



2025 IMPACT & PERFORMANCE REPORT

One enterprise around quality, safety, accessibility, and care



2025 IN ONE SENTENCE

A year in which New Vitae achieved a long-term accreditation goal and began converting that success into one enterprise approach to quality, safety, performance, and care.

Mission, Legacy & Vision

Our Mission

New Vitae Wellness and Recovery's mission is to offer compassionate residential and clinical supports through evidence-based and holistic care.

Our Legacy is...Patience and Fortitude

Our Vision

New Vitae Wellness and Recovery's vision is centered on PEACE and expressed through five commitments:

Promoting Belonging — Create communities where every person is known, connected, and supported.

Embracing Diversity — Welcome individual identities, experiences, cultures, and paths to recovery.

Advancing Potential — Provide individualized supports that help each person develop skills, pursue goals, and build a meaningful life.

Cultivating Hope — Help people recognize possibilities for the future and sustain hope through recovery and growth.

Empowering Others — Support people in sharing their strengths through relationships, education, employment, volunteering, peer support, and community participation.

Together, these commitments guide New Vitae's approach to care: person-centered, inclusive, hopeful, and focused on each individual's strengths and potential.

A MILESTONE YEAR

Five behavioral health service areas joined our CARF accreditation

In 2025, New Vitae reached a goal first established in 2019: bringing its principal behavioral health and medical rehabilitation service lines together under one external quality framework.

5	0	100%
BEHAVIORAL HEALTH SERVICE AREAS ADDED	FINDINGS REQUIRING REMEDIATION	PROGRAMS MAINTAINED FULL LICENSURE

The path to one quality framework

2019	2024	2025	2026
Accreditation consolidation established as a strategic goal.	Enterprise dashboards, reviews, and shared policies expanded.	CARF scope expanded to five behavioral health service areas.	Integration continues through shared standards and reliable data.

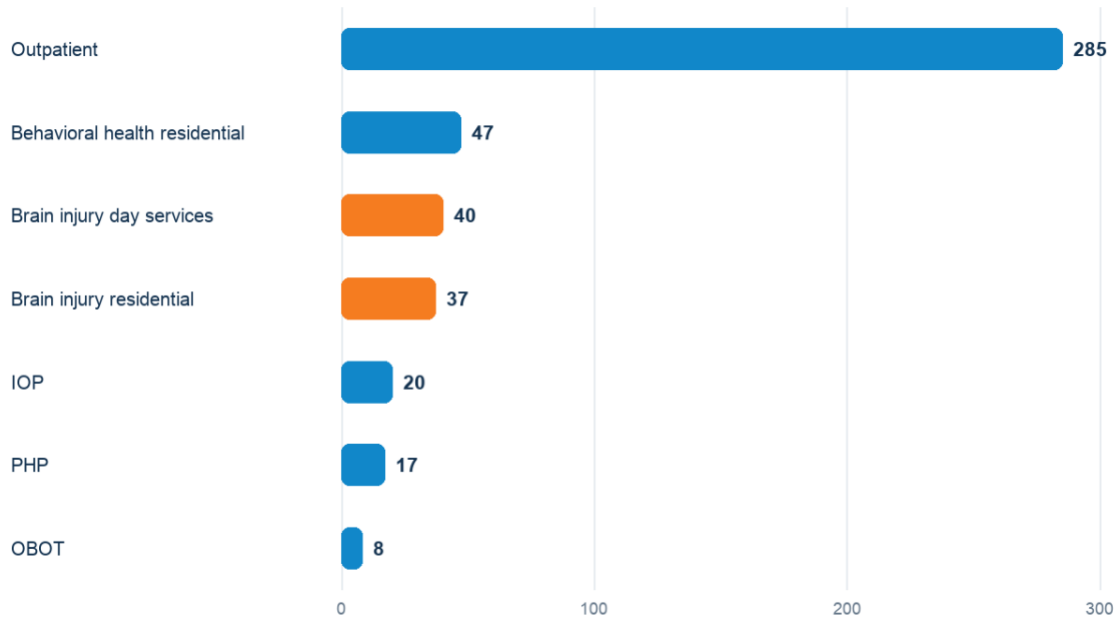
The five newly accredited service areas are Outpatient Treatment, Intensive Outpatient Treatment, Partial Hospitalization, Office-Based Opioid Treatment, and Residential Treatment for Adults.



MISSION IN ACTION

Who we supported in 2025

Across CARF-accredited programs, New Vitae supported 476 unduplicated people - up from 456 in 2024. Behavioral health programs served 383 unduplicated people, while Action Recovery served people through residential and neurocognitive day rehabilitation.



Program counts can overlap and should not be added to create an enterprise total.

476	+4%	383	40
UNDULICATED PEOPLE IN ACCREDITED PROGRAMS	YEAR-OVER-YEAR GROWTH	BEHAVIORAL HEALTH	UNDULICATED BRAIN INJURY

SPECIALIZED CARE, DIFFERENT CONTEXTS

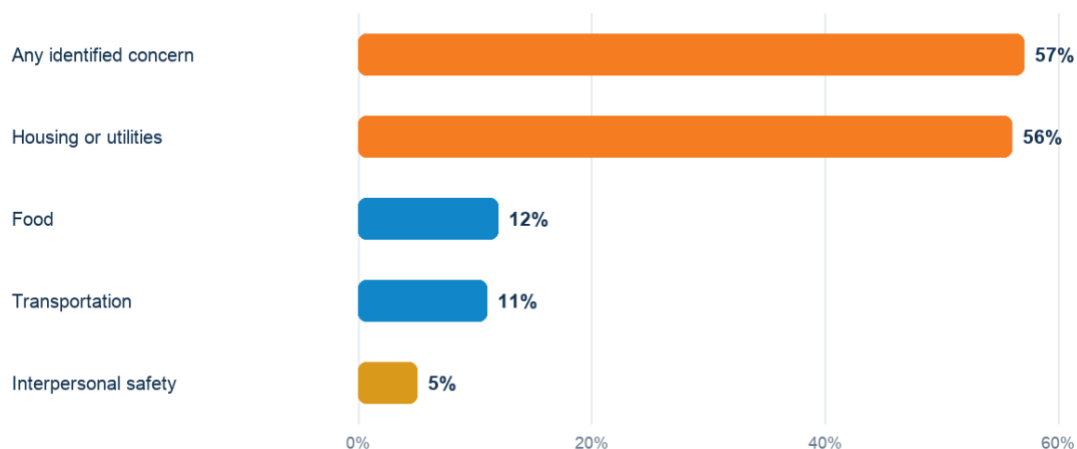
The Residential Treatment for Adults program supports people with complex behavioral health needs and justice-system involvement. Brain injury participants averaged about 16 years post-injury, and behavioral health comorbidity was present for 97% of residential and 95% of NCSD participants.

Scope: Program-specific results in this report focus on CARF-accredited services. Enterprise-wide measures include other New Vitae programs where applicable.

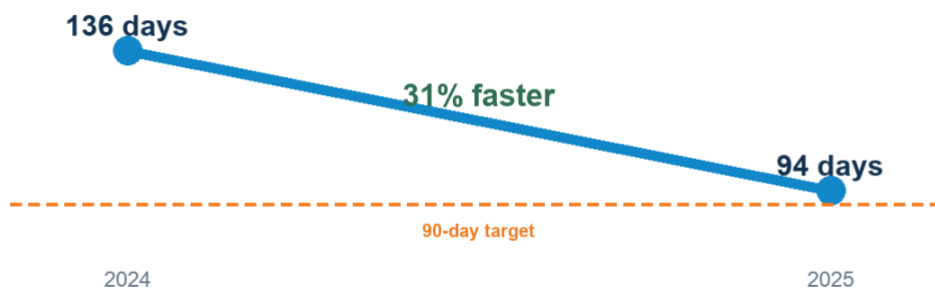
ACCESSIBILITY AND EQUITABLE ACCESS

Needs outside the treatment room shape recovery

Initial screening helped New Vitae understand how housing, food, transportation, and personal safety can affect whether people enter services, remain engaged, and sustain gains after transition.



Initial intake screening, 82 unique people. Results describe the screened intake population, not all people served.



Action Recovery average referral-to-admission time improved by 42 days and finished four days above target.

What improved

Faster information gathering, clinical review, and more stable staffing supported nine residential and nine neurocognitive day admissions.

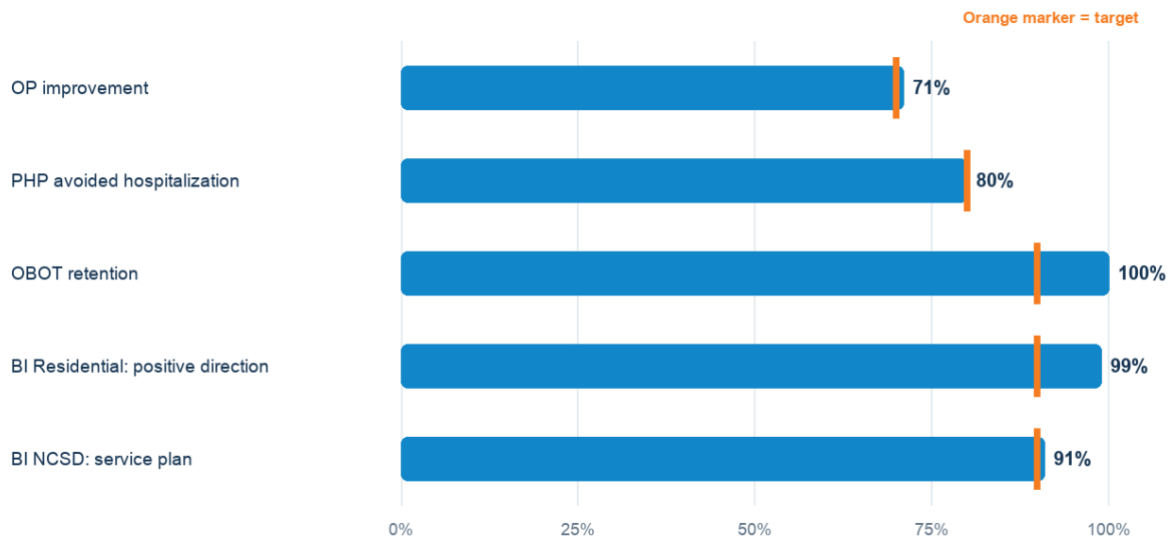
What remains

Risk matching, program-scope limits, funding for continuous one-to-one support, and hospitalization-related interruptions can still delay access.

EFFECTIVENESS

Outcomes that matter

Seven of nine validated effectiveness measures met target. The strongest results reflected improvement, stability, retention, and avoiding a higher level of care.



Selected outcomes. Orange markers show each measure's target.

7 of 9	7 of 7	7 of 7	0
EFFECTIVENESS MEASURES MET	PERSON-EXPERIENCE MEASURES MET	EFFICIENCY MEASURES MET	PREVENTABLE PRESSURE INJURIES

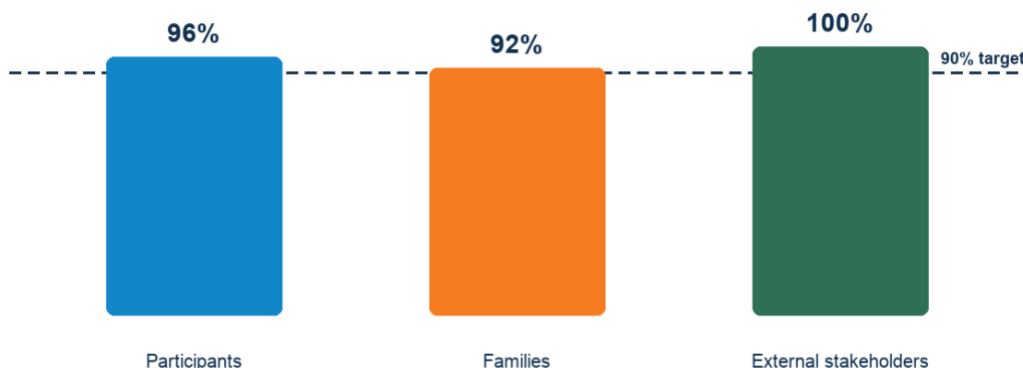
A PERSON-CENTERED THROUGHLINE

Across outpatient, residential, medication-assisted treatment, and brain injury services, people reported that care reflected their needs, goals, hopes, time, and quality expectations.

EXPERIENCE AND VOICE

Strong confidence from participants, families, and partners

New Vitae uses surveys, complaints, stakeholder feedback, and program reviews to understand not only what happened, but how services were experienced.



Enterprise stakeholder measures; all three met the 90% target.

Every person-experience target met

All seven validated person-served experience measures met target across behavioral health and brain injury services.

Feedback became action

Complaint and survey themes informed clearer communication, rights education, portal support, coordination, documentation, and staff coaching.

Families and allies

RTFA participant and family/allies results reached 100%; brain injury family satisfaction reached 92% and 93%.

Staff voice remains essential

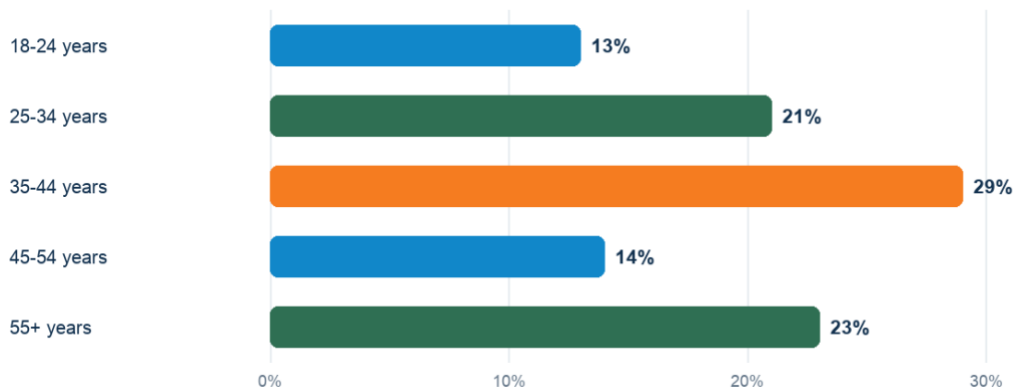
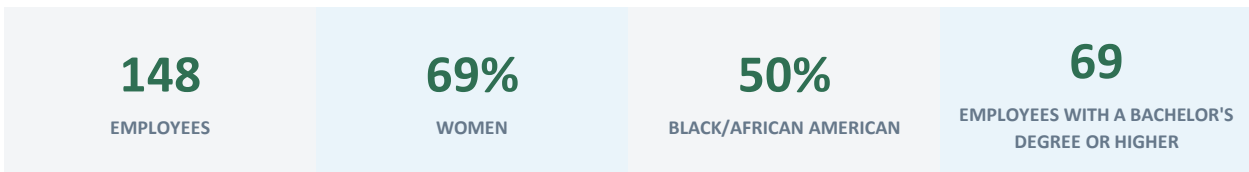
Staff communication and local leadership benchmarks were mixed and remain a central improvement priority for 2026.



OUR WORKFORCE

A diverse, multigenerational team supports the mission

Workforce stability improved substantially. Across accredited programs, New Vitae's employees bring together direct-care, clinical, administrative, operational, and leadership expertise.



Current workforce composition snapshot, December 2025. Percentages are rounded.

Care happens through a team

The workforce includes behavioral health technicians, therapists, nurses, case managers, medical staff, administrative support, facilities and operations, and leadership.

Investing in people

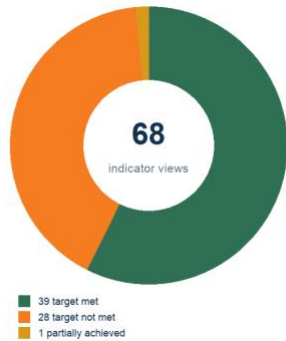
Recruitment, retention, supervision, recognition, development, succession readiness, and a culture of belonging remain central priorities.



PERFORMANCE TRANSPARENCY

A dashboard designed to reveal both progress and gaps

The 2025 performance system included 68 validated report views. The results are intentionally broad and include stretch goals and newly introduced measures; they are improvement information, not a composite quality rating.



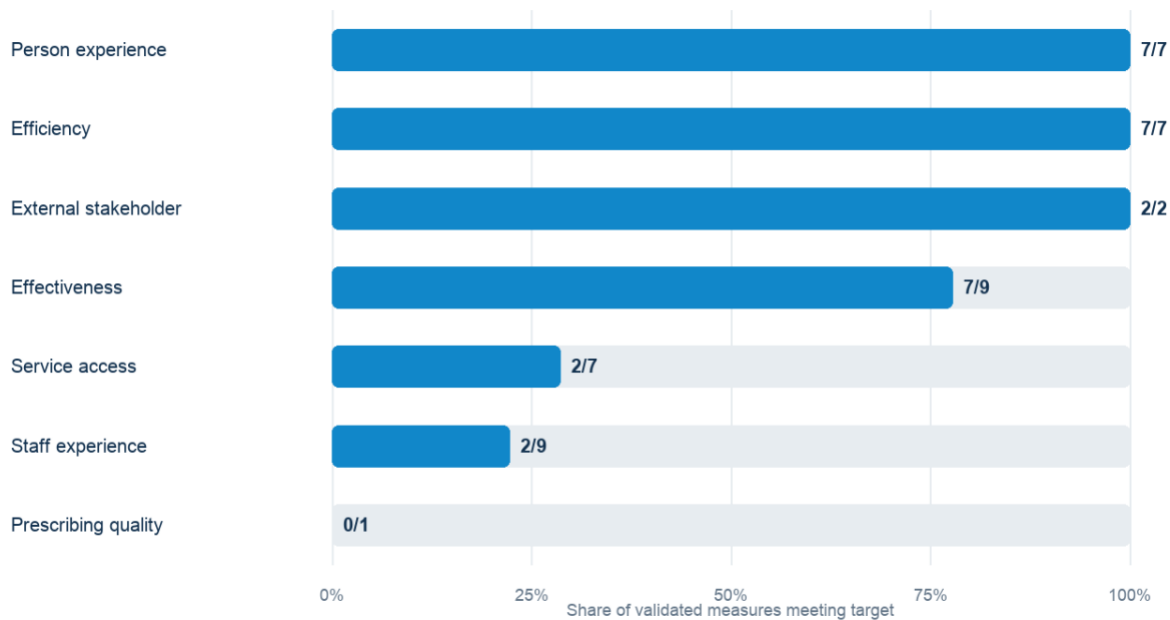
WHAT THE RESULTS SHOW

39 met target | 28 did not meet target | 1 partially achieved

Strongest: Person experience, efficiency, external stakeholder experience, and most effectiveness outcomes.

Mixed: Workforce, documentation, technology adoption, and several operational measures.

Most opportunity: Service access, staff communication and leadership, and prescriber peer review.



Service-delivery measures only. Prescribing quality is one shared, cumulative result across programs: 68% against a 75% target.

FROM RESULTS TO ACTION

Where we are concentrating improvement

Being transparent about performance means naming the work ahead. These priorities connect 2025 results with actions already underway or planned for 2026.

Faster, more consistent access

Strengthen referral tracking, assign clear intake ownership, improve backup coverage, and measure waitlist movement and time to decision.

Communication and local leadership

Use leadership rounds, supervisor collaboration, clearer communication expectations, reliable shift reports, coaching, and staff feedback.

Prescribing quality

Use the 68% cumulative peer-review result as the baseline, clarify CARF-aligned standards, and provide timely feedback to prescribers.

Documentation and data reliability

Move documentation from 87% toward the 90% goal, standardize definitions, and make reporting checks dependable.

Medication and vehicle safety

Continue focused review, education, supervision, and risk controls while strengthening confidence in incident reporting.

Workforce capacity

Build recruitment, retention, supervision, recognition, succession readiness, and a stronger culture of safety and belonging.

HOW PROGRESS WILL BE REVIEWED

Leaders review workforce, documentation, access, incidents, risk trends, peer review, stakeholder themes, and program scorecards throughout the year through regular leadership performance reviews.



LOOKING AHEAD

2026: from foundation to reliability

The next phase is about making shared standards dependable in daily work while preserving what is distinctive and effective in each program.

QUALITY, SAFETY & COMPLIANCE	Standardize performance measures and documentation monitoring, sustain readiness, and reduce preventable risk.
INVESTING IN STAFF	Strengthen supervision, recognition, communication, development, succession, and safety culture.
TECHNOLOGY THAT HELPS	Increase adoption of dashboards and tools, modernize core systems, and reduce manual reporting.
RESPONSIBLE GROWTH	Improve referral quality and timeliness, broaden partnerships, and expand capacity without compromising stability.
FINANCIAL STABILITY	Improve reporting timeliness, controls, staffing models, and the usefulness of performance information.



OUR COMMITMENT

New Vitae will continue building clear standards, accessible services, transparent results, coordinated leadership review, and program-level ownership across one accountable enterprise.

New Vitae...Your New Life!

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About the data: This report distills New Vitae's 2025 performance measurement dashboard, accessibility review, enterprise risk and safety monitoring, incident and complaint analyses, stakeholder surveys, and strategic planning records. Figures are rounded. Program counts may overlap. Results are presented with scope and interpretation limits.

CARF scope note: Mount Trexler Manor Personal Care Home, Quakertown House Personal Care Home, the Pathways Apartment Program, Mobile Psychiatric Rehabilitation Services, and Peer Support Services remained outside New Vitae's CARF accreditation in 2025. They are represented in enterprise measures where applicable.