



**Life Management Center**  
Of Northwest Florida Inc.

# *Annual Report*

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FISCAL YEAR

**JULY 2023 - JUNE 2024**



# LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA

## Mission

To provide comprehensive, integrated care that promotes the health and quality of life of our community members.

## Vision

To inspire confidence and respect as a provider of comprehensive behavioral care and family counseling services. To be a valued partner in the alliances that promote the health and quality of life of our community and its members.

### WITH OUR GREATEST APPRECIATION

*To our outgoing board members Dinah Crayton and Frank Merritt, thank you for your many years of dedicated service to Life Management Center. We also express our sincerest gratitude for your unwavering support, guidance, and invaluable leadership.*

### BOARD OF DIRECTORS

**Brian D'Isernia, Jr. – Chair**  
**Dinah Crayton– Vice Chair**  
**Ken Thomas- Treasurer**  
**Ashley Shoaf- Secretary, Personnel Chair**  
**Tony Bennett**  
**Morgan Hurst**  
**James Oenbrink**  
**Frank Merritt**  
**Amanda Byers**

### SENIOR MANAGEMENT

**Ned Ailes, M.S., LMFT**  
PRESIDENT AND CHIEF EXECUTIVE OFFICER  
**Penny Greene, M.S. NCC, LMHC**  
CHIEF OPERATING OFFICER  
**Bill Dawn, CPA, MBA**  
CHIEF FINANCIAL OFFICER  
**Retha M. Threatt**  
CHIEF HUMAN RESOURCES OFFICER  
**Linda Bullard, M.S., LMHC**  
PROGRAM DIRECTOR, ADULT SERVICES  
**Kristina Williams**  
DIRECTOR OF MARKETING & PUBLIC RELATIONS

### MEDICAL STAFF

**Barton Lewis, M.D.**  
MEDICAL DIRECTOR

#### FAMILY SERVICES:

**Nadra Chaudhary, M.D.**  
**Eneida Gomez, M.D.**  
**Paul Villeneuve, M.D.**  
**Joan Vojtkofsky, APRN**

#### ADULT SERVICES:

**Kevin Amiri, D.O.**  
**Philip Burnett, D.O.**  
**Chasity Cooper, APRN**  
**Jennifer Davis, APRN**  
**Cheryl Elder, APRN**  
**Angelo Herbu, APRN**  
**Eleetka “Lee” Morrell, APRN**  
**Rickman Powers, APRN**  
**Melissa Sims, APRN**

Dear Friends,

As we celebrate another impactful year at Life Management Center, I am filled with pride and gratitude as we mark our 70th anniversary. Reflecting on seven decades of growth, service, and resilience, I am inspired by all we have accomplished together.

I want to extend my deepest appreciation to our dedicated team at Life Management Center. Your tireless efforts, commitment, and passion play a vital role in our success. It is your collaborative spirit that truly defines who we are as an organization.

I am proud to share some of the key accomplishments we have achieved over the past year:

- 1 We provided mental health and counseling services to 8,768 adults and children, a 19% increase from last fiscal year.
- 2 Our Mobile Response Team Baker Act diversion success rate increased to 86%.
- 3 100% of the children in families completing the Healthy Families program were free of child abuse, neglect, and maltreatment.
- 4 We once again received CARF accreditation for 11 of our programs. We were first accredited by CARF in 1996. This recent 3-year accreditation further demonstrates our long-standing commitment to excellence.
- 5 We began an extensive renovation project on our Crisis Stabilization Unit (CSU) with a focus on upgrading security systems, enhancing safety protocols, and aesthetically redesigning the space to provide a more comfortable and therapeutic environment for clients and staff.

This year, we reached another significant milestone with the groundbreaking of our new transitional housing complex, a testament to our commitment to expanding services and providing essential support to those in need.

While we celebrate our achievements, I want to emphasize that our journey is ongoing, and there is still work to be done. Our dedication to serving the community remains steadfast, and we look forward to building on our successes, learning from our experiences, and striving for excellence. Thank you for being part of this journey with us. I am excited to see what we will achieve together in the coming years as we continue to make a difference in the lives of those we serve.

Sincerely,



**Edwin R. (Ned) Ailes, M.S., LMFT**  
PRESIDENT & CEO



*“There is so much to be proud of as we celebrate 70 years of providing behavioral health care in our community. Our future holds great promise, with exciting opportunities on the horizon. The future looks brighter than ever for Life Management Center.”*

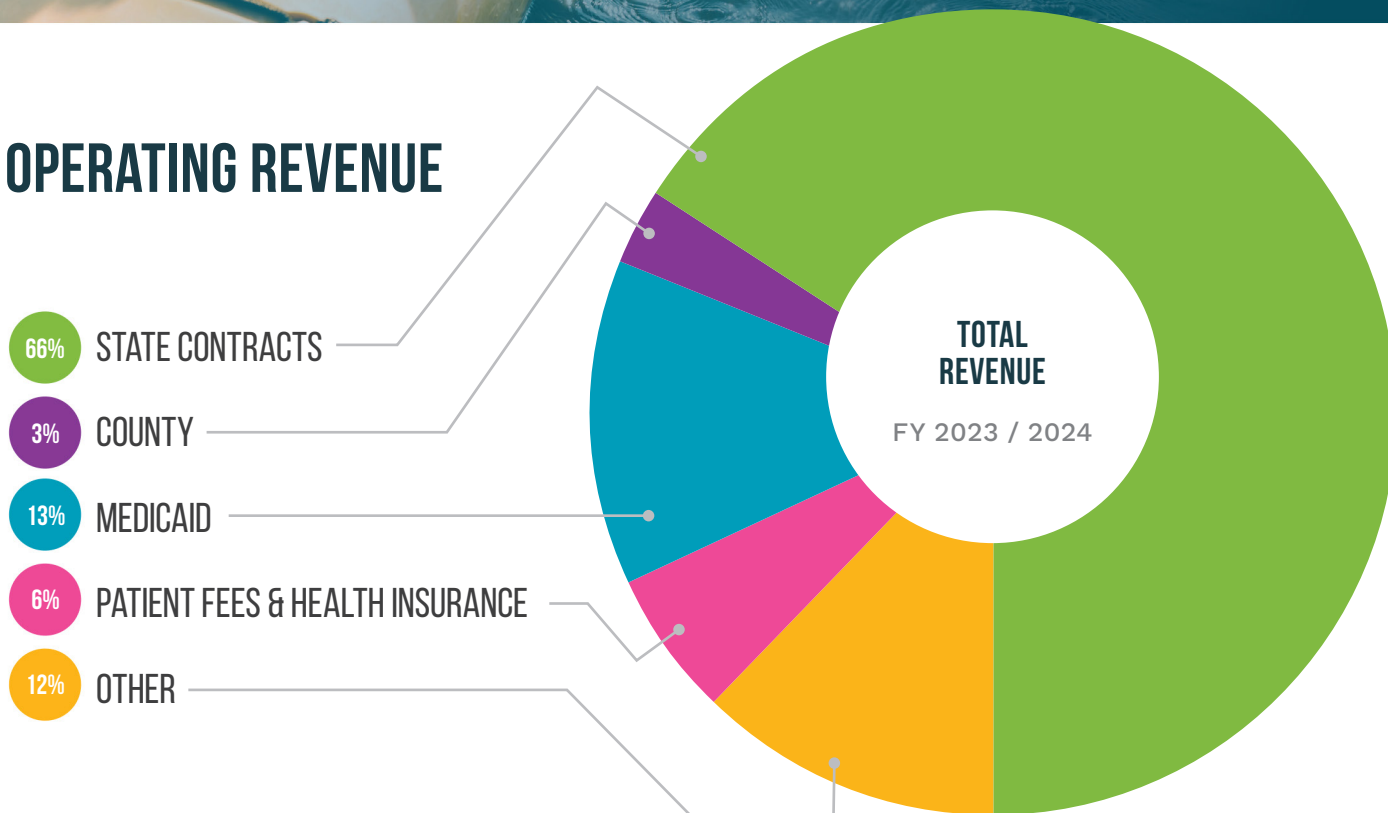
**NED AILES, M.S., LMFT**  
President & CEO



# Our IMPACT



## OPERATING REVENUE



4,425

Individuals receiving psychiatric services

52

Families served through Healthy Families and free of child abuse and neglect

100%

Children in families completing the Healthy Families program with no signs of child maltreatment

11

Programs recognized with CARF International Accreditation

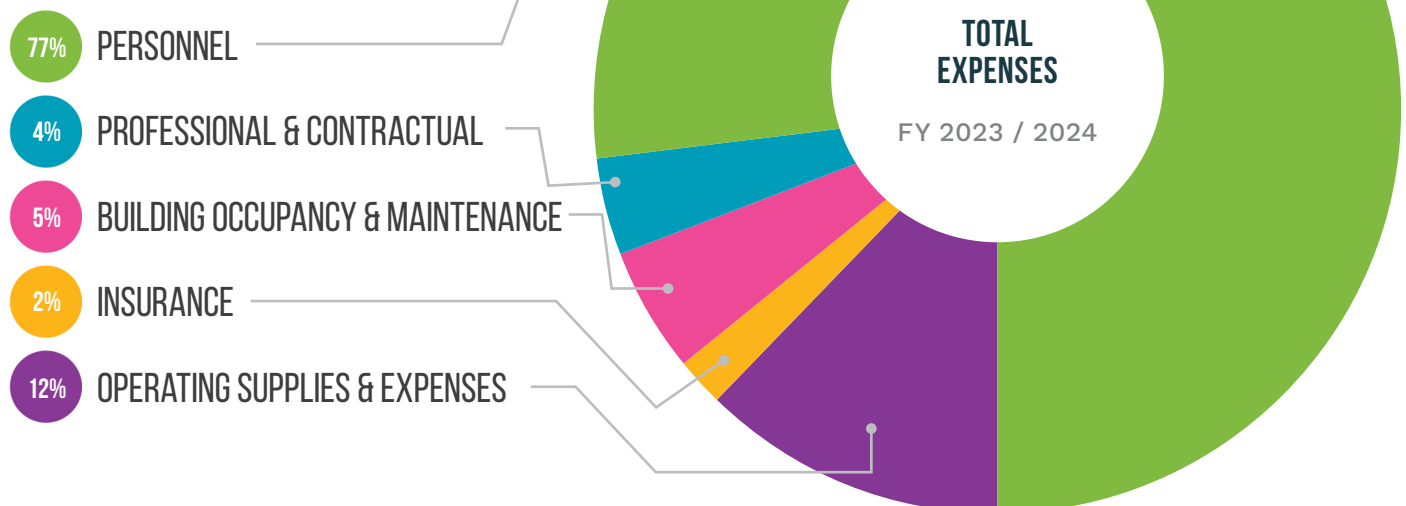
146

Individuals served in our FACT program

215

Children and Youth served by our three CAT programs

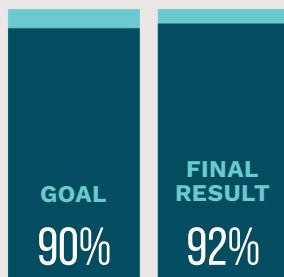
## EXPENSES



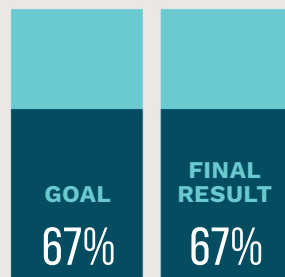
# Delivering RESULTS

Each year we have targets to reach as we provide services to the community. These targets help ensure our clients are receiving services in a way that is most beneficial to them.

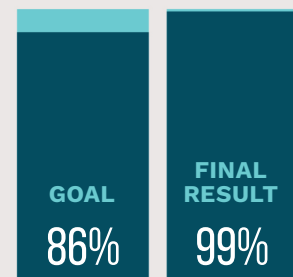
## ADULTS WHO ARE LIVING IN STABLE HOUSING



Adults with chronic mental health problems

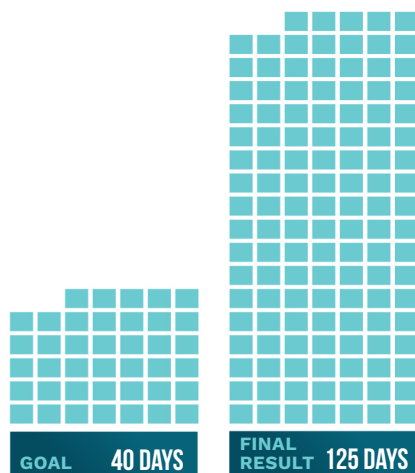


Adults involved with the courts

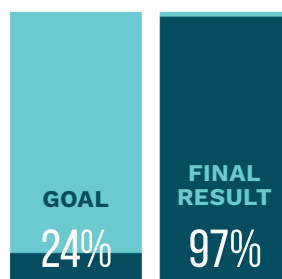


Adults in Crisis

## ADULTS WITH EMPLOYMENT

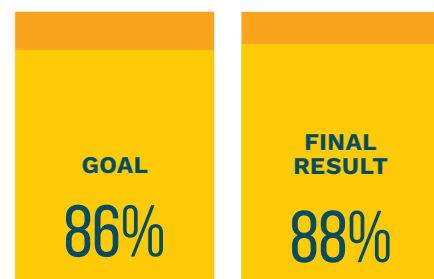


Annual average days worked for pay



Percent of individuals competitively employed

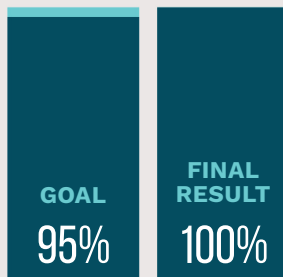
## SCHOOL DAYS ATTENDED BY CHILDREN



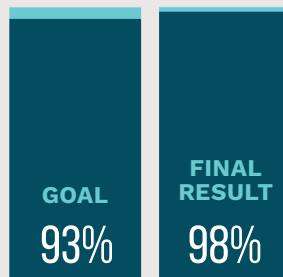
Children with severe emotional difficulties

MORE THAN  
**86%**  
OF PATIENTS  
SURVEYED WERE  
SATISFIED WITH  
THEIR CARE

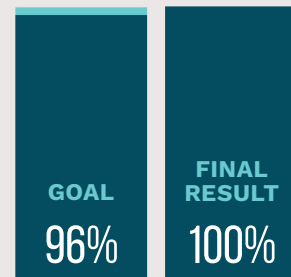
## YOUTH LIVING IN STABLE HOUSING



Children with emotional difficulties



Children with severe emotional difficulties



Children at risk of developing emotional difficulties

## MOBILE RESPONSE TEAM IMPACT

624

Total Calls

4%

MRT Baker Act Diversion  
Success Rate Increase  
from FY 2022-2023

40%

Night and Weekend  
Utilization Rate

7%

Night and Weekend  
Utilization Rate Increase  
from FY 2022-2023

329

Baker Act Diversions from  
Community Interventions

207

Baker Act Diversions from  
School Interventions

86%

MRT Baker Act Diversions  
Success Rate

536

Total Baker Act  
Diversions

# Transitional Housing GROUNDBREAKING

## BREAKING GROUND, BUILDING FUTURES

On Wednesday, September 20, 2023, Life Management Center ceremonially broke ground on a new transitional housing complex designed to support adults with mental illness. The complex will feature eight units, accommodating 16 residents, and aims to provide a safe and supportive environment for those transitioning back into the community.

The groundbreaking ceremony, which marked the official start of construction for the new facility, was attended by community leaders, Life Management Center staff and board members, local and state officials, and representatives from the Bay County Chamber of Commerce.

The transitional housing will serve clients with mental health conditions who do not meet the criteria for inpatient hospitalization but may still require additional support before living independently. These homes will provide an appropriate level of care close to their mental health care team, allowing clients to receive the treatment they need to stabilize and work toward reintegrating successfully into the community.

The construction of this new complex was made possible through a funding bill passed by the Florida Legislature and



Life Management Center  
President & CEO Ned Ailes



Senator Jay Trumbull



Life Management Center President  
& CEO Ned Ailes addresses the  
crowd at the transitional housing  
groundbreaking ceremony.





*“This new transitional housing complex will provide a much needed and necessary continuum of care for Life Management Center clients. These apartment style units will provide an appropriate and supportive environment for individuals to receive services in a home-like environment as they stabilize in their recovery while receiving assistance with their transition back home and into the community.”*

**- Ned Ailes, President & CEO**

approved by the Governor. Representative Jason Shoaf and Senator George Gainer sponsored the bill during his final term in office, and then-Representative Jay Trumbull supported it. The Life Management Center Board of Directors also provided additional funding for the project.



**Chairman of the LMC Board  
of Directors Brian D'Isernia**



(Left to right) Victoria Williams, VBA Design, Commissioner Janice Lucas, Lori Bates, LMC Foundation Chair, Ashley Shoaf, LMC Board of Directors, Ned Ailes, LMC President & CEO, Senator Jay Trumbull, Brian D'Isernia, Chairman LMC Board of Directors, Commissioner Josh Street, Commissioner Brian Grainger, Garrett Anderson, Anderson Construction, Chris Forehand, Panhandle Engineering.

# The LIFE MANAGEMENT FOUNDATION



Festival en Blanc scored a hole-in-one in style and success in its third year. Held at the Edgewater Executive Golf Course on hole number 3, guests dressed in their finest white attire experienced an unforgettable evening. The stunning venue, with its lush greens and elegant white décor, created a unique and sophisticated atmosphere for this one-of-a-kind event.

The event raised a record \$60,000 to support the Life Management Center, proving once again that we can achieve great things when the community comes together.

Watch the 2024 Festival en Blanc  
at <https://youtu.be/MIAAn3NRDn1s>.

## FESTIVAL *en blanc*



The Foundation presented LMC with a check for \$50,000. These funds, raised at the Wine Tasting Dinner and the 2023 Festival en Blanc, will help the LMC Integrated Primary Care Clinic and purchase furnishings for the new transitional housing complex.



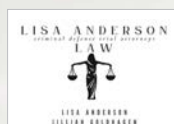


# THANK YOU FESTIVAL EN BLANC *Sponsors*

## PRESENTING SPONSORS



FYFE FAMILY  
FOUNDATION



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**maharaja's**  
since 1977



**RISH** REAL ESTATE GROUP



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REVERIE  
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## SPONSORS

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Kerigan Marketing Associates  
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McNeil Carroll Engineering  
Panhandle Engineering  
Panhandle Pediatric Dentistry  
Parrish Portable Toilets  
Perry & Young  
Regions Bank  
Sacred Heart Bay  
Scott Clemons  
Syfrett Family  
Triple J's Steaks & Seafood  
Walborsky Bradley & Flemming



# Annual WINE TASTING DINNER



The Foundation's Annual Wine Tasting Dinner took place on November 6, 2023, at Firefly, where guests were treated to a culinary experience. The evening featured a 5-course menu, expertly prepared by the Firefly chef. Each course was thoughtfully paired with a selection of fine wines from DiBacco Imports, chosen to complement and enhance each dish perfectly.

Thanks to the generosity of our sponsors, attendees, and event hosts, the event raised over \$23,000 for the Foundation. These funds provide critical financial support to Life Management Center in delivering essential mental health care to our community.



## FOUNDATION BOARD MEMBERS

Lori Bates-Chair	Maria D'Isernia
Tricia Berry	Cara Hutt
Scott Clemons	Ben Lee
Carolyn Cramer	Boopie McInnis
Pam Cramer	Mary Margaret Rising

## THANK YOU TO OUR 2023 WINE TASTING DINNER SPONSORS

CAROLYN CRAMER



BILLY STEVENSON OF  
RAYMOND JAMES

THE WHITEHEAD  
FOUNDATION





# Primary CARE

MAKING AN IMPACT



The LMC Primary Care Clinic offers compassionate care to some of our community's most vulnerable individuals—those with mental health diagnoses who lack insurance or the financial means to receive essential preventive care elsewhere. One client, after losing their job and insurance, came to our clinic struggling with both physical and mental health challenges. After a thorough medical assessment, our provider discovered undiagnosed diabetes, a critical finding that could have led to severe consequences if untreated. With support from our primary care team and on-site pharmacy, the client received the necessary medications and was connected to additional resources, including diabetes education classes, through our partnership with the Health Department. This vital program is only possible because of the generous support of our community and is funded solely through donations and grants. Thanks to this support, we have saved lives and empowered clients to take control of their health and futures.

**197** TOTAL ENROLLED  
PATIENTS

**83** NEW  
PATIENTS

**58%**

FEMALE

**42%**

MALE

**19-67**

AGE RANGE

**42**

AVERAGE AGE



## BAY HEALTH FOUNDATION

The Bay Health Foundation  
awarded a \$20,000 grant.

## TYNDALL FEDERAL CREDIT UNION

Tyndall Federal Credit  
Union awarded \$2,000.



**United  
Way**



**United Way  
of Northwest Florida**

## UNITED WAY OF NORTHWEST FLORIDA

Provides a grant in  
support of Primary Care.

# TOGETHER WE SHINE

## *Moments that Matter*

The Staff Activity Committee (SAC) is dedicated to bringing joy and excitement to the LMC team, building camaraderie, and creating a supportive, fun workplace. The SAC planned monthly activities, including the Employee Appreciation Picnic, Chalk the Walk and Snow Cones Summer Fun, Halloween Costume Contest, Mardi Gras moon pie and bead delivery, a Super Bowl Soup Cookoff, Holiday Door Decorating Contest, and so much more! Each event was a great opportunity for everyone to come together, have fun, and strengthen our team.



## TYNDALL ELEVATE BAY EXPO

LMC supported the Inaugural Tyndall AFB Elevate Expo, and Marketing Director Kristina Williams was a keynote speaker sharing with attendees the importance of self-care.

## ANETRA JACKSON-RATCLIFF LEADERSHIP BAY

Congratulations to Healthy Families Component Director Anetra Jackson-Ratcliff on graduating from the Bay County Chamber of Commerce Leadership Bay Program.







## JENNIFER DAVIS WORK LIFE SYMPOSIUM

Psychiatric Nurse Practitioner Jennifer Davis was a breakout speaker at the annual PCB Chamber Women's Work Life Symposium.

## PINWHEELS FOR PREVENTION

Planting hope, one pinwheel at a time. Raising awareness during Child Abuse Prevention Month.





# Life Management Center

*Of Northwest Florida Inc.*

## Bay County - Main Campus

525 East 15th Street  
Panama City, FL 32405

## Calhoun County

16869 N.E. Pear Street  
Blountstown, FL 32424

## Gulf County

309 Williams Avenue  
Port St. Joe, FL 32456

## Holmes/Washington County

310 Byrd Avenue  
Bonifay, FL 32425

## Jackson County

4094 Lafayette Street  
Marianna, FL 32446

## LMCcares.org

(850) 522-4485  
(888) 785-8750 Toll-Free



<https://www.facebook.com/lifemanagementcenter>



<https://www.youtube.com/LMCCares>



Sponsored by: Life Management Center of Northwest Florida, Inc., Northwest Florida Health Network and the State of Florida, Department of Children and Families

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