



Central Florida
Behavioral Health
Network, Inc.
Your Managing Entity

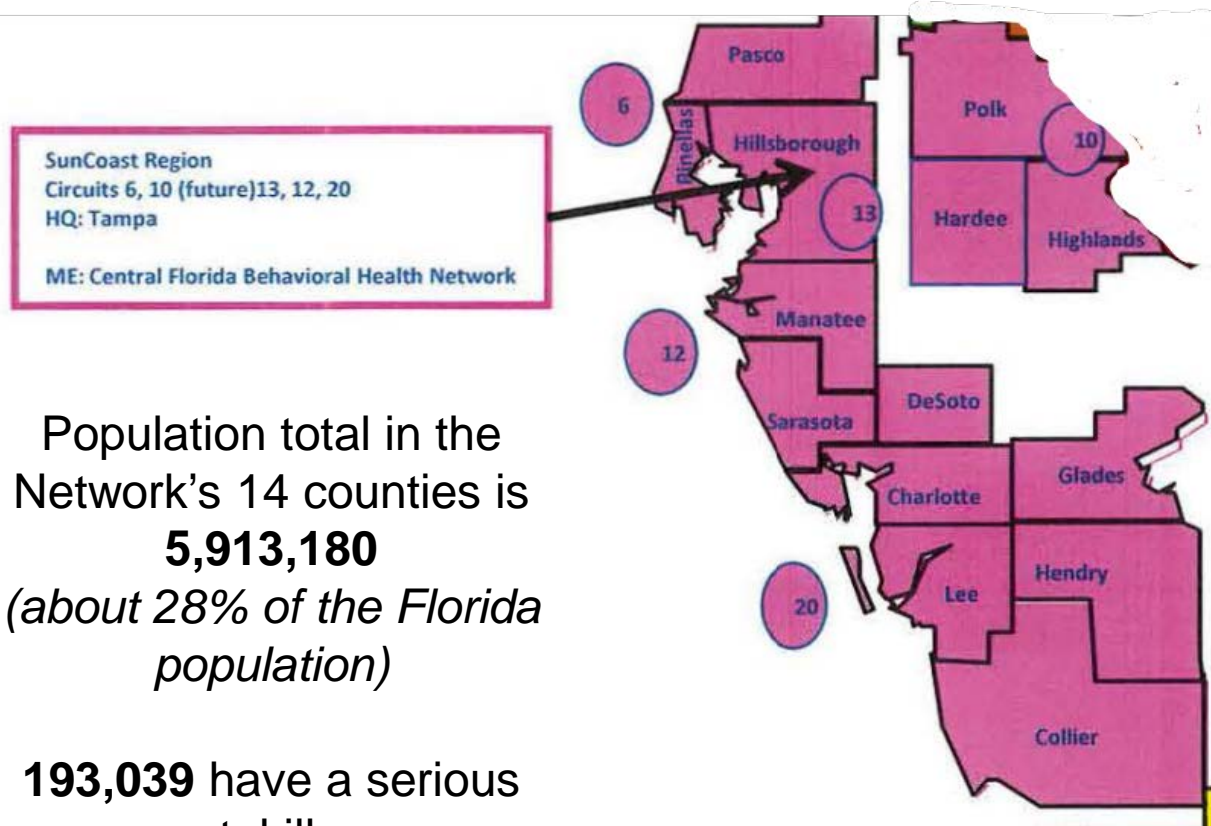
Behavioral Health Needs Assessment

Presentation to CFBHN Board of Directors

December 16, 2022

Presented by Linda McKinnon, President & CEO

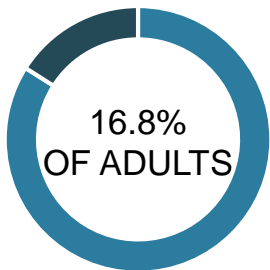
Demographic Profile



Population total in the Network's 14 counties is **5,913,180**
(about 28% of the Florida population)

193,039 have a serious mental illness

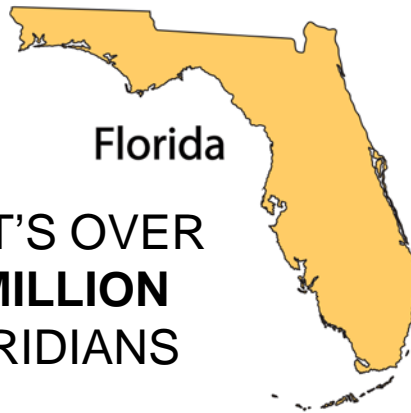
This is a **4.4%** increase



HAVE A
MENTAL
HEALTH
CONDITION

NEARLY 1/3

HAVE A CO-OCCURRING
SUBSTANCE USE DISORDER



THAT'S OVER
2.5 MILLION
FLORIDIANS



**MOST FLORIDIANS
LACK ACCESS TO
CARE**

61.7%

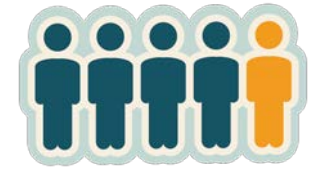
OF ADULTS WITH A
MENTAL ILLNESS

DID NOT
RECEIVE
TREATMENT

10.1%

OF YOUTH HAD
NO ACCESS TO
MENTAL
HEALTH
SERVICES
THROUGH
THEIR PRIVATE
INSURANCE

ONE IN 5.5



REPORT AN UNMET NEED



13.5%
PREVALENCE
OF YOUTH
MARIJUANA
USE

106,000

YOUTH WITH MAJOR
DEPRESSIVE EPISODES DID NOT
RECEIVE TREATMENT

IN FLORIDA,
THERE'S ONLY

**ONE MENTAL HEALTH
PROFESSIONAL**

PER 750 PEOPLE



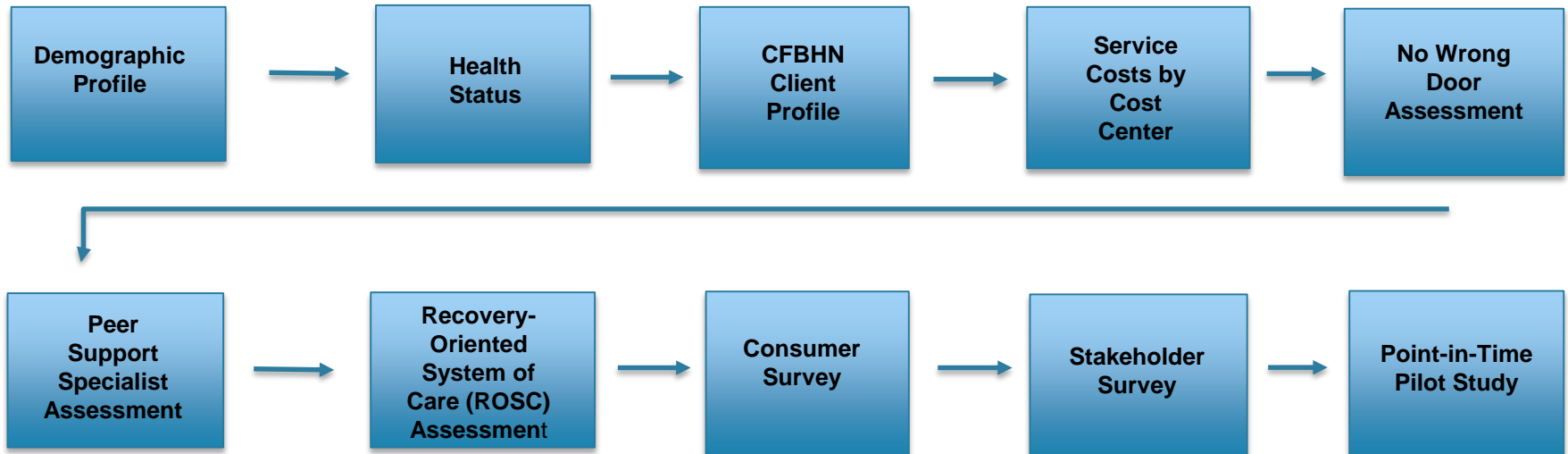
Florida Facts

Assessment Process

- *No Wrong Door* Assessment - Provider Interviews
 - Cultural Health Disparity Survey
 - Individuals Served Survey
 - Stakeholder Survey
 - Recovery Community Peer Support Survey



Needs Assessment Components



Demographic Profile for the Service Area



Population Demographics

Total = **5,913,180**

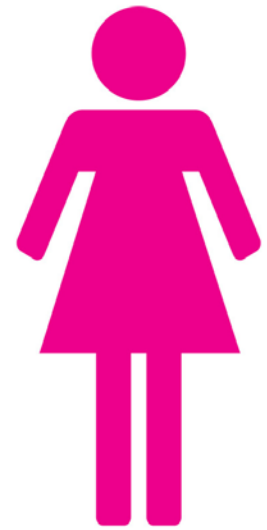


8.3% Growth in Five Years

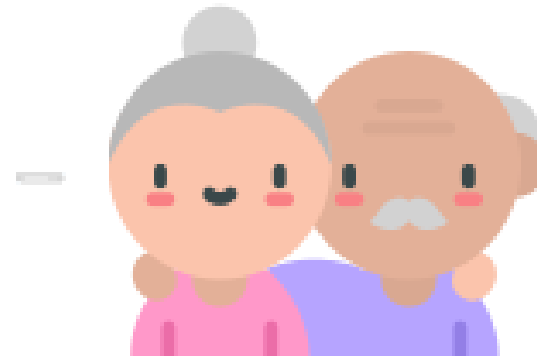
454,151 new residents



Male **48.8%**

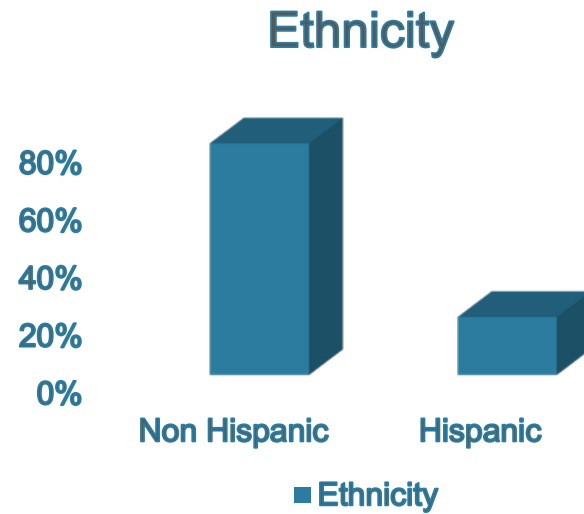
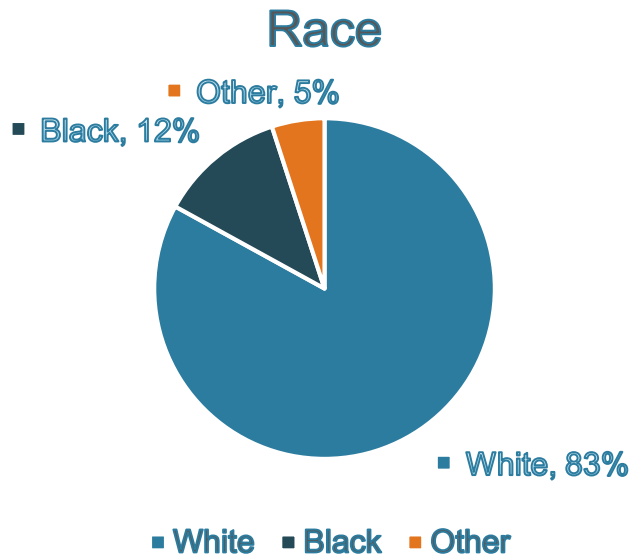


Female **51.2%**

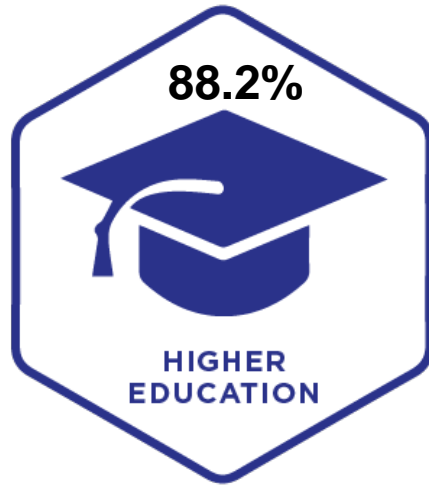


23.6%
of the
population
is **65+**

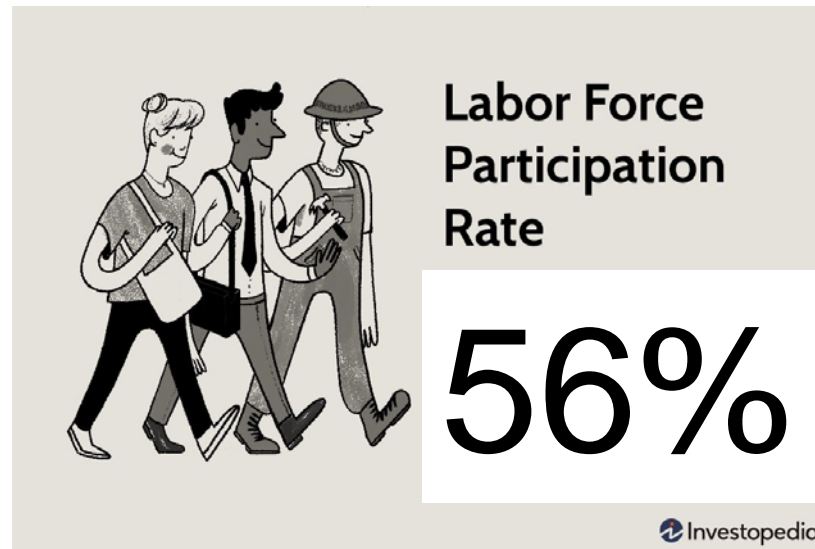
Race & Ethnicity Demographics



Work & Economic Demographics



9.2% were at or below Federal Poverty Level (FPL)



General Health Status for the Service Area



General Health Status

HEALTH STATUS

- EXCELLENT
- AVERAGE
- POOR

84% adults report Good to Excellent

85.4%
have
health
insurance



87.4% report good
mental health



Specific Focus – General Health Status



Domestic violence and child abuse decreased

Child sexual abuse rates remained the same



Suicide rates decreased

Male rate is triple female rate

Rates by whites is double that of blacks



Percentage of adult smokers and binge drinkers higher than state



14.3% were disabled

CLIENT DEMOGRAPHIC PROFILE

for the Service Area



Client Demographic Profile Summary

Client Population

CFBHN served 95,157 clients in FY20-21 - 74% in Adult Mental Health - 26% in Adult Substance Abuse - 15% in Child Mental Health - 5% in Child Substance Abuse

Gender

55% in AMH and 65% in CSA were female - 55% in ASA were males - Males and females evenly represented in CMH at 50% each - Resident population in the service area is 51.2% female and 48.8% male.

Race

Majority of CFBHN clients are White (70% AMH/80% ASA) - Black clients (17% AMH/11% ASA) CMH and CSA with Blacks 19% CMH and 23% CSA - Multi-race represented 16% of CMH clients and 14% of CSA clients. Whites were 59% CMH and 58% CSA

Ethnicity

Hispanics were 20% of the CFBHN clients

Age Range

Programs served all age ranges in different percentages

Residential Status

Majority resided in one of three types of living conditions: independent with relatives, dependent living with relatives, or independent alone - 5.7% AMH and 11.6% ASA were homeless

Educational Attainment

Educational attainment was lower for CFBHN program participants than the general population - 47.8% AMH and 38.0% ASA had high school diplomas

Employment Status

Higher level of unemployment among CFBHN clients - 35.7% AMH and 50.2% ASA were not employed.

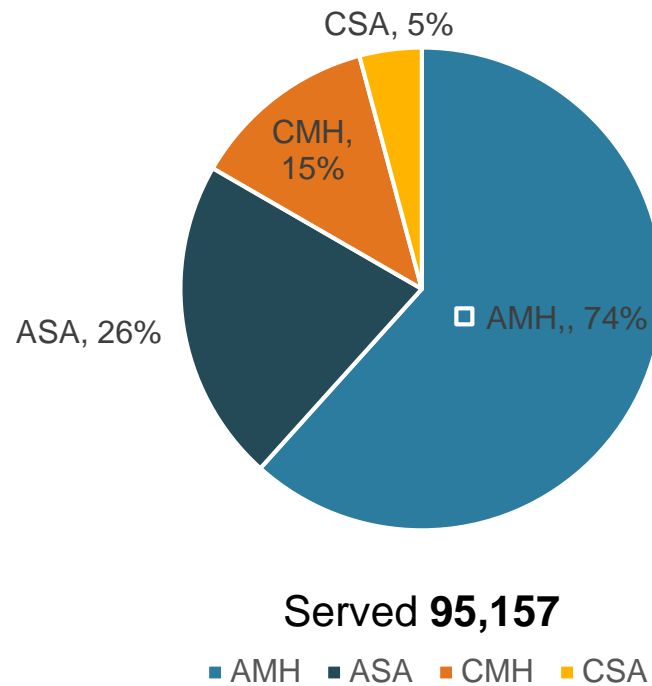
CFBHN Client Profile



Total service costs
\$119,466,936.40

AMH (54.1%)
ASA (40.7%)
CMH (2.8%)
CSA (2.4%)

Programs



Served **95,157**

■ AMH ■ ASA ■ CMH ■ CSA

Homeless Population for the Service Area



Homeless Profile Summary

Demographics

6,113 homeless clients served - 57.0% AMH and 42.6% ASA - males accounting for a higher percentage – homeless clients more racially diverse – Hispanic clients underrepresented when compared to general population totals

Residential Status

All homeless clients reported their residential status as homeless.

Educational Attainment

81.1% AMH and 77.9% ASA clients did not have more than a high school education.

Employment Status

Only 9.1% of homeless clients were employed (full time and part time) and over 70% had been terminated.



7,781 homeless individuals
1,894 people in families with children
24,536 students homeless
6,113 homeless clients served in
AMH (3,484) and ASA (2,604)



Number of
homeless veterans
dropped over half in
4 years to **742**

Expenditures for the Service Area



Program Expenditures

Cost Center Description	Expenditures
Adult Mental Health	\$61,150,431.46
Adult Substance Misuse	\$40,478,656.23
Child Mental Health	\$8,072,542.97
Child Substance Misuse	\$2,869,080.37
GRAND TOTAL	\$112,570,710.80

Cultural Health Disparities Survey Summary for the Service Area



Cultural Health Disparities Summary

Survey was deployed to better understand the role of health disparities in behavioral health outcomes.

Categories reported:

- SEEKING CARE - **76%** were comfortable seeking care
- TRUST – **84%** trusted they would be treated respectfully
- FEELINGS REGARDING BEHAVIRIOAL HEALTH ISSUES - about half would like to keep the issue to themselves
- TREATMENT SETTING – people accepted a wide variety of places for their care including telemedicine but most liked a faith based organization over a physician
- LANGUAGE – **the majority** found services in their own language
- PARTICIPANT DEMOGRAPHICS – **more women than men** participated in the survey – two to one

Cultural Health Disparity Focus Group Summary for the Service Area



Cultural Health Disparities Focus Group Summary

Focus groups were held with individuals that receive or have experiences with the behavioral health network across the region. Two focus groups were held virtually and one in-person.

Sample questions included:

- Generally, how comfortable are you talking about behavioral health?
- Who do you usually go to when you need support?
- Are you usually comfortable seeking and receiving behavioral health services?
- How do you like to receive behavioral health care services?
- What are some barriers that make it more challenging to receive behavioral health services?
- Additional comments

No Wrong Door Survey and Focus Group Summary for the Service Area



No Wrong Door Focus Group Summary

Provider interviews were held with various behavioral health providers across the region to gather additional feedback regarding the No Wrong Door process and entry into care.

Sample questions included:

- No wrong door survey summary
- What does the term “no wrong door access” mean to you?
- Do you think the “no wrong door” access works well within your organization?
- What are some things that you think work well?
- What are some opportunities for improvement?
- In what specific ways can your agency improve on the referral and care coordination process for individuals served?
- Have you or your agency identified any barriers or obstacles to becoming a part of the no wrong door system?
- In your opinion, your organization promotes its services and resources very well. Can you give examples of this?
- How does your agency promote awareness of available options and possible linkages to needed services?
- What else could be done to increase the level of awareness of behavioral health services in the community?

No Wrong Door Survey Results



No Wrong Door
Help wherever you turn

Over **63%** felt No Wrong Door worked well in their organization

Over **93%** felt their organization had a role to play in No Wrong Door



Over **86%** felt linkage to crisis support and intervention was strong



Care Coordination

Over **83%** felt their organization had a strong care coordination process that includes warm handoffs to services and seamless care coordination



No Wrong Door Survey Results



Over **90%** felt their agency hired employees who are culturally sensitive and culturally competent for the population served



Over **98%** felt their organization provides person-centered care for all individuals served



Over **93%** felt their organization ensured services were high quality and met the needs of individuals served

Individuals Served Survey Summary for the Service Area



Individuals Served Survey Summary

The Behavioral Health Needs Assessment Consumer/Client survey was available from January 7-February 14, 2022. It was distributed by Central Florida Behavioral Health Network and their community partners via email along with flyers that contained the survey information and a QR code. The survey was available in English, Spanish, and Haitian Creole.

Results included:



Get Connected. Get Help.™

Most respondents were aware of services in their communities including 211



Over **63%** were able to get the services they needed but over **52%** were unable to get housing services when they needed them

Stakeholder Survey Summary for the Service Area



Stakeholder Survey Summary

The Behavioral Health Needs Assessment Stakeholder Survey was available from January 7-February 14, 2022. It was distributed by Central Florida Behavioral Health Network and their community partners via email along with flyers that contained the survey information and a QR code. The survey was available in English, Spanish, and Haitian Creole.

➤ SURVEY RESPONSES included:



Over **51%** were aware of Central Florida Behavioral Health Network (Managing Entity) resources

Over **50%** had accessed CFBHN resources in the past 6 months

Over **91%** said services were helpful

Over **40%** had directed individuals to access Central Florida Behavioral Health Network (Managing Entity) by calling or going online



92% were aware of the 2-1-1 Information and Referral Resource and found it help when accessed



Over **81%** rate high community awareness of mental health and substance use treatment services in their area



A list of resources and services needed that are not available to improve patient-centered care and planning

Needed Resources and Services

Shortage of providers and staff
More peer specialists
Aid in transportation
Affordable housing
Bilingual providers
Access to services in a timely manner
Weekend access to behavioral health services
Increased access for uninsured patients
Care coordination

A list of the top 3 patient-centered care resources that have improved quality of life for individuals

Top Three

Behavioral Health Service Agencies
Case Management
Access to Services

**Peer Recovery
Community/Support
Specialist's Survey
Summary
for the Service Area**



Peer Recovery/Community Support Survey Summary

Peer Support Specialist (PSS) bridge gaps in services in the No Wrong Door care model to improve patient-centered care. Survey included the following:



Best Practice

- ①
- ②
- ③



Over **85%** had lived experience

77.3% were certified

Almost **80%** worked fulltime

Over **42%** had worked 1-3 years and over **48%** more than 3 years

Over **89%** of the persons surveyed said their organization adheres to recovery support best practices

Over **83%** were able to offer choices to those they served

Over **93%** worked in an organization that helped to reduce stigma by promoting recovery language that was patient-centered

Over **65%** report partnerships that exist with peer support recovery programs, recovery community organizations, and other support groups

Over **56%** include persons in recovery management and board meetings

QUESTIONS



Acknowledgments

This assessment could not be completed without the assistance and partnership of many throughout the community. The Central Florida Behavioral Health Network (CFBHN) would like to thank everyone who distributed surveys, participated in interviews, or focus groups, reviewed data and added information. CFBHN would like to acknowledge the following individuals and agencies for their participation in this process:

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Thank You!

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