



Central Florida Behavioral Health Network, Inc.

2011 – 2012 Annual Report

CFBHN is a not for profit 501 (c) (3) community services network incorporated in 1997 as a collaboration of substance abuse providers in Hillsborough County. Currently CFBHN contracts with over sixty nine organizations providing a full array of mental health and substance abuse services in the SunCoast region and Circuit 10. The geographic area served spans from Pasco in the north, throughout the Tampa Bay area, east through Polk, Highlands and Hardee and south down through Collier county. The range of services includes acute care, residential treatment, housing, medical, intervention and outpatient and recovery support services. Substance abuse prevention services are also provided for at-risk children and adults.

CFBHN provides a transformational influence that empowers local communities to develop, advocate for, and implement innovative solutions for the social, economic, and individual health and wellness problems that impact people's lives. We accomplish our mission by seeking, developing and nurturing partnerships with high performing providers of compassionate and quality health services. Together this partnership continually meets the changing needs of public sector leadership, private sector employers and employees, and individual community members who require specialty health care services. To support this network, CFBHN manages system development and provides education and training, advocacy, research and development and knowledge sharing of best-practices



Collaborating for Excellence

“Individuals are offered hope, choice and the opportunity to thrive within a community that supports their quality of life.”

We are certainly pleased with how Central Florida Behavioral Health Network continues to deliver on the promise to be a great Florida Managing Entity. Today we are recognized as the best example of how to manage publicly funded services for Florida citizens as we continue growth and development of the system of care for the Department of Children & Families Substance Abuse and Mental Health. We are also proud to remain a partner of the Pinellas County Juvenile Welfare Board as they serve unique family needs in their geographic region. This past year we continued to challenge our programs and processes as we strengthened our relationships. We listened to individuals and families that receive services and applied that valuable input. Notably communities now have access to new advocacy opportunities with established consortiums and coalitions. We launched our social media initiative and other electronic communication vehicles to enable us to stay connected and engage in conversations using media people prefer. We continue to champion use of evidenced based practices and support solid initiatives like Trauma Informed Care. Looking towards the future we engaged with Dr. Mary Gamble from the Sterling Group in a robust strategic planning process, first with our executive leadership and finally the entire CFBHN team. The future direction for CFBHN is succinctly pinpointed and we reinforce our commitment to be an innovative leader in our field.

Linda McKinnon
CEO



Dr. Robert Nixon, Professor Emeritus
President of the Board



Vision

Central Florida Behavioral Health Network, Inc. envisions communities where wellness and integrated healthcare enhance the whole life of every community member.

Mission

Central Florida Behavioral Health Network, Inc. is a cost conscious integrator of high quality behavioral and whole health systems and a recognized innovator in creating community solutions.



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.

Board of Directors

The governing board is inclusive of consumers, family members, community partners and stakeholders. All geographic areas are represented.

Officers

Dr. Robert Nixon, President

Strategic Planning and Solutions
Professor Emeritus USF Tampa

Craig Latimer, President Elect

Hillsborough County Supervisor of Elections
Retired Major Hillsborough County Sheriff's Office

Paula O'Neil, Treasurer

Pasco County Clerk and Recorder

Judy Turnbaugh, Secretary

National Alliance for Mental Illness (NAMI) Pinellas

Community Directors

Ann Arnall, Community/County Government

Director Lee County Human Services

David Beesley, Provider

CEO First Step of Sarasota

Susan Benton, Community/Law Enforcement

Sheriff Highlands County & President Florida Sheriff's Association

Maureen Coble, Community/Community Based Care

Sarasota Family YMCA

April Dean, Community/Family Advocacy & Faith Based

Outreach Director Grace Family Church

Ray Fischer, Community/Community Based Care

Children's Network of Southwest

Ray Gadd, Community/School System

Assistant Superintendent Administration & Operation,
Pasco County School Board

Nancy Hamilton, Provider

CEO Operation PAR

Kevin Lewis, Provider

CEO Southwest Florida Addictions Services

Wendy Merson, Community/Private Receiving Facilities

CEO Windmoor Healthcare

Pamela Meunier, Community/County Government

Policy Coordinator, Sarasota County Health & Human Services

Walter Niles, Community/Public Health

Director Health Equity Office Hillsborough County Health Department

Robert Rihn, Provider

CEO Tri-County Human Services

Brian Rushing, Community/Youth 18-21

Terri Saunders, Community/Community Based Care

CEO Heartland for Children

Kathy Smith, Community/Legal System

Lee County Public Defender

Mary Lynn Ulrey, Provider

CEO Drug Abuse Comprehensive Coordinating Office (DACCO)

Dr. Alvin Wolfe, Community/Stakeholder

Distinguished Professor Emeritus USF Department of Anthropology

Gaye Williams, Community/Federally Qualified Health Center

CEO Central Florida Health Care (FQHC)



Community Focus... Individual Results

Values

Innovation: We commit to provide creative and breakthrough solutions for our communities.

Agility: We commit to use our capacity for rapid change and flexibility to quickly produce desired results.

Inspiration: Curiosity, a willingness to embrace possibilities, and a commitment to meaningful change are the hallmarks of our work. Learning and sharing of knowledge continually lead to new goals and opportunities.

Accountability: We commit to the maximization of all resources with which we are entrusted.

Guiding Principles

We understand every community is unique. That is why we emphasize strengthening the existing system of care by working in true collaboration. Our integrated approach philosophy views a community's delivery of wellness and healthcare services holistically and seeks to insure all parts of that delivery system are interconnected; balancing what is good for parts within the system as well as the community as a whole. High performing partnerships have historically been the driving core component of our success in delivering quality services. We routinely partner with those that share our commitment to constantly drive increasing levels of performance in order to attain community wellness goals that support integrated healthcare. We actively engage consumers and families to deepen our understanding of their expectations and to anticipate emerging needs. Finally we employ technology as a powerful tool for driving performance while above all delivering personalized care that is convenient, timely and effective.

Current Snapshot

July 1, 2011, began our second year of developing a responsive network for the communities we serve as the Managing Entity for Florida's Department of Children & Families, Substance Abuse and Mental Health. We continued our system of care development and ensured each community voice was heard through active community consortiums, coalitions and regional councils. We managed \$138,569,807 through contracting with sixty-nine organizations serving 111,770 persons with a full array of services

including acute care, residential treatment, housing, medical, outpatient and recovery support services. We efficiently and effectively managed all contracted funds with an expended rate of 99.99%. We also supported and managed substance abuse prevention services for 41,248 At-Risk adults and 20,412 At-Risk children. The end of the 2011-2012 fiscal year began the process of transitioning Circuit 10 (Polk, Highlands and Hardee counties) into our Managing Entity system.

Juvenile Welfare Board (JWB)

In 2008, Juvenile Welfare Board (JWB) of Pinellas County contracted with CFBHN to assist in the development and management of a Family System of Care for Pinellas County. This has now evolved into a collaborative system known as the Family Services Initiative. This innovative contract provides families access to the right supportive services, at the right time, through its pool of dollars. The program is now more of a "prevention anchored in the community...#157; model. The Information & Referral hotline – 211 is one of the front doors for Pinellas County parents/adults with children to call in and be screened for services and community resources." Some families, if necessary, are referred on to receive case management/navigation services by PEMHS staff. These staff provides linkage and referral to coordinated services that will best meet each family's needs. CFBHN provides utilization review of all support services.

Future Focus

Through our sophisticated data systems we have been able to pinpoint the individuals that struggle to cope with their illness and have not achieved success in their journey towards recovery. Several pilot programs developed and managed by our Consumer Affairs Director have shown significantly positive results that we hope will ultimately improve individual outcomes while achieving cost savings. We look forward to expanding these pilots throughout our system.

We are pleased that our system of care received a substantial federal grant that will be implemented in the next fiscal year. We look forward to the roll out of this grant, our partnership in the implementation and the benefits children and families will ultimately receive.

Administrative cost reduction efforts continue as a primary focus. During fiscal year 2011-2012 approximately \$1.3 million was invested in critical infrastructure development and community programs.

Bridging Gaps with Management Solutions

Business Development & Marketing

Continued our partnership with the University of South Florida/Florida Mental Health Institute in application for a broad range of federal grants

Supported:

- 2011 FADAA/FCCMH annual professional conference via displays and professional workshop presentations
- 2012 National Council Mental Health and Addictions Conference in Chicago via a Co-Occurring System Development poster presentation
- 2012 Annual Peer Conference with program development
- Local NAMI affiliates with technical assistance and awards
- Developed communication vehicles to support community consortiums
- Participated in strategic planning initiatives with the Tampa Bay Health Care Collaborative and Polk Health Care Alliance
- Launched CFBHN targeted social media campaign and weekly electronic news vehicle

Consumer & Family Affairs

Trained:

- 13 Peer Specialists
- 18 family members through the 13 week Family to Family education class
- 85 Success 4 Kids staff in Advocacy to meet COA accreditation

Successfully developed and launched:

- RESPITE Pilot Program that resulted in an overall 41% reduction in Crisis Stabilization Unit use along with a 10% reduction in total days spent in CSU
- High Utilization Project that reduced costs for 23% of participants who received appropriate care
- Instrumental in the strategic planning process for the Circuit 6 System of Care Collaborative Planning Grant

Financial Management

- Linked Contracts/Finance and automated tracking of funding by cost center in the new CAFÉ
- Issued three competitive procurements for Sarasota/DeSoto Counties
- Successfully processed Medicaid Match billing cycle with Hillsborough County
- Implemented 12 substance abuse prevention coalition contracts

Information Management

- Created an internet based DASHBoard to track performance measures and level of funding
- Implemented FTP portal in IhsIS
- Conducted seven data submission training sessions for subcontractors
- Enhanced the SAMH data cube and BI portal
- Provided seamless transition on Circuit 10 data submission

Network Development & Clinical Services

- Invested in Trauma Informed Care training for frontline staff to better understand client behaviors. Over 100 persons received training through three eight hour day long trainings conducted by Dr. Robert Macy, a leading expert in the field. CFBHN collaborated with The Crisis Center of Tampa Bay to include Psychological First Aid as a component of the training.
- Community partners and stakeholders benefited from a new consortium that came online to serve Manatee County and CFBHN engaged Circuit 10 (Polk, Highlands and Hardee Counties) through partnership with the long established Partners in Crisis local chapter. Additionally Pasco County formed a separate Regional Council.
- CFBHN championed a collaborative approach for Hillsborough dependent and delinquent youth-at-risk. Critical intercept points were identified along current service pathways that prevented further penetration of the youth into child serving agencies and diverted them to services that allowed them to remain successfully in the community.
- Monthly conference calls increased connectedness between mental health targeted case management and residential services. This resulted in greater numbers of children being diverted into a SIPP level of care and a more efficient use of TCM for discharge planning.
- CFBHN began transition of Circuit 10 FACT Teams into the SunCoast care system via training surrounding processes and the philosophical approach to admissions and graduation. State Hospital admission and discharge planning benefitted from monthly conference calls that focused on decreasing length of stay and increasing community success by planning for wrap around services. A weekly reporting system monitored Forensic State Treatment Facilities diversions and individuals on wait lists.

Quality Improvement

- Completed an on-site CARF survey resulting in an additional three year accreditation
- Organized and held NIATx training sessions for providers and community participants to promote use of this method that produces improvement through a rapid cycle change process
- CFBHN has a perfect track record with zero late reports submitted to funder
- Initiated a Suicide Prevention Information webinar series to share and receive information and resources
- Instituted an electronically transmitted file share review protocol which reduced travel expense and risk exposure while improving staff productivity
- Continued development of the SharePoint web access feature to improve critical incident reporting, secure e-transmission of client PHI and ensure robust critical incident data collection
- Developed CATS to capture and track corrective actions
- Conducted 14 drills and reduced risk exposure with policy guidelines for hand-free device driving

