

ANNUAL REPORT

OUTPATIENT ADMISSIONS

3 R's NUWAY Counseling Center

612-789-8030

(f) 612-789-8087

2118 NUWAY Counseling Center

612-235-4677

(f) 612-872-8855

St. Paul NUWAY Counseling Center

651-333-4410

(f) 651-666-2914

NUWAY — University Counseling Center

651-404-2000

(f) 651-383-4537

RESIDENTIAL ADMISSIONS

612-767-0309

(f) 612-870-3796

nuway.org

2018





LINDA HEDEMARK, MD
Board of Trustees Chair

IN THE HEART OF THE RECOVERY COMMUNITY



LETTER FROM BOARD OF TRUSTEES CHAIR

It gives me great pleasure to reflect upon NUWAY's 2018 progress. In the three years since publishing its first annual report, NUWAY has made tremendous headway toward meeting its goals. NUWAY provided thousands of people high-quality clinical care, connected them with vital resources to improve holistic health, and helped them find the relief and comfort of a safe place to call home.

It is remarkable that at a time when individuals around the country struggle to find and fund treatment, NUWAY treats almost every person referred to its care, and realizes significant net assets. Continuing NUWAY's growth is critical to the people of Minnesota, and to the nation's collective understanding of how to effectively address the complex issues of addiction and mental illness.

NUWAY's success and growth are a credit to its talented executives, clinicians, and staff who devote their best efforts to fulfilling its mission. Together, this team is challenging convention, questioning old thinking, and raising awareness to help people with the greatest needs and fewest resources.

The NUWAY Trustees commend the partnership of the many healthcare professionals, policymakers, advocates, and community members that provide support, resources, and encouragement. With your ongoing help, NUWAY will continue expanding extended care in supportive environments.

LETTER FROM EXECUTIVE DIRECTOR/CEO

NUWAY's continued growth is a testament to the power of persistence and the potential of the human spirit. Every member of the NUWAY team is privileged to be helping more people than ever before find within themselves the courage and sheer force of will to surmount the obstacles of addiction, mental illness, socioeconomic adversity, and alienation.

The people we serve face more challenges than most, and their ability to overcome, persevere, and thrive represents an astonishing show of strength. We are not the only ones inspired by their example. As the growing family of NUWAY alumni experiences the benefits of restored health, housing, and fellowship, they are becoming emissaries of hope and community in neighborhoods throughout the Twin Cities.

We celebrate 2018 for proving that through the tireless efforts of our talented and compassionate caregivers, staff members, trustees, and community partners, it is possible to provide a continuum of excellent care, safe recovery housing, and peer support to those with the fewest resources. Our focus is now on the future. The need for extended care in supportive environments has never been greater. We must share our model, knowledge, and mission to help communities everywhere address the epidemic facing our society.

At the end of 2018, NUWAY Recovery Foundation was launched to distribute grants to individuals early in recovery, who meet certain criteria, to assist them with paying for supportive living environments after completing SUD treatment. NUWAY is a proud financial contributor to the foundation.



DAVID VENNES
Executive Director/CEO

“The experience that NUWAY and its' partners [provided]... saved my life. Recovery is not just about staying sober – it is a willingness to change your life and learn to see things from a brighter perspective. NUWAY's programming and staff helped me to achieve these goals and a new mindset. I will always be grateful to NUWAY and remember what it has given me for the rest of my life.”

– Zachary T.

SYSTEMIC GROWTH SUPPORTING MODEL AND MISSION



TREATMENT

Expanding access to effective treatment

The number of people treated by NUWAY has increased every year for the past five years, and this growth is expected to continue. NUWAY's model makes it possible to provide people reliant primarily upon Medicaid with intensive outpatient and residential addiction treatment and connections to supportive partner and community resources. Ongoing renovations to NUWAY facilities, use and adoption of evidence-based practices, insights gleaned from planned outcomes research, and market expansions started in 2018 promise to make high-quality treatment and support available to more people.

WORKFORCE DEVELOPMENT

Fostering behavioral healthcare leadership

Helping dedicated caregivers answer their calling is central to the NUWAY mission.

NUWAY is home to more than 100 exceptional licensed clinicians, and a college practicum program providing training and experience to tomorrow's clinical leaders. NUWAY's Outcomes-Based Compensation Program (OBC) makes NUWAY one of Minnesota's most competitive healthcare employers while supporting improved client outcomes. OBC acknowledges the good work clinicians are doing to ensure that clients receive the care they need.

HOUSING

Improving recovery housing access and quality

NUWAY is ensuring a diverse, high-quality supply of recovery housing for the entire Twin Cities recovery community. By partnering with recovery residences that meet high safety, quality, and support standards, NUWAY is allowing market forces to naturally increase the quality and affordability of available housing while stimulating economic development throughout the region. Every day, more than 700 NUWAY clients are in safe and supportive recovery housing.



2018:
ADVANCING STRATEGIC
BUSINESS OBJECTIVES
TO BETTER SERVE THE
MISSION OF EXTENDED
TREATMENT IN SUPPORTIVE
ENVIRONMENTS

KNOWLEDGE EXPANSION

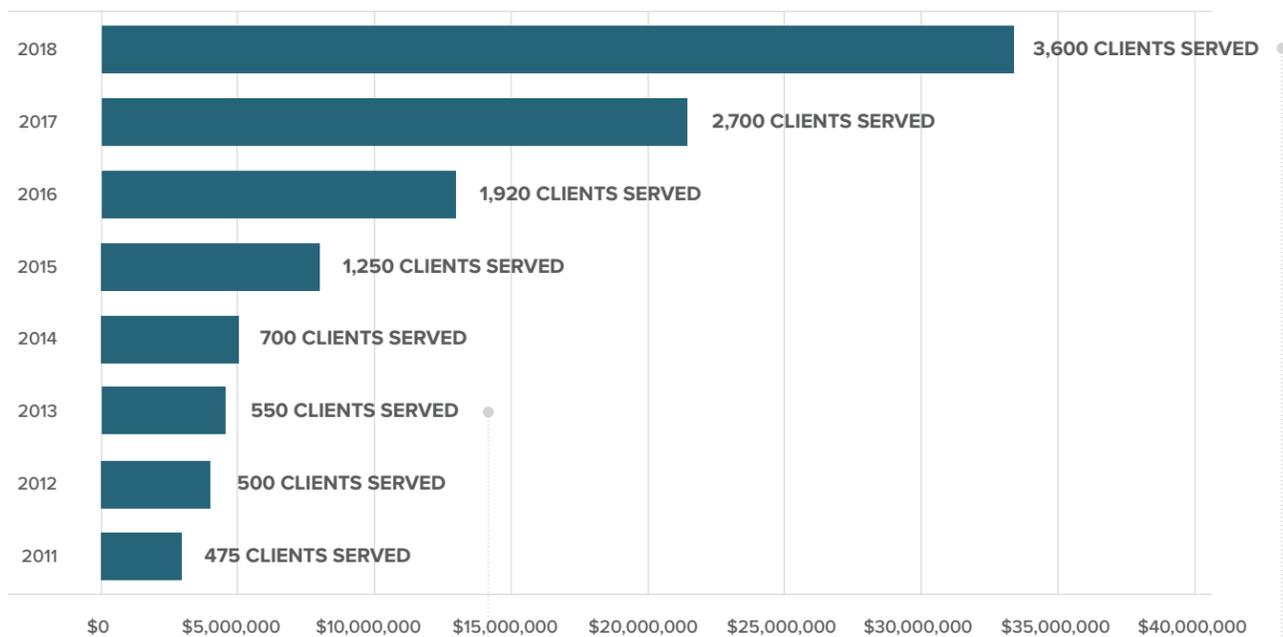
Developing insights to enrich public and professional understanding

NUWAY is conducting research and training to build clinical proficiency and ensure quality. NUWAY is partnering with the University of Minnesota's Center for Chemical and Mental Health on research that will help identify the next standard of care. NUWAY professional education luncheons enlighten clinicians from around the Twin Cities with lectures from the nation's behavioral healthcare luminaries. The program's Quality, Training, and Compliance (QTC) initiative is increasing organizational knowledge and quality assurance practices.

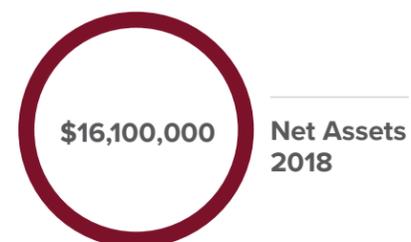
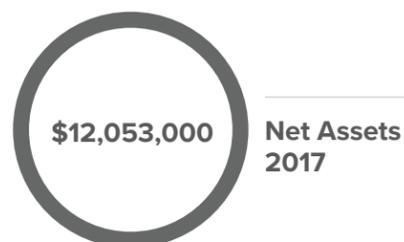
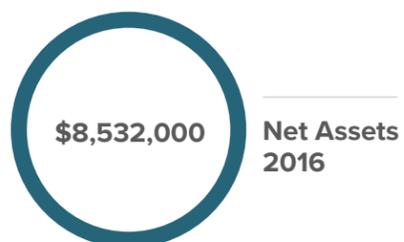
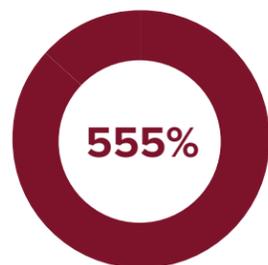
FINANCIALS AND COMMUNITY IMPACT



Clients served and gross revenue



Serving 555% more clients in 2018 than in 2013



Average # of clients living in supportive recovery environments on a daily basis



Average Length of Stay



of Meals Served

Outpatient Service Hours

659,000+

Residential Client Days

22,000+



Average # of Clients/Day

532 Outpatient

60 Medium-Intensity Residential



NUWAY PROVIDED \$2.6 MILLION OF CHARITY CARE IN 2018