

Department Directors Report
June 2020

Contracts

- New Subcontracts for FY 20-21 are being routed with base funding and sent to providers for signature. CFBHN is still waiting on the schedule of funds with the final budget.
- The contract to build a new voucher system for CFBHN has been delayed until more information has been received from DCF re: go-live date for FASAMS, which is driving the need for this new system.
- First Step of Sarasota is in the process of acquiring Coastal Behavioral Health. Coastal will become a shell subsidiary while First Step works on closing out contracts and other legalities. Funding for Coastal will be in First Step's contract effective July 1, 2020. First Step/Coastal staff have informed CFBHN that they are giving up the funding for Lee County's Mental Health Court. CFBHN is in the process of planning for their successor.

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.
- 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- May call was cancelled

Summary of ROSC Outcomes and Accomplishments to Date



1. **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.
 - Twenty-one participants attended
- B. C&FA staff meet with Julie Radlauer to update the Suncoast Region's Wraparound Strategic Plan.
 - Suncoast Region's Wraparound Strategic Plan has been updated for fiscal year 2020-2021.

2. **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).

RCO Updates

Polk County: No update

Lee County: Kimmy's Recovery Zone discussed development of a 1-3 year strategic plan and development of a "safe center" for Lee County. Board of Directors roles are being developed and they have accumulated 43 thousand dollars in donations.

Pasco County: Pasco Epicenter has joined forces with ASAP to start Narcan distribution within their community.

Hillsborough County: Developed a board of director's application and a process for the nominating committee. Slight changes to the Mission statement were made.

Sarasota County: No update

Regional Update: No update

3. **Cross-system Partnerships:**

- A. C&FA participated in JWB's Children's Mental Health Initiative (CMHI) to hold ten family focus groups.
 - Currently in the process of data analysis of the data collected to generate a report, which will be utilized to support the work of the CMHI and to create a public awareness campaign.



4. Peer-based Recovery Support Services

- A. Monthly Suncoast Regional Peer Advisory Council Meeting/Call
- Thirty-four participants were on the call.
 - Jake Ponsky a peer with David Lawrence Center has stepped forward to co-chair the calls with Carol Eloian.
- 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.
- David Lawrence Center partnered with CFBHN and set up the meetings to be held via Zoom
 - Twenty to Twenty-five participants attended each weekly meeting
 - Jake Ponsky a peer with David Lawrence Center has stepped forward to chair the meetings and has worked with other peers on the call to run the meetings.
- C. C&FA collaborated with QI staff to conduct a review of C&FA training evaluations submitted by trainees participating in WRAP, Helping Others Heal, and Wraparound trainings.
- QI developed an excel spreadsheet of training results from 2018-2020.

5. Community Health and Wellness

- A. C&FA staff participate on FACT Advisory Committees to provide resources and technical assistance.
- Provided technical assistance to the Pinellas FACT Advisory Committee by sharing FACT Peer job postings to peers in the region.
- B. C&FA supports and provides technical assistance to grassroots organizations in the Suncoast Region.
- C&FA staff provided technical assistance to NAMI Hillsborough regarding selection of an Executive Director and finding new board members.
 - C&FA staff updated NAMI Hillsborough’s Board Member Application packet based on their current bylaws.
- C. C&FA staff provide information and resources to consumers and families to assist them in locating services and supports.
- C&FA staff developed a brochure based on ROSC principles and values to assist consumers and families in navigating the system of care.

Summary of Barriers/Issues and Strategies to Mitigate them

COVID-19 continues to be the only barrier at this time. Network Service Providers and peers have been calling to ask when the 40-hour peer specialist training, Helping Others Heal and WRAP training will be available. We have received requests for online training but have not received permission to provide those two trainings online from DCF or The Copeland Center.



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

Purpose of Collaboration

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

- Subcontractor: Directions for Living. Partners in Wraparound- SalusCare, BayCare, Success 4 Kids and Families (S4KF), PEMHS and Carlton Manor, NAMI Pinellas, and Pasco County School district.

Other Stakeholders: Juvenile Welfare Board, the University of South Florida and Humana, NAMI Pasco, Juvenile Welfare Board, SEDNET, St. Petersburg College- Clearwater campus, Recovery Epicenter, Pasco Hernando State College, Ready For Life, Bobby White Foundation, Zero Suicide partners of Pinellas, Pasco Youth Haven, Magellan-MY LIFE, Clearwater Neighborhood Family Center, and Sr. Pastor, James Williams from Mt. Olive AME Church have been key partners. Two new partnerships were developed in May: Vincent House Pasco and Sunrise Movement.

Data Summary

The data summary overview outlines the following two data points:

1. Direct services funded by the grant and delivered by Directions for Living:
 - Six referrals were made in May for Wraparound. Five were assigned to a Wraparound facilitator.
 - Thirty-two families are served through the grant funds and High Fidelity Wraparound. Seven families are residents of Pasco County and twenty-five are residents of Pinellas County.
 - Seven families were discharged from the program.
2. The SAMHSA IPP indicators which include infrastructure, development, prevention and mental health promotion are coordinated throughout Pasco and Pinellas Counties (Circuit 6):
 - Policy Changes (PD1): There were no policy changes or updates this month.
 - Memorandum of Understanding (PC1): There were no formal written agreements made this month.
 - Mental Health and Related Workforce Trained in Mental Health Practices (WD2): Ten individuals who work with youth and their families in mental health and related Workforce were trained on SOC principles and the values of Wraparound at the Pasco Hernando State College Life Summit on May 11, 2020.
 - Consumers Providing Mental Health –Related Services (WD5): No new consumers provided training this month.



Summary of FCMHSOC Expansion and Sustainability Grant Outcomes and Accomplishments; Summary of Strategic Plan:

Goal 1. Demonstrate Family and Youth Engagement:

- Accomplishments-Successfully launched the virtual MY LIFE Youth Fest, working alongside three national youth led partners utilizing virtual platforms. Approximately 200 youth and young adults from across the country participated in the four virtual events held in May. A Youth Move Pinellas member was a speaker at the May 28, 2020 event.
- Accomplishment- Participated in the ongoing development of the “Peers in Recovery Mentorship Program”. One participant joined the initiative this month.
- Accomplishment- Youth MOVE Pinellas and Healthy Transitions participated in the Artivism Mental Health Awareness campaign and youth submitted their art as part of the annual mental health awareness project for Youth MOVE National.
- Accomplishment- Youth MOVE Pinellas, MY LIFE and Family Voices continue to gain membership thru a virtual platform used this month due to COVID-19 restrictions.
- Youth MOVE Pinellas applied for a \$250 grant from America’s Promise Alliance as part of the Power of Youth Challenge. The proposal “Wellness on Wheels” would deliver mental health care packages on the doorsteps of youth in Pinellas County.
- Accomplishment- Youth MOVE Pinellas completed t-shirts designs and outreach materials, which include their logo, and contact information as they prepare to market their new chapter.

Goal 2. Expand and Sustain a SOC-Driven Array of Services

- Accomplishment- One new consumer enrolled in the “Peers in Recovery Mentorship Program” partnership with PEMHS and NAMI Pinellas. Three consumers are being supervised in the program.

Goal 3. Implement High-Fidelity Wraparound Statewide

- Accomplishment- Suncoast region Wraparound champions met to update the strategic plan.

Summary of Barriers/Issues and Strategies to Mitigate them

Due to the impact from the COVID-19 pandemic, scheduled trainings, workshops and group meetings were cancelled and postponed. To mitigate the cancelation of trainings, workshops, trainings, and meetings, CFBHN is utilizing online platforms and is reviewing these platforms for possible video/webinar training platforms.

Workforce vacancies continue to be a barrier to deliver High Fidelity Wraparound. Directions For Living (DFL), our direct service provider, has identified existing staff for the two Wraparound facilitator vacancies however; they have not fully



transitioned into this role. To mitigate this shortage, CFBHN issued a contract amendment to shift the number of consumers enrolled for the month of March and April to account for the vacancies and COVID -19. However, with the transition of duties still ongoing, this is still a concern.

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	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%
DEPARTMENT						
Administration		1			1	20.0%
Consumer Affairs					0	0.0%
Contracts	1				1	20.0%
Community Managers/Housing/Special Projects					0	0.0%
Finance			1		1	20.0%
HR					0	0.0%
JWB					0	0.0%
IT			1		1	20.0%
NDCS		1			1	20.0%
QI/Risk					0	0.0%
TOTAL	1	2	2	0	5	100.0%

Network Development/ Clinical Services

CFBHN Children's Mental Health SOC Assistance Data Summary

May Call Summary: CMH attended and participated in 32 calls during the month of May. Of these calls 0 were known to have been sheltered and the remaining diverted from enter the child welfare system.

The CFBHN CMH team attended and participated virtually in the SAMHSA Children's Mental Health Awareness National Training Day. CMH continues to co-facilitate weekly CAT calls with contracted providers in the Suncoast Region. CMH is partnering with the with the System of Care (SOC) staff to develop the annual training for community partners, such as child welfare, outpatient providers, CAT , CSU , advocacy organizations, 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)

Due to the ongoing COVID-19 crisis, FIS providers continue to provide services primarily via telehealth and teleconferencing. Procedures are in place to secure necessary releases, complete intakes and assessments, and begin treatment through remote technology. Overall, incorporation of telehealth has shown a decrease in the time from receipt of the FIS referral and completion of the assessment as well as engagement in the first treatment appointment. FIS providers are being encouraged to continue to utilize telehealth, as clinically appropriate, once face to face contract resumes, as it has proven successful in removing barriers such as transportation, child care, etc.

Family Intensive Treatment (FIT) Status Update

FIT providers continue to deliver services to clients through the use of telehealth and telephone contact, however in person contact has resumed for some of the most high-risk clients within some of the providers. In addition, in person drug screen testing has also resumed for several providers. Due to the overall decline in hotline calls and new open investigations, the majority of FIT providers have seen a decline in the number of new referrals to FIT. For some, this has impacted their ability to serve the number of families required within the year, per their contracts. As a result, the annual target for families served will be adjusted to account for the loss of referrals due to COVID-19.

The enrollment by Provider/County as of April 30, 2020, is detailed below.

Family Intensive Treatment (FIT) Program:			Enrollment Summary Report, FY	
19-20				
County	Number of Families			Capacity Served Percentage
	Currently Enrolled	Served Year-to-Date	Annual Enrollment Target	
Baycare/Pasco	38	91	105	86.7%
Directions for Living/Pinellas	31	58	60	96.7%
DACCO/Hillsborough	30	52	60	86.7%
Charlotte Behavioral/Charlotte	9	18	24	75%
Charlotte Behavioral/Lee	27	61	66	74.2%
Centerstone/Manatee	25	58	67	92.4%
Peace River Center/Circuit 10	17	35	38	81.6%
TOTAL	177	373	420	88.8%



Behavioral Health Consultants (BHCs)

CFBHN funds six BHC positions across the Region, located in Charlotte, Lee, Sarasota, Manatee, Collier, and Highland/Hardee Counties. DCF has continued to receive increased grant funding to also support BHC positions. To date, DCF has BHCs in Sarasota, Hillsborough, Pinellas, Pasco, and Polk Counties. CFBHN and DCF collaborate to ensure all BHC positions are aligned and the work is consistent throughout the region. CFBHN will lead a Regional Joint ME/DCF BHC meeting scheduled for June 10, 2020.

BHCs provide consultation services to the CPIs, however, due to ongoing COVID-19 crisis, services continue to be provided primarily via remote technology. 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. The BHC positions with David Lawrence Center (Collier County) and Charlotte Behavioral Health Center (Charlotte County) are currently vacant, however CBHC has temporarily filled the position with an interim staff while recruitment for a permanent replacement continues.

FACT

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

***COVID-19– COVID19 continues to present 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 while insuring the frequent and intensive contact necessary for our clients during this time. These efforts continue.

ALL CIRCUITS: FACT

QUARTER ADMISSIONS= n/a

FY 19/20 ADMISSIONS TO DATE =125

QUARTER DISCHARGES= n/a

FY 19/20 DISCHARGES TO DATE=122

In FY19/20, focus will continue on the priority populations by being responsive to state hospital discharges and increased diversion efforts.

FACT Admission/Discharge/Census MAY 2020 (MONTH) FISCAL YEAR 19/20 TOTAL	
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	Circuit-6 4 teams	Circuit-10 2 teams	Circuit-12 2 teams	Circuit-13 2 teams	Circuit-20 4 teams
Current Month Admissions/ FYTD 19/20 TOTAL ADMISSIONS-125	5/31	3/23	1/15	2/10	4/46
QUARTER/FYTD TOTAL ADMISSIONS- N/A					
Current Month Discharges/ FYTD19/20 TOTAL DISCHARGES-122	6/38	2/19	1/15	2/11	7/39
QUARTER/FYTD TOTAL DISCHARGES- N/A					
TOTAL CURRENTLY SERVED BY FACT- 1388/1400	395/400	200/200	199/200	200/200	394/400

**** As of week ending 5/30/2020, 7 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 originally through April 30, 2020; however, they are still currently on hold until further notice. There are approximately 278 individuals waiting for admission to the Forensic State Mental Health Treatment Facility. Most Courts have begun holding Zoom hearings. Transportations to and from the State Hospitals are on hold as well. Some jails are continuing to quarantine new inmates for 14-days once booked before releasing into General Population; however, visitations in the Jails are still on hold. Forensic Residential Providers have begun scheduling new admissions.

Prevention

Due to COVID-19, most of the prevention school- based programs have transformed to virtual learning. Providers are continuing to use their counties distance learning platform to continue teaching whole classes and small mentoring groups with a focus on social emotional learning lessons targeted towards pro-social values, self-regulation, responsibility and



teamwork. Through Facebook Live activities, virtual scavenger hunts, zooming and lots of working together as an organization and as a community the providers and coalitions continues to provide prevention information and resources to parents and caregivers to continue to bring prevention into their daily family discussions. Providers and coalitions are also venturing out and assisting their community through programs that are providing school meals to the families. Fliers and newsletters with resources available for information and support are being added to the meals to continue to push the message of prevention while the children are not in school.

Number Served for May, 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
Universal Indirect	255,321	1,085,839	-	1,341,160
Universal Direct	8,560	1,464	-	10,024
Selective	4,984	122	-	5,106
Indicated	129	56	-	185
TOTAL	268,994	1,087,481	0	1,356,475

Healthy Transitions:

The program is currently working to facilitate final participant surveys and assessments, in preparation for the grant closeout at the end of June. The Project Director, Evaluator and other key program staff will prepare the final report to DCF and SAMHSA within the 90 days following the close out. The program will then continue to provide services through support and funding provided by DCF and CFBHN. This will enable youth and young adults to continue receiving services uninterrupted.

Care Coordination

1. Access to Care

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

COVID-19: Due to COVID-19, many adult substance abuse residential programs continue to operate with restrictions, limiting admissions to internal referrals only. These restrictions have significantly reduced the bed availability for clients placed on the waitlist for Residential treatment. Additionally, providers who house long term programs greater than 60 days are typically not accepting admissions at this time. CFBHN Utilization/Care Managers continue to outreach to all regional substance abuse service providers for anyone waiting for a bed-based service, which continues to support timely access to services.

Utilization/Care Managers also work with providers in locating treatment services and resources for persons who may need additional or ongoing treatment after completing a short-term program.



2. Care Coordination

CFBHN Utilization/Care Managers monitor all registrations for Crisis Stabilization, Detox and Residential Level 1 & 2 treatment to identify persons who meet HNHU status and notify providers when persons admitted are eligible for care coordination. The regional providers have served a total of 749 persons this year through April 30 in care coordination. There are currently 224 individuals actively being served in care coordination as of 4/30/20. CFBHN Utilization/Care Managers and network providers meet routinely and work together to explore treatment and resource needs for persons who readmit and engage other community resources and providers as needed to support those efforts. Voucher funds to assist with care coordination resource needs for the current fiscal year have been exhausted as of 5/11/20. CFBHN has recently allowed providers to shift care coordination service dollars to incidentals to provide ongoing assistance with those needs for the remainder of the fiscal year.

COVID-19: Due to COVID-19, most Care Coordination providers are providing virtual services or making contact with individuals remotely via telephone or video teleconferencing where possible. The pandemic has created multiple challenges for individuals including access to employment, loss of jobs, loss of assistance from family/friends, etc. resulting in increased need for assistance for some individuals.

NDCS Special Projects Updates

1. First Episode Psychosis (FEP) Program

As of May 30, 2020, FEP has served 38 clients at this time. Success for Kids and Families has 3 pending enrollments for FEP and continues to focus on outreach and engagement. Success for Kids and Families is utilizing zoom platform to help with presentations with referral providers and completed a presentation of FEP to the University of Tampa Counseling Service Center this reporting period. Success for Kids and Families is continuing discussions with OnTrack regarding developing another contract with OnTrack NY. In addition, Success for Kids and Families is in the process of hiring a nurse for the FEP program to focus on physical health education and medical assistance when needed.

Covid-19 impact-Success for Kids and Families report that Covid-19 added level of difficulty with staff training using only telework. Success for Kids and Families report that FEP clients are responding positively for the most part to Telehealth however might not be best intervention for high paranoia consumers. FEP staff are using zoom and other communication avenues to staff cases and communicate on program items.

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 April 2020. This chart does not include data collected from May. Providers submit data on the 27th of each month.

Hospital Bridge Partnership	
Number of individuals Screened	360
Number of individuals induced with buprenorphine in ED/hospital prior to discharge	0
Number of individuals referred to treatment providers	130
Number of individuals linked to treatment providers	89

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



IT System Update

Current IT projects

- a. All Provider meetings:
 - i. IS Strategic / IT Provider Meeting 5/22/2020.
 - 1. FASAMS is still the focus of the meetings.
 - a. Everyone to cutover 7/1/21
 - b. (still not official by DCF)
 - 2. COVID-19 is a major concern
 - 3. Performance outcome measures
 - a. Challenges presented for both ME and DCF
 - b. Discussion on what needs to be collected
- b. FASAMS:
 - i. Pamphlet 155-2 V14 has been released
 - 1. Delayed implementation until November 2020
 - 2. Must submit in V14 format by 7/1/21
 - 3. Awaiting final approval of this date by DCF
 - 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. Providers prefer waiting until 7/1/21 to submit data in V14 format
 - c. 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, talks are taking place on resuming.
 - a. WIG might be changing.
- d. County Projects:
 - i. Most have slowed down due to COVID-19.
- e. COVID-19

Requests for reports are starting

