



Phoenix House

NEW YORK



ANNUAL REPORT

2023

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Dear Friends and Partners,

We are excited to share with you another successful year working towards our mission to provide a healing path to recovery for individuals struggling with substance use and related mental health conditions.

In recent years, addiction and overdose rates have reached unprecedented levels, marking the worst drug crisis in our nation's history. This crisis coincided with mental health challenges brought on by the global pandemic. Factors such as unemployment, restrictions on outdoor activities, and the loss of loved ones significantly affected people's lives. As a result, substance use, and mental health challenges surged. At the same time, the fentanyl crisis made highly lethal and addictive drugs more accessible and affordable.

Despite these challenges, Phoenix House of New York and Long Island has remained steadfast and committed to providing high-quality care to everyone who seeks our services. During the pandemic, we never closed our doors and treated over 5,000 clients since 2020. We recognize that addiction affects people indiscriminately, and we strive to make our care accessible to all. Our holistic approach addresses every aspect of the individuals we serve, and we continuously work to enhance and innovate our services.

As we move forward, we will continue to expand our services in response to this deadly growing crisis. We have become more hands-on with our care, while still offering hybrid and telehealth options to serve more individuals. We are now better positioned than ever to meet the impending threats of the current drug crisis, strengthening our efforts in combating addiction and promoting mental health awareness by offering vocational services, art & wellness and most importantly growing our supportive housing services.

We would like to thank the Board of Directors for their continued leadership and commitment. We especially want to thank William Rifkin, Board Chairman for his exemplary leadership and generosity. This fall, Mr. Rifkin will step aside as Chair but never away from Phoenix House as he will remain on the Board. We are also excited to welcome Mr. Tucker Green as our incoming Chair. We would be incapable of doing this work without the generosity of donors and partners - thank you for your steadfast support that allows us to provide life-saving care to individuals in our shared communities.

Thank you!

ANN-MARIE FOSTER
PRESIDENT & CEO





Dear Friends,

I have served on the Phoenix House Board of Directors for over 30 years and for the last eight, have been Chairman of the Board of Phoenix House of New York and Long Island. As I step down from this role, I would like to touch on a few of the things I have learned from this challenging but deeply fulfilling experience.

The treatment of substance use disorder is a critical part of our health care system. I'm sure you are familiar with the statistic that over 100,000 Americans died from drug overdoses last year. This number in and of itself is devastating, but keep in mind that it represents only a fraction of the individuals who struggle with addiction. I challenge you to find any extended family in this country which has not been touched by this disease.

There is no easy cure for substance use disorder, yet for over five decades Phoenix House has refused to give up on any individual who enters our facilities seeking to turn around the trajectory of their life. Helping these individuals recover serves not only them, but their families and our society as well.

There are far too many individuals I need to thank for me to list separately, so I will do so by group. First and foremost, I thank the incredible staff of Phoenix House for the personal sacrifices they make, being over-worked and under-paid for doing what truly is God's work.

Next, I thank our funders, both public and private, for contributing to a need that is far less glamorous than worthy alternatives such as education and the arts. All are important but helping those that suffer from substance use disorder is not often a top priority.

Finally, I thank my fellow Board Members for volunteering their time and expertise to making Phoenix House the best that it can be and a leader in its field.

Phoenix House has a storied past, but I am confident that its best days are still to come.

Sincerely,
Bill Rifkin

OUR MISSION



PHOENIX HOUSE NEW YORK IS PASSIONATE ABOUT HEALING INDIVIDUALS, FAMILIES, AND COMMUNITIES CHALLENGED BY SUBSTANCE USE DISORDERS & RELATED MENTAL HEALTH CONDITIONS.

Dear Friends,

I am honored by the opportunity to serve as incoming Board Chair of the Phoenix House of New York and Long Island. My path to working with Phoenix House is a personal one, and I share a deep passion for the service-work of healing individuals, families and communities overwhelmed by substance use disorder and co-occurring mental health crises.

I would like to thank Bill Rifkin for leading the Board for the last eight years and his 30-year commitment to Phoenix House. Bill's steadfast leadership has sustained many ups and downs, and today I am grateful for the health and stability of the organization he has so selflessly led. I am also inspired by our longest serving Board Member Nancy Hoving and her many decades of service to Phoenix House.

There is a saying - You Are Not Alone - that greets many people new to recovery and is deeply felt by those starting their journey at Phoenix House. This sentiment would not be possible without the tireless work of Phoenix House staff, volunteers, donors, Board Members, government agencies and community partners. There is a spirit of love, service and community that we all feel when we walk through the doors of Phoenix House, and in no small part to the incredible work of Ann Marie Foster. Ann Marie's painstaking commitment to the organization is felt each and every day by those seeking treatment during a time of great pain in their lives.

When I read the drumbeat of statistics about the rate of addiction and overdose in America today, I am reminded of Mother Teresa's famous words, "The way you help heal the world is you start with your own family." Put simply, our Phoenix House family is our starting point in the healing process, and I look forward to being on this journey with you all together.

Gratefully,

Tucker F. Green



OUR VISION





A HEALTHY, ADDICTION-FREE WORLD.





PROGRAMMATIC PILLARS

RESIDENTIAL

Phoenix House residential treatment programs provide gender-specific, evidence-based treatment for men and women, including specialized residential programming for veterans. Our comprehensive services are designed to meet the unique needs of each individual, particularly those facing co-occurring mental health challenges. Our offerings include a wide range of clinical services, such as individual counseling, clinical and psychoeducational groups, and support groups, alongside holistic and recreational activities. Medical services include nursing assessments, physical examinations, and medications for addiction treatment, including nicotine replacement therapy. Additionally, we provide vital support services like vocational counseling and housing assistance to ensure a well-rounded recovery process.

OUTPATIENT

Phoenix House Outpatient Centers provide comprehensive services for adults with substance use disorders who do not require residential treatment. The centers offer a range of care, including assessments, individualized treatment planning, and both individual and group counseling. Additional services include anger management, relapse prevention, sober recreational activities, and referrals to other necessary resources. Medications for addiction treatment are available, and the centers also offer telehealth options for those needing remote support. These services are designed to support clients in their recovery journey while maintaining their daily responsibilities.

MENTAL HEALTH SERVICES

Phoenix House residential treatment programs provide gender-specific, evidence-based treatment for men and women, including specialized residential programming for veterans. Our comprehensive services are designed to meet the unique needs of each individual, particularly those facing co-occurring mental health challenges. Our offerings include a wide range of clinical services, such as individual counseling, clinical and psychoeducational groups, and support groups, alongside holistic and recreational activities. Medical services include nursing assessments, physical examinations, and medications for addiction treatment, including nicotine replacement therapy. Additionally, we provide vital support services like vocational counseling and housing assistance to ensure a well-rounded recovery process.



PROGRAMMATIC PILLARS

BROOKLYN COMMUNITY RECOVERY CENTER

The Brooklyn Community Recovery Center is a welcoming and inclusive space dedicated to supporting the unique recovery journeys of its members. Emphasizing lived experience, the Center offers a variety of services designed to foster connection and growth. These include recovery coaching, telehealth access, and holistic wellness programs, along with practical resources like a community closet and workforce training and development. The Center also provides Narcan and overdose prevention training, ensuring members have the tools needed for safety and well-being. Through community engagement, the Brooklyn Community Recovery Center creates a strong support network for all.

COMMUNITY ENGAGEMENT

Phoenix House actively engages with communities through various outreach events focused on raising awareness about substance use, overdose prevention, and harm reduction. Through the PH-SAVE (Public Health Substance Abuse and Vaccine Equity) program, Phoenix House provides essential services like vaccine navigation and referrals, wellness groups, and initiatives aimed at strengthening community bonds. In Suffolk County, the STOP-OD program empowers individuals, customers, and communities by offering free Narcan training, hosting community conversations, providing coaching services, and sharing valuable resources to prevent overdoses and support public health.

FAMILY SANCTUARY SHELTER

The Phoenix House Family Sanctuary Shelter is dedicated to empowering new arrivals by providing essential tools and resources to help them build a secure and successful future. Through intake and assessment, the shelter addresses immediate needs and offers resource navigation, employment and education support, and cultural orientation to help families adapt and thrive. Additionally, the shelter provides counseling, support services, advocacy, and referrals, creating a welcoming and supportive environment that fosters long-term stability for all families.





2023

A YEAR OF RECOVERY REIMAGINED.

Recovery Reimagined is a transformative program offered by Phoenix House NY, designed to provide a personalized and holistic approach to healing.

Through tailored experiences, we guide individuals on their journey toward lasting recovery and overall well-being.



our impact **CLIENTS SERVED**

RESIDENTIAL PROGRAMS

1,116

OUTPATIENT PROGRAMS

250

MENTAL HEALTH PROGRAMS

166

VISITORS SERVED AT PHNY BROOKLYN COMMUNITY RECOVERY CENTER

3,168

CLIENT TESTIMONIAL

“As I reflect on my journey through the program, I am overwhelmed by the positive changes I have experienced. Before entering Phoenix House, my life was filled with chaos and uncertainty. I felt trapped and hopeless, unsure of how to regain control of my life. The moment I stepped into Phoenix House, I felt a sense of hope that I hadn’t experienced in a long time. The compassionate staff and the supportive environment made all the difference. Throughout my time at Phoenix House, I learned valuable coping skills strategies and life skills that I previously lacked. My therapy sessions allow me to confront my past and understand the root cause of my addiction.

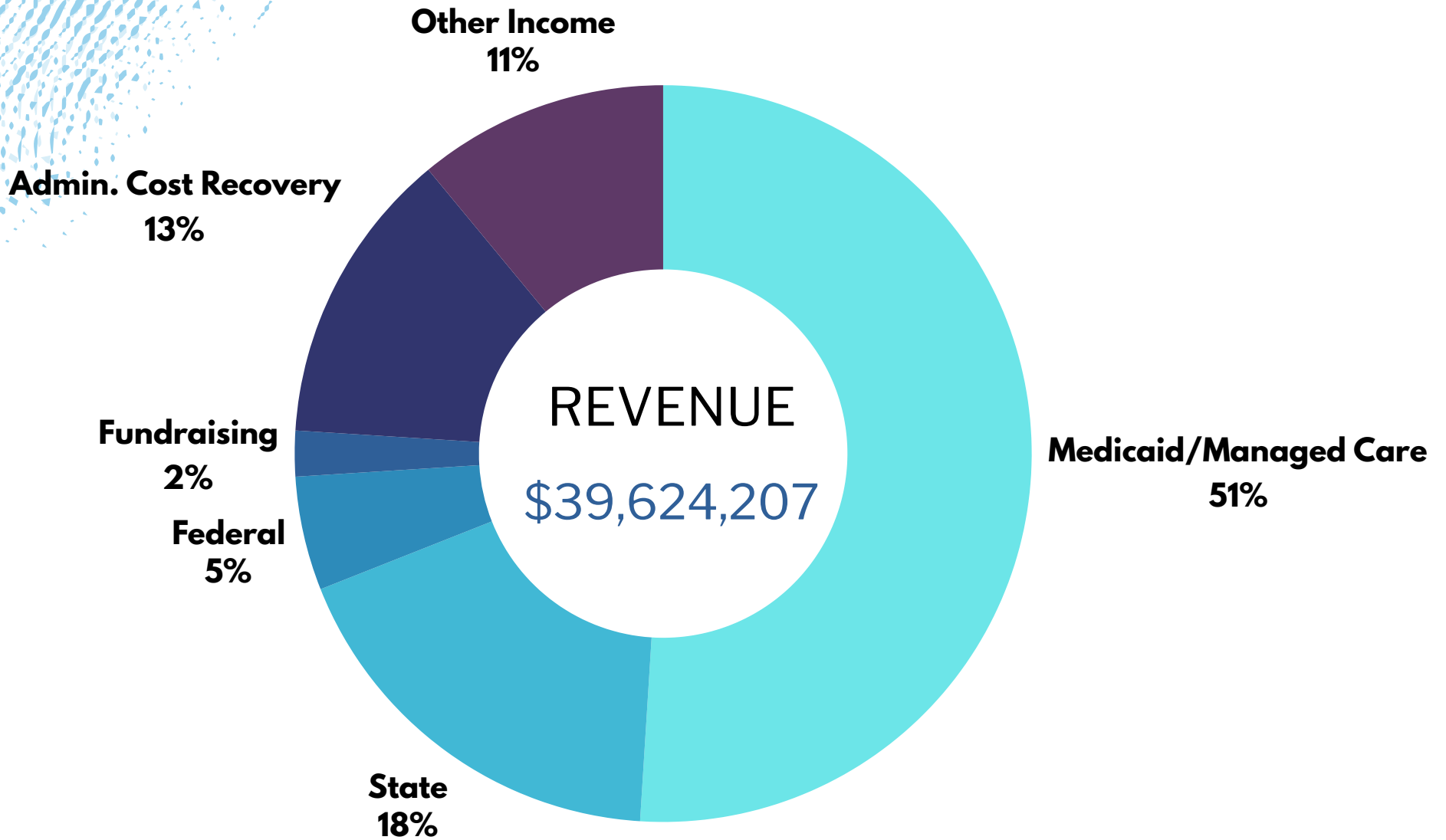
Phoenix House has taught me healthier ways to manage stress and emotions, which has been instrumental in my recovery. As my time goes on, I have noticed improvements in all aspects of my life. My physical health has greatly improved, and I feel more energetic and vibrant. Emotionally, I am more resilient and better equipped to handle changes without turning to substances. My relationship with my family and friends has also strengthened, as they have witnessed my commitment to recovery.

I am incredibly grateful for the tools and support I received on a regular basis from Phoenix House. This experience has not only changed my life but has also given me a renewed sense of purpose. I am focused on setting and achieving my goals and so excited for my future.

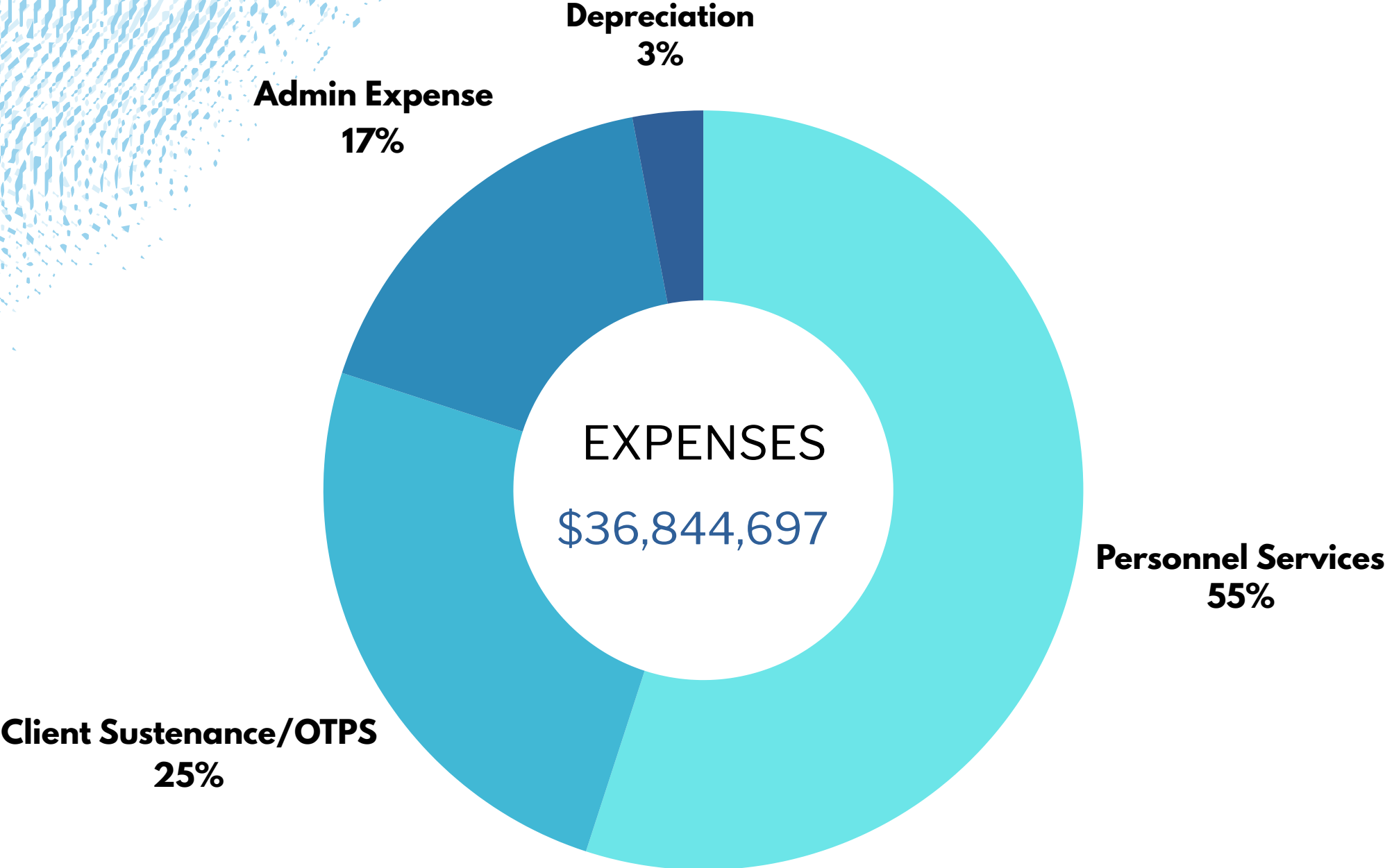
To the entire Phoenix House NY Team, thank you for what you have done for me and the entire community.”

With Much Love and Respect, Vanessa C.

FINANCIALS



FINANCIALS



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\$100,000 and above

Beyonce Knowles- Carter

\$50,000 - \$99,999

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\$10,000 - \$24,999

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Looking Ahead..

Supportive Crisis Stabilization Center (SCSC)

The Phoenix House NY Supportive Crisis Stabilization Center (SCSC) will provide 24/7 support to children, adults, and families experiencing mental health or substance use crises. Its goal is to prevent unnecessary law enforcement involvement or emergency room visits by offering up to 24 hours of crisis stabilization and connections to community services. The SCSC, modeled like a living room, offers a safe, welcoming, and trauma-informed environment where a multidisciplinary team delivers crisis intervention, stabilization, and peer support. Open to all, services are voluntary and person-centered, with referrals accepted from various community and healthcare organizations.

2023

THE MISSION CONTINUES







THIS WORK IS FAR TOO IMPORTANT TO GIVE IT ANYTHING LESS THAN EVERYTHING WE HAVE, AND WE CANNOT DO IT ALONE. JOIN US AS WE TURN THE PAGE INTO A NEW YEAR — WITH GREATER IMPACT AND MORE MILESTONES TO CELEBRATE. TOGETHER, WE CAN END THE OPIOID CRISIS IN OUR LIFETIME.

RECOVERY REIMAGINED.



PHOENIX HOUSE OF NEW YORK & LONG ISLAND

