



# Central Florida Behavioral Health Network, Inc.

## 2012 – 2013 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 seventy-six 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 from Desoto to Lee counties. The range of services includes acute care, residential treatment, housing, medical, and outpatient and recovery support services. Substance abuse prevention services are also provided for at-risk children.

CFBHN provides a transformational influence that empowers local communities to develop, advocate for, and implement innovative solutions to 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 healthcare 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”*

I am certainly pleased to provide this annual report. I invite you to spend some time and get to know us and the services we provide our local communities. We have continued to fulfill our commitment to become a great Managing Entity as we bring home new innovations and cutting edge programs in the pursuit of better health. As a not for profit 501 (c) (3) community services network, we contract with over 76 providers in our fourteen county geographic service area to provide a full array of mental health and substance abuse services funded by the Department of Children and Families. We are also proud to continue our relationship with the Juvenile Welfare Board of Pinellas County in service to children and families. We know that if individuals and families are offered hope, choice and the opportunity to thrive within a community that supports their quality of life they will achieve success. Toward that end we work diligently to empower local communities to develop, advocate for and implement innovative solutions for individual health and wellness problems. We accomplish our mission by seeking, developing and nurturing partnerships with high performing providers of compassionate and quality health services and together these partnerships continually meet changing needs. To support this network, CFBHN manages system development and provides education and training, advocacy, research and development and knowledge sharing of best practices along with efficient and effective management of public funds. We look forward to the future for our communities and the people we serve.

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 Florida

### **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)

### **Ed McBride Community/Community Based Care**

Sarasota Family YMCA



# 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, 2012, began our third 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 \$159,574,601 through contracting with seventy-six organizations serving 126,418 persons with a full array of services including

acute care, residential treatment, housing, medical, outpatient and recovery support services at 276 sites. We efficiently and effectively managed all contracted funds with an expended rate of 99.99% and increased the number of persons served over the previous year by 7%. We also supported and managed substance abuse prevention services for 250,097 at-risk adults and children. CFBHN's total administrative cost was 3.8% of which 3.2% was funded through service dollars. During the 2012-2013 fiscal year Circuit 10 (Polk, Highlands and Hardee counties) was fully transitioned into the CFBHN Managing Entity network.

## Juvenile Welfare Board (JWB)

---

CFBHN continues its strong association with the Juvenile Welfare Board (JWB) of Pinellas County to bring services to families in need. The Family Services Initiative (FSI) is a collaborative community initiative that provides linkage and referrals to children and families living in Pinellas County while also providing support and wrap around services. The goal of this initiative is to keep families together with supports and wrap-around services that address basic needs while empowering them to become self-sufficient.

## Future Focus

---

We firmly believe that use and analysis of data will drive improvements in the system of care. We carefully track those individuals who struggle with their illness and have not achieved success in their journey towards recovery. In turn we take this information and design programs we pilot. Once successful outcomes are achieved we expand these initiatives throughout our network to benefit others. Most of these programs have the added benefit of producing cost savings as well as improving outcomes.

We are constantly aware of our responsibility to be good stewards of state funding. To this end we work diligently to reduce administrative costs and whenever possible seek to provide reinvestment opportunities for the communities we serve.

# Bridging Gaps with Management Solutions

## Business Development & Marketing

- Expanded reach to new audiences with social media and electronic newsletter
- Supported professional education with workshop presentations at major conferences
- Produced new literature and support materials for CFBHN and community consortiums including Consumer Handbook
- Cataloged 101 innovations in the Positive Action Tracking (PATs) System
- Manager served on the State Substance Abuse & Mental Health Advisory Council, Polk NAMI Board of Directors and Polk State College Advisory Council

## Consumer & Family Affairs

- Department provided training and technical assistance:
  - 27 Peer Recovery Specialists in both Family & Adult
  - 49 Peers and provider staff in Wellness Recovery Action Planning
  - Hosted Parents & Teachers as Allies workshop
  - Developed and hosted Motivational Interviewing training for Peers
  - Shared personal lived experience with mental illness with 80 Polk County and 209 Hillsborough County deputies during their Crisis Intervention Team training
  - Four local NAMI affiliates in leadership and advocacy
  - Expansion of Respite Care in Pinellas County
- Developed and launched free monthly NAMI education programs
- Provided phone and email assistance regarding community resources to 400 families/caregivers and individuals
- Initiated a Consumer Advocacy Council to further develop Peer Specialist Services
- Developed and facilitated adoption of the Certified Recovery Peer Specialist Service in the Sarasota system of care
- Director:
  - Participated on a workgroup that brought the Clubhouse Model to Pasco County
  - Served as CFBHN and NAMI representative at community events including VA “May is Mental Health Month Fair”, Tampa “Health and Wellness Prevention Awareness Day” and Master of Ceremonies at “Breakfast of Champions” sponsored by Success 4 Kids.
  - Represented Peers on the Florida Council for Community Mental Health Care and served on the Florida Certification Board Advisory Council.

## Financial Management

- Data vs Billing automation ensured 100% validation
- Contractor Status Report automation enabled CFBHN to monitor provider spend rates
- Roll out of SharePoint provided secure information transfer
- Several new tracking systems were brought online to improve efficiencies and CAFÉ was enhanced
- Secured a perfect audit

## Information Management

- Continued DASHBoard enhancements to track performance measures and level of funding
- Implemented “Speed Pass” into lhSIS
- FIOS Internet upgrade completed for cost savings and better service
- Improved provider and network capabilities in the data warehouse by integrating clusters
- Launched the Sheriff’s Data Sharing and the HN/HU projects
- Conducted NIATx project for website improvement

## Network Development & Clinical Services

- CFBHN takes an active role in preventing children from entering the child welfare system and deeper end services through collaborative interagency calls identifying immediate needs of the child and family at risk. These interagency calls ensure an integrated and aggressive approach that has produced system efficiencies. The goal is identifying system gaps and breaking down barriers while moving towards integration using a collaborative approach with key community stakeholders.
- CFBHN State Hospital admission and discharge planning benefitted from monthly conference calls focusing on decreasing length of stay and increasing community success by planning for wrap around services. CFBHN continues their reporting system monitoring Forensic State Treatment Facilities diversions and individuals on wait lists.
- CFBHN implemented a Care Coordination program with the objectives of maximizing resources, monitoring access to services, assuring clinical appropriateness, improving quality and emphasizing efficiency within the system of care. The HighNeed/HighUtilizer program was designed to improve outcomes, reduce readmissions, and reduce cost of care. Individuals identified as HN/HU received integrated care coordination to determine what could be done to support the individual, in the least restrictive level of care, and reduce the likelihood of their returning to a higher level of care, without negatively impacting safety and quality of care.

## Quality Improvement

- Automated collection and dissemination of TANF information to DCF and subcontractors
- Sponsored two community NIATx training sessions and implemented several internal quick change projects resulting in cost savings.
- All Risk Management functions were transferred to an e-format resulting in more efficient reporting to and from subcontractors and to DCF.
- Risk Management organized a “Suicide Prevention webinar” series to provide information and resources to subcontractors for six different events.
- Training was provided to all unaccredited subcontractors on CARF standards

