



Believing in
People

The logo graphic consists of five vertical bars of varying heights and colors (green, white, blue, blue, blue) that fan out to the right.
unison
behavioral health
we believe in you.

Message from the CEO



Unison Behavioral Health ended Fiscal Year 2015 with a modest positive margin and client satisfaction scores that were consistently above the state average for Community Service Boards. These encouraging financial and service quality data reflect all the hard work and commitment of our employees in the face of some significant challenges.

Of these difficulties, the most significant challenges for our Behavioral Health operations in FY 2015 were produced by the complete loss of all of our on-site psychiatrists, including our Medical Director. We were able to maintain services only by contracting with several telepsychiatry and locum tenens practices. It took our clients some time to adjust to seeing their psychiatrists through a telepsychiatry video link, and we are grateful for their patience as we worked through the various technical and scheduling challenges that telepsychiatry presents. We are most grateful to

Dr. Lionel Bryan for stepping in as part-time interim Medical Director until we could appoint Dr. Kayln Lane as our permanent Medical Director from August 2015. Dr. Lane is Board Certified in both adult and child psychiatry – she works with us from her home in Southwest Georgia by video link, and comes on site once per quarter. We are also most grateful to Dr. Bill Shivers, whose medical supervision of our physician assistants and nurse practitioners has enabled us to continue to operate our crisis stabilization unit in Waycross. Such is the difficulty in recruiting psychiatrists that it has taken us nearly 12 months to secure the appointment of Dr. Brenda Castells, a board-certified child psychiatrist due to start in February 2016, and two J1 Visa waiver candidates scheduled to start in July 2016. The lack of on-site psychiatric coverage in 2015 has limited our capacity to serve our communities and been costly in terms of locum services and in recruitment expenditures.

Our difficult experiences over the past year reflect a growing national shortage of mental health professionals, and our service area faces additional difficulties which have attracted a federal designation as a mental health professional shortage area. As a result of recent efforts we look forward to improved psychiatric services for our clients in the coming months, and maintaining proactive recruitment and workforce development initiatives for the future.

Also on the Behavioral Health side, the agency is building a new child and adolescent outpatient clinic next to our existing Adult Clinic and Administration building on Mary Street, Waycross. The new clinic is scheduled to open in May 2016, and we look forward to expanding our services to children and their families in our community.

Our services to persons with intellectual / developmental disabilities continue to evolve under the directorship of Kevin Rodgers, newly appointed to this role at the start of FY 2015. Key themes are: developing services that are customized to the unique strengths; needs and preferences of each person served; and locating these services in the community rather than at our traditional service centers. For the time being, we are continuing to operate sheltered workshops which meet a community need for recycling programs and offer our clients opportunities for a meaningful day and an opportunity to earn some money. While these programs have been popular with our clients and their families, they will soon have to be phased out in compliance with new Federal Funding requirements (Home and Community Based Setting rules). The replacement services will emphasize the integration of persons with disabilities into the life of the

wider community; this evolution will require public education as well as some ingenuity to translate the choices and preferences of our clients into safe and meaningful activities in the community.

A significant development in FY 2015 has been discussion with Gateway Behavioral Health Services and other CSBs about possible partnerships and collaborations with the goal of improving the quality and efficiency of our services. These discussions have lead to Unison providing Human Resource consultations to Gateway and the development of a shared billing department, operated by Unison and implemented in the fall of 2015. Discussions have begun to examine further possible areas of collaboration such as information technology and quality improvement and compliance functions.

Statewide, Unison continues to be a big supporter of the Georgia Association of Community Service

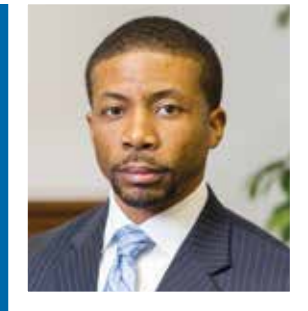
Boards (GACSB). Unison Board Member Lowell Williamson served as the Association's President through FY 2015, and continues to serve as its Vice President in FY 2016. Unison staff members also actively support the various sections of the GACSB, such as the Interest Groups, benchmarking, and the Annual Educational Exchange.

Finally, Unison is indeed fortunate to have an active and engaged Board of Directors. Under the continuing chairmanship of Patrick Simmons during FY 2015 the board has welcomed new members Laine Reichert (Bacon County), JoAnne Lewis (Coffee County), and Carlos Nelson (Ware County). I wish to record our appreciation to all our board members for their wise governance of our agency.

Glyn Thomas, Ph.D.
Chief Executive Officer
Unison Behavioral Health

meeting needs right here
in our community

Message from the Board Chairman



As I reflect over the past year, I would like to thank each of you; board members, team members and clients for supporting Unison and its endeavors this past year.

The Unison Board of Directors take pride in everything we do. The projects we support are examples of what happens when dedicated people come together, determined to make a difference.

I feel extraordinarily privileged to serve on the board of directors with such talented people. Our management team and our

employees do outstanding work every single day — sometimes under enormous pressure — while dealing with an extreme number of complex business and regulatory issues. The way Unison is able to address our challenges while continuing to improve our businesses and support our clients fills me with pride.

Over the course of last year, our organization continued to improve access to services, improve customer satisfaction and foster innovation.

We also continued to deliver on our many commitments — including business simplification, regulatory requirements, controls, expense discipline and capital requirements.

As an organization, we have accomplished many things and have been proactive on the many internal and external developments that modern behavioral healthcare entails.

Patrick Simmons
Chairman, Board of Directors
Unison Behavioral Health

to happier and healthier citizens

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

CURRENT BOARD OF DIRECTORS

Atkinson County

Patricia Roberts, *Treasurer*

Bacon County

Laure Cohen
Eugene Dyal
Laine Reichert

Brantley County

Selena Strickland

Charlton County

Wade Johnson, *Vice-Chair*

Clinch County

Kerin Crews (*resigned 1/2016*)

Coffee County

Chief Gary Casteloes
JoAnne Lewis

Pierce County

Lowell Williamson

Ware County

Patrick Simmons, *Chair*
Carlos Nelson

Board Member Emeritus

Coffee County

Commissioner Earl Brice

Services that Enrich Lives and Strengthen Communities



ANNUAL NUMBERS

7,327 Evaluations

4,596 Crisis Services

12,245
Physician Services

11,946 Nursing Services

32,218
Services in Community

8,949
Therapy Sessions

4,355 Group Sessions

32,236
Prescriptions Filled

60,263 Developmental
Disability Services

36,396
Residential Services

120 Persons
Provided Supported Housing

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 Words

“The nurses were very caring and understanding through the rough time I had during detox. I have learned that I have got to stay on my mental health medications and use my coping skills. I have a greater understanding of why this is necessary.”

– From CSU

“I really loved the counselors. They all gave me so much hope for my recovery. Staff were really helpful and understanding of my issues. They gave me the tools that were necessary for relapse prevention and how to better my life.”

– From 30 Day Residential

“Having assistance obtaining housing has been my whole world. Improved living conditions have helped me develop trust in others.

I really appreciate having help coping with 2 recent deaths. Having a visit after my neighbor was found dead let me know that you really care. I appreciate assistance with clothing and a haircut preparing to be a pall bearer at a dear friend’s funeral.”

– From ICM

“I am thankful to have someone care about me.

Thanks to Supportive Living for assisting me in my recovery by providing me with housing.”

– From Supported Housing

“From a year ago until now it’s been a 180 degree turn. I felt like I was in a hole and could not come out of it. Then, I found Unison. It seemed like I started getting my control back. I was able to manage stress. I encourage anyone to come to the Bacon County Outpatient Clinic.”

– From Bacon Adult Outpatient Clinic

“On behalf of myself and my family I would like to express my gratitude for the services your facility has provided to my child. I am so overwhelmed and grateful for the progress my child has made due to the faithful support of Lauren and the facility. My son has done a complete change and his behavior is no longer an issue. He is back to my 7-year-old and enjoying school every day!”

– From Clinch BH

“Unison has helped me so much through all of my issues. Every time I have needed them they have been there for me. The counseling has really helped me work through my depression. Overall I feel much better with Unison than I did before I got involved with them.”

– From Clinch BH

“Since coming to Unison I have been helped in the following ways: even though you have a permanent illness you are worth something, group helps because I see that others are going through the same problems, and first you must love yourself.”

– From Clinch BH

“My life is safe in Unison’s hands. They were there when everyone lost faith in me. Thanks for helping me get back on track with my life and for giving me hope.”

– From Ware BH, Adult Outpatient

“I like working here because I like my friends and I like my job, I like to work.”

– From Clinch DD

2014-2015 Accomplishments

- Served 5242 clients in 8 counties
- Offered MyStrength on-line wellness support for clients and staff – “a health club for the mind.”
- Provided Crisis Intervention Training (CIT) for regional law enforcement
- Provided Mental Health First Aid Training to local communities
- Partnered with four primary care practices to offer behavioral health assessments and services to the patients
- Assisted 120 clients in supported housing
- Upgraded fleet with planned vehicle replacements
- Initiated collaborations with Gateway Behavioral Health Services in human resources and in information technology
- Completed year 3 of agency computer replacement cycle
- Implemented badge security access at 1007 Mary Street facility
- Continued phased renovations for St. Illa
- Initiated construction of new child and adolescent clinic at 1003 Mary Street in Waycross (after demolition of old buildings on that site)
- Supported staff in gaining higher credentials
- Renovated administration offices at 1007 Mary Street, Waycross
- Renovated offices located at 201 Brunel Street
- Renovated offices located at 310 Williams Street
- Purchased and sealed/striped parking lot at 205 Brunel Street
- Initiated Employee Assistance Program for the City of Douglas
- Established an Intensive Case Management Team (under the Settlement Agreement between Georgia and the Federal Department of Justice)
- Initiated “Person-Centered Organization” training for all developmental disability programs, facilitating a shift to more individualized services in the community

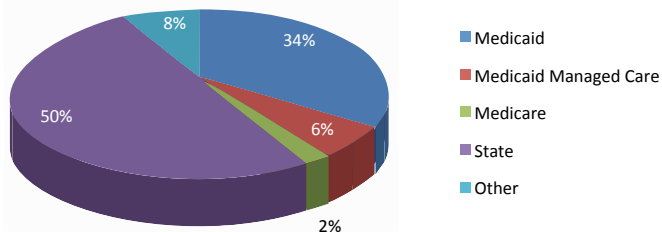
advancing
the mission

Fiscal Year 2015

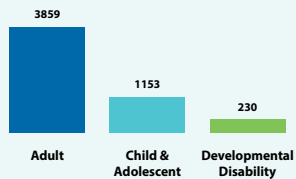
Consolidated Financial Position

	Revenue
Grant Revenues & Contributions	\$8,833,266
Charges for Services	10,016,384
Total Revenue	18,849,650
Expenditures	
Salary & Fringe Benefits	13,015,457
Other Operating Expenses	5,617,443
Total Expenditures	18,632,900
Increase/(Decrease) in Net Assets	216,750
Beginning Balance, Net Assets	3,728,368
Ending Balance, Net Assets	\$3,945,118

PAYER MIX



UNDUPLICATED CLIENTS SERVED



Revenue by Payer

Medicaid	34%
Medicaid Managed Care	6%
Medicare	2%
State	50%
Other	8%

Expenditure by Program

Mental Health	7,292,418	39%
Developmental Disabilities	6,395,822	34%
Addictive Disease	4,297,715	23%
TANF	572,051	3%
Other Programs	74,894	0%

\$18,632,900

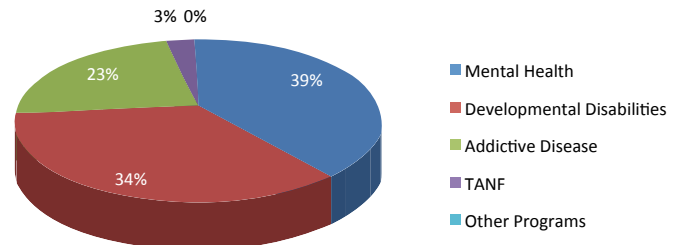
Distinct Consumers

Consumer Category	Count
Adult	3859
Child & Adolescent	1153
Developmental Disability	230

Total Unduplicated Served

5242

EXPENDITURES BY PROGRAM

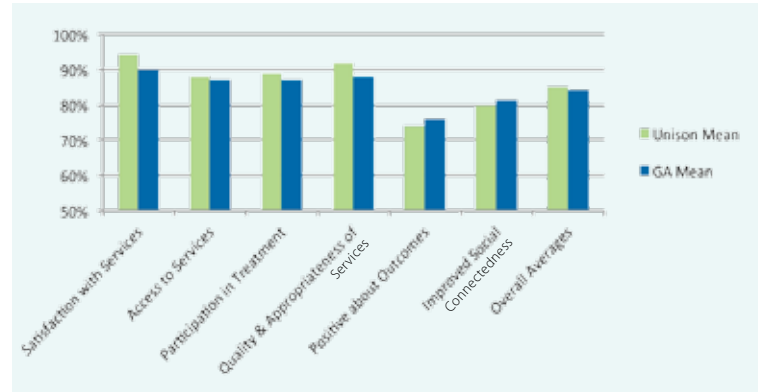


Client Satisfaction

ADULT MHSIP CONSUMER SURVEY REPORT

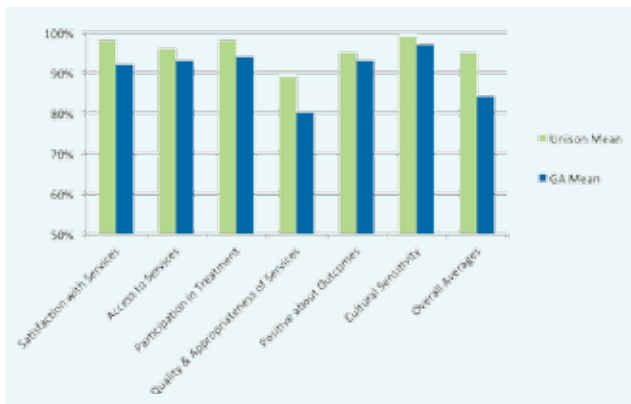
Unison surveyed 986 clients

Unison client satisfaction scores are calculated using the percent positive responses across various survey domains. The graphs presented here reflect the Unison mean in comparison to the mean of other participating Georgia Community Service Boards.



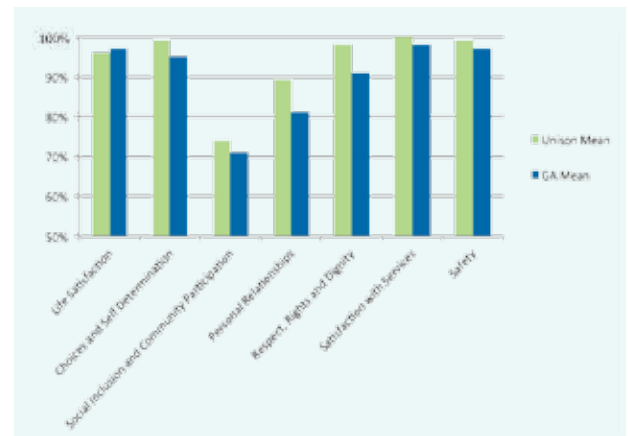
CHILD AND ADOLESCENT MHSIP FAMILY SURVEY REPORT

Unison surveyed 227 families



DEVELOPMENTAL DISABILITIES SURVEY SCORES

Unison surveyed 27 clients and family members

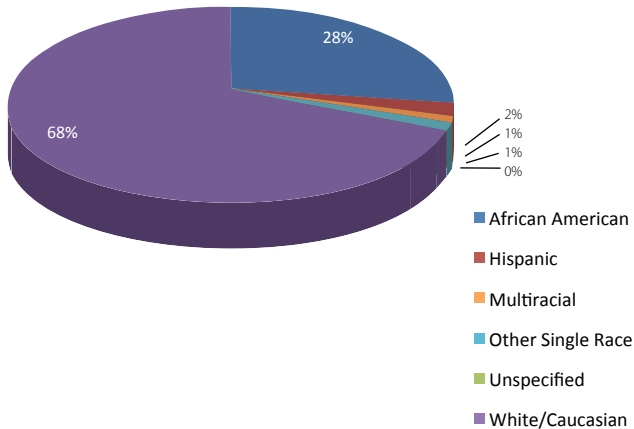
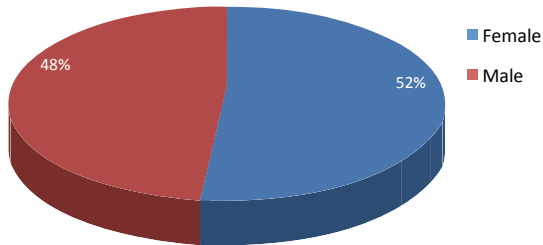


Behavioral Health

Race / Ethnicity

African American	1389	28%
Hispanic	104	2%
Multiracial	53	1%
Other Single Race	35	1%
Unspecified	14	0%
White/Caucasian	3417	68%

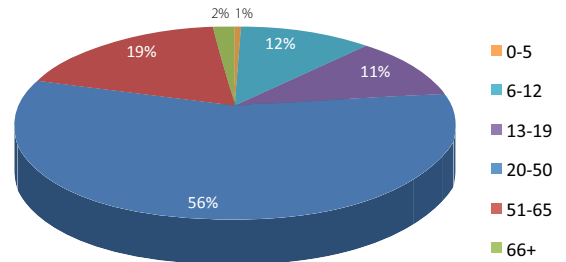
5012



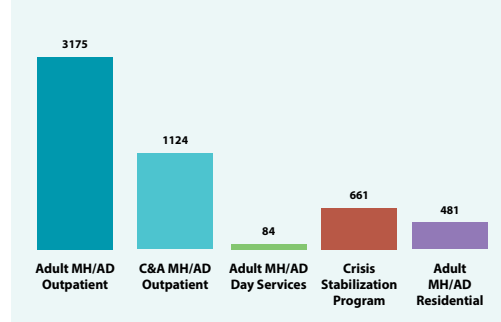
Age Group

0-5	27	1%
6-12	581	12%
13-19	545	11%
20-50	2827	56%
51-65	932	19%
66+	100	2%

5012



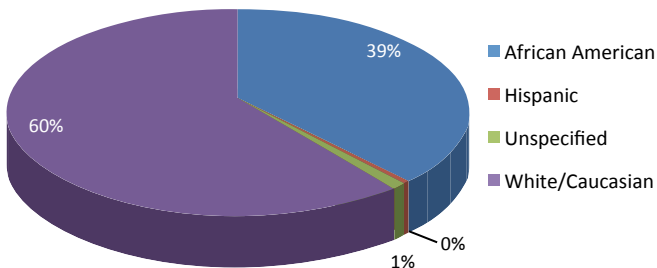
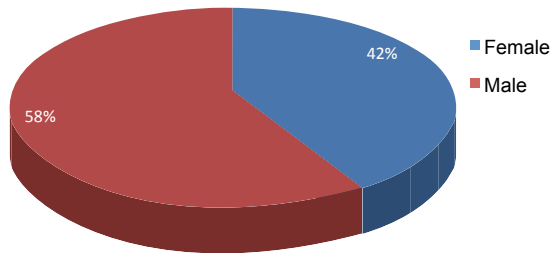
UNDUPLICATED CLIENTS SERVED



Developmental Disabilities

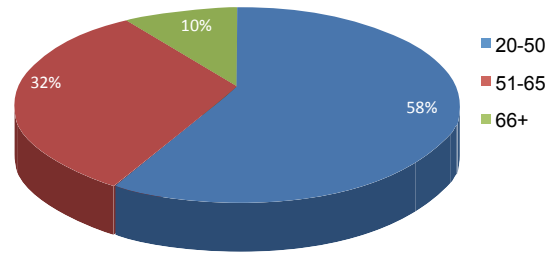
Race / Ethnicity

African American	89	39%
Hispanic	1	0%
Unspecified	2	1%
White/Caucasian	138	60%
	230	

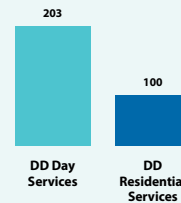


Age Group

20-50	133	58%
51-65	74	32%
66+	23	10%
	230	



UNDUPLICATED CLIENTS SERVED



Senior Management Team



Janett Carter, LCSW, CACII
Director of Behavioral Health



Eva Fedd, LPC
Deputy Director of Behavioral Health Residential Services



Laura Fullard
Director of Human Resources



LaCretia Y. Gassem
Executive Assistant



Tiffany Henderson, LCSW
Deputy Director of Outpatient Services



Jerad Johnson
Director of Information Technology



Dr. Kayln Lane, MD
Medical Director



Kevin Rodgers
Director of Developmental Disabilities



Lynn Simpson, R.Ph.
Director of Pharmacy



Glyn V. Thomas, Ph.D.
Chief Executive Officer



Katrina Wheeler, CPA
Chief Financial Officer



Brenda Wildes, M.Ed.
Director of Quality and Compliance

Unison's Service Area



Service Locations

BEHAVIORAL HEALTH SERVICES

Bacon BHS

108 E 5th Street
Alma, GA 31510

Brantley BHS

434 Bryan Street
Nahunta, GA 31553

Charlton BHS

172 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

DD Supported Employment

300 Williams Street
Waycross, GA 31501

BH Supported Employment

310 Williams Street
Waycross, GA 31501

Supported Living

3455 Harris Road
Waycross, GA 31503

Ware BHS

1007 Mary Street
Waycross, GA 31503

Ware Child and Family Services

CURRENT LOCATION UNTIL APRIL 30TH:

201 Brunel Street
Waycross, GA 31501

Ware Child and Family Services

AFTER MAY 1ST:

1003 Mary Street
Waycross, GA 31503

Ware Day Services

310 Williams Street
Waycross, GA 31501

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

172 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



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.