



2016 – 2017 Annual Report

CFBHN is a not for profit 501 (c) (3) corporation and a CARF International Accredited Services Management Network organization. CFBHN contracts with community service organizations to provide a full array of publically funded mental health and substance abuse services in the SunCoast Region which includes the following counties: Charlotte, Collier, Desoto, Glades, Hardee, Hendry, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk, and Sarasota. Range of services provided: 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 2016-2017 Annual Report to the community.

This year CFBHN celebrates 20 years of continuous service to communities in need. Founded in 1997 by a group of individuals with foresight and courage, this organization has grown and developed to the full service organization it is today. Originally conceived as

a provider sponsored network to serve just this region of Florida, the concept was quickly recognized as the answer for Florida's safety net system of care statewide. The Legislature moved to allow the Department of Children & Families to structure their delivery system within the framework of seven Managing Entities (ME's), as the new organizations were called, to develop and manage the public safety net of care for substance abuse and mental health services.

Focusing on established relationships and unique local community needs, the new organizations approached service delivery with vigor and the spirit of entrepreneurship. The "can do" attitude was contagious, sparking new innovations and bold methods to meet needs across a wide spectrum. Accountability was set as the bedrock key to functional organization of the new ME's and robust IT systems were developed to track services and appropriate use of funding.

Working hard to leverage new technologies was a focus, but so was building healthy collaborative partnerships across the spectrum of public and private service providers. This focus will continue to grow and develop and lead us forward. We know the key to successfully meeting individual needs is closely intertwined with our local communities and we look forward to continuing to demonstrate how these valuable services can lead to recovery for individual, families and communities.

This was a challenging year facing a statewide Opioid Crisis, sunseting of federal funding, as well as a devastating Hurricane Irma. CFBHN rose to the occasion in all fronts and met community needs. I certainly look forward to tomorrow, next year and the next twenty years to demonstrate how we can accomplish our mission and meet challenging needs together. I look forward to a future that provides for Florida's citizens in time of need so their lives will be full of promise and hope.

Please feel free to contact me with your feedback and comments. Enjoy reviewing this Annual Report and please visit our newly redesigned and highly responsive website at www.cfbhn.org. I welcome your comments and can be reached at lmckinnon@cfbhn.org. As always, I welcome your input.

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



Another year has passed and we have seen unbelievable dedication and commitment from the staff and providers with Central Florida Behavioral Health Network (CFBHN). These unmatched providers deliver life-changing services that sincerely make a difference in our community, fulfilling the critical needs of our 14 county populations. Each day their team members touch lives, change perspectives, and restore hearts.

Over the past year, efforts were successful to update the vision, mission, and values of CFBHN. The vision of "envisioning communities where accessible behavioral healthcare enhances the lives of all" is one all of us can embrace. After all, that is why we are all dedicated to the progress of this field. The mission of "managing a quality behavioral health system of

care that brings help and hope to individuals, families, and communities" is the reason for our existence. It is why we know that our combined work and determination will contribute to a better, healthier tomorrow.

The value-driven integrated services managed by CFBHN illustrate its updated values: accountability, advocacy, collaboration, innovation, and transparency. Those values were carefully chosen because they represent the focus the network has. Each member of the network, whether staff or provider or board member, wants to ensure that we are all accountable for our actions. We want to serve as advocates both to our clients and to our purpose, and, in some cases, our team members feel like we are the only advocates for some of our clients. We realize the need to collaborate with funding source benefactors, other networks, other mental health and substance abuse professionals, and one another to provide the spectrum of services available. As funding and other resources have been limited, the need for innovation has increased, and, thankfully, technology has assisted in that quest. Finally, all shareholders within CFBHN realize the value in transparency to the public, other agencies, and one another.

With the responsibility of more than ten million persons served and more than 100,000 persons treated, the task of the network is overwhelming and requires the support of every member of our community. In September, Governor Scott supported new legislation and funding to fight the opioid crisis. In October, President Donald Trump declared the opioid epidemic a "national public health emergency," citing that "64,000 Americans died from overdoses last year, 175 every day, seven every hour." (Vitali, 2017) While this may be news to some, it is not news to our providers who work tirelessly daily to mitigate the results of the opioid crisis in our community. We are all hopeful that our leaders will recognize the need to address the problems identified, as President Trump said, "as Americans, we cannot allow this to continue. It is time to liberate our communities from this scourge of drug addiction." (*Vitali, 2017)

Mental health problems take a toll on families, friends, and our community. I am grateful to the professionals we work with within CFBHN, including the Board Members, the CFBHN Team, and the Providers in the trenches every day, all of whom are committed to making every dollar count toward treatment of this societal problem. I want to especially thank all CFBHN staff as well as our community collaborative partners who quickly responded this year in the aftermath of the devastation of Hurricane Irma. The assistance you provided in our communities was invaluable. As we look toward 2018, we continue to face funding challenges and behavioral health obstacles, but I am confident we have the skill set to conquer these concerns and provide the extraordinary service the community has seen and is confident we will address.

Albert Einstein said, "Try not to become a man of success, but rather try to become a man of value." I am grateful that I work with dedicated men and women of value!

*Vitali, A. (2017, October 27). Trump calls opioids "worst drug crisis in American History." NBC News. Retrieved from <https://www.nbcnews.com/politics/white-house/trump-declare-oxioids-public-health-emergency-n814536>

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.

Community Focus... Individual Results



Current Snapshot

July 1, 2016, began CFBHN's seventh year managing the safety net system of care for substance abuse and mental health services funded through Department of Children & Families. Community voices continue to be heard and supported via Coalitions, Consortiums, and Regional Councils in all fourteen counties. CFBHN managed **\$183,457,896** contracted through community organizations serving **108,548** persons with a full array of services including acute care,



\$183,457,896

TOTAL CONTRACT FUNDS

98% | Expenditure
Rate on Services

84 Contracted Service Providers

108,548

Numbers Served in Treatment

10,174,160 | Numbers Served
in Prevention

residential treatment, housing, medical, outpatient, and recovery support services and reached **10,174,160** individuals through prevention. Contracted funds were efficiently and effectively managed at a **98%** expended rate with a total administrative cost less than **4%** — a good value for Florida taxpayers.

Senate Bill 12 Continues to Guide Responses for System Development in Florida

Implementation continues relative to the legislation passed in 2016 regarding Mental Health and Substance Abuse services. The Managing Entities have focused on those individuals with high needs and high utilization of services (HN/HU) by providing a Care Coordination protocol. All contracted service providers within the CFBHN network currently are or are on their way to becoming fully accredited by a recognized governing body that fits their specific type of service delivery. Staff continue to reach a high success rate

of diverting individuals to services within their local communities and away from more restrictive settings while also meeting the unique needs of families with comprehensive teams and services.

Linda McKinnon Represents Southeast Region on National Stage



Linda McKinnon, President & CEO, continues her work as an elected Board Member to the National Council for Behavioral Health representing the Southeast Region 4 (North Carolina, South Carolina, Florida, Georgia, Kentucky, Mississippi and Tennessee). She is frequently called to testify before Florida legislature committees and works with national elected officials through the National Council.

Florida's Next Biggest Challenge – Addressing the Opioid Crisis

The Opioid Crisis has attacked Florida hard. More than 14 people per day are dying. Hospitals and Emergency First Responders are deluged with caring for persons who overdose, sometimes several times in the same day. Jails have become default residential detox centers. All of this is occurring at the same time a large federal block grant, some \$21,000,000, expired at the end of the 2016–2017 fiscal year — much of it tied to critical needs like residential treatment and core community wraparound services that support recovery.

Even though Governor Scott was able to secure some \$27,000,000 in the spring of 2017 for medication assisted treatment (MAT) and outpatient services, it will probably not be enough to meet the growing need. Those funds were quickly dispersed following the execution of an executive order and CFBHN was able to begin serving individuals in programs almost immediately. However, it is estimated an additional \$50,000,000 will be required to combat this crisis as well as meet mental health needs in fiscal year 2018-

2019. The Florida legislature will be reviewing what will be required to meet this need and determine if appropriations can be allocated to support services.

5-Star Performance Award Recognition & 20th Anniversary Open House

Annually CFBHN contracted providers participate in a process that analyzes their overall performance by category according to a "Scorecard". For 2016 the performance incentive award that each recipient would have earned was voluntarily donated back into the system of care by that recipient to cover shortfalls in budget allocations. The same was true for 2017. This was fully supported by CFBHN Staff and Board of Directors.

However, award recipients were recognized and honored in 2016 and will also be recognized for their achievements at the Anniversary Open House scheduled for November 16, 2017.

The Anniversary Open House will welcome celebrity National Football Players

to help with the celebration including Martin Gramatica of the Super Bowl Winning Tampa Bay Buccaneers. He will be joined by NFL Alumni David Jones and Ike Alama-Francis. All of the players will be available to meet and greet guests and share their stories. Along with Martin as a guest speaker, the event will again welcome the Department of Children & Families Secretary Mike Carroll who will speak to the attendees.

A complete list of award recipients can be viewed at www.cfbhn.org.

Healthy Transitions – Supporting Youth and Young Adults to Achieve their Dreams!

The program vision is "To create a sustainable legacy of physical, mental and social supports that enable youth and young adults to thrive in their communities." The Florida Healthy Transitions' primary partner organizations: Florida Department of Children & Families, Central Florida Behavioral Health Network, 2-1-1 Crisis Center of Tampa Bay, Success 4 Kids & Families, 2-1-1 Tampa Bay Cares, Suncoast Center, and BMR Consulting have been working diligently to bring this vision to life - and they have the results to prove success! The non-traditional approach of meeting young people in their communities, supporting them in identifying their own treatment and transition goals, and providing young people with the tools needed to be successful, is proving to be a very effective strategy.

Since its January 2016 launch, Florida Healthy Transitions (HT) has provided services to 12,705 youth, young adults and families. Additionally, over 300,000 local residents have been reached through the program's social marketing efforts. And some 6,033 individuals have been educated about the program through one-on-one outreach efforts at local activities, events, community meetings, and street outreach.

Almost 6,000 youth and young adults have contacted 2-1-1 for services, and based on their actual and/or potential risk factors, were screened for Healthy Transitions and related behavioral health services. About 128 youth and young adults have participated in the Transition to Independence Process (TIP), Motivational Interviewing, and the Cognitive Behavioral Therapy Informed Wraparound Process – all designed to assist them in achieving their transition plan goals. And 74 youth and young adults have participated in the program's weekly Mental Wellness~ Bent Not Broken support groups.

**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!"**

~ Created by program participants

**FEELING SAD,
ALONE OR STUCK?**
Healthy Transitions can help.
Age 16-25 • Text FHT to 898211

Success in recovery is a daily process. Stay the course.

Florida Healthy Transitions doesn't discriminate and participants expand across all races, ethnicities, genders, sexual orientations, and socioeconomic statuses. The program's evaluation reports reveal that after being enrolled in the program for only 6 months, Florida Healthy Transitions' program participants demonstrated nearly a 50% improvement in the following areas: ability to handle daily life, hopefulness, frequency of depression, sense of belonging in their communities, and re-enrollment/enrollment in school or vocational training programs.

Additionally, several participants successfully engaged in therapy/medication management services, decreased hospitalizations due to mental health crises, increased ability to access transportation independently, earned their diploma or GED, enrolled in college, obtained employment, secured stable housing, and successfully completed their transition plan goals. Furthermore, 97% of the program's participants indicated they would still elect to receive Florida Healthy Transitions' services, despite having other options.

The program continues to work to improve services for youth and young adults through: bridging the child and adult behavioral health systems of care and services, changing the traditional paradigm of services to one that is tailored to and guided by the youth/young adult's voice and choice, employing youth and young adults in various roles (in addition to Certified Peer Recovery Support Specialists) and providing a wide spectrum of peer supported services.

Success stories can be viewed at the new CFBHN website www.cfbhn.org landing page for videos or on our YouTube channel at <https://www.youtube.com/c/CentralFloridaBehavioralHealthNetwork>. Additional information can also be located on the program's website at: <http://flhealthytransitions.org/>

Consumer & Family Affairs Leads Recovery

Consumer & Family Affairs (C&FA) added to their team this year and welcomed Jo Dee Nicosia, B.S., as the Florida Children's Mental Health System of Care – Sustainability Grant, Local Coordinator. Along with Director Carol Eloian and Beth Picora, Consumer & Family Specialist, this team serves to keep the focus on recovery throughout Florida and the nation.

The entire team has taken an important role in spearheading the Recovery Oriented System of Care (ROSC) concept in this region and statewide. This role completely dovetails with the leadership provided they provide to the Florida Certification Board regarding training and development of Certified Peer Specialists and the additional work with grassroots organizations like National Alliance on Mental Illness (NAMI) that helps to support volunteer work throughout the network.

Board service is also a critical component of the work this team does and in the bulleted section of this report you can see the many committees, work groups and task forces of which they are a critical member. Finally, their community organization and training initiatives are without parallel.

Network Development & Clinical Services Extends into a Critical Area - Housing

Housing was a very key element of this past year's focus. CFBHN answered the call by creating a special department with staff resources dedicated to connecting and understanding the local housing environment.

CFBHN Housing Specialists made valuable connections with mental health/substance abuse providers, stakeholders, and the nine Continuums of Care (CoC) throughout the region and assisted in the Point in Time counts that are critical to understanding and evaluating needs.

They also engaged with local housing sources to establish SOAR Steering Committees. A SAMHSA best practice recommendation, SOAR strives to work

collaboratively with local Social Security Administration offices to streamline the disability application process.

Training is a key component of any successful project launch and the Housing Specialist Team coordinated Supportive Housing Training provided by the Florida Supportive Housing Coalition throughout the region. Designed for Frontline Staff, it increased knowledge and facilitated communication between CoCs, key community stakeholders, and provider organizations.

Enhanced Communications

CFBHN's new website redesign will launch December 1. A total makeover, this website will provide the latest up to the minute features with a consumer focus and feel. Developed to clearly present quality information, it has been field tested by community users who certified the Services Locator is top-notch and fully responsive. This key feature of the new site, the Service Locator, will guide users through easy to navigate "buttons" that drill down selections based on age and type of service required. The map will then plot resources close to the users address, provide additional information as well as a link to the provider organization's website if available. Hovering over the listed services will provide easy to understand descriptions. In addition to traditional substance abuse and mental health services, the site also boasts a new feature to help locate **Housing** – an identified key need for the region.



The site will also feature a complete Newsroom designed to more effectively engage with media sources and a landing location for the library of **Recovery Points and Programs** videos that showcase real people and their success stories. Another very exciting component of this project is the mobile friendly version that properly sizes and fits the information to smart phones, tablets and other mobile devices. Visit the new site at the same address www.cfbhn.org.



The **Recovery Points & Programs** series of dynamic stories launched just last year and they tell compelling true stories of successful recovery journeys. Each year CFBHN adds to these stories and will be shortly debuting program stories on Family Intensive Treatment (FIT) and NAMI Pinellas along with four short PSA's linked to the services provided in the network by our provider organizations. Take a few moments to get to know some of your fellow Floridians and celebrate what a difference services have made in their lives. The stories can be viewed on the CFBHN YouTube Channel – which now has its own name – at <https://www.youtube.com/c/CentralFloridaBehavioralHealthNetwork> or you can view them from our website in a special section devoted to videos.

So please take time to visit our redesigned and vibrant website at www.cfbhn.org. While there subscribe to our Newsletter and connect with us on social media. Your thoughts, suggestions and ideas are very valuable and always welcome.

Thank you for reviewing our 2016-2017 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. All board members serve without compensation

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
Executive Director Lee Association for Remarkable Citizens

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 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. Subhakararao 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

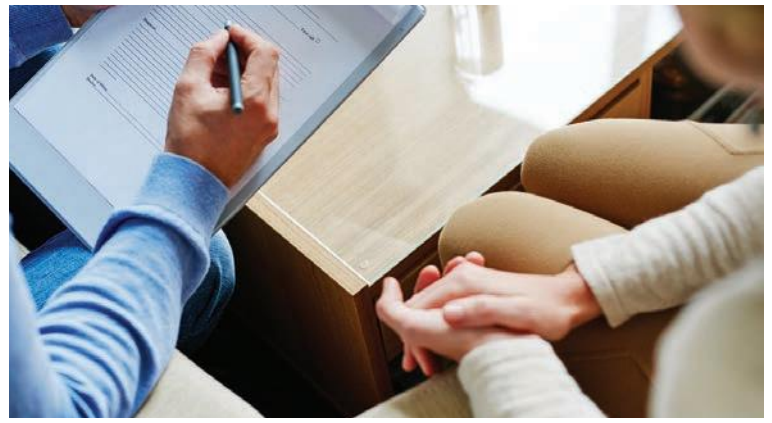
Dr. Alvin Wolfe, Community/Child Advocacy
Distinguished Professor Emeritus USF Department of Anthropology



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

- Some of our most exciting news of the year is the total website redesign. Set to officially launch December 1, the website will sport a consumer friendly look and feel and be highly responsive to locating services that match need. A fully functioning Newsroom will enhance effective communication with the media and there is space for viewing the Recovery Points and Programs video success stories.
- Social Media continues to engage the general public by providing important educational messaging. With expanded reach, targeted messages have “gone viral” without any paid support reaching in the millions of views. The “Good Sam” PSA video remains one of the most watched videos on the CFBHN You Tube channel.
- The success story video program now includes a video for the Family Intensive Treatment Team program and NAMI Pinellas. Four new short version PSA's will debut in December.
- CFBHN Staff and Programs have been featured in four CW44 Bayside TV shows this past year and staff interviewed as experts for numerous newspaper articles throughout the region.
- Presentations to all legislative delegations and personal meetings were held both in district and in Tallahassee with Florida elected representatives and with US Congressional elected representatives in district and Washington.
- Staff assisted with emergency response in the Disaster Recovery Centers following the Hurricane Irma devastation affecting most of the region and the state.
- Support and expertise was provided to town halls, forums and other gatherings concerning the Opioid Crisis.
- Linda McKinnon (President & CEO), Larry Allen (Chief Operating Officer), Marcia Gonzalez Monroe (Chief Clinical Officer), Doris Griggs Nardelli (Director of Communications) and Stephanie Johns (Quality Improvement Director) presented workshops and poster presentations at national and state professional conferences including: The National Council for Behavioral Health, the Florida Behavioral Health Conference, the Florida School of Addictions and the National Medicaid Congress.

- Numerous staff continue board service nationally, on a state level and locally.

Consumer & Family Affairs

- Focusing on advocacy staff served on numerous committees and boards including: the Recovery Oriented System of Care (ROSC) Transformation Task Force seeking to transform services statewide, the Florida Certification Board, the Behavioral Health Advisory Committee, the Code of Ethic Review Committee, the Suicide Task Force of Tampa Bay, and the Florida Children's Mental Health System of Care Expansion and Sustainability Project federal grant in Pinellas and Pasco Counties focusing on improving outcomes for children and youth with Serious Emotional Disturbances (SED)
- Supported local initiatives like; “World Suicide Prevention Day”, held at the James A. Haley Veterans Administration facility, which provided education and resources to over 80 community members, PFLAG (formerly known as, Parents, Families and Friends of Lesbians and Gays) which promoted cultural and linguistic competencies while providing substance use and mental health resource information to the LGBTQ community, service on Florida Assertive Community Treatment (FACT) Advisory Councils to encourage families/ caregivers involvement and support while loved ones navigate their recovery journey, and partnering with Family Intensive Treatment Team (FIT) staff to provide technical support for Recovery Peer Specialists and for appropriate use of Wraparound.
- Continued work from previous year to the Peer Support Coalition of Florida, retained advisory membership to the grassroots advocacy organization National Alliance on Mental Illness (NAMI) affiliates, and promoted consumer and family involvement and advocacy for “voice and choice” (a system of care principle) via Tampa Bay Health Advisory Board Behavioral Health Workgroup, Safe and Sound's, Family Health & Wellbeing Committee, Connect 4 Families Pinellas, Pasco Children's Behavioral Health Partnership, Healthy Hillsborough, Infant Mental Health, and Polk County's Inmate Behavioral Health Care.
- Functioned as a CEU training provider for 185 individuals seeking required Recovery Peer

Specialist training for certification. Training included Wellness Recovery Action Planning (WRAP), Helping Others Heal Recovery and Wraparound.

- Provided trainings to eliminate stigma and discrimination to over 1200 individuals via; Health Occupations Students of America, Ombudsman Program for Area on Aging, Pasco and Hillsborough Sheriff Deputies, Assisted Living Facilities staff, Hillsborough Mental Health Court personnel, ROSC Regional Summit participants, Faith based Leaders Forum, and the Peer Specialists Discovery Conference.

Financial Management & Human Resources

- Developed Alternative Payment Methodology Work Group to review alternative payment methodologies for Fiscal Year 2018 – 2019.
- Developed 401K Fiduciary Committee.
- Changed 401K provider to Transamerica to lower fees and improve long term performance.
- Switched health plan provider to AvMed negotiating a 10% increase (when other carriers were quoting 40% increases) saving CFBHN over \$250,000.
- Hosted Physician who conducted Stress Management staff training.
- Implemented a “Volunteer Day” Program. Employees may use up to 8 hours of a workday annually towards volunteering at an institution of their choice (11 employees utilized this in the 1st six months it was available).
- Enrolled all staff into Teladoc service. Staff and/or a family members are able to speak to a licensed physician by web, phone or mobile app in under 10 minutes 24/7. High satisfaction rates reported.
- Introduced a new online employee training site, ThinkHR, with over 200 course topics. Currently organization has two active online training sites which ensures compliance, reduces risks, and drives employee engagement and productivity.
- Provided Supervisor training to all interested staff.
- Conducted “Bridge out of Poverty” diversity training for all staff.
- Created a “Leave Sharing” program to assist with salary continuation for staff who experience extraordinary, unplanned, and involuntary circumstances and are unable to work.

Bridging Gaps with Management Solutions (continued)

Information Management

- Contract Action Tracking System (CATS) was enhanced to utilize a SQL backend.
- The Prevention Reporting APP for the regional logic model (FDLE, FIRES, Florida Charts, FYSAS, Local data, Medical Examiner, FLDOE, etc.) was implemented.
- Enhancements to SharePoint system included:
 - Streamlined and automated Department of Children & Families Equipment Approval Process
 - Implementation of Peer Specialist Training and Certification tracking
- Provided research for outside stakeholder's projects:
 - City University of New York - cost of care using state service data
 - State of Florida - Revenue Maximization
 - Pinellas County Department of Health
- Enhanced the Health Data System (HDS) to allow vouchering for multiple programs and payers. Claim data automated into Contract and Finance Exchange (CAFÉ) billing system
- The Electronic Health Record (EHR - Psychconsult) was implemented at Success 4 Kids July 1st. Also used the Reporting Services website to assist Success 4 Kids in producing their own reports.
- Additional Sheriff Departments were brought onboard as part of the Arrest Data Sharing Project.
- The Healthy Transitions federal application was enhanced to include automated file upload for reporting.
- Included file processing and validation for Central Receiving Facilities.
- Prevention Based Performance System billing file included in Data vs Billing system.
- The Master Client Index was implemented per Department of Children & Families requirements.
- Included additional data sources in the data warehouse.
- Brought the new Britney Way Conference facility on line and connected to corporate infrastructure.

Network Development & Clinical Services

Prevention

- Staff participate in a variety of state level workgroups including the Florida Needs Assessment Focus Group and State Epidemiological Outcomes Workgroup.
- The new database collection system launched last

fiscal year, the Florida Prevention Based Performance System, is successfully capturing all prevention activity including numbers served, activities, training, staff assignments, and help desk ticket activities. This information will prove invaluable in spotting trends and evaluating overall success of initiatives.

- Funding was identified and reallocated to address the Opioid Crisis in heavily hit counties including Lee, Charlotte, Highlands, and Sarasota.
- Prevention Consultant provided evaluation services, reviewed coalition deliverables and issued monthly reports based on findings.

Child System of Care

- Hosted 167 Interagency "lockout calls", 21 less than previous fiscal year.
- Revised Children Specific Staffing Team (CSST) application in English and Spanish versions.
- Decreased SIPP levels of care admissions over previous year by 13. CFBHN continues to focus on the use of lower level as of care as appropriate and to advocate for the use of CAT teams and STGH as next levels of care from outpatient and in-home therapies.
- Circuits began creation of "pre staffing processes" connected with court involved youth.
- Continued focus on Evidence Based Programs supported by CFBHN training opportunities for provider organizations.
- Children's Mental Health Database flags youth 17 ½ years old to assist in coordinating a FACT team referral for a smooth transition into the adult system.
- Created a FIT Manual that coincides with issuance of amended Guidance Document 18 (FIT Model Guidelines and Requirements)
- Six Behavioral Health Consultants work in the network assisting Child Protective Investigators regarding behavioral health issues relative to in-home child safety.
- Completed initial Child Welfare/Behavioral Health Self-Study with plans for quarterly update submissions on progress.

Adult System of Care

- The 14 Florida Assertive Community Treatment (FACT) Teams continued to focus on priority populations as identified in Senate Bill 12 and the Department of Children and Families defined Priority of Effort. FACT admitted 154 new clients this past fiscal year with 32% of these admissions diversions from State Mental Health Treatment Facilities admission, 32% being SMHTF discharges and the remaining 36% falling into other categories. There were a total

of 153 discharges from the 14 teams during the year. Waitlist for admission to FACT varies on a monthly basis during the year with a total of 72 at year end waiting for a FACT slot.

- Assisted with 1,186 Non Priority Community Resources Calls and linked the caller to appropriate community resources.
- All 56 complaints were resolved successfully and there were Zero Grievances filed.

Forensic

- Successfully diverted 185 individuals from the State Hospital and facilitated over 354 forensic residential referrals to regional community partners to promote diversion from state mental health treatment facilities and assist in discharging.
- The Forensic Multidisciplinary Team serves a capacity of 45 individuals in the Tampa metro area.

System of Care

- Assisted with 61 DCF tracker cases with an average response time of less than 24 hours.
- Performed and logged 64 "Secret Shopper" calls and continued the very successful program of sharing results and offering technical assistance to improve service performance and access.
- Delivered more than 34 onsite and webinar trainings throughout the year including: Behavioral Health in Assisted Living Facilities, Care Coordination, Mental Health First Aid, Adult System of Care, NIATx Change Leader Academy, Child/Parent Cognitive Behavioral Therapy, Infant Mental Health, Motivational Interviewing, and Stages of Change.

Quality Improvement

- Created new QI methodology with differentiated Corrective Actions from formal Areas of Concern resulting in reduction of total number of Corrective Actions issued.
- Reviewed, revised and updated all monitoring tools for Fiscal Year 2016-2017.
- Risk Manager worked closely with IT to develop a new Data Summary Process required for weekly critical incident reviews. New process dramatically shortened prep time for reporting.
- The new Monthly Incident Report Template streamlined process for summarizing number and type of incidents reported by contracted providers.
- New Risk Reporting Software was field tested this fiscal year and will be fully implemented in Fiscal Year 2017-2018.
- New Risk Manager came on board October 2016.

