



Central Florida

Behavioral Health Network, Inc.

Your Managing Entity

2019 – 2020 Annual Report

A not for profit 501 (c) (3) corporation and a CARF International Accredited Network, 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 includes: 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. Mission is accomplished through seeking, developing, and nurturing partnerships with outstanding providers who offer high quality compassionate services. 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

Stronger Together

We are pleased to present our 2019-2020 Annual Report to the community.



Linda McKinnon, President & CEO

Dear Community Members and Friends

This has truly been a challenging year for everyone. Who knew at the beginning of our fiscal year that about half way through our entire society would be hit by a worldwide and deadly pandemic, we would be challenged to the core of our collective physique with a renewed call for basic human rights and the financial basis of our society would be severely threatened.

Our routine work to provide the quality services for the community safety net of behavioral health care had to immediately pivot and be reinvented. Access to care became the focus as we transitioned to telehealth services. We had to provide communication and outreach via social media and traditional mediums of TV, Radio and streaming services to let our communities know we were open for business and ready to serve. Our media partners stepped up and provided generous support for Public Service Announcements and sponsored ads which spotlighted our “Open for Business” mantra and the launch of a new 24/7 helpline. We also had to quickly secure and distribute personal protective equipment (PPE) for our frontline workers. Our funding partner, the Department of Children & Families (DCF), and the Florida Association of Managing Entities (FAME) proved pivotal in making this happen. We also had to transition our entire work force to remote operations. This was accomplished with workflow efficiency and safety for everyone in mind.

In response to the Black Lives Matter call for social justice following the tragedies of George Floyd’s death in Minnesota, Breonna Taylor’s death in Kentucky and Jacob Blake’s shooting in Wisconsin, CFBHN issued a statement of support for justice, equity and humanity and our commitment to the safety and well-being of all community members. We have also instituted a staff led, Board level committee to ensure we achieve the highest standards of diversity within our organization.

I could not be prouder of our entire organization and our community partners who have put forth the greatest effort to provide for our communities behavioral health needs during this crisis. I know we will emerge from this pandemic stronger and more focused as we move into the next year. My hope is for continued health and wellbeing for our communities and everyone who lives and works here.

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

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



“Central Florida Behavioral Health Network provides the right service, at the right time, in the right amount in order to save lives and ensure healthy communities.”



**Clara A. Reynolds; LCSW, MBA,
Chair of the Board**

It has been an honor to serve as President of Central Florida Behavioral Health Network's Board of Directors. In my first term as board chair, the organization has weathered many obstacles, yet has remained steadfast in its mission: managing a quality behavioral health system of care that brings help and hope to individuals, families, and communities. This mission has even greater meaning this year due to the COVID-19 pandemic. I am so proud of the hard work, dedication, compassion, and care that our Central Florida staff and partners provided our community during this very difficult moment. At NO time during the pandemic did services lapse for our clients. Central Florida and its partner providers worked tirelessly and creatively to ensure those who required help were able to receive what they needed by offering tele-therapy, tele-medicine, and other innovative interventions.

There is no question that the strength of Central Florida was tested this year. However, I am confident to report that the challenges only made us stronger. This is important because a behavioral health tsunami is coming in the wake of COVID-19 and more people are going to need our services than ever before. We, as a Board of Directors, understand this and are ready to accelerate our work at the state and local level to ensure the best services are available for our most vulnerable populations. However, it will take more than just Central Florida and our provider partners to make this happen. We need YOU! Your support of our mission is critical, and that support starts with reviewing this annual report. Please read it, ask questions, and, most important, share it with others. Together, we can make our vision - envisioning communities where accessible behavioral healthcare enhances the lives of all - a reality.

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

Clara Reynolds, Chair, Regional Council Representative for Circuit 13
CEO Crisis Center of Tampa Bay

Brena Slater, Vice-Chair / Secretary / Community CBC Circuit 12 Representative
Sarasota YMCA/Safe Children Coalition

Ray Gadd, Immediate Past Chair, Governance Chair
Pasco County School District

The Honorable Craig Latimer, Treasurer / Finance Chair
Hillsborough County Supervisor of Elections

Kevin Lewis, Quality Committee Chair/Community Advocate
Executive Director LARC= Lee Associations for Remarkable Citizens

Victoria Scanlon Provider / Regional Council Representative for Circuit 20
Charlotte Behavioral Health Care

Community Directors

Joshua T. Barnett, County Government Representative
Health Care Services Manager Manatee County Government

Guy Blanchette, Community Representative
President & CEO Drug Free Collier

Josh Dillinger, Community Business Representative
GCD Insurance Consultant

J. Scott Eller, Representative Circuit 12
CEO CASL

Ray Fischer, Community/Community Based Care
Children's Network of Southwest

Nancy Hamilton, Community Representative
Retired CEO Operation PAR

Patrick Heidemann, Community / Family Member
Disability Rights Florida

Ayesha Johnson, PHD Community Representative
Florida Department of Health

Dr. Jerome Jordan, Community / Elected Official
Pasco County Clerk & Comptroller, Civil Courts Director

Tracey Kaly, Community Representative
Director of Ambulatory Clinical Operations
Baycare Behavioral Health Children's Treatment Center

Stephanie Krager Deputy, Law Enforcement
Hillsborough County Sheriff Office

Kathleen Peters, Board of County Commissioners, District 6
Political Representative

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

Thomas Stormanns, Community Private Receiving Facility
HCA West and North Florida Divisions

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

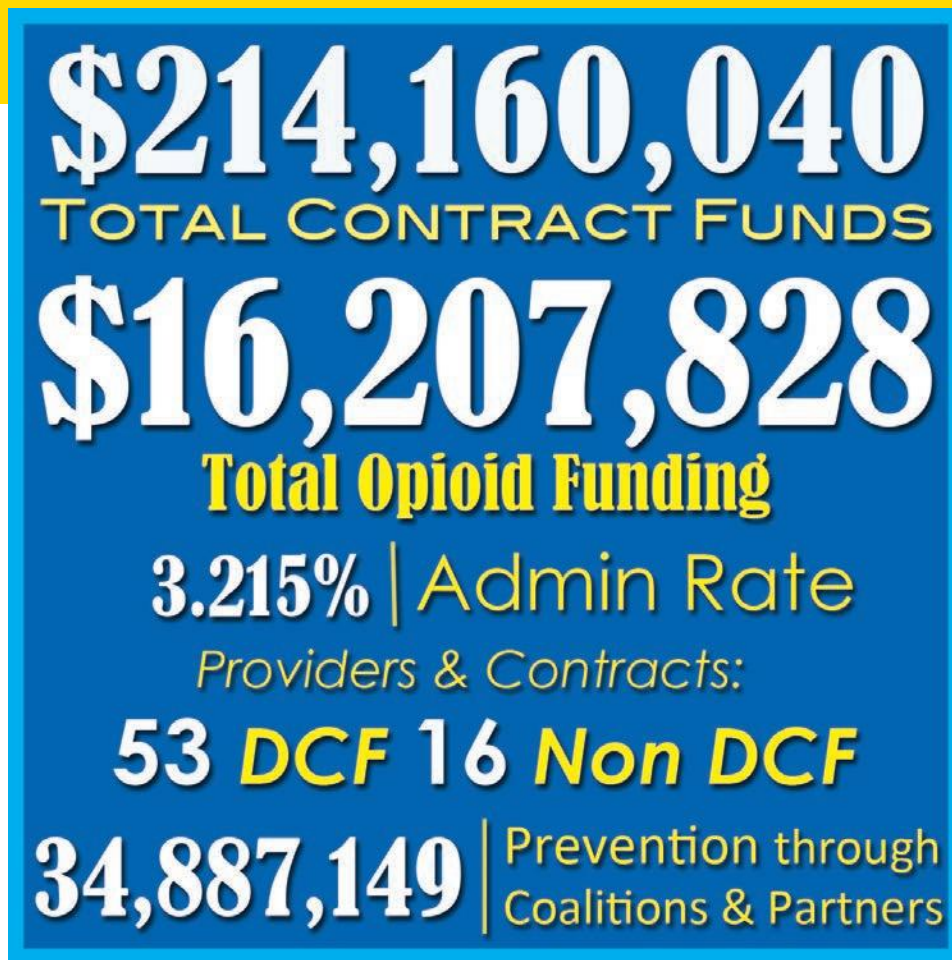


What is This?

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.

Community Focus...

Individual Results



Current Snapshot

July 1, 2019, began CFBHN's tenth year managing the safety net system of care for substance abuse and mental health services funded through the Florida Department of Children & Families. Community voices are heard and supported via Coalitions, Consortiums, and Regional Councils in all fourteen counties. CFBHN managed **\$214,160,040** service dollars and **\$16,207,828** in opioid funding contracted through community organizations serving persons with a full array of services including acute care, residential treatment, housing, medical, outpatient, and recovery support services. CFBHN also reached **34,887,149** individuals through prevention messaging and services. Contracted funds were efficiently and effectively managed at a **3.215%** administrative rate a good value for Florida taxpayers.



COVID 19 Pandemic Changed Our World Significantly

There has been no bigger impact on the CFBHN system of care than the Covid 19 pandemic. Every element of how we do business was immediately impacted as shutdown orders were issued, social distancing guidelines were recommended and new personal protection equipment (PPE) was suddenly required. The CFBHN system leaped to action and without missing a beat

was able to reconfigure how services were delivered. Facilities implemented new guidelines for in-person services and a major shift occurred to transitioning to telehealth delivery modes. Staff who were in contact with individuals were immediately issued PPE that was accessed by CFBHN through the DCF/FAME partnership.

Communications Critical During Pandemic

It was recognized that the public needed to know the system of care was open for business. A massive educational and informational campaign was launched in cooperation with media partners throughout the network. Messaging was produced and distributed through radio, TV, OTT and social media platforms all delivered as Public Service Announcements (PSAs). Over 34 million impressions were broadcast in the network in a two-month period.

The CFBHN website was enhanced with links to COVID 19 information from the Center for Disease Control and the Florida Department of Health. A partnership was also formed to quickly launch a 24/7 Covid Helpline. Announcement of this helpline was also supported by the network media partners and a small grant through DCF. two week free trial of COPENOTES (a program that sent positive messaging via phone daily) was also offered for anyone that wished to sign up – again this was widely promoted via PSAs.



*New Help Line for
COVID-19 Support*
**844-MYFLHLP
(693-5457)**



Two Week Free Trial sponsored by
Central Florida Behavioral Health Network
 Click here and go to cfbhn.copenotes.com
 Sign up and get messaging that helps!

Tragedy Spurs Urgent Move to Ensure Justice, Equity & Diversity

The deaths of Sandra Bland, Breonna Taylor, Ahmaud Arbery and George Floyd caused a rising tide of public awareness regarding the effects of racism, prejudice and bias within public systems, as well as the resulting adverse impacts on the lives of people of color. CFBHN believes black lives matter, and stands for what is just, right, and equal - looking to do our part more effectively.

In 2008, former U.S. Surgeon General, Dr. David Satcher, identified the issue of disparities in health as a matter of life and death. As stewards of behavioral health, CFBHN frequently engages in conversations regarding disparities and stigma. However, we now must amplify our conversations on how institutional racism and cultural incompetence impact disparities in engagement, quality of treatment, and the long-term well-being of people and communities of color.

Recent history of the crack cocaine epidemic showed how it plagued black communities, resulting in prison sentences, while the surge of opioid addiction among whites spurred funding for treatment. Fast forward to 2020, and research continues to demonstrate that ethnic and racial minorities face illness earlier, and suffer higher rates of impairment and death than white Americans. Other marginalized groups, such as individuals who identify as lesbian, gay, bisexual, transgender or gender nonconforming have also been affected in similar ways. Until we intentionally take action, disparities will persist.

As stewards of behavioral health and conduits for healing, each of us has a responsibility to use our positions, platforms and power to make positive change. As a Managing Entity, CFBHN is responsible for providing a safety net of mental health and substance abuse treatment and support services across 14 counties. We expect that all behavioral health services will be provided in a culturally competent and responsive manner. We also challenge our provider network to create opportunities with their staff for self-reflection, organizational reassessments, and authentic conversations on race, culture and other sensi-

tive topics. We don't have all the answers but are committed to listening and learning.

Our journey is new but we started the commitment over two years ago with the launch of a Board and Staff Committee on Diversity. The goal is to become a more culturally diverse and inclusive workplace. We feel progress is being made.

Opioid Crisis Doesn't Abate – Federal Funding Essential

Responding to the Opioid crisis in Florida continued with renewed funding in place for medication assisted treatment (MAT) services. The CFBHN funding allocation for Fiscal Year 2019-2020 was **\$16,207,828**.

CFBHN's Diversity Statement:
Central Florida Behavioral Health Network is committed to fostering an environment in which differences among its board, staff, providers, persons served and stakeholders are welcomed and celebrated. We believe through our differences, challenges are overcome, strengths are enriched, and innovative thoughts and ideas flourish.



Community Collaborations and Innovative Partnerships Continue

Housing

CFBHN played a crucial role in bringing together key organizations for the development of an 88 unit affordable housing complex in Lakeland and another in Sarasota. These joint projects were developed with Blue Sky Communities and CASL and the Lakeland project also received \$400,000 in direct financial support from the City of Lakeland.

CFBHN continues memberships with all Homeless Coalition

CoC's throughout the network. Staff serve as board members on the Heartland Coalition for the Homeless as well as Board of Directors and Leadership Councils in Polk, Hardee, Highlands, Hendry, Glades, Charlotte, Sarasota, Manatee, Lee, and Collier counties. CFBHN is a participant for the Rank and Review for Collier CoC Cares Funding and serves on the Capacity Building Committee in Polk County.

Staff have established SOAR committees across the network. Over 216 total SOAR applications were processed at a 74% approval rate this year representing a 15% increase in applications and a 4% increase in approvals from the previous fiscal year.

Marjory Douglas Stoneman School Safety Programs

Following the tragedy Governor Scott issued Executive Order 18-81 which directed ME's to improve communication, collaboration and coordination of services. Pasco and Hillsborough County School Boards collaborated with CFBHN to use the additional funds to help meet student needs. The goal was to eliminate gaps and improve behavioral health services through collaboration with stakeholders and provider organizations while working to expand the mental health network of both counties.

CFBHN uses the Principles of Wraparound Model to foster innovative, person specific approach and a collaborative model of care designed to meet needs of students and their families. They also make use of the School Safety Behavioral Health Intervention Funnel (Multi-Tier System model approach). The data shows results over and above currently legislated outcomes.

CFBHN also act as care coordinators by linking students referred from the school district to the community providers. If a student does not have insurance or is in need of services their insurance does not cover, CFBHN oversees a voucher system with funding from the school district to assist with eliminating barriers to services for all referred students

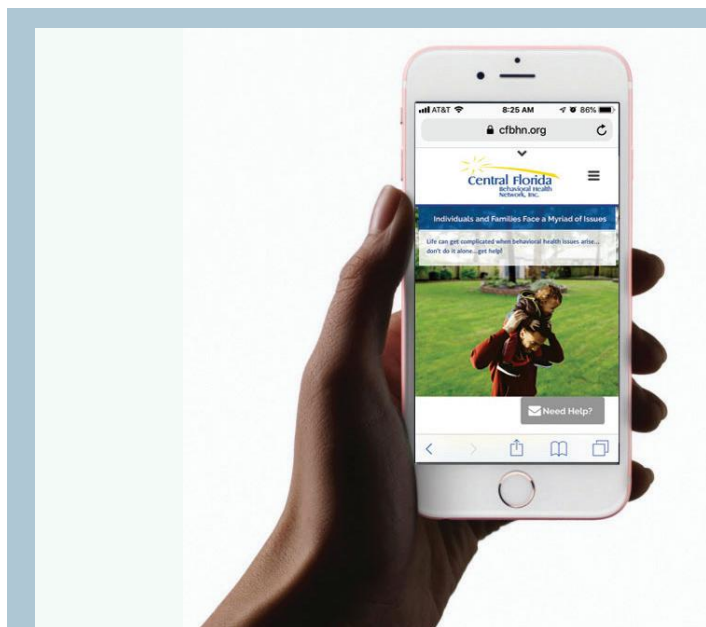
Consumer & Family Affairs Continues Work for Recovery

Consumer and Family Affairs (CFA) 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 approach where recovery is expected and achieved through meaningful partnerships and shared decision making with individuals, communities and systems.

In the Suncoast Region, CFA is responsible for promoting and

encouraging a recovery-oriented system of care that focuses and aligns with the States five key ROSC transformation priorities:

- ✓ Collaborative Service Relationships
- ✓ Community Integration
- ✓ Cross-systems Partnerships
- ✓ Peer-based Recovery Support Services
- ✓ Community Health and Wellness



Communications

The CFBHN Website continued to be well received. The dynamic service locator is a key feature along with the Newsroom featuring Blogs, Posts and Videos. Visit the site at www.cfbhn.org.

Success stories can be viewed on our website or on our YouTube channel at www.youtube.com/c/CentralFloridaBehavioralHealthNetwork. Please visit to read these compelling true stories of recovery and hope.

You can always contact CFBHN via the website and you can subscribe to our Newsletter. Please also connect to us via social media. Your thoughts, suggestions and ideas are very valuable and always welcome.

Thank you for reviewing our 2019-2020 Annual Report. As we close this fiscal year, we are still in the throes of COVID 19 and will remain so for the foreseeable future. There is hope ahead with the development of a vaccine and time will prove our best ally as we maintain the habits we have instituted to protect ourselves as we go about our daily business until we are able to achieve immunity.

Thank you for reviewing our 2019-2020 Annual Report. ■





Bridging Gaps with Management Solutions

Education and Advocacy

- Website management moved to developer for max efficiency, improved response time and cost savings
 - Opioid campaign launched December 2019 – June 30, 2020. Campaign benefitted from IHeart radio personality Queen B support including monthly interview segments posted to social media.
 - Supported 2020 Census initiative via social media and website
 - Created interview show with TV personality John Wilson broadcast on CW44 (Tampa MSA channel). Distributed via social media and posted to CFBHN website.
 - Featured on Bayside TV show with multiple interview segments throughout the year
 - Presented to all legislative delegations
 - Doris Griggs Nardelli (Director of Communications) presented workshops and poster presentations at national and state professional conferences including: The National Council for Behavioral Health and the Florida Behavioral Health Conference
 - Numerous staff continued board service nationally, statewide and locally
 - The 5 Star Awards Luncheon was held November 6, 2019, and recognized the 34 top performing organizations in the CFBHN network according to the scorecard process. The event was made possible through the generous donation of our Sponsors and the CFBHN Leadership Team.
 - Produced 2018-2019 electronic Annual Report
- The communication efforts for CFBHN this fiscal year can clearly be segmented into the pre Covid and active Covid periods. Business as usual changed dramatically after the onset of COVID in March 2020. Focus became on advising the status of access to services and changes being made by providers to adhere to safety guidelines.
- Twice weekly status update reports were produced and disseminated
 - Website was enhanced to support COVID information
 - Staff acquired and distributed PPE to NSP's
 - In addition to the paid campaign, media partners provided PSA free communications to public awareness of access to services during COVID 19 - "We Are Open" as well as supporting the COVID 19 Helpline launch. Total impressions for all paid and free PSA communications was over 34mm

- Social media became a critical component of communications efforts during the COVID pandemic

Consumer & Family Affairs

- As the Federal Children's System of Care Sustainability grant sunsets in September 2020, great strides have been made toward promoting, supporting and funding the use of the High Fidelity Wraparound (HFW) model throughout the Suncoast. Prior to this grant, Success 4 Kids and Families Inc. was the only Suncoast region certified NSP providing HFW for children and their families with mental health needs. Based on this grant, Directions for Living became the second certified HFW NSP in the region. Both organizations are also qualified to contract with Medicaid Managed Care organizations which serve a much larger community of children and families in need of quality recovery-oriented mental health service. Currently in the network there are 27 certified Wraparound facilitators, 10 coaches and 7 trainers and they are on track to obtain Organizational WRAP certification.
- Supported development of a youth driven organization in Pinellas County. Youth Move National certified Youth Move Pinellas as a national chapter. The Youth Move Pinellas Board of Directors and their members collaborated with St. Pete College to hold a youth festival in Pinellas County to raise mental health awareness.
- Promoted and collaborated with Magellan's "My LIFE National" to gain youth membership in Pasco County. Pasco My LIFE was developed and they hosted a youth LIFE Summit in collaboration with Pasco Hernando State College, formed a book club and partnered with the Youth Haven Teen Center.
- C&FA staff provided technical assistance and support through a Memorandum of Understanding (MOU) between NAMI Pinellas and Personal Enrichment Through Mental Health Services (PEMHS) to collaborate on developing pathways for individuals in recovery to achieve certification to deliver recovery peer support services in the community via employment. Individuals who have earned their Provisional Recovery Peer Specialist Certification (CRPS)-P through the Florida Certification Board can earn the necessary 500 supervised work hours to complete their "Standard" Certification. The initiative also offers Recovery Peer Specialist trainings and CEUs required to reach certification status as a CRPS. The Peers in Recovery Mentorship Program (PIRMP) is maintained and offered through NAMI Pinellas. To date 20 individuals have entered this program - 18 are working toward certification and 2 are waiting to take the exam.
- C&FA, USF Health, Timothy Initiative, Wholesome Ministries, Hillsborough County Anti-Drug Alliance (HCADA), National Alliance on Mental Illness (NAMI) Hillsborough, Humana HealthCare, and other Community stakeholders collaborated to bring faith-based leaders, grass roots organizations and behavioral health providers together to develop recovery capital and facilitate long-term sustainable mental health and substance abuse recovery pathways. This committee (known as) Community and Faith Leader Coalition presented "Lost Connections: Revolutionary Views on Drug Abuse and Mental Health" forum to over 150 community and faith leaders.
- C&FA collaborated with NAMI Hillsborough to develop an advocacy committee to align with NAMI Broward's statewide advocacy grant initiative "NAMI Advocacy Group" (NAG). The statewide committee gained momentum and was joined by Mental Health America. To encompass statewide collective efforts, this committee developed into the Florida Mental Health Advocacy Coalition. Locally in the Suncoast, C&FA staff chaired the Hillsborough NAG committee which met twice per month. Also, 21 individuals diagnosed with mental illness and family/caregivers trained in the NAMI SMARTS Advocacy training. Seven became statewide facilitators to educate the community on how to activate their voice and tell their story to legislators in order to change policy and increase behavioral health funding.
- C&FA Staff collaborated with Suncoast Sheriff Offices for Crisis Intervention Team (CIT) training. Due to Covid-19, C&FA staff provided insight on stigma and discrimination families face during a mental health crisis to deputies/officers/staff via video webinars. Over 150 Hillsborough deputies, staff and administrators and 60 Pasco County Sheriff Officers received training.
- C&FA staff collaborated with peer, family and youth run organizations, faith-based leaders and NSP's to develop recovery capital (recovery-oriented resources) to offer as a variety of choices to individuals in developing their recovery plan. These partnerships have supported the growth for grass roots Recovery Community Organizations (RCO's) in Hillsborough, Lee, Pasco, Pinellas and Polk Counties. Faith-based community leaders offer evidence-based recovery education on Wellness Recovery Action Planning and the High Fidelity Wraparound approach.
- C&FA continues to support the Suncoast Region Recovery Peer Advocacy Council which provides networking opportunities among peers, assistance in applying for Recovery Peer Specialist certification, and education and supports to those employed or volunteering as CRPS. Participants are equipped to enhance recovery-oriented service delivery, decrease stigma, and carry a message of recovery, empowerment, and

hope to individuals and family members living with mental illness and/or substance abuse challenges. On average 30 peers participate monthly in this learning community

- C&FA offers evidence-based trainings such as Wellness Recovery Action Plan (WRAP), Helping Others Heal and Wraparound 101 to develop and increase recovery-oriented behavioral health services within the CFBHN network. Twenty-eight individuals in recovery received the 40-hour recovery peer specialist training to meet the Florida Certification Board requirements; 45 individuals received Wellness Recovery Action Plan (WRAP) trainings to provide one-on-one sessions to peer/clients; and 40 individuals received Wraparound 101 training as an introduction to the High Fidelity Wraparound approach and model.

Financial Management & Human Resources

Human Resources

- Facilitated remote telecommuting for all staff during the COVID 19 pandemic

Financial Management

- DCF contract was renewed for three years until FY 2022-2023
- Extended current contract with Hillsborough county until March 2021
- Pasco county school contract extended until mid-October awaiting school board renew approval
- Polk county contract extended until August 31, 2021
- DCF provided flexibility for provider payments for sub-contractors during the pandemic. This allowed CFBHN to:
 - o Allow flexibility of services within the service array under each OCA
 - o Increase rates
 - o Allow providers to submit Covid related expenses and be reimbursed
 - o Work with DCF to adjust number served for FIT and CAT so that payment would not be impacted

- o Start a new pilot project in C10 with the Polk Sheriff's Office and Peace River Center
- o Expand child welfare services at First Step of Sarasota
- o Complete RFP for Mental Health Court Services in Lee County
- o Transition the Forensic program from Northside to MHC (which was not a procurement)
- o Implement 13 proviso projects
- Launched COVID-19 24/7 helpline network wide
- Launched a comprehensive network-wide prevention campaign

Information Management

- Facilitated smooth transition to remote work environment for all staff during the COVID 19 pandemic by updating and issuing equipment and launching Microsoft Teams

Network Development & Clinical Services

Prevention

- Collaboratively worked alongside substance abuse prevention NSP's and Drug Free Coalitions to deliver top-notch quality community based processes, environmental strategies and information dissemination regarding maintaining health and wellness
- Successfully implemented substance abuse prevention programs and practices throughout the network
- Maintained quarterly workgroups to promote SA prevention principles in service delivery throughout the Suncoast

Children's Mental Health

- CFBHN Team provided education, technical assistance and guidance to community stakeholders, families and system partners on the continuum of services within the system of care. Facilitated three circuit trainings for system partners focusing on "Wraparound and Diversion Levels of Care" and actively working with the Managed Medicaid Assistance Plans to identify strategies for community providers to utilize wraparound in-lieu of codes.

- The CFBHN Team provided additional training and technical assistance to community providers on the Youth at Risk (YAR) Staffing Model to assist in identifying and linking community resources to high risk youth. This Model is now being actively used in 3 of the 5 circuits within the network and the Team continues to offer technical assistance for development of YAR for the additional 2 circuits. Team participated in 278 YAR Staffing calls which assisted in early identification and linkage of high risk youth to divert from the potential of experiencing deeper systemic interfaces.
- CFBHN team participated in 685 interagency calls including Critical Case staffings, Child Specific Staffing Team staffings, and Youth At Risk (YAR) staffings. Out of the 685 interagency calls, there were 343 critical case staffing calls resulting in 333 youth being diverted from child welfare and deeper end systems of care during the call.
- CFBHN Team continued weekly Children Specific Staffing Team (CSST) meetings providing additional support, education, and communication between referral agents and community stakeholders, focus on residential referrals to the Statewide Inpatient Psychiatric Programs and Therapeutic Group Homes. Several Managed Medicaid Assistance Plans (MMA's) reported positive feedback on CFBHN use of weekly CSST's.

Child Welfare

- Partnered with DCF to ensure alignment between ME and DCF funded Behavioral Health Consultants. Provided technical support to DCF and other ME representatives for the BHC position and provided data related to the position. Worked with the Department on joint data collection and analysis.
- Participated in workgroup responsible for the creation of the Family Intensive Team (FIT) Manual and Fidelity Tool. The Manual identified best practices in the implementation and integration of the FIT program. The Fidelity Tool is an assessment tool used to gather insight on how well the FIT program has implemented best practices and how well all system partners collaborate for client benefit.
- Expanded data analysis of the FIS program to include program and fiscal evaluations

- Updated tracking for BHC, FIS, and FIT to provide more pertinent, reliable, and usable data

FACT Teams and State Mental Health Treatment Facilities (SMHTF–Hospital)

- AMH Staff processed 270 referrals for SMHTF admission from 34 receiving facilities across the CFBHN network. Referrals resulted in 102 admissions to the civil SMHTF with 147 diversions from admission to the SMHTF.
- CFBHN AMH staff facilitated over 150 discharge plans from 2 civil SMHTF
- 139 FACT admissions. 34% of FACT admissions consisted of clients diverted from SMHTF admission and 30% were direct discharges from the SMHTF
- There were 134 FACT discharges
- Year-end FACT census = 1391/1400 slots filled
- Between July 2019 and June 2020, FACT admitted 1282 and discharged 1182
- 46 referrals to Residential services resulted in 8% admit rate. (Note - many SMHTF referrals require level one RTF, which CFBHN does not provide)

Forensic

- Diverted 165 forensic individuals from SMHTF during the 2019-2020 fiscal year
- Facilitated over 253 forensic residential referrals to regional community partners to promote diversions from the forensic SMHTF
- Assisted with over 430 Forensic SMHTF Admissions
- The Hillsborough Forensic Multidisciplinary Team remained over capacity with between 70-90 active individuals on the team through the 2019-2020 fiscal year
- Monitored 729 individuals placed on Conditional Release

Care Coordination

- The use of the regional waitlist was expanded to more closely align with Pamphlet 155-2 v14 for individuals who are waiting to receive recommended substance abuse or mental

health services regardless of priority population status. Priority populations remain at the top of the list in accordance with 45 CFR § 96.131(a). This expansion will further assist in identifying access to care concerns, which allow these issues to be addressed by the region. Comprehensive trainings were provided early in FY 20/21 to alert providers to these changes and address any concerns surrounding the new requirements.

- In conjunction with the IT department, a Pre/Post Outcomes Report was developed for Care Coordination. This report compares admission rates of Care Coordinated individual's prior enrollment in the program and after discharge from the program. Data can be cross referenced across fiscal years and for intervals of 30, 90 or 180 days post discharge. This report yields data showing the efficacy of Care Coordination and the program's ability to reduce readmissions for distinct persons served.
- Per FY 19/20 Pre/Post report data, the percentage of admissions that were readmissions to acute care was 70.97% six months prior to Care Coordination engagement. For the six month period following discharge from Care Coordination, the percentage of admissions that were readmissions to acute care was 16.82%.
- FY 19/20 data shows the percentage of persons with two or more admissions to acute care was 87.97% six month prior to Care Coordination engagement. During the six month period following discharge from Care Coordination, the percentage of persons with two or more admissions to acute care was 24.40%.
- Changes to Guidance Document 4 have been implemented with NSP's through monthly Care Coordination meetings and individual support from Care Managers. Strategies were employed throughout the region and tailored to each circuit for optimal outcomes. Close collaboration helps to more efficiently identify consumers, allowing Care Coordination providers to link identified persons to needed services and identify which strategies are most effective in helping clients achieve success.

State Opioid Response

- CFBHN worked with providers to implement the SOR (State Opioid Response) program. This wide ranging program

supplements and develops enhanced MAT services throughout the network. A critically important result of the SOR program is the development of the Hospital Bridge Partnerships – an innovative medical/clinical pathway to provide MAT services for individuals entering hospital emergency rooms.

- The following Hospital Bridge programs developed by CFBHN:
 - o ACTS – Tampa General & St. Joseph's Hospital
 - o BayCare Behavioral – Morton Plant North Bay
 - o David Lawrence Center – NCH Healthcare & Physicians Regional
 - o DACCO – Tampa General
 - o First Step of Sarasota – Manatee Memorial & Sarasota Memorial
 - o Operation PAR – St. Anthony's
 - o Tri-County Human Services – Bartow/Winter Haven Regional, Lakeland Regional, & Lake Wales/Davenport).

Each of the hospital bridge partnerships provides a pathway for much needed MAT services and gives hospital emergency rooms a process for referring individuals for appropriate substance abuse services. To date 84 individuals have been served in hospital emergency departments. Hospital Bridge recovery peer specialists have referred 1,942 individuals to treatment providers and linked another 1,279 individuals to treatment providers.

Quality Improvement

- In light of COVID-19 restrictions, the CQI monitoring team identified three options for providers to choose from to complete virtual reviews.
- 100% of providers surveyed responded "agree" or "strongly agree" to the item 'Monitoring results accurately reflected my agency's current level of performance.' ■

