Believing in People

unison
behavioral health
we believe in you.
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
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

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
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/stripped 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

Ending Balance, Net Assets $3,945,118

Revenue by Payer

<table>
<thead>
<tr>
<th>Payer</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Medicaid</td>
<td>34%</td>
</tr>
<tr>
<td>Medicaid Managed Care</td>
<td>6%</td>
</tr>
<tr>
<td>Medicare</td>
<td>2%</td>
</tr>
<tr>
<td>State</td>
<td>50%</td>
</tr>
<tr>
<td>Other</td>
<td>8%</td>
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Expenditure by Program

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<thead>
<tr>
<th>Program</th>
<th>Amount</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Mental Health</td>
<td>7,292,418</td>
<td>39%</td>
</tr>
<tr>
<td>Developmental Disabilities</td>
<td>6,395,822</td>
<td>34%</td>
</tr>
<tr>
<td>Addictive Disease</td>
<td>4,297,715</td>
<td>23%</td>
</tr>
<tr>
<td>TANF</td>
<td>572,051</td>
<td>3%</td>
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<tr>
<td>Other Programs</td>
<td>74,894</td>
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$18,632,900

Distinct Consumers

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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<tr>
<td>Adult</td>
<td>3859</td>
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<tr>
<td>Child &amp; Adolescent</td>
<td>1153</td>
</tr>
<tr>
<td>Developmental Disability</td>
<td>230</td>
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</table>

Total Unduplicated Served 5242

Expenditures by Program

<table>
<thead>
<tr>
<th>Program</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Health</td>
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<td>23%</td>
</tr>
<tr>
<td>TANF</td>
<td>3%</td>
</tr>
<tr>
<td>Other Programs</td>
<td>0%</td>
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Client Satisfaction

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.

ADULT MHSIP CONSUMER SURVEY REPORT
Unison surveyed 986 clients

 DEVELOPMENTAL DISABILITIES SURVEY SCORES
Unison surveyed 27 clients and family members
### Race / Ethnicity

<table>
<thead>
<tr>
<th>Race / Ethnicity</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>African American</td>
<td>1389</td>
<td>28%</td>
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<tr>
<td>Hispanic</td>
<td>104</td>
<td>2%</td>
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<tr>
<td>Multiracial</td>
<td>53</td>
<td>1%</td>
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<tr>
<td>Other Single Race</td>
<td>35</td>
<td>1%</td>
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<tr>
<td>Unspecified</td>
<td>14</td>
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<tr>
<td>White/Caucasian</td>
<td>3417</td>
<td>68%</td>
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**Total:** 5012

### Age Group

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<th>Age Group</th>
<th>Count</th>
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<td>0-5</td>
<td>27</td>
<td>1%</td>
</tr>
<tr>
<td>6-12</td>
<td>581</td>
<td>12%</td>
</tr>
<tr>
<td>13-19</td>
<td>545</td>
<td>11%</td>
</tr>
<tr>
<td>20-50</td>
<td>2827</td>
<td>56%</td>
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<tr>
<td>51-65</td>
<td>932</td>
<td>19%</td>
</tr>
<tr>
<td>66+</td>
<td>100</td>
<td>2%</td>
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**Total:** 5012
### Race / Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Count</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>African American</td>
<td>89</td>
<td>39%</td>
</tr>
<tr>
<td>Hispanic</td>
<td>1</td>
<td>0%</td>
</tr>
<tr>
<td>Unspecified</td>
<td>2</td>
<td>1%</td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>138</td>
<td>60%</td>
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Total: 230

### Age Group

<table>
<thead>
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<th>Age Group</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>20-50</td>
<td>133</td>
<td>58%</td>
</tr>
<tr>
<td>51-65</td>
<td>74</td>
<td>32%</td>
</tr>
<tr>
<td>66+</td>
<td>23</td>
<td>10%</td>
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Total: 230

### Gender Distribution

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Female</td>
<td>42</td>
<td>58%</td>
</tr>
<tr>
<td>Male</td>
<td>10</td>
<td>42%</td>
</tr>
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Total: 52

### Race / Ethnicity by Gender

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Female</th>
<th>Male</th>
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<tr>
<td>African American</td>
<td>39</td>
<td>50</td>
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<tr>
<td>Hispanic</td>
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<td>10</td>
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<tr>
<td>Unspecified</td>
<td>0</td>
<td>10</td>
</tr>
<tr>
<td>White/Caucasian</td>
<td>60</td>
<td>40</td>
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Total: 52

### UDUNDULIPLCATED CLIENTS SERVED

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Count</th>
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</thead>
<tbody>
<tr>
<td>DD Day Services</td>
<td>203</td>
</tr>
<tr>
<td>DD Residential Services</td>
<td>100</td>
</tr>
</tbody>
</table>
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. Ila 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

Ware Child and Family Services
CURRENT LOCATION UNTIL APRIL 30TH:
201 Brunel Street
Waycross, GA 31501
Unison is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and is supported with public and private funds.