Making a Brighter Future
Message from the CEO

Dear Friends,

During 2012-2013, Unison Behavioral Health completed one of its most successful years of community service. Our new strategic plan, developed in the prior year, addressed head-on the challenge of inadequate funding. Unison’s board, staff and volunteers worked harder and leveraged new and existing resources to meet the agency’s mission. In a daunting fiscal environment with revenue reductions of $1.2 million, Unison served more clients than any other time in our agency’s history. Interventions included streamlined workflows to offer same-day appointments and new procedures to eliminate waiting lists. Our crisis stabilization unit and outpatient staff responded rapidly to clients experiencing crises. Producing more with less extended into Developmental Disability services where programs restructured caseloads and cross-trained staff to deliver maximum services to our DD participants.

With increased productivity, we also increased quality. Staff at Unison expanded their knowledge and use of evidence-based treatment methodologies. Clinical social workers obtained specialty certification on providing behavioral health services in primary care clinics. Our recovery-based peer specialists completed cutting edge training on holistic approaches to helping persons with mental illness and addiction. Unison’s organizational culture and commitment to learning leads to better service and stronger outcomes for those we serve.

While facility renovations across multiple locations will take years to complete, Unison’s capital improvement efforts will continue so that clients in all locations have an accessible and welcoming environment to receive their services. Our information systems have been enhanced to support performance management processes and increased productivity. Key improvements include new pharmacy system and the system-wide installation of a new phone system. Outdated computers, printers, and monitors have been replaced so that staff have the tools they need to succeed. Infrastructure improvements have also included extensive facility renovations in Waycross and Douglas.

Even with the challenges and uncertainties of funding shortages, Unison is prevailing. Our mental health, addictive disease and developmental disability programs help thousands each year who come to us with the hope of achieving a better life. Unison is honored by the trust our clients have placed in us and with compassion, understanding and expertise we will help them reach their goals.

Allen Brown, MSSW
Chief Executive Officer
Unison Behavioral Health
Achieving New Goals
As I began to put my thoughts on paper, I realized how quickly the year has gone by for the Unison Board of Directors. It has been a year with many rewarding moments, as well as some challenges. As your Board of Directors, we have made solid progress on many fronts, including both the enhancement of existing strategic platforms and the establishment of new ones. I am honored to be the chairman of Unison’s Board of Directors.

Our purpose and mission is one of great importance. A critical challenge we all face in our communities is the mental and physical well-being of our families, friends and neighbors. Providing high-quality mental health and disability services to patients and consumers is our greatest challenge; but one we know as a board and an organization, we are capable of accepting. The board’s greatest hope is for a better future for every individual and family for which Unison provides services.

Unison Behavioral Health works at the very center of this challenge daily. Every day the staff of Unison is striving to help people live longer, healthier, and happier lives. The Board of Directors recognizes that with our leadership comes a responsibility; one we consider a privilege. I am pleased with how we are meeting that responsibility, but we realize we still have work to do in order to empower people to improve the quality of their lives.

Patrick Simmons
Chairman, Board of Directors
Unison Behavioral Health
ABOUT US

Unison Behavioral Health provides a wide-range of community based behavioral health services for individuals of all ages who struggle with difficulties at work, home, or at school.

Services are available for individuals and youth with emotional problems, psychiatric emergencies or mental illness such as schizophrenia, bipolar disorder and major depression. Developmental disability services include residential programs, community access group programs, pre-vocational training, job coaching and placement.

Person-Centered Services

Services include

- 24/7 Crisis Stabilization Unit
- Medical Detox Program
- Individual, Group, and Family Outpatient Counseling
- Peer Support
- Psychiatric and Medication Services
- Day Treatment
- Hospital Alternative Programs
- Pre-vocational Training and Skills Training
- Transitional and Supported Employment
- School-based Services
- Case Management
- Accountability Court Services
- Home-based Services
- Advocacy
- Residential Programs
- Addictive Disease Residential Treatment Program

BOARD OF DIRECTORS
2012-2013 Program Year

Atkinson County
Patricia Roberts, Treasurer

Bacon County
Laure Cohen
Eugene Dyal

Brantley County
Selena Strickland

Charlton County
Commissioner Wade Johnson
Vice-Chair

Clinch County
Kerin Crews

Coffee County
Chief Gary Casteloes

Pierce County
Lowell Williamson

Ware County
Patrick Simmons, Chair

Board Member Emeritus
Coffee County
Commissioner Earl Brice
### ANNUAL NUMBERS

- 7,403 Evaluations
- 5,484 Crisis Services
- 14,255 Physician Services
- 10,565 Nursing Services
- 32,777 Services in Community
- 10,234 Therapy Sessions
- 8,264 Group Sessions
- 29,845 Prescriptions Filled
- 61,659 Developmental Disability Services
- 36,433 Residential Services

### Services That Enrich Lives and Strengthen Communities

- **Nakisha, Stacy, and Dana from the Unison Access Center**

### Unison Provides:

- Mental health and addictive disease services to help persons move forward on the path of recovery.
- Developmental disability services helping persons live to the fullest extent of their abilities.
- Employment services helping persons with disabilities succeed in the workplace.
- Housing and residential services that help persons with disabilities find safe, affordable places to live.
What Sets Us Apart

Our Mission
We envision healthy, vibrant, caring communities where all persons have the opportunity to live productive, meaningful lives.

To accomplish our vision, Unison creates health and wellness by providing quality mental health, addictive disease, and developmental disability services.

Availability and Access
To better fit your schedule, we offer flexible hours in office locations throughout eight counties.
Same-day, walk-in access to care.
24/7, toll-free number to access care. Assistance is just a phone call away.

Quality
Our programs are fully accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF).
As measured by CARF, Unison’s client satisfaction scores exceed both state and national averages.
Personal, individualized services.
Our commitment to providing evidence-based services including:
· Nurturing Parents Program for parents of young children
· ARISE Counseling program for adolescents
· Seeking Safety for persons at risk of self harm
· Matrix Model for persons with substance dependence

IN THEIR OWN VOICE
Child and Family Mental Health Services

“Our two counselors have had a big influence in my life, the family’s life, and in Kayden’s life. Since working with Unison, Kayden is more affectionate with his siblings and listens to his caregivers. We have seen that Kayden can be a loving child because he has learned to express emotions in healthier ways rather than through anger.”

Chris and his son Kayden
Ware Child and Family Services, Waycross

Making poor grades at school and having problems at home and in the community, Shileigh agreed to participate in individual and family services. Today she’s a successful A Honor roll student with a bright future. “Unison gave me a lot of confidence in myself. They gave me hope. It was a life changer for me.”

Shileigh, age 16
Clinch Child and Family Services, Homerville
“Back in the 60s and 70s mental health treatment wasn’t available; people thought you should just deal with it. The Unison staff have been with me through all the challenges I’ve had. I know that I can make it; I will make it and be a stronger person for it. I’ve learned I’m not alone in my depression and I hope to help others and be there as staff have been there for me.”

Catherine
Unison Mental Health Services
Brantley County, Nahunta

“I grew up without a mom and dad, never finished school and was sent to boys homes. As an adult, I became addicted and my negative behavior led to jail and legal issues. Unison’s Peer Support program has made a strong impact in my life. I’ve been in recovery since 1995. A lot of people know how to talk about recovery but don’t know how to live it. I know how to live it. Look at me now!”

David
Unison Peer Support Services
Ware County, Waycross
IN THEIR OWN VOICE
Developmental Disabilities Services: Helping Persons Reach Their Full Potential

Community Solutions for Persons With Developmental Disabilities

- Life Skills Training
- Job Training and Placement
- Customized Employment
- Residential Services
- Community Living Support Services

“\text{I feel great about my life. I love my apartment and having friends over}.\text{ Participating in a range of individualized services and supports, Jonas has successfully moved into his own apartment. He’s active in the community and was selected to be an assistant to the high school boys’ athletic teams. “Jonas is an important part of our team”, says Clinch County Panthers Coach Jared Hart.}

\textbf{Jonas}  
\textit{Clinch County, Community Living and Prevocational Services Participant, Homerville}

Thorn, who participates in Unison’s Supportive Employment program, credits Unison for “teaching me what I need for my job”. Thorn has worked in landscaping services and for a bowling alley, but he is most proud of his current job as a dining room associate at Zaxby’s. According to General Manager Lee Taylor, “Thorn is the face of Zaxby’s… guests love him and our entire team relies on him. He is a blessing to us as much as this job is to him”.

\textbf{Thorn}  
\textit{Coffee County Supportive Employment participant, Douglas}
“I used to believe I wasn’t capable of persevering but today I know I can”

When I was young it was difficult living with my mother and not understanding what, if anything, was wrong with her. Today, I understand my mom was sick from her mental illness and unresolved abuse, as well as losing her mother when she was 10. Back then, I just felt she didn’t love me. I became pregnant at 18 and it caused a separation between me and my parents. I dropped out of college and got married because I felt I had to, but I didn’t want to be married and didn’t know how to be a mother. I had problems with my son’s birth requiring an emergency c-section and that was my first introduction to opiates.

When my son was 2 years old, I went back to college but had to work and sometimes was the only one working. I made it into nursing school, but in my last semester, I had my clinical rotation in the ER and the next patient being brought in was to be mine. It was my father and he was having a heart attack. He was shipped to St. Vincent’s and had 4 by-passes. I almost dropped out, but my nursing instructor encouraged me and I graduated with my nursing degree in 1995.

With my first job, I began a path of destruction using street drugs, opiates, and eventually alcohol and crystal meth. I entered my first detox in 1997 and by 2002 was divorced, my parents were raising my son, my nursing license was suspended, and I was arrested for 21 felonies. I entered treatment and detox too many times to count. I became pregnant again in 2002 and did what I said I would never do, and that was use drugs while I was pregnant. My baby was protected by God and born healthy, but DFCS opened a case to protect my newborn. I continued to use and was admitted to Unison’s Garden Gate, residential women’s program. I remained drug free for almost three years, but relapsed after I found out my mom had end stage emphysema. I became someone I couldn’t recognize and used until after my mother died. I couldn’t remember her funeral and after going to jail again, I was released to go to treatment in 2007. I finally got sober on July, 11th 2007. My last difficult challenge was getting my license back. I was placed on a consent order by the Board of Nursing. After several years of supervision and education, I completed requirements and all restrictions and sanctions on my license have been lifted. Today I work as a nurse and certified addiction counselor at Garden Gate working one on one with others who struggle with addiction. I absolutely love it.

I am grateful for all the help I was given at Unison, especially the St. Illa CSU. No matter how many times I relapsed, St Illa would give me a chance in hopes I could get myself together. Most of all, Garden Gate made a powerful impact on my life. The staff believed in me, allowing opportunities for me to move forward with the career I have. I used to believe I wasn’t capable of persevering but today I know I can. Today I can give back what was freely given to me.

Kay

Former participant and now a registered nurse helping others find recovery at the Garden Gate Residential Treatment Center
2012-2013 ACCOMPLISHMENTS

- Served 6,444 unduplicated clients in 8 counties
- Expanded Developmental Disability services from 4 to 5 days per week
- Held grand reopening of Coffee County Behavioral Health
- Held grand reopening of Pharmacy Services
- Held grand opening of new Camellia House Group Home for 4 DD participants
- Launched Camden Behavioral Health LLC
- Expanded clinical services in behavioral health programs
- Acquired from Ware County the St. Illa Crisis Stabilization Unit and Residential Treatment Program properties
- Collaborated with Tapestry Inc. on a low-income tax credit project to provide housing opportunities to persons with mental illness.
- Implemented new appointment scheduling procedures to reduce waiting lists and increase client access to care
- Reduced hospital recidivism and homelessness for persons with mental illness through the Opening Doors to Recovery (ODR) project
- Provided 24/7 mobile crisis services to area jails and hospital emergency rooms
- 3 peer specialists became certified to provide Whole Health Action Management (WHAM) services in Unison’s mental health programs
- 2 clinical social workers certified in providing behavioral healthcare in primary care settings
- Conducted Crisis Intervention Training (CIT) for regional law enforcement
- Conducted 3 area Mental Health First Aid (MHFA) trainings
- Reduced stigma and raised funds for NAMI Georgia with a 2012 Walk For Recovery
- Renovated client care facilities at:
  - Coffee DD Service Center
  - Ware Adult Behavioral Health
  - St. Illa Crisis Stabilization Unit
  - St. Illa Residential Treatment Program
- Technology upgrades to improve organizational performance:
  - New Unison website
  - IVR System for telephonic pharmacy refill requests
  - IT Disaster Recovery System
  - Help Desk Software
  - Data Warehouse Services

Advancing the Mission
FISCAL YEAR 2013

Consolidated Financial Position

Revenue
Grant Revenues & Contributions  $8,342,433
Charges for Services  12,211,674

Total Revenue  20,554,107

Expenditures
Salary & Fringe Benefits  13,468,174
Other Operating Expenses  6,452,532

Total Expenditures  19,920,706

Increase/(Decrease) in Net Assets  633,401
Beginning Balance, Net Assets  4,853,076

Ending Balance, Net Assets  $5,486,477

Revenue by Payer

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<tr>
<th>Payer</th>
<th>Revenue</th>
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<tr>
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<tr>
<td>Medicaid Managed Care</td>
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<tr>
<td>Medicare</td>
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<tr>
<td>State</td>
<td>41%</td>
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<tr>
<td>Other</td>
<td>10%</td>
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Expenditure by Program

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<thead>
<tr>
<th>Program</th>
<th>Expenditure</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Adult Mental Health</td>
<td>$4,238,655</td>
<td>21%</td>
</tr>
<tr>
<td>Adult Substance Abuse</td>
<td>4,398,034</td>
<td>22%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>656,039</td>
<td>3%</td>
</tr>
<tr>
<td>Child &amp; Adolescent</td>
<td>2,342,520</td>
<td>12%</td>
</tr>
<tr>
<td>Developmental Disabilities</td>
<td>4,886,238</td>
<td>25%</td>
</tr>
<tr>
<td>Administration</td>
<td>3,390,087</td>
<td>17%</td>
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$19,911,573

Distinct Consumers

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<th>Category</th>
<th>Count</th>
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<tr>
<td>Adult</td>
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<tr>
<td>Child &amp; Adolescent</td>
<td>1669</td>
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<tr>
<td>Developmental Disability</td>
<td>247</td>
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</table>

Total Unduplicated Served 6444

EXPENDITURES BY PROGRAM

<table>
<thead>
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<th>Expenditure</th>
<th>Percentage</th>
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</tr>
<tr>
<td>Administration</td>
<td>3,390,087</td>
<td>17%</td>
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### Race / Ethnicity

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<thead>
<tr>
<th>Ethnicity</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>African American</td>
<td>1671</td>
<td>27%</td>
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<tr>
<td>Hispanic</td>
<td>119</td>
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<tr>
<td>Multiracial</td>
<td>70</td>
<td>1%</td>
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<tr>
<td>Other Single Race</td>
<td>68</td>
<td>1%</td>
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<tr>
<td>Unspecified</td>
<td>65</td>
<td>1%</td>
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<tr>
<td>White/Caucasian</td>
<td>4243</td>
<td>68%</td>
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6236 Total

### Age Group

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<tr>
<td>6-12</td>
<td>763</td>
<td>12%</td>
</tr>
<tr>
<td>13-19</td>
<td>917</td>
<td>14%</td>
</tr>
<tr>
<td>20-50</td>
<td>3423</td>
<td>55%</td>
</tr>
<tr>
<td>51-65</td>
<td>982</td>
<td>16%</td>
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<tr>
<td>66+</td>
<td>115</td>
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6236 Total

### UNDUPPLICATED CLIENTS SERVED

- Adult MH/AD Outpatient: 3618
- C&A MH/AD Outpatient: 1671
- Adult MH/AD Day Services: 79
- Crisis Stabilization Program: 684
- Adult MH/AD Residential: 456

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**Behavioral Health**

Unison Behavioral Health 2012-13 Annual Report
Developmental Disabilities

Race / Ethnicity

<table>
<thead>
<tr>
<th>Race</th>
<th>Count</th>
<th>Percentage</th>
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</thead>
<tbody>
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<td>African American</td>
<td>91</td>
<td>37%</td>
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<tr>
<td>Hispanic</td>
<td>1</td>
<td>0%</td>
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<tr>
<td>Unspecified</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>153</td>
<td>62%</td>
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247

Age Group

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-50</td>
<td>149</td>
<td>60%</td>
</tr>
<tr>
<td>51-65</td>
<td>78</td>
<td>32%</td>
</tr>
<tr>
<td>66+</td>
<td>20</td>
<td>8%</td>
</tr>
</tbody>
</table>

247

UNIQUE CLIENTS SERVED

- DD Day Services: 220
- DD Residential Services: 94
SERVICE LOCATIONS

BEHAVIORAL HEALTH SERVICES

Bacon BHS
108 E 5th Street
Alma, GA 31510

Brantley BHS
9052 Main Street S
Nahunta, GA 31553

Charlton BHS
3010 Homeland Park Road
Folkston, GA 31537

Clinch BHS
551 Old Pearson Road
Homerville, GA 31634

Coffee BHS
1005 Shirley Avenue
Douglas, GA 31533

Garden Gate Residential Treatment Center
852 Tiffany Lane
Waycross, GA 31503

St. Illa Crisis Stabilization Unit
3455 Harris Road
Waycross, GA 31503

Supported Employment
201 Brunel Street
Waycross, GA 31501

Supported Living
201 Brunel Street
Waycross, GA 31501

Ware BHS
1007 Mary Street
Waycross, GA 31503

Ware Child and Family Services
1003 Mary Street
Waycross, GA 31503

Ware Day Services
305 N Nicholls Street
Waycross, GA 31503

Waycross Accountability Court
800 Church Street, B202
Waycross, GA 31501

DEVELOPMENTAL DISABILITY SERVICE CENTERS

Bacon Service Center
1835 W 12th Street
Alma, GA 31510

Charlton Service Center
3010 Homeland Park Road
Folkston, GA 31537

Clinch Service Center
551 Old Pearson Road
Homerville, GA 31634

Coffee Service Center
920 W College Park Drive
Douglas, GA 31533

Ware Service Center
3201 Harris Road
Waycross, GA 31503

Developmental Disability Residential Services
- Atkinson County
  Peachtree Group Home
- Bacon County
  Cypress Hill Group Home
- Pierce County
  Camellia House Group Home
  Oakwood Group Home
PROGRESSIVE LEADERSHIP

The Unison Leadership Team

SENIOR MANAGEMENT TEAM

- Allen Brown, MSSW
  Chief Executive Officer
- Janett Carter, LCSW, CACII
  Director of Behavioral Health
- Eva Fedd, LPC
  Deputy Director, Crisis & Residential Behavioral Health Services
- Laura Fullard
  Director of Human Resources
- Tiffany Henderson, LCSW
  Director of Outpatient Services
- Katrina Wheeler, CPA
  Chief Financial Officer
- Jerad Johnson
  Director of Information Technology
- Mubbashir Khan, MD
  Medical Director
- Lynn Simpson, R.Ph.
  Director of Pharmacy
- Bryant Wiggins, MS
  Director of Developmental Disabilities
- Brenda Wildes, M.Ed.
  Director of Quality and Compliance
To the many talented staff at Unison, thank you for your service and dedication!
Unison is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and is supported with public and private funds.

we believe in you.

unisonbehavioralhealth.com

contact us: 800.342.8168
1007 mary street • P.O. Box 1397 • Waycross, Georgia 31503

Unison is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and is supported with public and private funds.