Throughout Fiscal Year 2019/20, Gaudenzia remained focused on and committed to helping people get the treatment that they need and deserve. Simultaneous to the COVID-19 pandemic, our nation endured social discord as well as a sagging economy.

We used this time to adapt to the new reality and modernized our internal systems and services by improving and revamping the agency’s policies, protocols and procedures. Thanks to extraordinary hard work and dedication to our clients, Gaudenzia maintained our status as the premier treatment provider throughout Pennsylvania, Maryland and Delaware.

Moreover, we placed an increased emphasis on teamwork, compassion and caring for the people who turn to us for help, and expanded the menu of services for individuals in our care. This included medication-assisted treatment. In addition, we addressed the unanticipated need for personal protective equipment, and we strictly adhered to the guidelines set forth by the Centers for Disease Control and Prevention (CDC) to protect our clients and staff.

Among our accomplishments in 2019/20 was the launching of a confidential, 24/7 Treatment and Recovery Hotline. Callers may now reach a skilled agent at any time and from anywhere. A person needing help can get quick access to screening, referral scheduling and transportation assistance to inpatient programs.

Another highlight of the year was the agency’s ability to pivot to telehealth as soon as the severity of COVID-19 became apparent. Because of this, Gaudenzia’s mental health and substance abuse treatment services were able to continue uninterrupted.

Telehealth allows a person to receive intensive treatment without requiring them to leave the comfort and safety of their home. After much research, we identified a telehealth technology called MeUCare.com that is HIPAA compliant, optimized for use with group therapy and is also user-friendly.
**TOP 5 Areas of Client Satisfaction**

RESIDENTIAL SERVICES
- Respectful of gender
- Respectful of sexuality
- Confidence in skills taught
- Understandable materials
- Understandable options

OUTPATIENT SERVICES
- Reasonable wait time for services
- Respectful of gender
- Respectful of culture
- Respectful of age
- Respectful of sexuality

The information above was obtained through a series of client surveys.

**FY 2019-20**

RESIDENTIAL UTILIZATION BY REGION
- CENTRAL 76.5%
- CHESAPEAKE 63.25%
- EASTERN 74.5%
- WESTERN 75.75%

**Total Utilization Rate 73.5%**
Total residential program slots filled across all regions

CLIENTS BY RACE
- White 48%
- Black or African American 34%
- No Entry 12%
- Hispanic 4%
- Multiracial 1%
- Other 1%
- Asian < 1%

CLIENTS BY AGE
- 0-18 <1%
- 18-24 7%
- 25-34 33%
- 35-44 26%
- 45-54 19%
- 55-64 12%
- 65+ 2%

CLIENTS BY GENDER
- Male 63%
- Female 37%
GAUDENZIA, Inc.

Total Revenue = $91.7 Million
95.1% Government Revenues
4.9% Other

Total Expenses = $92.7 Million
84.1% Client Services
15.9% Administration

GAUDENZIA ERIE, Inc.

Total Revenue = $10.4 Million
30% Government Revenues
70% Other

Total Expenses = $11.2 Million
84% Client Services
16% Administration

GAUDENZIA DRC, Inc.

Total Revenue = $8.8 Million
86.4% Government Revenues
13.6% Other

Total Expenses = $8.6 Million
79.3% Client Services
20.7% Administration

CLIENTS BY PRIMARY SUBSTANCE USE DIAGNOSIS

- Opioid 33%
- Alcohol 22%
- Cocaine 19%
- Cannabis 11%
- Amphetamine 9%
- Other 6%

MEDICATION-ASSISTED TREATMENT (MAT) IDENTIFIED AT ADMISSION BY TYPE

- Buprenorphine 35%
- Methadone 16%
- Revia (Oral Naltrexone) 4%
- Vivitrol (Injectable Naltrexone) 22%
- Zubsov 2%
- Other 6%
- More than one indicated 15%
MISSION
Gaudenzia helps individuals and families affected by drug and alcohol dependency, mental illness and related conditions to achieve a better quality of life and become accountable individuals. This is accomplished through a continuum of care leading to long-term recovery guided by a philosophy of mutual concern, personal responsibility, research and community education.

Where you can find us....

Pennsylvania, Maryland, Delaware and Washington, D.C.

GAUDENZIA
Corporate Headquarters
106 West Main Street
Norristown, PA 19401
www.gaudenzia.org