



Central Florida Behavioral Health Network, Inc.

2015 – 2016 Annual Report

CFBHN is a not for profit 501 (c) (3) community services network and the only CARF International Accredited Services Management Network in Florida*. CFBHN contracts with community service organizations to provide a full array of publically funded mental health and substance abuse services in the SunCoast Region and Circuit 10. The geographic service area includes the following fourteen counties: Charlotte, Collier, Desoto, Glades, Hardee, Hendry, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk, and Sarasota. Range of services include: acute care, residential treatment, housing, medical, outpatient, recovery support, and prevention.

CFBHN's transformational influence empowers local communities to develop, advocate for, and implement innovative solutions to social, economic, health, and wellness problems individuals may encounter that adversely impact lives. Our mission is accomplished by seeking, developing, and nurturing partnerships with outstanding providers who offer high quality compassionate services. Through these partnerships, CFBHN continually meets the changing needs of the public safety net and manages all facets of the service delivery system providing oversight, education and training, implementation of treatment best practices, coordination with community partners and stakeholders as well as leading and encouraging inspirational advocacy support.

** CARF is the Commission on Accreditation of Rehabilitation Facilities*



Collaborating for Excellence

"Central Florida Behavioral Health Network provides the right service, at the right time in order to save lives and ensure we have healthy communities."

Linda McKinnon, President & CEO



We are pleased to present our 2015-2016 Annual Report to the community.

This past year CFBHN provided direct treatment services for 113,683 individuals and prevention services for 1,862,595. But that tells only part of the story. So many others were impacted through provision of these vital, life changing services – children, families, and communities. Our video

series Recovery Programs and Recovery Points graphically tells stories like a single woman struggling through addiction who made the decision to keep her child and is now a business owner and recipient of a Habitat for Humanity House, those that found work experience, support and success at Vincent House's "Recovery through Work" program rather than dropping out of society and making an impression on the living room couch, or young people in transition who are "Bent not Broken" in an innovative Healthy Transitions program.

CFBHN is proud to be an innovative organization that brings high quality services to meet the needs of fragile lives. In that vein, CFBHN staff stepped up and were active participants in statewide system development work groups that focused on critical need areas like Information Technology, Care Coordination and Child Welfare Integration. Final products from these workgroups became instrumental in informing legislation that was passed into law in 2016. These laws will improve the system of care and positively impact service delivery to Floridians in need for years to come.

Also, early in 2016, a Statewide Steering Committee was convened to review and recommend system wide changes in response to Governor Rick Scott's Executive Order. The Executive Order called for a comprehensive review of publically funded service delivery with the goal to develop a statewide model for a coordinated system of behavioral healthcare to be integrated across multiple funding streams. At the request of DCF Secretary Mike Carroll, I served as Co-Chair of the Committee and recommendations were submitted to the Governor in June 2016.

The Florida Association of Managing Entities (FAME) continued to work diligently to better align ME processes, data collection, system development, education, and advocacy across the state. CFBHN is proud to be an active partner in the association as we continue to make strides.

Please feel free to contact me with your feedback and comments. I can be reached at lmckinnon@cfbhn.org. As always, I welcome your input.

Linda McKinnon, President & CEO

The Honorable Paula S. O'Neil, Ph.D. Chair



It has been a sincere pleasure to observe CFBHN providers deliver services that truly make a difference as they meet critical needs in our 14 counties. Their dedication is seen daily touching lives, changing perspectives, and restoring hearts. Value-driven integrated services managed by CFBHN illustrate core values of innovation, agility, inspiration, and accountability. These values are

demonstrated daily by courageous providers and their teams as they employ the professionalism needed to combat mental illness that 20% of our population experience in a given year (National Institute of Mental Health, 2015). Research also shows that a significant number of persons also experience homelessness (US Department of Housing and Urban Development, 2011) and incarceration (Glaze, 2006; Treatment Advocacy Center, 2017). This takes a toll on families, friends, and communities. I am grateful to the professionals who work at CFBHN, the Board Members, and CFBHN Providers in the trenches every day, all of whom are committed to making every dollar count toward treatment of this societal problem.

This dedication was demonstrated when the Board of Directors made the decision to forego distribution of the 2016 Financial Incentive Awards due to the substantially negative impact of budget cuts to federal block grants. Nonetheless, providers were recognized and applauded at The Meadows, October 21, 2016, at the annual 5 Star Performance Award Recognition Luncheon.

Additionally, the CFBHN Board of Directors was recognized by the Tampa Bay Business Journal as 2016 Outstanding Directors. The makeup of CFBHN's Board of Directors is both diverse and expansive, including a wealth of knowledge second to none. It is an honor to serve with each and every one.

Looking toward 2017, we face continued funding challenges, but I am confident we have the skill set to conquer concerns and provide extraordinary community service.

Pele said, "Success is no accident. It is hard work, perseverance, learning, studying, sacrifice, and most of all, love of what you are doing." I am grateful that our team of board members, staff members, and providers LOVE what they do!

The Honorable Paula S. O'Neil, Ph.D. Chair.

Glaze, L.E. & James, D.J. (2006). Mental Health Problems of Prison and Jail Inmates. Bureau of Justice Statistics Special Report. U.S. Department of Justice, Office of Justice Programs Washington, D.C. Retrieved March 5, 2013, from <http://bjs.ojp.usdoj.gov/content/pub/pdf/mhp/pji.pdf> - See more at: <https://www.nami.org/Learn-More/Mental-Health-By-the-Numbers#sthash.x9VTiR3W.dpuf>, National Institute of Mental Health. (2015). Any Mental Illness (AMI) Among Adults. (n.d.). Retrieved October 23, 2015, from <http://www.nimh.nih.gov/health/statistics/prevalence/any-mental-illness-ami-among-adults.shtml>, Treatment Advocacy Center. (2017). Evidence and Research: Fast Facts. Retrieved from <http://www.treatmentadvocacycenter.org/evidence-and-research/fast-facts>, U.S. Department of Housing and Urban Development, Office of Community Planning and Development. (2011). The 2010 Annual Homeless Assessment Report to Congress.

Vision

Central Florida Behavioral Health Network, Inc. envisions communities where wellness and integrated healthcare enhance the whole life of every community member.

Mission

Central Florida Behavioral Health Network, Inc. is a cost conscious integrator of high quality behavioral and whole health systems and a recognized innovator in creating community solutions.



Community Focus..

Individual Res

Values

Innovation: We commit to provide creative and breakthrough solutions for our communities.

Agility: We commit to use our capacity for rapid change and flexibility to quickly produce desired results.

Inspiration: Curiosity, a willingness to embrace possibilities, and a commitment to meaningful change are the hallmarks of our work. Learning and sharing of knowledge continually lead to new goals and opportunities.

Accountability: We commit to the maximization of all resources with which we are entrusted.

\$176,586,788
TOTAL CONTRACT FUNDS

98.5% | Expenditure
Rate on Services

113,683
Numbers Served in Treatment

1,862,595 | Numbers Served
in Prevention

Guiding Principles

We understand every community is unique. That is why we emphasize strengthening the existing system of care by working in true collaboration. Our integrated approach philosophy views a community's delivery of wellness and healthcare services holistically and seeks to ensure all parts of that delivery system are interconnected; balancing what is good for parts within the system as well as the community as a whole. High performing partnerships have historically been the driving core component of our success in delivering quality services. We routinely partner with those that share our commitment to constantly drive increasing levels of performance in order to attain community wellness goals that support integrated healthcare. We actively engage consumers and families to deepen our understanding of their expectations and to anticipate emerging needs. Finally we employ technology as a powerful tool for driving performance while above all delivering personalized care that is convenient, timely, and effective.

Current Snapshot

July 1, 2015, began CFBHN's sixth year managing the safety net system of care for substance abuse and mental health services funded through Department of Children and Families (DCF). Community voices continue to be heard and supported via Coalitions, Consortiums, and Regional Councils in all fourteen counties. CFBHN managed \$176,586,788 contracted through community organizations serving 113,683 persons with a full array of services including acute care, residential treatment, housing, medical, outpatient, and recovery support services and reached 1,862,595 individuals through prevention. Contracted funds were efficiently and effectively managed at a 98.5% expended rate with a total administrative cost less than 4% – a good value for Florida taxpayers.

Linda McKinnon Represents CFBHN through Service

Linda McKinnon, President & CEO, was elected to the National Council for Behavioral Health Board representing the Southeast Region 4 (North Carolina, South Carolina, Florida, Georgia, Kentucky, Mississippi and Tennessee). Her experience in the substance abuse and mental health field will help inform and guide local and national policy. She was also recognized for her influence and expertise here locally in the Tampa Bay area by the prestigious Tampa Bay Business Journal as 2016 Businesswoman of the Year finalist in the Non-Profit category.



Senate Bill 12 Provides a Roadmap for Better System Development in Florida

CFBHN leadership were requested to testify at multiple Florida Senate and House hearings related to Mental Health and Substance Abuse and had the opportunity to provide direct input and feedback in the crafting of Senate Bill 12 - the most substantial piece of legislation related to behavioral health to be passed in decades. Provisions in this bill include; standard requirements for care coordination for persons with high/need high utilization (HN/HU) of acute care services, community driven needs assessments, uniform processes for state hospital diversion, admission and discharge planning, annual review of administrative requirements and reporting, Managing Entity (ME) accreditation, standards for ME and provider procurement, requirements for all state agencies and Medicaid Plans to coordinate service delivery planning with MEs, provisions for MEs to request funds based upon identified community need, and a required recommendation for revenue maximization strategies to be submitted in late 2016. The bill substantially strengthens the roles of the ME in assuring community safety net services are both available and of high quality.

Florida Association of Managing Entities (FAME) identified a viable strategy this year designed to maximize the "draw down" of Federal funds while protecting funding for community safety net services. That strategy will be considered by the Florida Legislature during the 2017 session.

CFBHN and Vincent House Joined Together in an Innovative Private/Public Partnership

CFBHN entered into its first "Public/ Private Partnership" with Vincent House this year. The collaboration combines CFBHN resources with the philanthropy of Bob and Joan Geyer of Sunset Automotive Group. Longtime mental health advocates and Sarasota residents, the Geyer's contributed \$1.5 million in funding to build Vincent Academy, a "Recovery through Work" program for adults living with mental health challenges. The facility will be state of the art and offer education, community integration, skills training and career placement. Groundbreaking on the 8,500 square foot facility occurred April 14, 2016, with services scheduled to commence fall of 2016.



5-Star Performance Award Recognition 2015

Annually CFBHN contracted providers participate in a process that analyzes their performance by category according to a "Scorecard". In each category the highest performers are eligible to earn a performance incentive financial award. The total amount available for distribution in 2015 was \$400,000. Providers who earned performance awards were recognized at the Award Recognition Luncheon, October 27, 2015.



Event keynote speaker was DCF Secretary Mike Carroll. He shared; "I am so happy to have Central Florida Behavioral Health Network as our Managing

Entity and I think it is because of their willingness to partner, their willingness to be innovative and their willingness to get out of the box at times to make things happen. I also think it is because the provider network that is CFBHN is second to none."

A complete list of award recipients and a short video of the event can be viewed at www.cfbhn.org or through the link <https://vimeo.com/145877123>.

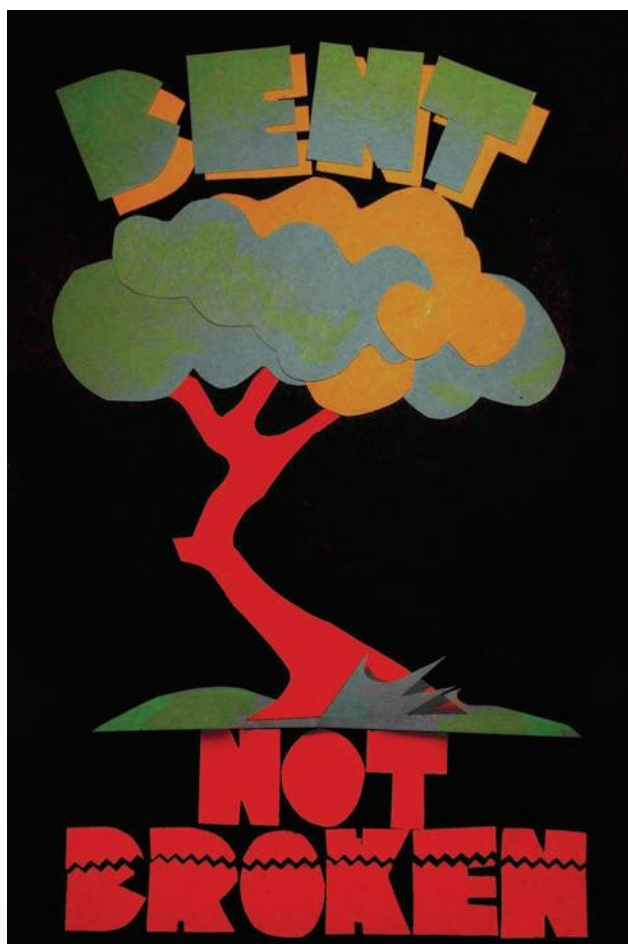
CFBHN Gives Back

CFBHN identified that many of the network's acute care units were in need of physical plant improvements and asked providers to submit their requests which totaled some \$1.5 million. Requests were prioritized to address safety concerns and CFBHN contributed \$350,000 to support much needed facility improvements throughout the network.

Connected! Engaged! Inspired! ~ Healthy Transitions is the "GO-TO" Program for Young Adults

Young adults age 16-25 came together and created a symbol for their program participation - one of hope, resiliency and strength. Here is what it means in their own words...

"We all have beautiful minds, and we all have been through some rough patches in life. But like a tree weathering a storm, we are bent, but not broken!"



Under the direction of CFBHN Senior Program Manager Dr. Tonicia Freeman-Foster, providers in Pinellas and Hillsborough County successfully launched this 5 year grant in fall 2015. Suncoast Center, 211, Hillsborough Kids and Crisis Center of Tampa Bay became fully operational and trained six staff to be Certified Advanced Wraparound Practitioners ~ 6 of 60 statewide! A total of 4,671 youth have been served year to date.

A well-executed communication plan got the message out to the community about this new program and engaged with youth in need. To really understand more about the program and the impact made on individuals check out the YouTube channel. There you can view the outreach commercial, the over-view program video as well as individual interviews and short stories. Go to www.cfbhn.org or CFBHN Healthy Transitions YouTube channel at https://www.youtube.com/channel/UCGTU1e_Yn7StN7fq6ZyQ9BQ

Consumer & Family Affairs Leads Recovery

The Consumer & Family Affairs (C&FA) department has never been more active. The dynamic duo of Director Carol Eloian and Beth Picora, Consumer & Family Specialist, serves not only the CFBHN region but the state of Florida and our nation in Washington. Both were leading subject matter experts for the Florida Recovery Oriented System of Care (ROSC) task force and the Department of Juvenile Justice benefited from their knowledge base on what works to engage with and divert juveniles from committing crimes. Carol continued the work she started with the Florida Certification Board by supporting training and development of Certified Peer Specialists statewide. Looking to redesign Drop-In center services, state representatives met with C&FA to tour CFBHN showcase facilities. As a member of the Project Launch Grant Infant/Early Childhood Team, C&FA focused on increasing family involvement and ensuring sustainability after grant completion. Through participation in Hillsborough PFLAG (formerly known as Parents, Families and Friends of Lesbians and Gays) service resource development, they meet the requirement of the Federal Block Grant for Cultural and Linguistic Initiatives. As active members of both the Florida Assertive Community Treatment (FACT) Advisory Council and the Family Intensive Treatment Team (FIT) Committee, their technical expertise fuels training initiatives that ensure individuals and family members have successful recovery journeys. Finally, giving back through training and teaching is a critical contribution to the system of care and is detailed in the bulleted section of this report.

Network Development & Clinical Services is Where the "Rubber Meets the Road"

Care Coordination and Child Welfare Integration were areas that received special focus this fiscal year. Care Coordination maximizes scarce resources by monitoring timely access to clinically appropriate services. Individuals with high needs and high utilization of services (HN/HU) and special populations, as defined by state and federal funders, were assisted by Care Coordinators to realize improved health outcomes while reducing the likelihood of readmission into acute care. This process also reduced overall cost of care over time. Care Coordinators achieved success by streamlining and monitoring the waitlist process, locating residential services, prioritizing special populations like pregnant female IV drug users as well as child welfare involved persons, and obtaining and evaluating detailed admission history to better facilitate placement solutions. For individuals who experienced extensive stays within the system, Care Coordinators collaborated for successful aftercare and stepdown planning as well.

Impressive results were realized. Approximately 68% of individuals in the program had previously accessed crisis mental health care two or more times in the 6 months prior to their admission into Care Coordination. Six months after discharge from successful Care Coordination services, less than 5% of the individuals had accessed any crisis service. Similar results were obtained for those accessing substance abuse detoxification services. Prior to Care Coordination, readmissions of twice or more were at 51%. Six months following discharge after successful Care Coordination that number was less than 6%. Dramatically, for children receiving crisis mental health services, the readmission rate was 42% six months prior to admission. With Care Coordination the rate dropped to less than 2.5% 6 months following discharge. CFBHN Chief Clinical Officer, Marcia Gonzalez

Monroe, also served as co-chair for the Florida Care Coordination Committee that ultimately produced the guidance document for implementation statewide.

Child Welfare Integration coupled with Prevention resources brought additional supports for troubled families into being. The growing prevalence of children entering the foster care system due to substance abusing parents is a nationwide challenge. CFBHN created new programs and recruited additional specialty providers to meet the local need. With our partners, CFBHN completed the Child Self Study Project in order to improve service delivery while also engaging all facets of the system. Rachel Brockhouse, Child Welfare Manager, was named among those recognized and presented with the Systems Changer Award for her work at the Child Protection Summit fall 2016.



Recovery Programs Joins Recovery Points to Tell Powerful Stories

Last year CFBHN launched the video series Recovery Points to tell the very personal stories of individuals who had benefited from the public safety net of care. These stories covered three distinct points in time that revealed how lives were impacted and changed for the better.

CFBHN knows that treatment and support works for individuals, families and communities. Results are seen every day. So, to complement the personal stories program, CFBHN developed a more in-depth look at how Recovery Programs are meeting needs in a variety of areas such as; substance abuse services, housing supports, prevention services, youth transitional services and the benefit of FACT services and Medicare Part D. All these stories can be viewed on the CFBHN website at www.cfbhn.org or on the CFBHN YouTube channel: <https://www.youtube.com/channel/UCCLfEaGFcH4CBpsKfgriYg>. Take a few moments to get to know some of your fellow Floridians and celebrate what a difference services have made in their lives.

We invite you to visit our website often at www.cfbhn.org, subscribe to our ENewsletters, and connect with us on social media. Your thoughts, suggestions and ideas are very valuable and always welcome.

Thank you for reviewing our 2015-2016 Annual Report

Board of Directors

The governing board is inclusive of consumers, family members, community stakeholders and partners. Regional Council representatives serve geographical circuits and represent local concerns.

Officers

The Honorable Paula O'Neil, PH.D. Chair, Community/Elected Official

Pasco County Clerk of the Court & Comptroller

Ray Gadd, Vice Chair, Community/Elected Official

District School Board Pasco County

Larry Lumpee, Treasurer, Community

Past Assistant Secretary for Department of Juvenile Justice/Retired CFBHN COO

Judy Turnbaugh, Secretary, Community/Family Advocate

National Alliance for Mental Illness (NAMI) Pinellas

Kevin Lewis, Quality Committee Chair/Community Advocate

Clara Reynolds, Provider/Regional Council Chair

CEO Crisis Center of Tampa Bay

Alison Salloum, Ph.D./Community

University of South Florida

The Honorable Craig Latimer, Immediate Past Chair, Community/Business

Hillsborough County Supervisor of Elections

Community & Stakeholder Directors

Susan Benton, Community/Law Enforcement

Sheriff Highlands County & Past President Florida Sheriff's Association

Josh Dillinger, Community Business Representative

GCD Insurance Consultant

Ray Fischer, Community/Community Based Care

Children's Network of Southwest Florida

Nancy Hamilton, Provider

CEO Operation PAR

Doug Leonardo, Provider/Receiving Facility

Executive Director Baycare Behavioral Health

Dr. Subhakar Rao Medidi, MD, Community/Public Health

Medical Director Suncoast Community Health Centers

Wendy Merson, Community/Private Receiving Facility

CEO Windmoor Healthcare

John H (Jack) Minge III, Provider/Regional Council Chair

CEO Coastal Behavioral HealthCare

Walter Niles, Community/Public Health

Director Health Equity Office Hillsborough County Health Department

Robert Rihn, Provider/ Regional Council Chair

CEO Tri-County Human Services

Terri Saunders, Community/Community Based Care

CEO Heartland for Children

Brena Slater, Community/Community Based Care

Sarasota YMCA/Safe Children Coalition

The Honorable Andy Swett, Judge/ Community

Lee County Justice Center

Dr. Alvin Wolfe, Community/Child Advocacy

Distinguished Professor Emeritus USF Department of Anthropology



What is This?

A QR code. Download and install a QR code reader on your smart device. Then simply take a picture to get more information about CFBHN.

Bridging Gaps with Management Solutions



Education and Advocacy

- Facebook Friends grow in number and reach through social media and expansion continued with launch of the CFBHN YouTube channel to distribute Recovery Points and Programs videos.
- Media communication educated the public via cable regarding proper RX Prescription Drug Disposal and the Good Samaritan law which resulted in 33,563,533 total network impressions as it directly supported Prevention Coalition messaging. Healthy Transitions used a variety of mediums for outreach including cable broadcast, billboards and in theatre messaging to generate a total of 8,338,935 impressions in the service counties.
- New educational materials were developed and senior staff shared this information with editorial boards and news outlets in Tampa, St Petersburg, Lakeland, Naples, Ft. Myers, Tallahassee, and Miami. This resulted in positive reporting on quality of community services and need for adequate funding to maintain the system of care.
- CFBHN led the development of a platform presented at legislative delegations statewide to educate that mental health and substance disorders are diseases of the brain, that stigma must be addressed, that Mental Health First Aid and Crisis Intervention Team (CIT) training are valuable tools for managing crisis situations, and the status of funding supporting the public system of care.
- CFBHN produced statewide reports identifying numbers of persons served, treatment outcomes, and associated costs highlighting the fact that MEs are a cost effective means to deliver community driven safety net services. Working collaboratively with the two professional trade organizations (Florida Alcohol and Drug Abuse Association/ FADAA and Florida Council for Community Mental Health/FCCMH), Florida Association of Managing Entities (FAME) presented these

findings to the legislature. This uniform messaging resulted in an additional \$75 million in behavioral health funding allocated by the 2015-2016 legislature ~ the first major infusion of new funding into the system of care since the 2003 closure of G Pierce Woods State Hospital.

- Marcia Gonzalez Monroe, Chief Clinical Officer and Doris Griggs Nardelli, Director of Communications presented workshops and posters at national and state professional conferences including; The National Council for Behavioral Health, Florida Behavioral Health Conference, Florida Juvenile Justice Association Annual Conference, and Florida School of Addictions. Linda McKinnon presented to the National Medicaid Congress.
- Published Annual Report and Compassion Fatigue Brochure, developed branded report templates, legislative toolkits, and Recovery Points and Recovery Programs videos.
- CFBHN named Finalist for Tampa Bay 2016 Non Profit of the Year.
- Linda McKinnon, President & CEO, was named finalist for Tampa Bay Business Journals 2016 Businesswoman of the Year.
- Board Service by CFBHN Staff; Linda McKinnon, President & CEO, serves as Board Chair of FAME, Board Member of FADAA and FCCMH and Executive Board Member of the Tampa Bay Regional Domestic Security Task Force Health & Medical Coalition. In 2016 she was elected to the National Council for Behavioral Health Board of Directors serving the Southeast, Region 4. Marcia Gonzalez Monroe is Board Member of the Florida School of Addictions. Doris Griggs Nardelli is Board Member of We Care of Central Florida, Polk State College Advisory Council, and NAMI Polk. Dr Tonicia Freeman-Foster, Senior Program Manager Health Transitions, is Board Member of the West Central Florida Ryan White Care Council. Armandina Shanahan, Clinical Program Specialist, is Board Member for Suncoast Community Health Center, a Federally Qualified Health Center.

Consumer & Family Affairs

- Established and supported Peer Council Support Networks assisting members in applying for certification while providing ongoing support to employees and volunteers. Focus includes stigma reduction while encouraging and fostering hope.
- Supported several grassroots National Alliance on Mental Illness (NAMI) local affiliates via Board and Committee service and training on signature evidenced-based programs.
- Grew staff capacity with Intentional Peer Support (IPS) and Wellness Recovery Action Plan (WRAP) facilitator training.
- Provided technical assistance to one of Florida's first Central Receiving Facilities implementing the Recovery Peer Specialist role based on Senate Bill 12 "No Wrong Door" model.
- Provided training to approximately 395 individuals; middle and high school student chapter members of "Health Occupations Students in America", Ombudsman Program for Area on Aging volunteers, law enforcement, Assisted Living Facility staff, Recovery Peer training, and WRAP training for subcontractor professionals and VA Center personnel.
- Assisted Hillsborough NAMI with first annual Recovery Walk garnering over 400 supporters.

Financial Management & Human Resources

- Converted to a new accounting system – Abila Mapping Information Platform (MIP).
- Enhanced the CAFÉ system to automate provider funding tools. Also provides the ability to process match and post award notices which reduced provider amendment processing times. Results included maximizing efficiency of CFBHN contract and financial management staff.
- Streamlined the contracting amendment process.
- Conducted subcontracted provider organization risk assessments which included an objective

Bridging Gaps with Management Solutions (continued)

and systemic approach to addressing financial stability within our provider network.

- Established a staff development philosophy “Together Everyone Achieves More” facilitating a 2-day retreat. This supports a core organizational requirement to ensure staff are highly motivated, innovative, and engaged to produce continued organizational excellence.
- HR negotiated employee health benefits from projected 20% increase to 0% saving \$90,389 annually.
- Created Electronic access for “Benefit Open Enrollment”. Result was less employee time spent in meetings and increased employee satisfaction concerning benefits knowledge.

Information Management

- Provider partners require access to the CFBHN data system for report availability. To eliminate any downtime, reporting services were relocated to offsite data partner at Peak 10.
- In order to identify specific individual services, two new data codes were added to the system – “Billed and Paid”. These codes improved accounting for all billed services.
- With a goal to improve efficiency, CFBHN Contracts and IT teams jointly developed a new application to collect provider organization’s performance measures and share information in an “On Demand” basis so providers can make adjustments as needed.
- Data analysis is a critical component of decision making. IT implemented enhanced file upload capability into the Central Florida Health Data System (CFHDS) ensuring accurate and timely data access.
- With the launch of Care Coordination, in-depth reporting for the HN/HU identified individual was critical. IT met the challenge to ensure collection of meaningful data while providing added reporting options.
- CFBHN launched a new electronic Risk Management System to replace a cumbersome manual system improving reporting and analysis capability.
- Smaller providers often lack necessary resources to invest in a certified Electronic Health Record (EHR) system. Because smaller “niche” providers are valuable contributors to the system of care, CFBHN worked with partner Askesis to develop and provide an affordable solution.
- To improve data collection intelligence, the Dashboard and Business Intelligence (BI) portals were redesigned to generate additional reporting capability. Provider partners are now better able to “drill down” into the data and more easily self-monitor their performance.

Network Development & Clinical Services

Prevention

- Deployed a number of new environmental strategies that reached 1,862,595 persons. Targeted prevention services for high risk families now include BAYS and Pace Center for Girls as new providers with Pace including prevention in their daily curriculums.
- The opioid crisis demanded ongoing efforts to reach all community segments in innovative ways.
- Over 90% of Prevention Providers and Coalitions met annual performance goal targets.
- Prevention and IT staff were instrumental at the state level in transitioning to a new database collection system that will serve to identify and spot statewide trends.

Child System of Care

- Three new Family Intervention Treatment (FIT) teams were awarded in Manatee, Pinellas and Hillsborough counties for a total of seven operational in the Network. Teams served 275 families with 72 successfully completing treatment and avoiding out of home placement for children.
- Eight Family Intervention Services (FIS) providers operated in the network and services were redesigned this year to better integrate with child welfare serving agencies while establishing uniform performance standards.
- A community wide “Youth at Risk” staffing process model was developed to identify and link high risk youth to community resources. CFBHN hosted 188 interagency “lock out” calls with appropriate stakeholders resulting in a diversion of 160 youth from out of home placement into child welfare.

Adult System of Care

- The 14 network FACT teams served 1544 persons including 149 new admissions comprised mainly of diversions away from and discharges out of state hospitals.
- Of 313 referrals for state hospital admission coming from the network’s 34 receiving facilities, 130 (42%) were successfully diverted to community programs like FACT, residential treatment, or other.
- CFBHN launched a refocus on use of residential beds for both state hospital diversions and discharges. Fourth quarter results show a 73% success rate for use of this valuable resource and it is anticipated the program will make an impressive impact next fiscal year.
- CFBHN was awarded funding to implement a “Voucher System” in Circuits 6 and 13. This funding will be used to transition FACT team members who are ready to “step down” and move into a less intensive service situation live successfully in their communities. This will in turn

increase FACT team openings for individuals requiring that level of care.

- CFBHN was responsible for coordinating over 400 discharge planning calls.
- Linked 1668 consumer resource calls to services or assisted with care coordination. All 37 consumer complaint calls were resolved satisfactorily.

Forensic

- Access to residential treatment for persons with a 916 commitment status was increased to serve 190 persons being diverted or released from Forensic State Hospitals ~ a 36% increase over previous year.
- 578 individuals were monitored on Conditional Release Orders.
- All persons successfully returned to the community within 30 days of meeting discharge status.
- Successfully scheduled follow-up appointments for 780 state prison releases at end of sentencing.

System of Care

- CFBHN was selected to participate in the development and implementation of national strategies to reduce psychiatric crisis readmissions and implement tobacco free treatment environments.
- Delivered 35 training opportunities to network providers and community stakeholders on; Evidenced Based Practices, Trauma Informed Care, Mental Health First Aid, NIATx Quality Improvement, Child Mental Health, Adult HN/HU, Federal Block Grants, Consumer & Peer Development, Family Support, and Services in Assisted Living Facilities.
- Launched quarterly “Secret Shopper Calls” to assure that network providers were meeting federal access standards while also enhancing consumer engagement. Shared the call results with providers and offered technical assistance whenever needed to improve service access.

Quality Improvement

- CFBHN advocated successfully to assure that all MEs are accredited by 2020. Through accreditation all seven MEs and their provider networks meet the highest standards for quality and safety.
- CFBHN successfully obtained third full Commission on Accreditation of Rehabilitation Facilities (CARF) 3-Year accreditation.
- The Consumer Satisfaction Survey submission process was automated and enhanced to include level of care received. This enabled CFBHN and the provider network to better identify services being evaluated by consumers. CFBHN received and processed 11,166 surveys noting an overall 92% General Satisfaction rating for the quality of care individuals received.