



Healing Lives,
Restoring Families



2018 Corporate Social Responsibility Report





Mission

Ambrosia strives to inspire those struggling with mental health, their families, our employees and society at large to live with hope and purpose.

Vision

An optimistic, mentally healthy America.

Values

Passion | Integrity | Quality | Empathy | Respect for People
Personal Accountability | Constant Improvement





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A letter from the CEO



While working as a registered nurse in Philadelphia, I witnessed the destruction of addiction first-hand. Too many young people were fighting the disease and often, sadly, losing the battle. My eyes were opened to their heartbreak and struggle.

To combat this growing crisis, I relocated my family to Port St. Lucie, Florida and opened a small business dedicated to fighting the disease head-on. That's where everything started back in 2007.

Over the past 10 years, I've watched Ambrosia grow from a modest business, with a handful of employees and 20 beds, to a leader in the industry with multiple Joint Commission-accredited facilities spread throughout the country. As such, we have a responsibility to make the world a better place for the communities and families that we serve.

What continues to drive the company forward is the goal of helping others. Beyond the impact we have on those struggling with drugs and alcohol, we strive to assist and support the community at large. After all, everyone is affected by the disease – parents, siblings, friends, colleagues and neighbors. Because the entire country has felt the destruction of substance abuse, I believe everyone must be part of the healing process.

As the industry evolves and changes, we will continue to challenge ourselves in new ways by always striving to give those struggling with addiction the best chance at long-term sobriety. Ambrosia will continue to spread awareness to the community that recovery is possible. There is hope, and you are never alone.

Sincerely,

A handwritten signature in black ink that reads "Jerry Haffey". The signature is written in a cursive, flowing style.

Jerry Haffey, Sr.

Founder and CEO, Ambrosia



Code of Ethics

- Ambrosia prides itself on being transparent when promoting our brand through advertisements, online marketing, public relations and promotional materials. We will never misinform, mislead or misrepresent ourselves or our facilities. The purpose of our marketing is to provide prospective clients and their families all the information they need to make an informed decision.
- Ambrosia will only consider the individual's best interest when making decisions about their care. If ever medical or mental health conditions, legal limitations or insurance policies make another facility a more ideal fit, we will always act accordingly. If a referral is needed, we dedicate ourselves to placing individuals in reputable programs suitable to their needs.
- While Ambrosia may refer clients to other facilities, we do not accept any form of payment for those referrals. Similarly, we do not support or refer anyone to programs that do.



- Ambrosia ensures someone is available 24/7 to provide support and answer questions in a respectful, friendly manner. Phone calls are always kept confidential.
- We want prospective clients to know exactly what they're paying for when they pay for it. That's why Ambrosia believes in clear, all-inclusive services. Clients can focus on what really matters rather than worrying about the potential for hidden add-ons.



Code of Ethics

- Ambrosia's doors are always open. We are a transparent company that welcomes clients, families and referents to visit our facilities nationwide to experience firsthand what sets Ambrosia apart.
- While many in the industry talk about individualized treatment, the concept is fully integrated into our program and processes. Whether it's marriage counseling at our facility for those 35+, life skills like resume writing at our young adult facility or mindfulness for those needing a fresh approach, each client will receive the specialized care they need to get to the core of their issue.
- Ambrosia is committed to constant improvement. We analyze both our data and the statistically-verified studies from others in the industry to adjust our programs and modalities in ways that have the biggest impact on client success. We don't settle for the status-quo and challenge ourselves and our teammates to do better.



- We follow strict safety protocols to protect the health and security of all staff, clients and visitors. All employees are held to stringent accountability measures and continually undergo training to handle crisis and sensitive situations.
- Ambrosia believes that the entire family needs to heal. Our programs will always reflect our commitment to helping the family unit. We will never cut corners when it comes to families because we know this is often the difference between short-term and long-term recovery.



Our Commitments

Raising Industry Standards

Working with Politicians: *Palm Beach County Sober Home Task Force*

Ambrosia was one of the only treatment providers that led the charge in assisting State Attorney Dave Aronberg with cleaning up unregulated sober homes in Palm Beach County, FL. Through our combined efforts, at least 40 unethical providers were shut down and House Bill 807 passed unanimously. Effective July 1, 2017, the law includes required background checks for employees and stricter definitions of patient brokering activities.

“Because of your good work, our county has become a national leader in cleaning up the fraud and abuse in the drug recovery industry, and stands on the front lines in battling the opioid epidemic.”

– State Attorney Dave Aronberg



Working with Politicians: *State & National Government*

Ambrosia believes that the fight against addiction doesn't stop at our back door. That's why, in order to ensure the issue receives the attention it deserves, we've been knocking on doors at the highest levels.

Members of Ambrosia's executive team attended the Presidential Inauguration of Donald J. Trump to advocate for the growing population suffering from addiction. Since that time, we have met with New Jersey Governor Chris Christie's office, Governor Matt Bevin of Kentucky, Vice President Mike Pence and others in a position of power.

Now that the opioid crisis is an official state of emergency, the goal is to get government action that gives more Americans access to quality treatment.



Our Commitments

Raising Industry Standards

Measuring Outcomes: *University Partnerships*

In order to continuously improve, we believe in science, real-world analysis and teamwork. By partnering with prestigious universities who are evaluating our standard of care, we will find practical ways to improve our services and client success. Since the reports will be publicly available, others throughout the industry can also improve and, ultimately, we can all save more lives.



- **Rutgers University (NJ)**

Rutgers’ Center of Alcohol Studies was the first research center in the world devoted to the study of addiction and alcohol use, problems and treatment. Our partnership with Rutgers started back in 2016.



- **Nova Southeastern University (FL)**

Our newly established partnership with Nova’s Center for Applied Research on Substance Use and Health Disparities focuses on a medication approved for seizures that is being used off-label in addiction treatment. The results will determine if the medication should be used as a standard or be discontinued in the field due to its own addictive properties.



“We are very excited to be partnering with Ambrosia to integrate alcohol and drug research with community treatment approaches to find feasible strategies to improve the way the disease of addiction is treated.”

– Dr. Marsha Bates, Acting Director for the Center of Alcohol Studies



Our Commitments

Raising Industry Standards

Measuring Outcomes: *Brief Addiction Monitor (BAM) Scoring*

Ambrosia tracks and monitors endless points of data to identify trends in treatment and the correlation between certain treatment modalities and the overall success of our clients in recovery. In FY 2018, Ambrosia will layer in BAM. BAM scoring has been recognized as one of the best statistically valid and effective treatment progress tracking tools by the Department of Veteran Affairs, SAMSHA and the Joint Commission.



The 17-item BAM score examines client behavior in the past 30 days for the initial survey and the past seven days for each subsequent survey. This system graphically tracks the progress of each client in treatment and customize their individual treatment plan. BAM helps determine the client's strengths, indicates the presence of a problem, provides evidence of goal achievement and targets and measures the effectiveness of interventions for specific deficiencies in the client's lifestyle. Looking at the full picture allows us to make clearer and more precise correlations between how all the different offerings in treatment impact outcomes and expand the factors or combination of factors that have the greatest positive impact.





“Beyond the sadness and anger, families dealing with the addiction of someone they love face a sense of pure hopelessness. They need help.”

– Jerry Haffey, Jr.

Ambrosia’s President of Business Development

Our Commitments

To Our Families

HopeTracker

Ambrosia knows that addiction impacts the entire family. Throughout FY 2017, we worked diligently to create an online educational and social resource hub. HopeTracker will be free and open to society at large with a goal to launch Q1 2018.

The Course

The active and appropriate support of family is proven to be a critical factor in long-term recovery. However, knowing how to help isn’t always straightforward. The purpose of the 10-session crash course is to ensure families feel empowered and prepared.

The Social Community

Isolation and embarrassment are common in addiction. The purpose of the community and forum is to get peer feedback on specific questions or issues and to help families feel supported.



2018 GOALS > 500 Members 250 Graduates

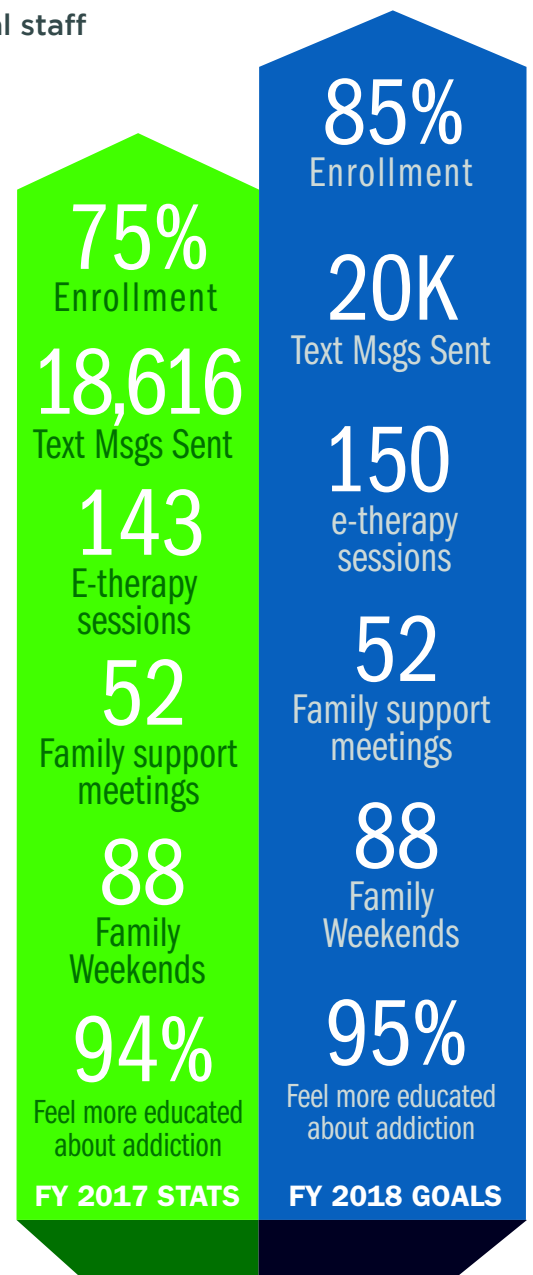


Our Commitments To Our Families

Family Wellness Program

Ambrosia's dedicated Family Wellness Program helps ensure the best outcomes for each client by actively involving family members both during and after treatment. This included service is a lifelong resource that provides clinical-level family support, advice and education including:

- 24/7 text, call & email support from dedicated clinical staff
- E-therapy sessions with licensed professionals
- Family conference calls to mediate issues
- Local group, sponsor and therapist matching
- Personalized, timely education articles
- Bi-weekly support groups and lectures





Our Commitments

To Our Communities

WE DO RECOVER Campaign

In FY 2016, we launched a multifaceted campaign to:

- Land national and local media coverage to ensure the public is aware of the issues of addiction and to influence both those in positions of power, as well as everyday citizens to take meaningful actions of support and prevention.



Full list here: www.ambrosiatc.com/news

- Promote stories of everyday people, as well as media influencers like Cris Carter, that support and empower individuals to seek help and refresh the perception of what an “addict” looks like.



Cris Carter, NFL Hall of Fame, 2016
In Recovery

“Research tells us that addiction is a disease with genetic, biological and environmental causes. However, rather than treating it as a disease, society treats addiction as a moral failure. That needs to change. Instead, we all need to become advocates for treatment. As the We Do Recover movement shows, there's no shame in asking for help.”

– Jimbo Fisher, *Head Coach at Texas A&M University*



Our Commitments

To Our Communities

WE DO RECOVER Campaign

- Award \$500 college scholarships to those in recovery or loved ones affected by addiction.
- Host and participate in public events – including elementary school assemblies, HR conferences and fellowship meetings for those in recovery.



“If you can stay away from drugs, please do. If you can’t, find someone here to talk to. Go to your counselor, go to your teacher, and say to them ‘I have something I want to tell somebody.’ If you don’t talk about it, it sits inside of you, and if it sits inside of you, it’s going to hurt. And eventually, you’re going to need to find a way out from the pain.”

– James English MS, CAC at NorthPoint K-8 school assembly





Our Commitments

To Our Communities

Charity Participation

Beyond our work in addiction treatment, we are citizens, neighbors and humans. We care for those around us and strive to make the places we live and work better.

Throughout FY 2017 we were proud to be deeply involved with 26 non-profit organizations. Of those, nine were related to addiction specifically, and another two were focused on first-responders.

FY 2017 Organization Highlights:

- Stop Heroin Task Force
- Bridge to Recovery
- American Red Cross
- St. Jude’s Children Hospital
- March of Dimes
- Police Unity Tour



Treatment Scholarships

Addiction is a disease that often robs those afflicted of their employment and financial stability. We actively work with non-profit organizations and others in the industry to award treatment scholarships (free addiction treatment) to those in need.





Our Commitments To Our Veterans

The relationship between Ambrosia and our veterans hits close to home. Many of those in key leadership roles, including our President of Business Development, have bravely served our country overseas.



Ambrosia is currently pursuing a federal contract to provide the highest level of care to our military, both active and veteran, by specifically addressing trauma-based issues and addiction problems. To accomplish this, Ambrosia collaborated with former Congressman Jeff Miller of the 1st District of Florida, who, during his 16 years, was Chairman of the House Veterans Affairs Committee.

2018 GOALS **50** Veterans Helped 



"I am extremely proud to be a part of the Ambrosia team; it's amazing to contribute to an organization that helped me so much when I needed it. Today, I get to pass that gift onto the next person. Looking forward to many more lives saved."

– Parker H., Ambrosia staff member

Our Commitments

To The Workplace

Employees

Our value as a company comes from the combination of every individual that works here. Varied backgrounds and lifestyles make our business stronger. Just as we are committed to continually improving treatment for our clients, we strive every day to make Ambrosia a better place to work and grow.

Ambrosia especially welcomes those in recovery, including former alumni, to join our growing workforce. Stability and employment are critical factors in maintaining long-term sobriety. In turn, these employees are often the most empathetic, knowledgeable and dedicated to the cause.

We maintain high employee satisfaction rates and a turnover rate that is half the U.S. average. We strive to better our workplace by continuing measures like:

- DISC personality tests for all employees to increase self-awareness and promote understanding.
- Annual satisfaction surveys to ensure employee's voices are heard and to discover ways we can improve.
- Ongoing video and in-person sessions for motivation and company buy-in.





Our Commitments

To The Workplace

The Environment

As a service business, Ambrosia is naturally environmentally low-impact. However, we make concerted efforts to further reduce our impact.

Examples of what we're doing now:

- 12 motion sensor light switches installed to automatically turn off when an area is not in use.
- Programmable thermostats to reduce energy usage 10-30%.
- Air filters changed more frequently (every two weeks) to improve A/C efficiency.



Examples of what we're doing in FY 2018:

- Software to cut down toner costs, power usage and printing by an estimated 33%.
- New EHR system to further reduce printing of paper forms by an estimated 7,000+ pages per year.
- FPL Business Energy Evaluation to provide a customized savings plan for around 2% reduction in energy consumption.
- New 'green' bio-safe products to replace around \$10K in sanitation/janitorial cleaning chemicals.



Looking Ahead

5 Year Goals

Open at least two more facilities in at least one new state, allowing us to help an additional 3K+ people per year

Hire at least 100 new employees, with 57%+ in recovery

Help at least 3,000 veterans

Reach 2,500 new families - 500 every year

Build a similar online community for those in recovery

Offer 10,000 days of free treatment in the form of scholarships

Five published studies on how to improve treatment

1,225 media stories on addiction