



# *putting people first*

Annual Report 2017 - 2018



A photograph of a woman with blonde hair and glasses hugging a person with curly hair. The woman is wearing a blue and yellow patterned top. The person being hugged is wearing a leopard print top. In the background, a man is partially visible.

# *sharing a vision*

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

**To make this vision possible,** we create health and wellness in our communities by providing quality mental health, substance abuse, and developmental disability services.

# Message from the CEO



## **The mission of Unison Behavioral Health is to provide easy access to high quality care for individuals with mental illness, addictive diseases or developmental disabilities.**

We measure our success with consumer satisfaction scores that in FY 2018 were overall higher than the average for Georgia Community Service Boards (CSBs). We also scored above the CSB average in FY 2018 on the state's key performance indicators (KPIs) for service quality and access.

## **The rising trend in service volumes deserves mention.**

We served 5316 clients in FY 2018 compared to 5272 in the previous year. Part of this 5% increase is due to the introduction of a much needed treatment program for opioid addiction using buprenorphine. In response to the opioid crisis in Georgia, the Department of Behavioral Health and Developmental Disabilities ("DBHDD") awarded a contract to Unison to provide Medication Assisted Treatment ("MAT") to individuals with limited resources and opioid use disorder. Our success is supported by a strong, well-qualified clinical team and a focus on customer services. We are fortunate in having an outstanding medical director in Dr. Kayln Lane who is Board Certified in Adult, Child and Forensic Psychiatry. I particularly wish to thank Janett Carter who retired from her position as Clinical Director at the end of February – she built a strong and dedicated clinical team that has

helped so many clients improve the quality of their lives and helped them in their recovery. I am excited to welcome Tiffany Henderson to the role of Clinical Director – in just a few months she has proved a worthy successor to Janett and continues to promote our vision of quality and cost effective behavioral health services.

In FY 2018 we were also able to improve on the prior year adjusted financial margin of \$38,098, bringing it up to \$333,552. The improvement is largely due to increased reimbursement rates for developmental disability services, increased service volumes and efficiency in mental health and addictive disease services, and the introduction of a much needed treatment program for opioid addiction using buprenorphine.

## **The agency is always seeking ways to expand our services –**

which is not easy given the lack of growth in the population of our service area. There is, however,

much unmet need for mental health services for children and adolescents and Unison has embraced the state's APEX initiative to support school-based services.

As part of our efforts to manage expenses, Unison has continued shared billing and information technology services with neighboring CSB Gateway. Chief Financial Officer Katrina Wheeler and her team provide us with good administrative support and financial information. Quality

Improvement Director Brenda Wildes and her team have kept us all focused on high quality services and compliant operations. Our good record on external audits and state Key Performance Indicators reflects these constant efforts.

Statewide, Unison BH continues to support the Georgia Association of Community Service Boards. Unison Board Member Lowell Williamson faithfully attends GACSB Directors meetings. I continue to serve as

Chair of the Association's Data Analytics Committee. Laura Fullard and Kevin Rodgers have provided leadership to Human Resources and Developmental Disability Services Committees for the GACSB. Unison staff and clients also participated in planning (and attending) the Association's very successful consumer conference held on St Simons Island in May.

## expanding services

Finally, Unison is indeed fortunate to have an engaged Board of Directors. I particularly wish to thank Wade Johnson representing Charlton County for serving as Board Chair for FY 2018. His leadership and direction to the Board have been important factors in our continuing success as the premier behavioral health provider for our eight counties.

*Glyn Thomas, PhD*  
CEO, Unison Behavioral Health

## OUR BOARD

Atkinson County  
**Patricia Roberts**

Bacon County  
**Sheriff Mark Cothren**  
**Ginger Manning**  
**Eugene Dyal, Vice-Chair**

Brantley County  
**Selena Strickland**

Charlton County  
**Wade Johnson, Chair**

Clinch County  
**Derek Herlocker**

Coffee County  
**JoAnne Lewis, Treasurer**

Pierce County  
**Lowell Williamson**

Ware County  
**Commissioner Carlos Nelson**  
**Dr. Faye Mathis**



# Message from the Board Chairman



It's been another exciting and challenging year already for Unison Behavioral Health and I expect nothing less in the upcoming year! I'm honored

to be re-appointed Chairman by my peers and the opportunity to work with such great Board of Directors (BoD) and Senior Management Team (SMT). The BoD's have a very diverse and experienced background providing valuable input to the SMT. On behalf of the BoD's, I want to personally and publicly recognize the SMT and the entire Unison Behavioral Health Staff, to include all employees, for their dedication and support in accomplishing our commitment to our consumers. The health and wellness of our consumers are greatly enhanced by your tireless and unwavering effort. Thank you all!

While we jump from one challenge/opportunity to another in a hurry-up,

fast-paced environment, let's take a moment to recognize and remind us all, not in any priority order, some of the many accomplishments we celebrated this year and why we are excited to be a part of this team.

- Robert Martin, Supported Employment (SE) consumer, was a guest in the SE Steering Meeting sharing his success story in getting a job at Ryan's Restaurant as a cook.
- Peachtree Place Group Home relocated from Pearson to a brand-new home in Douglas. The residents and staff were excited for the new home and one of the residents was able to become a pet owner.
- Unison hosted the first annual "Recovery in the Park" to celebrate Recovery Month with community members and partners.
- Unison celebrated Children's Mental Health Awareness Day with an educational session for school staff by Dr Kayln Lane (Unison's Medical Director and Child & Adolescent Psychiatrist) while some of the staff provided "Go Grounded Yoga" techniques for a community awareness event in the park.

- Georgia Public Safety Training Center (GPSTC) provided a 40-hour Crisis Intervention Training (CIT) for law enforcement.
- Ware Family Connections Partnership and Pierce Family Connections Partnership were recognized as Unison's Regional Community Collaborative Champions for being leaders in bringing safe and secure housing as a behavioral health need to the attention of the Regional Community Collaborative at Unison Behavioral Health.

**There are many more accomplishments to celebrate and much more work to perform.** The BoD's look forward to working with the Unison Behavioral Health team in another exciting year. In closing, I leave you with the Unison Vision: *"Unison envisions healthy, vibrant, caring communities where all persons have the opportunity to live productive, meaningful lives."* To make that vision possible, we create health and wellness in our communities by providing quality mental health, substance abuse and developmental disability services.

**Wade Johnson**  
Chairman, Board of Directors  
Unison Behavioral Health

*supporting wellness*

# What We Do



*providing help  
and hope*

**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 adults 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.

## OUR SERVICES

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

Medication Assisted  
Treatment (MAT)

# enriching lives, strengthening communities



## WHAT WE PROVIDE

- **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.



# Annual Numbers

10,412

Therapy Sessions

46,767

Services in  
Community



7,118

Evaluations

18,449

Physician  
Services



35,669

Residential  
Services

24,925

Prescriptions  
Filled



55,201

Developmental/  
Disability Services



17,852

Nursing  
Services

3,828  
Group  
Sessions

6,615

Crisis  
Services







# opening doors

**Teresa has been enrolled in Supportive Employment since June 2018.** She was determined to find employment by meeting with Wanda Harmon (Employment Specialist) and completing applications throughout the community. Wendy's hired Teresa, and according to her and the management, she has been doing a fantastic job. She stated she didn't know if she would like working in fast food but has grown to love it. Management even trusts her with the key to close up at night. Teresa encourages others by saying, ***"Even if you have a mental illness, you can work!"***

# In Their Own Words

Three years ago I was a sad, empty shell of a person. Through the encouragement and support of April and the team at Unison, I found my inner amazingness. I love who I am now and I not only strive every day to be the best me possible, I also encourage and lift others to find their inner amazingness.

*Shawana*

## finding empowerment

I'm thankful for this program and what it has taught me. I understand my addiction more, and have gained coping skills and strategies to help me in my recovery and keeping me from relapsing. I have become a better woman and a more capable mother that is able to maintain a normal, stable household. Which are skills I hadn't practiced in years in my addiction. Now I believe in recovery, and I believe in myself.

*Breanna*

My life was a complete mess. I thought before when I tried quitting that I was at my breaking point. I knew deep down things needed to change. Through a program from child support, I learned different barriers holding me back. We set up goals to break the barriers and one was to go to Unison. Through Unison, I came to the MAT program. It has saved

my life, and I've done a complete 180. For the past 8 months, I have been following all guidelines of both programs. I am holding down a full-time job. I've grown to be a better mother. My life isn't perfect, and some days are still hard, but life has become easier than once before. Being clean and doing right has been so rewarding. I am forever grateful and look forward to keep working hard at my recovery.

*Brooke*



*(CLS Services)* I love all my CLS staff. They help me so much. I love getting out of the house and going places with CLS. They help me go to the grocery store and shopping and to appointments.

*Taneka*

I would like to thank the staff for their help and excellence in service. I really want to thank Ms. Karen, Ms. Kay and Ms. Kelly for their hard work and concern and their smiling faces. They kept my room clean and clothes washed, and gave me encouraging words to help cope with my problems. I am very thankful they are a part of this program because they do it from the heart.

*Sarah*

# discovering purpose

I came to St. Illa last year for treatment of crack cocaine and alcohol abuse. Upon my arrival I was greeted with the warmest welcome that anyone could receive. I would recommend St. Illa to anyone that is looking to get into a good treatment center.

The staff at St. Illa CSU are the most helpful people that I've come in contact with since I've been going to treatment. Everyone here will go out of their way to help each and every person that comes into St. Illa for whatever reason it might be. All the staff works hard to make each person's stay as comfortable as possible. Again, thanks goes out to the staff of St. Illa CSU of Waycross.

*Frank*



Day Treatment Program and Unison groups have helped me to cope with my life as the years went by. I learned how to get along with people and myself. A little of this & that about living, and what is important.

*Shannon*

I came in Garden Gate completely confused and lost. I didn't know what to expect. I caused a lot of problems my first few months, but being in the program helped me learn to cope and control my anger. I came a long way from where I started and it's because of the Garden Gate Staff and coming to group every day to learn. I want to thank Garden Gate for helping get my life back on track and realizing what is important. You have to accept the change to want to change.

*Ashlee*



Garden Gate in Waycross has taught me so much. They helped me become the woman and mother God has called me to be. I have learned how to set healthy boundaries, coping skills and most of all my self-worth what I have fought so hard for and that is my recovery. I am very thankful and grateful for the second chance at life that they gave me. Today I love who I am and I could have never did it without the staff at Garden Gate. Today I am happy and I know I deserve all the world has to offer. My recovery is very important to me and I refuse to let anyone or anything take that from me. I have goals and dreams and as long as I stand firm on my recovery, I can make them come true. I thank each and every staff member that helped me on my journey and I will be forever grateful.

*Amber*

# 2017 - 2018 Accomplishments

**Served 5316 clients in 8 counties**  
(an overall increase from last year)

**Improved financial position.**

**Maintained an average daily census**  
**of over 95%** in the St Illa Crisis Stabilization Unit.

**Offered MyStrength: online 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.**

**Maintained shared services with Gateway**  
**Behavioral Health Services** for billing and  
information technology.

**Continued phased improvements** to the  
St. Illa residential treatment program,  
erecting a new enlarged gazebo for clients' use.

**Upgraded the vehicle fleet** in order to maintain  
safe and reliable transportation by replacing  
ten older vehicles.

**Moved four clients with developmental**  
**disabilities** to a brand new group home in  
Douglas (replacing an older property in  
Pearson which had limitations as a residence  
for our clients).

**Opened new Peer Supports Program**  
**in Coffee County at 1005 Shirley Avenue,**  
**Douglas GA.**

**Supported staff** in gaining higher credentials.

**Provided a “Supervisors’ Academy”** for  
supervisors to equip them to provide better  
supervision to their teams.

**Maintained Employee Assistance Program**  
**for the City of Douglas.**



# serving our community

**Established an opioid addiction program with funding from DBHDD to use medication assisted treatment combined with counseling groups.**

**Distributed Naloxone opioid overdose intervention kits** to clients and their family members. (Overdose intervention kits provided by a non-profit organization called Georgia Overdose Prevention.)

**Continued focus on “Person-Centered Organization” approach** to services for all developmental disability programs, facilitating shift to more individualized services in the community.

**Hosted Regional Community Collaborative meetings for shared problem solving around adult mental health and addictive disease services.**

**Supported Family Connection Partnerships in all 8 counties** – serving as board chairs for Brantley and Ware, and as fiscal agents for Atkinson and Pierce.

**Achieved an overall score of 89%** in the Georgia Department of Behavioral Health and Development Disabilities’ (DBHDD) Key Performance Indicators for Community Service Boards (a.k.a. Tier 1 Community Providers).

**Maintained “Green” status** (minimal risk) in the annual risk map established by the Georgia Department of Behavioral Health and Developmental Disabilities’ (DBHDD).

**Awarded Region V Behavioral Health Provider of the Year by the Georgia Department of Behavioral Health and Developmental Disabilities’ (DBHDD).**



# Fiscal Year 2018

## CONSOLIDATED FINANCIAL POSITION

### Revenue

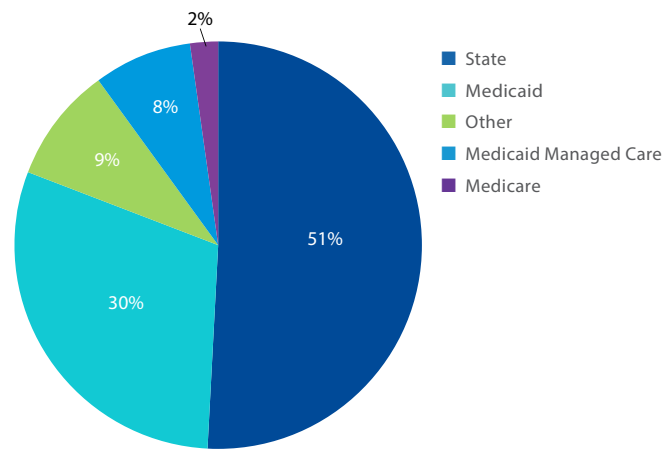
Grant Revenues & Contributions	\$11,374,370
Charges for Services	9,734,267
<b>Total Revenue</b>	<b>21,108,637</b>

### Expenditures

Salary & Fringe Benefits	\$14,747,480
Other Operating Expenses	6,027,605
<b>Total Expenditures</b>	<b>20,775,085</b>
Increase/(Decrease) in Net Assets	333,552
Beginning Balance, Net Assets	835,474
<b>Ending Balance, Net Assets</b>	<b>1,169,026</b>

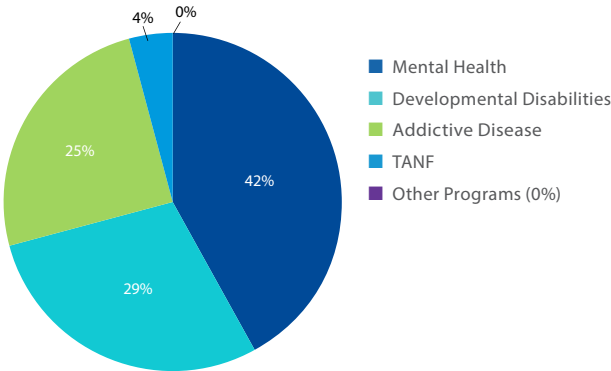
### Revenue by Payer

Medicaid	30%
Medicaid Managed Care	8%
Medicare	2%
State	51%
Other	9%



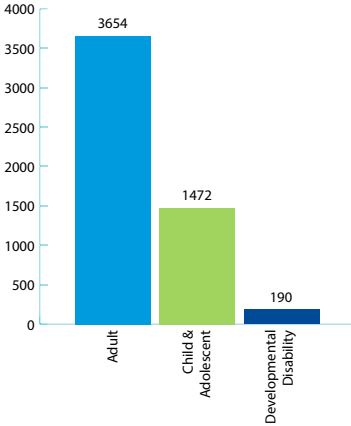
### Expenditure by Program

Mental Health	\$8,753,229	42%
Developmental Disabilities	5,942,189	29%
Addictive Disease	5,193,087	25%
TANF	784,732	4%
Other Programs	101,848	0%
<b>Total</b>	<b>20,775,085</b>	



### Unduplicated Clients Served

Distinct Consumers	Count
Adult	3654
Child & Adolescent	1472
Developmental Disability	190
<b>Total Unduplicated Served</b>	<b>5316</b>



# Client Satisfaction

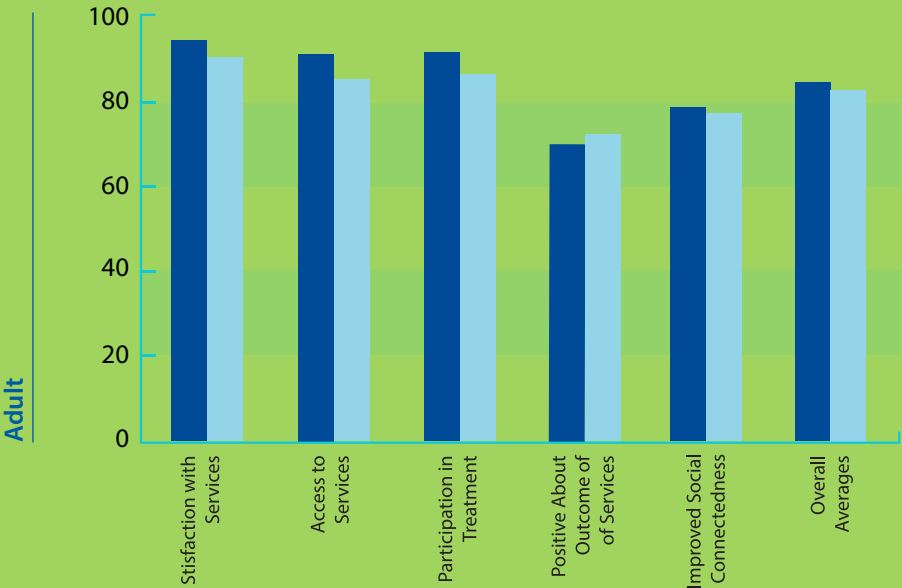
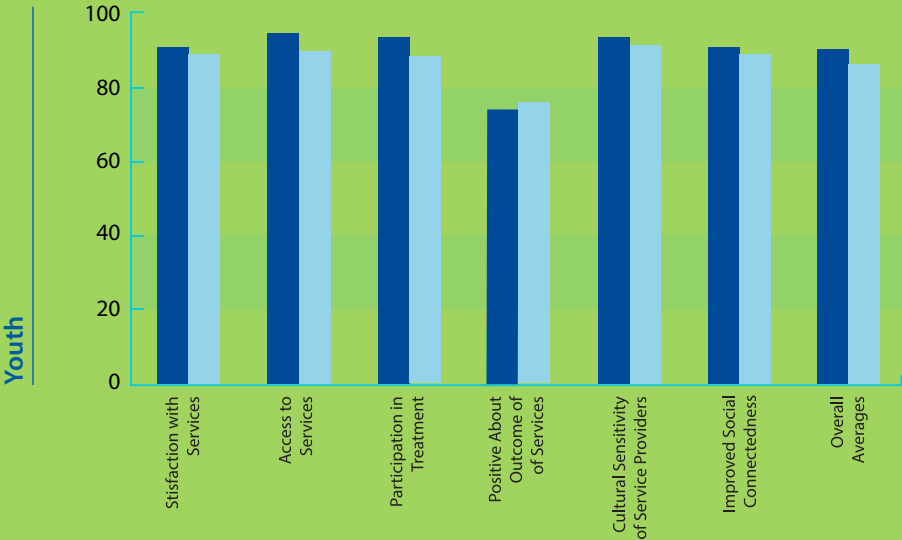


Unison client satisfaction scores are calculated using the percent positive responses across various survey domains. The graphs presented here reflect the Unison mean in comparison to the mean of other participating Georgia Community Service Boards.

Unison Mean



Georgia Mean

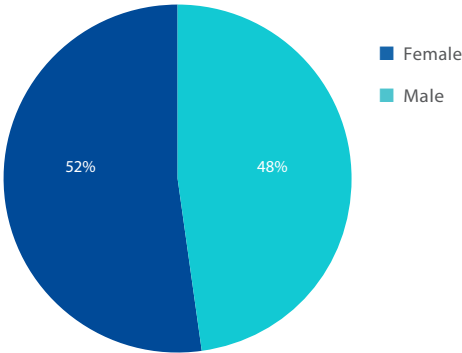


# Behavioral Health

## UNDUPLICATED CLIENTS SERVED: 5144

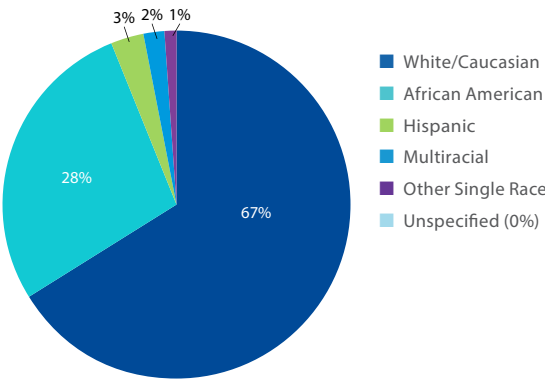
### Distinct Consumer

Female	2,663	52%
Male	2,481	48%

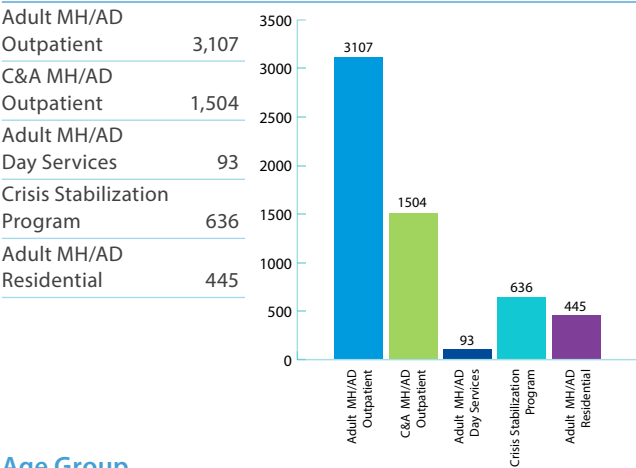


### Race/Ethnicity

African American	1425	28%
Hispanic	145	3%
Multiracial	84	2%
Other Single Race	45	1%
Unspecified	15	0%
White/Caucasian	3430	67%

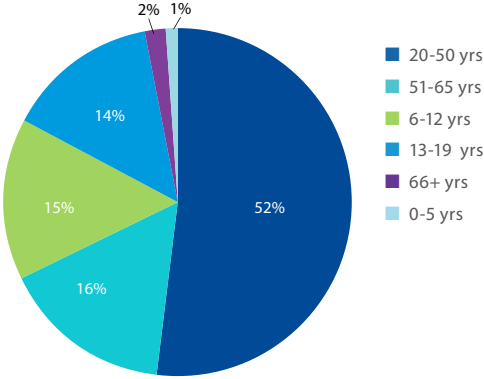


### Distinct Consumers by Service



### Age Group

0-5 yrs	47	1%
6-12 yrs	757	15%
13-19 yrs	734	14%
20-50 yrs	2,692	52%
51-65 yrs	834	16%
66+ yrs	80	2%



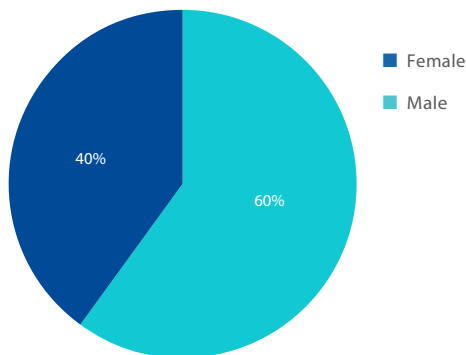


# Developmental Disabilities

## UNDUPLICATED CLIENTS SERVED: 190

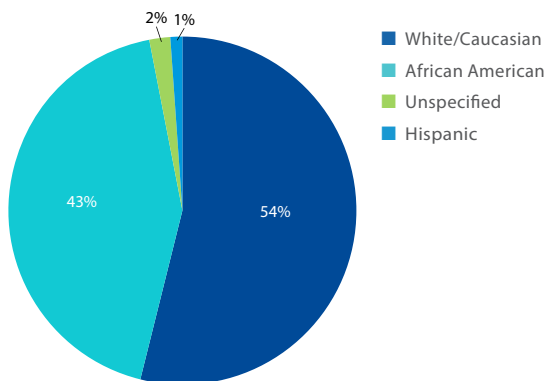
### Distinct Consumer

Female	76	40%
Male	114	60%



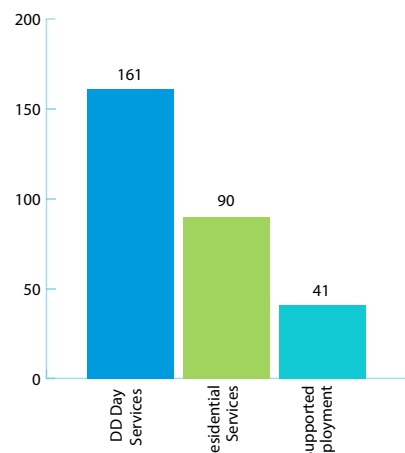
### Race/Ethnicity

African American	81	43%
Hispanic	2	1%
Unspecified	4	2%
White/Caucasian	103	54%



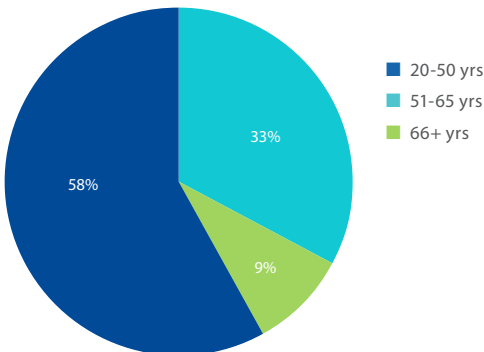
### Distinct Consumers by Service

DD Day Services	161
DD Residential Services	90
DD Supported Employment	41



### Age Group

20-50 yrs	110	58%
51-65 yrs	62	33%
66+ yrs	18	9%



# Senior Management Team



Kevin Rodgers, MA  
Director of Developmental  
Disability Services



Brenda Wildes  
M.Ed, Director of  
Quality and Compliance



Laura Fullard  
Director of Human  
Resources



Glyn Thomas, PhD  
CEO



Tiffany Henderson  
Clinical Director



Angie Mock  
Executive Assistant



Dr. Paige Wildes  
Pharmacist



Dr. Kayln Lane  
Medical Director



Katrina Wheeler, CPA  
Chief Financial Officer

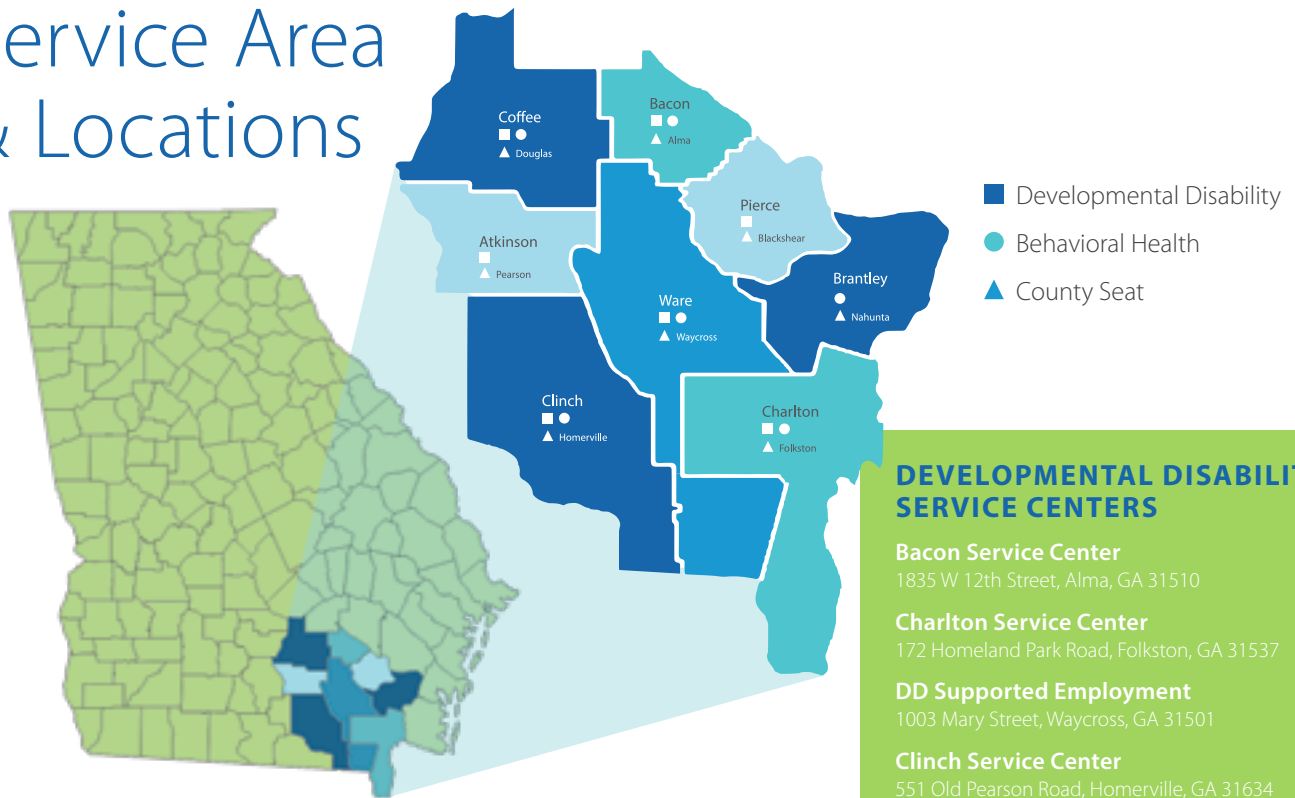


Shonda Miller  
BH Residential Services  
/ CSU Director



Viva Steed  
Behavioral Health  
Outpatient Director

# Service Area & 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

### BH Supported Employment

506 Brunel Street, Waycross GA 31503

### Supported Living

3455 Harris Road, Waycross, GA 31503

### Ware BHS

1007 Mary Street, Waycross, GA 31503

### Ware Child and Adolescent Services

1003 Mary Street, Waycross, GA 31503

### Ware Day Services

506 Brunel Street, Waycross GA 1503

### Waycross Accountability Court

800 Church Street, 216B, 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

### DD Supported Employment

1003 Mary Street, Waycross, GA 31501

### 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

### Bacon County

Cypress Hill Group Home

### Coffee County

Peachtree Group Home

### Pierce County

Camellia Group Home  
 Oakwood Group Home



[unisonbehavioralhealth.com](http://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.