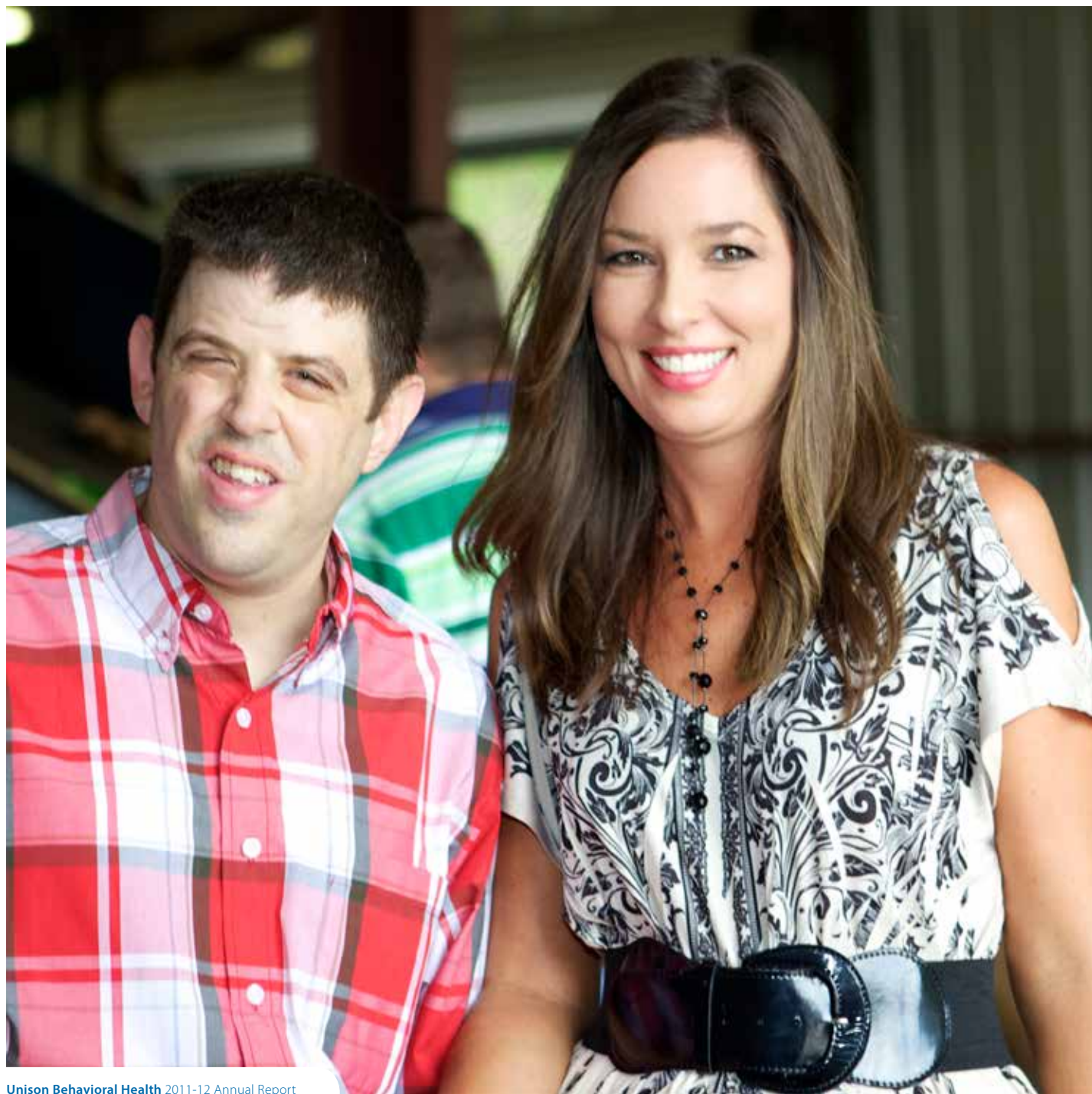


## ANNUAL REPORT 2011-2012



empowering people  
to improve the quality  
of their lives.







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

## letter from the CEO

On behalf of Unison Behavioral health, I am honored to share this annual report with you. To work in the field of community behavioral healthcare is a special privilege. As providers, we work with individuals and families whose lives have been impacted by mental illness, addictive disease and developmental disabilities. Our clients place their trust in our compassionate understanding, skills, and expertise. We in turn do our best to help them move toward a life of health and recovery.

As a helping organization, we believe all persons can achieve meaningful, productive lives filled with purpose. Last year, we provided assistance to over 6000 clients and families in southeast Georgia.

Whether someone needs help with depression, breaking the cycle of addiction finding a job, or obtaining a place to live, we're there when persons need our care.

Unison has undergone numerous changes in the previous year designed to strengthen and expand our existing services. We implemented two new evidence-based treatment programs to improve the quality of our child and family programs. Our 24/7 Crisis Stabilization Unit was redesigned to better meet the needs of persons experiencing acute mental health emergencies. The Opening Doors to Recovery Team brought services to previously unreached populations affected by both mental illness and homelessness. In our developmental disability programs,

through consolidation and restructuring we achieved financial stability for these vital but underfunded community-based services.

As we present this report and reflect on our past, we also look to the future. Many share our mission and through healthcare integration, cooperation and collaboration, new possibilities lie ahead. Working in "unison" our dedicated staff, our partners, and most importantly the people we serve, we will achieve the goal of building stronger lives and healthier communities.

**Allen Brown, MSSW**  
**Chief Executive Officer**  
**Unison Behavioral Health**





# VISION



## Message from the Board Chair

Unison Behavioral Health is celebrating its 41st year of service providing behavioral health and community support services to persons with mental illness, developmental disabilities, and substance abuse problems.

It is a distinct honor for our board members to have been appointed to serve in a position of leadership for this important organization. While it is a privilege to sit at the table for Unison, the Board Members have a formidable responsibility of governing the organization well. Our most important job is measuring bottom-line effective-

ness and how well we are accomplishing Unison Behavioral Health's defined mission – creating health and wellness by providing quality community-based mental health, substance abuse, and developmental disability services.

As Board Members, "trustees," and volunteers for Unison, our responsibility encompasses executive and staff effectiveness, buildings, programs, finance, assets, and the overall success of the organization.

Our advocacy for Unison includes educating lawmakers and funding sources,

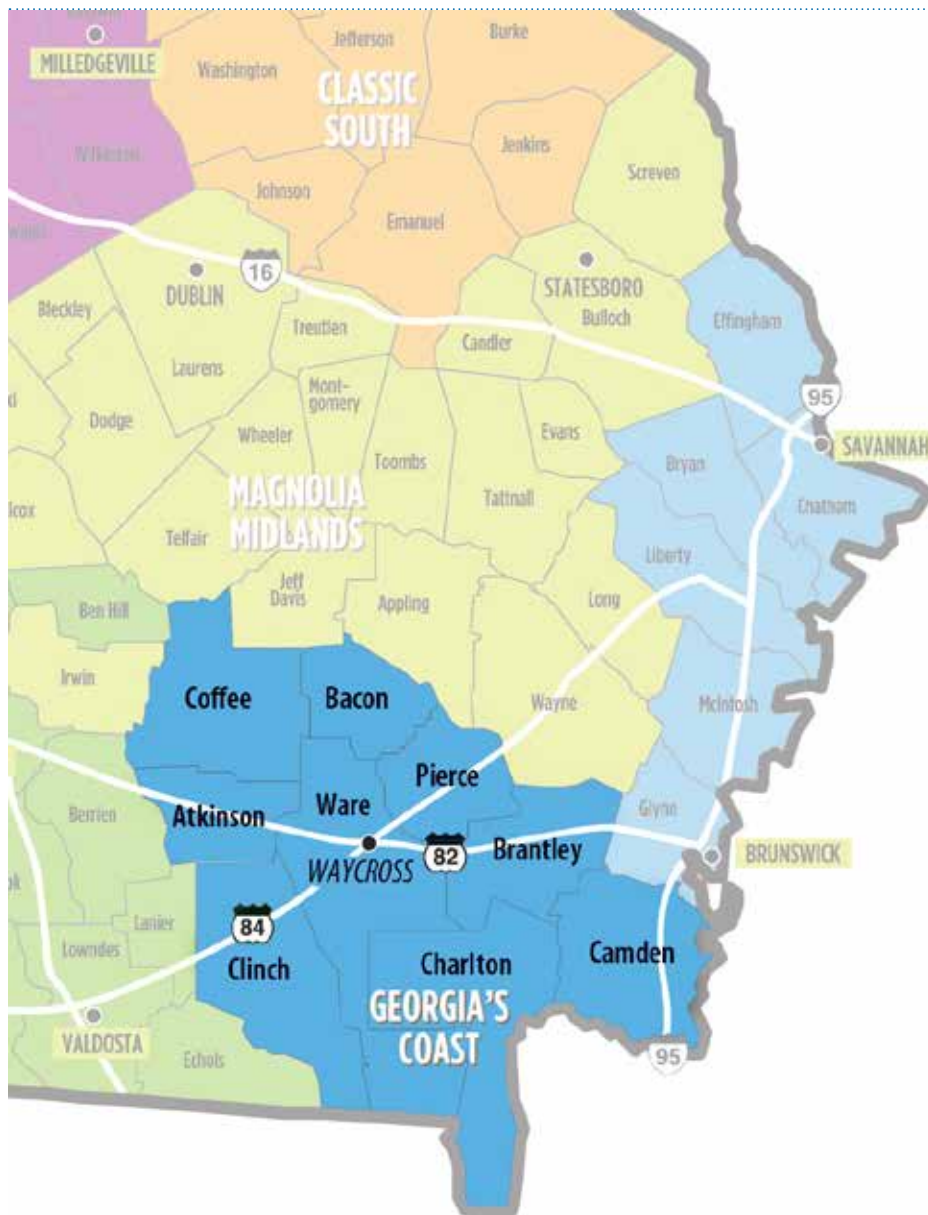
interacting with the communities in which we serve, and promoting the interests and needs to our stakeholders.

I am confident this Board is visionary, applies their general experiences and leadership to the organization's governance while functioning at an optimum level of maintaining skills of teamwork and collaboration. We're proud of our successes in 2011-2012 and looking ahead, with the continued dedication of the Board, our leadership, staff, and many friends and stakeholders, Unison will make even greater contributions to the many communities and individuals we serve.

**Lowell A. Williamson**  
Board Chair

We create health and wellness in our communities by providing quality mental health, substance abuse, and developmental disability services.

# Unison's 9-County Service Area



## BOARD OF DIRECTORS

### **Atkinson County**

Patricia Roberts, *Treasurer*

### **Bacon County**

Laure Cohen

### **Brantley County**

Tracy Altman

### **Charlton County**

*Vacant*

### **Clinch County**

Ellice Martin, PhD

### **Coffee County**

Annette Bittaker

### **Pierce County**

Lowell Williamson, *Chair*

### **Ware County**

Patrick Simmons, *Vice-Chair*

Frances Blacknall

### **Board Member Emeritus**

### **Coffee County**

Earl Brice

## ANNUAL NUMBERS

6,258 Evaluations

5,804 Crisis Services

13,120  
Physician Services

11,840 Nursing Services

27,228  
Services in Community

6,062 Therapy Sessions

9,532 Group Sessions

29,374  
Prescriptions Filled

61,508 Developmental  
Disability Services

39,787  
Residential Services

## 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 programs
- 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
- Drug Court Services
- Home-based Services
- Advocacy
- Residential Programs
- Addictive Disease Residential Treatment Program

## Person-Centered Services

## IN THEIR OWN VOICES

# What Sets Us Apart?

## Availability and Access

To better fit your schedule, we offer flexible hours in office locations throughout nine 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 (NPP) for parents of young children
- ARISE counseling program for adolescents and their families

## Full Spectrum of Services

Programs serving all ages through community-based services

Individual, couples and family therapy

Group therapy

Psychiatry

Home-based services

School and after-school programs

Residential, detox, and inpatient crisis stabilization programs

# Child and Family Mental Health services



"I see a big difference in my granddaughter since she has been in services at Unison. She is more humble at home and is doing better in school. I am very pleased and all of the staff at Ware Child and Adolescent Program are so helpful. Services have been a lifesaver for us.

**Grandmother for Kiauna,**

**Ware Child and Adolescent Services**

"I am thankful for the Crossroads Program. I was making bad decisions and while in the Crossroads program, I learned that no guy is worth my future and that only I can determine my future. Mr. Jermell and Mrs. Renae showed me how strong of a girl I really am."

**Taylor, Ware County Student**



# Adult Mental Health and Addictive Disease Services



"The Supportive Employment staff worked with me hand-in-hand and believed in me when I did not believe in myself. Supported Employment was/is the mediator between me and Unison to be gainfully employed and I am eternally grateful". **Anthony M.**



"Because Unison didn't give up on me I have been clean and sober for over five years, my marriage is stronger and better than it has ever been, both of my children are at home with me and I am a mom, I am a dedicated employee, friend, and daughter. Thank you Unison Behavioral Health !!! " - **Kay T.**

## Child and Adolescent Outpatient Services

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

## Adult Services

### Outpatient Services

- Psychiatric Services
- Individual, Group and Family Therapy
- Case Management
- Home-based Services
- On Site Pharmacy

### Day Treatment

- Psychosocial Rehabilitation
- Peer Support

### Intensive Services

- Crisis Stabilization Unit
- Substance Abuse Detox
- Court Ordered Drug Treatment
- Women's Residential Treatment

### Supportive Employment

- Job Coaching and Support
- Job Placement

Crossroads Program • Garden Gate  
Opening Doors to Recovery  
Peer Services • St Illa • Waycross and  
Coffee Drug Courts

# Disability Services: Making a Difference



"You know...I love the program, they helped me find my job that I love. I love Lena and Ms. Janice, they are a real big help. I love the people that I work with at Flash Foods, they are all real nice to me".  
**Ronnie, Supportive Employment Client**



"I enjoy an active social life and enjoy the work I do. I enjoy learning to cook full meals in my home. With a little help, I get to live my life the way I want to live". **Mary, Coffee Community Supports, Day and Residential services**

## What Sets Us Apart?

### Real World Solutions For Persons With Developmental Disabilities

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

### Specialized Services

- Telepsychiatry
- Peer Support Services
- Mental Health First Aid Training
- Crisis Intervention Training for Law Enforcement Professionals
- Drug Court Services

# Adult Mental Health and Addictive Disease Services



"The Supportive Employment staff worked with me hand-in-hand and believed in me when I did not believe in myself. Supported Employment was/is the mediator between me and Unison to be gainfully employed and I am eternally grateful". **Anthony M.**



"Because Unison didn't give up on me I have been clean and sober for over five years, my marriage is stronger and better than it has ever been, both of my children are at home with me and I am a mom, I am a dedicated employee, friend, and daughter. Thank you Unison Behavioral Health !!! " - **Kay T.**

## Child and Adolescent Outpatient Services

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

## Adult Services

### Outpatient Services

- Psychiatric Services
- Individual, Group and Family Therapy
- Case Management
- Home-based Services
- On Site Pharmacy

### Day Treatment

- Psychosocial Rehabilitation
- Peer Support

### Intensive Services

- Crisis Stabilization Unit
- Substance Abuse Detox
- Court Ordered Drug Treatment
- Women's Residential Treatment

### Supportive Employment

- Job Coaching and Support
- Job Placement

Crossroads Program • Garden Gate  
Opening Doors to Recovery  
Peer Services • St Illa • Waycross and  
Coffee Drug Courts



# FISCAL YEAR 2012

## Consolidated Financial Position

### Revenue

Grant Revenues & Contributions	8,471,939
Charges for Services	13,322,594

**Total Revenue 21,794,533**

### Expenditures

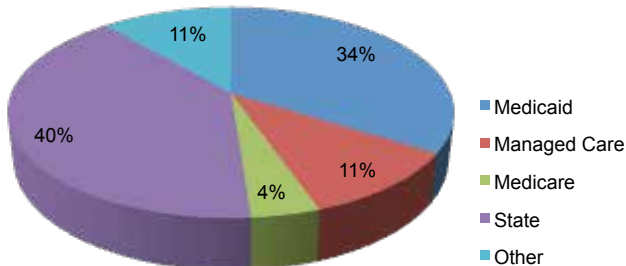
Salary & Fringe Benefits	13,965,240
Other Operating Expenses	6,906,194

**Total Expenditures 20,871,434**

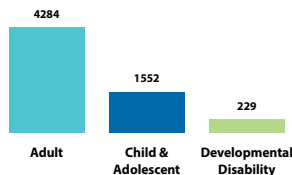
Increase/(Decrease) in Net Assets	923,099
Beginning Balance, Net Assets	3,929,977

**Ending Balance, Net Assets 4,853,076**

### PAYER MIX



### UNDUPLICATED CLIENTS SERVED



## Revenue by Payer

<b>Medicaid</b>	<b>34%</b>
<b>Managed Care</b>	<b>11%</b>
<b>Medicare</b>	<b>4%</b>
<b>State</b>	<b>40%</b>
<b>Other</b>	<b>11%</b>

### Expenditure by Program

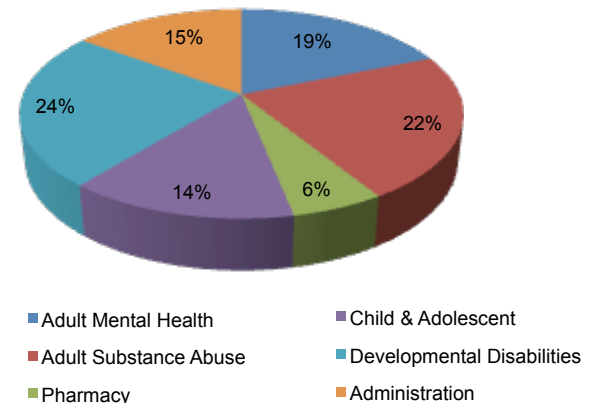
Adult Mental Health	3,904,588	19%
Adult Substance Abuse	4,640,549	22%
Pharmacy	1,190,300	6%
Child & Adolescent	2,930,570	14%
Developmental Disabilities	5,006,075	24%
Administration	3,110,207	15%

**20,782,289**

<b>Distinct Consumers</b>	<b>Count</b>
<b>Adult</b>	<b>4284</b>
<b>Child &amp; Adolescent</b>	<b>1552</b>
<b>Developmental Disability</b>	<b>229</b>

**Total Unduplicated Served 5980**

### EXPENDITURES BY PROGRAM



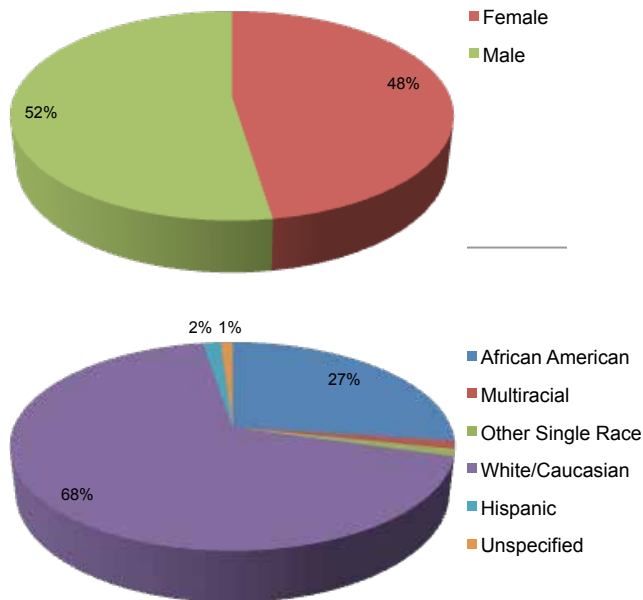


# Behavioral Health

## Race / Ethnicity

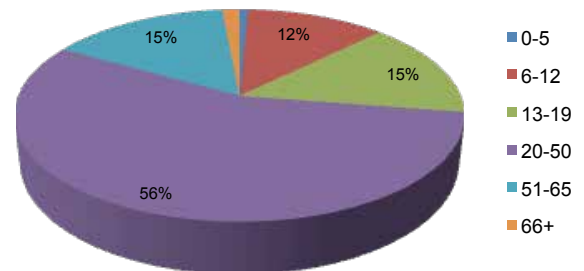
African American	1565	27%
Multiracial	71	1%
Other Single Race	63	1%
White/Caucasian	3924	68%
Hispanic	89	2%
Unspecified	58	1%

5770

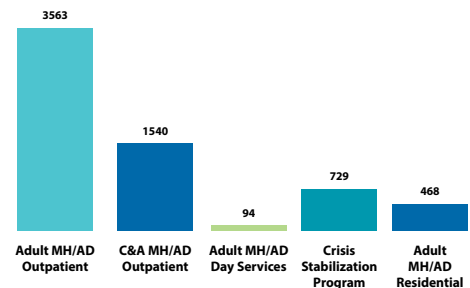


## Age Group

0-5	44	1%
6-12	688	12%
13-19	853	15%
20-50	3216	56%
51-65	883	15%
66+	86	1%



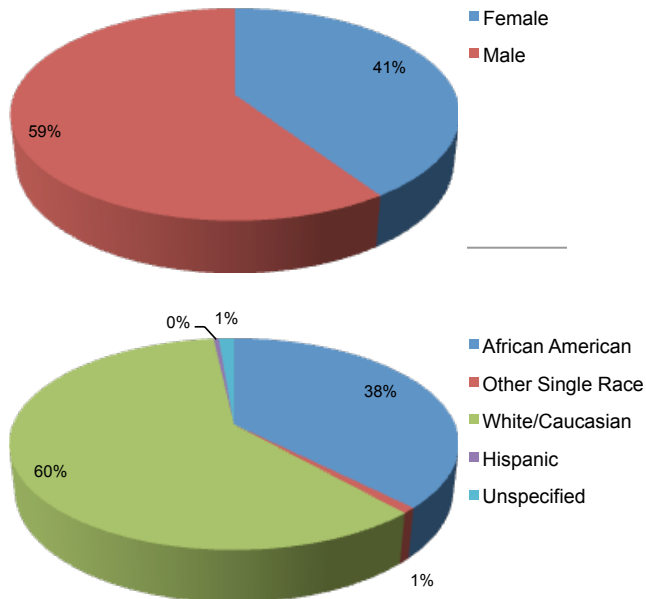
## UNDUPLICATED CLIENTS SERVED



# Developmental Disabilities

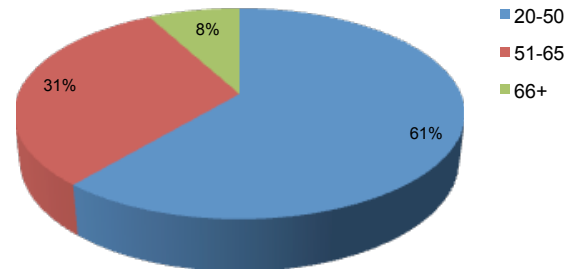
## Race / Ethnicity

African American	86	38%
Other Single Race	2	1%
White/Caucasian	137	60%
Hispanic	1	0%
Unspecified	3	1%
	229	

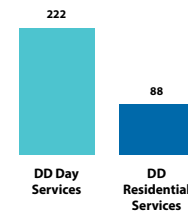


## Age Group

20-50	140	61%
51-65	71	31%
66+	18	8%



## UNDUPLICATED CLIENTS SERVED



# 2012 ACCOMPLISHMENTS

- Revised Unison's mission, values and vision
- Implemented Nurturing Parents Program, an evidenced-based family therapy program providing parenting skills training to young parents.
- Implemented SOAR advocacy program to assist medically underserved and uninsured persons receive much needed medical and behavioral healthcare benefits.
- Implemented ARISE evidence-based life skills program for teens experiencing problems with disruptive disorders, impulsivity, and anger management.
- Mobile crisis response services to regional hospital and jails.
- Implemented walk-in access to services for persons needing rapid access to care.
- Restructured our underfunded developmental disability services to bring those services into position of financial stability.
- Redesigned our Crisis Stabilization Unit to better serve persons undergoing acute mental health crises.
- Certified 2 staff as Mental Health First Aid (MHFA) trainers
- Expanded organization knowledge and skills by having staff trained/certified in the following best practices:
  - o Motivational Interviewing
  - o Cognitive Behavioral Therapy
  - o Certified Peer Specialist Services
  - o Family to Family Peer Specialist Services
- Served 78 youth in the successful Crossroads program, an alternative high school graduation program for troubled youth.
- Provided Crisis Intervention Training (CIT) to area law enforcement staff
- Implemented Tobacco-Free Environment policy for all Unison programs and locations.
- Raised over \$14,000 for support of the National Alliance on Mental Illness (NAMI).
- Completed second year of the Opening Doors to Recovery (ODR) research project, a community-based recovery initiative for mentally ill persons at risk for homelessness and incarceration.



# SUCCESS



Coffee BHS



Bacon BHS



Garden Gate Residential Treatment Center



Ware Service Center

# SERVICE LOCATIONS

## BEHAVIORAL HEALTH SERVICES

### **Bacon BHS**

108 E 5th Street  
Alma, GA 31510

### **Brantley BHS**

9052 Main Street S  
Nahunta, GA 31553

### **Camden Behavioral Health**

600 Charles Gilman Jr. Blvd  
Kingsland, GA 31548

### **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

### **Opening Doors to Recovery**

3455 Harris Road  
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 Drug 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

### **Cypress Hill Group Home**

123 Quart Douglas Road  
Alma, GA 31510

### **Oakwood Group Home**

740 Porter Street  
Blackshear, GA 31516

### **Peachtree Place**

33 W Austin Avenue  
Pearson, GA 31642

### **Camellia House**

311 Grady Street  
Blackshear, GA 31516

### **Ware Service Center**

3201 Harris Road  
Waycross, GA 31503

# PROGRESSIVE LEADERSHIP



## SENIOR MANAGEMENT TEAM

**Allen Brown, MSSW**  
Chief Executive Officer

**Janett Carter, LCSW, CACII**  
Director of Behavioral Health

**Mubbashir Khan, MD**  
Medical Director

**Laura Fullard**  
Director of Human Resources

**Kimberly Rodgers, MPA**  
Director of Development

**Wendy Hughes, CPA**  
Chief Financial Officer

**Bryant Wiggins, MS**  
Director of Developmental  
Disabilities

**Jerad Johnson**  
Director of Information  
Technology

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

**Lynn Simpson, R.Ph.**  
Director of Pharmacy

# TOGETHER





A sincere thanks to our talented staff who made Unison's programs and services available for the persons who needed them. Your hard work and dedication make the mission possible!





**we believe in you.**

[unisonbehavioralhealth.com](http://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.