

From Adversity to Hope

Meeting the moment. Changing the future.

FY24

ANNUAL REPORT

JULY 1, 2023 - JUNE 30, 2024



What's Inside?

CEO's Message	03	Hope Grows in Community	09
Board of Director's Message	04	Voices of Hope	10
Financial Highlights	05	Roadmap for the Future	11
Impact Snapshot	06	Rooted in Purpose	12
Understanding the Adversity	07	Get Help, Give Help	13
Meeting Adversity with Action	08	Reach out	14



CEO's Message

A Message of Hope

At Gaudenzia, we believe in the profound power of hope. Every person who walks through our doors is facing a moment of adversity—but what they find here is possibility. Possibility for healing. For stability. For long-term recovery. For a future beyond what they may have thought possible.

This past year, **Gaudenzia recorded more than 15,000 admissions across our licensed treatment programs in Pennsylvania, Maryland, Delaware, and Washington, D.C.**—each one a step forward on the path to recovery. This figure reflects treatment admissions and does not include the many additional individuals supported through our housing and recovery services.

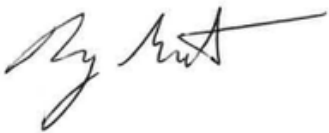
But our work didn't stop at treatment—we've expanded harm reduction efforts, built recovery housing, integrated our services, and strengthened access for the most vulnerable. We've stood firm in the face of evolving public health challenges, shifting policy landscapes, and deepening needs.

And through it all, we've never lost sight of what matters most: the people.

This report tells the story of how Gaudenzia moves from adversity to hope—not just for our clients, but for the field as a whole. You'll see the strength of our team, the courage of those we serve, and the clarity of our mission in action. You'll also see the early signs of a bold transformation—one that will position Gaudenzia to grow stronger, more unified, and more impactful in the years ahead.

I'm incredibly proud of our staff, grateful for our partners, and inspired daily by the clients and families who entrust us with their care. Recovery is possible—and at Gaudenzia, we are building the future it requires.

Warmly, In Service,



Deja Gilbert, PhD, LMHC, LPC, FACHE
President & Chief Executive Officer,
Gaudenzia

Fiscal Year 2024 also marked an important leadership transition as Dr. Deja Gilbert was appointed President and CEO of Gaudenzia. With a deep commitment to client-centered care, staff empowerment, and organizational transformation, Dr. Gilbert is leading Gaudenzia into a bold new chapter.

A Message From Our Board of Directors

Leading Through Change

At Gaudenzia, our mission is more than a set of services—it's a lifeline for individuals and families facing the most difficult chapters of their lives. As board leaders, we are deeply honored to support this organization in delivering hope, healing, and long-term recovery across the communities we serve.

This past year was one of transformation. Gaudenzia continued to evolve—expanding housing solutions, strengthening care integration, and laying the foundation for a more coordinated, value-based approach to behavioral health. These efforts reflect our collective commitment to delivering person-centered care that meets people where they are, while improving outcomes and reducing systemic barriers.

For many of us, this work is personal. Like so many families, we've witnessed the devastating impact of substance use disorder—and we've also seen the profound possibility of recovery. **Serving on Gaudenzia's boards gives us the opportunity to turn passion into action, and to help guide the organization's future in a way that honors both its legacy and its next chapter.**

As we look ahead, we remain committed to ensuring that Gaudenzia continues to be a beacon of hope for those in need. To our dedicated team members, partners, and supporters: *thank you*. Your efforts make this mission possible—and together, we are building a future where recovery is within reach for all.

Seth Zuckerman Carly Meyer Bentley



Seth Zuckerman
Chairperson,
Gaudenzia, Inc.



Carly Meyer Bentley
Chairperson,
Gaudenzia
Foundation

Gaudenzia, Inc. BOD FY 24

Seth Zuckerman, Chairperson	Emily Loscalzo, PsyD, MAC, NCSE
Matt Plevelich, Treasurer	Gavin Pommernelle
Pat Ciarrocchi, Secretary	Jeannine Peterson
Andrew Harron, PsyD	David Siegel, PsyD
Tracy Gill, MLA	Jeffrey Shaw
Dr. Andrew Harron	Ned Spells, JD
Cathy Imburgia	Jerry Stahler, PhD
Eric Lorber, JD	Karen P. Zimmer, MD, MPH, FAAP

Gaudenzia Foundation BOD FY 24

Carly Meyer Bentley, Chairperson
Andrew Olsen, CFA, Treasurer
Michelle Berkoben, CPA, Interim Secretary
Noel Eisenstat
Faith Gibson Hubbard, PhD
Vickie Griffiths
Kim Koslow, LMHC, MCAP, CTT, BCPC, CAI

Financials

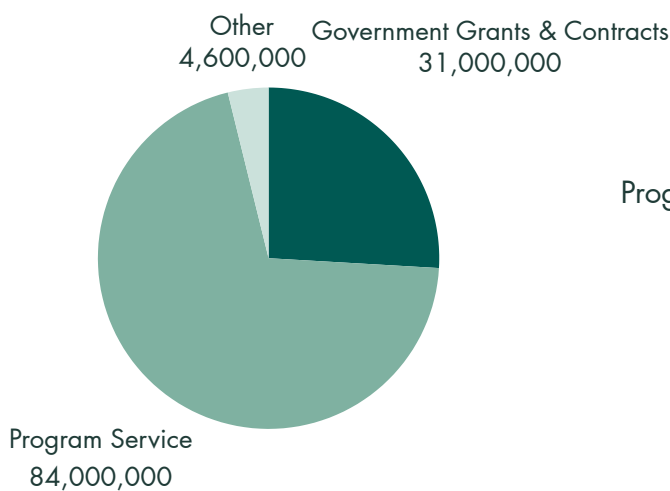


Fueling the Mission

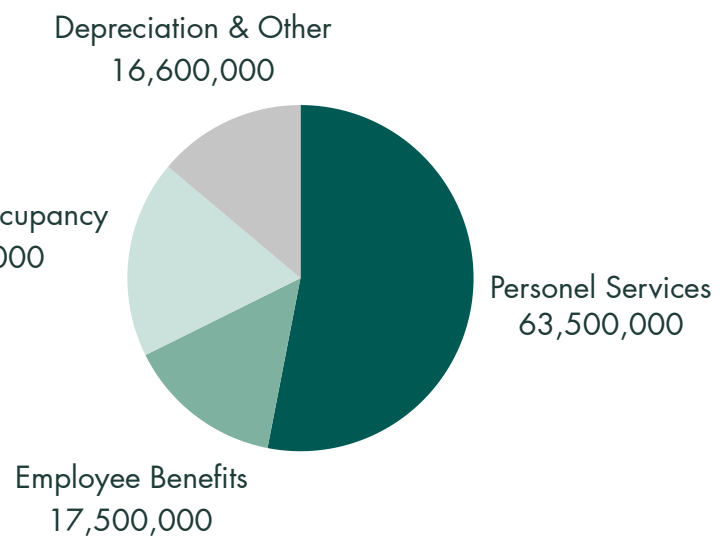
At Gaudenzia, every dollar entrusted to us is an investment in recovery, resilience, and lasting impact. Our financial stewardship in Fiscal Year 2024 reflected both stability and strategic investment—ensuring that resources are directed where they matter most: toward life-saving care, housing stability, and community-based support.

Notably, the majority of our expenditures support the dedicated personnel and specialists who power our programs—underscoring Gaudenzia’s deep commitment to the people behind the mission.

FY24 REVENUE



FY24 EXPENDITURES



The figures above represent consolidated totals across Gaudenzia, Inc. and affiliated entities, including the Gaudenzia Foundation. Our blended funding model—drawing from public contracts, earned revenue, and private philanthropy—makes it possible to meet the needs of more than 15,000 admissions annually across our licensed treatment programs.



Impact Snapshot

By the Numbers: Hope in Action

In our 56-plus years of experience, we've helped more than 350,000 people recover their lives.

Our network of partners works closely with our patients to **create solutions that pave the way to positive change**. Coupled with our extensive experience and commitment to affordable treatments, our programs see higher annual completion rates than similar programs worldwide.



Withdrawal Management

8

SITES



Women & Women With Children

14

SITES



Residential Program

21

PROGRAMS



Recovery & Halfway Housing

14

SITES



Mental Health Programs

6

SITES



Justice Involved Programs

220

BEDS



Outpatient Programs

24

SITES



Housing

458

UNITS



Residential Beds

1676

BEDS

Figures represent a point-in-time a snapshot at the close of FY24. Gaudenzia's programs and capacities are regularly adjusted to meet evolving community needs.

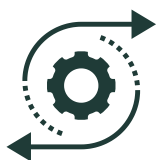
Understanding Adversity

The Challenges Facing Our Communities & the People We Serve



Substance use disorder doesn't happen in isolation. It intersects with poverty, housing instability, mental illness, trauma, and systemic inequities. At Gaudenzia, we see this complexity every day and we recognize that addressing it requires more than treatment alone. This year brought heightened challenges for the behavioral health field and for the individuals and families counting on us.

A Shifting Landscape of Substance Use



While opioids remain a devastating force, we've seen a sharp rise in stimulant and methamphetamine use—particularly in rural areas where resources are limited. These substances don't respond to traditional medication-assisted treatments and are often accompanied by untreated mental health concerns, creating a growing gap in effective care.

The Housing Crisis as a Recovery Barrier



Safe, stable housing is foundational to recovery. Yet in many of the communities we serve, affordable housing remains scarce—especially for women with children and individuals exiting treatment. Without secure housing, the risk of relapse and system re-entry rises significantly, stalling progress for too many.

Pressure on Medicaid & Behavioral Health Infrastructure



At the same time, providers like Gaudenzia are navigating tightening Medicaid reimbursements, workforce shortages, and outdated regulatory systems that haven't kept pace with the needs of modern recovery. We continue to advocate for thoughtful reforms that honor the dignity of those we serve and the expertise of those providing care.

Persistent Stigma & Isolation



Despite growing awareness, stigma remains one of the greatest barriers to recovery. Shame, misinformation, and fear continue to prevent individuals from seeking help—and prevent communities from fully embracing those in recovery. Our role is to not only treat but to educate, engage, and change the narrative.

Meeting Adversity with Action

Responding With Innovation



In a time of deepening need, Gaudenzia didn't just respond—we reimagined how care can and should be delivered. Guided by our mission and fueled by the urgency of the moment, we took bold steps this year to strengthen our services, improve access, and build a more unified, innovative future.

Building a More Connected System of Care

To meet people where they are, we began transforming how individuals and families enter and move through our programs. Our Helpline was reimagined as a centralized, single point of entry—complete with new video chat capabilities, improved throughput transparency, and real-time tracking of the client journey from first contact to admission. These changes reduce friction, expand access, and ensure no one is left behind.

Advancing Harm Reduction & Community Access

We broke ground on and opened new housing options that support long-term recovery, including part of Philadelphia's Riverview Wellness Village—a first-of-its-kind collaboration to address homelessness, untreated mental illness, and substance use disorder. In parallel, we expanded and renamed key programs in our Women & Children's continuum to reflect a more inclusive, family-centered approach that honors both care and dignity.

Expanding Recovery Housing & Whole-Family Support

In March 2024, Gaudenzia launched our first Certified Community Behavioral Health Clinic (CCBHC)—expanding access to integrated behavioral health and substance use disorder services for individuals with complex needs. This milestone strengthens our ability to deliver comprehensive care across every stage of recovery.

In tandem, we continued scaling harm reduction initiatives—distributing naloxone, providing education, and connecting thousands to treatment, mental health support, and housing. Every path to recovery is valid—and every life is worth saving.



Hope Grows in Community

Investing in Impact, Together

Recovery doesn't happen alone. At Gaudenzia, it's fueled by communities, partners, and donors who believe in our mission—and in the people we serve. Here, we celebrate milestones from FY24, along with the early steps already shaping our future.



Hope Through Recovery: A Community Responds

In August, Gaudenzia Crossroads hosted Hope Through Recovery Day in Erie—a powerful gathering of emergency responders, health experts, and local leaders responding to the area's overdose crisis. With overdose rates rising and urgent needs growing in the region, collaboration and action were critical. The event featured data-driven dialogue, community testimony, and shared commitments to action—from court officials to frontline staff. *It showed that recovery isn't the job of one organization—it's a community effort.*

The Center for Good: A New Way to Give

In 2024, Gaudenzia began laying the foundation for The Center for Good— a reimagined hub for giving and community engagement. The Center unites philanthropy, in-kind donations, and volunteerism under one mission-driven brand. Through opportunities like assembling “apartment-ready kits” or hosting collection drives, individuals, businesses, and community groups can support our clients in tangible, heartfelt ways. *It's more than a warehouse—it's a new way to make an impact.*

Early Momentum: An Evening of Impact

Although held in early 2025, our inaugural Evening of Impact in March represented the culmination of work and momentum built throughout FY24. Centered around the theme *From Adversity to Hope*, the event gathered supporters, advocates, and individuals with lived experience to celebrate resilience, deepen community connections, and fuel the future of recovery at Gaudenzia. The evening featured powerful storytelling, a keynote by NBA All-Star and recovery advocate Jayson Williams, and a renewed commitment to expanding our impact in the year ahead.

Voices of Hope

Reflections from an Evening of Impact



Our Inaugural Evening of Impact, March 2025



Jayson Williams
Keynote Speaker
Former NBA All-Star &
Recovery Advocate

“We are all more than our worst day. We are human. And we are worthy of recovery, of redemption, of hope.”



Kim Koslow
Featured Speaker
Behavioral Health
Leader & Gaudenzia
Board Member

“To anyone still in the dark—there is light waiting for you. You are worthy of a second chance, and a third, and a hundred more.”



Norah Yahaya
Storyteller
Gaudenzia Team
Member & Recovery
Advocate

“Addiction doesn’t start with drugs—it starts with pain. And recovery starts when someone says, ‘You matter. You belong.’”



Patrisha Williams
Storyteller
Director of Talent
Management,
Gaudenzia

“When you believe in second chances, you don’t just change one life — you change generations.”

Roadmap for the Future

Building Hope Together

While this report primarily reflects Fiscal Year 2024 (July 1, 2023–June 30, 2024), we are proud to share early FY2025 milestones already shaping Gaudenzia’s future impact.

2025

Riverview Wellness Village	In partnership with the City of Philadelphia, Gaudenzia is opening two recovery housing units within the city's visionary Riverview Wellness Village. This initiative—part of Mayor Cherelle Parker’s Public Safety Plan—will address homelessness, substance use disorder, and untreated mental illness through a coordinated care model that prioritizes dignity and stability.
Expanding Care with Mobile Units	In FY25, we are expanding mobile services—meeting individuals where they are and bringing treatment, harm reduction, and recovery support directly into neighborhoods facing the highest barriers to access. With the first new unit operational in Spring 2025 and additional deployments underway, these efforts help close the gap for rural areas, underserved communities, and individuals who may never walk through our doors.
Investing in Staff & Culture	We’re building an internal culture as strong as our mission. From leadership development and employee recognition to wellness supports and career pathways, Gaudenzia is committed to cultivating a workplace where staff feel seen, heard, and empowered to grow. In 2025, we will build on our training infrastructure, academic partnerships, and workforce initiatives to ensure our team remains prepared, inspired, and positioned to lead the future of behavioral health.
Enhancing Digital Engagement & Access	We’ll continue strengthening our digital infrastructure—making it easier for individuals to connect to care, and for our teams to operate with efficiency and clarity. Our Helpline redesign was just the beginning. Next steps include optimized online referral systems, more accessible program listings, and expanded use of CRM and data analytics to inform care and outreach.
Deepening Government & Community Partnerships	We will continue working with elected officials and agency leaders to advance policy solutions that reflect the realities of recovery. A key focus is advocating for braided funding to support our women-focused programs, which served over 500 women and 370 children last year. These families often navigate multiple systems—Medicaid, child welfare, and the courts—making sustainable, integrated care essential. This work lays the groundwork for family preservation, system alignment, and recovery with dignity.



Rooted in Purpose

Beliefs & Services Guiding Our Every Step



No matter the circumstance, Gaudenzia works to find a treatment path that's right for each individual.

Our Treatment Model combines evidence-based, person-centered care with approaches that are gender-responsive, trauma-informed, and culture-informed. Whether an individual is navigating substance use disorder, co-occurring mental health challenges, or an HIV/AIDS diagnosis, we meet them where they are—and do whatever it takes to help them reclaim their lives.

Mission

Gaudenzia's mission is to promote long-term recovery by providing comprehensive treatment and support to people with substance use disorder, co-occurring mental health disorders, and related conditions, regardless of individual circumstances.

Vision

Gaudenzia's vision is a future where all individuals confronting substance use and mental health challenges find the assistance they need to lead healthier, more fulfilling lives.

Providing a **full continuum of care** across **Pennsylvania, Maryland, Delaware, and Washington, D.C.** with wraparound supports for Mental Health, Peer Recovery, and more:

- Crisis Stabilization & Withdrawal Management
- Residential & Outpatient Treatment
- Programs for Women & Women With Children
- Medication-Assisted Treatment (MAT)
- Recovery Housing & Affordable Housing
- Harm Reduction & Prevention Services
- Services for Justice-Involved Individuals



Treatment & Referral HelpLine

833.976.HELP(4357)

HelpLine@gaudenzia.org
www.gaudenzia.org

Support our mission and help transform lives, families, and communities. Make a gift today at www.gaudenzia.org/give.

*Together, We Grow Hope.
Get Help. Give Help.*

**SCAN
ME!**



Expert Guidance: Our HelpLine team connects individuals to treatment tailored to their needs, including residential, outpatient, and recovery support services.

Comprehensive Network: With locations across multiple regions, we ensure access to high-quality care.

Responsive Support: We work quickly to connect individuals with the care they need—because every moment matters.

Collaboration: We value strong partnerships with referral sources to achieve our shared mission of saving lives.

Questions? Feedback?

We'd love to hear from you.

Contact our Annual Report Helpline at:
888.682.8280

This dedicated number helps us track the reach and impact of this publication—while connecting you to the same compassionate support you'd expect from our main Helpline.

**More Than Numbers.
This is Our Story—We're Glad You're Part of It.**

Gaudenzia, Inc.
106 W. Main Street | Norristown, PA 19401
PublicRelations@gaudenzia.org
gaudenzia.org
888.682.8280

Your Voice Matters.

Read. Reflect. Reach Out.

We welcome your questions, feedback, or reflections.