

Annual Report



2020

nuway
Alliance

NUWAY ALLIANCE'S MISSION IS
"TO PROVIDE LEADERSHIP,
INNOVATION AND RECOVERY
ACCESS". IT DOES THIS THROUGH
MANAGEMENT, CONSULTING, AND
TREATMENT SERVICES WITH THE GOAL
OF INCREASING ACCESS TO RECOVERY
IN SUPPORTIVE ENVIRONMENTS IN THE
CONTINUUM OF CARE.

*A community-based effort to bring a halfway house to
Minneapolis is where our journey began. NUWAY Alliance is
forever grateful to Dick Giles and the pioneers of the Minneapolis
Alano Society (2218) for their efforts that impacted tens of
thousands of individuals seeking recovery.*

WHO WE ARE

NUWAY Alliance

Started in late 2019, NUWAY Alliance (Alliance) is an umbrella organization dedicated to providing leadership, innovation and recovery access through specialized management and consultation for organizations focusing on addiction recovery access. The Alliance's portfolio includes management of nonprofit treatment services (NUWAY® & Cochran Recovery Services), ownership and management of treatment services at The Gables and finally, the management of the NUWAY Recovery Foundation.



LEADERSHIP

Growth despite adversity

Through selflessness, collegiality, and ingenuity, the people of NUWAY Alliance were able to serve more clients, expand treatment access, forge new partnerships, and innovate despite unprecedented challenges posed by the COVID-19 pandemic. The Alliance experienced a 23 percent census growth, made telehealth treatment available to people throughout Minnesota, and increased its recovery residence partnerships, during 2020.

More than 5,400 people were admitted to Alliance treatment services in 2020. A record-setting 1,161 people received high-quality, evidence-based care in a single day.

NUWAY III, a gender-responsive medium-intensity residential treatment program for women, opened. NUWAY Alliance acquired and assumed management of The Gables, a for-profit residential treatment program for women located in Rochester. The build-out of NUWAY - University Counseling Center, the program's largest treatment location, was completed.

INNOVATION

Stability through agility

Forward-thinking, technological expertise, and experienced leadership allowed NUWAY Alliance to help clients, clinicians, and partners navigate during the uncertainty of the COVID-19 pandemic. Nimble, well-resourced IT staff and infrastructure provided a vital capability to equip and train NUWAY® clinicians to facilitate rapid telehealth deployment. Sophisticated telehealth systems installed at Alliance sites enabled hybrid in-person and remote group therapy sessions and the ability to adapt to community rates of COVID rapidly.

Recognizing a vital need, the Alliance took initiative and approached the Minnesota Department of Human Services for a variance establishing a COVID-unit at Cochran Recovery Services. This unit allowed people affected by COVID to continue receiving treatment and other important healthcare.

NUWAY Alliance's agility provided care continuity at a time of intense uncertainty and delivered high-quality telehealth treatment that achieved high levels of treatment participation and engagement.

RECOVERY ACCESS



IN 2020, NUWAY ALLIANCE EXPANDED ACCESS TO CRUCIAL TREATMENT AND RECOVERY RESOURCES WITH NEW FACILITIES AND TELEHEALTH.

- NUWAY III, a women's residential program (ASAM 3.1), was opened to meet the intense need for integrated, gender-responsive extended care treatment.
- NUWAY Alliance's acquisition and oversight of The Gables, in Rochester, maintains a legacy of compassionate women's care.
- To overcome the treatment obstacles posed by the COVID-19 pandemic, NUWAY® transitioned more than 900 clients to telehealth service in just one week. Expanding telehealth access resulted in exceptionally high rates of treatment attendance and engagement.

NUWAY®

NUWAY, Minnesota's largest nonprofit provider of extended behavioral healthcare, has been providing recovery in supportive environments since 1966. Begun as one of the nation's first half-way houses, NUWAY now offers three medium-intensity residential programs (ASAM 3.1) and six non-residential (ASAM levels 2.1 & 1.0) programs treating more than 1000 individuals per day.



Telehealth

The isolation, fear, economic impacts, and other negative experiences caused by the COVID-19 pandemic were especially challenging for people with low recovery capital. As state mandates and healthcare requirements took shape in the early days of the pandemic response, NUWAY quickly realized that its clients could be cut off from accessing its vital treatment and other services. To ensure continued access, NUWAY mobilized an effort to deliver care safely using telehealth technology. Requiring leadership, skill, collaboration, and help from clients and community partners, NUWAY was able to successfully transition more than 900 people to telehealth treatment in just one week.

Telehealth works

Research and data shows that the telehealth transition was resoundingly successful. Remarkably, telehealth treatment resulted in higher engagement than in-person treatment, higher rates of reported satisfaction, and the ability to extend services to people outside of brick-and-mortar treatment locations. NUWAY was able to treat more people during COVID-19 than at any time in its history.



NUWAY III

NUWAY III is a medium-intensity residential treatment program for adult women and transgender people. NUWAY III welcomes up to 31 clients who receive treatment, peer support services, and fellowship. Conveniently located in the Whittier neighborhood of Minneapolis, NUWAY III meets the needs of women and transgender people seeking recovery and provides curriculum, psychoeducation and more.

Research

The findings of research being conducted by NUWAY® will improve treatment for its clients, enrich the field of behavioral healthcare, and inform recovery-supportive public policies. In partnership with the University of Minnesota Center for Practice Transformation, NUWAY is studying the effect of recovery housing on behavioral healthcare treatment outcomes. The study's design, participant demography, and sample size provide crucial and reliable data on a historically under-represented population. The insights gleaned through this research can be used to support state and national policy decisions and inform treatment approaches to meet the needs of people with low-recovery capital.

NUWAY continues to increase clinical sophistication to better serve clients and make new tools available to clinicians. NUWAY is one of the largest treatment providers to utilize Accelerated Resolution Therapy (ART), a new, evidence-based trauma treatment that requires fewer treatment episodes and reduces compassion fatigue. NUWAY is now an ART training center to make this highly effective technique more broadly available.



**Clients
Transitioned
to Telehealth
in One Week**

TRANSITIONED 900+ CLIENTS TO TELEHEALTH

- Clinicians providing individual and group telehealth from private offices and HIPAA-compliant platforms
- Coordination with community housing partners

INCREASED CLIENT ACCESS AND ENGAGEMENT

- NUWAY® has served more clients during the pandemic than at any time in its 50+ year history
- Client daily treatment participation averaging over 10% higher with telehealth

TELEHEALTH MODALITIES:

- Group therapy sessions
- Individual counseling sessions
- Virtual community support group attendance
- Peer support services

AT-A-GLANCE



- Nonprofit originating in 1966
- Accredited by The Joint Commission
- 3 residential (ASAM 3.1, 92 beds: 61 adult men/transgender, 31 adult women/transgender) programs
- 6 nonresidential programs (ASAM 1.0, 2.1)
- Co-occurring treatment
- GLBTQIA+ safe and friendly
- Medication-assistance and recovery friendly
- Telehealth availability
- Recovery Residence support when indicated (ASAM Dimension 6)
- Utilization of evidence-based practices (i.e. MI, TSE, ART, etc.)
- Ongoing study with University of Minnesota Center for Practice Transformation
- Additional locations coming in 2021



The Gables

Continuing a legacy of gender-responsive treatment

The Gables, located in Rochester, Minnesota, developed a reputation for compassionate caregivers and holistic programming. When its founders and operators decided to retire, the future of The Gables was in question. In NUWAY Alliance, The Gables' owners found a buyer that would preserve their legacy and continue the work of helping women find sanctuary and recovery. NUWAY Alliance immediately invested in infrastructure, and training. Through the remainder of 2020, the Alliance team worked to re-establish The Gables as a viable community-based resource for women seeking recovery resulting in 1200% census growth in a 7-month period.

AT-A-GLANCE:

- 30-bed residential (ASAM 3.1)
- Adult women and transgender persons
- Co-occurring treatment
- GLBTQIA+ safe and freindly
- Medication-assistance and recovery friendly

Cochran Recovery Services

Renewing the promise of recovery for the Hastings community

Cochran Recovery Services was established in 1974 to provide recovery services for the people of Hastings, Minnesota and surrounding areas. By the late 2000's, operational, infrastructural, and financial challenges put Cochran at risk of closure. To prevent the loss of vitally needed treatment resources, NUWAY Alliance agreed to assume the program's management and operations. Today, Cochran is better able to fulfill its mission and is on a positive financial footing. Cochran established a special COVID unit through a variance from the Minnesota Department of Human Services that allowed people to remain in treatment and safe during the pandemic.

AT-A-GLANCE:

- Nonprofit
- Medium-intensity residential (ASAM 3.1) (42 men and transgender people)
- Co-occurring treatment
- GLBTQIA+ safe and freindly
- Medication-assistance and recovery friendly



879

NUWAY RECOVERY FOUNDATION:
INDIVIDUALS IMPACTED PER MONTH



85

NUMBER OF PARTNERS AT END OF 2020



2,408

NUWAY RECOVERY FOUNDATION: NUMBER OF BEDS



\$5,801,802

TOTAL PAID TO RECOVERY RESIDENCES

NUWAY RECOVERY FOUNDATION

Recovery Residence Partnerships

NUWAY Recovery Foundation is charged with ensuring access to high-quality recovery housing. Recovery residences are vital resources for people in recovery. The ability to live in a safe home with supportive peers while pursuing and living in recovery increases the chances of sustained recovery. NUWAY®'s Recovery In Supportive Environments (R.I.S.E.) model helps clients access housing and a continuum of care services to support the goals of recovery.

NUWAY Recovery Foundation promotes access to high-quality recovery housing stock by partnering with operators that commit to adhere to quality standards. In 2020, NUWAY Recovery Foundation worked closely with its recovery residence partners to ensure that NUWAY® clients were able to access telehealth treatment services. The ability for NUWAY® clients to access housing was crucial to their physical safety and vital to treatment engagement as many clients live with housing insecurity or homelessness.



1,074

RESIDENTIAL AND NON-RESIDENTIAL:
AVERAGE # OF CLIENTS PER DAY



125

RESIDENTIAL:
AVERAGE # OF CLIENTS PER DAY



38

RESIDENTIAL:
AVERAGE LENGTH OF STAY DAYS



949

NON-RESIDENTIAL (IOP/OP):
AVERAGE # OF CLIENTS PER DAY



84/36

NON-RESIDENTIAL (IOP/OP):
AVERAGE LENGTH OF STAY DAYS

Financials



Gross Revenue



Net Assets



Charity Care



of Meals Served



Total Clients

1,473

RESIDENTIAL

4,031

NON-RESIDENTIAL

Note: Percentage increases include gains from Cochran Recovery Services management and The Gables acquisition

Perspectives



Letter from CEO, David Vennes

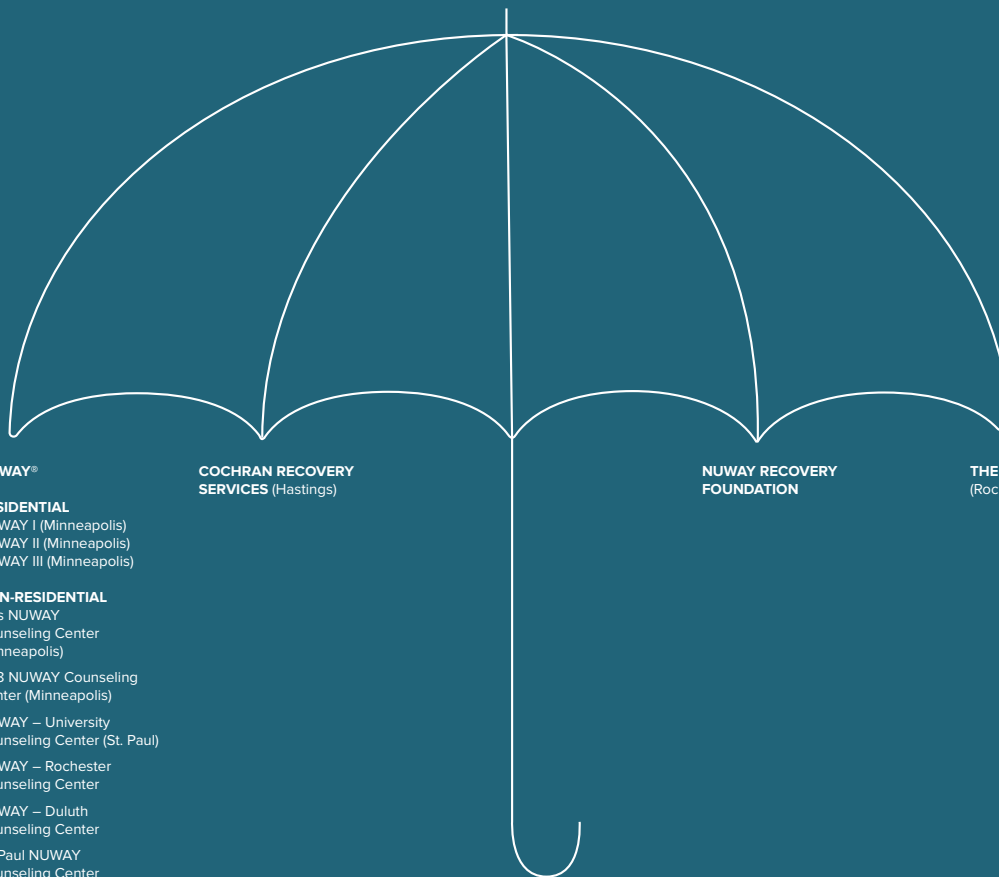
As the NUWAY Alliance grows, so too does the need to preserve and protect its mission. Serving more people, employing and training more talented professionals, and expanding our partnerships, requires a new level of organizational sophistication. NUWAY Alliance's umbrella provides strategic management, operations, and consulting services to Alliance entities and other behavioral healthcare providers. NUWAY Recovery Foundation is dedicated to increasing the availability of, and access to, high-quality recovery housing. NUWAY House, Inc. (NUWAY®) continues to provide extended, evidence-based substance use and mental health disorder treatment. Allocating our expertise and resources into independent operating units that share a single mission heightens our focus and helps our exceptional teams to do their best work. Our new structure better positions the organization to advocate for mission-supportive policies and clarifies the distinctions between Alliance operating units for our partners and colleagues.



Letter from Board of Directors Chair, Linda Hedemark

It is truly encouraging to witness an organization embrace change to empower its cause and its people. The creation of the NUWAY Alliance in late 2019 is the culmination of a tremendous effort by the leadership team and will help the organization champion its nonprofit mission to provide leadership, innovation, and recovery access. 2020, a year like no other, saw perseverance at each level of the Alliance organization and many spectacular innovations that contributed to recovery access. I look forward to 2021, what opportunities lie ahead, and how the Alliance can be of service.

NUWAY ALLIANCE
2217 Nicollet Ave. S.
Minneapolis, MN 55404



NUWAY®

RESIDENTIAL

NUWAY I (Minneapolis)
NUWAY II (Minneapolis)
NUWAY III (Minneapolis)

NON-RESIDENTIAL

3R's NUWAY
Counseling Center
(Minneapolis)

2118 NUWAY Counseling
Center (Minneapolis)

NUWAY – University
Counseling Center (St. Paul)

NUWAY – Rochester
Counseling Center

NUWAY – Duluth
Counseling Center

St. Paul NUWAY
Counseling Center

**COCHRAN RECOVERY
SERVICES** (Hastings)

**NUWAY RECOVERY
FOUNDATION**

THE GABLES
(Rochester)



nuway.org