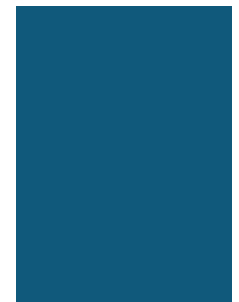
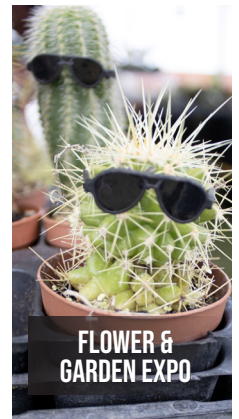


# 2025 ANNUAL REPORT

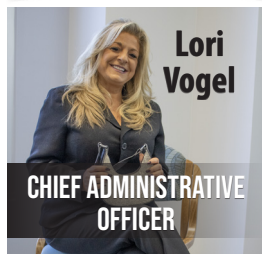


**TRANSFORMING LIVES  
& RESTORING FAMILIES**

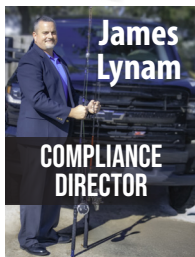


## CORE VALUES

Ethical & Confidential  
~  
Consumer Focused  
~  
Empathetic & Compassionate  
~  
Demonstrating Dignity & Respect  
~  
Culturally Competent & Diverse  
~  
Accessible & Proactive  
~  
Dedicated & Responsive



**VISION**  
The primary leader of quality, comprehensive behavioral healthcare in our community



## CLOSING THE GAP

### *EPIC's Approach to Seamless Care Transitions*

EPIC Behavioral Healthcare has launched an initiative to enhance the transition from inpatient to outpatient care, a critical step in a patient's recovery journey. Led by Cortney Surrency, MARS Clinic Manager, and EPIC Recovery Center Care Coordinators Madison Kenny and Foster Self, the program aims to improve continuity of care, communication, and access to services after discharge.

Key objectives include reducing barriers to care and supporting patients as they transition to outpatient treatment. Through proactive follow-up calls, coordinated care planning, telehealth services, and scheduling outpatient appointments before discharge, patients can better connect with essential recovery services.

A patient-centered approach also involves families and providers in care planning. Support services

Continues on page 5

## MISSION

To strengthen our community by providing person-centered care to individuals and families impacted by substance use and mental health disorders, and other behaviors through a comprehensive system of Education, Prevention, Intervention, and Counseling.



## WEST AUGUSTINE HEALTH & WELLNESS CLINIC OPENS IN JANUARY

The center will provide a comprehensive continuum of health care for West Augustine's most vulnerable residents, regardless of their ability to pay. The center will also help redirect emergency room visits for local residents while offering resources for health and financial education to our residents!



Phone (904) 829-2273 | EPICBH.org

**epic** BEHAVIORAL  
HEALTHCARE  
Est. 1973  
Education, Prevention, Intervention & Counseling

## GREETINGS

FROM NANGELA PULSFUS, CEO AND THE LEADERSHIP TEAM

2025 has been a highly productive year for EPIC. We expanded same-day access to four outpatient sites. We opened the Second Wind Village sober living homes, which serve individuals in recovery, including women with children. We are partnering with The Wildflower Clinic to provide integrated medical, mental health, and substance use disorder services at the West Augustine Health and Wellness Center, scheduled to open in January 2026. In addition, EPIC is participating in the Dementia Care and Cure Initiative for St. Johns County, including the Uf Health Mobile Bus program, which aims to build a more inclusive, compassionate, and informed community for those living with and affected by dementia. We are also excited to share that EPIC now accepts most insurance plans, including Medicare Part B.

Thank you for being an EPIC partner and friend. Your support makes it possible for us to deliver critical services to individuals and families in our community facing substance use and mental health challenges. We look forward to continuing this vital work and creating even greater impact together.

## COMPANY HIGHLIGHTS

Closing the Gap .....	Pg. 2
West St. Augustine Office Opens in January .....	Pg. 2
Second Wind Village Open House .....	Pg. 3
EPIC Programs .....	Pg. 4
New Insurances Accepted .....	Pg. 6
Mobile Bus Partnership .....	Pg. 6
Events and Community Partners .....	Pg. 7
Big Brothers Big Sisters .....	Pg. 7
Finance .....	Pg. 8



# EVENTS, MARKETING & FUND DEVELOPMENT

The Fund Development Department is responsible for EPIC's fundraising and marketing efforts. Our goal is to secure reliable income that enhances our capacity and sustainability while highlighting EPIC's essential role as a behavioral health provider. Through this department, EPIC offers many of our community's fun and popular events including: Taste of St. Augustine, Race to the Taste 5K, Flower & Garden Expo, Ancient City Kids Day, Recovery Fair, and Tips for Kids Sake.



## TASTE OF ST. AUGUSTINE

A beloved food festival taking place in April.



## RACE TO THE TASTE 5K

A 5K combined with the Taste!



## FLOWER & GARDEN EXPO

The annual Flower and Garden EXPO is a must attend event for those who love to garden, happens in March.



## TIPS FOR KIDS' SAKE

A BBBS fundraiser featuring local Celebrity Waiters held every February and March.



## RECOVERY FAIR

Celebrates National Recovery Month in September.



## ANCIENT CITY KIDS DAY

A day of free family fun held each October.

## COMMUNITY OUTREACH & PARTNER SUPPORT

At EPIC, we love connecting with our community and supporting our partners in St. Johns and Flagler Counties! Our mission is to spread the word about the valuable services we offer to residents and different sectors. We're proud to collaborate with amazing organizations like UF Health, the Tonya Kuc Foundation, and the Potential Foundation, and we appreciate their support just as much as they value ours!



UF HEALTH CARE CONNECT TEAM



POTENTIAL FOUNDATION AT ACKD

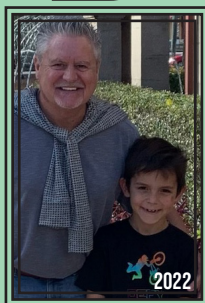


EPIC'S TONYA KUC FOUNDATION KICKBALL TOURNAMENT TEAM



**Big Brothers  
Big Sisters®**

OF ST. JOHNS COUNTY



2026 BIG AND LITTLE OF THE YEAR  
BIG PETE TAMBINI AND LITTLE LANCE



## IT TAKES LITTLE TO BE A BIG

At EPIC, we've happily supported Big Brothers Big Sisters of St. Johns County (BBBS) since 1994! Our program is part of the BBBS of America, where we connect caring adult volunteers with local youth through one-on-one mentoring. This relationship not only builds confidence but also helps keep kids safe from substance use. BBBS is a special part of what we do at EPIC, and we're proud to be a part of it!

**Mentors (Bigs)** are consistent, caring adults who are friends to children between the ages of 6-12 yrs. **(Littles)** who need extra support.



**Take the first step to become a mentor,  
a champion for youth - Contact us today!**

Scan the QR code to visit  
[bbsstjohns.org](http://bbsstjohns.org)

**(904) 829-9986**



# SECOND WIND VILLAGE

*Setting the standard for Sober living in St. Augustine*



SECOND WIND VILLAGE HOMES

EPIC's Second Wind Village is a sober living program dedicated to supporting individuals with substance use disorders in St. Johns County. Since its inception in 2017, we have served adults aged 18 and older who have completed EPIC Behavioral Healthcare's inpatient or outpatient programs.

As of November 2025, we are thrilled to announce that our additional Second Wind Village Sober Living Homes are ready for occupancy. This expansion, funded by the Opioid Settlement Trust and contributions from St. Johns County and local supporters, was celebrated at our open house on November 5, 2025. Thanks to the efforts of our team, led by CEO Nangela Pulsfus, we have increased our capacity: men's beds from eight to fifteen and women's beds from five to ten. We also provide services for women with children, allowing us to assist more individuals beyond our Recovery and Residential programs.

## The Second Wind Village Program

The Sober Living program offers a safe environment for residents to heal and build lives free from addiction. We emphasize personal responsibility and long-term sobriety. Residents commit to six months to a year in the program, maintaining full-time employment, attending AA or NA meetings, and undergoing random drug screenings.

## Our Program Includes:

- Life skills training (budgeting, cooking, household management)
- Family-focused support for mothers with children
- Weekly recovery groups
- Employment workshops and career coaching

## Our Team

The program is led by EPIC Director James Lynam, House Manager Ann Davis, along with our dedicated peer support specialists. They provide essential resources to help residents maintain sobriety.

## Our Commitment

EPIC's Behavioral Healthcare aims to expand the Second Wind Village to serve more individuals. Sober living programs are crucial for long-term recovery, providing a safe environment that reduces the risk of relapse.

## Success Stories

The effectiveness of Second Wind Village is highlighted through our residents' experiences. One female resident transformed her life after entering our facility and is now on the path to home ownership through the Homeless Coalition. A male resident shared that his year at Second Wind gave him the foundation to move out independently, thanks to the life skills he gained.

"I would like to express my gratitude to the BCC Commissioners: Joseph, Arnold, Whitehurst, Murphy, and Taylor, as well as former commissioners Henry Dean and Roy Alaimo.

I also want to thank former Senator Hutson and Representative Cyndi Stevenson for sponsoring EPIC. Additionally, I recognize Joy Andrews, the County Administrator, for her advocacy of EPIC's mission and services.

*Virginia S. Morgan*  
EPIC Past President

"

Every home represents a new beginning, and every bed offers a second chance. Through stable housing and skill-building, Second Wind helps individuals reclaim their lives and reconnect with their families.

## PLEASE DONATE



Scan QR Code  
Call: (904) 829-2273  
Visit: [EPICBH.org](http://EPICBH.org)



SECOND WIND VILLAGE OPEN HOUSE

"Thank you to Shawna Novak, Director of Health and Human Services and CEO of the Family Integrity Program, for her continued support. Katrina Tanner for her behind-the-scenes work on contracts, and James McCune for reviewing agreements and leases. Additionally, a big thank you to Sheriff Hardwick for his generous donation of over 20 beds and a vehicle for our facilities team.

Nangela Pulsfus, CEO

"

## UF HEALTH MOBILE BUS PARTNERSHIP

EPIC is proud to participate in the Dementia Care and Cure Initiative for St. Johns County, which includes the UF Flagler Mobile Bus program. At the Mobile Bus, EPIC offers mental health screenings, therapy sessions, crisis support, and referrals for ongoing care for individuals who are newly diagnosed with dementia. This initiative aims to create a more inclusive and informed community for those living with dementia and their caregivers.



By providing essential mental health services on the Mobile Bus, EPIC makes it easier and more comfortable for individuals to seek support. The Mobile Bus reduces barriers to care, such as transportation and cost, while promoting mental well-being and offering compassionate care to our community.

“

Epic has been a blessing for my family during a tough time. We were uncertain about where to seek help, but my therapist has been incredible. He goes above and beyond for his clients and is always available, even after hours. It's rare to find someone who genuinely cares about our family's well-being. I can reach out to him anytime, and he promptly replies, which makes us feel supported. My therapists laid-back, making the therapy environment comfortable and encouraging open dialogue about complex topics...

EPIC Client

”

## EPIC BRINGS C.O.R.E. TO ST. AUGUSTINE

EPIC is partnering with LSF to bring the Coordinated Opioid Recovery (CORE) Network to St. Augustine!

CORE aims to eliminate the stigma of addiction and treat substance use disorder as a disease.

### A supportive system of care.

The Florida Department of Children and Families, along with the Department of Health and the Agency for Health Care Administration, has launched the Coordinated Opioid Recovery (CORE) Network to create a comprehensive addiction care system statewide.

CORE enhances Florida's response to substance use disorders by connecting individuals to long-term care services through care coordinators and peer navigators in emergency departments. This approach aims to break the cycle of overdose and substance use.

Unlike traditional methods that stop at emergency care, CORE links individuals to vital services, including substance use treatment, psychiatric care, and support for housing and nutrition, fostering a foundation for lasting recovery.

This unified approach addresses the opioid epidemic with the urgency and compassion it needs. We are proud to be an intake facility for St. Johns County.

## CRISIS ACCESS 4 LOCATIONS

EPIC Behavioral Healthcare offers walk-in crisis support services at all locations, providing assistance for mental health and substance use needs — no appointment needed. We focus on affordable care and individualized support through education, prevention, intervention, and counseling for those affected by these issues.

### Palencia Commons:

352 Paseo Reyes Drive,  
St. Augustine, FL 32095  
Mon. – Thurs., 8:00 a.m. to 3:30 p.m.  
Friday, 8:00 a.m. to 2:30 p.m.

### North Campus:

3910 Lewis Speedway, Ste. 1105,  
St. Augustine, FL 32084  
Mon. – Thurs., 8:00 a.m. to 3:30 p.m.  
Friday, 8:00 a.m. to 2:30 p.m.

### Central Campus:

1400 Old Dixie Hwy.,  
St. Augustine, FL 32084  
Mon. – Thurs., 8:00 a.m. to 3:30 p.m.,  
Friday, 8:00 a.m. to 2:30 p.m.

### Flagler Campus:

2323 N. State St., Unit 57, Bunnell, FL 32110  
Mon. – Thurs., 8:00 a.m. to 3:30 p.m.,  
Friday, 8:00 a.m. to 2:30 p.m.

### Please call first if you have a referral source.

Flagler (386) 309-8083 or  
St. Augustine (904) 829-2273

Please provide a 24-hour advance notice for assessment services that require accommodation. Screenings, linkages, and service assessments are all provided on the same day. Care Coordination services are available.

Same-day access to crisis services represents a significant step in our commitment to mental health and wellness. We look forward to supporting you and your loved ones!

## NEW WEBSITE

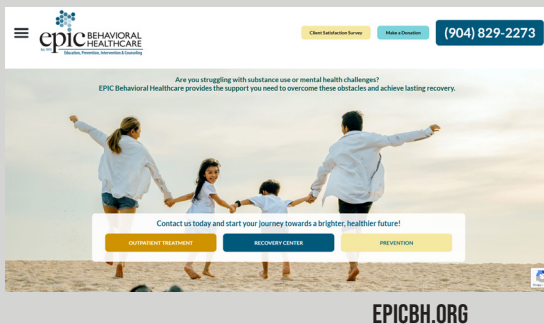
We launched our new website in 2025, which features a user-friendly interface that makes it easy for visitors to find information about our services.

**Behavioral Health Services:** Mental health resources, assessments, and tailored treatment options.

**Recovery Center:** Support programs for recovery, including peer mentoring, group therapy, medication management, residential care, and sober living homes.

**Prevention Unit:** Educational materials and community programs that promote healthy lifestyles and prevent substance use among teens and young adults.

Our mission is to provide holistic support for those facing behavioral health challenges. The website offers interactive features, downloadable resources, and a blog. Please explore our website at [epicbh.org](http://epicbh.org) and access valuable information. Together, we can break the stigma surrounding behavioral health and support individuals on their recovery journey.







# PROGRAMS

Since 2012, EPIC has proudly received CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation on our behavioral health services. CARF accreditation indicates that EPIC demonstrates conformance to internationally accepted standards, follows person-focused practices that emphasize an integrated and individualized approach to services and outcomes, and demonstrates commitment to quality of programs and services.

## OUTPATIENT MENTAL HEALTH, PSYCHIATRIC, & SUBSTANCE USE SERVICES

EPIC's outpatient programs offer affordable and comprehensive services to individuals aged four and up, aiding their recovery from mental health and substance use disorders. Services include:

- Evaluation and assessment
- Individual and group therapy
- Family therapy
- Crisis intervention
- Medication management
- Support groups
- Recovery activities

Additionally, psychiatric services, including evaluation, treatment, and medication management, are available at all of EPIC's outpatient locations.

- Our outpatient programs served 3,734.
- Adult MH, 1,526
- Adult SUD, 1,429
- Youth MH, 756
- Youth SUD, 23
- Additionally, 1,036 people received Psychiatric Services

## INPATIENT TREATMENT

The EPIC Recovery Center offers detoxification and residential treatment. The detoxification unit has 14 beds and the residential unit has 12 beds. The Center offers patients a safe, welcoming environment where they can begin the journey to addiction recovery. Care coordination, medication assisted treatment, and peer support services are provided in addition to the medically monitored detoxification and the 30 day residential program.

- Detox & Residential served: 544



**SECOND WIND TEAM**

Amy Davis & James Lynam

## SOBER LIVING

For many who complete inpatient treatment, the next step to achieving successful sobriety is sober living. EPIC's Second Wind Sober Living Village provides a safe environment for learning to live independently and drug-free. Check out our Second Wind story on page 3.

- Second Wind served: 15



**RAPID RESPONSE TEAM**

Joseph Siegfried, Officer Adam Hertz, & Leslie Waller

## RAPID RESPONSE SERVICES

EPIC offers Rapid Response Services designed to:

- Provide on-demand crisis intervention services in any setting
- Triage, assess, and then refer to appropriate treatment
- Decrease the effects of trauma

Our Rapid Response Services offer three pathways to receiving immediate services:

**The Response Team** – Available 24/7, this team provides crisis intervention and counseling for individuals aged 26 and older at the individual's location.

**Access Crisis Support**– Walk-in services at EPIC's outpatient campuses; offers assessments to determine what type of substance use or mental health support is needed

## CO-Responder Program

In partnership with the St. Johns County Sheriff's Office, an EPIC clinician rides with law enforcement responding to behavioral health related calls.

The CO-Responder Program is expanding to two teams with an additional clinician and a Care Coordinator from UF Health Care Connect.

- The St. Johns Sheriff's Office (SJSO) made 622 referrals to the CO-Responder Program, achieving a 97% Baker Act diversion rate.

## PREVENTION

EPIC's Prevention Unit offers programs aimed at educating children, adolescents, families, and the community about preventing drug and alcohol misuse and mental health disorders.

Key programs include:

- THINK! For Success Program – Educates minors about tobacco and nicotine products and the effects of alcohol and substance use
- Catch My Breath – Focuses on preventing youth vaping
- Active Parenting – Promotes positive parenting practices.
- Prevention unit served: 494 Youth & Young Adults & 56 parents

## PARTNERSHIP PROGRAMS

EPIC works with community partners to provide services to specific groups. These programs support individuals with substance use and mental health disorders in various circumstances. These include:



**HOSPITAL BRIDGE & MARS TEAM**

Madison Kenny, Cheryl Yeger, Cortney Surrency, Paul Journey, Anne Mountain & Robin Boland  
Not pictured: Foster Self

## HOSPITAL BRIDGE PROGRAM

A collaboration with UF Health St. Johns and St. Vincent's Ascension that supports patients admitted for an overdose or other behavioral health issues. This program allows for a warm hand-off from the hospital to an appropriate EPIC program.

- The Hospital Bridge Program served: 47

“ I had a great experience at Epic Recovery. The staff was very good to me. I learned a lot about recovery that makes a difference in my life today. I've been sober for a little over 4 months now. That is the most recovery time I have had since I was 11 years old. I've been to 24 different programs and been a chronic relapser all my life. I'm on the right path now, and I continue to do so. EPIC was a great help. They went above and beyond to accommodate my medical appointments when I was in treatment. She was always there for me when I needed somebody to talk to.

EPIC Client

”

## DRUG COURT

A team approach (including the 7th Judicial Circuit, the State's Attorney's Office, District Attorney, Probation & Parole) that helps non-violent offenders with substance use disorders achieve abstinence and reduce recidivism. EPIC provides the treatment component of the program.

- **Drug Court served:**  
Flagler, 68 & St. Johns, 103

## VETERAN'S COURT

EPIC Behavioral Healthcare collaborates with the court to provide essential substance use and mental health care services to the veterans in the program. It assists those dealing with challenges such as PTSD, TBI, substance use, mental health issues, and suicidal thoughts by helping them access earned services and benefits.

- **Veteran's Court served:** 12

## FTC (Family Therapy Coordination)

After a case opens with the Department of Children and Families (DCF), FTC is usually the first contact with EPIC. It performs screenings for adults with substance use disorders who have children under ten and who are at risk of losing them. FTC provides case management and resources for up to 45 days, and participation is voluntary.

- **FTC served:** 149

## J.E.T. (Jail-based EPIC Transition Team)

A partnership between EPIC and the Sheriff's offices of St. Johns and Flagler Counties to reduce the recidivism of frequent criminal justice system users who are also dealing with a substance use and/or mental health disorder.

- **J.E.T. served:** Flagler, 145 & St. Johns, 134

## S.M.A.R.T. (Flagler County)

Successful Mental Health and Addiction Recovery Treatment program run in partnership with the Flagler County Sheriff's Office. This program offers mental health and substance use screenings and group counseling to help inmates successfully reintegrate into the community.

- **SMART Flagler served:** 84

## S.I.G.H.T.

(Serenity, Integrity, Goals, Hope, Trust.)

In collaboration with the St. Johns County Sheriff's Office, SIGHT is a treatment program with Phase One taking place in the St. Johns County Jail as an in-jail intervention program and Phase Two is 16 weeks post-release outpatient treatment.

- **SIGHT served:** 87



A suicide prevention strategy, Talkable Communities (A collaboration of five Northeast Florida behavioral health providers), promotes a community where people can discuss well-being and suicide without feeling stigma or shame. The program includes offering three suicide prevention training courses free to the community:

- It's Time to Talk About It (ITTAI)
- Question, Persuade, Refer (QPR)
- Youth Mental Health First Aid (YMHFA)
- **This past year, EPIC trainers provided virtual and in-person sessions, training 420 individuals in suicide prevention strategies.**

## CLOSING THE GAP

Continued from Page 2

like transportation and financial assistance address common challenges to follow-up care. The Warm Handoff Project offers tailored support around discharge, enhancing engagement and continuity of care, especially for those in rural areas.

Early results show promising progress, with outpatient referrals increasing from 18.4% to 55%. Collaboration between the Recovery center teams is now integrated, providing a strong foundation for success.

### Key Improvements in the Warm Handoff Project:

**Early Engagement:** Care coordination starts on day one, reducing communication gaps and familiarizing clients with outpatient providers.

**Better Transition Planning:** Specific workflows for residential and detox ensure appropriate transitions, with same-day scheduling reducing wait times.

**Increased Comfort:** Introducing outpatient therapy early builds trust and addresses hesitance due to unfamiliarity.

**Standardized Processes:** Clear workflows enhance accountability and consistency across units.

**Improved Outcomes:** Early indicators show a rise in outpatient follow-through rates, confirming the value of this approach.

As a supporter of EPIC, you can positively impact the lives of those in recovery. To learn more or contribute financially, please visit: [epicbh.org/donate](http://epicbh.org/donate)



CRIMINAL JUSTICE TEAM:

Front to back, left to right

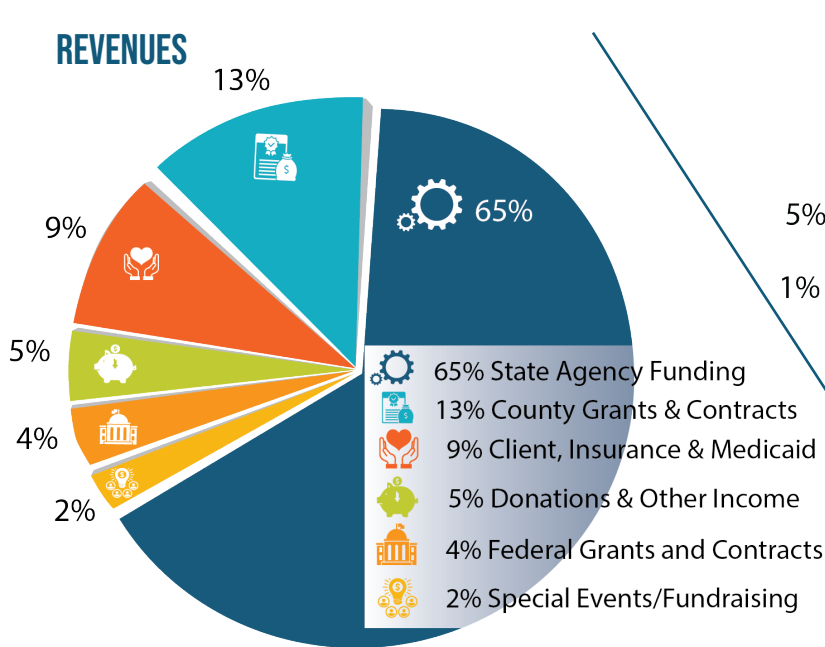
Emily Skinner, Madison Baker, Sara Tomlinson, Jackson Lee, Crystal Gray, Susane Erickson, Jenaye Nolan, Najahwan Goode, Burt Thomas & Angie Pye

IN FY 24/25 EPIC'S PROGRAMS  
SERVICED 7,750 INDIVIDUALS

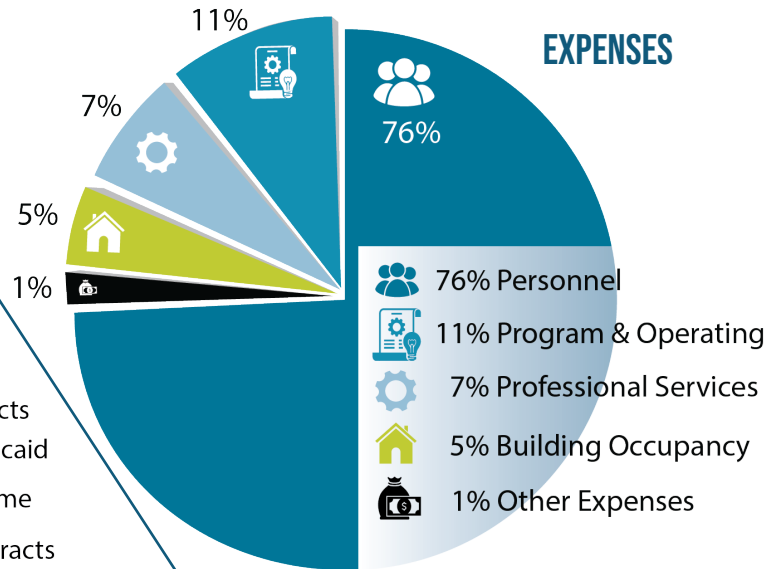
## FINANCE

EPIC relies on diversified funding streams, including government grants, community support, insurance, Medicaid, and fundraising, to provide the range of services offered to our community. We receive 65% of funding from the State of Florida Budget to provide Mental Health and Substance use services. The remaining funds come from Federal, St. Johns, and Flagler County grants, Big Brothers Big Sisters, United Way, Insurance, Medicaid, and self-pay services. This year, we obtained Medicare Certification to accept Medicare Part B coverage from eligible clients. Our Strategic Plan focuses on increasing insurance revenue to reduce our reliance on grant funding. In this fiscal year, Insurance and Medicare/Medicaid revenue increased by over \$200,000 from the previous year. In addition, we host special fundraising events throughout the year to provide additional funding and community awareness of our services. The financial team at EPIC is committed to being good stewards of all financing and has prepared a balanced budget to support operations for the organization's future growth.

### REVENUES



### EXPENSES



## INSURANCE

We're excited to share that EPIC has expanded its insurance options! This means more individuals and families can access the care they need without worrying about limited coverage. If you have questions about the new plans or need help verifying your coverage, our team is ready to assist you! **We accept:**

- Aetna
- Aetna Medicare
- AmBetter
- Sunshine Health Plans
- Cigna
- Clear Health Alliance
- Florida Blue-Blue Cross Blue Shield
- Florida Blue Medicare
- Florida Health Care Plans
- Humana Medicaid
- Humana Gold Medicare
- Medicare
- Oscar Health
- Simply Healthcare
- Simply Healthy Kids
- Simply Medicare Dual
- TriCare
- Veterans/TriWest
- United Healthcare Dual Complete
- Medicare Part B
- United Healthcare PPO, POS plans

## SPECIAL THANK YOU TO OUR PARTNERS

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#### West St. Augustine

100 N Brevard Street,  
 St. Augustine, FL 32084  
 (904) 829-2273

#### North Campus

3910 Lewis Speedway,  
 St. Augustine, FL 32084  
 (904) 829-2273

#### Palencia Campus

352 Paseo Reyes Drive,  
 St. Augustine, FL 32092  
 (904) 829-2273

#### EPIC Recovery Center

3574 U.S. 1 South,  
 St. Augustine, FL 32086  
 (904) 417-7100

#### Flagler Campus

2323 N. State St., Ste 57,  
 Bunnell, FL 32110  
 (386) 309-8083

#### Second Wind

**Sober Living Homes**  
 St. Augustine, FL 32084  
 (904) 829-2273