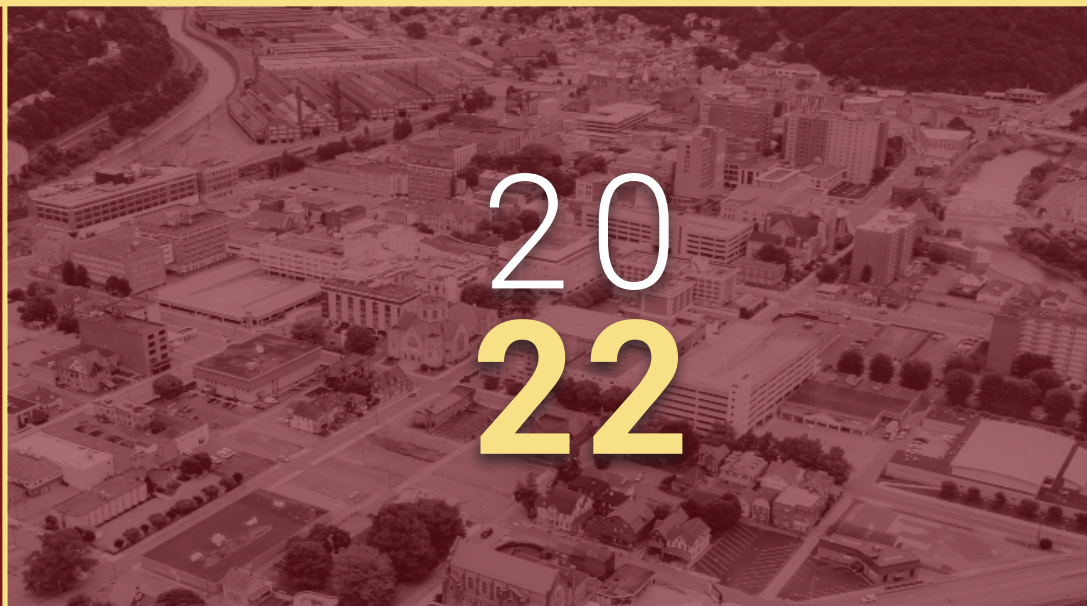


ANNUAL REPORT



Nulton Diagnostic
Treatment Center



Introduction

Welcome to Our Company



“We recognize that our employees are the backbone of this company, and we are grateful for their hard work, dedication, and contributions to our success. Your commitment to excellence is truly appreciated, and we value each and every one of you.”

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

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Message from the President

Larry J. Nulton Ph.D.

Welcome to the 2022 Nulton Diagnostic & Treatment Center (NDTC) annual report. This report highlights the tremendous work of all staff and leadership of the agency.

The 2022 year marked the agency's 27th anniversary of our continued commitment to offer accessible and affordable mental health services to individuals within the state of Pennsylvania.

Despite ever changing times and a continuing pandemic, the agency was able to thrive and grow to provide the highest quality of care.

This year presented a time of growth for the NDTC agency as we have been able to develop our services to match the needs of the individuals that we serve. NDTC leadership has been committed to evaluating and analyzing programs and adhering to strict state and federal guidelines for mental health practices.

The agency has been able to expand our intensive services to the child sector with the expansion of our Community Based Intensive Treatment (CBIT) for Kids program. Our Blended Case Management (BCM), Intensive Behavioral Health Services (IBHS) and Outpatient services have expanded to include services in Carbon, Clarion, Monroe, Pike, Lehigh, and Northampton counties. Additionally, we have been able to expand our IBHS programming to include Clearfield and Jefferson counties.

During the 2022 year, we saw a continued growth within our clients with a reduction in hospitalization rates across programs and the increase of community tenure for our program participants.

The continued pandemic brought a new "normal" to many individuals and the communities that we serve. We have been able to respond and continue to expand our mental health services through the utilization of telehealth services that allow for all individuals, regardless of geographic location, to access mental health services.

Looking forward to the New Year, we are committed to the high standards of care set forth by the Joint Commission and State and Federal Guidelines. Our Agency Leadership during the 2022 year worked to expand our data collection and reporting to ensure that our programs are meeting their fidelity check points. These data collection points allow us to ensure that our programs are adhering to not only the guidelines set-forth but to ensure that they are evidence-producing in that they are actually matching the needs of the participants.

Although we are getting back to meeting in person, and seeing each other face-to-face, it is crucial to highlight that the agency has been able to adapt quickly to continue to provide services to individuals in new ways. We take pride in our team's ability to think creatively and tailor services.

This year marked an initiative for the agency to improve its commitment to the communities that we serve through our quarterly goal to volunteer. We believe at NDTC that our commitment to our individuals goes beyond providing mental health services, and we take pride in ensuring that we are providing advocacy within the communities for mental and physical health care.

NDTC will continue to be client-centered and focused and put the needs of those that we serve at the forefront of our work.

We remain committed to expanding our partnerships within the new year and are looking forward to continuing to expand our services in order to help individuals across the state in their journey of recovery.

Thank you for continuing to trust us for your mental health care and know that we are committed and passionate about working for you.

Remember you are never alone.

Warmest Regards & Best Wishes for the 2023 Year,
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



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.

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.

860

INDIVIDUALS SEEN WITHIN THE PROGRAM

70%

HOSPITALIZATION RATE REDUCTION

15%

INCREASED STAFFING

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

OUTPATIENT SERVICES

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



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.

OUTPATIENT PSYCH & OUTPATIENT

14,000

CLIENTS SEEN IN 2022

2,969

CLIENTS SEEN UNDER 18

15,000 +

CLIENTS SEEN ACROSS THE AGENCY
SETTING-ACCESSIBLE MENTAL HEALTHCARE

ENHANCED OUTPATIENT PROGRAM

60 UNIQUE INDIVIDUALS

CAMBRIA COUNTY

100%

ATTENDING 7-DAY MEDICATION
MANAGEMENT APPOINTMENTS

95%

ATTENDING 30-DAY APPOINTMENTS
COMMUNITY TENURE

BLAIR COUNTY

100%

ATTENDING 7-DAY MEDICATION
MANAGEMENT APPOINTMENTS

95%

ATTENDING 30-DAY APPOINTMENTS
COMMUNITY TENURE

**EOP PROGRAM HAD
AN INCREASE OF 132%
OF INDIVIDUALS**

FAMILY-BASED SERVICES



Family-Based Mental Health Services (FBMHS) are short-term, intensive team delivered services designed to reduce the need for out-of-home placement or hospitalization for children and adolescents under 21 years of age diagnosed with a mental health disorder or emotional disturbance.

This program involves:

Assessment
Planning
Support

Transition to aftercare programs to ensure continuity of care

Families will use their strengths to overcome their difficulties together.

FBMHS is available to members who receive medical assistance.

FBMHS provides individual and family therapy, which aims to strengthen the family system through an Eco-Systemic Family Therapy model which utilizes various therapeutic interventions to teach:

- *Coping Skills*
- *Parenting Skills*
- *Strengthen Relationships*
- *Behavior Modification*

91
CLIENTS

4.25hrs
PER CLIENT

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"



WE ARE A PREFERRED PROVIDER

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

Here is how we did...

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 2022!

Child Services

Child and Adolescent Partial Hospitalization Program

Nulton Diagnostic & Treatment Center's Child-Adolescent Partial Hospitalization Program provides a safe, day-long therapeutic environment where children with mental health needs can learn and grow academically and emotionally. Children and adolescents who participate in our intensive year-round program display behaviors or have needs that are severe enough to keep them out of school, yet have enough support to manage their behavior at home. Each child's length of stay is dependent upon their level of need and the speed at which they start to demonstrate improvement. Children who are referred to the program are often trying to control and manage a range of issues, such as:

*Disruptive Behavior • Depression and Anxiety • Emotional effects from abuse/trauma
Conduct Disorders • Bullying Behavior • Probation Violations • Poor school attendance*

The Partial Hospitalization Program also provides on-site K-12 instruction throughout the school year for children aged 5-21. Courses are taught by licensed teachers and the curriculum is approved by the child's school district so that children can keep pace with their peers.

Our small group setting gives educators the freedom to spend time with each student, providing children with a level of attention that is hard to come by in traditional classrooms. In addition, our teachers work with school districts to complete Individualized Education Plan (IEP) reports, so that each child's educational needs are met.



214 College Park Plaza
Johnstown, PA 15904

IN 2022 ...

19

SCHOOL DISTRICTS SERVED

We are contracted with 27 school districts total from 6 different counties.

59

TOTAL CLIENTS TREATED

An increase of more than 20% with more than 50% of the clients served being new admissions into the program.

34

TOTAL DISCHARGES

50%

INCREASE IN STUDENTS BETWEEN AGE 6-13

COMMUNITY BASED INTENSIVE TREATMENT

From 2012 to the present, Nulton Diagnostic and Treatment Center (NDTC) has collaborated with the counties, hospitals and behavioral health providers to implement an innovative model program referred to as CBIT® (Community-Based Intensive Treatment). The program's original intent was to support individuals transitioning back into the community following a state hospital discharge. This program aims to reduce readmissions by developing a re-entry-style program for individuals with severe mental illness transitioning from state or local hospital settings. This intensive service team of mental health professionals and community providers and partners work collaboratively to ensure an individual's community tenure.

WITHIN BOTH BLAIR & CAMBRIA COUNTIES ...

116 TOTAL CLIENTS

ASSERTIVE COMMUNITY TREATMENT TRANSITION READINESS SCALE (ATR)

preparing clients to enter back into the community

INCREASE OF **15**
ON ATR REPORT

INCREASE OF **80%**
WITHIN PROGRAM

COMPLIANCE



ALL 8 PROGRAMS PASSED STATE LICENSING FOR 2022

DURING THE JOINT COMMISSION SURVEY, WE WERE ABLE TO GET OUR D&A PROGRAM ACCREDITED. THIS WAS THE FIRST YEAR FOR THE SURVEY FOR THE D&A PROGRAM.

***THE COMPLIANCE DEPARTMENT
INCREASED CHART AUDITS BY ALMOST
30% FOR THE YEAR***

***THERE WAS ROUGHLY A TOTAL OF
270 CHARTS AUDITED BY THE
COMPLIANCE DEPARTMENT FOR 2022***

**MONTHLY REPORTS OF
500-600 NAMES TO TRACK
TREATMENT PLAN DATES,
GETS THEM SCHEDULED,
AND DOUBLE CHECKS THAT THE
TREATMENT PLAN OCCURRED.**



SUICIDE INTENT NOTIFICATION SYSTEM

Nulton Diagnostic and Treatment Center (NDTC) took notice of the increase in suicides and thoughts of suicide across the State. NDTC wanted to be proactive and get ahead of the situation before it escalated to unthinkable actions. Not only does NDTC staff complete a Columbia Suicide Screening, NDTC also implemented a Suicide Intent notification trigger which was added to certain agency evaluations. The protocol for the Suicide Intent notification trigger is once the staff member chooses “yes” to notify supervisor on certain evaluations. This then sends an automatic notification of suicide intent to the CEO and the Executive Clinical Director.

Once the notification is sent, these individuals communicate with key staff to alert them that a suicide intent was identified and report that they have looked over the suicide intent in the evaluations and documented their outcome of the review. The CEO and the Executive Clinical Director receive this notification no matter the program that it was identified in.

They will notify that program director to review the suicide intent and make note of their outcome. NDTC prides itself in the fact that our staff, directors and executive leads are proactive in taking steps to reduce the suicide rate across the agency. This is a companywide initiative and something that has become a permanent part of the agency.

NDTC & THE COMMUNITY

NDTC wants to ensure that we are active within the communities that we serve. During the 2022 year, the agency focused more time giving back to the communities that we are in. Starting in 2022, the NDTC agency started volunteering and will continue to volunteer quarterly at different locations through out the state. During 2022, the agency attended the monthly Magellan MYLIFE events, held the second Tuesday of the month where youth within the Cambria County community get together and meet.

NDTC was able to participate within the Wellness Wednesday Events held by the Drug Coalition of Cambria County. This weekly event allows for the NDTC and partnering agencies to visit Cambria County Housing Communities and discuss the local resources within the area. NDTC additionally participated in numerous Suicide Prevention events across Cambria and Somerset Counties, as well as partnering with agencies within Blair County to attend mental health community events.

We look forward to our continued work in 2023 and are excited to see what this year holds for the communities that we serve.

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.

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. Doo W. Cho, MD
Altoona & Bedford



Dr. Craig Feaster
Bedford



Dr. Elizabeth Fourcade
Johnstown



Dr. Erin E. Malley, MD
Bedford & Somerset



Dr. Harold Sternlicht, MD
Tele-Psychiatry



Dr. Sreedevi Komarneni
Richland & Altoona

Directors of Programs



Mark E. Keim, M.A.
Blended Case Management & Mobile Mental Health



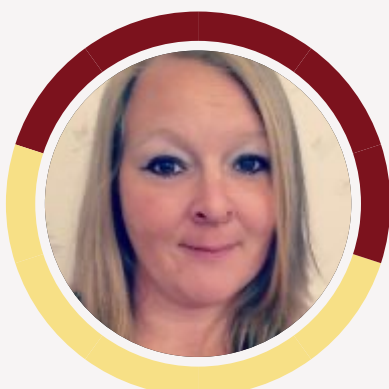
Mandy Troxell, MOT
Family Based Services



Erica Wojnarowski
Asst. Director Outpatient Services



Susan M. Custer, M.A.
Partial Hospitalization Programs



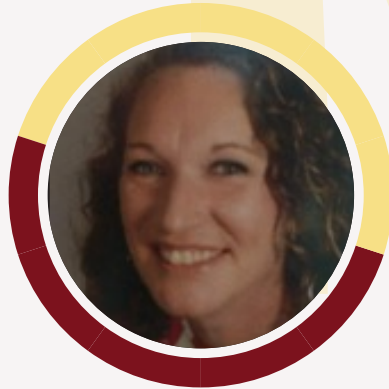
Heidi Jacobs
Intensive Behavioral Health Services



Elissa Nulton, MBA
Forensic Programs



Terri Washko
Human Resources



Jaemie Markel
Transcription

Looking **Forward**

At Nulton Diagnostic & Treatment Center (NDTC) we continue to look ahead for opportunities to improve our services and agency as a whole. The successes of our agency are found in the dedication of our staff, partners, teammates, and clients. It is with the appreciation of everyone's hard work that we share in the excitement of new initiatives, programing, and expansion in 2022.

NDTC is looking forward to a number of projects and programs that will improve the outcomes of our services. We have continued to expand services through innovative and intensive programming like Enhanced Outpatient (EOP), Community Based Intensive Services (CBIT), and Urgent Care, while incorporating Value Based Programing models into existing services like Blended Case Management, Family Based Services, and Outpatient services. With recent State approvals, we are also looking forward to expansion of our Intensive Behavioral Health Services (IBHS) in multiple counties across the state. Our Children's Partial Hospitalization Program (CPHP) serves over 27 school districts in our surrounding counties and continues to support children and adolescents with their educational and behavioral health needs.

Our "Intensive Services" include EOP, CBIT, and Urgent Care. We continue to work with our community partners in the Hospital and at Crisis to ensure that we are available to provide team focused and integrated care to those most at risk in our communities. These intensive models focus on the fidelity of programming to meet and support the needs of those with higher acuity and help keep them in the community. Though review of Outcomes, Social Determinates of Health (SDOH), HEDIS measures, and Community Tenure, we look forward to continuing improvement of the strategies and interventions that support those most vulnerable. Our goal is to continue expansion of these services into new counties across the State. We will be exploring opportunities of research with universities to provide evidence-based support for these levels of care. Additionally, we look forward to discussing the positive outcomes of this programming with the Centers for Medicare and Medicaid Services (CMS) as a unique and innovative program to address the Mental Health Crisis we have seen growing across the country.

Value Based Programing (VBP) remains an area of opportunity for NDTC. NDTC is currently involved in multiple VBPs across the counties we serve. Some of those include Family Based and eCBIT VBPs with Magellan Health, BCM and Outpatient Ambulatory VBPs with Community Care Behavioral Health, and continued involvement with the Behavioral Health Homes VBP model in Bedford, Somerset, and Blair counties. These programs allow us to focus on

treatment and outcomes that best support individuals. Our VBP's continue to show positive outcomes for the services provided by NDTC. Our teams regularly review fidelity to ensure we are moving forward and improving the services we provide, while keeping the focus on recovery for the individuals we serve. As more VBP opportunities become available in our industry, NDTC looks forward staying in the forefront of these initiatives.

Intensive Behavioral Health Services support children and adolescents in the community and school settings to help improve behavioral, educational, and family functioning. NDTC is looking forward to expanding our footprint in this area with recent State and County approval in new regions across the Commonwealth. NDTC is working on implementing quality IBHS services in at least 11 counties in the coming year. The opportunity to work with this population continues the founding mission of NDTC in providing quality and compassionate care to the youth and families in the communities we live in and serve.

Our APP! Another exciting project we have planned to 2022 is development of an Agency Application for improved care and coordination. NDTC is working with a firm to create a phone app that would allow clients and strategic partners to efficiently receive and coordinate care. Some of the exciting features of this app will include instant scheduling, the ability to communicate directly with a care team, 24/7 access to treatment and assessment information, and the ability to have supports available during any time of need. "NDTC Now" is currently in the development stages with a launch date planned before the end of 2022. We are working to use this technology, along with Telehealth, to support many in new and innovative ways

NDTC continues to be dedicated to providing a full continuum of care that offers hope, wellness, and recovery for the individuals we serve. In closing, I would like to note the continued achievements and dedication of our agency staff who have worked tirelessly over the past year, or more. In addition to our new programming, our more traditional programs remain innovative in their approaches to improve care to all we serve. The hard work of many in our agency help us look forward with great enthusiasm and drive to be the best agency we can be. So, where do we go from here.... Forward! It is with gratitude to all involved that I can say we are looking forward with optimism to exciting and new opportunities in 2022 and the years ahead.

Respectfully,
Timothy Custer
Chief Operating Officer
Nulton Diagnostic & Treatment Center

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



Johnstown (Richland)*

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