



Dear Friends,

I'm excited to present our Fiscal Year 2010 Annual Report

<http://www.vanguardservices.org/documents/VanguardServicesUnlimitedAnnualReport2010>. This is our last annual report as "Vanguard Services Unlimited;" as you know, we affiliated with Phoenix House Foundation on November 1, 2010, and are now known as Phoenix Houses of the Mid-Atlantic. FY 2010 was another successful year. Somewhat unexpectedly, it was a year of great opportunity both financially and clinically. We continued to diversify our funding, granting us more financial stability. More than 800 men, women, and teens sought our services.

You were and continue to be an important part of this work. Your investment helps us meet our challenges and seize opportunities. You are making an impact! Thank you.

Our completion rates were 59% compared with the national average of 47%. Even better, 90 days after treatment 79% of the clients we contacted remained in recovery. That means that, with your support, hundreds of people's lives were transformed through recovery.

The year's economy posed challenges for us and to our clients. Unemployment, underemployment, and other stresses make addiction more difficult. We persevered and are pleased to have achieved success in capacity and recovery:

- We expanded our market and forged more partnerships with public and private organizations
- Clients admitted through private insurance increased 4%
- Our residential treatment occupancy rate increased from last year to an agency-wide average of 84.2%
- Nine teens graduated from our residential treatment programs and earned their high school diploma through our two on-site schools

With your investment, we have served over 30,000 men, women, and teens in almost 50 years. Our clients' recovery is cause for all of us to celebrate. Through recovery they are able to rejoin their families, obtain employment, continue their education, and create a stronger platform for their lives. One person at a time, this betters our community.

Every day I go to work inspired by the amazing, difficult work our clients undertake. We have accomplished much yet have more to do. Like recovery, each day brings new challenges and opportunities. I appreciate your support and the foundation it gives us to continue to meet these challenges and opportunities. Thank you.

Sincerely,

Debby Taylor  
Sr. Vice President and Regional Director



Phoenix House  
Rising Above Addiction