Our mission is to provide comprehensive services for persons affected by addiction through community awareness and quality and holistic clinical services in an efficient, safe, and fiscally-sound environment.

With eighteen facilities in four states, Discovery House is a leading provider of substance abuse treatment. During 2013, we helped nearly 12,500 individuals rebuild their self-esteem, become good citizens, and restore their roles as productive family members. Our associates are selected for their talent, education, experience, and commitment to our core values.

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Operations Overview
Chief Financial and Operating Officer’s Message

2013 was an exciting and successful year for Discovery House. Along with a strong performance, which strengthened the financial stability of the Company, we undertook the launching of our new Strategic Plan and prepared for the roll-out of the Affordable Care Act, which went into effect on January 1, 2014. The strategic plan’s theme is “Keep it Simple, Move Together.” The three main areas of focus, the Vital Few, are to invest in Suboxone®, efficiency, and regional/system opportunities. This plan will run through the first quarter of 2016. One regional opportunity is the implementation of Health Homes, which has a major focus on intensified case management and wellness services for our Medicaid population in Rhode Island. The goals of this pilot project are to reduce emergency room and hospital visits, and to lower utilization of skilled nursing facilities. The Affordable Care Act (ACA) began enrollment on October 1, 2013 and it has been evolving daily since its inception. Holding true to our strategic plan theme “Keep it Simple” will be critical in addressing increased demand from the ACA and maximizing efficiencies.

Peter F. Morris
Chief Financial and Operating Officer

Medical Overview
Corporate Medical Director’s Message

In the past year, Discovery House has embraced the concept of Recovery-Oriented Systems of Care, or ROSC. As presented to the treatment community by William White in 2000, ROSC focuses on four precepts: recovery is a voluntary process towards freedom from addiction, recovery is a reality, there are many paths to recovery, and recovery flourishes in a supportive community. In the past year, Discovery House has re-envisioned our role within this larger, community-based view of recovery. ROSC concepts influence our policies, or procedures, and our day-to-day interactions with clients while moving us, together, toward a more patient-centered relationship. A majority of our treatment facilities are operating both methadone and buprenorphine treatment in the same locations. The medical and clinical staffs have taken on these new challenges and have experienced success. We applaud both the efforts and the continuing creativity of our associates as Discovery House applies our patient-centered, recovery-oriented perspectives to all programs.

Joseph Py, D.O.
Corporate Medical Director

Outcomes and Data
Simplifying What Matters—Director of Performance Improvement’s Message

“Not everything that counts can be counted; not everything that can be counted counts.”
—Albert Einstein

One basic factor that does count is staying in treatment. Recovery depends upon a commitment to recovery and Discovery House patients are increasingly making it to the critical milestones in treatment of 90 days, 6 months and 1 year.

Performance improvement is a set of processes and practices designed to keep us on our toes and in touch with healthcare outcomes. The goal is to continuously improve. When it comes to our customers, people with addiction who are seeking outpatient treatment, it is the simple things that count.

Joseph Lapenta
Director of Performance Improvement

89% of all Discovery House patients test negative for opiate use.
91% of all Discovery House patients are “delighted” with their treatment.
91% of all patients say their lives are better because of Discovery House.

“Discovery House Global is recognized for its financial and organizational support of this excellent program. The adoption of the ROSC model throughout the organization benefits all Discovery House clients.”
— Discovery House CARF Survey
Their Success
Recognizing Patients

In the spirit of keeping things simple, Discovery House has worked hard to make access to care as uncomplicated as possible. Once admitted, we utilize evidence-based practices like patient-centered treatment and Recovery Oriented Systems of Care (ROSC) to realize each patient’s recovery goals. Our patients are proud to share their experiences and their journeys to recovery. We thank all of our patients for what they have taught us and we are grateful to them for allowing us to take part in their success.

True Recovery
“Till never forget the day I received the call from Discovery House for my first appointment. I was taking Suboxone® off the street at the time. I didn’t want to join a recovery program out of fear of being labeled again. Right away I fell important. They really personalized my recovery. I have genuine support, and confidence shown to me constantly. By believing in me, they have helped me believe in myself. They put the emphasis into therapy instead of just replacement. I am truly grateful for the privilege to be part of true recovery and look forward to its completion. Thank you for believing.”
—Roger (with Bangor Program Director Dwayne Miller, right)

I Am Stronger
“In the lowest point of my addiction, using heroin and other drugs intravenously, I contacted H & C. I was so far into my addiction that I didn’t think anyone cared about me nor did I care about myself. One day I learned about Discovery House. I journeyed through the group and individual sessions at Discovery House have enabled me to maintain my sobriety. I have made so much progress at Discovery House, my life has changed for the better. No longer do I need to use that needle to escape my problems. My counselor advocates for me and I’ve never had anyone advocate for me before. I am stronger and can handle life’s terms without drugs and alcohol.”
—Patient Mark (with Duncansville Counselor Dianne, left)

Helping Others
“Over the last four years, I have been attending the methadone treatment program at Discovery House. I wasn’t sure how I would feel about not only staying in a counselor every month, but also attending groups with people I did not know. I started to schedule my groups in the areas that I felt were relative to my personal situation. I am happy to say that, after the last four years of attending Discovery Houses, I am proud of the person that I am today. I am currently a patient advocate at our local clinic and am trying to do what I can to help others.”
—Cranberry Township Patient Melissa

A Second Chance
“With the help of Discovery House I have remained clean for the past four years. My girlfriend is my wife, I have a family again, a home, a car, a boat, and things I would never have dreamed of having before. Most importantly, I have the trust of the people whom I love and who love me.
Discovery House gave me a second chance at a life that I thought was over. I would recommend them to anyone who is struggling with addiction and nothing has worked. Don’t give up; there is hope for everyone with addiction. It starts with a phone call to Discovery House. That was my beginning to a new, better me.”
—New Castle Patient Nick

Caring and Supportive
“The first day I walked into Discovery House in Bangor was the day I started to change my life. I knew I was finally getting the help I needed. The staff, counselors, and doctors were very respectful and honest in a kind way. No longer was I feeling low of myself. I have had a long struggle with my addiction before being welcomed into the program. My life now is finally getting back on the right path. I enjoy coming to Discovery House and doing individual counseling and groups where there’s a lot of caring and supportive staff and patients. I can actually say groups are not only fun, but also a good learning experience. I would recommend Discovery House to other recovering addicts.”
—Christina (with Bangor Counselor Denise, left)

Beyond My Hopes
“Discovery House is what saved my life. Using drugs since age fourteen, diving deeper into the addiction as years passed, nothing ever helped my addiction. Three trips to rehab, even though completed successfully, still failed to help. I lost all my friends, family and personal respect. After a month in treatment, I had given up using heroin. I had changed in ways beyond my hopes. I was starting to live a normal life, saving money, eating right and getting respect! The staff treats me with smiles every time they see me. I know that this treatment, unlike many others, will help me and all addicts who take this annually.”
—Patient Aaron (with New Castle Counselor Cody, right)

Positive Experience
“Treatment here has been nothing but a blessing to me. I love the entire staff here; especially my counselor in whom I confide on a regular basis. Attending treatment at Discovery House has lead to my recovery. Instead of ‘an addict’ I am now a recovering addict. The facility and treatment itself have made it easy and understandable to maintain my recovery… When I followed all of the recommendations that came along with this program, my life became much better… Discovery House has been a learning, helpful, and positive experience for me.”
—Cranberry Township Patient Melissa
Greater Awareness
Community Relations

Discovery House is a key part of the communities we serve. In 2013, our associates demonstrated their creativity by connecting local stakeholders to our mission. Discovery House established relationships with hospitals, healthcare agencies, state and local substance abuse agencies and the criminal justice system. Additionally, Discovery House has made donations, sponsorships, and partnerships with high schools and universities, police and police departments, homeless and domestic violence shelters, local recovery initiatives, humanitarian organizations and community-based volunteer work.

Our clinics have also stepped up their community relationships by creating a greater awareness of Discovery House and the services we offer through radio announcements and broadcast interviews, printed advertising, and even creating a video tour of a clinic location; these were simultaneously released to the broader public forum via the Discovery House website and social media sites.

Week-Long Event
Associates of New Castle, PA attended the Lawrence County Fair. “We enjoyed ourselves so much that we plan on making this an annual event for our clinic” says Program Director Karen Folzone.

Respected Public Speaker
The staff of the Bangor location joined with the Bangor Area Recovery Network for the 8th Annual Recovery Celebration. During the events Discovery House Program Manager and BARN Board Member, Lisa Rogers, LADC, spoke from the perspective of a person in long-term recovery as well as publicly affirming the topic of MAT (Medication-Assisted Treatment) and its acceptance within the recovery community. Discovery House was thanked by the President of the Board of BARN as the primary sponsor of the Rally and as major organizational sponsor of the Recovery Community Center.

Working Together
Orem, UT Associates attended the Utah Fall Substance Abuse Conference. This conference gathered treatment providers for 3 days of working together for the well-being of individuals across the state that are suffering from an addiction.

Promoting Treatment
Cranberry Township, PA Associates celebrated Recovery Month by wearing t-shirts with recovery messaging to help raise community awareness and to promote treatment and prevention.

Cleaning Up the Community
Duncansville, PA Associates and patients volunteered for the Adopt-a-Highway Cleanup Program. This effort not only helped the community but also gave volunteer patients the opportunity to work on steps 4 and 8 of the 12 steps of Narcotics Anonymous.

Rally 4 Recovery
Discovery House of Providence and Woonsocket, RI joined forces to promote recovery at the Rally 4 Recovery at Roger Williams National Memorial in downtown Providence, RI.

Successful, Valuable, and Educational
Salt Lake City and Taylorsville, UT Associates joined together to celebrate and assist in Recovery Day in Salt Lake County. Associates even took part in the 5k race.

Recovery Walk
Pittsburgh, PA Associates came together with Message Carriers of Pennsylvania for the annual Rally for Recovery Walk in Frick Park located in Pittsburgh.

"The Program Director has, with the backing of Discovery House Global, made significant contributions to the community. Examples of some of these include a generous donation that was made to working with the city of Bangor to start a bus line that comes to the site and donations to numerous civic groups, including the firefighters; Food and Water, an organization that provides discounted organic local food to clients; Treetop/Women’s Recovery House, a women’s residential program; and the Bangor Area Recovery Network.”

— Discovery House CARF Survey
Strengthening our Team
Supporting Associates

Simplicity imbues everything we do for our associates. Strategically, it comes down to three guiding principles: collaborate, think-by-region, and strengthen the team. Collaborative efforts in 2013 included systematizing and vetting our group counseling materials and establishing a set of core competencies to define who we are.

Our Leadership "Universities" foster idea generation, knowledge transfer, and simplified deployment of our global initiatives. On a smaller level, our focus on regions saves time and energy, while maximizing opportunities for our team. Both Utah and Rhode Island hold "training days" for all associates, minimizing the need to duplicate requirements and fostering a one team philosophy. The leadership in Maine and Pennsylvania meet regularly to discuss challenges and ensure alignment. The average tenure of our management team is over seven years, and our high satisfaction scores demonstrate our commitment to giving our associates the time and support that they need to remain leaders in the field.

Improving Operations
The Future

In a fast-paced complicated world, it is sometimes easy to get caught up in the race and forget where the finish line is. The "Discovery House Strategic Plan" tactic of efficiency helps to provide the shortest route to the finish line. To identify inefficiencies requires fearless questioning. It means challenging our daily practices that may no longer make sense.

Why are we doing the things we do? Is it dictated by an oversight agency? Have we unnecessarily over-complicated a process? Does the process make us better?

We are asking ourselves hard questions about everything we do. Streamlining our workload allows us to spend more time with our patients and focus on improving their outcomes which represents our finish line. We encourage recovering people to “keep it simple” and recognize that success can be gained by keeping their eye on the goal and not getting sidetracked by the daily distractions that present themselves.

Discovery House is taking a page from our own playbook and trying to “keep it simple.” We, too, are focused on avoiding detours. Last year, all Discovery House clinics and home office associates worked as a team to identify necessary services, remove unnecessary services, and standardize across eighteen clinics whenever possible. Standardization is one way to "turn down the volume" and provide the alignment that gets us to the finish line together.

Creating a common language through agreement, though not an easy task, results in an efficient way of communicating. This year, we will continue to look for ways to shed the layers of paper and processes accumulated over 25 years. We will attempt to “keep it simple” and recognize when we have reached the finish line.

“Despite operating in a difficult political environment in which MaineCare clients are experiencing reductions in service, the staff has high morale and is using many creative innovations for providing quality care.”

- Discovery House CARF Survey
Discovery House provides a wide range of outpatient services:

» Medication Assisted Treatment
» Maintenance and long-term detox
» Methadone, Buprenorphine, Suboxone® and Vivitrol®
» Family, couples, individual or group counseling
» Relapse prevention and support groups
» Addiction education
» Drug free counseling*
» HIV counseling
» Medical examinations
» Clinical evaluation
» Educational assistance*
» Nutritional counseling*
» Referrals to other agencies
» Follow-up care
» Aftercare planning

*Where permitted by licensure

Get to know a location near you!
Visit DiscoveryHouse.com for individual locations, news, events, hours of operation and program information

Follow us!
Facebook.com/DiscoveryHouseHope
Twitter.com/DiscoveryHouse2

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*Where permitted by licensure