



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

# *Annual Report*

FISCAL YEAR

**JULY 2024 - JUNE 2025**





*“Celebrating 50 years of service to LMC this year has me reflecting on all our progress, and on how much more we can do. I’m more inspired than ever. Our future is bright, and together, we will continue making a huge impact on improving the lives of children, adults, and families in our communities for generations to come.”*

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

Dear Friends,

This past year has been one of the most meaningful in my journey with Life Management Center. I am filled with deep gratitude for the incredible people who make this work possible—our dedicated staff, our generous supporters, and the individuals and families who trust us with their mental wellness.

We remain very committed to mental health awareness and ensuring that individuals feel supported when they need it most. These accomplishments from last year reflect how our team showed up—offering care, compassion, and hope to our community:

- 1** Our Crisis/Emergency Services team responded to over 1,000 calls and visits from individuals experiencing a mental health crisis—an increase of 35%.
- 2** Our Mobile Response Team successfully counseled 384 individuals in crisis, avoiding involuntary hospitalization and achieving an 87% Baker Act Diversion Success Rate.
- 3** We completed the extensive renovation project on our Crisis Stabilization Unit and started an expansion project that will allow us to increasingly serve our community.
- 4** We trained and certified 60+ individuals in Mental Health First Aid, equipping them with the tools to recognize and respond to mental health challenges in the community.

One of the greatest highlights of the year was the grand opening of our transitional housing apartments. What made the moment even more special was the surprise announcement that our staff had voted to name the apartments the Edwin “Ned” Ailes Hope Apartments. To have my name associated with a place that offers hope and opportunity to others is one of the greatest honors of my career.

As we look ahead, we remain focused on innovation, collaboration, and expansion of services for those we serve. There is still much to do, and we are ready to meet the challenges ahead with purpose and heart. Thank you for being part of our journey. Together, we are changing and saving lives.

Sincerely,

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

# FIFTY YEARS OF

## *Leadership and Compassion*



Ned Ailes and Retha Threatt

In April 2025, Life Management Center celebrated President and CEO Edwin “Ned” Ailes’ 50 years of dedicated service, including 20 years as CEO. Since joining in 1975, Ned has led the organization with vision and compassion, expanding access to mental health services and transforming lives across Northwest Florida. A special anniversary event honored his remarkable legacy and continued impact.



Ned Ailes with NWF Health CEO Mike Watkins and Apalachee Center CEO Dr. Jay Reeve



Ned Ailes with LMC Board members Morgan Hurst and Brian D’Isernia



Ned Ailes with Scott Clemons and Ray Palmer



# Our IMPACT



71

Years serving  
Northwest Florida

7,932

Total children and adults provided  
with mental health services

75

Clients receiving Medication  
Assisted Treatment

1033

Total visits & calls to our  
Crisis Services

## A MESSAGE OF GRATITUDE FOR THE MOBILE RESPONSE TEAM

*“There are so many more words I should use other than THANK YOU, but those are the ones that I feel so deeply when it comes to the support the Life Management Mobile Response Team provided to us. They brought encouragement, support, comfort, wise counsel, and simply presence in the face of the most difficult situation we have faced. This amazing team of counselors reassured us that we would not walk through this alone, and we have truly felt that from day one. I am forever grateful for the community we live in, and even more thankful for professionals who can assist others in previously uncharted waters.”*

– Anonymous individual supported by the Mobile Response Team following a crisis

## MOBILE RESPONSE TEAM IMPACT

832

Total Calls

440

Total Calls Requiring  
Acute Response

384

Total Baker Act  
Diversions

87%

MRT Baker Act Diversion  
Success Rate

**22,021**

Total number of psychiatric services

**188**

Children and Youth served by our three CAT programs

**110**

Families receiving services through FIT

**643**

Total served in our Crisis Stabilization Unit

**177**

Individuals served in our FACT program

**91**

Individuals served by our EPIC program

## PRIMARY CARE

**196** TOTAL ENROLLED PATIENTS

**154** NEW PATIENTS

### PRIMARY CARE BY PROGRAM:

**112**

ADULT OUTPATIENT

**26**

FACT

**26**

EPIC

**26**

MAT

**6**

LMC HOUSING



**BAY HEALTH FOUNDATION- \$20,000 GRANT FOR PRIMARY CARE**

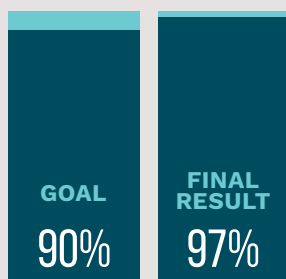


**TYNDALL FEDERAL CREDIT UNION-\$2,000 GRANT FOR PRIMARY CARE**

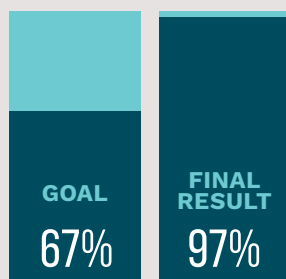
# Delivering RESULTS

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

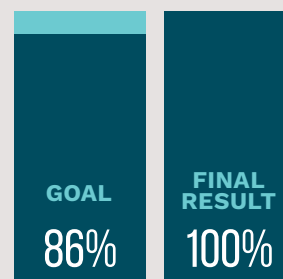
## ADULTS WHO ARE LIVING IN STABLE HOUSING



Adults with chronic mental health problems

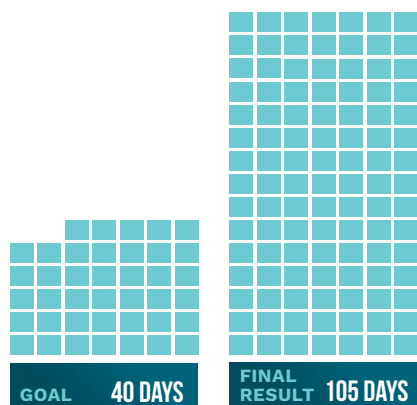


Adults involved with the courts

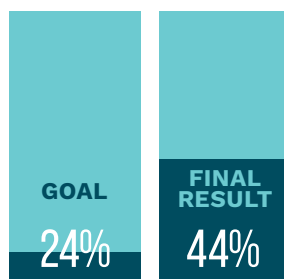


Adults in Crisis

## ADULTS WITH EMPLOYMENT

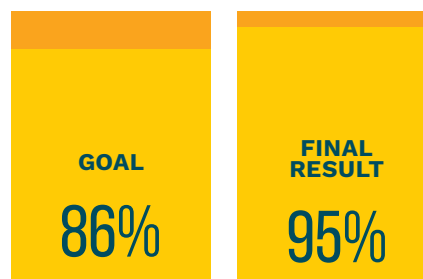


Annual average days worked for pay



Percent of individuals competitively employed

## SCHOOL DAYS ATTENDED BY CHILDREN

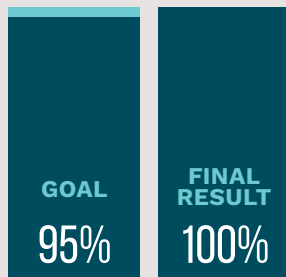


Children with severe emotional difficulties

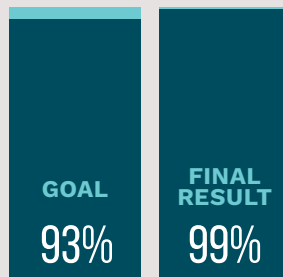
**MORE THAN  
96%  
OF PATIENTS  
SURVEYED WERE  
SATISFIED WITH  
THEIR CARE**



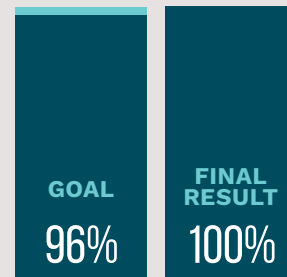
## YOUTH LIVING IN STABLE HOUSING



Children with emotional difficulties

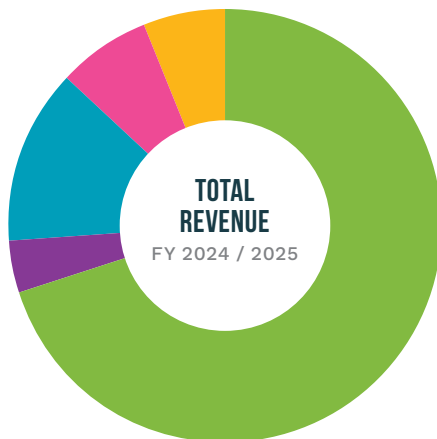


Children with severe emotional difficulties

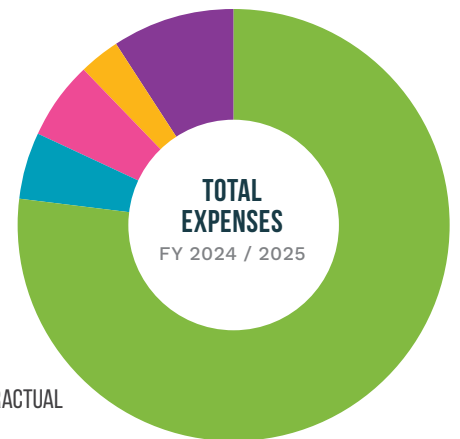


Children at risk of developing emotional difficulties

## FINANCIAL HIGHLIGHTS



- 70% STATE CONTRACTS
- 4% COUNTY
- 13% MEDICAID
- 7% PATIENT FEES & HEALTH INSURANCE
- 6% OTHER

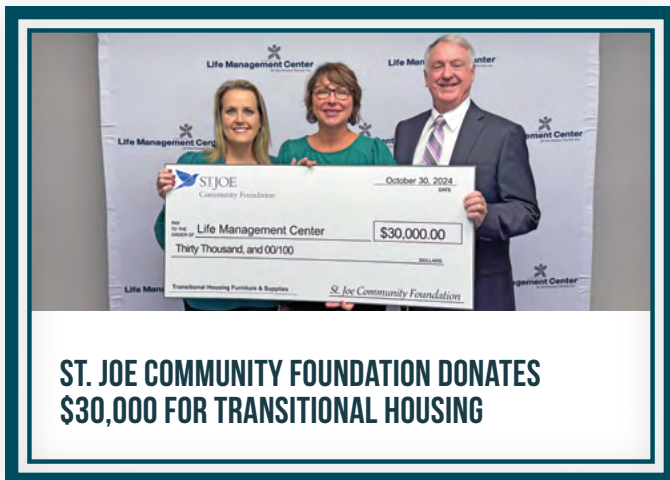


- 77% PERSONNEL
- 5% PROFESSIONAL & CONTRACTUAL
- 6% BUILDING OCCUPANCY & MAINTENANCE
- 3% INSURANCE
- 9% OPERATING SUPPLIES & EXPENSES

# Transitional Housing RIBBON CUTTING

## TRANSITIONAL HOUSING RIBBON CUTTING

Life Management Center celebrated the grand opening of the Edwin “Ned” Ailes Hope Apartments, 16-bed transitional housing complex designed for adults with mental illness. The ribbon-cutting ceremony, held in partnership with the Bay County and Panama City Beach Chambers of Commerce, marked a major milestone in expanding services to our clients with a focus on recovery and reintegration within 12 months.





*“We are thrilled to provide this much-needed continuum of care for our clients. These apartment-style units offer a home-like, supportive environment where individuals can stabilize and work toward recovery with the goal of transitioning back into the community.”*

**- Ned Ailes, President & CEO**



Named through a staff-led contest, the Edwin “Ned” Ailes Hope Apartments honor Ned’s 50 years of service to Life Management Center and symbolize hope for change, independence, and a brighter future for those they serve.

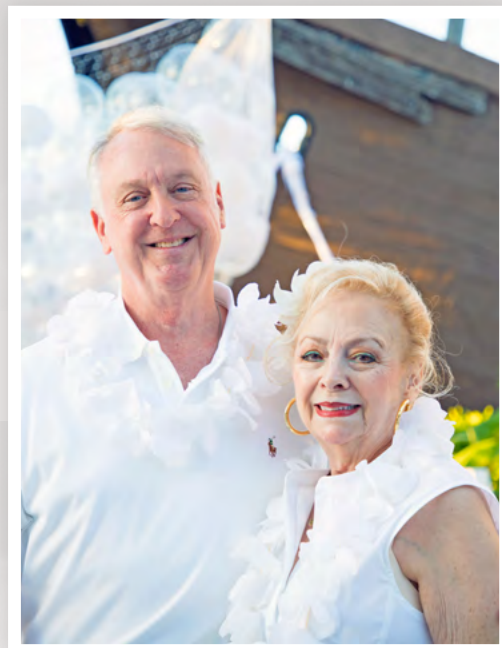
# The LIFE MANAGEMENT FOUNDATION



The Life Management Foundation was established to support the mission of Life Management Center. Through its growth, the Foundation now hosts two signature events—a fall Wine Tasting Dinner and Festival en Blanc in the spring. Last year, these events welcomed over 450 guests and raised more than \$71,500 to support mental health services in our community. We are deeply grateful to our sponsors and supporters for helping us raise awareness and make a lasting impact in our community.

Watch the 2025 Festival en Blanc video at <https://youtu.be/HGZrY2twOEU>.

## FESTIVAL *en blanc*





# THANK YOU LMC FOUNDATION *Sponsors*

## FESTIVAL EN BLANC PRESENTING SPONSORS



## WINE TASTING DINNER SPONSORS

CAROLYN CRAMER



BILLY STEVENSON OF  
RAYMOND JAMES



THE WHITEHEAD  
FOUNDATION

## SPONSORS

Aaron Rich Marketing  
Anderson Construction Company  
Bay Smile Docs  
Bill Cramer Chevrolet GMC Cadillac  
Blackwell Insurance Agency  
Brown & Brown Insurance  
Culligan & Whitehead Plumbing & Air Conditioning  
Elizabeth J. Walters  
Encompass Health & Rehabilitation Hospital  
Hancock Whitney  
Kerigan Marketing Associates & Coast2Coast Promotional  
Lisa Anderson Law  
Lori Bates Interiors  
McInnis Family Foundation  
McNeil Carroll Engineering  
Panhandle Engineering  
Panhandle Pediatric Dentistry  
Po Folks & Triple J Steaks & Seafood  
Regions Bank  
Respiratory Services of Bay  
Rish Real Estate  
Ruppert Landscape  
The D'Isernia Family

# SHINEing All Year Long

The Staff Activity Committee—SHINE, which stands for Socialize, Help, Inspire, Nurture, Engage—has been busy this year bringing joy, connection, and a little extra sparkle to our LMC family. SHINE reflects the heart of what we do together: building camaraderie, lifting each other up, and celebrating the amazing people who make LMC shine. From surprise treats to themed events and team-building fun, here's a look back at the memorable moments created by this dedicated group of staff spirit-makers.

## SHINE TEAM MEMBERS

**Kristina Williams**  
CHAIR

**Denise Lee**  
CO-CHAIR

**Catherine Cornish**  
SECRETARY

**Bonnie Atteberry**  
**Teresa Caiza**  
**Valarie Davis**  
**Lisa Hayslip**

**Jordan Locke**  
**Courtney Mallory**  
**Andrew O'Barr**





*“I love being part of the SHINE Committee because it feels like being the party planner for team spirit! Whether it’s organizing surprise treats, fun games, or small events, I get to help turn ordinary days into memorable moments for my coworkers, and that truly makes my heart happy.”*

**- Valarie Davis, Mental Health Case Manager**



# MOMENTS *that Matter*

Across our organization, team members continue to create moments of impact, celebrating progress, supporting our community, and standing together in times of need.



## PINWHEELS FOR PREVENTION

LMC team members plant pinwheels in recognition of Child Abuse Prevention Month, symbolizing hope, resilience, and a commitment to protecting children in our community.



## APPLE OF OUR EYE AWARD

LMC received the Bay County Chamber of Commerce's *Apple of Our Eye Award* for New Construction in December for the Edwin "Ned" Ailes Hope Apartments.



## LEADING THE WAY

Congratulations to Courtney Mallory, FFT Component Director, on graduating from the Bay County Chamber's Leadership Bay Program and joining the Junior Leadership Bay Steering Committee!



## SUICIDE PREVENTION

LMC team members proudly supported suicide prevention efforts in September, participating in the SPARE Bridge of Hope Walk and the Awareness Summit at FSU PC—wearing "You Matter" shirts to promote hope and connection.

# 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 Ashley Shoaf, Ken Thomas, and Brian D'Isernia Jr., thank you for your many years of dedicated service to Life Management Center. Our sincerest gratitude for your unwavering support, guidance, and invaluable leadership.*

### LMC BOARD OF DIRECTORS

**Morgan Hurst – Chair**  
**Brian D'Isernia, Jr. – Vice Chair**  
**Tony Bennett - Treasurer**  
**Ashley Shoaf - Secretary**  
**Dr. Matt Brinker**  
**Dr. Amanda Byers**  
**Fred Croon**  
**Ashleigh McGlothlin**  
**James Oenbrink**  
**Valerie Sale**  
**Ken Thomas**  
**Taylor Williams**

### LMC FOUNDATION BOARD OF DIRECTORS

**Lori Bates**  
**Tricia Berry**  
**Scott Clemons**  
**Carolyn Cramer**  
**Pam Cramer**  
**Cara Hutt**  
**Maria D'Isernia**  
**Ben Lee**  
**Boopie McInnis**  
**Valerie Sale**

### SENIOR MANAGEMENT

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

### MEDICAL STAFF

<b>Barton Lewis, M.D.</b> MEDICAL DIRECTOR	<b>Jennifer Davis, APRN</b>
<b>Kevin Amiri, D.O.</b>	<b>Cheryl Elder, APRN</b>
<b>Philip Burnett, D.O.</b>	<b>Angelo Herbu, APRN</b>
<b>Eneida Gomez, M.D.</b>	<b>Keli Key, APRN</b>
<b>Paul Villeneuve, M.D.</b>	<b>Kristina Laptsevich, APRN</b>
<b>Chasity Cooper, APRN</b>	<b>Eleetka "Lee" Morrell, APRN</b>
	<b>Rickman Powers, APRN</b>

Celebrating  
**50**

YEARS OF SERVICE

**Edwin "Ned" Ailes**



**Bay County -  
Main Campus**

525 East 15th St.  
Panama City, FL  
32405

**Calhoun County**

16869 N.E. Pear St.  
Blountstown, FL  
32424

**Gulf County**

311 Williams Ave.  
Port St. Joe, FL  
32456

**Holmes/  
Washington  
County**

310 Byrd Avenue  
Bonifay, FL  
32425

**Jackson County**

4094 Lafayette St.  
Marianna, FL  
32446



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

A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE (800-435-7352) WITHIN THE STATE. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE. REGISTRATION #CH533

