



# RASSIK Complete Recovery 2024 Report



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**RASSIK**  
COMPLETE RECOVERY INC

Letter From Our  
Medical Director

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## Our Purpose

There's Always Hope at  
RASSIK Complete Recovery

## LETTER FROM OUR MEDICAL DIRECTOR



### Directions for our Journey

As I reflect on the road we have traveled and the road ahead, I am pleased that, when faced with adversity, we remain true to our mission—to provide quality care to every patient with compassion, collaboration, and innovation.

We are proud of our team members who reflect the populations we serve, and of our enthusiasm to continue improving in this area. Ours is an environment where every person is treated with respect, dignity, and compassion.

Providing quality care starts with compassion, which is empathy in action. It requires understanding how everyone's unique circumstances affect their health and quality of life. For that reason, we are learning to better understand our patients. We are working to identify our patients' social needs, find resources, and access social services to assist in their transition from our care. Through our Parc Carbondale Foundation, we are supporting work to better understand Social Determinants of Mental Health and Substance Abuse.

Success in the work we do requires collaboration with community and governmental organizations. We partner with government agencies to provide oversight and direction in the delivery of care in our shared environments. In 2024, 95% of our government partners have worked with us for multiple years.

Our solutions build on our foundation and increase our pool of potential healthcare providers while improving our quality of patient care. These include further development of our telehealth platform, among other initiatives.

As important as the path we are on, are the people with whom we travel. I am proud of our dedicated team members who provide hope and healing to patients. Meeting our nurses, doctors, and support staff is a humbling experience and reveals how each one is motivated by their concern for others. I am proud of the resilience we demonstrated in navigating this journey together, and of the direction we are heading. My thanks go out to each member of the RASSIK family for your incredible work and leadership in challenging times.

**To hope and healing.**

**Rakesh Chandra, MD, JD LLM(Health Law)**

Medical Director, RASSIK Complete Recovery  
Professor of Psychiatry, Kentucky School of Medicine  
Assistant Clinical Professor of Psychiatry, SIU School of Medicine

## PURPOSE

RASSIK is the premier provider of localized, high-quality, compassionate care to vulnerable patients in challenging clinical environments.

## Where We Provide Care

RASSIK provides care in four primary types of facilities:

### 1. Hospitals –

RASSIK provides healthcare at Jackson Purchase Medical Center in Mayfield, KY and Choate Mental Health Center in Anna, IL.

### 2. Juvenile Justice Centers –

Our State and Federal division provides healthcare in state and federal prisons and juvenile justice residential facilities.

### 3. Residential Mental Health Treatment Facilities –

Our Recovery Solutions division provides care in residential mental health treatment facilities and behavioral health/neuropsychiatric settings.

### 4. Community Care Centers –

Our Community Care Centers provide medication-assisted treatment (MAT) for patients challenged with substance use disorder (SUD) and behavioral health disorders in partnership with Community Counseling Center in Missouri and Christopher Rural Health in Illinois.

## RASSIK at a Glance<sup>1</sup>



### Overview

- Number of states: 3
- International countries: India
- Number of site service contracts: 7
- Number of facilities: 12
- Annual Average Daily Population (ADP) of patients: 1000+

### RASSIK Team Members

25+ active team members<sup>3</sup>

**Government Division  
(Prisons under IDJJ)**  
- 5 facilities

**Recovery Solutions Division**  
Residential Mental Health Treatment  
Facilities/Hospitals  
• 10 facilities

<sup>1</sup> As of November 15, 2024.

<sup>2</sup> ADP is the average population of patients at any given site contracted with RASSIK for a given reporting month. Annual ADP is the average ADP of calendar months within the reporting year.

<sup>3</sup> Includes U.S. full-time, part-time, and pro re nata (PRN) employees.

## PURPOSE



## Things to Know About RASSIK

- 1. RASSIK is exclusively a healthcare services company.** Federal, state, and local legislatures, elected officials, and the judiciary establish criminal justice policy and administer justice. We neither participate in the disposition of criminal justice nor own or operate correctional facilities where we provide healthcare services. RASSIK primarily serves patients that are the responsibility of government agencies.
- 2. RASSIK does not benefit from higher incarceration rates and our profits do not increase as facility incarcerations increase.** Our contracts are generally structured to avoid financial benefit from inmate fluctuations. Reimbursement changes only cover costs that rise or fall with the population, such as supplies, pharmaceuticals, and off-site services. Our contracts often include a modest per diem payment or credit to reflect fluctuating costs. We calculate the per diem amount to approximately equal the increase or decrease in variable cost that accompanies an increase or decrease in the patient population. We prefer contracts that align with patient and societal interests.
- 3. RASSIK always prioritizes patients over profit.** Our business is grounded in providing excellent service to patients and adding value for our government partners. The health of our business rests solely on our patients' health, partner satisfaction, and the belief of our people in our mission. Cutting corners to reduce cost at the expense of any of these hurts RASSIK and increases business risk. Great patient care helps patients and communities, lowers risk, improves partnerships, and supports growth. Poor patient care can lead to opposite outcomes. To demonstrate our commitment to avoid business practices that inappropriately incentivize profit, we annually donate income from operations exceeding 5% of revenue to not-for-profit organizations that address SDoH and health equity.
- 4. RASSIK patients receive the right care in the right place.** A hallmark of our healthcare philosophy is that patients receive the appropriate level of care in the appropriate place, even when that requires sending patients outside of our facilities.



# PURPOSE

**5. Collaboration is not just a part of our mission; it is critical to providing healthcare in a correctional facility.** RASSIK team members are guests in a correctional facility; we rely on close collaboration with corrections staff to do our job. Furthermore, jails and prisons are designed to safely hold incarcerated people; in general, they were not designed primarily for providing healthcare services. In most cases, for our health-care staff to see a patient, a correctional officer must be available to retrieve and supervise the patient throughout their interaction.

**6. Correctional healthcare is vastly different from community medicine.** The settings we serve are far more challenging than those found in the community, and we serve a patient population far different from typical community healthcare settings. Consider the following:

- **Mental Health** – One in five adults in the community experiences mental health issues each year<sup>1</sup>, whereas about 40% of RASSIK patients in jails and prisons have a history of mental illness<sup>2</sup>. In our Recovery Solutions facilities, that number rises to 100%. Newly incarcerated patients are uniquely vulnerable and fragile at the time of care and often are in extreme emotional crisis. We offer a range of mental health services from intake to discharge planning to provide short and long-term solutions for those suffering from various mental health issues.
- **SUD and MAT** – An estimated 65% of our patient population has a substance abuse disorder<sup>3</sup>, compared to 10% of Americans<sup>4</sup>. We offer patients detox, MAT, and substance abuse programs for their addictions. Our WCCCs provide MAT services for continuity of care after discharge.
- **SDoH** – Having shelter is a major contributor to an individual's overall health. We estimate that 10% of incarcerated patients experience homelessness.<sup>5</sup> That compares to 0.18% for the U.S. population.<sup>6</sup> Our discharge planning helps connect patients with government programs and healthcare providers to reduce this SDoH.

**7. RASSIK works to hire incumbent staff when it becomes the healthcare provider at a new facility.** When RASSIK enters a new partnership, we intend to retain incumbent staff who are otherwise qualified, and who meet RASSIK's pre-hire requirements. RASSIK works with facility leaders to offer "right of first refusal" interviews to current non-management team members in accordance with this philosophy. We want to retain and retrain as many incumbent staff members as possible with equal or higher pay and we offer benefits on day one.

**8. RASSIK has positive labor relations.** RASSIK has worked with collective bargaining unions. We have a positive relationship with current unions, from California to Florida. We support fair and consistent practices for all team members.

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<sup>1</sup> [https://www.nami.org/NAMI/media/NAMI-Media/Infographics/NAMI\\_2020MH\\_ByTheNumbers\\_Adults-r.pdf](https://www.nami.org/NAMI/media/NAMI-Media/Infographics/NAMI_2020MH_ByTheNumbers_Adults-r.pdf)

<sup>2</sup> [https://www.nami.org/NAMI/media/NAMI-Media/Infographics/NAMI\\_CriminalJusticeSystem-v5.pdf](https://www.nami.org/NAMI/media/NAMI-Media/Infographics/NAMI_CriminalJusticeSystem-v5.pdf)

<sup>3</sup> <https://nida.nih.gov/publications/drugfacts/criminal-justice#:~:text=While%20the%20exact%20rates%20of,population%20has%20an%20active%20SUD.>

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<sup>4</sup> <https://www.nih.gov/news-events/news-releases/10-percent-us-adults-have-drug-use-disorder-some-point-their-lives>

<sup>5</sup> Council of State Governments, 2016: <https://www.voa.org/homelessness-and-prisoner-reentry>

<sup>6</sup> <https://www.huduser.gov/portal/sites/default/files/pdf/2020-AHAR-Part-1.pdf>

## PURPOSE



## Parc Foundation



## Reducing Recidivism and Improving Health Equity

Each year, RASSIK engages in approximately eight million interactions with some of the nation's most vulnerable and often overlooked patients. Many of our patients have experienced severe trauma, neglect, and poor living conditions. We set out every day to help those who need it most and to break the cycle of recidivism and improve health equity. Every patient should have the opportunity to be healthy, regardless of social strata.

Health inequities are reflected in differences in lifespan; quality of life; rates of disease, disability, and death; severity of disease; and access to treatment. We also focus on SDoH, the conditions in the places where our patients live, learn, work, and play, that affect a range of health risks and outcomes. Our goal is to help our patients improve their health and quality of life so that they will leave, start anew, and never need to return.

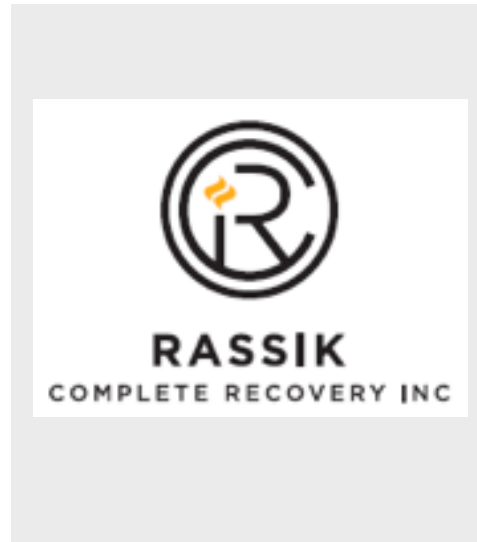
### Parc Foundation

In 2021, the Parc Foundation was established. This tax-exempt non-operating independent foundation is affiliated with and funded by RASSIK.

In 2021, RASSIK donated and provided substantial in-kind support to the Foundation.



## PURPOSE



### Community Partnership

Our goals in partnering with the community are to reduce recidivism and improve health equity by:

- Using assessment tools to establish a baseline of SDoH needs.
- Improving visibility in post-discharge social service utilization and referrals.
- Improving social risk assessments by providing a common assessment tool, with as much integration into our Electronic Health Record (EHR) as possible to streamline assessment workflow.
- Improving navigation to social services by using social service directory of community-based organizations.

### Access to Care

RASSIK continues to invest in communities throughout the country to expand access to quality healthcare. RASSIK provides evidence-based MAT and SUD programs for individuals struggling with addiction to opioids or other substances, including alcohol, methamphetamine, cocaine, hallucinogens, and tobacco. These services are available to anyone in the community, with a special emphasis on providing continuity of care for justice-served patients after release from jail or prison.

# PURPOSE

## About This Report

This report demonstrates our public commitment to our mantra – “Always Do The Right Thing” for our people, patients, partners, and planet. We have organized this year’s report into eight chapters as we did last year. These include Purpose, Pandemic, Patients, People, Partners, Process, Planet, and Performance. We have identified the environmental, social, and governance (ESG) risks and issues most significant to Wellpath and our key stakeholders to create this report and reaffirm our commitment to this process. We will continue our focus on transparency; not only in areas where we excel, but also where we experience challenges, as a way to hold ourselves accountable to our mission and vision.

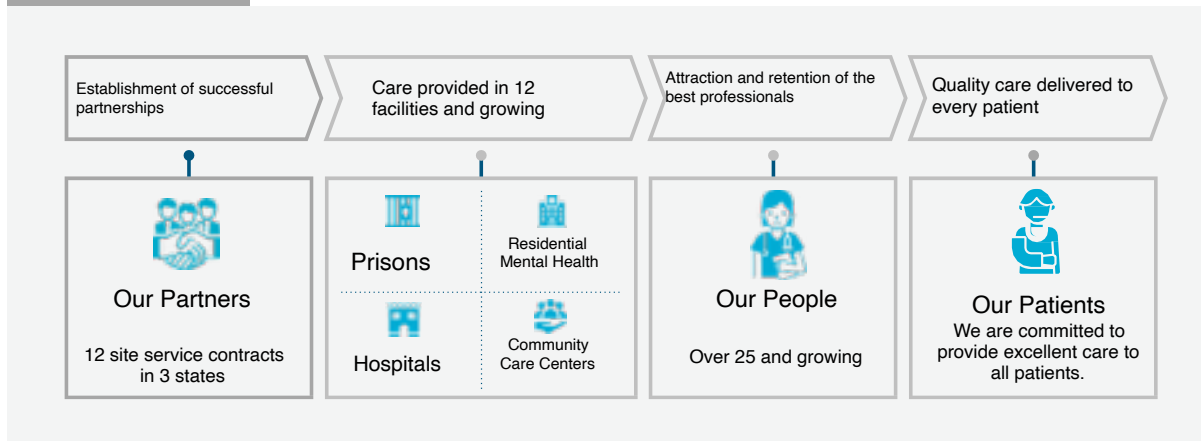
Our responsibility for patient care almost always includes the direct provision of on-site care (physician, nursing, pharmacy, labs, and testing). This responsibility typically extends to coordinating and managing off-site medical services, including in-patient hospitalizations. For these off-site cases, we develop and manage a network of providers in the community to provide services, manage claims, and process timely payments to providers.

Our Local Government and State and Federal divisions feature correctional healthcare operations consisting of on-site care in residential justice-served facilities, including jails and prisons. This care may include somatic, mental, and dental healthcare. Providing care in these environments requires coordination with custody, food service, maintenance, and other staff that are not RASSIK team members. RASSIK does not own these facilities; we are the partner that delivers and/or facilitates the delivery of healthcare treatment to patients.

We provide care in residential treatment facilities, hospitals, and community care centers. Services can include outpatient substance use disorder treatment, mental health treatment, and patient-centered healthcare navigation support. We provide food service, maintenance, safety, and off-site care as needed.



Our mission is to provide quality care to every patient with compassion, collaboration, and innovation.



# PURPOSE

## UNSDGs



Our mission also supports the UNSDGs which explicitly call on all businesses to apply their creativity and innovation to solve sustainable development challenges. We have reviewed the 17 goals supporting peace and prosperity for people and for the planet. We are aligned on all and we have found business relevance on six, as illustrated below. RASSIK is committed to prioritizing these and will continue to update in future reports.

<p><b>3</b> GOOD HEALTH AND WELL-BEING</p>	<p><b>Ensure healthy lives and promote well-being for all at all ages</b></p> <p>RASSIK key issue(s): Team member health and well-being, quality patient care, mental health, patient safety, suicide prevention and awareness, substance abuse and MAT, and COVID-19 response</p>	<p><b>4</b> QUALITY EDUCATION</p>	<p><b>Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</b></p> <p>RASSIK key issue(s): Team member development and engagement, academic affiliations, and philanthropic efforts</p>
<p><b>5</b> GENDER EQUALITY</p>	<p><b>Achieve gender equality and empower all women and girls</b></p> <p>RASSIK key issue(s): Diversity and inclusion</p>	<p><b>8</b> DECENT WORK AND ECONOMIC GROWTH</p>	<p><b>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b></p> <p>RASSIK key issue(s): Team member health and well-being, team member development and engagement, talent acquisition and retention, and successful partnerships</p>
<p><b>10</b> REDUCED INEQUALITIES</p>	<p><b>Reduce inequality within and among countries</b></p> <p>RASSIK key issue(s): SDoH and recidivism reduction</p>	<p><b>16</b> PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p><b>Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</b></p> <p>RASSIK key issue(s): SDoH and recidivism reduction</p>