



ROOTS Clubhouse



inspiring change

ANNUAL REPORT 2019 - 2020



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 2019 were overall higher than both the average scores for Georgia Community Service Boards (CSBs) and national benchmarks.

The rising trend in service volumes we have experienced

over the past three years deserves mention. We served 5364 clients in FY 2019 compared to 5334 in the previous year and 5075 in the year before that. These increases are in part due to the expansion of a much needed treatment program for opioid addiction which combines buprenorphine medication with regular drug screens, counseling, training and therapy groups and case management. Our success is the result of a focus on a positive culture of employee morale and good customer service. Dr. Kayln Lane, who is Board Certified in Adult, Child and Forensic Psychiatry, provides strong leadership to the medical team and Tiffany Henderson leads a well-qualified and dedicated clinical team. **This year we continued to advocate and educate on mental health and substance use disorder,** specifically with community trainings and a Mental Health Fair in Coffee County in the spring, and a Mental Health Recovery Celebration in Ware County in the fall.

Kevin Rodgers, Director of services for persons with intellectual / developmental disability (IDD), has been successful in stabilizing the numbers of clients served by his team, and has overseen the construction of a new group home for men in Douglas, and the start of construction on a new group home for women in Blackshear. These expansions of our residential capacity should also increase enrollment in our day service programs for persons with IDD.

In FY 2019 we were also able to improve on the prior year adjusted financial margin of \$333,552, bringing it up to \$848,413. The improvement is largely due to growth in services, reductions in our liabilities for the states post retirement obligation, and also our constant efforts to increase efficiency by investing in information technology.

As part of our efforts to manage expenses, Unison has continued to provide billing services for

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.

Statewide, Unison BH continues to support the Georgia Association of Community Service Boards.

Unison Board Member Lowell Williamson is a past President and Vice-President of the GACSB Board of Directors. 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. Lesley White and clients from her program also participated in planning (and attending) the Association's very successful consumer conference held on St Simons Island in May.



Finally, Unison is indeed fortunate to have an engaged Board of Directors.

I particularly wish to thank Eugene Dyal representing Bacon County for accepting the responsibilities of Board Chair following Wade Johnson's resignation this summer. Wade was an effective and engaged Board Chair, and we were sad to lose him. Eugene brings a wealth of experience to our Board, and I look forward to working under his leadership. Finally, I would like to recognize the wonderful support that I receive from everyone in the team, and especially from Angie Mock, who is a marvelously efficient and hardworking executive assistant.

*Glyn Thomas, PhD
CEO, Unison Behavioral Health*

OUR BOARD

Atkinson County
Patricia Roberts

Bacon County
Sheriff Mark Cothren
Ginger Manning
Eugene Dyal, Chair

Brantley County
Selena Strickland

Charlton County
Glenda Adams

Clinch County
Derek Herlocker

Coffee County
Chief Shane Edmisten
JoAnne Lewis, Treasurer

Pierce County
Lowell Williamson

Ware County
Dr. Faye Mathis
Carlos Nelson, Vice-Chair

Message from the Board Chairman



This year has been a challenging year for me in making the transition in May when the Unison Board elected me to be the new Chairman. I

was honored to take the position, but believe me, the position of Chairman brings on extra pressure for me as your leader. We were sorry that Wade Johnson's job commitment forced him to step down and we will always be grateful for his leadership at Unison. We have a great board and welcome the ones that are relatively new. I look forward to the things we will accomplish in the coming year with the support of each board member and their input we can move Unison into a good successful future. Our management team has to be the best in the State of Georgia and we are THANKFUL for each and every one. Keep up the good work. My goal is to always improve the quality of life for all our clients.

I would like to recognize some of Unison's accomplishments that have taken place this year and many plans for the next year as we move forward together.

- We received funding and completed construction on the **23-hour Temporary Observation Unit**.
- We received funding approval for the **Youth Clubhouse**, an after school and summer program for children and youth. That program should be ready to open before the end of this year.
- **Northwood group home** was built to house 4 males in Douglas, and construction has started on a **new group home** in Blackshear.
- We secured a facility to move our **Charlton County BH Outpatient Services**. This facility is more centrally located and accessible to the community. We hope to be in before the end of the year.
- We purchased the facility that **Garden Gate** is housed in and purchased a new building for **Ware Day Services** to give them more room and grow their services.

- We hired **three new Nurse Practitioners** to expand our psychiatric services.
- **Hired a marketing director, Allie Dixon**, to increase referrals and awareness of Unison's services in all of the eight counties we serve.
- We hosted two very successful events: the **Recovery Celebration** in Waycross on September 14th and the **Mental Health Fair** in Douglas on May 18th.
- Our Intensive Case Management Program was **recognized by DBHDD** for their outstanding work in the community.
- Unison BH was awarded **Region 5 Outstanding Adult Outpatient Services** at the 2019 Annual Behavioral Health Symposium.

We also have **several community collaborations** happening with O.A.T.H (in Waycross), Douglas Stepping Stones, Brantley Family Connections (Old School House Project) and Coffee Regional Hospital – just to name a few.

Eugene Dyal
Chairman, Board of Directors
Unison Behavioral Health

What We Do



offering 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)

23-Hour Temporary Observation Unit

ROOTS: After School and Summer Youth Services

*working to enrich lives
& strengthen 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



10,812
therapy sessions

48,851
services in
community



7,349
evaluations



21,016
physician
services

37,148
Residential
Services



29,881
prescriptions
filled



55,511
Developmental/
Disability Services

19,879
nursing
services



4,778
group
sessions



6,450
crisis
services



live
Believe
We
empower
Peace

supporting
second
chances.

"Unison Behavioral Services saved my life! God gave me this wonderful staff who tirelessly aided me in my re-entry into society after going to prison for two years. Once released from prison, my therapist steered me into the hands of an angel, my Intensive Case Manager, Bobbie Johns. She was and still is one of the most influential people I've ever encountered. Everyone at Unison advocated for me with parole, court and family responsibilities. I even had help with transportation to obtain a job! Without Unison Behavioral's help I could have returned to prison! **The staff at Unison stood by and cheered me on every step of the way into my new, successful life.** I now have a home, transportation, a job and relationships with God, my family and myself. One day I hope to give back to someone what was so freely given to me. Thank you from the bottom of my heart for helping me." - Wendy

In Their Own Words

Unison has helped me immensely with my isolation and depression.

I look forward to coming to group every day. It's more than a program, it is a LIFESAVER!

– *Tynette*

Thank You Unison, I reached out for help when I knew I needed it and you were there. I was able to attend group sessions, see a therapist when

I was better, and have utilized several other services over the past few years. **Unison has**

been the family that has brought back my hope when I didn't have hope left.

I could not have done it alone and want to give a great big "Thank You" to all those who have helped me. – *Loretta*

I like coming to the center to see my friends. I like the lessons we have, enjoy the parties, and having Christmas with my friends. I have learned how to count and manage my money

better. I like to go shopping, out to eat and different places like the beach and the fair.

– *Carlos*

I like coming to the center and going out into the community.

I like to meet and greet people

by shaking their hand and speaking to them in the stores and restaurants. The staff at the center have been super nice to me. **Coming to the center puts a**

smile on my face. – *Albert*

When I started Unison, I was having depression, anxiety and was diagnosed with PTSD. **I**

have learned how to cope with my stress and anxiety

and how to know my PTSD triggers through counseling.

I would recommend Unison to anybody who is going through this. – *Christina*

I like coming to the center because I am learning to control my anger. – *Namon*



After starting my classes at Unison, I have been feeling good about myself for being sober. I've never been sober for this long.

The topics in class are very helpful and useful. Every time I feel like I want to relapse, I think about certain topics we've discussed in class. This class has been very helpful to me. Thanks, Unison. – *JY*

I liked that Unison got me in and didn't waste time.

They asked me if I liked the therapist I was with and if I was comfortable. They checked on me if I didn't show up. I have learned a lot of coping mechanisms. I journal now. They were very helpful. – *Brianna*

I can calm down now and I don't get angry. I'm doing good in school and making good grades.

They show me things that I can do. The Unison staff care. – *Michael*

I love my staff, they are good to me.

They pick me up so I can play softball with my friends. I like visiting my friends at the center. I like to go



seeking help. finding a purpose.

shopping with staff. Staff takes me to all my appointments. Staff brought me a card and flowers and a balloon when I was in the hospital with my knee. Staff goes with me to the park in Douglas, Georgia and out to eat on Fridays. Staff helped me to get help for my knee and now my knee is feeling much better and I can't wait to play softball with my friends again. – *Sylvia*

Drug Court has done so much for me. Instead of just giving me a get out of jail free card, it gave me a get my life back card (notice I didn't say free) with a little bit of work and a whole lot of dedication. **Drug Court has taught me how to live life instead of existing in life.**

If I hadn't been accepted into this God-sent program I would more than likely be dead today or in prison. I am using my tools I have been provided by the best rehab program in the country (my opinion) and I'm facing life on life's terms. **Drug Court is the best program for anyone that is serious**

about recovery and it sure has been the best program for me. Words can't express my gratitude. I am and will forever be a Drug Court Cheerleader! – *Cindy*

This program has been a stepping stone in my sobriety. It's given me structure. **I now understand that the most important things in life need me sober.** They need all my time and attention. Drugs take that away from us. If we want better, we must make better choices. We simply work at it day by day. – *Dana*

At first when I arrived, I was unsure, and ready to get 30 days behind me. I found that all the staff are warm, welcoming and kind. **As I started to get into classes I realized that everyone really cared about my recovery. The counselors genuinely wanted to help.** My case

manager, Tyrone, inspired me to have an open mind and take my recovery seriously. It was no longer about 30 days. It was about my future, my success and my family. Something I always wanted and knew I needed to do but was unsure of how. **St. Illa has given me the knowledge, tools and**

most importantly a clean slate and a second chance.

I am happy, proud and confident I am going to be successful in maintaining sobriety.

I appreciate all the staff for teaching me how to live free of substance use.

– *Dewayne*

Unison helped me in two main ways. One way Unison helped me is it **taught me how to cope with my anger.** The second way Unison helped me is it helped me stop having thoughts about harming myself. – *Jeremy*



2018 - 2019 Accomplishments

EXPANDED SERVICES

Served 5364 clients in 8 counties (*a small overall increase from 5334 served last year*).

Expanded **Peer Supports Program** in Coffee County at 1005 Shirley Avenue in Douglas.

Established a **new group home** in Douglas (to be called Northwood) to be shared by 4 men with intellectual/developmental disabilities.

Obtained funding for and undertook the construction of a **6-bed Temporary Observation Unit**, to serve as an annex to our existing Crisis Stabilization Unit at St. Illa.

Purchased a larger building – 506 Brunel Street – for **Ware Day Services**, creating an opportunity to expand the program.

Offered **MyStrength online wellness support** for clients and staff – “a health club for the mind.”

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

Expanded an **opioid addiction program** with funding from DBHDD to use medication assisted treatment (MAT) combined with counseling groups and case management.

FINANCIAL STEWARDSHIP

Improved financial position and provided a **performance-based 2% pay raise to employees** (without the benefit of earmarked funding for such a raise in the state budget).

Maintained **shared services** with Gateway Behavioral Health Services for billing operations.

Established our own **Information Technology Support Services**.



UPGRADES & IMPROVEMENTS

Continued **phased improvements** to the St. Illa building by insulating the attic.

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

Purchased the Garden Gate Women's Residential Substance Use Treatment apartments at 852 Tiffany Lane to **reduce monthly payments and allow for needed improvements** to the site and buildings.

*expanding services. building awareness.
providing real options for real change.*

COMMUNITY SUPPORT

Provided **Crisis Intervention Training (CIT)** for regional law enforcement.

Provided **Mental Health First Aid Training** to local communities.

Served as **lead agency for a Mental Health Fair** in Douglas (May 18, 2019)

Initiated a **Medicaid funded program of positive behavior supports** for children and youth with a diagnosis on the autism spectrum.

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

COMMUNITY PARTNERSHIPS

Partnered with primary care practices to offer **behavioral health assessments and services** to the patients.

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

Supported initiatives to address homelessness in Brantley, Coffee, Pierce and Ware counties (“Douglas Stepping Stones” and “Okefenokee Alliance for the Homeless – OATH”).

Hosted Regional Community

Collaborative meetings for shared problem solving around adult mental health and addictive disease services.

MAINTAINED FOCUS

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

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



RECOGNITION

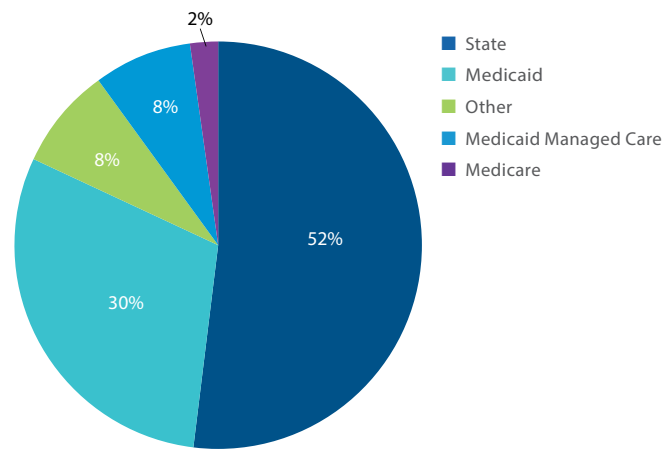
Awarded Region V Behavioral Health Provider of the Year by the Georgia Department of Behavioral Health and Development Disabilities’ (DBHDD).



Fiscal Year 2019

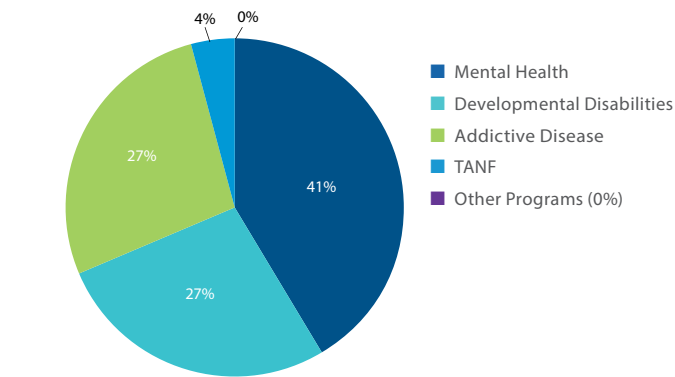
CONSOLIDATED FINANCIAL POSITION	
Revenue	
Grant Revenues & Contributions	\$12,097,929
Charges for Services	10,509,849
Total Revenue	22,607,778
Expenditures	
Salary & Fringe Benefits	\$15,181,511
Other Operating Expenses	6,501,617
Total Expenditures	21,683,128
Increase/(Decrease) in Net Assets	924,650
Beginning Balance, Net Assets	1,169,026
Ending Balance, Net Assets	2,093,676

Revenue by Payer	
Medicaid	30%
Medicaid Managed Care	8%
Medicare	2%
State	52%
Other	8%

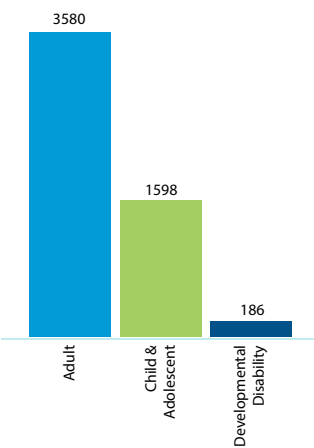


UNDUPLICATED CLIENTS SERVED: 5,364

Expenditure by Program		
Mental Health	\$8,960,457	41%
Developmental Disabilities	5,903,855	27%
Addictive Disease	5,932,807	27%
TANF	779,719	4%
Other Programs	106,290	0%
Total	21,683,128	

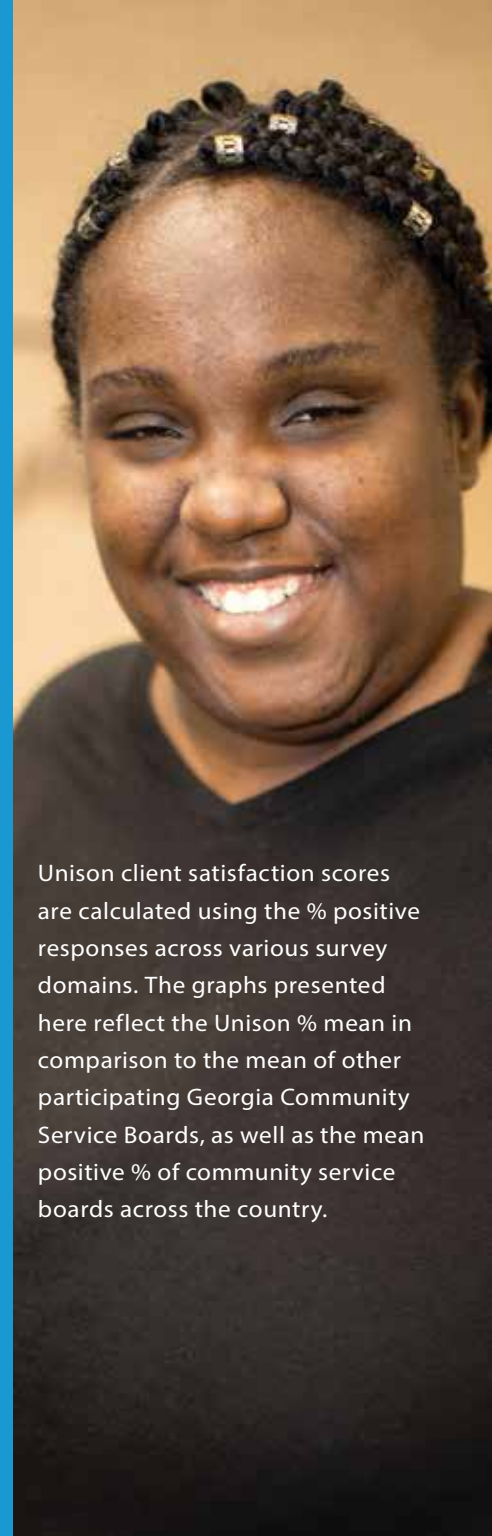


Unduplicated Clients Served	
Distinct Consumers	Count
Adult	3,580
Child & Adolescent	1,598
Developmental Disability	186
Total Unduplicated Served	5,364



Client Satisfaction

Our average client satisfaction for 2019 was higher than both state and national benchmarks.



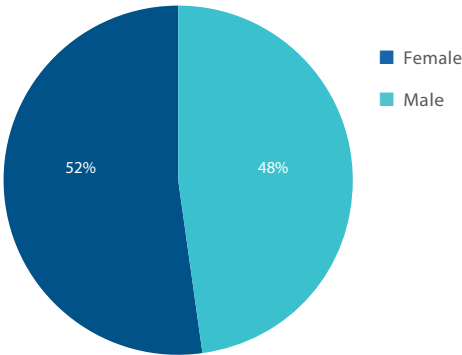
Unison client satisfaction scores are calculated using the % positive responses across various survey domains. The graphs presented here reflect the Unison % mean in comparison to the mean of other participating Georgia Community Service Boards, as well as the mean positive % of community service boards across the country.

Behavioral Health

UNDUPLICATED CLIENTS SERVED: 5,178

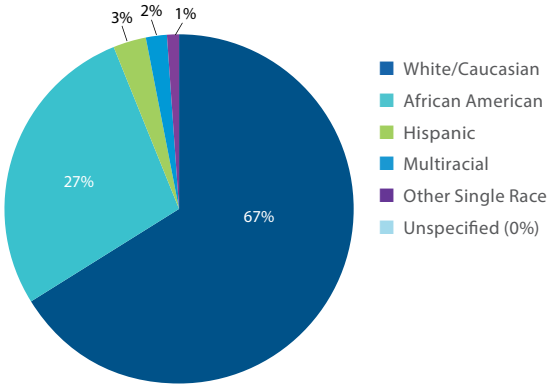
Distinct Consumer

Female	2,687	52%
Male	2,491	48%



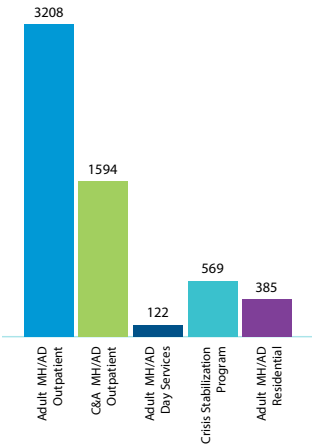
Race/Ethnicity

African American	1,423	27%
Hispanic	141	3%
Multiracial	89	2%
Other Single Race	53	1%
Unspecified	17	0%
White/Caucasian	3,455	67%



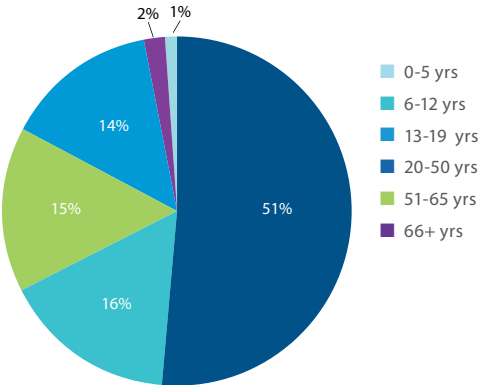
Distinct Consumers by Service

Adult MH/AD Outpatient	3,208
C&A MH/AD Outpatient	1,594
Adult MH/AD Day Services	122
Crisis Stabilization Program	569
Adult MH/AD Residential	385



Age Group

0-5 yrs	69	1%
6-12 yrs	843	16%
13-19 yrs	750	14%
20-50 yrs	2,649	51%
51-65 yrs	785	15%
66+ yrs	82	2%

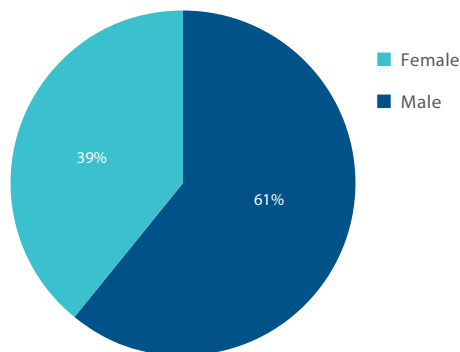


Developmental Disabilities

UNDUPLICATED CLIENTS SERVED: 186

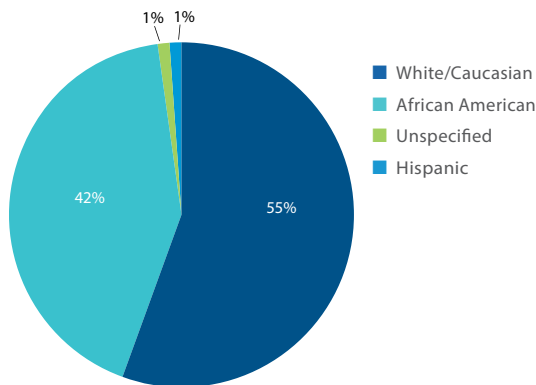
Distinct Consumer

Female	72	39%
Male	114	61%



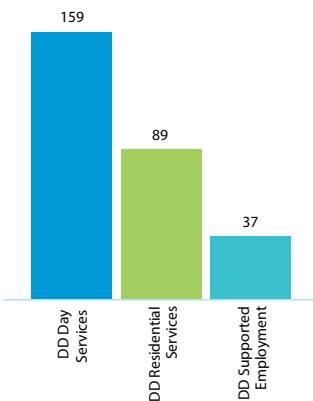
Race/Ethnicity

African American	79	42%
Hispanic	2	1%
Unspecified	2	1%
White/Caucasian	103	55%



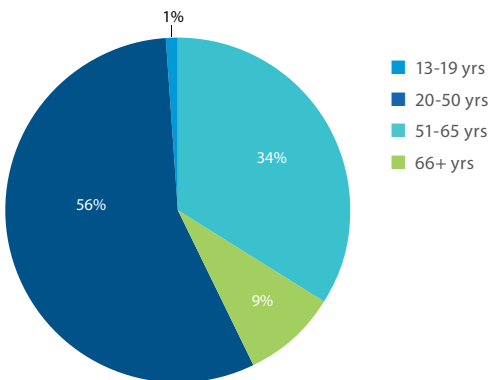
Distinct Consumers by Service

DD Day Services	159
DD Residential Services	89
DD Supported Employment	37



Age Group

13-19 yrs	1	1%
20-50 yrs	105	56%
51-65 yrs	63	34%
66+ yrs	17	9%



Senior Management Team



Blake Carter
IT Director



Laura Fullard
Director of
Human Resources



Tiffany Henderson
Clinical Director



Melissa Hood
Chief Operating Officer



Dr. Kayln Lane
Medical Director



Holly McLeod
Corporate Compliance
Officer



Shonda Miller
BH Residential Services
/CSU Director



Angie Mock
Executive Assistant



Kevin Rodgers, MA
Director of Developmental
Disability Services



Viva Steed
Behavioral Health
Outpatient Director



Glyn Thomas, PhD
Chief Executive Officer

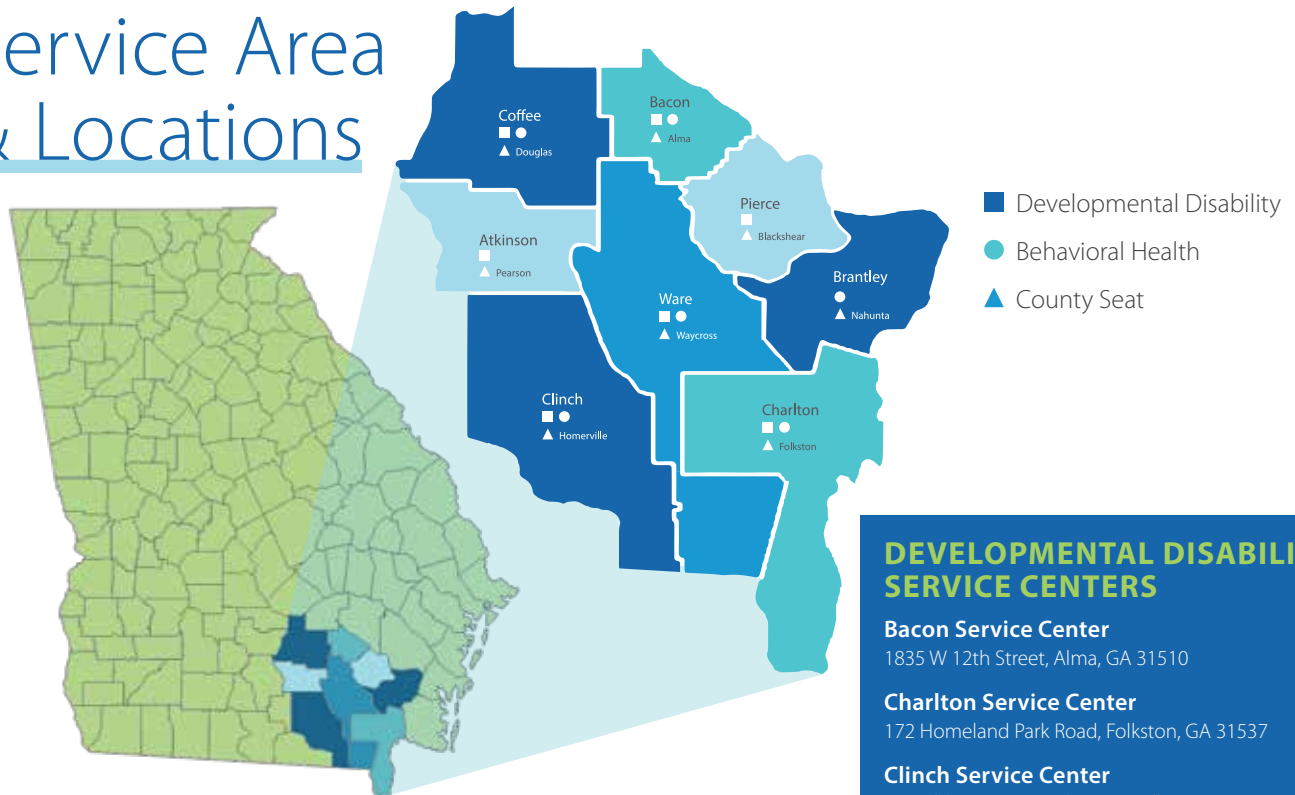


Katrina Wheeler, CPA
Chief Financial Officer



Dr. Paige Wildes
Pharmacist

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

ROOTS Youth Resiliency Clubhouse

310 Williams Street, 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

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



unison
behavioral health
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.