

*fiscal year*

20  
21

ANNUAL REPORT

*View Point Health*



VIEW POINT  
*Health*

A Total Care Perspective

# Executive Team



Jennifer Hibbard, CEO



Makini Colette, Chief Clinical Officer



Gretchen Collins, Medical Director



Falesha Robinson, Director of Risk Management and Corporate Compliance Officer



Chad Jones, VP of Business Development



Dr. Jennifer Speights, VP of Operations



Lisa McDaniel, Director of Acute Services



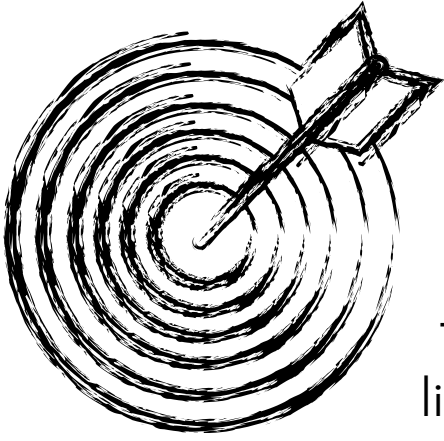
Parul Bakshi, Director of Nursing



Eric Naughton, Chief Financial Officer



Julie Solinski, Director of Core Services

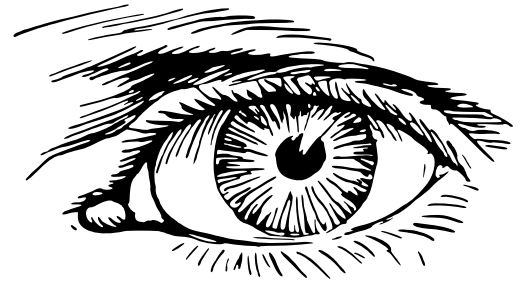


# Mission

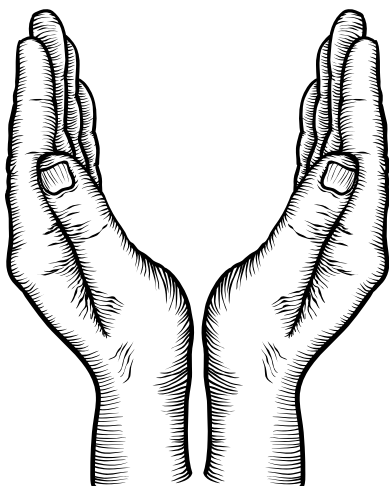
To promote overall health and improve quality of life by ensuring the delivery of effective behavioral and physical health care that meets the needs of communities we serve

# Vision

Building healthy lives and healthy families through high quality comprehensive care



# Values



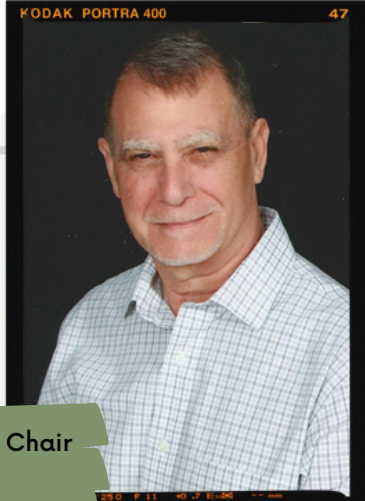
Integrity  
Collaboration  
Fiscal Responsibility  
Respect for the Individual  
Recovery  
Empowerment  
Quality of Care for the Whole Individual

# View Point Health

## FY 21 Board of Directors



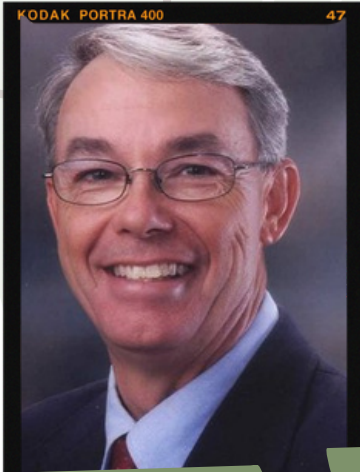
VIEW POINT  
*Health*  
A Total Care Perspective



Bernie Marinelli, Board Chair  
Rockdale County



Lynette Howard, First Vice Chair  
Gwinnett County



Keith Ellis, Secretary/Treasurer  
Newton County



Commissioner Doreen Williams  
Rockdale County



Louise Radloff, Past Chair  
Gwinnett County



Marcello Banes  
Newton County



Beauty Baldwin  
Gwinnett County

# View Point Health

## FY21 Board of Directors



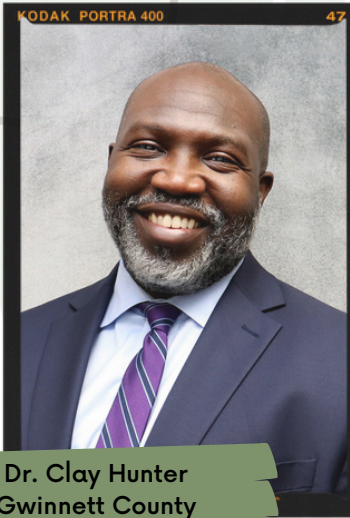
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*Health*  
A Total Care Perspective



**Kathryn Rider**  
Newton County



**Lisa Honea**  
Rockdale County



**Dr. Clay Hunter**  
Gwinnett County



**Shayne Nolden**  
Rockdale County



**Commissioner Marlene Fosque**  
Gwinnett County



**Terria Maxwell**  
Newton County



VOTED  
**BEST of GWINNETT®**  
2021! BestofGwinnett.com

# Easy Access to Confidential Treatment

When life presents you with unexpected challenges related to mental health, addiction or developmental disabilities, turn to **View Point Health**.

With a total care perspective from our highly trained, experienced team of professionals, your full recovery is our focus. We serve as the safety-net of care for our community.

*Telehealth appointments available.*

Uninsured? No problem. We can serve you at low or no cost. Also accepting Medicaid.



VIEW POINT  
*Health*

**678-209-2411**

**MyViewPointHealth.org**

175 Gwinnett Drive  
Lawrenceville, GA 30046

Do you want a career with PURPOSE?

Our employees make a difference  
and our team is growing!

Career opportunities available at:

[www.myviewpointhealth.org/careers/](http://www.myviewpointhealth.org/careers/)



**D·B·H·D·D**

# View Point Health

## 2021 Organizational Climate Survey

### 351 participants

54% of our team members provided valuable feedback that we use in development of our Strategic Plan.



### Highest Rated

88%

- I'm familiar with the mission, vision
- Co-workers treat me with respect
- Team members help me if needed
- Manager is available when I have questions

12%

### Lowest Rated (below 80%)

- Workload is appropriate
- Satisfied with my benefit package
- Procedures to do my job do not involve unnecessary steps
- Paid fairly for the work I do

### Statewide Comparison

View Point Health scored higher than average of all other CSBs in 100% of the domains.

### Greatest Improvement

- Opportunities for Growth (+6.35%)
- Communication (+6.19%)
- Feedback (+6.16%)



### Fairness, Diversity, & Security

Improved 3.98% percentage points from prior year





# View Point Health Impact Statement

**With multiple locations across metro Atlanta, VPH is here to serve.**

Main office: View Point Health  
175 Gwinnett Drive  
Lawrenceville, GA 30046  
678-209-2411  
[myviewpointhealth.org](http://myviewpointhealth.org)

**\$1,000,000**  
saved annually  
for taxpayers

**16,000**  
served

**600**

employees effecting societal change

**200+**  
community  
partnerships

**1,080**  
provided  
housing

**97%**

community co-responder calls diverted from ERs and incarceration

**90%** of individuals linked to aftercare services did not recidivate to crisis unit

**87%**  
completed  
court services  
programs

**93%**

gainfully employed

**5**  
consecutive  
Best of  
Gwinnett  
wins

**88%**

leaving jail linked to behavioral health supports

Services also available in Spanish

Majority of individuals served showed clinical improvement

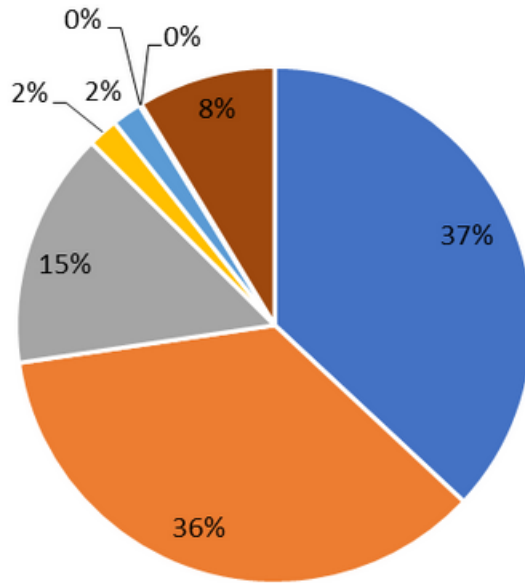
*We believe in recovery!*



# View Point Health

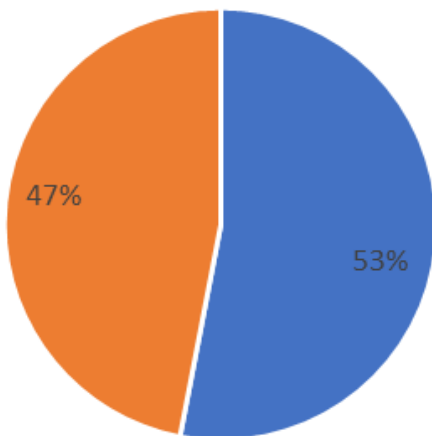
## FY21 Demographics

Client by Race



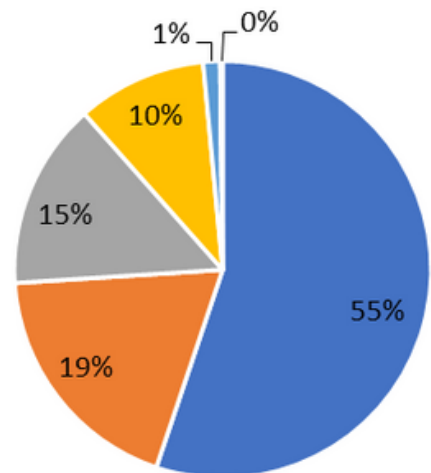
- Black / African American
- White / Caucasian
- Other Single Race
- Multiracial
- Asian - Other
- American Indian / Alaskan Native
- Native Hawaiian / Other Pacific Islander
- Unknown/Refused to answer

Client by Gender



- Female
- Male

Client by ETHNICITY

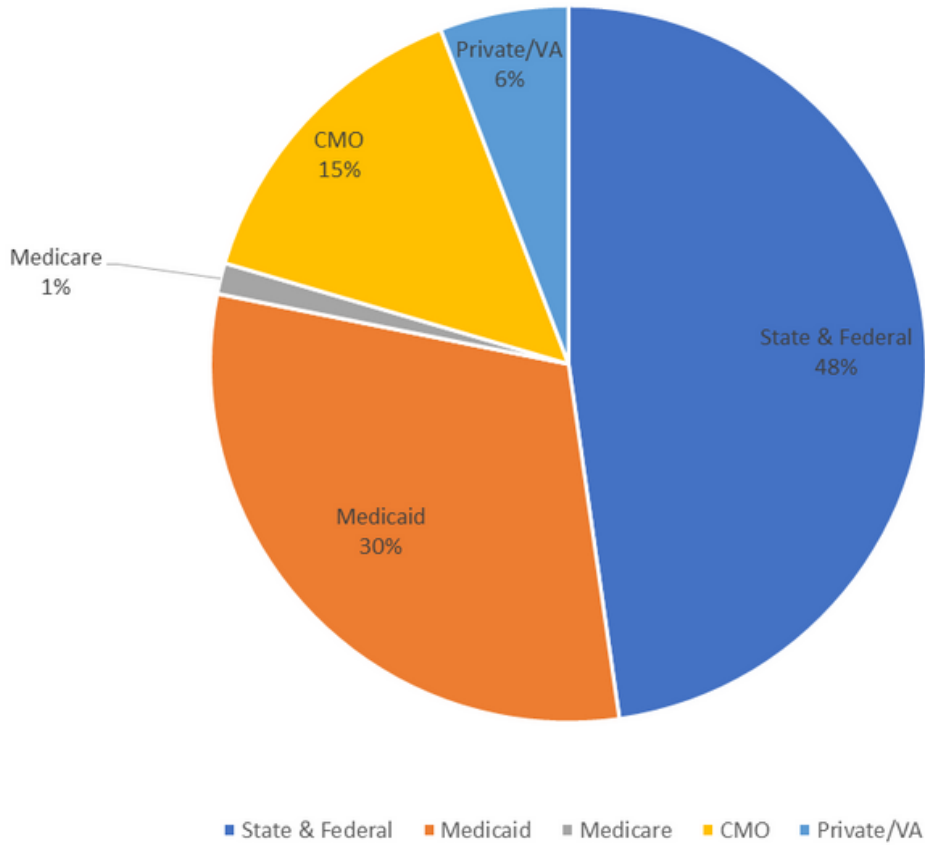


- Non Hispanic/Latino
- Hispanic/Latino
- Non-Hispanic
- Unknown/Refused
- Hispanic or Latino
- Native American

# VIEW POINT HEALTH

## Funding & Total Served

**FY  
21**



FY21 Total Served	
Age	Total Served
0-17	3220
18-29	2917
30-64	7070
65+	559
<b>Total Served FY21</b>	<b>13,766</b>
Total Served by County	
County	Total Served
Gwinnett	6783
Newton	2007
Rockdale	1344
Other	3632

# VIEW POINT HEALTH

## Financials

**FY  
21**

### FY21 Year to Date Activity

FY21 Year to Date Activity	
<b>REVENUES:</b>	
County Allocations	\$1,728,762
Outpatient Medicaid Fees	6,239,562
Fees & Client Funds	754,579
Insurance, VA and Medicare	1,229,843
Other Local Funds	409,485
Medicaid Waiver	2,891,512
DBHDD Contracts	37,177,088
Contract Fees	3,026,580
Total Revenues	\$53,457,411
<b>EXPENDITURES:</b>	
Total Staff Expenses	\$39,666,194
Total Operating Expenses	2,012,002
Total Motor Vehicle Expense	289,476
Total Equipment Purchases	150,521
Total Food Expenses	218,039
Total Travel Expenses	162,890
Total Program Expenses	4,076,547
Total Pharmaceutical Expenses	266,054
Total Physician's Fees	2,708,138
Total Facility Expenses	3,807,371
Total Expenses	\$53,357,232
	-
<b>Net Revenues</b>	<b>\$100,179</b>
<b>Margin=</b>	<b>0.19%</b>

# Client Stories

"I came into VPH residential service a few years ago. I lived at Oak Street home and moved into semi-independent. The services really helped me a lot. I was able to start school and I am working towards becoming a dental technician. I plan to continue my education and work towards being a dental hygienist. The staff at VPH has encouraged me to work towards my dreams. I learned life skills and I was also able to purchase a car. I am thankful for everything and VPH helped me to move forward in my life. It is great to work towards my goals. "

- View Point Health Client



# Client Stories

Terry is enrolled in Supported Employment (SE), Task Oriented Rehabilitation Service (TORS) and Vocational Rehabilitation (VR). Terry first entered the program on July 2016 and successfully stepped down after working 180+ days at The Fresh Market and reported that she loved her job. Unfortunately, the store closed their business and Terry re-entered the program on November 2018. She then began working at The Salvation Army (Nov-Dec. 2018) while looking for a more permanent position. Again, she found success working at Burger King. While working towards a step down plan, the devastation of COVID-19 led to the company downsizing and Terry found herself without employment.

Terry never gave up. She found employment again at The Salvation Army (Nov.- Dec. 2020) while looking for permanent employment. Fast forward to June 2021, Terry is now employed at Taco Bell. She reports that she is "Happy to be working."

Terry is a success story because she never gave up on her goal to be successfully employed and happy!

- Pamela Campbell, SES and Jacquilyn Joiner, TORS ES





# BEHAVIORAL HEALTH OF GEORGIA

501(C)(3)

## What is Behavioral Health of Georgia?

Behavioral Health of Georgia (BHGA) is a 501 (c)(3) created for the purpose of supporting View Point Health programs and services.

BHGA supports the advancement of each individual's path to recovery through View Point Health.

<https://www.myviewpointhealth.org/>

All programs and services work directly with and positively impact individuals with mental health, substance abuse, and intellectual and developmental disabilities.

## Reasons you should help



Because it is important. 1 in 5 American adults lives with a mental illness. 1 in 25 lives with a serious mental illness. Millions of people are affected every year: <https://www.nami.org/Learn-More/Fact-Sheet-Library>

With your help, our organization can greater serve our communities, particularly those who are uninsured or underinsured with little access to behavioral health treatment.

Behavioral Health of Georgia received \$636,100 received in grant funding for FY 2021



## HOW CAN YOU HELP?



### SOCIAL MEDIA

Like and share us on Facebook and Instagram. Create a fundraiser to support View Point Health.



### LINKED IN

connect with View Point Health on LinkedIn and share our posts.



### AMAZON SMILE

Add Behavioral Health of Georgia as your preferred charity on Amazon. Amazon will donate to us with every purchase!



### MAKE A DONATION

Make your secure, tax-deductible donation to benefit View Point Health at: [www.behavioralhealthga.org](http://www.behavioralhealthga.org).



A Total Care Perspective