case Management (BCM) program is designed to help adults and children achieve success in their recovery from a variety of mental health diagnoses. Our goal is to assist each individual in accessing, monitoring, and coordinating a personalized plan of care and recovery.

Case Managers at NDTC are trained to advocate for consumers and are given the tools to educate each consumer with up-to-date information on local social service supports that can assist in improving one's quality of life.

NDTC believes that hospitalizations and out-of-home placements can be prevented and independent functioning can be achieved if individuals are empowered with education, the means to access resources, and guidance in making informed choices.

20,990
HOURS OF SERVICE PROVIDED

21,860
SERVICES PROVIDED

1,314

UNIQUE CLIENTS SERVED

CCBHO Value-Based Purchasing

Bedford/Somerset Counties

70%

Success Rate of same day, or day after, engagement with client prior to an inpatient psychiatric stay

6.67

Average number of visits within 30 days of client being discharged from an inpatient psychiatric stay

80%

Average Community Tenure Rate

214 College Park Plaza
Johnstown, PA 15904

OUTPATIENT SERVICES

Outpatient Services for children and adults includes the Initial Intake, Psychiatric evaluation, Medication management, Telepsychiatry, Therapy, Psychological evaluations, and ADOS testing.



81,193

Sessions Completed

At NDTC, we believe that life shouldn't be put on hold just because you're in counseling. That's why we tailor our programs to meet your own personal needs. With an emphasis on wellness and recovery, our goal is to help you achieve the greatest success from treatment in the shortest time possible.

URGENT CARE

Urgent Care provides a medical appointment within 1 business day for patients who are experiencing a crisis situation as determined by the local emergency room or crisis team. Patients are seen to evaluate their situation and recommend the most appropriate care for the individual. By providing this service to our community we have been able to provide a diversion from Inpatient Hospitalization for many individuals. In 2020 NDTC provided

422

Urgent Care Appointments

Did we mention we started an

STAY TUNED

Our Enhanced Outpatient Program's (EOP) are located in our Downtown Johnstown and Altoona Offices. EOP provides clinical, diagnostic, and treatment services on a level of intensity similar to an inpatient program, but delivered in smaller sessions, multiple times a week, for up to 12 weeks.

214 College Park Plaza
Johnstown, PA 15904

FAMILY-BASED SERVICES



In the year 2020, FBMH satisfaction survey results indicate that 96% of our members are confident in their FBMH therapists' abilities, 90% of our members are satisfied to delighted at the support that they receive from FBMH therapists, 96% of our members are satisfied to delighted at the personal manner of their FBMH therapists, and 100% of members were satisfied to delighted with the respect they received as an individual and remained secure in the knowledge that confidentiality is maintained throughout the course of treatment.

Despite the vast unpredictability and uncertainty that comes along with the COVID-19 pandemic, FBMH services remained steadfast, with a majority of the sessions held face-to-face with families, along with telephone and video conferencing sessions.

WHAT WE'VE BEEN UP TO

3,886

Sessions Completed

101

Individuals Served

100%

Of Individuals state they are "Delighted" with the Respect they are shown during FBMH Services

95%

Of Individuals state they are "Delighted" with the personal manner of our FBMH Therapists

90%

Of Individuals state they are "Delighted" with the support they receive from FBMH Services



What are Families saying?

- "What we were given through Family Based increased our capabilities as parents"
- "Words can't express how grateful I am to have had Family Based as our therapists. They are beyond amazing!"
- "Family Based therapists were very helpful and always supportive and understanding"
- "They helped my family and I would recommend them to anyone"

The FBMH department participated in the Value-Based Purchasing Model with Magellan

Here is how we did...

2.45

Value Score

WE ARE A PREFERRED PROVIDER

COMMUNITY TENURE AFTER FBS

(Members stayed out of the hospital)

100%

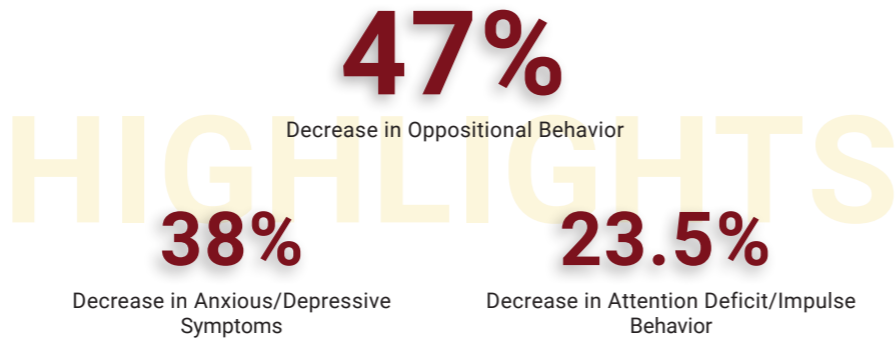
Score

We are very proud of our team in the FB department for all of their hard work and dedication during 2020!

Child Services

CHILD PARTIAL HOSPITALIZATION

Child and Adolescent Partial Hospitalization Program (CPHP) was one program at NDTC that worked hard to provide on-site services throughout the COVID-19 pandemic. The team recognized that virtual learning was difficult for the population of students meeting criteria for partial hospitalization, and so every effort was made to keep the program open as long as possible. The MHW's worked hard to bring students together for online groups when the program had no choice but to operate virtually. The CPHP staff, in particular, showed that they placed the care and needs of the students above their own during a time that was scary for staff and clients. Extra effort was needed to keep the program clean, kids distanced,



and protective gear worn. Staff displayed incredible dedication to the program this past year, and should be recognized for their hard work and selflessness in continuing to provide care to a high risk population of children and teenagers.

CHILD OUTPATIENT

We are proud to say that, on average, children that participated in **Child Outpatient** services saw an...

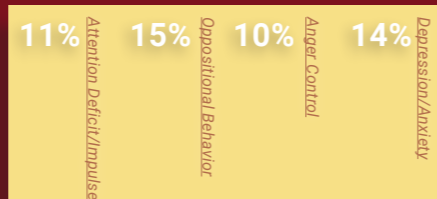
112%

In Social Functioning

INCREASE

CASE MANAGEMENT

DECREASE



ENHANCED COMMUNITY BASED INTENSIVE TREATMENT

ECBIT

Is designed to help people in the community with mental health issues who find themselves in frequent contact with high intensity mental health services. ECBIT relies heavily on community-based resources such as: mental health treatment, social services, mental health group homes, intellectual disability group homes, homeless shelters, emergency rooms and many others. The impact of COVID-19 made helping our clients in ECBIT extra challenging, allowing our team to showcase their unique abilities to adapt and overcome these barriers. For example, housing barriers due to the shutdown made our team work harder with the client's family and friends to locate a safe, stable housing situation in the community. The pandemic also posed a serious challenge for us to fully engage our clients by participating in face-to-face ECBIT sessions. Our team stepped up and continued to be diligent in their efforts to provide intensive services by utilizing telephonic and tele-video services as well as link clients to community resources that were utilizing telecommunication as well. With the exacerbation of mental health symptoms, it was critical for the ECBIT team to have a hand on the situation at all times. We were able to help appropriately assess and triage these issues so the level of care could be provided. We are very proud of our ECBIT team and their ability to overcome and adapt to the challenges and barriers that they were presented with. As a team we were still able to produce quality results with our clients, even though our tools and resources available to us were diminished greatly during 2020.

100%

7 Day Follow Up Appointments Scheduled

100%

30 Day Follow Up Appointments Scheduled

3.58

Average number of visits with BCM per week

50%

Increase in Medication Compliance

Our **Wellness Nurse** Completed....

651

Appointments during **2020**

ADDITIONAL SERVICES

Mobile Mental Health TREATMENT



Mobile Mental Health Treatment (MMHT) services are provided to adults and children of all ages with Medicaid (Medical Assistance) Insurance, who have a psychological or physical disability that prevents or makes it difficult for them to receive care in an outpatient setting. Sometimes, people just can't leave their home or dwelling to get the care they need to overcome an emotional illness. This unique program brings diagnostic and treatment services straight to those who can't seek outpatient care on their own. People get care where they are – at home or in hospitals, personal care centers, assisted living facilities, nursing homes or other approved locations.

Intensive Behavioral Health SERVICES



Intensive Behavioral Health Services (IBHS) is provided to children, teens or young adults under the age of 21 with mental, emotional or behavioral health needs. Medicaid (Medical Assistance) is needed as either a primary or secondary insurance to be eligible for IBHS. IBHS is provided in the following counties: Cambria, Bedford, and Somerset.

IBHS, previously known as Behavioral Health Rehabilitative Services (BHRS), provide supports for children, youth or young adults under the age of 21 with mental, emotional, or behavioral health needs. These services are individualized mental health services provided in the home, school, or community by highly trained mental health professionals.

The goal of IBHS is to help the family create a positive, supportive, and stable environment that will enable the child/adolescent to receive the most out of the care they are receiving and develop positive behavior management strategies that will allow the child/adolescent to reach their full potential.

Forensic PROGRAMS



We provide a variety of Forensic Programs in county and state correctional facilities. NDTC offers Mental Health Counseling, Drug and Alcohol Services and Mental Health Groups in correctional settings. Our staff have specialized training and years of experience working in the criminal justice system providing specialized services to incarcerated individuals who are diagnosed with a mental illness and/or substance abuse disorders.

NDTC Programs

C O M P L E T E D



115,476

SERVICES IN 2020

Executive Team



Dr. Larry J. Nulton Ph.D.
President
Bowling Green State University



Tim Custer, B.A.
Chief Operations Officer
University of Pittsburgh



Jessica Hull
Chief Compliance and Quality Improvement Officer
Cambria-Rowe



Dr. Aileen Oandasan, MD
Chief Medical Officer
Texas A&M College of Medicine

Directors of Psychiatry



Dr. Andreea Adjaconitei
Bedford



Dr. Doo W. Cho, MD
Altoona & Bedford



Dr. Craig Feaster
Bedford



Dr. Elizabeth Fourcade
Johnstown



Dr. Erin E. Malley, MD
Bedford & Somerset



Dr. Padma Palvai, MD
Slatington



Dr. Harold Sternlicht, MD
Tele-Psychiatry



Mukundam Veerabathini, MD
Richland & Altoona

Directors of Programs



Mark E. Keim, M.A.

Blended Case Management & Mobile Mental Health



Mandy Troxell, MOT

Family Based Services



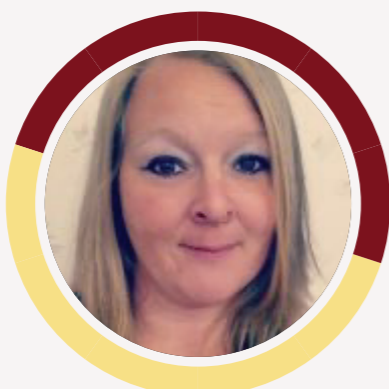
Erica Wojnaowski

Asst. Director Outpatient Services



Susan M. Custer, M.A.

Partial Hospitalization Programs



Heidi Jacobs

Intensive Behavioral Health Services



Elissa Nulton, MBA

Forensic Programs



Terri Washko

Human Resources



Jaemie Markel

Transcription

Looking Ahead

As we review what we have accomplished in 2020, I want to take time to reflect upon and appreciate all the hard work of our staff, partners, teammates, and clients. The backbone of a great company is the people that make it all possible. None of this growth would be possible without all of you.

Looking forward, I am excited to share some of the goals and initiatives we are moving toward to in 2021. We continue to strive to provide excellent services and our outstanding reputation within the community has given us opportunities for further growth and expansion.

NDTC has recently been awarded a satellite Outpatient License in Milford PA, Pike County. We are currently working toward contracting and completing remodeling of an office site. Although we have been doing Psychological Evaluations in this area for several years, this is a great opportunity for us to provide a broader range of Outpatient Services. We have also opened an Enhanced Outpatient Program (EOP) in Cambria County at the end of 2020. This programming gives NDTC an opportunity to continue to provide services to the population that we previously saw in our Adult Partial Program. This service is offered in our Main Street Johnstown location. In Blair County, NDTC has been awarded the ability to expand the EOP model and we are currently working on staffing, office space, and contracting for this expansion. In addition to EOP, Blair County has included our ECBIT and Urgent Care models as a part of a package deal to meet the needs of individuals needing higher levels of care. A lot of work has gone into developing these programs over the last few years and the outcomes are now being recognized by many locally and across the State.

NDTC is excited to retool our Children's Services programming in 2021. We are working toward a collaborative approach that allows us to use multiple services in the office, school, and community settings. Though the use of IBHS, Family Based, specialized children's BCM, Mobile Mental Health, Outpatient services, and CPHP we are creating a network of care that we feel will be unmatched and much needed in our service area. We are creating linkages with outside providers including Pediatric Doctors, Occupational Therapy, Physical Therapy, Nutritional Programs, and Developmental Care to name a few. This project has been several years in the making and we are eager to see it become reality in 2021. As we continue to work toward a higher standard of care, we have developed several initiatives for the agency.

Telehealth Services have become a new norm for many of us over the past year. New regulations are being worked on at the State level for the continued use of Telehealth beyond the emergency declaration waivers. We will be following these updates carefully and look forward to using technology to benefit our staff and those we serve and work with.

We have also seen Social Determinants of Health (SDOH) become an important factor in the treatment of our clients. Things such as Education, Employment, Housing, Social Supports and Environment, and access to Resources are being used to help us direct treatment in a more individualized way than ever before.

As more of our clients are presenting to us with Co-Occurring issues, we have set a goal to have staff more thoroughly trained in this area. We are working to get clinical staff trained and certified in the American Society of Addictive Medicine (ASAM) and are creating linkages with Substance Use Disorder (SUD) providers in our area to ensure these individuals receive the highest level of care. We are excited to be exploring opportunities to provide additional SUD counseling in our Outpatient programming, as we see this need growing.

NDTC is also working with many of our contractors and payers to be able to stay at the forefront of the changing business landscape. Value Based Purchasing (VBP) models and Alternative Payment Arrangements (APA) are becoming an outcomes driven way of contracting in our industry. Family Based, BCM, and EOP currently have some of these payment models as part of their contracting. We are looking at additional VBPs in other programs and expect contracting to move in this direction more and more. NDTC continues to be dedicated to providing a full continuum of care that offers hope, wellness, and recovery for the individuals we serve. We are thankful for the opportunity to be a leader in our market and are looking ahead with the dedication and optimism that has allowed us to grow in this field of work since 1995.



Tim Custer, B.A.
Chief Operations Officer
University of Pittsburgh

Respectfully,
Timothy Custer
Chief Operating Officer

Johnstown (Richland)*

214 College Park Plaza
Johnstown, PA 15904
Phone: 814-262-0025
Fax: 814-266-2880

Altoona

Regency Square, 2900 Plank Road,
Old Route 220
Altoona, PA 16602
Phone: 814-944-4722
Fax: 814-944-6742

Bedford

608 East Pitt Street
Bedford, PA 15522
Phone: 814-624-3121
Fax: 814-624-2403

Downtown Johnstown Office

321 Main Street St 4F
Johnstown PA 15901
Phone: 814-254-4905
Fax: 814-262-8020

DuBois

476A Suite D, Jeffers St
Dubois, PA 15801
Phone: 1-888-918-5465

Ebensburg

313 West High Street
Ebensburg, PA 15931
Phone: 814-419-8083
Fax: 814-419-8276

Hyndman

144 5th Ave
Hyndman, Pa 15545
Phone: 814-624-3121
Fax: 814-624-2403

Johnstown Family-Based

220 College Park Plaza
Johnstown, PA 15904
Phone: 814-266-4777
Fax: 814-266-7077

Phillipsburg

1181 Phillipsburg Bigler Highway
Phillipsburg, PA 16866
Phone: 1-888-918-5465

Slatington

643 Main Street
Slatington, PA 18080
Phone: 610-224-9311
Fax: 610-224-9305

Somerset

505 Georgian Place
Somerset PA 15501
Phone: 814-701-2357
Fax: 814-444-6926



Nulton Diagnostic & Treatment Center

Nulton Diagnostic & Treatment Center :
Established date
1995

214 College Park Plaza
Johnstown, PA 15904
Site : www.nulton.com

Tel : 888-918-5465
Email : info@nulton.com