



JUNE 2024

# Chandelier



## Why Willingway?

Whether you are an alum, a family member, or are just familiar with the work that Willingway has done over the past five decades, it's apparent to many that we've undergone many changes over the years. With all that has changed, you might wonder if you needed help or knew someone who needed help. Would Willingway still be the place to recommend?

There are countless personal stories and miracles that people can share about how Willingway saved their lives. These stories are gratifying and remind us why we continue to do what we do. But what about today? How does Willingway stand out among other programs? Stories are powerful, but so too are the numbers. Did you know that we get satisfaction surveys completed every month, and 19 different areas are part of the survey?

One way we evaluate ourselves is by listening to what our current graduating clients tell us. In 17 out of 19 categories, Willingway scored higher than four on a 5-point scale. In 12 of those categories, we scored 4.5 or higher. We measure everything from our staff to our food and the different services we provide.

Perhaps most importantly, we measure a Net Promoter Score (NPS). This score measures whether you would return if needed or recommend Willingway to someone who wanted help. In May, our NPS score was 92.6%. NPS scores are national measures that organizations use all over the country, and a 92.6% score is among the highest scores anywhere. Often, data does tell a story, and we can tell you that Willingway's satisfaction scores have set the bar for excellence for a long time, as we see these types of numbers month after month.

Willingway has led the way in excellence for over five decades. We are proud of our staff, who have navigated the changes in health care and continued to set our own expectations and give our clients and their families more than they expect.

David Gerber, M.Ed. CASAC, CEO





**Dakota Ulmen**  
Willingway Alumni Coordinator

**Stay in touch!** Willingway CaredFor app



### Alumni Night

Every Thursday

7:30-9:00pm

311 Jones Mill Road, Statesboro, GA

Call 912-515-7103 for more info



### Want to share your recovery story?

Send us an email at: [alumni@willingway.com](mailto:alumni@willingway.com)

**Take Me Out to The Ball Game! 6/22/24 @ 7pm**

**WILLINGWAY ALUMNI  
NIGHT WITH THE**

**MACON Bacon**

**JUNE 22, 2024  
7 P.M.**

**MACON Bacon** vs. **STARS**

**Featuring:**

- Game Admission
- Military Appreciation Night
- A FREE Macon Bacon Hat
- All-You-Can-Eat hamburgers, hot dogs, chicken sandwiches, cookies, soda, water, and more

**JUST \$17 PER TICKET!**

**FOR YOUR TICKET, EMAIL DAKOTA ULMEN AT  
DAKOTA.ULMEN@WILLINGWAY.COM**

The poster includes three inset photos: a Macon Bacon mascot, a player in a white uniform holding a dog, and a player in a white uniform sliding into a base.





## ★ EMPLOYEE SPOTLIGHT

**Name:** Margaret Eason

**Position:** Senior Recovery Tech

**Start Date:** 4/21/2014

**Tell us a little about your position:** I am a senior recovery tech. As I work in our detox unit, I help take care of patients and welcome them to Willingway. I am always willing to help patients out in any way that I can, whether that be making sure they have clean towels, lunch, or even playing cards with them!

**Favorite part of your job?** My favorite part of my job is helping patients from the moment they come into our doors until they leave. I love watching them make necessary changes and become happier!

**Why did you choose Willingway?** I really didn't choose Willingway. I was working at the local hospital here in 1977, and I was recommended for a job there because they needed help. But I also knew the Mooneys, the family who started Willingway.

**Interesting fact about you?** One interesting thing about me is that I genuinely love people, and I love attending church!



### June Birthdays:

Andre Tristan, 6/1

Mark Platt, 6/2

Lewis Crane, 6/3

Tina Parker, 6/8

Linda Smith, 6/12

Joanne Smith, 6/22

Margaret Eason, 6/23





## **We're Growing!** **Augusta IOP**

1225 Augusta West Parkway  
Augusta, GA, 30909



## **Coming soon:** **Jacksonville OP Location**

4100 Southpoint Dr E, Unit 1  
Jacksonville, FL, 32216



## **Continuing Care Community Support Groups**

Continuing Care provides a supportive and welcoming community to people in addiction recovery, their family members, and their close friends. It is a safe place to land, to talk about your experiences, and to find ways to become connected to 12-step recovery.

### **Zoom Meetings**

#### **Atlanta, GA - Robby Carroll**

Tuesday at 6:30 PM  
Meeting ID: 851 3786 4879  
Password: 837591  
Robby Carroll 404-216-3882

Thursday at 6:00 PM  
Meeting ID: 883 0477 9288  
Password: 545307  
Robby Carroll 404-216-3882  
*Pines Adolescent Families Welcome*

#### **Macon, GA - Tracy Miller**

Willingway Continuing Care meets on Monday evenings at 6:30 at Centenary Methodist Church 1280 College Street. The meeting will be held in person and on Zoom.  
Meeting ID: 858 8774 8270  
Password: Recovery  
Tracy Miller 478-960-3863

### **In-Person Meetings**

#### **Charleston, SC – Rhett Crull**

Monday at 6:30 PM  
Church of the Holy Cross  
299 Seven Farms Drive  
Daniel Island, SC  
Rhett Crull 843-323-7111

#### **Raleigh, NC – Charlie Wagner**

Mondays 7:30-8:45 PM  
St John's Baptist Church  
1615 Oberlin Rd # A,  
Raleigh, NC 27608  
Accessed from a parking lot on the rear of the building off Chester Road.  
Charlie Wagner 919-349-6269



**Jacksonville, FL**  
**John and Cathy Roberts**

Monday at 6:00 PM  
Meeting ID: 996 758 129  
Password: 1234  
John Roberts 904-463-1246

**Augusta, GA – Paula Wood**

Saturday at 10 AM  
Meeting ID: 945 7406 1339  
Password: 714168  
Paula Wood 706-664-9672

**Columbia, SC – Michael Byrd**

Not Currently Active  
Michael Byrd 803-381-7491

**Raleigh, NC – Charlie Wagner**

Mondays 7:30 - 8:45 PM  
Meeting ID: 885 4336 3501  
Passcode: Willingway

**St. Simons – Joel Mills**

Saturday at 6:30 PM  
The Club House  
1501 Demere Road  
St Simons Island, GA 31522  
Joel Mills 912-617-6385

**Jacksonville, FL**  
**John and Cathy Roberts**

Tuesday at 6:00 PM  
Palms Presbyterian Church  
3410 Third Street South  
Jacksonville Beach, FL 32250  
John Roberts 904-463-1246

**Augusta, GA – Paula Wood**

Saturday at 10 AM  
Covenant Presbyterian Church  
3131 Walton Way  
Augusta, GA 30904  
Paula Wood 706-664-9672

**Macon, GA – Tracy Miller**

Monday at 6:30 PM  
Centenary Church  
1280 College Street  
Tracy Miller 478-960-3863

*For more information about  
continuing care, please contact  
[alumni@willingway.com](mailto:alumni@willingway.com).*

**KINDNESS  
CHANGES  
EVERYTHING**