

Department Directors Report
April 2020

Contracts

- The Annual Required Documents for FY 20-21 contracts were due April 1st. Contract managers are reviewing all submitted documents and following up with providers on any questions.
- The contract to build a new voucher system for CFBHN has been awarded to Lightwave Management Resources. Staff are working out the details with the vendor. This has been delayed due to efforts being redirected to address COVID-19.
- CFBHN received Amendment 75, executed on 3/3/2020, from DCF on 3/30/2020, which adds \$357,000 in non-recurring block grant funding. CFBHN intends to distribute these funds to providers who were adversely affected by the reductions in MH000 funding at the beginning of the year. CFBHN is waiting on confirmation of allowable services that can be billed under this new OCA (MHCME) before notifying providers of award amounts and putting them into contract.
- DCF removed from Pamphlet 155-2 the requirement to upload demographic information within 5 days of the first service. This was removed from DCF contracts at the beginning of FY 18-19, but the requirement remained in Pamphlet 155-2. Contract staff have since rescinded any corrective actions or performance improvement plans that were issued, and has removed this item from the timeliness report for this year. Next month's scorecard will not have this measure (DEMO1) and contract managers will remove the requirement from their contracts in the next amendment.

Consumer and Family Affairs

Recovery Oriented System of Care (ROSC) Transformation

Purpose of Collaboration

To transform Florida's substance use and mental health system into a recovery-oriented system of care (ROSC), CFBHN's strategy is to align our goals, objectives and action plan with the State's Wildly Important Goal (WIG) and the ROSC key indicators.

Key Partners

- ROSC Transformation Workgroup Committee: Seventeen stakeholder groups participating
- Statewide stakeholders: Eight stakeholder groups participating
- Community stakeholders: Ten stakeholder groups participating. This past month, Polk County Indigent Healthcare became a stakeholder.
- SAPT Pilot- Eight agencies participating

Status Update: Consumer and Family Affairs (C&FA)

- Provide ROSC related up-dates to CFBHN staff, DCF and NSP to address issues related the Covid-19
- Participates on DCF's statewide monthly SAPT TA



- Facilitates the Suncoast ROSC Transformation Workgroup- Seven participants were on the call

Summary of ROSC Outcomes and Accomplishments to Date

1. Promoting Collaborative Service Relationships:

- A. C&FA staff conduct monthly Wraparound Learning Community Meeting/Conference calls to increase the scope knowledge and skills for the Suncoast regions Wraparound facilitators.

Outcome: Nineteen participants participated.

- A. C&FA participated in JWB's Children's Mental Health Initiative (CMHI) to hold ten family focus groups.

Outcome: Currently in the process of data analysis of the data collected to generate a report, to support the work of the CMHI and to create a public awareness campaign.

2. Promote Community Integration

- A. CFBHN's Consumer and Family Affairs department continues to provide technical assistance to the Suncoast regions efforts to develop Recovery Community Organizations (RCO).

Outcome: **RCO Updates**

Polk County: Symposium was postponed due to COVID-19.

Hillsborough County: During this month's visioning meeting this committee adopted their official name, "Hillsborough Recovery Coalition", mission statement; "*Hillsborough Recovery Coalition is committed to serving individuals and families in their fight to obtain, maintain, and sustain recovery regardless of their pathway, while ensuring they are treated with dignity and respect*", and vision statement; "*To see all those affected by addiction and co-occurring conditions healed, and living out their recovery with dignity, respect and purpose, and helping others to do the same.*"

Sarasota County: Participated in the Faces and Voices monthly learning call and are continuing to explore expanding their services to include individuals with SUD.

Regional Update: Faces and Voices is now conducting monthly workgroups by phone called "The Florida Monthly Learning Community" for the regional (developing and existing) RCOs. Forty attended. The call focused on grant writing and sustainability. Faces and Voices, under contract with DCF, continues to offer technical assistance and mentoring to all the RCO's.

3. Training and Technical Assistance:

- A. C&FA staff collaborated with Polk County Indigent Healthcare to provide a level I (16 hour) "Wellness Recovery Action Plan" (WRAP) for peers and community stakeholders in Polk County.

Outcome: Twenty-three participants completed the 16-hour WRAP training.

4. Increase Peer-based Recovery Support Services

A. Monthly Suncoast Regional Peer Advisory Council Meeting/Call

Outcome: 26 participants were on the call.

B. C&FA offered a weekly “Mutual Peer Support” call to the Suncoast Regional Peer Advisory Council members to help support their wellness and offer guidance on resources during the COVID -19 pandemic.

Outcome: 3/23/20- Eight Peers joined the call. First Step of Sarasota partnered with CFBHN and set up the future meetings to be held via Zoom

Outcome: 3/30/20- Sixteen participants attended the meeting.

Summary of Barriers/Issues and Strategies to Mitigate them

COVID-19 created barriers this month. Several trainings were cancelled due to social distancing orders. We will reschedule our trainings once the order has been lifted.

Florida Children’s Mental Health System of Care (FCMHSOC) – Expansion and Sustainability Grant.

Purpose of collaboration, any updates or new strategies undertaken

Develop a sustainable community-based infrastructure to improve behavioral health outcomes for children, youth and young adults diagnosed with Serious Emotional Disturbances (SED) and their families and include utilization of the evidence based Wraparound process.

Key Partners (only list new this month, with running total-

To date we have 77 organizations and individuals who have reviewed and/or signed the System of Care participation agreement, which outlines the values and principals of SOC, and ways these partners can participate. This month we met with four new partner(s): Student Alliance for Public Schools, Youth Build, Pinellas County Planning and Youth Development Initiatives.

Data Summary

The data summary overview outlines the direct services delivered by Directions for Living, which are funded by the grant. These are typically reported after the due date of this report; therefore, we may be one month behind. The infrastructure, development, prevention and mental health promotion indicators for the expansion sustainability project, which are known as the SAMHSA IPP indicators are coordinated throughout Circuit 6 by the two C-SOC grant staff.

- a) Ten referrals were made in February, and six were made in March to Directions For Living (DFL) Wraparound with five of them being assigned to a Wraparound facilitator in February and two assigned in March. Thirty-three families are currently being served through the grant funds and the High Fidelity Wraparound process. Seven families are Pasco County residents



and 26 are Pinellas County residents. Four families were discharged in February and three families were discharged in March.

b) One policy change completed as a result of the grant resources.

1. Directions For Living developed written procedures updating the electronic tracking system for the standards of care received when receiving High Fidelity Wraparound case management. These new trackers will include which phase the consumer is in and the current length of stay.

c) One organization entered into formal written agreements to improve mental health related practices/activities.

1. CFBHN and NAMI of Pinellas entered into a formal agreement on March 9 to sustain the activities developed under the Florida Children's Mental Health System Of Care (CMHSOC) – Sustainability Grant # SM 63422 to ensure the Peers in Recovery Mentorship Program could continue to be supported.

d) Thirty-nine individuals in the mental health and related workforce trained in mental health-related practices/activities:

1. Wellness Recovery Action Plan (WRAP) 16 hour Seminar 1:
 - a. 23 trainees- March 2-3
 - b. 16 trainees- March 12-13

e) Three consumers/family members provided mental health-related services.

1. Three consumers lead the two WRAP classes offered this month.

Summary of Accomplishments of FCMHSOC – Expansion and Sustainability Grant Strategic Goal Outcomes to Date

A. Demonstrate Family and Youth Engagement

1. FCMHSOC staff participates in the ongoing development of the Peers in Recovery Mentorship Program. This month we met with six participants to discuss Florida Certification Board requirements needed to become certified as a peer. We offered ways to gain on the job supervision hours and shared upcoming webinars for them to gain CEU's toward the 28 hours of training that is required for testing.
2. CFBHN hosted two free WRAP trainings utilizing three recently trained consumers who were trained through FCMHSOC funds. See d.1 for number of individuals trained.
3. FCMHSOC- grant coordinators created youth and family advisory groups (Youth MOVE



Pinellas, MY LIFE and Family Voices) continue to gain membership.

- a. The Youth MOVE leaders meet weekly to plan for their event, “Healing through Action” that was scheduled to be held on April 25. Note: This event is postponed until further notice due to COVID-19
- b. MY LIFE National coordinator has conducted two zoom meetings to empower regional leaders to transition to the virtual platform. Pasco MY LIFE is led in partnership with Youth Haven Teen Center.
- c. Family Voices Council hosted an “Author Talk” with Edie Darling and continues to find support in their weekly book club meetings.

B. Expand and Sustain a SOC-Driven Array of Services

1. To expand peer services, FCMHSOC grant coordinators continue to develop the Peers in Recovery Mentorship Program with PEMHS and NAMI Pinellas.
2. Directions For Living continues to pursue consumer driven services and supports including wellness activities such as art and cooking classes as a form of family therapy and connectedness.

C. Implement High-Fidelity Wraparound Statewide

1. FCMHSOC grant coordinators continue to meet with Directions For Living leadership to provide technical assistance for the Wraparound Organizational Review (O-WRAP) process.

Outcome: Directions For Living (DFL) has two certified staff- one Coach and one Wraparound Facilitator. DFL has reviewed seven policies that they plan to present to their staff during their internal quality council as they prepare for the last steps for full implementation.

2. FCMHSOC grant coordinators have worked in partnership with five Wraparound statewide trainers to offer Directions For Living staff members a virtual Wraparound 101 class to be held in April.

Summary of Barriers/Issues and Strategies to Mitigate them

In February and March, Directions For Living (DFL), our direct service provider, had two of their three Wraparound (WA) facilitators resign which has affected the number of consumers enrolled in March 2020. This caused the program to have a waitlist due to fidelity standards (requiring WA facilitators to maintain a caseload of up to 15 families) and pause opening new families until these



positions are filled. In addition, our community was impacted by the COVID-19 Social Distancing order that resulted in altering accommodations for serving clients face to face. To mitigate this barrier, DFL was able to act quickly and post these vacant positions while CFBHN also placed an amendment into the contract to shift the number of consumers enrolled for the month of March and April to account for the vacancies and COVID -19 and still meet our portion of the state's goal of consumers served.

An additional barrier due to the impact from the COVID-19 pandemic, scheduled trainings, workshops and group meetings were cancelled and postponed. To mitigate the lack of trainings, workshops and meetings, CFBHN is providing meetings through video chats, webinars and conference calls. CFBHN is reviewing innovations for possible video/webinar training platforms.

Human Resources – As of 3.31.2020

NEW HIRE SUMMARY

NEW EMPLOYEES		Q1	Q2	Q3	Q4	TOTAL	%
Administration						0	0.0%
Consumer Affairs						0	0.0%
Contracts			1			1	16.7%
Community Managers/Housing/ Special Projects				1		1	16.7%
Finance				2		2	33.3%
HR						0	0.0%
IT				1		1	16.7%
NDCS			1			1	16.7%
QI/Risk						0	0.0%
TOTAL		0	2	4	0	6	100.0%

SEPARATION REPORT

WORKFORCE SIZE		Q1	Q2	Q3	Q4	TOTAL	%
Number of Employees (Average)		68	67	68		68	
TOTAL SEPARATED							
Involuntary				1		1	
Voluntary		1	2	1		4	

Total Separated		1	2	1	0	5	
Percent of Workforce		1.5%	3.0%	1.5%			7.4%
DETAIL							
Terminated				1		1	20.0%
Moved						0	0.0%
New Opportunity				1		1	20.0%
Retired			1			1	20.0%
Other		1	1			2	40.0%
TOTAL		1	2	2	0	5	100.0%

Network Development/ Clinical Services

CFBHN Children's Mental Health SOC Assistance Data Summary

Quarter 3 Call Summary: CMH attended and participated in 216 calls during Quarter 3. Of these calls 3 were known to have been sheltered and the remaining diverted from enter the child welfare system.

The CFBHN CMH team has successful participation with System of Care (SOC) partners to include families, outpatient providers, CAT Team, CSU (if indicated), advocacy, educational and juvenile justice.

***COVID-19-- CFBHN CMH Team continues to support providers on identification of additional community resources to assist families who are impacted by Covid-19 and is notifying community partners and families on the relaxing of Medicaid criteria to allow youth and families to gain quicker access to community support services. CFBHN is continuing to promote the early identification of high risk youth with further development of the youth at risk model created by CFBHN in all five circuits and technical assistance has been offered through the utilization of Zoom or conference call to assist staff who cannot participate in person due to impact of Covid-19.

Family Intervention Services (FIS)

****COVID-19-- Due to the current COVID-19 crisis, FIS providers have transitioned to remote service delivery. Efforts are in place to maintain the frequency and intensity of the services provided, however, those services are being delivered via telehealth and telephone. Procedures are in place to secure necessary releases, complete intakes and assessments, and begin treatment through remote technology. Overall, providers are adjusting well to these changes, however the full impact of this health crisis of service delivery has yet to be seen.



Family Intensive Treatment (FIT) Status Update

COVID-19-- FIT providers are currently dealing with barriers directly related to the COVID-19 health crisis. Providers are delivering services remotely, and, while the frequency and intensity of services remains the same, there is concern for the clinicians' ability to complete as accurate assessment of the clients' needs as would be gathered during a face-to-face meeting. This could ultimately have impact on these clients' engagement and successful completion of FIT. Additionally, all counties, except for Pinellas, are seeing a severe decline in the number of clients being referred to FIT. Providers are concerned with their ability to serve the expected number of clients as outlined in their contracts due to their severe decline in referrals. CFBHN is currently conducting weekly calls with all providers to assess the barriers and discuss various ways to address their concerns.

Behavioral Health Consultants (BHCs) Purpose of collaboration, any updates or new strategies undertaken

The BHCs continue to provide consultation services to the CPIs, however, due to the COVID-19 crisis, modifications to service delivery were made. The BHC positions are colocated within the CPIs service centers, however, due to current CDC guidelines and efforts to be address safety of staff and social distancing, the BHCs began working remotely in March, as are the large majority of the CPI staff. The BHCs are able to provide assistance to the CPIs at the same frequency and intensity, however, are no longer accompanying CPI for joint visits. BHCs provide assessment, consultation, and case review assistance via remote consultation. Overall, BHCs are reporting a decrease in the requests for consultations, and this is likely a direct result of the changes made in response to the COVID-19 health crisis. BHCs are making efforts to continue to engage all CPIs and encourage their use of the services available by the BHCs.

The vacant BHC position within TriCounty Human Services, serving Highlands and Hardee counties, has been filled, effective April 13, 2020.

FACT

CFBHN'S 14 FACT teams continue to focus on priority populations as identified. Diversion for SMHTF admission and expediting discharge from SMHTF.

***COVID-19-- COVID19 presented challenges to the ROSC, FACT included. Efforts to be responsive to all clients in community living settings has been accomplished so far through telehealth, and other technology in lieu of face to face contact yet insuring the frequent and intensive contact necessary for our clients during this time.

ALL CIRCUITS: FACT

QUARTER ADMISSIONS= 26

FY 19/20 ADMISSIONS TO DATE =99

QUARTER DISCHARGES= 25

FY 18/19 DISCHARGES TO DATE=91



In FY19/20, focus will continue on the priority populations and being responsive to state hospital discharge needs.

FACT Admission/Discharge/Census MARCH 2020 (MONTH) FISCAL YEAR 19/20 TOTAL					
	Circuit 6 4 teams	Circuit 10 2 teams	Circuit 12 2 teams	Circuit13 2 teams	Circuit 20 4 teams
Current Month Admissions/ FYTD 19/20 TOTAL ADMISSIONS-79	2/25	2/16	1/12	0/8	2/38
THIRD QUARTER/FYTD TOTAL ADMISSIONS- 26/99	7/25	5/16	3/12	1/8	10/38
Current Month Discharges/ FYTD19/20 TOTAL DISCHARGES-70	1/28	1/14	1/12	0/7	2/30
THIRD QUARTER/FYTD TOTAL DISCHARGES- 25/91	8/28	3/14	3/12	2/7	9/30
TOTAL CURRENTLY SERVED BY FACT- 1394/1400	402/400	198/200	199/200	201/200	394/400

**** As of week ending 3/28/2020, 8 of 14 FACT teams are 100 or over**

Forensic

COVID-19--Forensic State Hospital Admissions have been impacted by the COVID-19 virus beginning March 16, 2020. Effective April 1, 2020, all Forensic State Hospital Admissions were placed on hold through April 30, 2020. All Courts are on hold as well and only available for emergency hearings. Transportations to and from the State Hospitals are on hold as well. Some jails are quarantining new inmates for 14-days once booked before releasing into General Population. All Jury-Trials throughout the state are postponed through the end of May. Forensic Residential Providers are not scheduling new admissions at this time either.

Prevention

COVID-19: Most school based programs have halted because of COVID-19. All schools in the state of Florida are closed. Most providers who were primarily working directly in the schools have been looking at doing virtual learning. Prevention network service providers are working alongside school partners to determine if prevention education programs and learning materials would be made available on each school's platform of choice or other strategies for continuing prevention activities to children. Some providers have looked at reaching out the Florida virtual schools, charter schools and the homeschool communities as suitable and often untouched populations for universal programs.

Total Numbers Served for the Suncoast Region for the month:

Number Served for March, 2020

Where Outcome Type is Media Generated or Services Provided or Community Action or Community Change

Working off cached data - not live

	Youth	Adults	Unknown	Total
Media Generated	354	1,646	-	2,000
Services Provided	25,522	16,671	5	42,198
Community Action	385	1,022	-	1,407
Community Change	8,666	31,590	-	40,256
TOTAL	34,927	50,929	5	85,861

Healthy Transitions:

COVID-19 pandemic: Florida Healthy Transitions continues to provide services to youth and young adults. The 2-1-1 contact centers' team members are working virtually, but remain engaged with their direct services teammates, and continue to provide seamless linkages to care as well. The direct services team members are practicing social distancing, and as a result all team meetings, as well as participant intakes, Wraparound meetings, SPARS (NOMs) assessments and reassessments, weekly wellness check-ins, and innovative weekly Bent Not Broken (mental wellness) groups are being held via conference call or using ZOOM. The program's evaluation forms have been converted from paper to electronic platforms such as Survey Monkey and fillable PDF forms to ensure the participants' continued ability to complete the documents.

Care Coordination

CFBHN Utilization/Care Managers continue to outreach to all regional providers of services for anyone waiting for a bed-based SA service resulting in availability of more timely access to services.

COVID-19: The residential programs were beginning to report reduced bed availability in late March due to the effects of COVID-19. CFBHN Utilization/Care Managers continue to outreach to all regional providers of services for anyone waiting for a bed-based SA service which continues to support timely access to services.

NDCS Special Projects Updates

1. First Episode Psychosis (FEP) Program

As of 3/31/2020, 37 participants have been served. There are 5 prospective participants being explored for eligibility. S4K target goal for number served was reduced to 38 for this fiscal year due to impact of Covid-19 (reduced from 75). S4K is utilizing telehealth whenever possible for counseling, psychiatric, and supportive services due to Covid-19 and reports no concerns from current consumers at this time. Covid-19 status has negatively impacted the providers ability to provide outreach to increase referrals for the program therefore CFBHN and S4K completed a revised requirement for number served for the fiscal year from 75 to 38 which S4K is on target to complete.

2. SOR (Statewide Opioid Response)

Through federal and state funding, CFBHN has worked with Providers to implement the SOR (State Opioid Response) program. The funding has allowed for Increased and enhanced access to MAT services throughout CFBHN's Provider Network. A critically important result of the SOR program is the development of hospital bridge partnerships. CFBHN has facilitated the development of five hospital bridge programs (DACCO - Tampa General, ACTS – Tampa General, & First Step of Sarasota – Sarasota Memorial, Operation PAR – St. Anthony's, and Baycare Behavioral – Morton Plant North Bay) and four additional partnerships in development.

Data collected for February 2020. This chart does not include data collected from March. Providers submit data on the 27th of each month.

Hospital Bridge Partnership	
Number of individuals Screened	416
Number of individuals induced with buprenorphine in ED/hospital prior to discharge	10
Number of individuals referred to treatment providers	189
Number of individuals linked to treatment providers	134

Due to Coronavirus-19 and its public health concerns, CFBHN providers have pulled peers out of the hospital. Providers have implemented telehealth/telemedicine services to continue to serve these clients. Providers will continue to evaluate their respective programs and services and maintain compliance with health department and government recommendations.

CFBHN is also working with Providers in the development of its SOR Child Welfare Project, which provides access to MAT services for parents involved in the child welfare system. CFBHN has facilitated collaboration between community based care

(CBCs) and substance abuse providers across the Suncoast region/C10 to ensure access and delivery of services for identified families.

3. **4DX**

The 4 Disciplines of Execution: 4DX has been suspended due to COVID-19

Communication

Community

- We Care Board Quarterly Feb 4
- Tampa Bay Health Care Collaborative Quarterly meeting Feb 6
- Polk State College Advisory Board Winter Haven Feb 7
- Prevention Quarterly meeting Feb 14
- CDW Meeting regarding Artificial Intelligence applications (AI) Mar 11
- Polk Sheriff Advisory Council Observation Jail and Booking Mar 16

Legislative/Elected Officials

- Providing twice weekly status update reports via Constant Contact during the COVID 19 crisis

Workshops/Award Recognitions/Other

- Submitted workshop proposals for FBHCON. Announcements will be end April

Press & Media

- COVID 19 support includes: 30 sec PSA production and use across media platforms. Will have support on IHeart radio general and Queen B personality and Sun Broadcast radio in south counties with Spanish and Hip Hop stations. Broadcast TV includes CW44, MOR, NBC, WINK, CBS (send spots)
- Supporting COVID 19 COPE NOTES 2 week free trial with :15 sec PSA (send spots)
- IHeart Radio Live Interview Doris Nardelli and Queen B 95.7 The Beat Feb 18
- Taped Bayside CW44 show Mar 4. Focus on Alcohol and Prevention. Interviewees were David Clapp, Niaja Jackson and Linda McKinnon. Show will air in April.

Website

- Support for COVID 19 response posted on website. Link and landing page for resources and information.
- Link to sign up for 2 week COPE NOTES trial posted on website

Video Production

- None this period. Funding received from RALI FL will relaunch program in spring after COVID 19.

Print and Communication Production

- Radio and TV spots for PSA distribution to support CFBHN resources during COVID 19
- :15 sec spot for support of Cope Notes free trial
- Twice weekly distribution of Status Report of services impacted by COVID 19 via Constant Contact email

Internal

- David Clapp Professional Headshot Studio Appt Feb 28

Social Media

Social media has become essential during the COVID 19 crisis

It has also been used extensively to support the CENSUS 2020 initiative grant through the Thriving Minds ME

Posts in March reached over 20K people. Engagements were over 1.5K

Facebook Likes total 3005 (net gain 29)

Demographics unchanged – 78% Women/22% Men (25-34 age group highest engaged)

Video viewing significantly up this period – Good Sam video most watched but closely behind is the CFBHN is Here to Help COVID 19 PSA

Face Book Analysis:

- Post Reach (19,686 static)
- Post Engagement (1,438 down 33%)
- Video Viewing (51,952 3 sec views up 10%)
- Page Views (578 down 2%)
- Followers 3,162

Twitter Analytics:

- All posts that reach over 1K on FB are shared on Twitter
- Tweets not related to Census totaled 30 (four days included more than one tweet unrelated to census outreach) - surpassing contract deliverables.

LinkedIn/Instagram

- 3 posts



Continuous Quality Improvement Monthly Report FY 19-20

As of 3/31/2020

1. Monitoring Update for FY 19-20

TABLE A: Provider Monitoring Status Summary

Number of Provider Monitorings:	Count	%
<i>In-Progress</i>	3	5%
<i>Not Yet Started</i>	16	28%
<i>Monitored - Complete</i>	20	34%
<i>Monitored - Follow-Up Required</i>	19	33%
<i>Follow-Up Complete</i>	0	0%
TOTAL	58	100%

TABLE B: Corrective Action (CA)/Area of Concern (AOC)/Commendation Summary

Covered Service/Program Area/Tool	CA		AOC		Commendation	
	Count	%	Count	%	Count	%
Administrative Compliance	0	0.0%	0	0.0%	0	0.0%
Assisted Living Facilities - LMH	0	0.0%	0	0.0%	0	0.0%
BNET	0	0.0%	1	6.7%	0	0.0%
CAT	2	7.7%	2	13.3%	0	0.0%
Care Coordination	1	3.8%	1	6.7%	2	33.3%
Coalition Compliance	0	0.0%	0	0.0%	0	0.0%
CARF Unaccredited Standards	1	3.8%	0	0.0%	0	0.0%
Crisis Stabilization Unit (CSU)	0	0.0%	0	0.0%	0	0.0%
Data Access	0	0.0%	8	53.3%	0	0.0%
Deaf and Hard-of-Hearing	3	11.5%	2	13.3%	1	16.7%
Employee Verification	11	42.3%	0	0.0%	0	0.0%
FACT	0	0.0%	1	6.7%	1	16.7%
FIT	1	3.8%	0	0.0%	0	0.0%
Forensic	0	0.0%	0	0.0%	0	0.0%
HIV	0	0.0%	0	0.0%	0	0.0%
Indigent Drug Program	0	0.0%	0	0.0%	0	0.0%
Incidentals	2	7.7%	0	0.0%	0	0.0%
Mental Health	0	0.0%	0	0.0%	1	16.7%
Outreach	1	3.8%	0	0.0%	0	0.0%
PATH	0	0.0%	0	0.0%	0	0.0%
Prevention	0	0.0%	0	0.0%	0	0.0%
Service Validation	1	3.8%	0	0.0%	0	0.0%
Staff Time Validation	0	0.0%	0	0.0%	0	0.0%
TANF	0	0.0%	0	0.0%	1	16.7%
Women's Block Grant	0	0.0%	0	0.0%	0	0.0%
Other	3	11.5%	0	0.0%	0	0.0%
TOTAL	26	100.0%	15	100.0%	6	100.0%

2. Annual Comparative Data (FY 16-17 to FY 19-20):

A	MONITORING TYPE - MULTI-YEAR SUMMARY	Fiscal Year			
		16-17	17-18	18-19	19-20
	<i>Number of FULL Monitorings</i>	40	33	21	39
	<i>Number of LIMITED and COALITION Monitorings</i>	20	28	36	17
	<i>Number of BASELINE Monitorings</i>	0	0	2	2
	TOTAL Number of Provider Monitorings Conducted	60	61	59	58

2. Annual Data (FY 16-17 to FY 19-20):

B	PROVIDER MONITORING RESULTS	FY 16-17		FY 17-18		FY 18-19		FY 19-20	
		Count	%	Count	%	Count	%	Count	%
	Number of Providers Monitorings That:								
	<i>Resulted in NO Corrective Action or Area of Concern</i>	28	47%	39	64%	32	54%	20	34%
	<i>REQUIRE FOLLOW-UP</i>	32	53%	22	36%	27	46%	19	33%
	<i>Monitoring Review is PENDING</i>	0	0%	0	0%	0	0%	19	33%
	TOTAL Number of Provider Monitorings Conducted	60	100%	61	100%	59	100%	58	100%

C	SUMMARY OF CORRECTIVE ACTIONS (CA) - AREAS OF CONCERN (AOC) - COMMENDATIONS	FY 16-17	FY 17-18	FY 18-19	FY 19-20
	Corrective Actions Issued	53	24	35	26
	Areas of Concern Identified	33	12	6	15
	Commendations Given	23	9	8	6

D	FOLLOW-UP SUMMARY: PROVIDER PROGRESS STATUS	FY 16-17		FY 17-18		FY 18-19		FY 19-20	
		Count	%	Count	%	Count	%	Count	%
	Number of Providers that Required Follow-Up	32		22		27		19	
	<i>Follow-Up WAIVED due to Contract Termination</i>	0		2		0		0	
	<i>Follow-Up WAIVED due to Relinquished Program</i>	0		1		0		0	
	<i>Follow-Up TABLED for Completion in Next Fiscal Year</i>	3		5		12		0	
	Adjusted Number of Follow-Ups to Complete	29		14		15		19	
	<i>Follow-Ups Not Yet Completed</i>	0	0%	0	0%	0	0%	19	0%
	Follow-Ups COMPLETED to Date	29	100%	14	100%	15	100%	0	0%

E	FOLLOW-UP SUMMARY: CA & AOC RESULTS	FY 16-17		FY 17-18		FY 18-19		FY 19-20	
		CAs	AOCs	CAs	AOCs	CAs	AOCs	CAs	AOCs
	Number of CAs & AOCs Issued	53	33	24	12	35	6	26	15
	<i>Number of CAs & AOCs WAIVED or TABLED</i>	0	0	9	3	14	3	0	0
	Adjusted Number of CAs & AOCs	53	33	15	9	21	3	26	15
	<i>Number PENDING at Follow-Up</i>	0	0	0	0	1	0	0	0
	<i>Number RESOLVED at Follow-Up</i>	48	30	8	6	15	3	0	0
	Number of CAs/AOCs UNRESOLVED at Follow-Up	5	3	7	3	5	0	26	15
	<i>Percent of CAs/AOCs UNRESOLVED at Follow-Up</i>	9.4%	9.1%	46.7%	33.3%	23.8%	0.0%	--	--

F	PROVIDER MONITORING: YEAR-END STATUS	FY 16-17		FY 17-18		FY 18-19		FY 19-20	
		Count	%	Count	%	Count	%	Count	%
	Number of Providers:								
	<i>With Monitoring PENDING</i>			0	0%	0	0%	19	33%
	<i>That Earned No CAs/AOCs</i>			39	64%	32	54%	20	34%
	<i>With Follow-Up PENDING</i>			0	0%	0	0%	19	33%
	<i>With WAIVED or TABLED CAs/AOCs</i>			8	13%	12	20%	0	0%
	<i>That RESOLVED All CAs/AOCs at Follow-Up</i>			7	11%	11	19%	0	0%
	<i>With UNRESOLVED CAs/AOCs After Follow-Up</i>			7	11%	3	5%	0	0%
	TOTAL Number of Providers Monitored in the FY			61	100%	58	98%	58	100%



RISK MANAGEMENT Monthly Report

As of 3/31/20

1. Count of Subcontractor Incident Reports Received

Incident Type	July 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	Mar 2020	Apr 2020	May 2020	Jun 2020	Year-to-Date	Average Number of Reports per Month	% Change - Current vs. Previous Year
3-Hour (Phone) Notification															
Child on Child Sexual Abuse	4	1	1	0	0	0	0	2	2	0	0	0	10		
Client Death	21	19	19	13	13	26	22	21	15	0	0	0	169		
Media Event	1	1	1	1	0	1	0	3	0	0	0	0	8		
Sexual Abuse/Sexual Battery	2	1	0	3	0	2	1	2	1	0	0	0	12		
24-Hour (RL6) Notification															
Child Arrest	0	0	0	0	0	1	0	0	0	0	0	0	1		
Elopement	7	13	12	10	10	11	11	9	5	0	0	0	88		
Employee Arrest	0	1	1	0	1	1	0	0	1	0	0	0	5		
Employee Misconduct	1	2	0	5	1	5	3	2	3	0	0	0	22		
Missing Child	0	0	0	0	0	0	0	1	1	0	0	0	2		
Security Incident/Unintentional	0	0	0	0	0	0	0	0	0	0	0	0	0		
Significant Injury to Client	2	2	0	0	1	2	7	2	1	0	0	0	17		
Significant Injury to Staff	0	1	0	1	0	2	0	1	0	0	0	0	5		
Suicide Attempt	7	3	6	6	2	3	4	3	1	0	0	0	35		
Other:															
Bomb/Biological/Chemical Threat	0	0	0	0	0	0	1	0	0	0	0	0	1		
Visitor Injury or Death	0	0	0	0	0	0	0	0	0	0	0	0	0		
Human Acts	0	0	0	0	0	0	0	0	0	0	0	0	0		
Theft, Vandalism	2	1	0	0	1	0	0	0	0	0	0	0	4		
No Other Category	2	0	2	3	1	1	3	1	19	0	0	0	32		
TOTAL	49	45	42	42	30	55	52	47	49	0	0	0	411	45.7	0.4%
FY 18-19	51	52	51	46	49	32	42	48	39	40	57	39	546	45.5	
FY 17-18	55	40	38	42	41	30	57	36	45	56	49	45	534	44.5	
FY 16-17	43	62	62	60	45	65	62	43	56	46	49	44	637	53.1	
3-Year Average, by Month	49.7	51.3	50.3	49.3	45.0	42.3	53.7	42.3	46.7	47.3	51.7	42.7	572.3		

2. Timeliness of Incident Reports - 24-Hour RL6 Notification

		FY 16-17		FY 17-18		FY 18-19		FY 19-20	
		Count	%	Count	%	Count	%	Count	%
From Providers to CFBHN	On-Time	627	98.4%	513	96.1%	530	97.1%	393	95.6%
	Late	10	1.6%	21	3.9%	16	2.9%	18	4.4%
	TOTAL	637	100.0%	534	100.0%	546	100.0%	411	100.0%
From CFBHN to DCF (IRAS)	On-Time	637	100.0%	533	99.8%	541	99.1%	388	94.4%
	Late	0	0.0%	1	0.2%	5	0.9%	23	5.6%
	TOTAL	637	100.0%	534	100.0%	546	100.0%	411	100.0%

3. Client Manner of Death Summary

	FY 16-17			FY 17-18			FY 18-19			FY 19-20		
	Count	%	Per 1000*	Count	%	Per 1000*	Count	%	Per 1000*	Count	%	Per 1000*
Accident	21	10.6%	0.2	16	8.8%	0.1	8	3.9%	0.1	7	4.1%	0.1
Accident -Overdose	33	16.7%	0.3	38	21.0%	0.3	57	27.5%	0.5	27	16.0%	0.3
Homicide	2	1.0%	0.0	1	0.6%	0.0	1	0.5%	0.0	3	1.8%	0.0
Natural Death	48	24.2%	0.4	67	37.0%	0.6	69	33.3%	0.6	12	7.1%	0.1
Suicide	22	11.1%	0.2	23	12.7%	0.2	20	9.7%	0.2	15	8.9%	0.2
	Gunshot - 9			Gunshot - 9			Gunshot - 7			Gunshot - 4		
	Jumped - 4			Jumped - 2			Jumped - 0			Jumped - 0		
	Hanging - 4			Hanging - 5			Hanging - 8			Hanging - 9		
	Overdose - 3			Overdose - 3			Overdose - 3			Overdose - 2		
	Other - 2			Other - 4			Other - 2			Other - 0		
Undetermined	3	1.5%	0.0	3	1.7%	0.0	2	1.0%	0.0	3	1.8%	0.0
Unknown	69	34.8%	0.6	33	18.2%	0.3	50	24.2%	0.4	102	60.4%	1.2
TOTAL	198	100.0%	1.9	181	100.0%	1.7	207	100.0%	1.8	169	100.0%	1.9

*Manner of death rate per 1000 individuals served during the fiscal year.

4. Count of Subcontractor Incidents per Level of Care

	FY 16-17		FY 17-18		FY 18-19		FY 19-20	
	Count	%	Count	%	Count	%	Count	%
Care Coordination					6	1.1%	3	0.7%
Case Management	28	4.4%	36	6.7%	31	5.7%	13	3.2%
CAT Team					1	0.2%	0	0.0%
Crisis Stabilization Unit	117	18.4%	92	17.2%	91	16.7%	64	15.6%
Detox	15	2.4%	18	3.4%	24	4.4%	10	2.4%
Drop-In/Mental Health Clubhouse	15	2.4%	6	1.1%	5	0.9%	11	2.7%
FACT/Forensic	40	6.3%	30	5.6%	50	9.2%	41	10.0%
FIT/FIS	1	0.2%	3	0.6%	0	0.0%	0	0.0%
Medical Services	7	1.1%	4	0.7%	6	1.1%	5	1.2%
Methadone	8	1.3%	8	1.5%	10	1.8%	0	0.0%
Outpatient	125	19.6%	97	18.2%	122	22.3%	97	23.6%
Residential	208	32.7%	163	30.5%	147	26.9%	93	22.6%
SIPP/Therapeutic Group Home	5	0.8%	0	0.0%	4	0.7%	0	0.0%
Supported Employment/Housing	17	2.7%	13	2.4%	13	2.4%	5	1.2%
Not Applicable	12	1.9%	25	4.7%	21	3.8%	19	4.6%
Other	39	6.1%	39	7.3%	15	2.7%	50	12.2%
TOTAL	637	100.0%	534	100.0%	546	100.0%	411	100.0%

5. Subcontractor Incident Rates per 1000 Served

	FY 16-17		FY 17-18		FY 18-19		FY 19-20	
	Count	Rate per 1000	Count	Rate per 1000	Count	Rate per 1000	Count	Rate per 1000
3-Hour (Phone) Notification								
Child-on-Child Sexual Abuse	9	0.1	5	0.0	7	0.1	10	0.1
Client Death	198	1.9	181	1.7	207	1.8	169	1.9
Media Event	20	0.2	10	0.1	15	0.1	8	0.1
Sexual Abuse/Battery	24	0.2	11	0.1	15	0.1	12	0.1
24-Hour (RL6) Notification								
Child Arrest	7	0.1	2	0.0	2	0.0	1	0.0
Elopement	201	10.7	152	8.3	129	7.0	88	6.7
Employee Arrest	8	0.1	16	0.1	22	0.2	5	0.1
Employee Misconduct	34	0.3	35	0.3	35	0.3	22	0.2
Missing Child	6	0.1	4	0.0	0	0.0	2	0.0
Security Incident - Unintentional	3	0.0	1	0.0	0	0.0	0	0.0
Significant Injury to Client	30	0.3	27	0.2	22	0.2	17	0.2
Significant Injury to Staff	6	0.1	13	0.1	8	0.1	5	0.4
Suicide Attempt	51	0.5	48	0.4	61	0.5	35	0.4
Other:								
Biological/Chemical Threat	0	0.0	1	0.0	0	0.0	1	0.0
Human Acts	3	0.0	2	0.0	1	0.0	0	0.0
Vandalism/Theft/Damage/Fire	7	0.1	3	0.0	0	0.0	4	0.0
Visitor Injury or Death	2	0.0	0	0.0	0	0.0	0	0.0
No Other Category	28	0.3	23	0.2	22	0.2	32	0.4
TOTAL	637	5.9	534	4.8	546	4.7	411	4.6

6. File Review Summary

Number of	FY 16-17	FY 17-18	FY 18-19	FY 19-20
File Reviews Carried over from Previous Period	19	6	9	5
New Files Referred for Review	25	15	21	32
FILES FOR REVIEW	44	21	30	37
Full File Review Not Required				8
Unable to Complete*			4	4
File Reviews Completed	38	12	21	19
FILE REVIEWS IN PROGRESS	6	9	5	6

File Review Results

File Reviews that Resulted in:	16-17	17-18	18-19	19-20
Observations	9	2	0	5
Corective Action	2	0	0	0

* This category refers to reviews that were unable to be completed as a result of services funded by a source other than CFBHN.

7. CFBHN Internal Incidents and Events Summary

INCIDENTS	FY 16-17	FY 17-18	FY 18 - 19	FY 19-20				TOTAL
				Q1	Q2	Q3	Q4	
Alarm issues	3	3	1					0
Building Security	0	0	0					0
Computer Security	1	0	2	3	3	2		8
Data Security								
Unsecured FROM CFBHN	6	13	8	2	1	2		5
Unsecured TO CFBHN	39	31	25	5	8	11		24
Other	4	2	3	2	1	1		4
Equipment Malfunction/Failure	0	1	8	2	2	1		5
Facility Issues	1	3	0	2				2
Infection Control	0	0	0					0
Media	0	0	0	1				1
Medical Emergency/Injury/Death	2	0	0					0
Property Damage	2	0	0			1		1
Threat to Safety	1	0	1					0
Utility Failure								
Electrical	2	2	3					0
Heating/AC	0	0	0					0
Internet	1	5	4					0
Telephone	0	3	0					0
Water/Plumbing	0	1	0					0
Other	1	8	12	1		1		2
TOTAL	63	72	67	18	15	19	0	52

EVENTS	FY 16-17	FY 17-18	FY 18 - 19	FY 19-20				TOTAL
				Q1	Q2	Q3	Q4	
Call to Abuse Registry	3	2	0			1		1
Legal Notice	1	1	3		2	1		3
Media Request	3	6	2					0
Public Records Request	3	15	16	3		5		8
Report to Licensing	0	0	0					0
Report to OIG	43	46	62	5	12	10		27
Wellness Check Request	2	0	2					0
Other	1	1	2					0
TOTAL	56	71	87	8	14	17	0	39

IT System Update
Current IT projects

- a. All Provider meetings:
 - i. IS Strategic / IT Provider Meeting scheduled for 4/22/2020 at 1:00pm.
 - 1. FASAMS is the focus of the meetings.
 - 2. COVID-19 is a major concern
- b. FASAMS:
 - i. Pamphlet 155-2 V14 has been released
 - 1. Delayed implementation until October 2020
 - ii. "System and Financial Exchange (SaFE)".
 - 1. Select providers continue to test
 - 2. Full System continues to be developed
 - 3. Voucher application in design phase
 - iii. Providers are still concerned about timeline for being ready with new XML file format
 - 1. DCF is very open to ideas and ways to make FASAMS work.
 - 2. When will we want all providers to use XML.
 - a. Discussions with providers are ongoing
 - b. New data format will cause a lot of existing reports to need changing.
 - 3. The ME/IT committee and FAME has this as a high priority.
- c. System Changes
 - 1. 4DX is on hold indefinitely.
- d. County Projects:
 - i. Most have slowed down due to COVID-19.