



Central Florida

Behavioral Health Network, Inc.

Your Managing Entity

2020 – 2021 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 publicly 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

It has been a challenging year for CFBHN. I appreciate our staff most of all for persevering through the COVID pandemic that still rages with variants almost every month. They have focused on providing the best system of care for our most vulnerable citizens while also expanding their comfort zone with our focus on justice, equity and humanity. We are truly "Strengthened by Our Differences".

Much of our focus beyond working through Covid protocols has been on implementing Senate Bill 945. This important piece of legislation requires DCF & AHCA to identify children & adolescents who use crisis stabilization services and to meet their behavioral health needs; requires development of plans promoting coordinated system of care for certain services; requires testing of provider network databases maintained by Medicaid managed care plans; requires verification of use of certain strategies & outreach before student is removed from school, school transportation, or school-sponsored activity under specified circumstances; provides exception; and requires DCF & AHCA to assess quality of care provided in crisis stabilization units. The Managing Entity's role in this process is to convene with community partners and stakeholders and develop and monitor the plans. We have successfully done this throughout our network of care.

We look forward to further collaboration in all areas of behavioral health care in our safety net. Our system of care is sometimes difficult to navigate or understand and we are proud to have provided care coordination for people with high needs and utilization of acute care services. We have had a remarkable impact by assuring wrap around services and housing necessary to stabilize these individuals in their own communities. We have built collaborative relationships with our school districts and access to behavioral health services students require to be safe and healthy. We are also pleased with our work in the housing area to partner with builders and developers who are creating safe housing space for persons with special needs along with the dynamic services provided by Clubhouses – a place to regain lost skills and abilities due to behavioral health issues.

Finally, I am very proud of the comprehensive public awareness campaigns that sends valuable messaging to our communities to combat youth alcohol and substance use with the "Talk. They Hear You" campaign and our Opioid awareness campaign "Use Only as Directed". These campaigns are all supported with our social media initiatives and enhancements to our website.

Thank you for reviewing our Annual Report and should you have any questions do not hesitate to contact me.

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**

What an honor it has been to serve as President of the Central Florida Behavioral Health Network's Board of Directors this year! In my second term as board chair, I can attest that the behavioral health tsunami in the wake of the COVID-19 pandemic is upon us. We know that suicide attempts, overdoses, and calls for help are on the rise across our state. Added to this stress, our system of care is struggling with personnel shortages and overburden, tired staff. Through it all, Central Florida and its partners have remained steadfast in delivering the highest quality behavioral health services across our 14-county network.

You may wonder how Central Florida supports this 14-county network. It provides the funding lifeline, advocacy, public awareness, infrastructure support, along with a host of other supportive functions so that providers can concentrate on what they do best: caring for our community's most vulnerable people.

One area of focus this year included an increase in behavioral health awareness and stigma reduction efforts. While there were many innovative communication strategies implemented this year, I am most excited to highlight a yearlong campaign called "Talk, They Hear You" focused on alcohol and substance use prevention for youth. This campaign included social media, digital, print and television promotions. If you watched a Rays game this year, I'm sure you saw the campaign!! If you have not, please check it out at www.cfbhn.org/talk-they-hear-you.

On behalf of the Board of Directors, I want to thank the Central Florida staff and its partner agencies for their exceptional work this year. The behavioral health tsunami is far from over, and there will certainly be new challenges this year. However, I am confident that the strength of our network will weather these obstacles because our mission – managing a quality behavioral health system of care that brings help and hope to individuals, families, and communities – is more important than ever! Wishing you good health and peace,

Board of Directors

The governing board is inclusive of consumers, family members, community stakeholders and partners. Regional Council representatives serve geographical circuits and represent local concerns. All board members serve without compensation.

Officers

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

Ayesha Johnson, PHD Secretary/Community Representative
Florida Department of Health

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

Terry Cassidy, Community/Private receiving Facility Representative
Bayside Behavioral Health Services, Sarasota Memorial

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

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, Member
True Health center for Emotional Wellness

Pastor Douglas Walker, Member
Hillsborough County Ecumenical Health Collaborative



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

\$218,609,289

TOTAL CONTRACT FUNDS

\$16,970,132

3.25% | Admin Rate **Total Opioid Funding**

Numbers Served: 133,370

Providers & Contracts:

64 Providers 88 Contracts

41,978,090 | **Prevention through Coalitions & Partners**

Cares Act: Received \$4.4 million in funds for expansion of Care Coordination, Wraparound Certification Training, CAT Teams, 211 Helplines, FACT services, Jail-Based and Forensic Services Diversion, Short-Term Residential Treatment, Children's Care Coordination, FIT Teams and NAS/SEN Care Coordination.

Current Snapshot

July 1, 2020, began CFBHN's eleventh 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 **\$218,609,289** service dollars and **\$16,970,132** 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. Direct funds served **133,370** individuals. CFBHN also reached **41,978,090** individuals through prevention messaging and services via community Coalition and Prevention partners. Contracted funds were efficiently and effectively managed at a **3.25%** administrative rate - a good value for Florida taxpayers.

COVID 19 Pandemic Continued to Impact the System of Care

COVID 19 hit hard early in the year and continued throughout 2020 - carrying over into 2021. The system of care continued to respond and adapt to the new “normal” to deliver services to those in need and maintain and expand communication to the communities served. Telemedicine grew (which increased 4000% in April 2020 alone) and organizations adapted to the social distancing rules and regulations all while implementing PPE (personal protection equipment) for staff in proximity to individuals receiving services. CFBHN continued to access and secure PPE for staff at provider organizations.

Communications Continues to Grow

Comprehensive public awareness campaigns were launched for two important prevention issues: reduction of alcohol and substance use by youth and promotion of a healthy response to Opioids.

The youth alcohol campaign was adapted from the SAMHSA “Talk.They Hear You” national campaign and focused on encouraging parents and caregivers to have a conversation with their children regarding where they stand regarding underage alcohol use (identified as the number one issue in all our communities). Parents and caregivers are the key deciding factor in preventing underage drinking. Information is provided on our website for them to prepare for the “talk” and the focus is to make sure children grow up healthy, happy and successful. When children hear where parents stand they respond. The “talk” can occur as early as eight or nine and it is recommended to continue having conversations throughout childhood. This campaign supports the work being done in

our communities by our Coalitions and Prevention Partners. Information is available on the CFBHN website. This was an annual campaign and generated 61,304,188 impressions.



The second campaign in the CFBHN network is for Opioid awareness and proper use called “Use as Directed”. It supports the safe and effective use of opioids for pain

OPIOIDS



USE ONLY AS
DIRECTED

reduction and emphasizes talking with your doctor or dentist about alternative pain methods as well as safe disposal of any prescription pain medications. This was a six-month campaign and generated 21,758,849 impressions.

CFBHN also produced five webinars covering topics that were critical for Certified Peer Recovery Specialists to achieve and renew certification. The training is approved for CEU's that are recognized by the Florida Certification Board – the governing body. They are accessible from the CFBHN website and there is no charge for the training.





Julie Patel Named CFO of The Year

Julie Patel, CFBHN CFO, was recognized by the Tampa Bay Business Journal as one of the top CFO's in the region. She was featured in a live streamed broadcast where she provided insight into her success as a non-profit CFO and the challenges she and the organization faces.

Movement to Ensure Justice, Equity & Diversity Continues

The country continued to experience repercussions from the adverse impacts associated with minorities and persons of color. CFBHN continued to work actively with the Board and staff to raise awareness of racism, prejudice and bias in our communities.

The Diversity Committee focused on training activities with both the Board and staff concerning these issues and communications supported this initiative with social media postings, email newsletters and website enhancements.



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.

New Consumer Handbook

The new Consumer Handbook was developed and is located on the CFBHN website. The handbook can be downloaded and features a quick reference card that can be kept on hand.

Community Collaborations and Innovative Partnerships

Housing

CFBHN continued support of our network service provider, CASL, and community partner, Blue Sky Communities, with their affordable housing apartment complex groundbreaking in Polk County. In total there was an additional 263 supportive housing units added in our network to serve our population.

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

CFBHN, due to the pandemic, held its first Suncoast Region virtual Refresher SOAR training. Approximately 40 direct care staff attended this training. CFBHN will keep this training again in fiscal year 2021/22. CFBHN also moved its quarterly SOAR conference call to a virtual platform. This platform enhanced the impact of the meeting with visual aids and the ability to review SOAR numbers across the region.

Staff has established SOAR committees across the network. Over 244 SOAR applications were processed at a 58% approval rate this year, representing an 11% increase in applications from the previous fiscal year. The State of Florida averages 64% approval of initial applications and the national average is 65%. Due to the decrease in approvals; CFBHN created a single point-of-contact and will implement region-wide SOAR workgroups to enhance the system with the goal of improving performance.

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 they received 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 continues to use 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) to determine appropriate level of services. CFBHN acts as care coordinators by linking students referred from the school district to the community providers. Project Managers provide ongoing clinical oversight by staffing or consultation to address the need of high-risk students. 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.

Pasco and Hillsborough School Project Managers identified the need for additional in person services during the early months of the pandemic. School projects added a total of 3 new providers to meet the need of in school and in home services.

County Collaboratives and Initiatives

CFBHN has worked with multiple counties, stakeholders, schools and providers to implement the following projects and advocate for resources at the community and state level.

Pinellas County: PICA (Pinellas Integrated Care Alliance). This grant funding the PIC team sunsets in March, 2021. The team has been so successful in engaging and accessing services for persons referred by the Sheriffs Mental Health team that has agreed to fund the team and has contracted for three additional years. The members of the Pinellas Integrated Care Alliance continue the work on two major initiatives; the optimum data set, and aligning of contracts

Hillsborough County: SRT Project, school mental health

Manatee County: Hospital Peer Project

Lee County: Healthy Minds Project, and supported Housing

Collier County: Centralized Receiving System

Polk County: Supported Housing

Charlotte County: Supported Housing

Pasco County: Vincent House work through recovery project, school mental health

Sarasota County: Planning for mental health tax referendum

(Note: The all-County planning day was cancelled due to Covid, but CFBHN is planning to hold it via MS Teams, with a more "team friendly" format in the near future)

Consumer & Family Affairs Continues Work for Recovery

Consumer & Family Affairs (CFA) is responsible for promoting and encouraging a recovery-oriented system of care to assert and 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 continues to lead the Recovery Oriented System of Care (ROSC) Transformation effort by implementing specific framework elements such as monitoring, training, advocacy, and policy changes that are in progress.

Communications

The CFBHN website was enhanced to include additional pages for special focus topics related to awareness campaigns in the network supported by a quick link "floater" to direct visitors to the information quickly when they first visited the website. Also on the home page at the very top we placed quick link icons to direct visitors to pertinent time sensitive topics as well as links to emergency information so they could quickly locate and access care.

All current campaign information is posted in both the Newsroom and on the topic page for quick reference.

A quick link button for location and contact information for Mobile Response Teams was added to the home page.

You can contact CFBHN via our website and 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 2020-2021 Annual Report. As we close this fiscal year, we are still in the throes of COVID 19 with new variants to deal with. There is hope ahead with continued vaccine programs including boosters and monitoring. We hope that all will remain safe as we continue to combat this pandemic.

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



Bridging Gaps with Management Solutions

Education and Advocacy

- Opioid “Use as Directed” campaign launched December 2020 – June 30, 2021.
- “Talk. They Hear You” youth alcohol and substance use campaign launched July 1, 2020 – June 30, 2021 and benefitted from IHeart radio personalities Queen B and Ronnie “Night Train” Lane support with monthly interview segments posted to social media
- Supported RX Drop Box Take Back Days
- Supported 211 initiative through social media and on website
- Featured on Bayside TV show with multiple interview segments throughout the year
- Presented to all legislative delegations and Linda McKinnon met through the aid of ZOOM with all of the newly elected officials, as well as all of our representatives on the following committees: Appropriations, Children, Family and Seniors and Family, Health Care Appropriations, Higher and Pre-K-12 Education, Regulatory Reform, Education and Employment, Government Operations and Pandemic Response.
- 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

- Staff continued board service nationally, statewide and locally
- Produced five webinars suitable for Peer Recovery Specialist training renewal and certification requirements. There is no charge for the interactive webinars accessible from the CFBHN website and CEU’s are issued upon completion of the training modules (see Consumer & Family Affairs for more info).
- Produced 2019-2020 electronic and printed Annual Report

The communication efforts for CFBHN this fiscal year continued regarding COVID and impacts to services relative to closures. 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 and later reduced in frequency until discontinued when stabilization occurred
- Website continued to be updated regarding the latest in COVID information
- Staff continued to acquire and distribute PPE to NSP’s
- Social media continued to be a critical component of communications during this period

Consumer & Family Affairs

- CFBHN continues to implement the High Fidelity Wraparound (HFW) model throughout the Suncoast region. To date, two

of CFBHN's NSP (Success 4 Kids and Families Inc. and Directions For Living) are certified to provide HFW to serve children and their families with mental health needs. These organizations also qualify to contract with a Medicaid Managed Care organization to serve a much larger community of children and families in need of quality recovery-oriented mental health service. Currently, 41 certified Wraparound facilitators, 29 coaches and 7 trainers deliver HFW in the Suncoast communities.

- Implement High-Fidelity Wraparound Statewide Accomplishment - A statewide celebration was held to share the success the state has seen in the implementation of Wraparound. Ten Statewide Wraparound Principle Awards were awarded. Eight of the ten Suncoast Regional staff were honored:

- o Sarah Miller and Courtney Hendrickson (DFL) received the Natural Support Award
- o Pam Jeffre (S4K&F) received the Collaboration Award
- o Jo Dee Nicosia (CFBHN) received the Team Based Award
- o Julie Semantik (Carlton Manor) received the Community Based Award
- o Tajhah Kittling and John Mayo (S4K&F) received the Strengths Based Award
- o Dr. Mary Armstrong received the Outcome Based Award
- o Beth Picora (CFBHN) received a Wraparound Visionary Leadership Award and a Wraparound Champion Award as the Suncoast Region's Wraparound Champion
- o John Mayo (S4K&F) received the state Wraparound Lifetime Achievement Award

- Beginning July 2021, CFA and CQI will employ the statewide Recovery-Oriented Monitoring ROM Site Visit Reviews initiative in the Suncoast region. This monitoring is to develop a baseline for measuring progress toward implementation and integration of recovery-oriented principles and best practices within each NSP. This monitoring process is one of many elements included in the framework of a statewide Recovery-Oriented System of Care (ROSC) transformation.
- Upon request, CFA staff collaborates with and provides technical assistance to support the development and sustainability to persons-served, family and youth-run organizations such as NAMI affiliates, and Recovery Community Organizations (RCO's) who advance the delivery of recovery-oriented services and supports in their community. In 2020-2021, CFA trained staff collaborated with DCF and the Peer Support Coalition of Florida in delivering Recovery Capital Planning training to over 40 RCO, grass roots organizational staff members.
- To enhance Peer Support Workforce development, CFA

created four (4) two-hour and one (1) one-hour webinars where individuals may earn Continuing Education Units (CEU's) for obtaining or maintaining certification as a Recovery Peer Specialists (CRPS) through the Florida Certification Board (FCB). These interactive web-based training modules provide a pre and posttest to measure gained knowledge and provide role play opportunities to build confidence, develop listening skills and use creative problem solving skills. Participants are issued a certificate of completion which can be submitted to the FCB. This is all provided at no charge to the participant.

Financial Management & Human Resources

Human Resources

- Continued remote telecommuting for all staff during the COVID 19 pandemic with carefully monitored weekly in-office staff times for departments and teams

Financial Management

- Issued an RFP (request for proposal) and contracted with CFBHN's first Recovery Community Organization (RCO)
- Issued an RFP and contracted for Drop-In Centers in DeSoto and Sarasota Counties
- Issued Purchase Agreements with seven local school districts to expand their telehealth service platforms through purchase of equipment and technology
- Transitioned Mobile Response Team services from Jewish Family & Children's Service of the Suncoast to First Step of Sarasota
- Implemented nine proviso projects
- CFBHN applied for PPP loan and received forgiveness for the loan
- CFBHN worked with NSP's on their fiscal reconciliation to have a payback of \$392,147 for FY 19-20, which was reduced from \$485,000 the prior year

Information Management

- Converted DCF data submission to support FASAMSV14 data and structures. Worked with CFBHN Contracted Providers and DCF to ensure a smooth transition to the new FASAMS
- Implemented new Health Data System at CFBHN SaFE (Services and Finance Exchange) to replace the existing CFHDS application
- Continued to support a remote workforce for all staff during the COVID 19 pandemic by providing equipment and support including Microsoft Teams

Network Development & Clinical Services

Children's Mental Health

- CFBHN CMH Team provided education, technical assistance and guidance to community stakeholders, families and system partners on the continuum of services within the system of care. CFBHN CMH Team facilitated five circuit trainings for system partners focusing on "Wraparound and Diversion Levels of Care" and worked with the Managed Medicaid Assistance Plans to identify strategies for community providers to utilize wraparound in-lieu of codes.
- The CFBHN CMH Team provided additional training and technical assistance to community providers on the Youth at Risk Staffing Model. This Youth at Risk Staffing Model is being actively used in 3 of the 5 circuits within the network and the CMH Team continues to offer technical assistance for development of the Youth at Risk Staffing Model for the additional 2 circuits. CFBHN CMH Team participated in 307 Youth at Risk Staffing calls which assisted in early identification and linkage of high risk youth to divert from the potential of experiencing deeper systemic interfaces which assisted in diverting 301 high risk youth from entering into child welfare.
- CFBHN CMH team participated in **7 2 3** interagency calls this fiscal year including Critical Case staffings, Child Specific Staffing Team staffings, and Youth at Risk staffings. Out of the 723 interagency calls, there were 287 critical case staffing calls which resulted in 281 youth being diverted from child welfare and deeper end systems of care during the call.
- CFBHN CMH team continued weekly Children Specific Staffing Team (CSST) meetings this fiscal year to provide additional support, education, and communication between referral agents and community stakeholders, focused on residential referrals to the Statewide Inpatient Psychiatric Programs and Therapeutic Group Homes. Several Managed Medicaid Assistance Plans (MMA's) have reported positive feedback on CFBHN utilization of these weekly CSST's this fiscal year.

Child Welfare

- CFBHN continued partnering with DCF to ensure alignment between ME and DCF funded Behavioral Health Consultants. CFBHN Behavioral Health Integration Program Manager provided technical support to DCF and other ME representatives for the BHC position and provided data related to the position.
 - CFBHN continued to actively collaborate with other MEs, DCF and other pertinent stakeholders for behavioral health integration. CFBHN actively participated in monthly FIT (Family Intensive Treatment) calls with DCF, SAMH and other MEs, holding monthly regional calls with all CFBHN FIT teams. In addition, CFBHN partnered with DCF and other FIT stakeholders on various workgroups to complete a FIT manual and a fidelity tool in order to establish best practices for FIT providers
 - CFBHN Behavioral Health Integration Program Manager assisted two providers to expand FIT services. Charlotte Behavioral and DACCO were awarded additional funds through the CARES Act to expand their services.
- FACT Teams and State Mental Health Treatment Facilities (SMHTF–Hospital)
- During FY 20/21, AMH Staff processed 153 referrals for SMHTF admission from 34 receiving facilities across the CFBHN network. These referrals resulted in 33 admissions to the civil SMHTF with 123 diversions from admission to the SMHTF.
 - CFBHN AMH staff facilitated over 100 discharge planning from 3 civil SMHTF cases in FY20/21
 - 123 admissions to FACT occurred in FY 20/21. Thirty-nine (31%) of FACT admissions consisted of clients diverted from SMHTF admission and twenty-five (20 %) of FACT admissions were direct discharges from the SMHTF. The remainder of the admissions were clients that utilized CFBHN funded CSU beds at a high rate or other community priority referrals (jail diversion, forensic)
 - There were 126 FACT discharges
 - Year-end census for FACT 1386/1400 slots filled
 - Since July 2012 and June 2021, FACT has admitted 1403 clients and discharged 1304 clients

Forensic

- Diverted 131 forensic individuals from SMHTF during the 2020-2021 fiscal year
- Facilitated 297 forensic residential referrals to regional community partners to promote diversions from the forensic SMHTF
- Assisted with 404 Forensic SMHTF Admissions
- The Hillsborough Forensic Multidisciplinary Team served between 53-73 active individuals per month through the 2020-2021 fiscal year
- Monitored 642 individuals placed on Conditional Release

Prevention

- Collaboratively worked alongside substance abuse prevention NSPs 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 to the SunCoast Region including Circuit 10
- Maintained a presence within the school systems and community at large despite the worldwide pandemic. Providers were able to adapt to changing dynamics to include many virtual learning platforms for school age youth, their parents, and the community.
- It should be noted that the community response to the need for community health and wellness prevention services continues to hold steady and is a value-added service
- Maintained quarterly workgroups to promote SA prevention principles in service delivery throughout the Suncoast Region

RCOs – Recovery Community Organizations

This fiscal year, CFBHN worked to on board Recovery Community Organizations (RCOs) in the Suncoast Region. RCOs increase the visibility and influence of the recovery community. Recovery Epicenter joined the Network Service Providers and is working collaboratively with CFBHN to bring recovery support services to Pinellas County

State Opioid Response

- CFBHN has worked with providers to implement the SOR (State Opioid Response) program. This wide ranging program supplements and develops enhanced MAT (Medication Assisted Treatment) services throughout CFBHN's provider network. A critically important result of the SOR program is the development of hospital bridge partnerships. This program has created an innovative medical/clinical pathway to provide MAT services for individuals entering hospital emergency rooms.
- The current hospital bridge programs:

- ✓ACTS – Tampa General & St. Joseph's Hospital
- ✓BayCare Behavioral – Morton Plant North Bay
- ✓David Lawrence Center – NCH Healthcare & Physicians Regional
- ✓DACCO – Tampa General
- ✓First Step of Sarasota – Manatee Memorial & Sarasota Memorial
- ✓Operation PAR – St. Anthony's
- ✓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. This program has provided MAT inductions in hospital emergency departments for individuals in need of services and the Hospital Bridge recovery peer specialists have referred 1,800+ individuals to treatment providers to link for ongoing services.

- CFBHN has dedicated SOR prevention funds toward evidence-based programs and practices devoted to reaching universal populations with targeted opioid media campaigns throughout the SunCoast Region as well as targeted educational programs towards youth and adults both in traditional school settings and community outlets.

Utilization Management/ Care Coordination

- The use of the regional waitlist was expanded to more closely align with Pamphlet 155-2 v14 for individuals who are wait-

ing 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 allows these issues to be addressed by the region. Worked with providers to get them to report more regular. Also expanded the waitlist to CAT, Room and Board, and In-Home/Onsite services.

- Wait time remains low for persons waiting for substance abuse residential, despite the effect of Covid-19 on providers closing. Providers collaborate to expedite referral and placement. Finalized a regional referral form to assist in this endeavor. This was especially difficult with the work force shortage at CFBHN and NSPs. Also the use of video conferencing has made working with NSPs much more seamless and decreased the response time to addressing pertinent situations. CFBHN supported the NSPs Care Coordinators so they could keep serving individuals in need.
- Changes to Guidance Document 4 have been implemented with network service providers through monthly Care Coordination meetings and individual support from UM Care Managers. Strategies were employed throughout the region and tailored to each circuit for optimal outcomes. Close collaboration with providers helps to more efficiently identify consumers in the region, allowing Care Coordination providers to link identified persons to needed services and identify which strategies are most effective in helping clients achieve success.
- Providers continue to use the SAMH vouchers to address

client's needs at a basic level. They are used to creatively bridge housing when none of the regular options are available.

- 802 persons were served in Care Coordination during FY20/21. Readmission rates for persons served in Care Coordination ranged from 3-9% monthly with an average of 6% for the year. Efforts to engage persons in aftercare following discharge from acute care services resulted in first contact between 1.80-8.64 days with an average of 2.96 days to first treatment contact despite challenges resulting from the impact of the pandemic on consumers and providers.

Quality Improvement

- As a result of the pandemic, the CQI team continued to offer three options for providers to choose from to complete virtual reviews. A total of 45 were conducted, along with over 30 resulting follow-ups, over the course of the year.
- 95% of surveyed Network Service Provider (NSP) staff responded that they agreed that monitoring results accurately reflected their organization's level of performance. 91% reported that they were satisfied or very satisfied with the results of their monitoring review.
- In anticipation of new DCF requirements to review the recovery practices of organizations within the CFBHN network, the CQI team began working with staff of the Consumer and Family Affairs department to map out plans for the initiative. Called Recovery Orientation Monitoring (ROM) reviews, this work with NSPs will begin in FY 21-22. ■

