



FY 2022 ANNUAL REPORT

# Highland Rivers Behavioral Health



[www.highlanddrivers.org](http://www.highlanddrivers.org)



Highland Rivers  
Behavioral Health



*From our CEO, Melanie Dallas, LPC*



To our community stakeholders, partners and team members:

The 2022 fiscal year - July 1, 2021 to June 30, 2022 - was a year of unprecedented change and growth for our agency. During this 12-month period, as we continued to feel the effects of the COVID-19 pandemic, we also welcomed the consolidation of Haralson County Behavioral Health Services on January 1, 2022; and Cobb County Community Services Board on July 1, 2022. As part of this transition, we changed our name from Highland Rivers Health to Highland Rivers Behavioral Health and created a new look to go along with our expanded team and geography.

Our annual report has undergone some substantial changes as well. While we have included program highlights, finances and recovery stories as we always have, the first section of this report contains profiles of all 13 of our counties and our service area as a whole. These profiles represent an innovative perspective about the connection between Highland Rivers Behavioral Health and the communities we serve - and how we target and tailor our service offerings to the specific needs of our counties, communities and population.

The final section of this report contains our service line brochures, reformatted as one-page fact sheets, with information about crisis services, outpatient services, programs for individuals with disabilities, child and adolescent services, and much more. Taken as a whole, this report is our statement on the future of behavioral health in Georgia and our leadership role in it.

Highland Rivers Behavioral Health remains one of Georgia's largest safety-net providers of behavioral health services - treatment, recovery and support services for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities. Now with more than 900 employees serving a 13-county, 4,700-square mile area of northwest Georgia, Highland Rivers provides a continuum of behavioral health services and supports. We meet people where they are, figuratively but also literally - in clinics, in the community, in jails, homeless shelters and hospital emergency departments, among others - to remind them they are valuable and that recovery is always possible.

Of course, nothing we do would be possible without the amazing commitment, passion and dedication of our now expanded Highland Rivers Behavioral Health team. Recovery is the heart of our agency, and our team exemplifies that each and every day, providing hope for those we serve, until they are ready to hold it for themselves.

It is my pleasure to present Highland Rivers Behavioral Health's Fiscal Year 2022 annual community report.

Sincerely,

A handwritten signature in black ink, appearing to read "Melanie Dallas".

Melanie Dallas, LPC  
Chief Executive Officer



# Highland Rivers Behavioral Health

## FY 2022 Governing Board



### GOVERNING BOARD

Highland Rivers Behavioral Health is governed by a board that includes a representative from every county in the agency's service area. They are appointed by county leadership, primarily by each county's respective Board of Commissioners.

Highland Rivers Behavioral Health's board meets every other month (six times each year). As a quasi-governmental state agency, we are subject to Open Meetings and all Governing board meetings are open to the public and announced in advance.

On board meeting days, the compliance and finance committees meet at 9:30 a.m., and the full governing board meets beginning at 10:30 a.m.

Serving Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties.



To visit our website, scan the QR code or go to [www.highlandrivers.org](http://www.highlandrivers.org)



<p><b>Chris Mosley</b> <i>Chair</i> Chief Executive Officer Piedmont Cartersville Medical Center</p> <p>Bartow County</p>	<p><b>Dr. Carol Holtz</b> <i>Vice Chair</i> Kennesaw State University, Retired</p> <p>Cobb County</p>	<p><b>Keith Ledford</b> <i>Treasurer</i> Clear Creek Guide, Inc.</p> <p>Fannin County</p>
<p><b>Steve Grimsley</b> <i>Secretary</i> Paulding County Deputy Clerk</p> <p>Paulding County</p>	<p><b>Lane Bennett</b> Detective Gordon County Sheriff's Office</p> <p>Gordon County</p>	<p><b>Thomas Brown</b> Behavioral Health Advocate</p> <p>Whitfield County</p>
<p><b>Randal Crider</b> Public Safety Director Cobb County Government</p> <p>Cobb County</p>	<p><b>Mary Ghorley</b> Director of Risk Management Piedmont Mountainside Hospital</p> <p>Pickens County</p>	<p><b>Christina Howell</b> Behavioral Health Specialist Premise Health</p> <p>Murray County</p>
<p><b>Leland Johnson</b> Behavioral Health Advocate</p> <p>Gilmer County</p>	<p><b>Larry Maxey</b> Commissioner Floyd County Board of Commissioners</p> <p>Floyd County</p>	<p><b>Michael McElveen</b> Assistant Dean of Student Wellness Berry College</p> <p>Floyd County</p>
<p><b>Chinwe Okoronkwo</b> Chargemaster Analyst Senior Northside Hospital</p> <p>Cobb County</p>	<p><b>Pete Quinones</b> President &amp; CEO MetroAtlanta Ambulance Service</p> <p>Cobb County</p>	<p><b>Karen Sparks</b> Behavioral Health Advocate</p> <p>Haralson County</p>
<p><b>Scotty Tillery</b> Commissioner Polk County Board of Commissioners</p> <p>Polk County</p>	<p><b>Vacant</b></p>	<p><b>Vacant</b></p>



## Executive Leadership



### OUR MISSION

We are a behavioral health healing organization engaging with our community to foster hope, empower change, and enhance the quality of all lives.



### OUR VISION

Building communities of purpose that foster health, hope, and compassion.



### EXECUTIVE TEAM

Highland Rivers Behavioral Health's Executive Team is comprised of experienced professionals that collaborate to manage clinical and business operations, ensure compliance with all applicable laws, regulations and procedures, and oversee the delivery of high-quality services that meet the needs of every individual we serve.

The agency is led by experienced clinicians including Chief Executive Officer Melanie Dallas, a Licensed Professional Counselor, and Chief Medical Officer Francisca MgBodile, MD, a board certified psychiatrist. Fostering a culture of accountability and service, each member of the team has a unique role in ensuring Highland Rivers Behavioral Health is the best organization it can be.

**Melanie Dallas, LPC**

Chief Executive Officer

**Francisca MgBodile, MD**

Chief Medical Officer

**Dena Payne**

Chief Operating Officer

**Stephanie Bishop, LCSW,  
CHC**

Chief Compliance Officer

**Marla Flynn, CPA**

Chief Financial Officer

**Albert Chan**

Vice President of Finance

**Erica Collins, MBA**

Vice President of Human Resources

**Michelle Hamm, PsyD**

Vice President of Substance Use & Clinical innovation

**Cheryl Lewis, LPC**

Vice President of Mental Health Services

**Rodney Moore, LMHC**

Vice President of New Market Development

**Kathleen Varda, MSW**

Vice President of Community Relations & Development

**Jamie Allision**

Director of Quality Improvement

**Michael Mullet**

Community Relations Director

**Sherry McGee, PhD**

Foundation Relations Officer

**Melissa O'Brien**

Director of Marketing

**Angela Velez, MA, LPC, NCC**

Director of Intensive Services

**Melissa Stone**

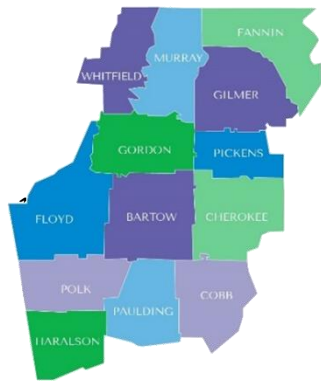
Executive Coordinator and Board Liaison



Highland Rivers  
Behavioral Health

**FY 2022 ANNUAL REPORT**

# **COUNTY PROFILES**



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# AGENCY SERVICE AREA

## FAST FACTS PROFILE

Population 2021	1,797,886
Projected 2030	1,959,853
Projected 2040	2,115,216
Projected 2050	2,244,798
Projected 2060	2,351,435

% of Georgia population within HRBH service area 17%\*

\*HRBH is projected to retain 17% of Georgia's population through 2060 with a growth rate of approximately 30%

Est. HRBH FY23 budget	\$75,697,140
State investment (approx.)	\$44,661,313
Total annual allocation from counties served	\$731,410

Unbilled services	\$1,168,065
HRBH direct jobs in counties served	958

### Payor mix

DBHDD funding	59%
Medicaid IDD waver	16%
Grants/other contracts	12%
Traditional Medicaid	5%
CMOs	4%
Medicare	1%
Client fees	1%

Individuals served (FY22)	17,865
Total services provided	343,206
Veterans within service area (2016-2020)	95,797
Veterans served (FY22)	552
Total services provided to veterans	7,558
Total investment in services to veterans	\$351,567
% veteran services paid by state contract	47%

### Behavioral Health Conditions

Cases calculated by applying SAMHSA national prevalence estimates for adults to the population of the HRBH 13-county service area.

Any Mental Illness	377,556
Serious mental illness	100,681
Substance Use Disorder	260,693

## Overall Agency Footprint

### HRBH facilities in service area:

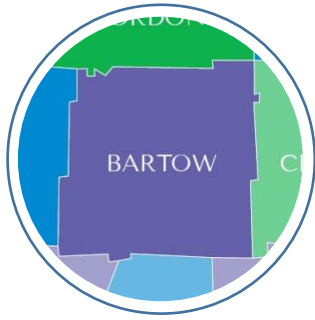
- 11 Outpatient clinics
- 6 Adult Peer Programs (MH and SA)
- 1 Psychosocial Rehab Program
- 4 Crisis stabilization units (one is BHCC) total 98 crisis beds
- 3 Adult residential substance use treatment facilities
- 1 Adolescent residential substance use treatment facility
- 10 Substance Abuse Intensive Outpatient Programs (SAIOP)
- 4 Adolescent clubhouses
- 4 IDD day program facilities
- 1 Specialty services facility
- 7 Community crisis-level programs (ACT, ICM, CST, HUM)
- 3 Transitional housing programs
- 2 Transitional residential facilities (ITR etc.)
- 2 Crisis respite programs (1 enhanced)
- 54 IDD Host Homes
- 6 IDD Group Homes (1 run by HRBH)
- 125 Housing Voucher slots (approx.)
- 45 Supported employment slots
- 2 Jail services contracts (Paulding and Gilmer counties)
- 12 Accountability Court programs
- 34 APEX schools-based programs
- 1 MAT program

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare - individuals who otherwise may not have access to critical behavioral health services - including adults, children and adolescents, families and veterans.

Highland Rivers serves a 13-county region of northwest Georgia that is approximately 4,700 square miles (including Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties), and one of the fastest-growing regions in Georgia - with a diverse population in urban, suburban and rural environments.

For more information, visit <http://highlandrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# BARTOW COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	110,431
Projected 2030	120,882
Projected 2040	135,726
Projected 2050	150,476

under 5	6.3%
ages 6-17	23.8%
ages 18-64	55.5%
65+	14.4%

male	49.3%
female	50.7%

White	76.9%
Black/African American	11.3%
Native American	0.6%
Asian	1.0%
Pacific Islander	0.1%
Other/Mixed	2.1%
Hispanic/Latino	9.2%

veterans (2016 to 2020)	5,736
veterans	5.2%

median income	\$61,226
poverty	10.2%
uninsured, under age 65	18.0%
Medicaid (enrollment)	10,173
Medicaid (percentage)	9%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

AMI (21%)	16,140
SMI (5.6%)	4,304
SUD (14.5%)	11,144

#### Children ages 6-17

AMI (16.5%)	4,336
SED (10%)	2,628

## SERVICES AND INVESTMENT - Bartow County

### HRBH facilities in county: 2

- Outpatient clinic
- Adolescent resiliency clubhouse (The ROC)

HRBH investment in Bartow County: \$3,008,324 (FY 22)

HRBH staff/direct jobs in county: 35

Individuals served in Bartow County: 1,523 (FY 22)

Services delivered to Bartow residents: 19,872 (FY 22)

Annual allocation from county: ~\$60,700

### HRBH services provided in Bartow County

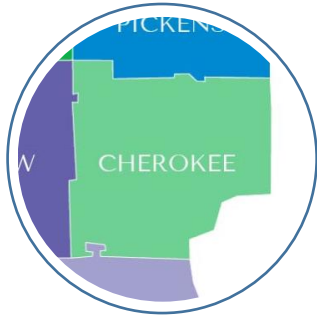
- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Community Support Services (adult; child and adolescent)
- Addictive Disease Support Services
- Assertive Community Treatment
- Peer Support Services
- Substance Abuse Intensive Outpatient Program (SAIOP)
- Intensive Case Management
- Residential Recovery Services
- Supported Employment
- Adolescent mental health resiliency clubhouse
- Suicide prevention, education and post-vention

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Bartow for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

The agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare - individuals who otherwise may not have access to critical behavioral health services - including adults, children and adolescents, families and veterans.

Highland Rivers serves a 13-county region of northwest Georgia that is approximately 4,700 square miles (including Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties), and one of the fastest-growing regions in Georgia - with a diverse population and urban, suburban and rural environments.

Learn more at <http://highlanddrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# CHEROKEE COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	269,056
Projected 2030	306,151
Projected 2040	349,588
Projected 2050	388,095
under 5	5.7%
ages 6-17	23.9%
ages 18-64	55.9%
65+	14.5%
male	49.2%
female	50.8%
White	77.8%
Black/African American	7.7%
Native American	0.5%
Asian	2.1%
Pacific Islander	0.1%
Other/Mixed	2.2%
Hispanic/Latino	11.1%
veterans (2016 to 2020)	14,438
veterans	5.4%
median income	\$84,817
poverty	6.7%
uninsured, under age 65	14.3%
Medicaid (enrollment)	21,161
Medicaid (percentage)	8%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

AMI (21%)	39,777
SMI (5.6%)	10,607
SUD (14.5%)	27,465

#### Children ages 6-17

AMI (16.5%)	22,440
SED (10%)	13,600

## SERVICES AND INVESTMENT - Cherokee County

### HRBH facilities in county: 1

Outpatient clinic

HRBH investment in Cherokee County: \$2,935,686 (FY 22)

HRBH staff/direct jobs in county: 28

Individuals served in Cherokee County: 1,894 (FY 22)

Services delivered to Cherokee residents: 25,831 (FY 22)

Annual allocation from county: \$0

### HRBH services provided in Cherokee County

- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Substance Abuse Intensive Outpatient Program (SAIOP)
- Community Support Services (adult; child and adolescent)
- Addictive Disease Support Services
- Residential Recovery Services
- Supported Employment
- APEX school-based services
- Suicide prevention, education and post-vention
- Residential facilities for individuals with intellectual developmental disabilities
- Veterans counseling groups

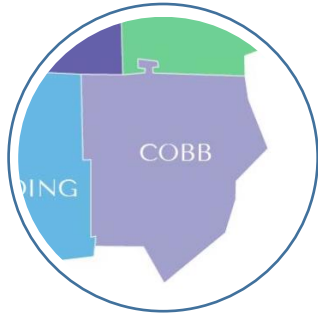
Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Cherokee County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare - individuals who otherwise may not have access to critical behavioral health services - including adults, children and adolescents, families and veterans.

Highland Rivers serves a 13-county region of northwest Georgia that is approximately 4,700 square miles (including Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties), and one of the fastest-growing regions in Georgia - with a diverse population and urban, suburban and rural environments.

Learn more at <http://highlandrivers.org>





Highland Rivers  
Behavioral Health

COMMUNITY PROFILE  
**COBB COUNTY**

**DEMOGRAPHIC PROFILE**

Population (2021)	771,165
Projected 2030	837,332
Projected 2040	885,009
Projected 2050	910,415
<b>under 5</b>	6.1%
<b>ages 6-17</b>	23.3%
<b>ages 18-64</b>	57.9%
<b>65+</b>	12.7%
<b>male</b>	48.5%
<b>female</b>	51.5%
<b>White</b>	51.1%
<b>Black/African American</b>	28.8%
<b>Native American</b>	0.5%
<b>Asian</b>	5.6%
<b>Pacific Islander</b>	0.1%
<b>Other/Mixed</b>	2.6%
<b>Hispanic/Latino</b>	13.3%
<b>veterans (2016 to 2020)</b>	40,562
<b>veterans</b>	5.3%
<b>median income</b>	\$80,830
<b>poverty</b>	9.2%
<b>uninsured, under age 65</b>	14.4%
<b>Medicaid (enrollment)</b>	50,612
<b>Medicaid (percentage)</b>	7%

**Behavioral health conditions**

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

**Adults**

<b>AMI (21%)</b>	114,332
<b>SMI (5.6%)</b>	30,488
<b>SUD (14.5%)</b>	78,944

**Children ages 6-17**

<b>AMI (16.5%)</b>	29,647
<b>SED (10%)</b>	17,968

**SERVICES AND INVESTMENT - Cobb County**

**HRBH facilities in county: 9**

Outpatient clinic; Behavioral Health Crisis Center; specialty services facility; IDD Day Program facility; adolescent resiliency and substance use prevention clubhouses; adolescent residential substance use treatment facility; women's residential substance use treatment; administrative offices

HRBH annual investment in Cobb County: \$22,857,048 (FY 22)

(Note: this figure represents is the FY 22 budget for CCCSB)

HRBH staff/direct jobs in county: 241

Individuals served in Cobb County: 3,894 (FY 22)

Services delivered to Cobb residents: 69,341 (FY 22)

Annual allocation from county: \$440,710

**HRBH services provided in Cobb County**

- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Behavioral health crisis stabilization
- Community crisis co-response (PATH Team - with CCPD)
- Assertive Community Treatment; Intensive Case Management
- Intensive Recovery Treatment Housing (New Start)
- Peer Support Services
- Women's residential substance use treatment (Moms Making a Change)
- Adolescent residential substance use treatment (Hartman Center)
- APEX school-based services
- Psychosocial rehabilitation group
- Supported Employment
- Adolescent mental health resiliency clubhouse (Bright Changes), and substance use (TEAM - Together Everyone Achieves More) clubhouses
- Day program and Family Support Services for individuals with intellectual and developmental disabilities

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Cobb County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities. Cobb County had been served by Cobb County Community Services Board, which was consolidated into Highland Rivers in 2022.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare - individuals who otherwise may not have access to critical behavioral health services - including adults, children and adolescents, families and veterans.

Learn more at <http://highlandrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# FANNIN COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	26,456
Projected 2030	25,854
Projected 2040	24,456
Projected 2050	23,092
under 5	4.1%
ages 6-17	16.2%
ages 18-64	49.1%
65+	30.6%
male	48.5%
female	51.5%
White	94.4%
Black/African American	0.9%
Native American	0.4%
Asian	0.6%
Pacific Islander	0.0%
Other/Mixed	1.3%
Hispanic/Latino	2.6%
veterans (2016 to 2020)	2,481
veterans	9.4%
median income	\$46,028
poverty	15.6%
uninsured, under age 65	19.4%
Medicaid (enrollment)	25,817
Medicaid (percentage)	14%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

AMI (21%)	4,428
SMI (5.6%)	1,179
SUD (14.5%)	3,057

#### Children ages 6-17

AMI (16.5%)	707
SED (10%)	428

## SERVICES AND INVESTMENT - Fannin County

### HRBH facilities in county: 0

There is currently no HRBH facility in Fannin County. Highland Rivers provides community-based services in the county, and Fannin residents can access outpatient services at Highland Rivers' clinic in Gilmer County.

HRBH investment in Gilmer/Fannin counties: \$1,177,382 (FY 22)

HRBH staff/direct jobs in county: 14

Individuals served in Fannin County: 182 (FY 22)

Services delivered to Fannin residents: 4,375 (FY 22)

Annual allocation from county: N/A

### HRBH services provided in Fannin County

- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents (*in Gilmer County*)
- Peer Support Services (*in Gilmer County*)

*Community-based services delivered in Fannin County:*

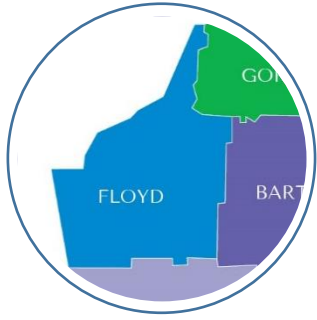
- Community Support Services (adult; child and adolescent)
- Community Support Team
- Addictive Disease Support Services
- Residential Recovery Services
- Supported Employment
- Suicide prevention, education and post-vention

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Fannin County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare - individuals who otherwise may not have access to critical behavioral health services - including adults, children and adolescents, families and veterans.

Although Highland Rivers delivers community-based services in Fannin County, Fannin residents must travel to Gilmer County (Ellijay) to access Highland Rivers' outpatient services. The agency would like to develop a facility in Fannin County and is working collaboratively with local leaders toward that goal.

Learn more at <http://highlandrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# FLOYD COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	98,958
Projected 2030	102,066
Projected 2040	105,089
Projected 2050	108,112
<b>under 5</b>	6.0%
<b>ages 6-17</b>	22.9%
<b>ages 18-64</b>	54.1%
<b>65+</b>	17.0%
<b>male</b>	48.4%
<b>female</b>	51.6%
<b>White</b>	70.6%
<b>Black/African American</b>	15.0%
<b>Native American</b>	0.8%
<b>Asian</b>	1.6%
<b>Pacific Islander</b>	0.3%
<b>Other/Mixed</b>	2.0%
<b>Hispanic/Latino</b>	11.6%
<b>veterans (2016 to 2020)</b>	5,407
<b>veterans</b>	5.5%
<b>median income</b>	\$50,657
<b>poverty</b>	18.4%
<b>uninsured, under age 65</b>	18.1%
<b>Medicaid (enrollment)</b>	10,396
<b>Medicaid (percentage)</b>	11%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

<b>AMI (21%)</b>	14,775
<b>SMI (5.6%)</b>	3,940
<b>SUD (14.5%)</b>	10,202

#### Children ages 6-17

<b>AMI (16.5%)</b>	3,739
<b>SED (10%)</b>	2,266

## SERVICES AND INVESTMENT - Floyd County

### HRBH facilities in county: 3

Outpatient clinic/Women's residential treatment (co-located)  
Adolescent substance use clubhouse (Choices Clubhouse)  
Crisis stabilization unit

HRBH investment in Floyd County: \$13,624,796 (FY 22)

HRBH staff/direct jobs in county: 155

Individuals served in Floyd County: 1,876 (FY 22)

Services provided to Floyd residents: 40,349 (FY 22)

Annual allocation from county: ~\$90,000

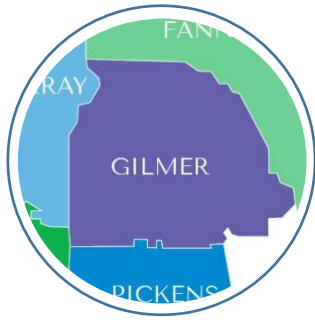
### HRBH services provided in Floyd County

- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Community Support Services (adult; child and adolescent)
- Behavioral health crisis stabilization
- Women's substance use residential treatment (Women's Outreach)
- Addictive Disease Support Services
- Assertive Community Treatment
- Intensive Case Management
- Intensive Treatment Residential
- APEX school-based services
- Peer Support Services
- Substance Abuse Intensive Outpatient Program (SAIOP)
- Residential Recovery Services
- Supported Employment
- Adolescent substance use prevention clubhouse

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Floyd County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities. The agency's large footprint in Floyd County includes outpatient and residential treatment facilities, crisis stabilization unit and adolescent substance use prevention clubhouse.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare - individuals who otherwise may not have access to critical behavioral health services - including adults, children and adolescents, families and veterans.

Learn more at <http://highlandrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# GILMER COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	32,072
Projected 2030	32,707
Projected 2040	32,641
Projected 2050	32,482
under 5	5.2%
ages 6-17	18.9%
ages 18-64	50.4%
65+	25.5%
male	50.0%
female	50.0%
White	85.5%
Black/African American	1.4%
Native American	0.7%
Asian	0.7%
Pacific Islander	0.5%
Other/Mixed	1.2%
Hispanic/Latino	11.8%
veterans (2016 to 2020)	2,856
veterans	8.9%
median income	\$57,376
poverty	14.0%
uninsured, under age 65	21.8%
Medicaid (enrollment)	3,685
Medicaid (percentage)	12%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

AMI (21%)	5,112
SMI (5.6%)	1,363
SUD (14.5%)	3,529

#### Children ages 6-17

AMI (16.5%)	1,000
SED (10%)	606

## SERVICES AND INVESTMENT - Gilmer County

### HRBH facilities in county: 1

Outpatient clinic

HRBH investment in Gilmer/Fannin counties: \$1,177,382 (FY 22)

HRBH staff/direct jobs in county: 14

Individuals served in Gilmer County: 446 (FY 22)

Services provided to Gilmer residents: 8,468 (FY 22)

Annual allocation from county: \$0

### HRBH services provided in Gilmer County

- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Community Support Services (adult; child and adolescent)
- Correctional facility behavioral health services
- Addictive Disease Support Services
- Community Support Team
- APEX school-based services
- Peer Support Services
- Residential Recovery Services
- Supported Employment
- Suicide prevention, education and post-vention

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Gilmer County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare - individuals who otherwise may not have access to critical behavioral health services - including adults, children and adolescents, families and veterans.

Highland Rivers serves a 13-county region of northwest Georgia that is approximately 4,700 square miles (including Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties), and one of the fastest-growing regions in Georgia - with a diverse population and urban, suburban and rural environments.

Learn more at <http://highlandrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# GORDON COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	59,066
Projected 2030	61,511
Projected 2040	63,190
Projected 2050	63,950
<b>under 5</b>	5.9%
<b>ages 6-17</b>	23.9%
<b>ages 18-64</b>	54.9%
<b>65+</b>	15.3%
<b>male</b>	49.3%
<b>female</b>	50.7%
<b>White</b>	76.7%
<b>Black/African American</b>	4.4%
<b>Native American</b>	0.6%
<b>Asian</b>	1.4%
<b>Pacific Islander</b>	0.4%
<b>Other/Mixed</b>	1.7%
<b>Hispanic/Latino</b>	16.5%
<b>veterans (2016 to 2020)</b>	2,580
<b>veterans</b>	4.4%
<b>median income</b>	\$48,662
<b>poverty</b>	11.8%
<b>uninsured, under age 65</b>	19.6%
<b>Medicaid (enrollment)</b>	5,040
<b>Medicaid (percentage)</b>	9%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

<b>AMI (21%)</b>	8,707
<b>SMI (5.6%)</b>	2,321
<b>SUD (14.5%)</b>	6,012

#### Children ages 6-17

<b>AMI (16.5%)</b>	2,329
<b>SED (10%)</b>	1,411

## SERVICES AND INVESTMENT - Gordon County

### HRBH facilities in county: 1

Outpatient clinic

HRBH investment in Gordon County: \$2,035,739 (FY 22)

HRBH staff/direct jobs in county: 17

Individuals served in Gordon County: 958 (FY 22)

Services provided to Gordon residents: 10,136 (FY 22)

Annual allocation from county: \$0

### HRBH services provided in Gordon County

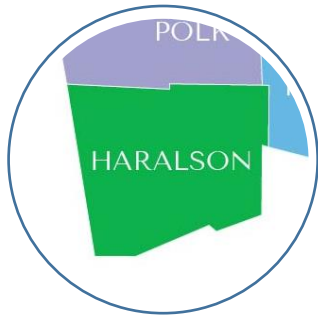
- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Community Support Services (adult; child and adolescent)
- Substance Abuse Intensive Outpatient Program (SAIOP)
- Hospital emergency department behavioral health assessments
- Employee assistance program (EAP) provider for local employer
- Addictive Disease Support Services
- Intensive Case Management
- Residential Recovery Services
- APEX school-based services
- Supported Employment
- Suicide prevention, education and post-vention

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Gordon County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare - individuals who otherwise may not have access to critical behavioral health services - including adults, children and adolescents, families and veterans.

Highland Rivers serves a 13-county region of northwest Georgia that is approximately 4,700 square miles (including Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties), and one of the fastest-growing regions in Georgia.

Learn more at <http://highlandrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# HARALSON COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	30,641
Projected 2030	32,885
Projected 2040	35,036
Projected 2050	36,814
under 5	6.3%
ages 6-17	24.0%
ages 18-64	53.5%
65+	16.2%
male	48.6%
female	51.4%
White	90.8%
Black/African American	4.5%
Native American	0.4%
Asian	0.8%
Pacific Islander	0.0%
Other/Mixed	1.7%
Hispanic/Latino	2.0%
veterans (2016 to 2020)	1,391
veterans	4.5%
median income	\$52,021
poverty	15.5%
uninsured, under age 65	16.6%
Medicaid (enrollment)	3,522
Medicaid (percentage)	12%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

AMI (21%)	4,484
SMI (5.6%)	1,195
SUD (14.5%)	3,096

#### Children ages 6-17

AMI (16.5%)	1,213
SED (10%)	753

## SERVICES AND INVESTMENT - Haralson County

### HRBH facilities in county: 1

Outpatient clinic; IDD Day Program facility (co-located)

HRBH investment in Haralson County: \$1,483,275 (FY 22)

(Note: this figure is the FY 22 budget for HBHS)

HRBH staff/direct jobs in county: 20

Individuals served in Haralson County: 638 (FY 22)

Services provided to Haralson residents: 9,919 (FY 22)

Annual allocation from county: \$90,000

### HRBH services provided in Haralson County

- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Community Support Services (adult; child and adolescent)
- Addictive Disease Support Services
- Intensive Case Management
- Substance Abuse Intensive Outpatient Program (SAIOP)
- APEX school-based services
- Supported Employment
- Residential Recovery Services
- Suicide prevention, education and post-vention
- Day program and Family Support Services for individuals with intellectual and developmental disabilities

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Haralson County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities. The county had been served by Haralson Behavioral Health Services (HBHS), which was consolidated into Highland Rivers in January 2022.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare - individuals who otherwise may not have access to critical behavioral health services - including adults, children and adolescents, families and veterans.

Highland Rivers serves a 13-county region of northwest Georgia that is approximately 4,700 square miles (including Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties).

Learn more at <http://highlandrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# MURRAY COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	40,132
Projected 2030	41,062
Projected 2040	42,045
Projected 2050	42,999
under 5	6.4%
ages 6-17	24.5%
ages 18-64	53.8%
65+	15.3%
male	49.3%
female	50.7%
White	81.8%
Black/African American	1.2%
Native American	1.0%
Asian	0.5%
Pacific Islander	0.3%
Other/Mixed	1.3%
Hispanic/Latino	15.7%
veterans (2016 to 2020)	1,512
veterans	3.8%
median income	\$51,133
poverty	15.9%
uninsured, under age 65	20.4%
Medicaid (enrollment)	3,236
Medicaid (percentage)	8%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

AMI (21%)	5,823
SMI (5.6%)	1,552
SUD (14.5%)	4,020

#### Children ages 6-17

AMI (16.5%)	1,622
SED (10%)	983

## SERVICES AND INVESTMENT - Murray County

### HRBH facilities in county: 0

There is currently no HRBH facility in Murray County. Highland Rivers provides community-based services in the county, and Murray residents can access outpatient services at Highland Rivers' clinic in Whitfield County.

HRBH investment in Whitfield/Murray counties: \$16,123,731 (FY 22)

HRBH staff/direct jobs in county: 14

Individuals served in Murray County: 461 (FY 22)

Services provided to Murray residents: 19,416 (FY 22)

Annual allocation from county: N/A

### HRBH services provided in Murray County

- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents (*in Whitfield County*)
- Peer Support Services (*in Whitfield County*)
- Hospital emergency department behavioral health assessments
- Employee assistance program (EAP) provider for local employer

#### *Community-based services delivered in Murray County:*

- Community Support Services (adult; child and adolescent)
- Community Support Team
- Addictive Disease Support Services
- Residential Recovery Services
- Supported Employment
- Suicide prevention, education and post-vention

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Murray County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

Highland Rivers serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare, including adults, children and adolescents, families and veterans.

Although Highland Rivers delivers community-based services in Murray County, Murray residents must travel to Whitfield County (Dalton) to access Highland Rivers' outpatient services. The agency would like to develop a facility in Murray County and is working collaboratively with local leaders toward that goal.

Learn more at <http://highlandrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# PAULDING COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	177,316
Projected 2030	211,964
Projected 2040	247,398
Projected 2050	287,013
under 5	6.3%
ages 6-17	25.9%
ages 18-64	56.9%
65+	10.9%
male	48.7%
female	51.3%
White	68.4%
Black/African American	21.9%
Native American	0.4%
Asian	1.2%
Pacific Islander	0.1%
Other/Mixed	2.4%
Hispanic/Latino	7.1%
veterans (2016 to 2020)	10,310
veterans	5.8%
median income	\$74,154
poverty	7.3%
uninsured, under age 65	13.7%
Medicaid (enrollment)	12,270
Medicaid (percentage)	7%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

AMI (21%)	25,246
SMI (5.6%)	6,732
SUD (14.5%)	17,432

#### Children ages 6-17

AMI (16.5%)	7,577
SED (10%)	4,592

## SERVICES AND INVESTMENT - Paulding County

### HRBH facilities in county: 1

Outpatient clinic

HRBH investment in Paulding County: \$2,245,618 (FY 22)

HRBH staff/direct jobs in county: 22

Individuals served in Paulding County: 1,218 (FY 22)

Services provided to Paulding residents: 16,347 (FY 22)

Annual allocation from county: \$50,000

### HRBH services provided in Paulding County

- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Community Support Services (adult; child and adolescent)
- Addictive Disease Support Services
- Assertive Community Treatment
- Intensive Case Management
- APEX school-based services
- Veterans counseling groups
- Correctional facility behavioral health services
- Clinical services provider for local residential program for teen victims of human trafficking
- Residential Recovery Services
- Supported Employment
- Suicide prevention, education and post-vention

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Paulding County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare – individuals who otherwise may not have access to critical behavioral health services – including adults, children and adolescents, families and veterans.

Highland Rivers serves a 13-county region of northwest Georgia that is approximately 4,700 square miles (including Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties), and one of the fastest-growing regions in Georgia.

Learn more at <http://highlandrivers.org>





Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# PICKENS COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	33,316
Projected 2030	35,587
Projected 2040	39,969
Projected 2050	45,235
under 5	5.0%
ages 6-17	19.8%
ages 18-64	52.9%
65+	22.3%
male	48.9%
female	51.1%
White	93.3%
Black/African American	1.3%
Native American	0.5%
Asian	0.8%
Pacific Islander	0.1%
Other/Mixed	1.4%
Hispanic/Latino	3.2%
veterans (2016 to 2020)	2,787
veterans	8.4%
median income	\$68,365
poverty	10.5%
uninsured, under age 65	16.2%
Medicaid (enrollment)	4,370
Medicaid (percentage)	13%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

AMI (21%)	5,261
SMI (5.6%)	1,403
SUD (14.5%)	3,632

#### Children ages 6-17

AMI (16.5%)	1,088
SED (10%)	659

## SERVICES AND INVESTMENT - Pickens County

### HRBH facilities in county: 1

Outpatient clinic; men's residential treatment facility (Highland Recovery Center) (co-located)

HRBH investment in Pickens County: \$1,925,036 (FY 22)

HRBH staff/direct jobs in county: 28

Individuals served in Pickens County: 478 (FY 22)

Services provided to Pickens residents: 6,301 (FY 22)

Annual allocation from county: \$0

### HRBH services provided in Pickens County

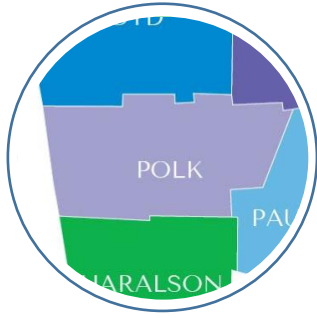
- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Community Support Services (adult; child and adolescent)
- Men's residential substance use treatment (Highland Recovery Center)
- Addictive Disease Support Services
- Mental health treatment court provider
- Substance Abuse Intensive Outpatient Program (SAIOP)
- Community Support Team
- APEX school-based services
- Residential Recovery Services
- Supported Employment
- Suicide prevention, education and post-vention

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Pickens County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare - individuals who otherwise may not have access to critical behavioral health services - including adults, children and adolescents, families and veterans.

Highland Rivers serves a 13-county region of northwest Georgia that is approximately 4,700 square miles (including Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties), and one of the fastest-growing regions in Georgia.

Learn more at <http://highlandrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# POLK COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	43,032
Projected 2030	44,637
Projected 2040	46,085
Projected 2050	47,288
under 5	6.7%
ages 6-17	25.4%
ages 18-64	52.2%
65+	15.7%
male	48.9%
female	51.1%
White	71.6%
Black/African American	12.8%
Native American	0.9%
Asian	0.8%
Pacific Islander	0.2%
Other/Mixed	1.9%
Hispanic/Latino	13.6%
veterans (2016 to 2020)	2,231
veterans	5.2%
median income	\$46,846
poverty	16.3%
uninsured, under age 65	17.9%
Medicaid (enrollment)	4,774
Medicaid (percentage)	11%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

AMI (21%)	6,135
SMI (5.6%)	1,636
SUD (14.5%)	4,236

#### Children ages 6-17

AMI (16.5%)	1,803
SED (10%)	1,093

## SERVICES AND INVESTMENT - Polk County

### HRBH facilities in county: 3

- Outpatient clinic/IDD Day Program facility (co-located)
- Crisis stabilization unit
- Addiction recovery support center (Mosaic Place)

HRBH investment in Polk County: \$6,749,875 (FY 22)

HRBH staff/direct jobs in county: 85

Individuals served in Polk County: 915 (FY 22)

Services provided to Polk residents: 16,852 (FY 22)

Annual allocation from county: \$0

### HRBH services provided in Polk County

- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Behavioral health crisis stabilization
- Community Support Services (adult; child and adolescent)
- Addictive Disease Support Services
- Assertive Community Treatment
- Intensive Case Management
- Peer Support Services
- Residential Recovery Services
- Supported Employment
- Peer-led addiction recovery support (Mosaic Place)
- Suicide prevention, education and post-vention
- Day program and Family Support Services for individuals with intellectual and developmental disabilities

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Polk County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare.

Highland Rivers serves a 13-county region of northwest Georgia that is approximately 4,700 square miles (including Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties).

Learn more at <http://highlandrivers.org>



Highland Rivers  
Behavioral Health

COMMUNITY PROFILE

# WHITFIELD COUNTY

## DEMOGRAPHIC PROFILE

Population (2021)	104,215
Projected 2030	107,215
Projected 2040	108,984
Projected 2050	108,827
under 5	6.5%
ages 6-17	25.8%
ages 18-64	53.3%
65+	14.4%
male	49.8%
female	50.2%
White	57.1%
Black/African American	4.4%
Native American	1.4%
Asian	1.6%
Pacific Islander	0.2%
Other/Mixed	1.7%
Hispanic/Latino	36.3%
veterans (2016 to 2020)	3,506
veterans	3.4%
median income	\$50,055
poverty	13.0%
uninsured, under age 65	22.9%
Medicaid (enrollment)	5,914
Medicaid (percentage)	6%

### Behavioral health conditions

County cases calculated using SAMHSA national prevalence estimates for Any Mental Illness (AMI), Serious Mental Illness (SMI), Substance Use Disorder (SUD), and Serious Emotional Disturbance (SED)

#### Adults

AMI (21%)	14,816
SMI (5.6%)	3,950
SUD (14.5%)	10,230

#### Children ages 6-17

AMI (16.5%)	4,436
SED (10%)	2,688

## SERVICES AND INVESTMENT - Whitfield County

### HRBH facilities in county: 3

- Outpatient clinic/crisis stabilization unit (co-located)
- IDD Day program facility
- Administrative offices

HRBH investment in Whitfield/Murray counties: \$16,123,731 (FY 22)

HRBH staff/direct jobs in county: 140

Individuals served in Whitfield County: 1,484 (FY 22)

Services provided to Whitfield residents: 40,148 (FY 22)

Annual allocation from county: \$0

### HRBH services provided in Whitfield County

- Outpatient mental health and substance use treatment and recovery services for adults, children and adolescents
- Behavioral health crisis stabilization
- Community Support Services (adult; child and adolescent)
- Employee assistance program (EAP) provider for local employer
- Addictive Disease Support Services
- Peer Support Services
- Substance Abuse Intensive Outpatient Program (SAIOP)
- Intensive Case Management
- APEX school-based services
- Residential Recovery Services
- Supported Employment
- Suicide prevention, education and post-vention
- Day program and Family Support Services for individuals with intellectual and developmental disabilities

Highland Rivers Behavioral Health (HRBH) provides comprehensive treatment, recovery and support services in Whitfield County for individuals with mental illness, substance use disorders, and intellectual and developmental disabilities.

One of Georgia's largest public safety-net providers, the agency serves individuals who are low-income, uninsured, underinsured or who have Medicaid or Medicare, including adults, children and adolescents, families and veterans.

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Highland Rivers  
Behavioral Health

FY 2022 ANNUAL REPORT

# **FINANCES & SERVICES**



# Highland Rivers Behavioral Health

## 2022 Investment & Revenue by Source - Highland Rivers Health



### 2022 INVESTMENT IN SERVICES BY PROGRAM AREA HIGHLAND RIVERS

Program	Investment
Crisis	\$ 12,393,363
Adult Mental Health	\$ 9,008,157
Child and Adolescent Mental Health	\$ 1,633,581
Outpatient (expense-based)	\$ 2,634,885
Addictive Disease Residential Treatment	\$ 2,857,000
Adult Addictive Disease	\$ 2,650,235
Addictive Disease Other	\$ 1,439,396
Intellectual and Developmental Disabilities	\$ 10,337,782
Peer Services	\$ 1,332,526
Residential Services	\$ 1,760,764
Department of Justice Programs	\$ 2,921,222
Community Rehabilitation and Wellness (expensed based)	\$ 857,520
<b>TOTAL</b>	<b>\$ 49,826,430</b>



### 2022 REVENUE BY SOURCE - HIGHLAND RIVERS

Program	Investment
DBHDD	\$ 31,137,649
Developmental Disabilities Waiver	\$ 8,138,536
Medicaid	\$ 4,464,402
Medicare	\$ 279,762
Transportation	\$ 115,550
Funding from Counties/Local	\$ 115,550
Client Fees	\$ 346,931
Other Fees	\$ 173,002
Commercial Insurance and VA	\$ 263,901
Contracts	\$ 6,368,616
Other Contract Revenue	\$ 645,760
<b>TOTAL</b>	<b>\$ 52,134,797</b>

Serving Bartow, Cherokee, Cobb,  
Fannin, Floyd, Gilmer, Gordon, Haralson,  
Murray, Paulding, Pickens, Polk and  
Whitfield counties.

For scheduling, call  
1-800-729-5700.

For crisis call  
Georgia Crisis and Access Line  
(GCAL) 1-800-715-4225.



To visit our website, scan the QR code  
or go to [www.highlandrivers.org](http://www.highlandrivers.org)



# Highland Rivers Behavioral Health

## 2022 Investment & Revenue by Source - Cobb County



### 2022 INVESTMENT IN SERVICES BY PROGRAM AREA COBB COUNTY

Program	Investment
Crisis	\$ 8,202,047
Adult Mental Health	\$ 5,940,314
Child and Adolescent Mental Health	\$ 1,013,536
Intellectual and Developmental Disabilities	\$ 1,533,852
SA Cobb Outpatient	\$ 621,809
Women's Treatment Residential Services	\$ 2,124,153
Residential Services	\$ 3,421,347
<b>TOTAL</b>	<b>\$22,857,058</b>



### 2022 REVENUE BY SOURCE - COBB COUNTY

Program	Investment
DBHDD	\$ 11,172,709
Developmental Disabilities Waiver	\$ 740,653
Medicaid	\$ 1,058,526
Medicare	\$ (355,412)
Grants	\$ 8,387,862
Funding from Counties/Local	\$ 440,745
Client Fees	\$ 29,408
Other Fees	\$ 1,677,036
Commercial Insurance and VA	\$ 465,414
Contracts	\$ 357,845
Other Contract Revenue	\$ (83,820)
<b>TOTAL</b>	<b>\$ 23,890,966</b>

Serving Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties.

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1-800-729-5700.



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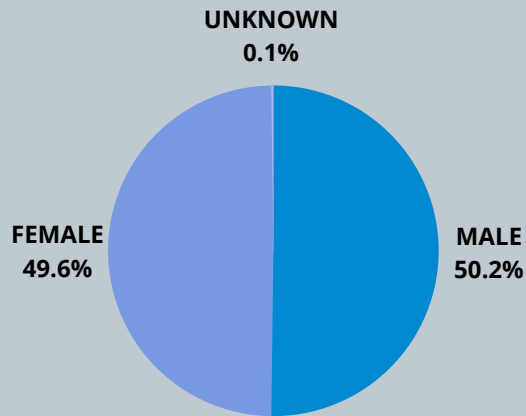


# Highland Rivers Behavioral Health

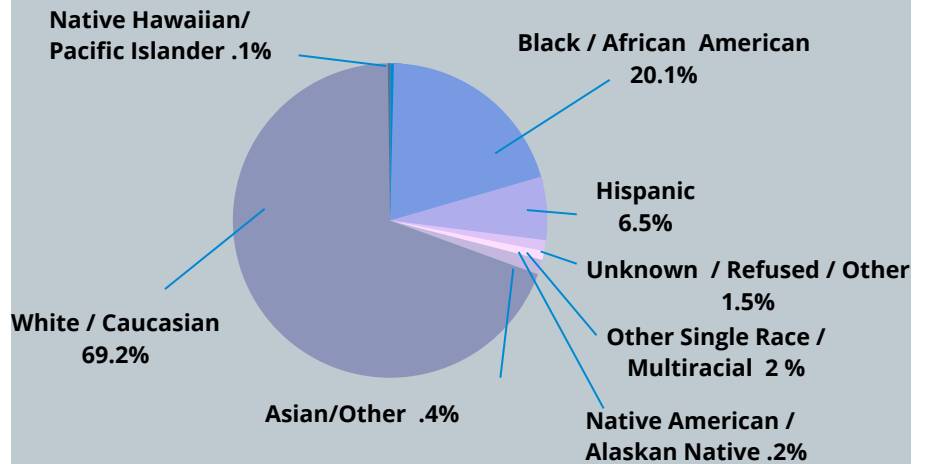
## A Snapshot of HRBH By the Numbers



### 2022 PERCENTAGE BY GENDER SERVED



### 2022 PERCENTAGE BY RACE SERVED



Serving Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties.

For scheduling, call 1-800-729-5700.

For crisis call Georgia Crisis and Access Line (GCAL) 1-800-715-4225.

To visit our website, scan the QR code or go to [www.highlandrivers.org](http://www.highlandrivers.org)



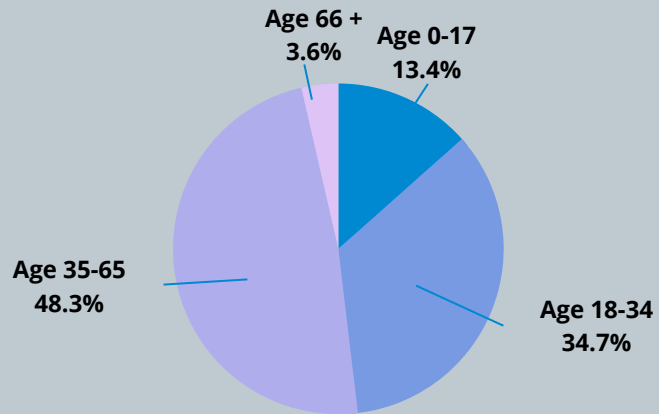


# Highland Rivers Behavioral Health

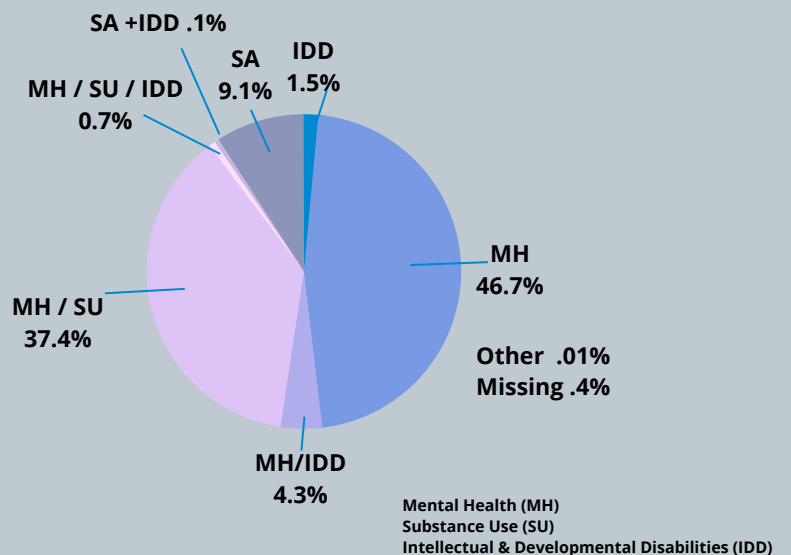
## A Snapshot of HRBH By the Numbers



### 2022 PERCENTAGE BY AGE SERVED



### 2022 PERCENTAGE BY DIAGNOSIS SERVED



Serving Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties.

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Highland Rivers  
Behavioral Health

**FY 2022 ANNUAL REPORT**

# **INNOVATIONS**



# Highland Rivers Behavioral Health

## GRANTS



### HEALTH RESOURCES & SERVICES ADMINISTRATION, RURAL COMMUNITIES OPIOID RESPONSE PROGRAM

To address the opioid crisis in our most rural counties, Highland Rivers Foundation became a sub-awardee of a three-year grant to Morehouse School of Medicine. Funding through this partnership provides training and Narcan/Naloxone kits to law enforcement, healthcare providers, community groups and citizens. Nearly 80 community members have received training on recognizing signs of substance use disorder, how to connect someone to treatment and how to administer Narcan/Naloxone. Genoa Healthcare has matched the purchase of Narcan/Naloxone one-for-one, and more than 400 kits have been distributed within priority communities.



### APPALACHIAN REGIONAL COMMISSION, INSPIRE GRANT PROGRAM

This three-year, \$600,000 grant was awarded to Highland Rivers Behavioral Health after the successful completion of a one-year planning grant to fund our Recovery-to-Work initiative, an expansion of our state-funded supported employment program. With the grant, HRBH is creating a Recovery-to-Work pipeline for individuals in recovery with substance use disorder by developing regional partnerships with the judicial system, employers, chambers and other service providers. Our Peer Employment Navigators provide education and training to employers and managers about how to identify signs of substance use and how to provide employee-friendly support that connects individuals to treatment rather than terminating their employment. This program also provides supports for individuals to reenter the workforce and scholarships for our peer workforce to further their education or certifications.



### DEPARTMENT OF VETERANS AFFAIRS, STAFF SERGEANT PARKER GORDON SUICIDE PREVENTION GRANT PROGRAM

Highland Rivers Behavioral Health recently submitted a \$750,000/year proposal on behalf of the Cherokee Veterans Mental Health Coalition to address the increase in suicide deaths in the veteran population in Cherokee County. This grant would fund a 24-hour, multi-disciplinary Veterans Crisis Response Team that would be deployed to emergency departments, homes or veteran-serving community providers to assess and connect veterans in crisis to needed support and resources. The grant also provides funding for treatment, recovery supports and emergency housing to reduce the environmental risk factors that can increase suicidality among veterans.



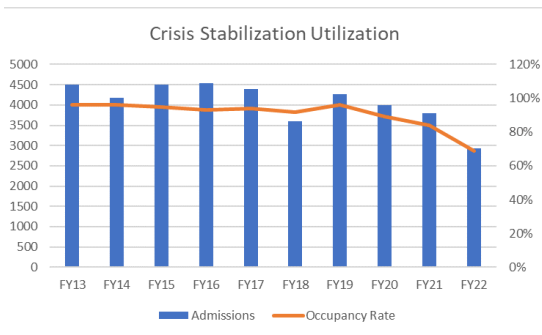
# Highland Rivers Behavioral Health

## PARTNERSHIPS & CRISIS DATA



### HIGHLAND RIVERS BEHAVIORAL HEALTH & WELLSPRING LIVING PARTNERSHIP

As a collaborative model program funded through DBHDD, Highland Rivers Behavioral Health partners with Wellspring Living to provide clinical services and programming for youth in the Receiving Hope Center in Paulding County, Georgia’s first intake center for trafficked and commercially sexually exploited youth. Operating since July 2020, we have served 128 unique youth and provided 2,967 services. This program’s collaborative funding, initiated through COVID funding, is set to end in June 2023.



### CRISIS DATA

Highland Rivers Behavioral Health currently operates three crisis stabilization units and one behavioral health crisis unit with a total of 98 crisis beds. From FY 2013 to FY 2022 (July 1, 2012 through June 30, 2022), 67% of admissions to our crisis stabilization units were involuntary, and 41% of admissions were unknown to Highland Rivers Behavioral Health and had never been enrolled in services.



### PARTNERSHIPS WITH LOCAL EMERGENCY DEPARTMENTS

In 2017 we began an innovative partnership with Redmond Regional Medical Center in Rome to provide assessments onsite in the emergency department for individuals presenting with behavioral health needs. The goal of this initiative was to try to divert individuals with behavioral health needs from more intensive crisis or emergency services when connecting them with community-based care was more appropriate. We are currently providing this service to three hospitals in our 13-county service area, with three additional hospitals interested in the same service. Since 2017, the impacts of these partnerships to our communities and the state have been significant:

- 7,125 Assessments
- 49.6% of all cases were diverted
- ~2,351 cases were self-pay
- Savings to state: approx. \$4.3M

# Highland Rivers Behavioral Health

## CO-RESPONSE



### PROGRAM OVERVIEW

Cobb PATH (Partnership for Assistance, Treatment and Health) is a co-response partnership between Highland Rivers Behavioral Health and the Cobb County Police Department that pairs a licensed mental health clinician with a uniformed Cobb County Police Department officer to respond to 911 calls involving individuals in behavioral health crisis.

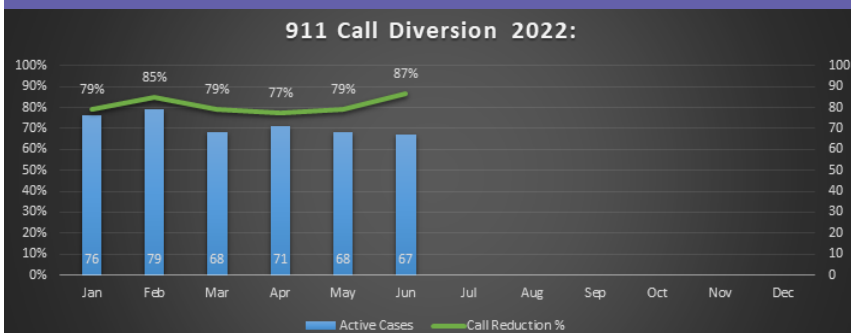
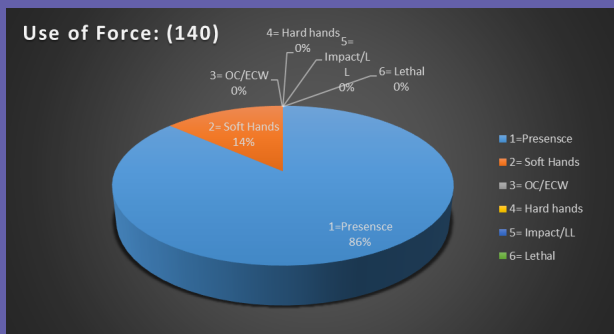
As the graphics show, in the vast majority of cases, the situation can be mitigated onsite by the PATH team and the individual is able to remain in the community, or the individual is voluntarily admitted to an emergency department or crisis stabilization unit (BHCC).

When not dispatched on a 911 crisis call, the PATH co-response team spends their time in the community making follow up visits to persons they have seen previously. Maintaining more frequent contact with individuals who may have complex issues that cause them to engage with law enforcement/EMS helps break the 'cycle of crisis.'

It is our intent to be able to expand this model throughout our 13-county service area, where we already have in place partnerships with local law enforcement agencies and broad community support. First, we are currently working to further the partnership between Cobb County and Highland Rivers Behavioral Health by placing a licensed clinician in the 911 call center, enhancing the structure of 911 protocols to include mental health issues. In addition, we are currently having discussions with several local sheriffs and other law enforcement agency leaders to start co-response programs in more of our counties.



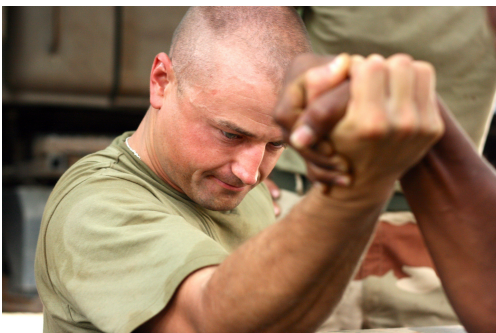
- Outcomes 2019 - 2022:
- LIC - Left in community
  - BHCC - Transport to Behavioral Health Crisis Center (BHCC) on 1013
  - ER - Transport to ER on 1013
  - BHCC VOL - Voluntary transport to BHCC
  - ER VOL - Voluntary transport to ER
  - Arrest - Individual Arrested



*Officer Jacob King and Highland Rivers' Community Response Behavioral Health Clinician Matt Dames are making a difference in our community every day.*



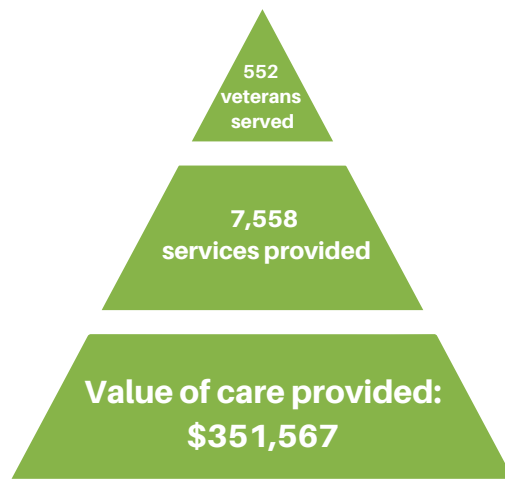
# Veterans Services



Through Highland Rivers Behavioral Health, veterans have expedient access to clinical treatment services, crisis intervention and stabilization, residential treatment programs, clinical treatments groups, and family counseling.

The Highland Rivers Foundation is working towards building a free-standing "Green Zone" that will offer non-clinical support and peer services as well as expanded clinical services for veterans. To make a tax-deductible donation to the Green Zone initiative, contact Sherry McGee, Foundation Relations Officer, (706) 590-9238; sherrymcgee@highlandrivers.org.

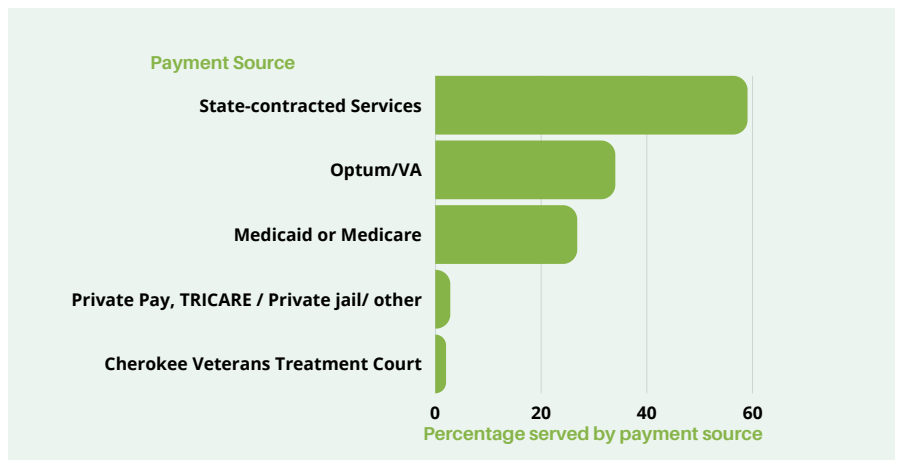
## VETERANS SERVED



## PAYMENT SOURCE


Veterans were enrolled in almost every level of care and service provided by Highland Rivers Behavioral Health including crisis, residential, outpatient, assertive community treatment, intensive case management, crisis respite apartments, supported employment, high utilization management, housing voucher and peer support services, as well as veterans court.

Fully 59% of the veterans we served received some level of state-contracted services. Georgia's state-funded Core services package provides a rich variety of options that allowed Highland Rivers to meet the unique needs of every veteran we served, regardless of their insurance status or their ability to pay.



# THE GREEN ZONE

## VETERANS COMMUNITY CENTER




### PROGRAM OVERVIEW

The Green Zone Veterans Community Center is a program developed by Highland Rivers Behavioral Health that will offer support and resources for veterans with mental health challenges or substance use disorders, as well as their families and significant others. As a pilot program for Cherokee County, and anticipated to expand to locations in other counties, the peer-led center will provide a supportive environment where veterans can find camaraderie with those who share similar military experiences, understand each other's challenges, and speak the same language.

The Green Zone will provide linkages to community partners as needed for housing, food and household assistance, clothing, transportation and other family needs. As a service of Highland Rivers Behavioral Health, veterans will have expedient access to clinical treatment services, crisis intervention, residential treatment programs, clinical treatment groups, and family counseling. All Green Zone services are specific to veterans needs, such as mental illness, PTSD, MST, and substance use.



### DEVELOPMENT & FUNDING

Initial funding for the Green Zone is estimated to be \$1.4 million. It is a development priority for the Highland Rivers Foundation, a 501(c)(3) not-for-profit charitable foundation that is independent of Highland Rivers Behavioral Health. All donations to the foundation are tax-deductible (Federal tax ID: 81-4628046).



The \$1.4 million total includes capital costs to purchase a program facility, any necessary renovations, furnishings, office supplies, as well as outreach and promotion to local veterans. Sponsorship opportunities are available and negotiable, including naming rights for The Green Zone facility, group and specialized rooms within the facility, as well as outdoor and recreation areas. Broad and visible community support of the Green Zone throughout the facility and grounds will benefit the program and the veterans served.



### ANTICIPATED FACILITY NEEDS

The Highland Rivers Foundation is seeking a single-story facility between 3,000 and 10,000 square feet such as a ranch-style house, former healthcare clinic space or other facility of adequate size and convenient Cherokee County location.

Wheelchair-accessible interior needs include:

- Large common area or areas
  - Kitchen facilities
  - Group meeting rooms/class rooms
  - Office space (two to four)
  - At least one full bathroom
  - At least two half-baths
  - Laundry facilities
- Indoor wish list:
- Game room
  - Fitness room
  - Reading room
  - Meditation/quiet room

- Outdoor needs include:
- Parking space for 20-30 vehicles
  - Handicap parking spaces
  - Wheel-chair accessible grounds & entrance
  - Ramps and zero-entry doors
- Outdoor wish list:
- Basketball area
  - Picnic tables/pavilion
  - Deck/patio
  - Children's play area
  - Yard, garden space/greenhouse

*The Green Zone in Baghdad is a location recognized by military personnel as a safe and secure place. Highland Rivers Behavioral Health developed the Green Zone Veterans Community Center focusing on the same idea: to provide veterans a place to come together in a safe environment.*

To make a tax-deductible donation to the Green Zone initiative, contact Sherry McGee, Foundation Relations Officer, (706) 590-9238; sherrymcgee@highlandrivers.org.



# Highland Rivers Behavioral Health

DATA FROM THE MENTAL HEALTH STATISTICS IMPROVEMENT PROGRAM

Georgia Network Results



Behavioral Health Family and Youth Satisfaction Survey FY22	State GA Benchmarks 2019	US Benchmarks 2019	US Benchmarks 2020	FY 20 HRBH %	FY21 HRBH %	FY22 HRBH %
Satisfaction with Services	59%	88%	89%	93%	91%	92%
Access to Services	69%	87%	89%	91%	90%	94%
Participation in Treatment	76%	89%	89%	92%	95%	93%
Positive About Outcomes of Services	39%	72%	75%	74%	76%	78%
Improved Social Connectedness	66%	88%	95%	94%	91%	90%
Cultural Sensitivity of Service Providers	84%	94%	88%	99%	92%	96%

Behavioral Health Adult Satisfaction Survey FY22	State GA Benchmarks 2019	US Benchmarks 2019	US Benchmarks 2020	FY 20 HRBH %	FY21 HRBH %	FY22 HRBH %
Satisfaction with Services	81%	90%	90%	90%	92%	92%
Access to Services	69%	87%	89%	82%	89%	89%
Participation in Treatment	69%	85%	87%	86%	87%	88%
Quality and Appropriateness of Services	76%	90%	91%	89%	90%	90%
Positive About Outcome of Services	66%	75%	80%	78%	79%	81%
Improved Social Connectedness	71%	84%	79%	84%	84%	81%

Georgia Developmental Disabilities Satisfaction Survey	2021 NCI GA*	2021 NCI NAT*	FY 22 HRBH %
Do you like where you live?	93	90	100%
Are you satisfied with your job / day program?	90	92	93%
Can you see your friends when you want to?	85	79	96%
Do people at your work / day program / home treat you with respect?	96	93	100%
Do you get the services that you need?			100%
Are you happy with the staff and services you receive here?			96%
Do you feel safe at home?			96%
Is there someone you can go to when you feel afraid?	97	94	93%
Can you get help quickly when things go wrong at home?			93%



# Highland Rivers Behavioral Health

## Recovery Stories



### LYDIA'S STORY

Lydia P. Goodson, CARES CPS-AD is the Program Manager for Highland Rivers Behavioral Health Mosaic Place, Addiction Recovery Support Center. Here is her personal story of recovery:

"I started using around the age of 11-12 years old. For so long, I felt so unworthy. I could not make it through a whole day at work without leaving to go and use. I'd have to have something to wake up; something to go to sleep.

"I had overdosed multiple times. I didn't know if my husband was doing to stay with me. Our relationship was so strained. My family could not trust me. I lost my job that I very much enjoyed. People in the community could tell something was going on.

*But I can see as clear as day the moment that my life changed.*

"And in that moment, I had the tiniest bit of courage, the tiniest bit of faith, the tiniest bit of willingness to put one foot in front of the other and then wake up and do it again. If I can let anybody know what recovery feels like—it feels like two decades lifted off me. I learned what recovery was. And it wasn't pretty, and it wasn't easy—and I knew I did not want to die. So, I just kept doing it.

"I have a recovery community that will stand by me, that will laugh with me, that will cry with me, that will believe in me. There is a saying that what you're going through in life and how you survived it is going to be somebody's instruction manual one day, and it's the truth. I have seen it. I have experienced it. Recovery is real."



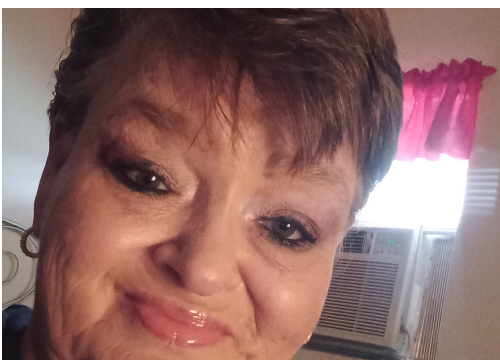
### TAMMY'S STORY

Tammy Cribbs is in a good place now. As a member of the Highland Rivers Behavioral Health (HRBH) Peer Support group, she is now able to open up to others and talk about her past as a way of moving forward. "I was raised in a not-so-good environment where I experienced sexual abuse and mental health problems," says Tammy. "I did not realize there was help out there, and I was ashamed." Things really escalated for Tammy in the early 2000s when she had a car accident. Doctors prescribed her pain killers, but when she went off the medication, she realized she was addicted to them.

When her daughter passed away in 2010, Tammy says she "went off the deep end," and in 2017, she was arrested for drug trafficking. "Sitting in prison gave me time to think about how I had destroyed my family and life. I prayed to God that if He would just keep my family, I would turn my life around."

Tammy heard about HRBH upon her release from prison, where she entered the Peer Support program. "I have been going to peer support at Highland Rivers Behavioral Health," she says. "When I went for my mental health assessment, I was honest about everything, I used to not tell everything, but I suffer from anxiety and depression. This time, I was able to talk about it—open up to tell others my story—and answer questions."

Tammy says that peer support has changed her life, and she hopes to become a peer-support specialist in the future. "Peer support brings out the best in people," she says. "They know they are in a safe place, and they will get nothing but positive advice. It's about helping each other and holding each other up. If you have someone offering you a ray of hope, that changes your whole world."



Serving Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties.



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# HIGHLAND RIVERS FOUNDATION

FISCAL YEAR 22




## ABOUT THE FOUNDATION

The Highland Rivers Foundation is a not-for-profit, tax-exempt charitable foundation that exclusively supports the work of Highland Rivers Behavioral Health (HRBH), one of Georgia's largest providers of treatment, recovery, and support services for individuals with mental health disorders, and intellectual and developmental disabilities. It provides funding for gaps that exist in state-funded resources and provides support for HRBH programs and services.



## FY 22 HIGHLIGHTS & ACCOMPLISHMENTS

- The IRS has approved the change of the organization's legal name to Highland Rivers Foundation.
- Woodstock-based SmileUp! Charitable Foundation hosted a MLK service event on January 22. Youth and adult volunteers put together 250 hygiene kits and 100 kitchen starter kits for individuals served by Highland Rivers Behavioral Health. The event was featured on the front page of the Cherokee Tribune.
- We began a new relationship with iTHINK Financial, a credit union serving Pickens, Cherokee and Cobb counties. With the support of its members, iTHINK donated several bags of men's clothing to Highland Recovery Center, a residential substance use treatment facility, as well as 20 new mattresses for the program.
- We raised more than \$3,100 on Giving Tuesday 2021, a significant increase from the \$700 raised in 2020. These dollars were put toward a generator at Highland Recovery Center.
- In January, we were awarded \$10,000/month in Google Ads, which will help us use creative strategies to drive traffic to the Highland Rivers Foundation and Highland Rivers Behavioral Health websites.
- Gilmer County Family Connection donated \$1,000 to our REAL Life campaign.
- We received a \$1,200 grant from the Georgia Council on Substance Abuse to fund the third annual Recovery Month celebration for veterans receiving services from HRBH in September 2021.
- A Highland Rivers Behavioral Health team member donated use of their condo for an internal raffle to Highland Rivers staff and helped raise \$2,600 for our employee mini-grant and scholarship fund.
- Through our partnership with Morehouse School of Medicine, we purchased nasal Narcan kits, which were distributed across our locations and communities.
- In May, the Foundation hosted a fundraising breakfast for the Green Zone Veterans Community Center. Attendees included potential donors, leadership representatives from DBHDD, local county commissioners, members of the Georgia legislature, corporate partners, veteran-serving organization partners, and community partners. An event postcard and summary is on the lefthand panel.



**REVEILLE**  
*For Hope*

The Green Zone Veterans Community Center at Highland Rivers Behavioral Health

*You're invited to the beginning of a new day for our Georgia veterans!*

**YOU'RE INVITED**

Be a part of history at our Kickoff Breakfast Fundraiser to establish The Green Zone Veterans Community Center

**May 12, 2022**  
**7:30-9:00 a.m.**

**Venue 92**  
**12015 Highway 92,**  
**Woodstock, GA**

To RSVP, please visit <https://myurl.com/2e8vku25> or contact Sherry McGee at 706.590.9238. [sherrymcgee@highlandrivers.org](mailto:sherrymcgee@highlandrivers.org)



<b># of Guests</b>	<b>80 (including veterans, guests and staff volunteers)</b>
<b>Budgeted Revenue</b>	<b>\$10,000</b>
<b>Actual Revenue</b>	<b>\$21,234</b>
<b>Sponsors</b>	<b>Northside Cherokee Hospital (\$10,000); OPTUM Serv (\$5,000); DBHDD (\$2,500); Teva Pharmaceuticals (\$2,500); The Georgia Collaborative ASO \$500; Copper Coin Coffee (\$500); iTHINK Financial (\$250)</b>



Highland Rivers  
Behavioral Health

FY 2022 ANNUAL REPORT

# **PROGRAM FACT SHEETS**



# Highland Rivers Behavioral Health

## PROGRAMS & SERVICES OVERVIEW



### WHO WE ARE

We are a behavioral healthcare agency offering services for adults, youth, and families with mental health and addictive disease challenges as well as adults with intellectual/developmental disabilities. We are a public safety net provider serving individuals who have little to no financial resources, as well as veterans and persons with state and federal benefits such as Medicaid and Medicare. For individuals who are uninsured, our services are provided on a sliding fee scale based on income.

No one is denied services due to inability to pay, and we will work with you on a payment plan to best meet your needs and circumstances.

### BEHAVIORAL HEALTH

We provide services to adults and youth experiencing mental health issues such as depression, anxiety, bipolar disorder, schizophrenia, Post-Traumatic Stress Disorder, behavioral issues, poor impulse control and thoughts of harming themselves or others. Our substance use services provide treatment and illness management education—supporting the development of skills necessary to function in the community.

We begin with a comprehensive assessment of individual needs and strengths. Our treatment team of psychiatrists, nurses, therapists and counselors develop individualized, person-centered plans addressing the specific needs of individuals to assist them in meeting their recovery goals.

### CRISIS SERVICES

We have four crisis stabilization units (CSUs) in Cobb, Floyd, Polk, and Whitfield counties that operate 24 hours a day, seven days a week as emergency receiving and evaluation facilities for adults age 18 and over. Our CSUs offer support to individuals who need immediate assessment and/or a temporary, monitored stay—providing the opportunity for detox and behavioral stabilization. Our goal is to assure individuals receive the services needed in times of crisis, to link them to important ongoing services, and to develop a person-centered plan to prevent crises in the future.

### YOUTH

Our youth programs address the social and emotional needs of individuals in mental health and substance use recovery. Youth-guided and family-driven programs encourage self-exploration and growth and teach early recovery skills, alternative decision making, coping skills, and age-appropriate life skills.

### INTELLECTUAL & DEVELOPMENTAL DISABILITIES

We assist adults with intellectual and developmental disabilities with supports that promote personal choice and community inclusion. We work to improve individuals' activities of daily life and to enhance quality of life through exercise, education, arts and crafts, and recreational/leisure activities.

Our Supported Employment program works with individuals to identify skills for competitive employment. Family Supports offers supports like respite, personal care items, and special dietary supplies for individuals with an IDD.



Serving Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties.

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# Highland Rivers Behavioral Health

## PROGRAMAS Y SERVICIOS



### **NOSOTROS SOMOS**

Nosotros somos a una agencia de salud mental/conductual que ofrece servicios para adultos, jóvenes y familias con retos de salud mental/conductual y enfermedades de adicción, así como también para adultos con discapacidades del desarrollo/intelectuales. Nosotros somos una agencia pública con resguardos de seguridad sirviendo a individuos que tienen pocos o no recursos financieros, así como también a veteranos y personas con beneficios federales y estatales, tales como Medicaid y Medicare. Para Individuos sin seguro médico el costo de servicios es determinado mediante tarifas fijas, usando una escala de porcentaje basada en su ingreso.

No se le negaran servicios a nadie debido a su inhabilidad de pago y trabajaremos con usted para formular un plan de pago que reúna sus necesidades y circunstancias.

### **SERVICIOS DE CRISIS**

Nosotros tenemos cuatro unidades de estabilización (CSUs) en los condados de Cobb, Floyd, Polk, Y Whitfield respectivamente, las cuales operan 24 horas al día, siete días a la semana, ingresando casos de emergencias y evaluaciones mentales/conductuales para adultos de 18 años en adelante. Nuestras unidades de estabilización de crisis ofrecen apoyo para quienes necesiten una evaluación inmediata y/o estadia monitorizada de plazo temporario para estabilización mental y desintoxicación de sustancias.

Nuestra meta es asegurarnos de que cada individuo reciba los servicios necesarios durante un estado de crisis, para vincularlos con servicios respectivos y continuos también para planificar un plan de cuidado individualizado basado en las necesidades y aspiraciones del individuo de acuerdo a sus circunstancias y para prevenir crisis en el futuro.

### **SALUD MENTAL**

Nosotros proveemos servicios para adultos y jóvenes afrontando problemas de salud mental, tales como depresión, ansiedad, trastorno bipolar, esquizofrenia, trastorno de estrés post-traumático, problemas de comportamiento, trastorno de control de impulso, y pensamientos de hacerle daño a los demás o a si mismo. Nuestros servicios de tratamiento de abuso de sustancias proveen educación estratégica desarrollando el desarrollo de tácticas necesarias para el funcionamiento en la comunidad. Nosotros iniciamos con una evaluación comprensiva tomando en cuenta sus fortalezas y necesidades individuales. Nuestro equipo de tratamiento compuesto por psiquiatras, enfermeros, terapeutas y consejeros, desarrollan un plan de tratamiento individualizado centrados en la persona el cual es formulado/basado en las necesidades específicas del individuo para asistirles a reunir sus metas de recobro.

### **JUVENTUD**

Nuestro programa juvenil toma en cuenta las necesidades sociales y emocionales del individuo en proceso de recuperación de salud mental y uso de sustancias.

El programa implementa las aportaciones de los jóvenes y sus familias las cuales fomentan autoexploración y crecimiento personal y facilita herramientas para una temprana recuperación, tomar decisiones alternativas, herramientas de adaptación y estrategias de vida apropiadas de acuerdo a su edad.

### **DISCAPACIDADES INTELECTUALES Y DEL DESARROLLO**

Nosotros asistimos a adultos con discapacidades intelectuales y del desarrollo con apoyos que promueven opciones personales e inclusión en la comunidad. Trabajamos para superar las actividades de la vida diaria y para mejorar la calidad de vida a través de ejercicio, educación, arte, manualidades y actividades de recreación.

Nuestro programa de apoyo de empleo trabaja con individuos para identificar herramientas estratégicas para un empleo competitivo. Apoyo familiar ofrece apoyos como de intermisión, artículos de cuidado personal y suministro de dietas especiales para individuos con Discapacidades Intelectuales y Del Desarrollo.



Sirviendo las comunidades de Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, y Whitfield.

Para programar una cita llamar al 1-800-729-5700 si está atravesando una crisis de salud mental/conductual, por favor llama a la línea de crisis y acceso de Georgia

(GCAL) 1-800-715-4225

[www.highlandrivers.org](http://www.highlandrivers.org)





# Highland Rivers Behavioral Health

## MENTAL HEALTH OUTPATIENT SERVICES



### PROGRAM OVERVIEW

Our Outpatient Services for adults and youth assist individuals who may experience mental health challenges such as depression, anxiety, bipolar disorder, schizophrenia, Post-Traumatic Stress Disorder, poor impulse control, and/or thoughts of harming oneself or others. We assist those with substance use disorders through treatment, illness management education, and community supports. We begin with a comprehensive assessment of individual needs and strengths. Our treatment team of psychiatrists, nurses, therapists and counselors develop individualized, person-centered plans addressing the specific needs of individuals to assist in meeting their recovery goals. Our agency is a public safety net provider serving individuals who have little to no financial resources, and persons with state and federal benefits such as Medicaid and Medicare. For individuals who are uninsured, our services are provided on a sliding fee scale based on income.



### GROUP COUNSELING & SKILLS TRAINING

Individuals who choose group counseling can develop tools to achieve independent living through skills training—discussing topics like coping, social skills, empowerment, healthy living and recovery/wellness.



### INDIVIDUAL & FAMILY THERAPY

Our individual therapy programs identify any barriers or ongoing concerns that hinder an individual from functioning within the role he/she has in daily life. Family therapy is used to assist individuals in problem-solving skills that impact relationships with family members. Our sessions strive to improve communication and provide conflict resolution.



### CASE MANAGEMENT

We assist adults with intellectual and developmental disabilities with supports that promote personal choice and community inclusion. We work to improve individuals' activities of daily life and to enhance quality of life through exercise, education, arts and crafts, and recreational/leisure activities. Our Supported Employment program works with individuals to identify skills for competitive employment. Family Supports offers supports like respite, personal care items, and special dietary supplies for individuals with an IDD.



### CRIMINAL JUSTICE SERVICES

We provide services for incarcerated and court-involved adults with a mental illness or substance-related disorders including assessment and evaluation, court interfacing, individual counseling, linkage and referral, and medication monitoring.



### PEER SUPPORT

Peer Support Services provide a safe environment for individuals with mental health or substance abuse issues to meet and provide mutual support.



### HEALTHCARE PHARMACY

We have a number of on-site pharmacy services throughout our agency. Ask your clinician which one is nearest you.



Serving Bartow, Cherokee, Cobb,  
Fannin, Floyd, Gilmer, Gordon, Haralson,  
Murray, Paulding, Pickens, Polk and  
Whitfield counties.

For scheduling, call  
1-800-729-5700.

For crisis call  
Georgia Crisis and Access Line  
(GCAL) 1-800-715-4225.

To visit our website, scan the QR code  
or go to [www.highlandrivers.org](http://www.highlandrivers.org)





# Highland Rivers Behavioral Health

## CRISIS SERVICES



### PROGRAM OVERVIEW

We understand that people in crisis need immediate assistance. Our Crisis Stabilization Units (CSUs) located in Cobb, Floyd, Polk, and Whitfield counties serve a 17-county area 24 hours a day, seven days a week and offer support to individuals who need immediate assessment and care. CSU services provide psychiatric stabilization and detoxification for adults age 18 and over on a short-term basis as emergency receiving and evaluation facilities. Individuals seeking mental health or substance use services may walk into our CSUs and receive an initial assessment, regardless of your ability to pay.



This service is available for individuals who are in crisis, urgent, or routine need who walk-in on their own, are brought in by family or friends, or are under the custody of law enforcement. Our CSUs are not medical hospitals but rather a place where individuals receive diagnostic evaluation by a treatment team of compassionate experts including a physician, a registered nurse, and a case manager. If the evaluation finds treatment is needed, an individual can be admitted to the CSU on a voluntary or involuntary basis.

### THE INITIAL ASSESSMENT & AFTER

The initial assessment provides us with information in order to better determine the level of care and service that is needed. Our goal is to reduce or resolve the crisis and/or provide a higher level of care. After assessment, if an individual is in need of a higher level of care and cannot be released to go back to his or her living environment, we can voluntarily or involuntarily admit him or her into the CSU. Individuals typically stay in a crisis unit for about one week. Our Plan of Care is comprehensive and involves the individual in need of care, the clinical staff, and a pathway to recovery through our outpatient and other services once the crisis has subsided.



### WHO WE ARE

We are a public safety net provider serving individuals who have little to no financial resources, as well as veterans and persons with State and Federal benefits such as Medicaid and Medicare. For individuals who are uninsured, our services are provided on a sliding fee scale based on income. No one is denied services due to inability to pay, and we will work with you on a payment plan to best meet your needs and circumstances.

### OPEN 24 HOURS A DAY / 7 DAYS A WEEK

Behavioral Health Crisis Center at Cobb  
1758 County Services Parkway  
Marietta, GA 30008

Crisis Stabilization Unit at Polk  
180 Water Oak Drive  
Cedartown, GA 30125

Crisis Stabilization Unit at Floyd  
1 Woodbine Ave.  
Rome, GA 30165

Crisis Stabilization Unit at Whitfield  
900 Shugart Road  
Dalton, Georgia 30720

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# Highland Rivers Behavioral Health

## SUBSTANCE USE SERVICES



### PROGRAM OVERVIEW

Our substance use treatment is based upon the American Society of Addiction Treatment (ASAM) philosophy that addiction is a treatable chronic medical disease involving complex interactions among brain circuits, genetics, the environment, and an individual's life experiences. Self-determination and self-direction are the foundations for recovery as individuals define their own life goals and path towards those goals. We provide a comprehensive, integrative array of person-centered substance use and mental health services (co-occurring) to adults ages 18 years of age and older. We offer best practice, abstinence-based protocols, based on an individualized service plan. Referrals for case management and medical needs are also a part of our integrated program.



### WHAT WE OFFER

**Individual Therapy:** Provides a safe space to identify and process barriers or concerns that hinder an individual from functioning in sobriety and healthy roles.

**Group Counseling (Intensive & Non-intensive):** We provide individuals with a safe zone to develop skills and tools to achieve abstinence. Discussion topics include healthy coping, social skills, trauma, stress and anger management, diet and health, wellness, elimination of stereotypes, and empowerment.

**Family Therapy (Intensive & Non-Intensive):** Conjoint family sessions are safe places that assist individuals to process the roles and relationships with family members. We provide education to help identify the consequences of addictive behaviors including how to address legal issues, child concerns, and medical issues. We educate on family systems and assist family members to develop goals while embracing the benefits of abstinence from substance use.

**Substance Use Counseling & Education (Intensive & Non-Intensive):** We provide psycho-education on the neurobiological, social, environmental and genetic factors and processes that occur during addiction and promote healing from substance use and mental health challenges. We offer brain health education; design coping tools of medication assisted treatment (MAT); and offer diet, exercise, stress, and anger management skills—utilizing best practice interventions.

**Sober Support-Abstinence Tools:** Our program assists with linkage and referrals to community programs of support including Alcoholics and Narcotics Anonymous, Al-Anon, Al-a-Teen, Nar-Anon, Celebrate Recovery, and National Alliance on Mental Illness, (NAMI). We support our individual's choices in other secular, faith and community based programs of support.

**Relapse Prevention Skills:** We focus on coping skills that assist with the implementation of tools that reduce stigma and foster empowerment, with an emphasis on utilization of best practice interventions that are abstinence-based to address base causes and consequences of chemical use.

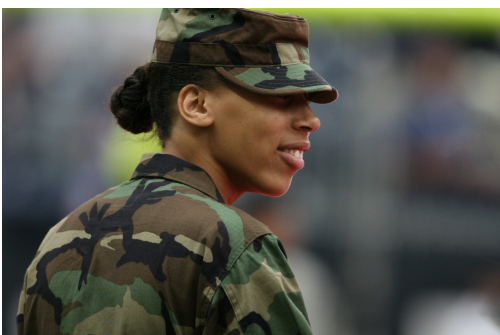
**Communication Skills:** In the progressive addiction phase, challenges like anger, violence, trauma, environmental, and social factors are just a few of the issues that present in ongoing addictive behavior patterns. We assist with providing a safe space for individuals to release and process concerns and self-manage negative to positive thoughts and feelings.

**Stress Management Skills:** Our program offers interventions to self-manage stressors using assistance of the group and in the individual sessions. We will help identify psychological and physical signs and symptoms of stress, and provide coping tools to manage barriers to sobriety to promote long-term recovery.

**Anger Management Skills:** The program utilizes brain education to provide information to assist individuals in program to identify signs and/or symptoms that trigger and or increase anger. We take into consideration history of chemical use, progression of substance use and duration of use and abstinence. We offer therapeutic coping tools that provide avenues in recovery to self-regulate feelings.

**Medication-Assisted Treatment (MAT):** We offer the oral form of Naltrexone—safe for most individuals struggling with cravings from alcohol and/or opioids. We recommend scheduling a doctor appointment to assess need and protocols of care.

**Criminal Justice Services:** We offer services for incarcerated and court-involved adults with substance related and mental health disorders. We complete assessment and evaluation, court interfacing, individual and group therapy linkage and referrals, and medication monitoring.



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# Highland Rivers Behavioral Health

## PROGRAMS FOR MOTHERS, EXPECTANT MOTHERS AND WOMEN WITH SUBSTANCE USE CHALLENGES



### PROGRAM OVERVIEW

Highland Rivers Behavioral Health has two residential treatment and recovery programs for women with substance use disorders: our Mothers Making a Change program in Cobb County and our Women's Outreach program in Floyd County. Priority is given to pregnant women, but services are also for postpartum women and/or those working on reunification with children, as well as women without children. These programs offer hope, love, and assistance for women in recovery by removing substance use as a barrier to employment and living in the community. Services support women in achieving abstinence, maintaining recovery, avoiding illegal activity and meeting parenting responsibilities. The program also provides supports to help women obtain employment and transition into safe and stable housing. Children 13 or younger are allowed to stay with their mothers while they are in residential treatment, and therapeutic child care is available to them.

Highland Rivers Behavioral Health is a public safety net provider serving individuals who have little to no financial resources, as well as veterans and persons with state and federal benefits such as Medicaid and Medicare. For individuals who are uninsured, our services are provided on a sliding fee scale based on income. No one is denied services due to inability to pay, and we will work with you on a payment plan to best meet your needs and circumstances.



### WHAT WE OFFER

Our women's programs are highly structured, gender-specific, and trauma responsive. We offer intensive services to pregnant women and women who have substance use disorders. (Priority admission is given to pregnant females and IV users). We also provide outpatient and residential treatment and accommodations for individuals in Medication Assisted Treatment (MAT). Individuals are empowered to maintain their recovery, resolve legal obligations, obtain and maintain employment, and meet parental responsibilities.

We make referrals for safe, affordable housing and work with the Department of Family & Children Services (DFCS) and the courts to safely transition children back into the care of their mothers, as appropriate. Here are a few of our services:

- Individual counseling
- Group training/counseling
- Couples/family sessions
- Case management
- Family education
- Random urinalysis drug screens
- Evidence-based practices
- Matrix model curriculum
- Healthcare literacy
- Life skills groups
- Psychiatric services
- HIV/AIDS/HEP C testing & education
- Accommodations for medication assisted treatment



### THERAPEUTIC CHILD CARE (TCC)

Therapeutic Child Care provides services only to the children of women with substance use disorders who participate in our women's residential treatment program. This nurturing environment for children ages birth through five years offers a healing atmosphere for children to cope with traumatic issues that may surface.



### JOB READINESS

We teach strategies for resume development, interviewing, job searches, obtaining and maintaining employment, and conducting individual self-assessments. We offer basic computer skills courses, customer-relations training, and conflict resolution training.

Serving Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties.

For Mothers, Expectant Mothers and Women's programs contact:

Cobb: 678-793-8849  
Floyd: 706-291-7201

To visit our website, scan the QR code or go to [www.highlandrivers.org](http://www.highlandrivers.org)







# Highland Rivers Behavioral Health

## PROGRAMS FOR YOUTH & EMERGING ADULTS



### PROGRAM OVERVIEW

Highland Rivers Behavioral Health offers mental health and substance use services for youth, their families and emerging adults. We provide assessment and therapy for youth and families at our outpatient services and offer programs that address behavioral health challenges. For youth in need of 24-hour substance use care, we offer residential services facilitated by a team of experts. Our agency is a public safety net provider serving individuals who have little to no financial resources, and persons with State and Federal benefits such as Medicaid and Medicare. For individuals who are uninsured, our services are provided on a sliding fee scale based on income.



### OUTPATIENT SERVICES

Our outpatient mental healthcare services include one-to-one counseling to help youth and emerging adults recover from mental health challenges such as depression, anxiety and mood disorders, as well as grief, trauma, and more complex problems such as schizophrenia and other psychotic disorders. Family members can be included at the individual's request, and family involvement is encouraged to enhance improvement in family functioning and assist in maintaining recovery goals and objectives.



### APEX SCHOOL-BASED MENTAL HEALTH

The Georgia APEX Project provides school-based mental health services to referred students in participating schools grades K-12. Students can experience traumatic events during their childhood that lead to anxiety, depression, grief, self-injurious behavior, substance use, and/or suicidal thoughts. Some students show difficulty adjusting to a new school or the learning environment. The APEX staff work closely with school staff to identify the needs of students and link them with appropriate services. Some of the services provided within the school setting include assessment, diagnostic evaluation, individual, family, and group therapy and case management/community support.



### MENTAL HEALTH CLUBHOUSES

We offer two youth mental health clubhouses: ROC (Reaching Our Community) in Bartow County and Bright Changes Clubhouse in Cobb County. We provide a safe environment during the after-school hours and during summer where kids can engage in social activities and community engagement. Club members receive case management, therapeutic services, age-appropriate life skills, homework support, career exposure, and hobbies.



### SUBSTANCE USE RECOVERY CLUBHOUSES

Our substance use recovery clubhouses (T.E.A.M.- Together Everyone Achieves More in Cobb County and Choices Clubhouse in Floyd County) are where youth ages 13-17 can learn recovery and coping skills in an effort to prevent the continued use of psychoactive substances. Our services include social activities, educational and employment support services, community engagement, peer and family support, and relapse prevention services.



### SUBSTANCE USE RECOVERY RESIDENTIAL

The George W. Hartmann Center is a co-ed, substance use disorder recovery residence for youth ages 13-17. We provide 24-hour supervised living and recovery services in a therapeutic environment and an accredited educational curriculum.



Serving Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties.

For scheduling, call  
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# Highland Rivers Behavioral Health

## APEX SCHOOL-BASED PROGRAMS



### PROGRAM OVERVIEW

Students can experience traumatic events during their childhood that lead to anxiety, depression, grief, self-injurious behavior, substance use, and/or suicidal thoughts. Some students show difficulty adjusting to a new school or the learning environment. Mental health challenges are common among youth, and the first signs of mental or emotional problems often can appear at school. Children and adolescents with unmet mental health needs can struggle academically, sometimes missing school, receiving lower grades, and often dropping out altogether.

The Georgia APEX Project provides school-based mental health services to referred students in participating schools grades K-12. The APEX staff work closely with school staff to identify the needs of students and link them with appropriate services. Some of the services provided within the school setting include assessment, diagnostic evaluation, individual, family and group therapy, and case management/community support.



### SCHOOL-BASED PARTNERSHIPS

APEX staff work closely with school staff to identify the needs of students and link them with appropriate services. This school collaboration provides families with streamlined access to mental health services and serves to help improve academics, behavior, school attendance, and ultimately, graduation rates.

Parents and school staff can make referrals to the school's counselor or social worker, who then refer the student to the APEX therapist. There is an online referral form completed by the counselor/social worker and emailed to the therapist. Upon receipt of the referral form, the therapist would initiate contact with the family within one day.



### YOUTH-CENTERED MENTAL HEALTH SERVICES

APEX services are youth centered and family focused with an emphasis on accessible and individualized treatment for young people and their families. Services may include the following:

- Behavioral Health Assessment
- Psychiatric & Nursing Assessment
- Individual and Family Counseling
- Community Support Services
- Medication Management
- Referral Linkage
- Resource Coordination



### HOW IT WORKS

Through the Georgia APEX Project, Highland Rivers Behavioral Health provides mental health professionals onsite at elementary, middle, or high schools (check with your local school district to see if APEX is in your school). In partnership with school staff, Highland Rivers' therapists will assess and identify a student's mental health needs and determine how best to meet his or her individual needs. Appointments can be scheduled during the school day, before or after school, or at home, if desired. Services provided in school are during non-core academic time, and all efforts are made to support academic goals.

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# Highland Rivers Behavioral Health

## INTELLECTUAL & DEVELOPMENTAL DISABILITIES SERVICES



### PROGRAM OVERVIEW

We work with individuals with Intellectual and Developmental Disabilities (IDD) to support increasing their community presence and participation, valued social roles and contribution of choice in decisions over their life goals. Our programs focus on community activities that individuals enjoy: helping them discover common interests with others.

Community participation helps develop relationships with natural supports and promotes discovering the individual's unique gifts, strengths, skills, and talents. We are a Medicaid enrolled provider of the Comprehensive (COMP) and New Options Waivers (NOW) that deliver a continuum of care array of services to support individuals with IDD in their communities of choice. We are a contracted provider with the Georgia Department of Behavioral Health & Developmental Disabilities (DBHDD) and the Georgia Vocational Rehabilitation Agency (GVRA) to provide additional IDD services to individuals who are not enrolled in a Medicaid Waiver.



### COMMUNITY RESIDENTIAL ALTERNATIVE SUPPORTS

Our residential services are for individuals who require formal supports 24 hours a day/7 days per week. Our residential homes are staffed to provide a range of supports and training for daily living skills. These services occur in certified Host Homes.



### COMMUNITY ACCESS SERVICES

Our Community Access Services are individually planned to meet the person's needs and preferences for active community participation. This service may be provided in group activities or individually one-on-one. The services are designed to be teaching and coaching in nature and assist in acquiring, retaining, or improving socialization and networking, independent use of community resources, and adaptive skills required for active community participation outside of the individual's place of residence.



### SUPPORTED EMPLOYMENT

We customize employment for individuals with intellectual and developmental disabilities, by assisting individuals in entering and maintaining competitive employment based on the needs of the job seeker and employer. Job coaches in the Supported Employment program are certified by the Human Services Management Institute at the University of Georgia.



### FAMILY SUPPORT

Family Support is a state-funded resource serving individuals 3 years old and up with IDD who are not enrolled in the NOW or COMP waiver. This program arranges disability-specific services related to each individual and family's unique needs. It's based on the value that families belong together, and individuals are best served in the community setting. These supports meet every day needs that are often critical in avoiding family crises.



### COMMUNITY LIVING SUPPORT SERVICES

Our services are designed to support the acquisition, retention, or improvement of life skills for an individual to facilitate residence in a participant's own home or family home.

Serving Bartow, Cherokee, Cobb, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk and Whitfield counties.

For scheduling, call  
1-800-729-5700.

Intellectual/Developmental Disabilities Host Homes also include Douglas, Dade, and Catoosa counties.

Visit our [www.highlandrivers.org](http://www.highlandrivers.org) for  
IDD referral forms





# Highland Rivers Behavioral Health

## INTELLECTUAL & DEVELOPMENTAL DISABILITIES FAMILY SUPPORT



### PROGRAM OVERVIEW

Family Support is a state-funded resource serving individuals 3 years old and up with IDD who are not enrolled in the Comprehensive (COMP) or New Options Waivers (NOW) waiver. This program arranges disability-specific services related to each individual and family's unique needs. It's based on the value that families belong together, and individuals are best served in the community setting. These supports meet every day needs that are often critical in avoiding family crises.

Family Support is considered a financial gap service. We broker services individualized to meet your family's needs. A Family Support Coordinator works with your family to develop an individualized Family Support Service Plan. Family Supports financially assists with 26 different services. A few of the most common services include the following:

- Information and referral
- Assistance in identifying needs
- Respite
- Community/social activities
- Community living supports/Individual community access
- Summer camps
- Special diets, clothing, and personal care
- Incontinence supplies



### ELIGIBILITY

Individuals must have documentation of an intellectual and/or other developmental disability prior to the age of 22 or a Traumatic Brain Injury prior to age 18. They also must be three (3) years of age or older. The individual must not be receiving a NOW or COMP Medicaid Waiver. Eligible diagnoses include, but are not limited to:

- Developmental disability
- Intellectual disability
- Cerebral Palsy
- Autism Spectrum Disorders
- Down Syndrome



### DISCLAIMER

*Funds are limited and are based on a "most in need" determination. These funds are also not guaranteed the following year.*



### WHO WE ARE

Our agency is a public safety net provider serving individuals who have little to no financial resources, as well as veterans and persons with state and federal benefits such as Medicaid and Medicare. For individuals who are uninsured, our services are provided on a sliding fee scale based on income. We are a Medicaid enrolled provider of the Comprehensive (COMP) and New Options Waivers (NOW) that deliver a continuum of care array of services to support individuals with IDD in their communities of choice. We are a contracted provider with the Georgia Department of Behavioral Health & Developmental Disabilities (DBHDD) and the Georgia Vocational Rehabilitation Agency (GVRA) to provide additional IDD services to individuals who are not enrolled in a Medicaid Waiver.

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referral forms





# Highland Rivers Behavioral Health

INTELLECTUAL & DEVELOPMENTAL  
DISABILITIES SERVICES  
SUPPORTED EMPLOYMENT



## WHAT IS SUPPORTED EMPLOYMENT

Supported Employment (SE) is a program established by the federal government in the 1980s that enables individuals with disabilities to become employed. Our Intellectual and Developmental Disabilities (IDD) Supported Employment (SE) program offers traditional and customized employment for those with IDD.

Our staff assists individuals in entering and maintaining competitive employment based on the needs of the job seeker and employer. Job coaches in the SE program are certified by the Human Services Management Institute at the University of Georgia and are well-versed in the latest in employment services. Our goal is to guide people toward a positive work experience.



## FOR EMPLOYERS

Supported Employment (SE) assists companies in hiring competent, dedicated employees needed to get the job done! SE provides ongoing support to employees and employers to address any issues or concerns promptly. The individual, with the support of SE staff, will get the job done to your specifications. Throughout the individual's employment, our staff works to maintain and increase the individual's independence on the job.



## CUSTOMIZED & TRADITIONAL SE FOR EMPLOYEES

Customized Supported Employment is a person-centered placement strategy combined with supported employment services. It has four required components:

- **Discovery:** A person-centered planning process that guide the development of a customized job.
- **Customized Employment Planning:** Using the information learned during the Discovery process to develop a plan towards meaningful employment.
- **Job Development and Negotiation:** Working collaboratively with the job seeker and the employer to negotiate a customized job.
- **Post-Employment Support:** Monitoring and support will ensure satisfaction of both the individual and the employer.

In Traditional Supported Employment, we explore job openings in the community to match the individual's expressed interests and skills. Here is how the process works:

- **Interviews:** We set interviews with potential employers and accompany the individual on interviews.
- **Situational Assessments:** We assess the jobsites where an individual expresses interest in working and measure his or her skills, strengths, limitations and level of enjoyment to ensure a good job match.
- **Job Training:** Staff accompany individuals to all training offered by the employer. We conduct any additional training needed for success on the job, including learning the bus route to and from work.
- **Follow-Along:** A staff person works to maintain and increase an individual's independence on the job—scheduling job site visits two to four times per month.

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**FY2022 ANNUAL REPORT**

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