Dear Friends,

Our fiscal year 2020 was a year of tremendous change! We started the year by successfully transitioning Phoenix House Texas to a standalone entity after the separation from Phoenix House Foundation and ended the year in the midst of a once-in-a-generation health pandemic. In between, we have continued to provide unwavering support to the over 7,900 Texans we serve each year, expanded our prevention program to Dallas, opened an outpatient treatment center in San Antonio, and were recognized as part of Newsweek’s Best Addiction Treatment Centers in the state of Texas. It truly was a year of growth and change, but our work is not complete.

The pandemic created a perfect storm of events that will continue to stress the behavioral health system in our underserved communities. The devastating economic impact of the pandemic has disproportionately impacted African Americans and other racial minorities as well as low-income communities, causing a historic increase in substance abuse and mental health conditions. PHT’s services are needed more today than ever before, and with the leadership of our board, collaborative relationships with community partners, and support from our many wonderful donors and foundations, PHT will continue to make the changes necessary to meet the substance use and mental health needs that our community desperately needs and deserves.

Thank you to each of the over 100 employees who breathe life into our organization’s values, and to each of you who support our mission. Without your support, we wouldn’t be able to witness the amazing fortitude and perseverance of our clients as they overcome substance use and mental health challenges to reach their full potential.

“Change is the law of life. And those who look only to the past or the present are certain to miss the future.”
— John F. Kennedy

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Bart Loewen
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University of Texas Southwest Medical Ctr.

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Alicia Coleman, CPA  
Controller

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Director of Development

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Program Director – Hill A. Feinberg Treatment Center

Sulipsa Luque, LPC, MBA  
Director of Outpatient Services

Sherry Walton  
Executive Assistant

Brian Cropp, MBA, PHR, PHRca, SHRM-CP  
Vice President, Human Resources
What We Do

Phoenix House Texas has provided addiction treatment and prevention services in Texas since 1995. Each year, we help thousands of adolescents, adults, and families overcome drug and alcohol addiction to find recovery in order to lead productive, drug-free lives.

Our continuum of care recognizes the long-term nature of recovery and provides a wide range of services—from prevention, early intervention, as well as residential and outpatient services for substance use disorders and co-occurring mental health conditions.

Using innovative, strengths- and evidence-based treatment methods, we address each patient’s needs through an individualized treatment plan. Patients receive responsive, trauma-informed treatment in a nurturing environment to learn self-sufficiency so they can live a life free from addiction.

We support our mission through:

- A holistic approach that focuses on the distinct mental, physical, and social needs of every person.

- The innovation of best-in-class and evidence-based prevention, treatment and recovery programs.

- The promotion of greater understanding of addiction.

1 in 7 Americans will develop a substance abuse disorder, but only 1 in 10 will get treatment.
Since 1995, we have been a leader in the field of substance use treatment; providing addiction, behavioral health, and family services to anyone in need, often offering the only chance of recovery to the underserved and uninsured in our community.

Annually, over 7,900 individuals in Texas receive our life-saving services: residential and outpatient treatment, school-based prevention and mental health services. 91% of individuals came from minority communities.
Where We Serve

Phoenix House Texas Locations

CLIENTS SERVED:
- Residential Treatment Center
- Outpatient
**Income Statement**

- **35%** Patient Service Revenue
- **15%** Contributions
- **10%** Other
- **5%** Donated Goods & Services
- **35%** Government Grants

**Revenue**

**Balance Sheet Statement**

As of June 30, 2020

**Assets**

<table>
<thead>
<tr>
<th>Item</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>Cash &amp; Cash Equivalents</td>
<td>1,629,858</td>
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<tr>
<td>Accounts Receivable</td>
<td>1,107,608</td>
</tr>
<tr>
<td>Contributions Receivable</td>
<td>800,000</td>
</tr>
<tr>
<td>Prepaid Expenses &amp; Other Assets</td>
<td>559,488</td>
</tr>
<tr>
<td>Property &amp; Equipment, Net</td>
<td>3,523,614</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>7,620,568</strong></td>
</tr>
</tbody>
</table>
Liabilities & Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>201,606</td>
</tr>
<tr>
<td>Accrued Expenses</td>
<td>516,408</td>
</tr>
<tr>
<td>Long Term Debt</td>
<td>0</td>
</tr>
<tr>
<td>Net Assets</td>
<td>6,902,554</td>
</tr>
</tbody>
</table>

Total Liabilities & Net Assets | 7,620,568
Hello, my name is Kaylee and this is my story. I was a very troubled teen who struggled with depression, anxiety, personality disorder, PTSD, and self-harm. I often smoked marijuana, drank alcohol, did cocaine, took prescription pills sometimes without even knowing what they were, and tripped on LSD every now and then. Things for me escalated during my freshman year of high school when I first tried cocaine, even though I didn’t do it very often, I loved it from the very first second of trying it. My junior year of high school a friend offered to sell me some, and I couldn’t pass up the opportunity. I instantly became addicted and would regularly spend more than one hundred dollars on cocaine. My parents found out and immediately took me out of school and started looking at options to fix their daughter.

When I first arrived at Phoenix House Texas, I felt broken and ashamed of who I became. I cried more than I ever have in my life knowing that I broke my family’s hearts. I didn’t even know myself anymore and being sent to a drug treatment facility surely didn’t make me feel any better. At my first counseling session with Susanna, I remember telling her that I can’t see myself doing any better. The worst part about this is that I genuinely felt that way about myself. I didn’t even want to get clean, I loved who I was even though I didn’t know who I had become. My first few nights I cried and sat in bed shaking while having withdrawals. I still remember the girls trying to build a friendship with me. Even though everything was complete chaos it was nice to have other people with me to share the next few months.

The girls and I would imagine leaving the facility. We all became very close and would hug each other when we cried and laughed until we couldn’t breathe. It was pretty hard to get used to doing group sessions, shower times, meditations, and everything else the day consisted of. Opening up to staff and counselors was hard too. Halfway into treatment I even begged my family to take me out of Phoenix House Texas. I promised them I would do better, and I am beyond happy now that they didn’t listen to me. As soon as I started opening up, things started getting easier and the days went by faster. We would go to movies, to arcades, get food, and one time we even went to a Dallas Mavericks game. Things weren’t as hard as they once were. For once, I could have fun without drugs and bad influences surrounding me.

I spent my Thanksgiving, Christmas, and New Year’s all at Phoenix House Texas. I got out on my 17th birthday. It was hard to adjust to normal life all over again. Of, course, that’s what I was preparing myself to face for the last few months. Eventually, things got easier and life was back to normal. It felt so good to not be on drugs or deal with hangovers anymore. It just felt good to be an average 17-year-old girl again, thanks to Phoenix House Texas. I would often spend my time volunteering at animal shelters and keeping myself busy with hobbies, like painting, I also decided to quit the 6 or 7 medications I was on. Honestly, I’ve never felt better. I went back to school and decided to start online classes. I completed two years of schooling within one year! I didn’t think it was possible to graduate and I often thought about getting my GED, but in October 2019, I finally graduated high school. Now, I have a great job under my belt working at Target. I’m starting college in a few weeks and plan to become a paramedic to eventually become a helicopter medic. My passion in life is to help others. I give all the thanks in the world to Phoenix House Texas for helping me get better so I can achieve my goals and become a better person.
MISSION

Our mission is straightforward and focused: We are passionate about healing individuals, families, and communities challenged by substance use disorders and related mental health conditions.

VISION

Phoenix House Texas is a modern-day lighthouse, providing guidance to a life of recovery from addiction.

VALUES

Integrity
The quality of being honest, fair, true.

Collaboration
A genuine spirit and practice of teamwork.

Appreciation
Cultivating and celebrating success of our patients, employees, and community.

Respect
Treating others as they want to be treated, with dignity.

Excellence
Holding ourselves to the highest standards in everything we do.

Forward-Thinking
Enjoying discovering new ideas and finding innovative solutions.
If you know of someone that needs help, find treatment and support.
TEXAS ASSESSMENT AND ADMISSIONS: 844-PH TEXAS or 844.748.3927
PhoenixHouseTx.org