

ANNUAL REPORT



THE
OPEN
DOOR

of Indiana, Pennsylvania

Steps toward hope, courage & recovery

FY 2022 - 2023

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Dear friends,

Welcome to The Open Door of Indiana, Pennsylvania!

Last year marked a half a century of operations. What an achievement! How do we top that? A lot can happen in a year, and this year is no different.

Growth seems to be the theme this year. All of our departments experienced growth this year in both number and types of services provided. Growth in services for us equates to increased healing in our community.

“Healing is a matter of time, but it is also a matter of opportunity.” - Hippocrates

Access to treatment for behavioral health conditions is a concern across the Country. Access to services means access to opportunities to heal. Having an opportunity to heal means having hope.

We are committed to supporting the health and wellbeing of our community members. We will take those steps toward hope, courage, and recovery with you. Our door is always open...

Thank you to all of our community partners and stakeholders who support our mission.

Megan C Miller



Vision

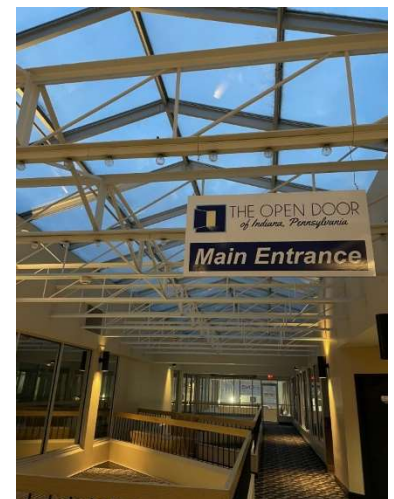
We envision a healthy community in which seeking, receiving, and implementing help for substance use and mental health concerns is as natural as utilizing the services of doctors and hospitals for physical health issues.

Mission

The Open Door is a non-profit behavioral health organization designed to provide treatment and services for substance use and gambling related concerns; impaired driving programs; and crisis intervention services for Armstrong and Indiana County residents with a focus on inspiring steps toward hope, courage, and recovery.

History

The Open Door was founded in 1972 as a United Ministry Volunteer Task Force offering a crisis hotline staffed by volunteers. Since that time, we have grown into a licensed outpatient facility providing a variety of services including Screening, Assessment, Education, Intervention, and Treatment for Substance Use and Gambling Disorders; 24-hour Crisis Intervention Services offered by phone, walk-in, and mobile; and Evaluation and Education for DUI Offenders.



In 1996, an affiliation agreement with Indiana Regional Medical Center (IRMC) was established to increase access for services.



In 2012, TOD partnered with Armstrong-Indiana Behavioral and Developmental Health Programs (AIBDHP) to develop our volunteer hotline into a 24-hour licensed Crisis Intervention Service, adding walk-in crisis services in addition to telephone intervention, then adding mobile crisis services in 2012.

With the funding and support of the Armstrong-Indiana-Clarion Drug and Alcohol Commission (AICDAC) TOD became a licensed Alcohol and Other Drug Outpatient Treatment Center in 1973 offering Outpatient and Intensive Outpatient Programming. The Open Door started offering Medication-Assisted Treatment with Buprenorphine in 2003 through an affiliation with local prescribers. In 2008, with support and funding from the United Way, TOD began providing services in our local schools to youth who struggled to access services in the office due to the rural nature of our community. Indiana County Jail opened its doors to TOD in 2010 so that TOD could provide treatment to inmates. Up to 2011, TOD coordinated medication-assisted treatment with community physicians for persons with Opioid Use Disorder (OUD). In 2012, TOD offered Buprenorphine treatment in-house and began accepting Methadone clients into services. 2012 also saw the development of a routine joint staffing meeting with the Community Guidance Center to further improve coordinate care for persons with co-occurring disorders. In 2013, Partial Hospitalization Programming as well as a Nurse Navigator position to help address and coordinate care for physical and mental health needs were added. In 2015, TOD coordinated with Positive Recovery Solutions to offer Vivitrol for persons with OUD and Alcohol Use Disorder (AUD). TOD began offering Sublocade treatment in-house in 2019.

Our Team



The Open Door’s Team is comprised of a Board of Directors, Management, Substance Abuse and Crisis Intervention Clinical Staff, Fiscal Staff, and Administrative Staff.

Board of Directors

Sheriff Robert Fyock – President
Dr. Laurie Roehrlich, Psy.D. – Vice President
Timothy Barber, B.S. – Treasurer
Marianne Cubeta, A.A., CFRS – Secretary
Judge Robert Bell, J.D.
Jessica Clark, B.A.
Melissa Duncan, PA-C
Susan Graham, M.Ed.
Attorney Eric Matava, J.D.
Ralph May, Psy.D.
Carol Morandi-Delimpo
Mark Richards, M.B.A. (Outgoing February 2023)
Sherry Skidmore, M.Ed.

Current Leadership

Megan C. Miller, M.A., NCC, LPC - Executive Director
Michelle Barnhart, M.S-P., LBS, CCS - Chief Operations Officer
Judith Wolfe, M.A. - Chief Compliance Officer
Carol Polenik, B.S. - Chief Fiscal Officer (Incoming FY 23-24)
Khelsey Daisher, M.A. - Human Resources Officer
Dr. Edward Woodle, D.O. - Medical Director
Cherish Durnell, B.A., CADC - Clinical Supervisor
Erika Fyock, M.A. - Crisis Intervention Supervisor
Christina Brumagin, B.A., BSW., CADC - DUI Coordinator
Brittany Palesch - Medical Records and Facilities Coordinator

Outgoing Leadership

Mindy LaPenna, M.B.A. - CFO (Outgoing FY 23-24)
Shari Topeka - CFO (Outgoing FY 22-23)
Stephanie Lanzendorfer, M.S. - CIS (Outgoing FY 22-23)
Matthew Frank, M.Ed. - CIS (Outgoing FY 22-23)
Lori Pollock, M.A. - DUI Coordinator (Outgoing FY 22-23)

Clinical Team Members (Treatment Specialists)

Holly Allan, B.S., CADC
Iesha Boyd, B.A.
Miranda (Amick) Cymbor, B.A.
Malinda Eubanks, B.A., CADC
Nathan Faris, B.A.
Rebekah Ferguson, B.A.
Megan Homer, M.A., CADC (Outgoing FY 22-23)
Kimberly Myers, M.S., CAADC
Racheal Nuwagaba, Ph.D.
Paige Repine, B.S.
Tara Smith, B.A.
Lauren Yackuboskey, B.S. (Outgoing FY 23-24)

Clinical Team Members (Treatment Engagement Specialist)

Timothy Long, CRS (Outgoing FY 22-23)
Lewis Patterson, CRS (Outgoing FY 22-23)

Clinical Team Members (Nurse Navigator)

Tina Hooker, R.N., CARN

Crisis Team Members

Jennifer (Ahrens) Bennethum, M.S. (Outgoing FY 22-23)
Leo Buck, M.A.
Taylor Cary, B.S.
Brooke Cassidy, B.S.
Sarah Davis, B.S. (Incoming FY 23-24)
Jocelyn Deneen, B.A.
Ashtyn Edwards, B.S.
Gwen Elia, B.A.
Craig Faish, B.A., B.S.
Alecia Grguric, B.S.
Ashley Grimes, B.S., (Outgoing FY 22-23)
Marlowe Guntang, B.S.
Cody Harvey, B.A. (Outgoing FY 22-23)
Kendrick Harris, B.S. (Outgoing FY 22-23)
Lesley Loveridge, B.A.
Sam Marcotte, B.S. (Outgoing FY 23-24)
Amber McCullough, B.A.
Stephanie Nelson, B.A.
Kelly O'Brien, B.S. (Outgoing FY 22-23)
Jessi Pershin, B.A. (Outgoing FY 22-23)
Molly Steiner, B.A., (Outgoing FY 22-23)
Caelia Williams, B.S. (Incoming FY 23-24)

Impaired Driving Team Members

Cherish Durnell, B.A., CADC (CRN Evaluator; HWSS Instructor)
Kimberly Myers, M.S., CAADC (HWSS Instructor)

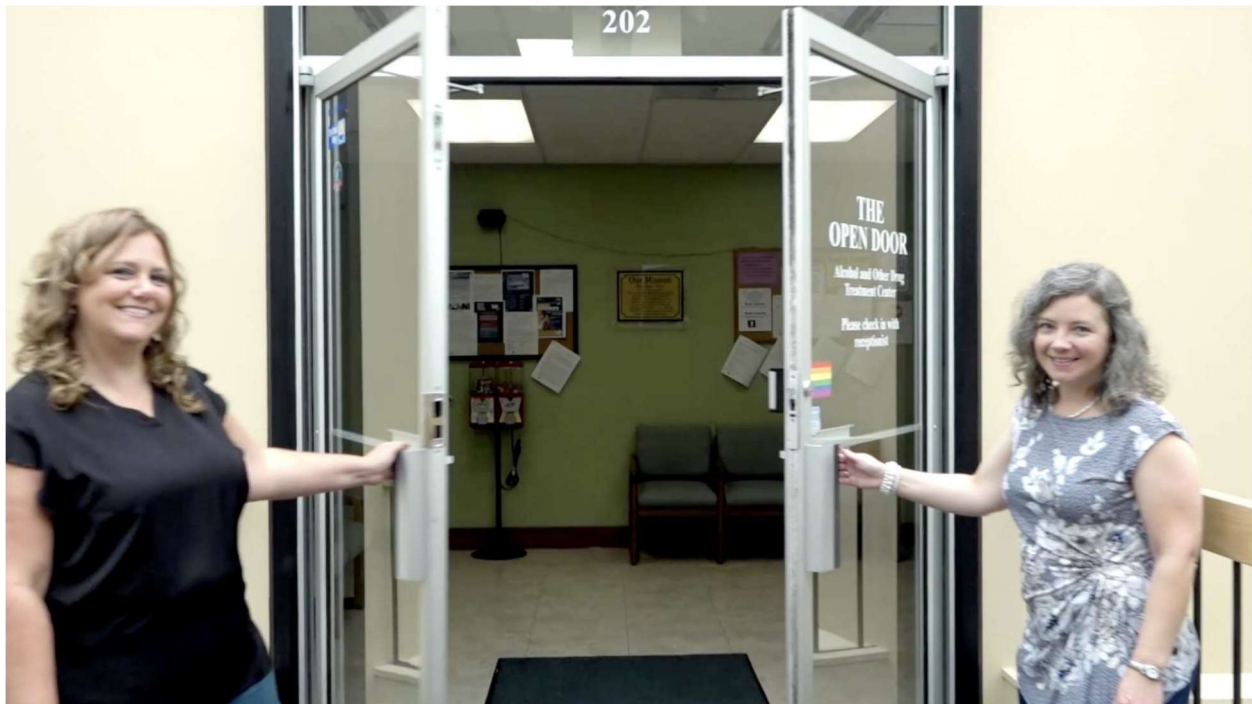
Administrative Team Members

Terri Bocz
Marie Pisarcik (Outgoing FY 23-24)
Bella Shrewsbury (Incoming FY 23-24)
Samantha (Blöse) Stiles, M.A.
Lori Waddell (Incoming FY 23-24)
Faith Zuzek, B.A. (Outgoing FY 22-23)

Fiscal Team Members

Laura Knupp-Levri (Outgoing FY 23-24)
Tina Robinson (Outgoing FY 22-23)
Faith Zuzek, B.A. (Outgoing FY 22-23)

Our Programming



There are three main departments at The Open Door. The **Clinical Department** is licensed by the Department of Drug and Alcohol Programs as an Alcohol and Other Drug Outpatient Treatment Facility providing services to persons with substance use and problem gambling disorders and their loved ones. The **Crisis Department** is licensed by the Office of Mental Health and Substance Abuse Services as a Crisis Intervention Service that provides services to any individual experiencing a crisis situation. Services are provided to anyone, anywhere, and anytime within our two-county service area. The Open Door has been designated as the DUI Coordinator for Indiana County. **The Impaired Driving Program** provides Court Reporting Network Evaluations and Alcohol Highway Safety School to DUI offenders in Indiana County.

Our Clinical Services

The Open Door provides Pre-Screening, Assessment, Early Intervention, Intervention, Outpatient Counseling, and Medication-Assisted Treatment (MAT) to individuals and family members for substance use and gambling concerns.

Our Clinical Department, licensed under the Department of Drug and Alcohol Programs (DDAP) which provides outpatient treatment services to persons with Substance Use Disorders (SUD), Problem Gambling, and their loved ones, is no slouch either. Our census increased by 30% this year. Additionally, with the support and funding of the Armstrong-Indiana-Clarion Drug and Alcohol Commission (AICDAC), we now have a full year under our belt of being able to offer Early Intervention programming for those at risk of developing SUD and Substance Use Interventions for those with SUD who are struggling with entering treatment at no cost to Indiana County residents. AICDAC also provided additional funding to purchase new technology equipment so that group services can be provided via telehealth. Additionally, the clinical team has been trained and is able to offer two new evidence-supported treatments: Pain Reprocessing Therapy and Emotional Freedom Technique (Thank you AICDAC and United Way!).

Total Unique Individuals Served: 1059

Pre-screens: 1159

Intakes: 817

Individual Sessions: 4707

Intensive Outpatient Group Sessions: 3104

On-site Outpatient Group Sessions: 1243

Jail Outpatient Group Sessions: 375

Unique MAT Individuals: 69

Unique Youth: 73

Our Crisis Intervention Services

The Open Door provides telephone, mobile and walk-in crisis services. Crisis services operate 24/7 & include de-escalation, emotional support, problem-solving / exploring options, referrals, facilitating access to mental health care, and warm hand-offs.

Our licensed Crisis Intervention Service (CIS) that started out as a small volunteer crisis hotline founded in 1972 by the United Ministry Task Force is growing again! We provide crisis intervention 24/7 via phone and mobile in Indiana and Armstrong Counties and walk-in services 8 hours daily in Indiana County. We obtained state and federal funding with the help and support of Armstrong-Indiana Behavioral Health and Development Program (AIBDHP) this fiscal year to expand these services to start a text line, provide daily walk-in services in Armstrong County and 24-hour walk-in services in Indiana County. We are happy to tell you that the text line was up and running January 1st, 2023, and Walk-in services started in Armstrong County on August 7th of 2023! 24-hour Walk-in Services to be provided on our partner's, Indiana Regional Medical Center (IRMC), campus in Indiana County are in the works!

Total Unique Individuals Served: 1614

Total Time of Phone Contact: 1379 hours

Mobile Services Provided: 288

Walk-in Services Provided: 38

Services Provided to Local Schools: 118

Services Provided to IUP: 38

Our Impaired Driving Services

The Open Door is the DUI Coordinator for Indiana County. Evaluators and instructors provide Court Reporting Network (CRN) Evaluations and facilitates Alcohol Highway Safety School (AHSS) programming for DUI offenders in Indiana County.

The Impaired Driving Department, which provides Court Reporting Network (CRN) Evaluations and Highway Safety School (HWSS) for persons convicted of DUI's in Indiana County began offering services via telehealth this year as well, increasing access and improving attendance of these court-mandated services. Our DUI Coordinator and Clinical Treatment Team have also collaborated with Indiana County Courts and Indiana County Probation to provide pre-screening and scheduling services during DUI Criminal Call Hearings to streamline the process of completing court requirements for defendants. Due to close coordination with our partners in law enforcement and increasing access to our services through the use of telehealth, we've been able to provide more services. CRN completions rose 12% and HWSS completions rose by 49% this year.

CRN Evaluations: 389

HWSS Classes: 32

HWSS Participants: 325

Our Clinical Outcomes

Facility Survey Results

Overall Quality of Service: 93%

Clients Received the kind of Services Wanted: 70%

Services Met Client Needs: 91%

Clients would Recommend Services to Others: 89%

Clients Satisfied with the Amount of Help Offered: 90%

Clients' Overall Satisfaction with Services: 91%

Services Helped Clients Handle Problems Better: 93%

Clients Who Would Return if They Needed Help Again: 91%

Consumer-Family Satisfaction Team Results

Staff were respectful and friendly: 100%

Services were provided in a timely manner: 97%

Clients would feel comfortable filing a complaint: 100%

Clients were included in goal setting: 100%

Clients were made aware of resources available: 100%

Clients were satisfied with their care: 100%

Clients were hopeful about the future: 100%

Clients were able to get the help they needed: 100%

Clients were included in treatment decisions: 97%

Clients reported improved quality of life: 90%

Staff encouraged clients to do meaningful things: 100%

Services helped clients get or maintain employment: 51%

Families involved in clients' care received needed supports: 100%

Services were consistent with recovery-based principles: 100%

My individual counselor is helping me not to relapse.

My individual counselor helped me dig into who I was as a person, helped me build my confidence, taught me how to avoid triggers, and what to do if I come into contact with triggers.

My individual counselor has helped me learn what I need to focus on and how to deal with the things in my life.

My counselor pushes me to be better.

After counseling I am doing great now and my recovery is going well. I have received a promotion at work, and I am thriving at life!

I look forward to coming to IOP. I can relate to other people in group and not be judged. We learn from one another's shared experiences and from group discussion.

In counseling, I gained more self confidence.

Our Crisis Intervention Outcomes

73% of respondents to follow-up calls were engaged in some form of follow-up care or structured setting following crisis intervention.

Consumer-Family Satisfaction Team Results

- Consumers were satisfied with their care: 92%
- Staff offered referrals for services and resources: 90%
- Consumers would contact crisis again: 98%
- Staff understood problem and offered relevant referrals: 96%

..They truly cared and it wasn't just a job.

The crisis worker was able to get my child to talk about the problem, which is highly unusual. My child has never shared what was wrong but in 45 minutes the crisis worker was able to find out from my child. Also due to the crisis worker's referral, my child was able to get an appointment with a psychiatrist within 6 days.

I lived.

I was able to talk through my situation and get my head on straight.

The crisis worker calmed me down. Before I called the crisis line I was thinking about killing myself.

It was a scary situation. The crisis worker did a fantastic job with our child. They were focused on resolving the situation, very responsive, and very timely.

Our Impaired Driving Outcomes

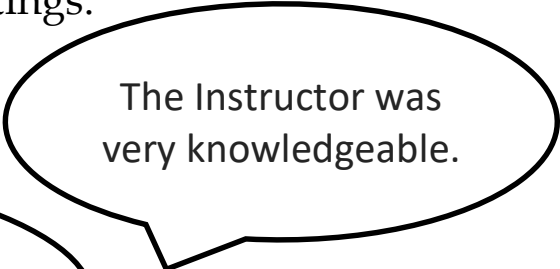
Facility Survey Results

Quality of Instruction Good to Excellent: 98%

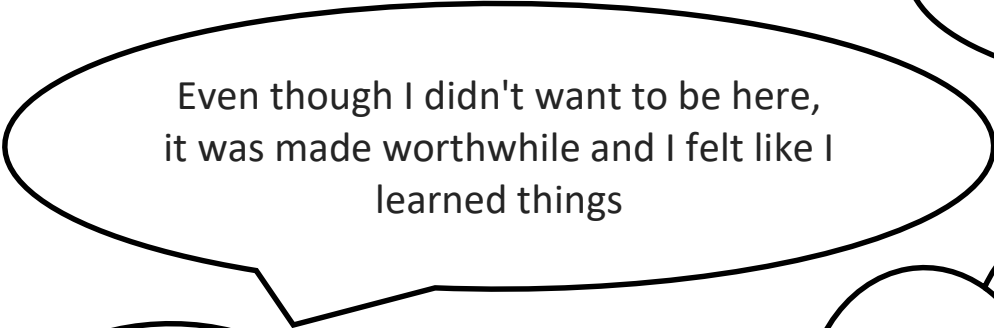
Services Were Helpful: 83%

Format of Services were "Just Right": 91%


Respondents reported that class discussions, class atmosphere, and the Instructors contributed to their ratings.



The Instructor was very knowledgeable.



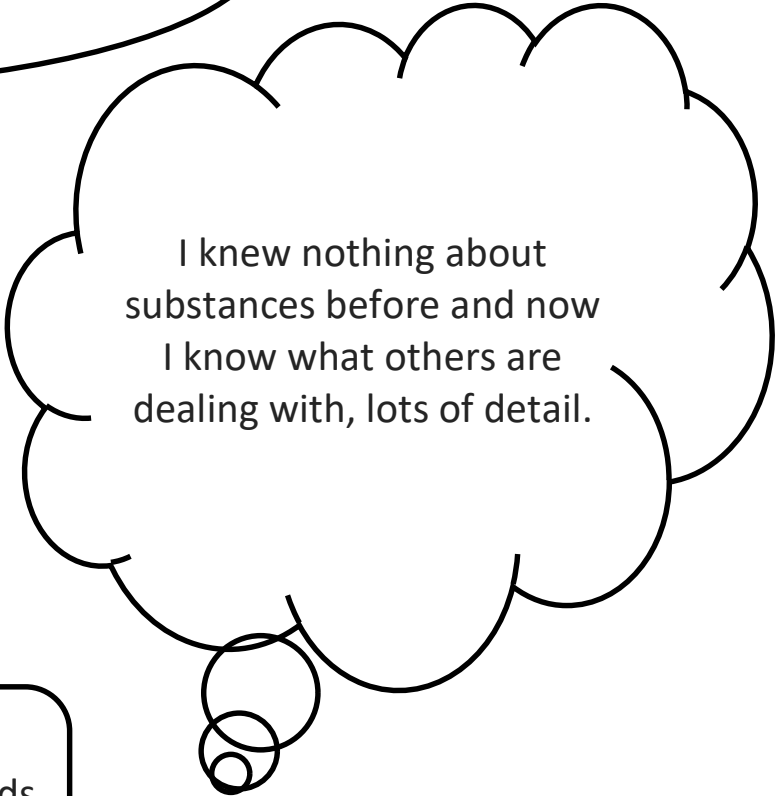
Even though I didn't want to be here, it was made worthwhile and I felt like I learned things




I didn't feel judged.



It was easy to retain information.



I knew nothing about substances before and now I know what others are dealing with, lots of detail.



The Instructor had a great attitude towards everyone.

Our Financial Report

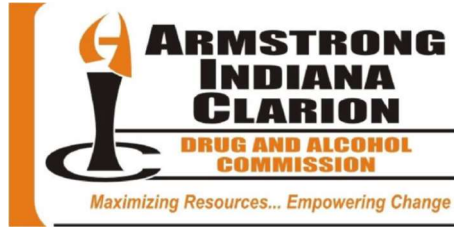
Financial Performance

Operating Income	\$2,517,102
Contributions, Fundraising, Other Income	\$195,511
Total Income	\$2,712,613
Total Expenses	\$3,035,500
Net Increase (Decrease)	(\$322,887)
Net Assets Beginning of Year	\$542,501
Net Assets End of Year	\$219,614

Auditor's Report

Particulars	Audited Figures
Revenues	
AICDAC (Program Allocations, Service Fees)	\$117,928
AIBDHP (MHCI Service Fees)	\$134,807
Other Grants and Service Fees	\$2,264,367
Contributions	\$184,408
Other Income	\$11,103
Total Income	\$2,712,613
Expenses	
Program (Clinical)	\$1,145,535
Program (Impaired Driving)	\$114,436
Program (Crisis)	\$1,017,354
Program (Nurse Navigator)	\$17,574
Administration	\$740,601
Total Expenses	\$3,035,500

Our Funding Sources



In addition to these funding sources, where we are able to seek reimbursement, The Open Door receives payments for services rendered from both Commercial Insurance Companies and other Managed Care Organizations. Additional funding as well as other goods and services are also received from private donations.

2022-2023 Award Winners



Beverly Wissinger Spirit Award	Lori Pollock
Bernie Smith Community Service Award	Benjamin Lieb
Sam H. Message Award	Nicole Wannett
Maria Dietz Crisis Award	Taylor Cary
Jamie Sgro Star Award (*NEW)	Malinda Eubanks
15 Years of Service	Lori Pollock
5 Years of Service	Cherish Durnell

Thank you!

Thank you for supporting our professional development:

AICDAC	Carelon
Community Care Behavioral Health	Magellan
Community Guidance Center	Southwest Six
Institute for Research, Education &	Suicide Task Force
Training in Addictions	United Way

Thank you for partnering to provide services to our clients:

AICDAC	Indiana Regional Medical Center
Apollo Ridge School District	Marion Center School District
Central Outreach Wellness Center	Penns Manor School District
Diamond	Pennsylvania State Parole
Homer Center School District	Positive Recovery Solutions
Indiana County Courts	Purchase Line School District
Indiana County Jail	River Valley School District
Indiana County Probation	United School District
Indiana County School District	

Thank you for funding that supports service delivery:

AIBDHP	Department of Drug and Alcohol
AICDAC	Programs (DDAP)
Carelon	Staunton Farms

Thank you for donations of physical space or items:

AICDAC	Penn State Extension
Penn State Extension	Tom Stutzman
Reschini	Tom Zaucha

Thank you for your private donation:

Alice Paul House
Jeff & Amy Atherton
Chad Barnhart
Brant Beeler
Faye Bradwick
John Brouse
Leo Buck
Zachary Budde
Jessica Clark
Fred Craddock
Marianne Cubeta
John & Susan Delaney
Charles and Naketa Dobbins
Alison Downie
Steven & Gloria Ellers
Kasey Ferguson
First Unitarian Universalist Church
Tom Heacox
Dana & Kitty Henry
Aggie & Sam Hockenberry
Chris & Luci Holuta
Celeste Houllion & Jennifer Williams
Frank Kinter, Jr.

Joseph & Judy Kuzneski
Robert and Amy Manzi
Robert Marcus
Eric Matava & Nichole Rensko
David & Amber McCullough
James & Nancy Miller
Megan Miller
David & Nicole Myers
Richard Neff & Lenore (Nell) Platt
Shelley Nippes
Dominic & Diana Paccapaniccia
Mark & Lori Pollock
Connie Lewis Randall
Joseph Reschini
Brett Ripka
William & Cheryl Sanford
Sherry Skidmore
Bobby & Samantha Stiles

Contact Us!

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Crisis Satellite Office

423 Market St.
Kittanning, PA 16201

Website:

www.theopendoor.org

Phone:

724-465-2605

Email:

info@theopendoor.org

Follow Us:

@theopendoorofindianapa

Hours:

Outpatient and DUI Services:

8:00am-8:00pm Monday-Thursday

8:00am-5:00pm Friday

Crisis Phone/Mobile:

24 hours 365 days

Crisis Walk-in:

8:00 am - 4:00 pm Daily

