



Central Florida

Behavioral Health Network, Inc.

2017 – 2018 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 that 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. We accomplish our mission 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.”

Stronger Together

We are pleased to present our 2017-2018 Annual Report to the community.



Linda McKinnon, President & CEO

Last year we celebrated our twentieth anniversary at the yet to be named Richard Brown Conference Center. The conference center opened in 2017 and was dedicated to the memory of Richard Brown by our Board of Directors in January 2018. Richard was a dedicated community leader who worked tirelessly to improve the lives of persons struggling with addictions; he was a true visionary and one of the founders of CFBHN. Every time I enter the center, see Richard's smiling face, and name on the wall I am happy knowing that his spirit lives on in a space designed for community use, education and sharing of practice to improve the quality of the lives of people living with mental illness and addiction.

The celebration also honored the CFBHN founders who envisioned a network of providers coming together to improve the coordination of care for people who needed to access multiple treatment services and to recognize our outstanding provider organizations with the presentation of their 5 star awards. We were graced with a variety of inspirational speakers and it was a beautiful day of both celebration and remembrance.

CFBHN has continued to work with our providers and our communities to identify solutions and bring the best possible services to assure a safety net for our citizens and families in crisis. This year a tremendous effort has been made across all sectors to address the Opioid Crisis occurring across our state. The tragic deaths of so many due to overdose has brought CFBHN together with State and County governments, law enforcement agencies, first responders, hospitals, child welfare agencies, schools, foundations, community coalitions, providers and other stakeholders to develop and deploy innovative approaches.

We are excited to be working with a number of our County Governments and Community Foundations to collaborate on innovative projects and proactively address local issues that will improve the lives of individuals and keep our families and communities safe. CFBHN has adopted ROSC (Recovery Oriented System of Care) principals throughout the continuum of services provided by our Network assuring that services are both effective and focused on recovery at every touchpoint.

I look forward to continuing our work to be at the forefront of delivery of quality public behavioral health services. CFBHN's mission and vision guides everything we do and I am particularly grateful for our outstanding Board of Directors and Provider Network. Their ongoing commitment is the reason for our success! Please feel free to contact me with your feedback and comments. Enjoy reviewing this annual report and please visit our newly redesigned and interactive website at www.cfbhn.org.

I welcome your comments and can be reached at lmckinnon@cfbhn.org



Ray Gadd, Board Chair

If I've said it once, I've said it a hundred times. I am in awe of the dedication, commitment, and pure sweat that our network providers put into our communities. They work hard, they work smart, and they often get the job done on less than sufficient resources. They are warriors for mental health and substance abuse treatment and fearlessly speak to power representing those too vulnerable to speak for themselves. Our providers are changing lives today and tomorrow. Every day is a challenge and every challenge is not without frustrations. The rewards, however, are great. We know that the quickest route to being unhappy is to be overly worried about happiness. Our providers are focused on helping people overcome obstacles, meet challenges head on and hopefully experience the joy that comes with leading a healthy, engaging and productive life - happiness.

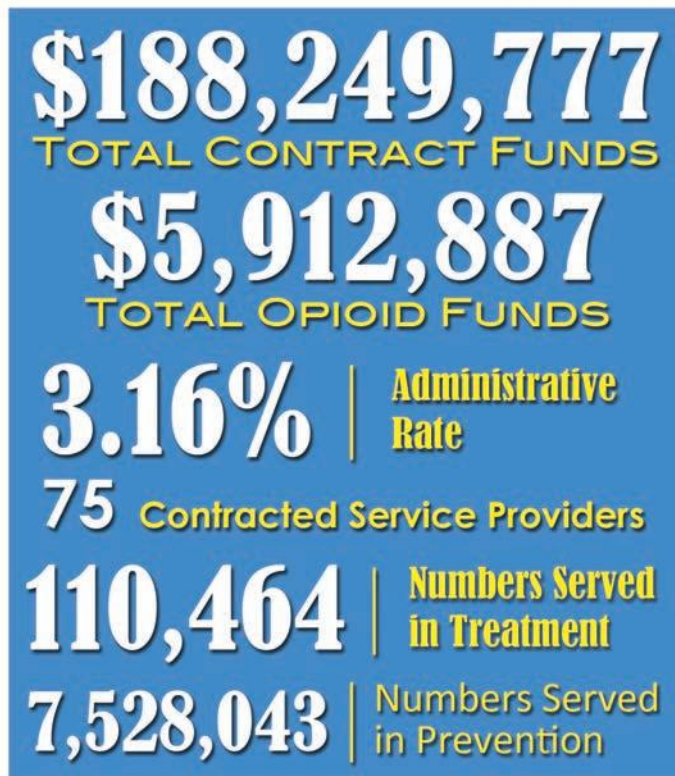
I am particularly proud of the CFBHN Board of Directors. What a cast of characters. We always have a quorum, and our meetings are spirited, candid, complicated and engaging. I can't resist singling out just a few. Nancy Hamilton, former CEO of Operation PAR, is as passionate in retirement as she was at the height of her career. Honest, to the point, and direct. You can always count on Nancy to speak up and speak loud. Bob Rihn, engaging, big smile, prepared, on task, and always representing the needs of our rural counties. Clara Reynolds, direct, passionate, and obviously committed to her work. Craig Lattimer, the voice of reason, well- prepared, and thoughtful. I don't have the space to talk about them all but suffice it to say each are unique, engaged and ready to make a difference. I am proud to work with such a talented and dedicated group of people.

Last but not least, our CEO, Linda McKinnon, and her talented staff. On more than one occasion, I have sought counsel on Board business and other issues and they have never wavered. They work long hours, deal with a constant barrage of complicated issues and they do it all with grace and calm. They are a very fine team.

Ironically, at this time last year, we were dealing with the aftermath of Irma and we again find our beautiful state the victim of a terrible natural disaster, Hurricane Michael. Natural disasters are difficult for even the most competent and advantaged individuals. I am humbled to play a small part in an organization and a network of managing entities that stands ready to respond to any circumstance where communities, families, and children find themselves in crisis. I am very proud to be associated with Central Florida Behavioral Health Network and all our wonderful providers. I work with people that care about people – every day. Enough said!

Community Focus...

Individual Results



Current Snapshot

July 1, 2017, began CFBHN's eighth year managing the safety net system of care for substance abuse and mental health services funded through Department of Children & Families. Community voices are heard and supported via Coalitions, Consortia, and Regional Councils in all fourteen counties. CFBHN managed **\$188,249,777** service dollars and **\$5,912,887** in opioid funding contracted through community organizations serving **110,464** persons with a full array of services including acute care, residential treatment, housing, medical, outpatient, and recovery support services and reached **7,528,043** individuals through prevention. Contracted funds were efficiently and effectively managed at a **3.16%** administrative rate - a good value for Florida taxpayers.

Linda McKinnon Represents Southeast Region on National Stage



**NATIONAL COUNCIL
FOR BEHAVIORAL HEALTH**
STATE ASSOCIATIONS OF ADDICTION SERVICES
Stronger Together.

Linda McKinnon, President & CEO, will very soon complete her service work on the national level 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). Her leadership and expertise has been valuable as she worked with the National organization to raise awareness for the behavioral health care needs of US citizens.

Tragedy at Marjory Stoneman Douglas High School
Results in Coordinated and Comprehensive Response
to Protect Children in Florida Schools



The tragic mass shooting of children and teachers at the Marjory Stoneman Douglas High School in Parkland, Florida brought quick response at all levels of government. Bill passage mandated a thorough review of response time and the development of comprehensive systems of protection as well as

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provision of needed services with the hope that this would avert future tragedies. The Managing Entities have been at the forefront of working collaboratively with local schools and law enforcement agencies to help facilitate appropriate responses.

Florida Faces Opioid Crisis with Continued Federal Funding

Systems are in place and quick response is the norm for responding to the Opioid Crisis in Florida. Funding puts in place medication assisted treatment (MAT) and outpatient services and provides tools First Responders and Emergency Rooms need to rescue people from the brink of death. Recovery is possible with this critical funding allocated for care. Florida was grateful to receive continued Federal funding for Fiscal Year 2018-2019, the quick response of the Governor to release the funding, along with the Florida legislature providing additional funding to help the cause.

Focus on Community Collaboration and Innovative Partnerships



During the fiscal year, CFBHN became heavily engaged with a variety of innovative community collaborations. The focus was on engaging with partners that could quickly bring services where and when they are most needed. The Polk County project called “Helping Hands” is a joint venture of the County Social Services, the Sheriff’s Department and local Emergency Management Technicians. This program is voluntary for persons who received mental health services while in the local jail and need continued care after their release back into the community. The PICA (Pinellas Integrated Care Alliance) also brings several organizations together to assist with homeless and other individuals who encounter law enforcement and need assistance. Finally, the Sheriff Data Sharing Project uses technology to match booking data information against treatment data for individuals in the care system and connects the individual with a service provider. Additional community and school-based initiatives are in the works for the region and will be launched in late 2018 and early 2019.

**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

Healthy Transitions Helps Young Adults Achieve their Dreams!

The vision of Florida Healthy Transitions is to create a sustainable legacy of physical, mental, and social supports that enable youth and young adults to thrive in their own communities. Central Florida Behavioral Health Network, in partnership with the Florida Department of Children & Families, BMR Consulting, Crisis Center of Tampa Bay, 2-1-1 Tampa Bay Cares, Success 4 Kids & Families, and Suncoast Center, work together to assist transition aged youth and young adults (ages 16-25) in living their best lives.



Florida Healthy Transitions is made possible through a grant funded by the Substance Abuse and Mental Health Services Administration (SAMSHA). Since its implementation in 2016, Florida Healthy Transitions has provided information, crisis intervention, community linkages and/or behavioral health services to over **19,976** youth, young adults and their families. The program has facilitated **Wraparound** and **Bent Not Broken** wellness groups to over **200** young people. Program participants have achieved extraordinary outcomes, with notable achievements in the following areas:

- ✓ **43%** increase in the number of participants who are able to deal with a personal crisis
- ✓ **57%** increase in participants who get along with their family
- ✓ **47%** decrease in depression
- ✓ **44%** increase in sense of self-worth
- ✓ **30%** increase among young people who feel a sense of belonging in their communities
- ✓ **96%** of participants would recommend the program to others

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 and Family Affairs continues to serve as a member of Florida's Statewide Recovery Oriented System of Care (ROSC) Transformation of Change Agents (ToCA) to establish an integrated, values based recovery oriented system of care where recovery is expected and achieved through meaningful partnerships and shared decision making with individuals, communities and systems. The C&FA Department is now a mighty team of five as they have added a family and a youth coordinator to work directly in the community.

In the Suncoast Region, C&FA is responsible for developing, implementing and maintaining a strategic plan that supports and aligns with the State's Priority of Effort and their five key priorities:

- ✓ Promoting Collaborative Service Relationships
- ✓ Training and Technical Assistance
- ✓ Promoting Community Integration
- ✓ Increasing Peer-based Recovery Services
- ✓ Developing a Strong Recovery Oriented Workforce

Network Development & Clinical Services Housing Team Provides Critical Connection



The Housing team fills a critical and needed role to locate available, affordable housing options for persons in care. They have connected and engaged with local housing authorities and have the expertise to make valuable connections with the behavioral health providers in each community. They work very closely with the nine Continuums of Care (CoC) throughout the region and assist in the Point in Time counts so critical to understanding and evaluating needs.

The SOAR Steering Committees (a SAMHSA best practice recommendation) that were established in the first year of operation are enabling individuals in need to streamline the Social Security application process for disability benefits.

Training is a primary focus and the team continues their work with the Florida Supportive Housing Coalition to increase frontline staff knowledge while facilitating communication between CoCs, key community stakeholders, and provider organizations.

Enhanced Communications

CFBHN launched the new enhanced website January 2018. The consumer look and feel was quickly recognized for ease of use and presentation of

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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

Ray Gadd, Chair, Community/Elected Official

District School Board Pasco County

Clara Reynolds, Vice Chair, Provider/Regional Council Chair

CEO Crisis Center of Tampa Bay

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

Pasco County Clerk of the Court & Comptroller

Brena Slater, Secretary, Community/Community Based Care

Sarasota YMCA/Safe Children Coalition

The Honorable Craig Latimer, Treasurer, Community/Business

Hillsborough County Supervisor of Elections

Kevin Lewis, Quality Committee Chair/Community Advocate

Executive Director LARC - Lee Associations for Remarkable Citizens

Alison Salloum, Ph.D./Community

University of South Florida

Community Directors

Joshua T. Barnett, County Government Representative

Health Care Services Manager Manatee County Government

Guy Blanchette, Community Representative

President & CEO Drug Free Collier

Scott Burgess, Provider/Regional Council Chair Circuit 20

President & CEO David Lawrence Center

Dr Glenn Currier, Professor/Chair Department of Psychiatry & Behavioral Neuroscience

University of South Florida

Josh Dillinger, Community Business Representative

GCD Insurance Consultant

Ray Fischer, Community/Community Based Care

Children's Network of Southwest Florida

Nancy Hamilton, Community Representative

Retired CEO Operation PAR

Tracey Kaly, Community Representative

Director of Ambulatory Clinical Operations Baycare Behavioral Health Children's Treatment Center

Wendy Merson, Community/Private Receiving Facility

CEO Windmoor Healthcare

John H (Jack) Minge III, Provider/Regional Council Chair Circuit 12

CEO Coastal Behavioral HealthCare

Walter Niles, Community/Public Health

Director Health Equity Office Hillsborough County Health Department

Kathleen Peters, Legislative Representative

Florida House of Representatives

Robert Rihn, Provider/ Regional Council Chair Circuit 10

CEO Tri-County Human Services

Terri Saunders, Community/Community Based Care

CEO Heartland for Children

Nathan L. Scott, Community Child Welfare Advocate

Child Welfare Policy Coordinator Florida Department of Health

Jerry Wennlund, Provider/ Regional Council Chair Circuit 6

President & CEO PEMHS

Dr. Alvin Wolfe, Community/Child Advocacy

Distinguished Professor Emeritus USF Department of Anthropology



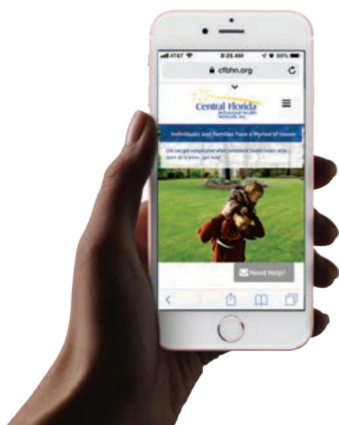
What is This?

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. 105

needed and useful information. The key feature is a dynamic service locator that guides inquirers through the use of “drill down” buttons based on an individual’s age and type of service desired. Plotting resources on a map that are most convenient to where the user lives, it provides quick links to those resources when available.

The locator can also assist with finding Housing options – an identified key need for the region. And it helps in emergencies with locating available crisis beds nearest the individual as well as links to the community Prevention Coalitions.

The Newsroom provides a landing location for literature and the CFBHN library of **Recovery Points and Programs** videos highlighting real people and their success stories. Another very exciting component of the website redesign 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.



New this year is a series launch exploring **What to Expect**. The first offering in this series is about crisis services for adults or children in a Crisis Stabilization or a Detoxification unit. The stories can be viewed on the CFBHN YouTube Channel <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 2017-2018 Annual Report.

In Memorium

This past year saw the loss of two very special people who were instrumental in making CFBHN what it is today. We honor these men and their memory for the service they gave to our communities and what their lives meant to everyone at CFBHN. They are sorely missed.



Richard Brown, CEO of the Agency for Community Treatment Services and CFBHN Board Member, was a dynamic champion for persons with substance abuse and mental health issues. Richard was the one most people turned to when they needed a visionary and clear thinking individual to determine the best course of action. He was dedicated to serving those who did not have a voice and developed specialized programs serving youth and adults, which have become the statewide model. Richard passed away December 16, 2017. CFBHN honored Richard by making him a Board Member Emeritus and naming the CFBHN conference center the Richard Brown Conference Center.



Larry Lumpee, Retired CFBHN COO, Former Assistant Secretary for the Department of Juvenile Justice and CFBHN Board Member, brought expertise from all levels of government to his position at CFBHN. He guided the early growth and development of the corporation and provided a steady focus at the helm. Known affectionately simply as Mister, Larry was the perfect sounding board and an engaged mentor to so many. He always made everyone feel important and valuable and had a special soft spot for the plight of young people. Larry passed away April 5, 2018. CFBHN has honored Larry by making him a Board Member Emeritus.

Vision

Envisioning communities where accessible behavioral healthcare enhances the lives of all

Mission

Central Florida Behavioral Health Network: Managing a quality behavioral health system of care that brings help and hope to individuals, families and communities

Values

Accountability

Advocacy

Collaboration

Innovation

Transparency



Bridging Gaps with Management Solutions

Education and Advocacy

- Launch of new highly responsive and consumer friendly website featuring dynamic Service Locator, Newsroom and other features
- Social Media expanded reach and engagement with original content and educational messaging
- **What to Expect** series debuts November 2018 and focuses on crisis services for mental health and substance abuse for adults and children
- Medicare Part D media campaign will run October 2018 to December 2018 on CW44 in prime time. This was made possible through a grant from Phrma
- CFBHN Staff and Programs were featured on the CW44 Bayside TV show and staff have also been interviewed by media outlets and appeared on TV news shows throughout the year
- CFBHN continues to provide information regarding services to elected officials, staff and legislative delegations throughout the network, and US Congressional elected representatives in district and Washington
- Support and expertise is provided via 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

- Support Florida's Statewide Wraparound Fidelity initiative provided through services offered in our region. Staff educate communities regarding the model, develop trained team Champions to implement the model, and provide training opportunities
- Promote Collaborative Service Relationships through workshops provided to community stakeholders
- Plan provider organization site visits to teach techniques for implementing the Recovery Oriented Improvement Monitoring Tool
- Provided Opioid Crisis education in faith based

forums that equipped over **200** faith leader participants with valuable resources to assist their Tampa Bay community

- Developed and maintain a monthly ROSC Transformation Workgroup to promote recovery principles in service delivery
- Developed and maintain the Suncoast Region Recovery Peer Advocacy Council to provide networking among peers, assistance to members in applying for Recovery Peer Specialist certification, and provide continued education and supports to those who are employed or volunteering as Recovery Peer Specialists. Additionally, committee members enhance workforce development, decrease stigma in the community, and carry a message of recovery, empowerment, and hope to individuals and family members living with mental illness and/or substance abuse challenges
- Provide the "Family Perspective" and mental health and substance use recovery resources to Crisis Intervention Team (CIT) trained Law Enforcement Officers
- Promote Community Integration through:
 - Contract for behavioral health services and peer recovery supports in a hospital emergency room setting to link individuals overdosed on opioids and other substances to substance use treatment
 - Coordinated program with county, sheriff and fire rescue to assist individuals who have received mental health services while in jail to continue services in the community
 - Bringing Peer recovery support to community mental health crisis stabilization units
- Offering free "Helping Others Heal" (40-hour State approved curriculum) and the evidence-based Wellness Recovery Action Plan (WRAP) trainings to increase/develop Recovery Peer Support services in provider organizations
- Worked to establish the new statewide, grass roots "Florida Family and Peer-Run Coalition" (FFPRC). FFPRC's mission is to engage, advocate for, support and empower family and peer-run organizations to assist them to fulfill their mission, achieve sustainability, and contribute to the solidarity of our statewide family-run voice
- The Federal Children's System of Care Sustainability grant is \$485,000 annually for five years in Pinellas and Pasco Counties and is overseen by the C&FA team. The grant funds staff positions, provides for incidental crisis funding, provides for contracted children's service array, Wraparound training and technical assistance

Financial Management & Human Resources

Human Resources

- Employee turnover rate was a low 4.76%
- Conducted independent salary survey which noted CFBHN salaries are in line with the local market
- Employee benefits include:
 - 100% employer coverage for medical and dental with minimal increases
 - Continued 5% contribution to employee 401k
 - 100% Teladoc services

Financial Management

- Received an unmodified (clean) independent audit
- Received new STR funding for \$5,420,145 for 10 months - less than 2% remained unspent during a 10-month period
- Implemented 8 CAT (Community Action Treatment) team contracts to bring needed children and family services to the region
- Processed RFP for 4 FACT Teams to secure new providers
- Brought in a new provider to provide Bnet services
- Worked with 13 proviso (special funding) contracts that were secured by provider organizations but administered through CFBHN
- Negotiated new PPG (Prevention Partnership Grants) contracts, which brought new services to local communities

Information Management

- Developed and implemented a Forensic/916 application
- Incorporated Sherriff's data from Hillsborough and Polk Counties into an "info sharing" project
- Implemented a Care Coordination application
- Assisted Success 4 Kids & Families to move to a new EHR (Electronic Health Record) platform
- Disaster Recovery implemented in Hurricane Irma and recovered back without incident
- OPPAGA Reports were generated for their assignment from Florida Senate President and Speaker of the House to assess statewide economic impact of the Opioid Epidemic (USF/CW)
- Pinellas County Criminal Justice Substance Abuse Mental Health Reinvestment Grant support
- Ongoing monthly support of County Initiatives
- Coordination of Data Collection by parties to the Grant for Grant Reporting
- Hillsborough County Substance Abuse Integrated Care Pilot coordination of Data Collection
- Data Tools Development for Helping Hands Project in Polk County

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Bridging Gaps with Management Solutions (continued)

- FASAMS – analysis, development planning and testing for statewide launch of new reporting system
- Assisted in revamping of Company web site and moving it to the cloud
- Testing of Office 365 and moving to the cloud
- Continuous upgrade of technical infrastructure
- Continued enhancement of reporting capabilities

Network Development & Clinical Services

Prevention

- CFBHN worked with community prevention providers to reach adults and children in the Suncoast region including educational programs in schools and communities, after school activities, outreach services, community events, drug free events, and the like
- CFBHN Prevention team participates in monthly Department of Children & Families calls to discuss and problem solve identified issues
- CFBHN Prevention staff take the lead in state and local meetings and policy and legislative awareness campaigns with local stakeholders and via conferences
- CFBHN Prevention team at CFBHN is an integral part of the larger system of care in Florida. They are engaged with the FADAA (Florida Alcohol and Drug Abuse Association) Prevention Committee monthly calls where substance abuse prevention related topics are discussed, including strategic planning, legislative updates, policies/regulations, emerging drug trends and overall community health and wellness initiatives

Child System of Care

- CFBHN team participated in **240** interagency calls including Critical Case staffings, Child Specific Staffing Team staffings, and Youth at Risk staffings. This resulted in **155** children being diverted from the Child Welfare System
- CFBHN team provided technical assistance and guidance to System of Care providers to identify high-risk youth through emphasizing prevention, interventions and resources to our consumers via Youth at Risk staffing models
- CFBHN team worked with The Florida Coalition for Children and the Department of Children and Families on initiatives of a mutual strategic plan, which focused on improving the ability to work more productively with the Managed Medical Assistance (MMA) Plans
- CFBHN team developed weekly Children Specific Staffing Team (CSST) meetings to provide additional support, education, and communication between referral agents and community stakeholders focused on residential referrals to the Statewide Inpatient Psychiatric Programs and Therapeutic Group Homes
- CFBHN participated in statewide calls focused on

improving clinical services for high-risk youth and child welfare involved youth while providing an overview of successful initiatives being facilitated in the Suncoast Region

Child Welfare

- Focus groups were established that included Child Protective Investigators (CPIs), Case Management Organizations (CMO), FIS staff, and other Child Welfare involved entities. Based on their input a Communication Protocol and revised Universal Referral Form were created and are currently in use throughout the Region
- Information gathered via survey clearly demonstrated how beneficial CPIs felt Behavioral Health Consultants were to their evaluation of home safety
- CFBHN continues to be actively involved in a number of statewide projects focusing on integration, including an in depth evaluation of the current service array available to child welfare families. The work has helped to identify service deficits and funding that will open efforts to close these gaps

Adult System of Care

- Assisted with **70** Department of Children & Families Tracker cases with an average response time of less than **24** hours
- CFBHN NDCS staff assisted community members in over **960** priority and non-priority calls in the previous fiscal year
- CFBHN staff delivered more than **37** onsite and webinar trainings in the Suncoast Region, which included **15** Mental Health First Aid courses

FACT Teams and State Hospital

- There were **169** FACT discharges this fiscal year. This high number of discharges is due in part to the procurement of **four** FACT teams to different providers
- As part of CFBHN State Hospital discharge efforts, **87** clients were referred to CFBHN funded residential beds, with **33%** being admitted and **8%** removed from the State Hospital discharge ready list. The remaining either were discharged to an alternative location or were still pending a decision at the end of the report period
- FACT admitted **121** new clients in this fiscal year with **49%** being admissions directly from the State Hospital and **29%** diversions from placement into a State Hospital

Forensic

- Successfully diverted **144** individuals from the State Hospital
- Hillsborough County providers continue close collaboration with the Forensic Multidisciplinary Team to assist in diversions from the Forensic State Mental Health Treatment Facilities

Utilization Management/Care Coordination

- Established a process for open communication and collaboration with other Managing Entities for

information sharing and consistent implementation of care coordination practices

- Established provider organization assignments by circuits to support familiarity with needs and resources available in each circuit and improve ability to support care coordination efforts
- Worked closely with the Data Management team to transfer data from Excel spreadsheets to a more stable and accurate web-based data system
- Collaborated with provider organizations to clarify the Care Coordinator role and enhance interdisciplinary efforts to improve implementation of care coordination requirements

Quality Improvement

- Risk Management implemented the RL6 Incident Reporting Software in July to improve communications with subcontracted provider organizations. Staff conducted four training sessions and created a user handbook. RL6 will improve Risk Management data reporting efficiency
- Monitoring tools moved to a SharePoint section that allowed a greater number of provider organization staff able to access them prior to monitoring review
- The new monitoring report format more clearly summarizes results achieved by each provider organization. According to the conclusion monitoring survey, provider organizations highlighted the success of this change;
 - **97%** of respondents indicated that they had access to monitoring tools prior to the start of their monitoring review
 - **69%** indicated that they 'strongly agreed' that the new monitoring report summarized results in a clear and concise way. This result reflected a **23%** increase over responses to the same question in FY 16-17 before changes to the report template were implemented
 - **100%** agreed that the new report template was easy to read and understand
- Overall, survey results also revealed an increase in positive responses when compared to those obtained in FY 16-17:
 - **72%** of respondents 'strongly agreed' that CFBHN's monitoring process was organized (+**13%**)
 - **79%** 'strongly agreed' that CFBHN staff responded to requests and questions in a timely manner (+**16%**)
 - **67%** 'strongly agreed' that monitoring results accurately reflected their organization's current level of performance (+ **22%**.)
 - **94%** reported that they were 'very satisfied' with their monitoring review (+ **24%**)
- Achieved CARF reaccreditation ■