



**PINNACLE**  
TREATMENT CENTERS

## Who We Are

Pinnacle Treatment Centers is a recognized leader in comprehensive substance use services serving over 35,000 patients daily in eight states (California, Georgia, Indiana, Kentucky, New Jersey, Ohio, Pennsylvania, Virginia).

With over 135 locations Pinnacle provides a full continuum of care which includes medically-monitored detoxification/withdrawal management, inpatient/residential, partial hospitalization/partial care, intensive outpatient, general outpatient programming, and medication-assisted treatment.



# STAR LRP – Where Did We Land in 2021?

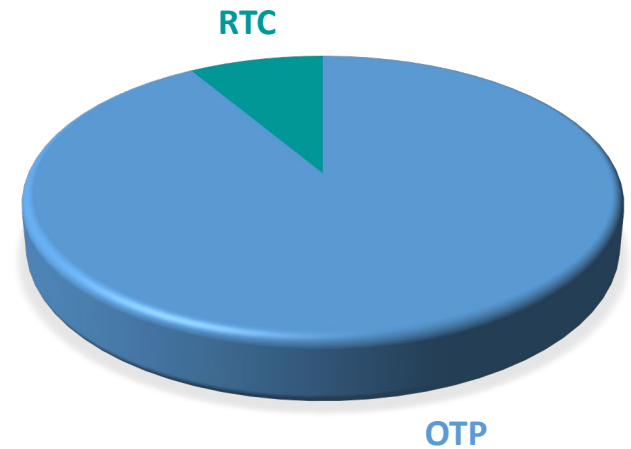
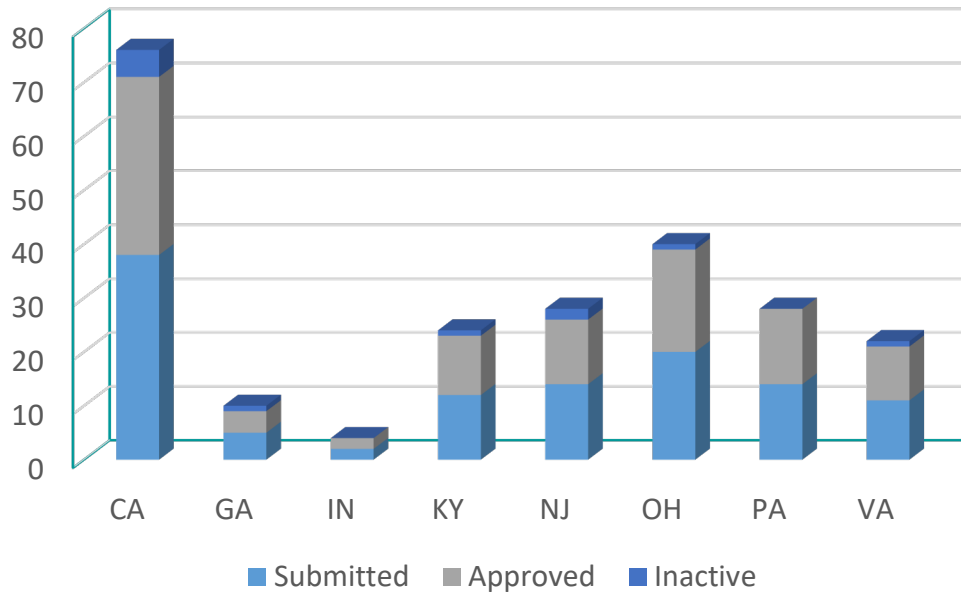


**90.5% of PTC facilities have been designated as STAR LRP - approved SUD treatment facilities!**

STAR Sites	
Division	Approved
OTP	96
RTC	9



Total of 105 STAR LRP approved facilities



# STAR LRP – Teammate Applications



- 138 applications submitted:
  - 35 were deemed ineligible to participate as they did not meet the minimum requirements set by the program (32/40 hours of direct patient care per week)
    - 27 of these were teammates at the Assistant ED position and above
- All applications submitted required employment verification consisting of a series of 10 questions:
  - 103 requests for employment verification completed

Applications by Division		
Division	Submitted	Employment Verified
Corp	1	0
OTP	127	93
RTC	10	10

Applications by State		
State	Submitted	Employment Verified
CA	60	43
GA	0	0
IN	2	2
KY	16	16
NJ	23	13
OH	12	10
PA	11	8
VA	14	11

Applications by Position		
Position	Submitted	Employment Verified
AED & Above	27	0
Clerical	1	0
Clinical	57	55
Community Engagement	1	0
MAT Navigator	1	0
Medical (Nurses/MA's)	30	27
Providers (MD/PA/NP)	21	21

Awards were communicated directly to teammates prior to the deadline of September 30, 2021

# STAR LRP – PTC & Teammate Responsibilities

---



- Teammate responsibilities:
  - Commit to providing full-time employment (40 hours per week) in direct treatment or recovery support of patients with or in recovery from a substance use disorder for 6 years at a STAR LRP approved facility in either a county where the overdose death rate for the past three years exceeds the national average or a mental health HPSA.
  - Enter into a contract with the HHS, which becomes fully executed (and effective) on the date that the Secretary (or Secretary’s designee) countersigns the contract.
    - The expectation was that all teammates will receive repayment dollars via direct deposit to their personal bank accounts during the month of December 2021.
  
- Ongoing PTC responsibility:
  - Complete requests for employment verification electronically every 6 months for each teammate who was awarded repayment dollars.
  - Certify/Register any new locations.
  - Communicate internally and help get out the word (email blasts, texts, town halls, flyers).

# Impact to Recruitment and Retention

---



## ▪ **Recruitment**

- The Star LRP program is advertised on PTC website, job postings, social media posts, etc.
- The program is part of our ‘pitch’ when interviewing candidates
- We have seen an increase in applicants where this program is offered

## ▪ **Retention**

- Ongoing professional development and education assistance are two key elements in our retention strategy
- Retention of award recipients is higher than that of the rest of the company

## ▪ **Recipient Feedback / Advice**

- “It has lifted a weight of financial stressors off me... I went from being in school debt for up to 30 years to paying off my debt in 6 years while working in an industry I love!”
- Can only miss 35 days/year – so need to track time (holidays, PTO, sick, vacation).
- Speak to a tax professional as money is sent in a lump sum.
- Questions related to having to pass up promotions in order to keep award.