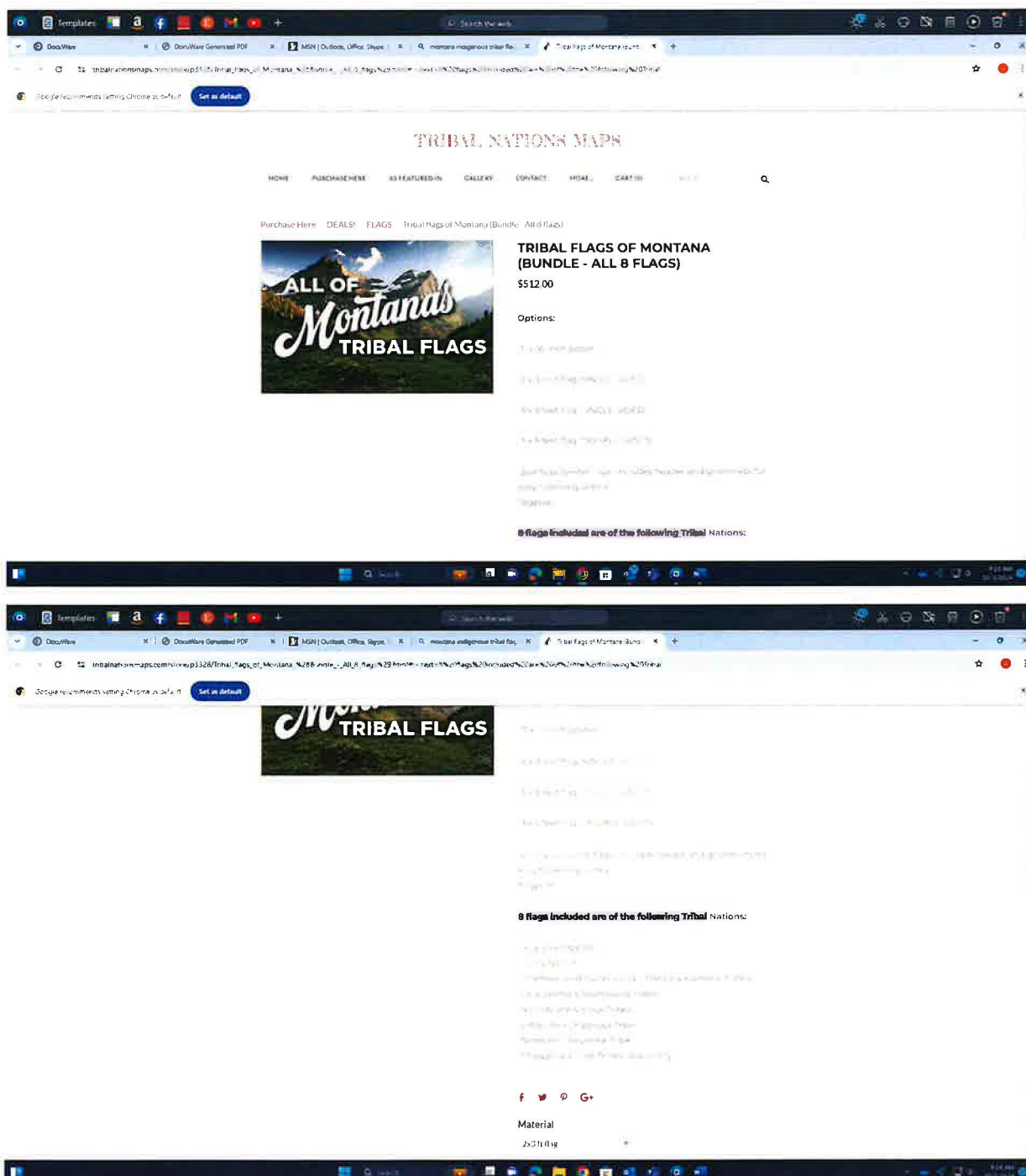


New Day, Inc.

Responses to BOV Recommendations

1. BOV recommends Indigenous tribal flags be on display in both the administrative building, and more importantly at the ranch for the clients to see daily to strengthen connection to culture and identity.
 - **Indigenous tribal flags are an excellent way to strengthen connection to culture and identity. New Day, Inc. has begun researching the purchasing of posters. A meeting was held to discuss this, and the Dining Area was identified as the place to display them. Below is the site being reviewed for the purchase:**

https://www.tribalnationsmaps.com/store/p3328/Tribal_flags_of_Montana_%28Bundle_-_All_8_flags%29.html#:~:text=8%20flags%20included%20are%20of%20the%20following%20Tribal



2. BOV recommends New Day, Inc. explore partnerships with community churches and places of worship to ensure that clients have opportunities to practice their religious beliefs.
 - **New Day, Inc. has an Outreach Coordinator assigned to increase community partnerships, including places of worship to help ensure clients have opportunities to practice their religious beliefs. Potential partnerships include, but are not limited to, Faith Chapel and Harvest Church. New Day, Inc. also promoted an employee to a position that allows for an additional driver to accommodate the transportation to and from community partnerships.**
3. BOV recommends New Day, Inc. review the language used in treatment plans and ensure it is easily understood by all clients.
 - **The New Day, Inc. Clinical Director is working with clinicians to enhance their individualized treatment plans with measurable, trauma-informed care goals. This occurs individually and during supervision meetings, and will include a focus on the language used to ensure it is easily understood by all clients and their families.**
4. BOV recommends New Day, Inc. look to utilize an electronic healthcare record system within the organization.
 - **An electronic healthcare record system has been on New Day, Inc's wish-list for quite some time. Currently researching and applying grants to help achieve this goal. A bid has been received for the electronic healthcare record system called myEvolv (see attached).**
5. BOV recommends New Day, Inc. explore opportunities to provide staff with in-service training focused on person-centered relationships and professional care giving.
 - **New Day, Inc. recently revised the orientation of new employees with a longer and more detailed training. It continues to be reviewed for improvement areas, in addition to the implementation of quarterly topics designed to enhance person-centered relationships and professional care giving. Also looking into online resources.**
6. BOV recommends New Day, Inc. explore opportunities and programs to allow clients more exposure to real-life skills to better prepare clients for their discharge.
 - **New Day, Inc. is reviewing potential curriculums for independent living skills that could be utilized in the academic portion of our mental health center and at the therapeutic group homes. Also continuing to enforce the positive peer culture with such discussions among the Youth Advisory Council.**
7. BOV recommends New Day, Inc. explore options for the construction of an outdoor area or gazebo that may help improve the outdoor usability of the space.
 - **New Day, Inc. is reviewing the budget for ways in which we can enhance our outdoor space to provide a comfortable shady area.**
8. BOV recommends New Day, Inc. explore opportunities to develop and offer more services for the young adult population 18-21-year-olds.
 - **New Day, Inc. is reviewing potential curriculums for independent living skills that could be utilized in the academic portion of our mental health center and at the therapeutic group homes. Exploring resources at the Lincoln Center, HRDC, & Chafee.**

New Day Ranch



Brandon Hughlett

4/9/24

SERVING OUR COMMUNITIES

Our **2,600+** associates are motivated to equip providers for success



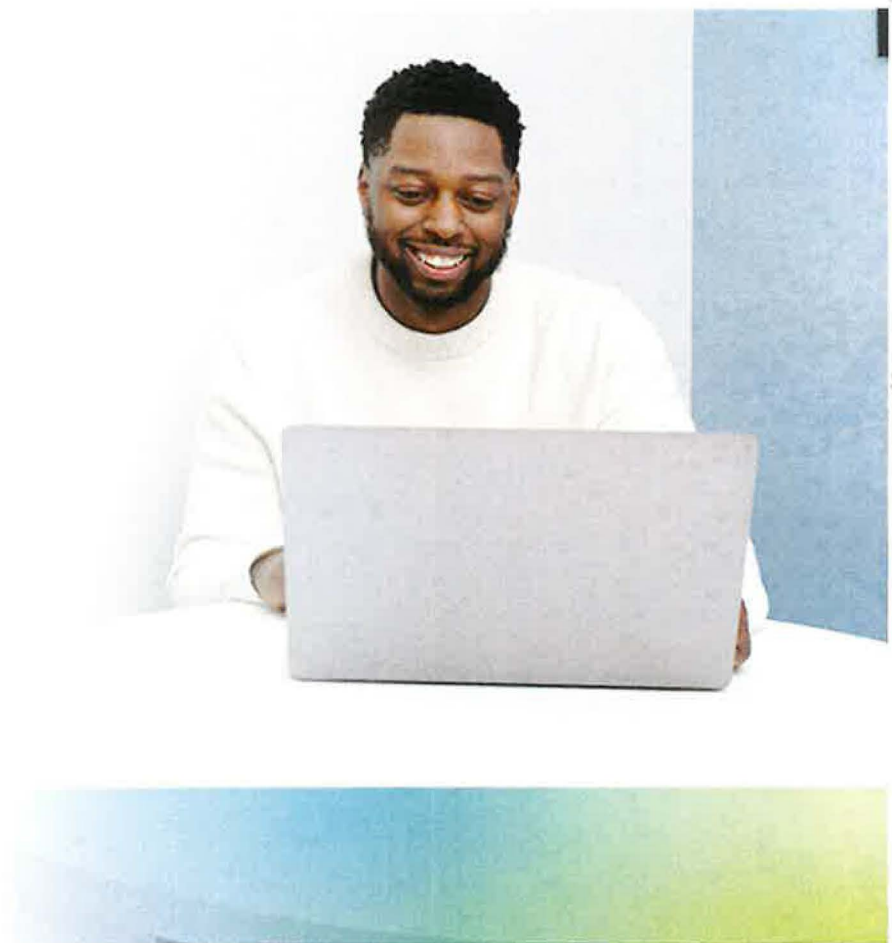
754,000+ providers



50,000+ client organizations

Together, we have impacted over

133 MILLION LIVES





myEvolv®

EHR of choice for addiction treatment, autism, behavioral health, I/DD and foster care

Key benefits

- Whole-person, evidence-based care
- Workflows/assessments unique to addiction, behavioral health, intellectual/developmental disabilities and medication-assisted treatment
- Individual/group therapy documentation
- Electronic referrals
- Carequality network

Key technology benefits

- Single database with facility partitioning and localization
- Cloud-based solution with full disaster recovery
- Highly configurable solution with embedded user tools
- 24x7 access to support portal

Differentiators



Analytics



Interoperability



Electronic Visit
Verification (EVV)



Mobility



ONC certified 2015 edition

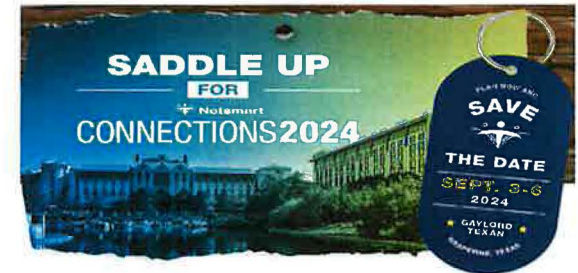
HCBS-IDD specific
forms/assessments

#1 Black Book:

- Overall Behavioral Health EHR vendor
- Patient Health Data Management and Administrative Processing
- Interoperability, Care Coordination and Connectivity
- Population Health and Analytics
- Mobility and Telehealth

Beyond the EHR

- Industry Specific Webinars
- Executive Symposiums
- State User Groups and Conferences
- Connections National User Conference
- Recurring calls with Client Alignment Exec
- CareThreads Blog
- Netsmart Podcast Series
- White Papers
- Netsmart Resource Center/Learning Services





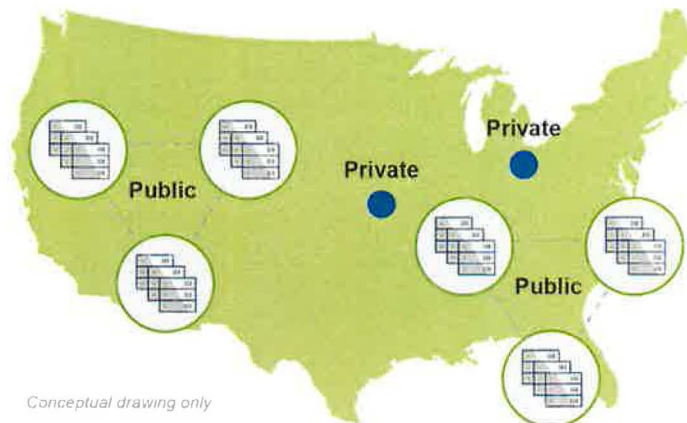
Plexus™ Cloud
Cloud hosting

Key features

- HIPAA compliant
- Disaster recovery
- Solution maintenance and upgrades
- 24/7/365 support
- 99.9% uptime SLA
- Network Operations Center (NOC)
- Security Operations Center (SOC)
- Platform as a Service (PaaS)
- Software as a Service (SaaS)

Netsmart private and public clouds

Deploying fault-tolerant applications with high availability across regions and availability zones



Conceptual drawing only



300,000+
end users



\$10M+
security budget



25,000+
hosted facilities



180+
Netsmart cloud engineers

Results You Can Count On

myEvolv – Behavioral Health: Strong ROI Delivered in Three Key Value Areas



OPTIMIZE REVENUE



20%

REDUCTION in days in accounts receivable



20%

REDUCTION in the number of denied claims



1.5%

INCREASE in monthly reimbursements



IMPROVE QUALITY OF CARE



1%

REDUCTION in annual costs of care



INCREASE OPERATIONAL EFFICIENCIES



30%

REDUCTION in time spent on billing



50%

REDUCTION in Medicaid pay back funds

All statistics collected by third-party research firm:

HOBSON & COMPANY



Pricing Menu & Options



myEvolv EHR

- Total Monthly Investment: \$8,680
- One-Time Fees: \$0
- Number of Concurrent Users: 45
- Includes AMA CPT Codes and Diagnosis Content on Demand Subscription



KPI Dashboard - Advanced Analytics

- Total Monthly Investment: \$1,236
- One-Time Fees: \$0



CareConnect Inbox

- Total Monthly Investment: \$594
- One-Time Fees: \$0
- Direct secure messaging internal/external



Integrated Telehealth

- Total Monthly Investment: \$710
- One-Time Fees: \$0
- 240 hours/month with no overage charge



RevConnect - Billing and Clearinghouse

- Total Monthly Investment: \$563
- One-Time Fees: \$0
- Number of Organizational Billable NPIs: 2



All prices are estimates and terms are valid through August 31st, 2024
Subject to Annual CPI Increase per MSA



Plexus™ Implementation Methodology

Predictability, speed to value and continuous learning



Guiding principles

- Proven, repeatable process
- Predictable, on-time results
- State-of-the-art technology

Clearly defined

- Objectives
- Deliverables
- Roles and responsibilities

Quality control and executive alignment

Project advances to the next phase once the required activities and acceptance factors are successfully met





KPI Dashboards

Transforming data into actionable insights

Key benefits:

- Dynamic data visualizations that automatically adapt, eliminating the need for developers or programming
- Easily set custom views or select target populations and share them across the organization
- Evaluate standard and custom indicators over time against organizational goals, state mandates, federal regulations or national benchmarks
- Unified Analytics solution across clinical, operational, and financial data



Daily performance dashboard



Longitudinal review



Leading indicators



Data discovery



CareConnect™

Connectivity and health information exchange

Netsmart connects our clients to support:



Single point of access

Connect to the larger healthcare ecosystem

- HIT partners
- Carequality
- Hospitals and health systems
- Primary care
- Contract providers
ProviderConnect™ Enterprise
- Emergency department notification systems
- Other providers



Care coordination

Right information, right time, right providers

- Telemonitoring devices
- Lab and radiology departments
- Supply vendors
- Durable medical equipment vendors
- Pharmacies
- Social service organizations



Federal/State regulations

Policies and standards for health information exchange

- EVV: Electronic visit verification systems
- Public health and immunization registries
- Regional HIEs



70,000+
organizations



1,000,000+
providers

Standards used to connect:

XCA	ADT	ORM	HL7	ORU	ANSI
XCPD	IHE	API	VPN	FHIR	eFax
Direct secure messaging					



Telehealth

Key features

- On-demand and scheduled virtual visits
- Receive alerts when individual enters waiting room/session
- Expand access to provider shortage areas removing geographic barriers to care
- Improved outcomes with timely access to high-demand specialties, such as addiction treatment, psychiatry and after-hour access to physicians
- Access and launch a HIPAA-compliant telehealth session from an EHR



Eliminate the walls of treatment, expand coverage area



Improve provider capacity management



Provide a virtual presence in emergency departments to triage individuals that present with behavioral health and substance use conditions



Enhances client satisfaction and convenience by expanding options for receiving care and providing a frictionless consumer experience