

ANNUAL REPORT 2012-2013



Believing in People





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 Outdated computers, printers, and monitors have been replaced so that staff have the tools they need to succeed.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



Message from the Board Chairman

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

Building Better Tomorrows

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.

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

Person-Centered Services

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.

IN THEIR OWN VOICE

Child and Family Mental Health Services

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



"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**

IN THEIR OWN VOICE

Adult Behavioral Health Services



"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**



David, with counselors Paul and Sonda

"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**

Adult Clinic and Community-Based Services

- Psychiatry
- Individual, Group and Family Therapy
- Telehealth Services
- Case Management
- Psychosocial Rehabilitation
- Peer Support Services
- Home-based Services
- Employee Assistance Programs
- Court-based Treatment Programs
- Supportive Housing Services
- Supportive Employment Services

Intensive Services

- Mental Health Crisis Stabilization
- Substance Abuse Detoxification
- Short-term Residential Treatment
- Long-term Residential Treatment

Child and Adolescent Outpatient Services

- Psychiatric Services
- Child and Family Therapy
- Group Counseling
- Parenting Education
- Case Management
- School-Based Programs

Community Solutions for Persons With Developmental Disabilities

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

IN THEIR OWN VOICE

Developmental Disability Services: Helping Persons Reach Their Full Potential



"I feel great about my life. I love my apartment and having friends over". 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.

Jonas

**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".

Thorn

**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:
 - o Coffee DD Service Center
 - o Ware Adult Behavioral Health
 - o St. Illa Crisis Stabilization Unit
 - o St. Illa Residential Treatment Program
- Technology upgrades to improve organizational performance:
 - o New Unison website
 - o IVR System for telephonic pharmacy refill requests
 - o IT Disaster Recovery System
 - o Help Desk Software
 - o 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

Medicaid	34%
Medicaid Managed Care	11%
Medicare	4%
State	41%
Other	10%

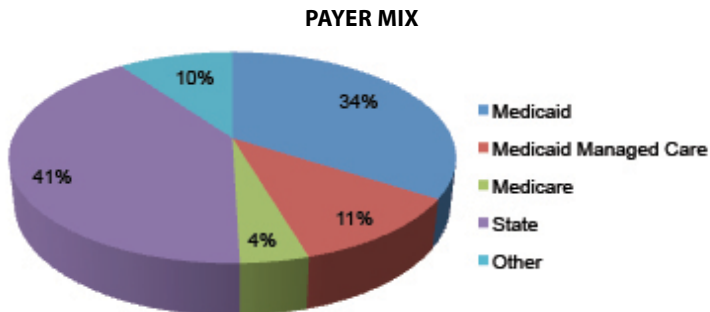
Expenditure by Program

Adult Mental Health	\$4,238,655	21%
Adult Substance Abuse	4,398,034	22%
Pharmacy	656,039	3%
Child & Adolescent	2,342,520	12%
Developmental Disabilities	4,886,238	25%
Administration	3,390,087	17%

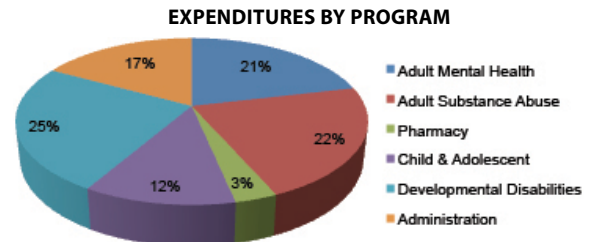
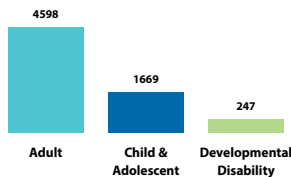
\$19,911,573

Distinct Consumers	Count
Adult	4598
Child & Adolescent	1669
Developmental Disability	247

Total Unduplicated Served 6444



UNDUPLICATED CLIENTS SERVED

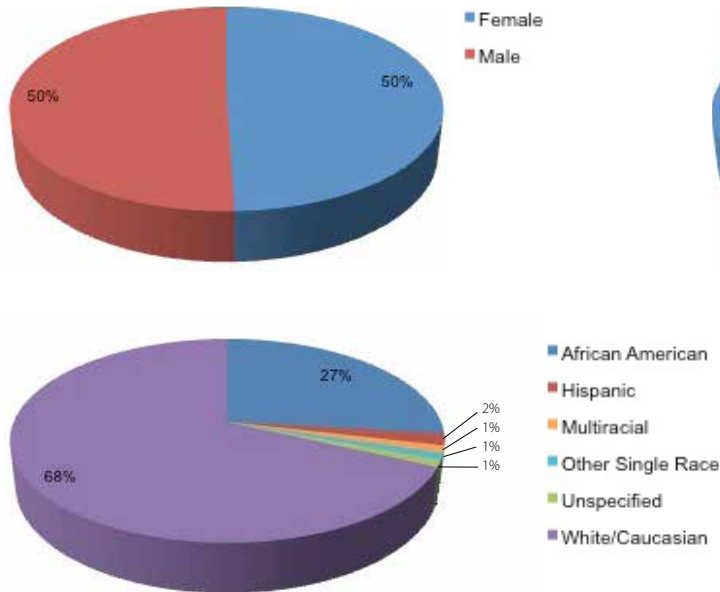


Behavioral Health

Race / Ethnicity

African American	1671	27%
Hispanic	119	2%
Multiracial	70	1%
Other Single Race	68	1%
Unspecified	65	1%
White/Caucasian	4243	68%

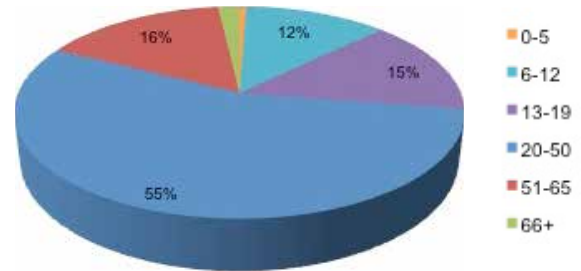
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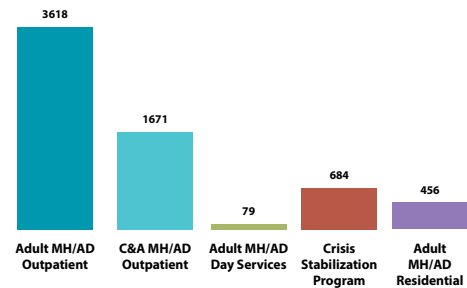
Age Group

0-5	36	1%
6-12	763	12%
13-19	917	14%
20-50	3423	55%
51-65	982	16%
66+	115	2%

6236



UNDUPLICATED CLIENTS SERVED



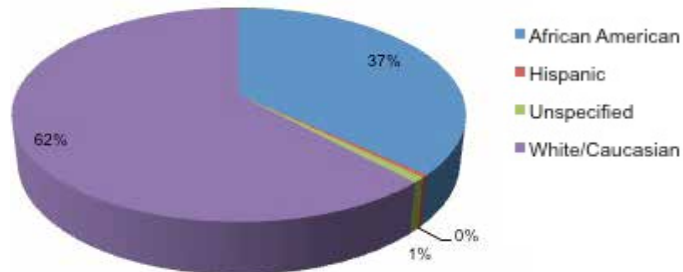
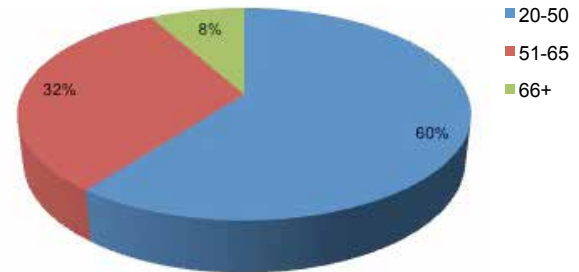
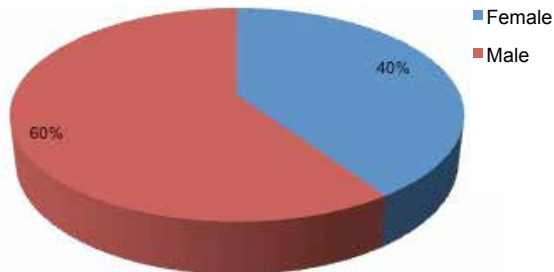
Developmental Disabilities

Race / Ethnicity

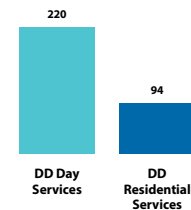
African American	91	37%
Hispanic	1	0%
Unspecified	2	1%
White/Caucasian	153	62%
	247	

Age Group

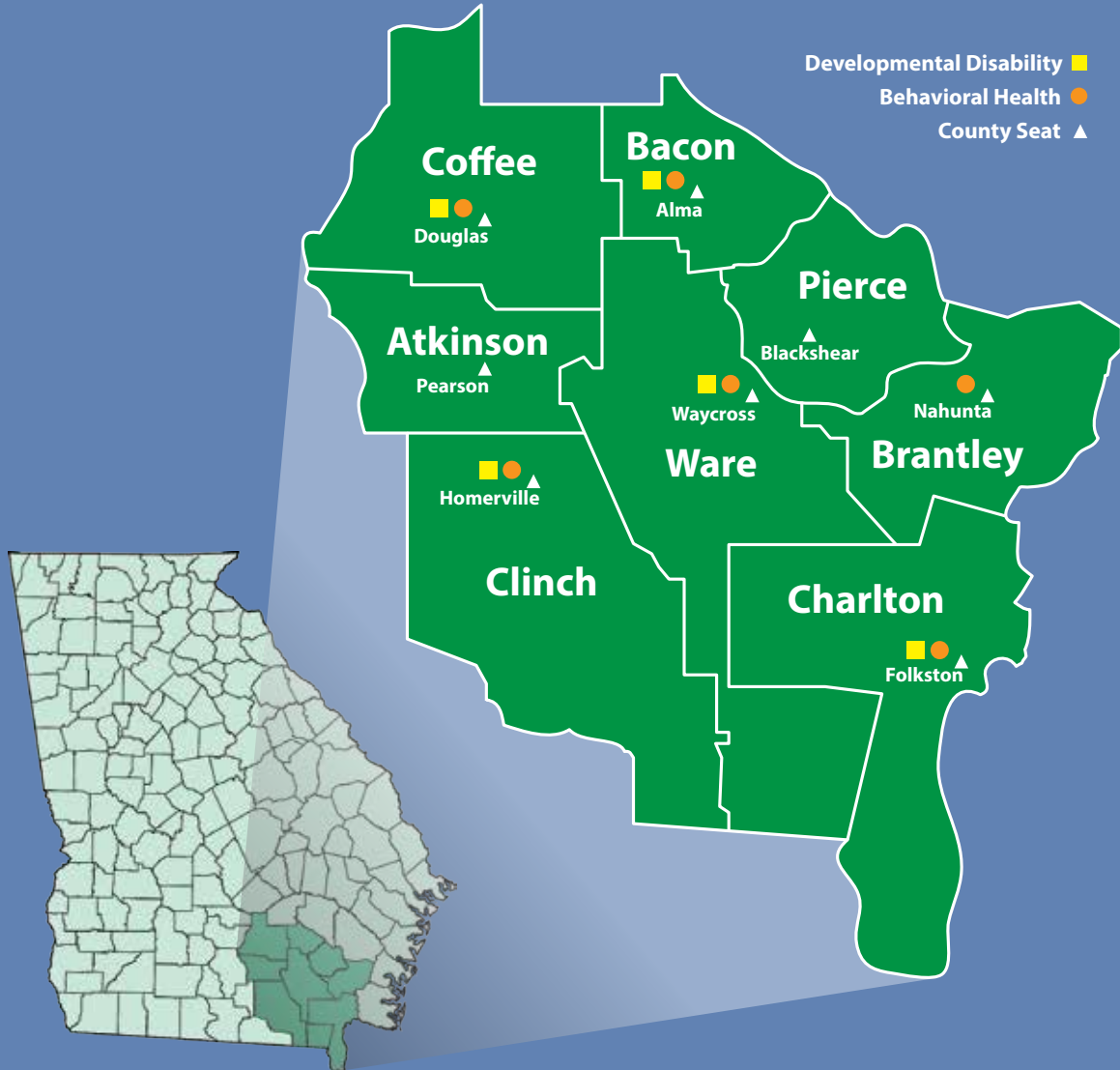
20-50	149	60%
51-65	78	32%
66+	20	8%
	247	



UNDUPLICATED CLIENTS SERVED



UNISON'S SERVICE AREA



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



Coffee BHS



Bacon BHS



Garden Gate Residential Treatment Center



Ware Service Center

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!





we believe in you.

unisonbehavioralhealth.com

contact us: 800.342.8168

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