



Annual Report

FY 2022-2023

Funding and support provided by:



**FLORIDA DEPARTMENT
OF CHILDREN AND FAMILIES**
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Central Florida Behavioral Health Network is a Managing Entity contracted with the Department of Children and Families

Central Florida Behavioral Health Network, Inc.
Administrative Office
719 South US Highway 301
Tampa, FL 33619
813.740.4811
www.cfbhn.org

Collaborating for Excellence

CFBHN is a Managing Entity contracting with the Department of Children and Families. 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 publically 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 International is the Commission on Accreditation of Rehabilitation Facilities

"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."

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



Board of Directors

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

Officers

Nancy Hamilton, Board Chair, Quality Improvement Committee Chair
Retired

Ayesha Johnson, PhD, Vice-Chair
University of South Florida

The Honorable Craig Latimer, Treasurer
Hillsborough County Supervisor of Elections

Ray Gadd, Secretary/Governance Chair
Pasco County School District

Brena Slater, Member/Community Based Care (CBC)
Sarasota YMCA/Safe Children Coalition

Community Directors

Bennie Allred, Regional Council Representative for Circuit 10 Polk, Highlands, Hardee
Retired

Victor E. Avila, Member
Community Development Manager/Vice President Regions Bank

Guy Blanchette, IT Committee Chair Reporting Committee/Non-voting member
CEO Drug Free Collier

Dr. Joe Bohn, Regional Council Representative Circuit 6 Pinellas
Assistant Professor, Director Community Engagement, Deputy Director, DrPH Program

Terri Cassidy, Regional Council Representative for Circuit 12/Community Private Receiving Facility Representative
Bayside Behavioral Health Services, Sarasota Memorial

Josh Dillinger, Community/Business Representative
GCD Insurance Consultants

Ray Fischer, Community/Community Based Care (CBC)
Children's Network of SWFL, LLC

Dr. Jerome Jordan, Community/Elected Official
Pasco County Clerk & Comptroller, Civil Courts Director

Master Deputy Stephanie Krager, Homeless Initiative Team Coordinator/Crisis Intervention Team Coordinator
Hillsborough County Sheriff's Office

Captain Toni Roach, Regional Council Representative for Circuit 6 Pasco
Pasco Sheriff's Office Captain, Behavioral Health Intervention Team

Captain Samuel Rojka, Regional Council Representative Circuit 13 Hillsborough
City of Tampa Police Department

Nathan L. Scott III, Community/Child Welfare Advocate
Florida Department of Health

Jeannie Sutton, Regional Council Representative Circuit 20
Lee County Human and Veteran Services

Pastor Douglas Walker, Member
Hillsborough County Ecumenical Health Collaborative

By the Numbers

Contract funds:	\$275,520,018
Opioid funding:	\$31,108,751
Providers/contracts:	56 providers; 20 School providers, 13 purchase agreements

Community Focus...Individual Results

Snapshot

July 1, 2021, continued managing the safety net system of care for substance abuse and mental health services funded through the Florida Department of Children & Families. Community voices were heard and supported via Coalitions, Consortiums, and Regional Councils in all **fourteen** counties. CFBHN managed **\$275,520,028** service dollars and **\$31,108,751** 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. CFBHN also reached individuals through prevention messaging and services via community Coalition and Prevention partners. Contracted funds were efficiently and effectively managed at a **3.20%** administrative rate - **a good value** for Florida taxpayers.



Alan Davidson Assumes Position of President and Chief Executive Officer

Alan Davidson joined CFBHN in 2013 as a member of the UM team, later serving as Senior Program Manager and Chief Clinical Officer for Network Development and Clinical Services. He became CFBHN's Chief Operating Officer in March 2022.

He is a Licensed Mental Health Counselor with over 25 years of clinical experience across a variety of settings including outpatient specialty clinics, crisis intervention, structured outpatient programs, inpatient psychiatric, large nonprofits, and private practice. Born and raised in Polk County, Florida, he moved to North Carolina to work on his graduate degree. In 2008, work took him to Ghana for a year during the time of President Obama's visit.

He has provided clinical and administrative supervision to counseling students, interns and professionals and is invested in emphasizing a more integrative, dynamic, and holistic approach to behavioral health.

Consumer and Family Affairs

Consumer & Family Affairs (CFA) is responsible for implementation of recovery management best practices and progress within our Network Service Providers. Best practices are accomplished by using Florida's Recovery-Oriented System of Care (ROSC) framework that guides transformation of delivery of care to one that is focused on long-term recovery and sustainable wellness.

This year CFA completed Recovery-Oriented Quality Improvement Monitoring (ROM) Site Visit Reviews and reports on three subcontractors who provide direct service delivery. These baseline monitoring's are used to measure progress toward implementation and integration of recovery-oriented principles and best practices within each Network Service Provider (NSP). Through our monthly ROSC Learning Community, CFA continues to provide technical assistance to all previous and current participating ROM and Self-Assessment Planning Tool participating subcontractors and provides support individually upon request.

CFA continues to increase the Recovery Peer Support workforce and is responsible for executing a Certification Recovery Peer Specialist training within the SunCoast region. This year, CFBHN subcontracted with National Alliance on Mental Illness (NAMI)

Pinellas Inc. to use Florida Certification Board's (FCB) approved training contents to assist in increasing the recovery peer support workforce. 127 SunCoast regional recovery peer specialist completed training. 37 individuals achieved certification through FCB and 18 individuals are pending certification status.

Communication Continues on Important Issues

CFBHN supported four public awareness campaigns this year; "Talk, They Hear You" (underage alcohol use), "Use Only as Directed" (opioid misuse), #BeThe1To (Suicide Prevention Mental Health and Suicide Prevention Substance Use).

The youth alcohol campaign was adapted from the SAMHSA "Talk. They Hear You" national campaign and focused on encouraging parents and caregivers to have frequent conversations with their children regarding their stand regarding underage alcohol use (identified as the number one issue in all our communities recognizing parents and caregivers are the key deciding factor in preventing underage drinking). Support was provided on the CFBHN website and via social media. This annual campaign generated **151,930,288** impressions.

The approved Opioid awareness and proper use campaign was "Use Only as Directed". It supported the safe and effective use of opioids for pain reduction and emphasized talking with your doctor or dentist about alternative pain methods as well as safe disposal of any prescription pain medications. This campaign generated **121,681,918** impressions

#BeThe1To is a national campaign that provides five steps a person can take to help someone who may be considering suicide. The campaign was focused in two areas – those impacted by mental health issues and those impacted by substance use issues. This campaign also introduced the new **#988 24/7 Crisis and Suicide Lifeline**. This campaign generated **244,211,771** impressions.

Thank You for Reviewing Our Annual Report

The CFBHN website continues to be the hub for all things communication related. You can contact CFBHN via our website www.cfbhn.org and subscribe to our Newsletter and as always please connect to us via social media. Your thoughts, suggestions and ideas are very valuable and always welcome.

Bridging Gaps with Management Solutions – Bullet Report

Education and Advocacy

- Four communication awareness campaigns were implemented this period:
 - ✓ “Talk, They Hear You” combatted underage alcohol use
 - ✓ Opioid “Use as Directed” combatted opioid addiction
 - ✓ Two Suicide Prevention #BeThe1To campaigns offered five tips for helping someone who is contemplating suicide focusing on both a mental health and substance use perspective and introduced the new national 988# suicide and crisis 24/7 lifeline
- “Talk. They Hear You” youth alcohol and substance use campaign 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
- CFBHN featured on variety of talk/news/interview shows throughout the network
- Presented at all legislative delegations with leadership meeting with all newly elected officials and staff as well as presenting to committees in Tallahassee
- Doris Griggs Nardelli, Director of Communications, presented workshops and poster presentations at national and state professional conferences including: The National Council for Behavioral Health, the Florida Behavioral Health Conference, and the National Social Workers Conference
- Staff continued board service nationally, statewide and locally
- Continued activity on social media platforms
 - ✓ Meta (Facebook) (<https://www.facebook.com/Central.Florida.BHN>)
 - ✓ LinkedIn (<https://www.linkedin.com/company/cfbhn/>)
 - ✓ YouTube (<https://www.youtube.com/channel/UCCLfIEaGFcH4CBpsKfgrYg>)
 - ✓ Instagram (<https://www.instagram.com/cfbhn/>)
 - ✓ X (Twitter) (<https://www.twitter.com/cfbhnetwork>)



Financial Management & Human Resources

Financial Management

- Non-recurring block grant funding \$25,033,920
- #988 funding \$2,377,619
- Added two new Forensic Multidisciplinary Teams
- Added three and a half new CAT teams
- Expanded eleven and added four Mobile Response Teams
- Expanded four and added one Family Intensive Treatment (FIT)
- Received funding for three new evidenced-based practice teams
- Received funding for four new other multidisciplinary teams
- Implemented 16 proviso projects
- Added one new FACT team

Human Resources

- Hybrid workplace for all staff as the COVID 19 pandemic continued with carefully monitored weekly in-office staff times for departments and teams

Network Development & Clinical Services

FACT Teams and State Mental Health Treatment Facilities (SMHTF Hospital)

- ✓ AMH Staff processed 177 referrals for SMHTF admission from 34 receiving facilities across the CFBHN network resulting in 98 admissions to the civil SMHTF and 76 diversions from admission to the SMHTF
- ✓ The FACT Program admitted 137 individuals and discharged 131 individuals in FY 22/23
- ✓ Year-end census for FACT was 1380 slots filled
- ✓ Since July 2012 and June 2023, FACT has admitted 1630 individuals and discharged 1552

Forensic

- ✓ Diverted 383 forensic individuals from SMHTF during the 2022-2023 fiscal year
- ✓ Facilitated 246 forensic residential referrals to regional community partners to promote diversions from the forensic SMHTF
- ✓ Assisted with 625 Forensic SMHTF Admissions
- ✓ The Hillsborough Forensic Multidisciplinary Team served between 63-84 active individuals per month through the 2022-2023 fiscal year
- ✓ Monitored 745 individuals placed on Conditional Release

Recovery Community Organizations (RCO)

- ✓ This fiscal year, CBHN worked to onboard Recovery Community Organizations (RCOs) in the Suncoast Region. RCOs increase the visibility and influence of the recovery community. Recovery Epicenter in Pinellas County, Polk for Recovery in Polk County, Kimmie’s Recovery Zone in Lee County, Hillsborough Recovery Collation in Hillsborough County, and Hope Shot in Pasco County have all joined the Network Services Providers and are working collaboratively with CFBHN to bring recovery support to their communities.

State Opioid Response

- ✓ The SOR (State Opioid Response) program supplements and develops enhanced MAT (Medication Assisted Treatment) services throughout the 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.

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
 - 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 services. This program has provided MAT inductions in hospital emergency departments to individuals in need of services and the Hospital Bridge recovery peer specialists have referred **1,500+** 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.

CFBHN Children’s Mental Health (CMH) System of Care Data Summary

- ✓ Provided education, technical assistance and guidance to community stakeholders, families and system partners facilitating five circuit trainings focusing on “Children System of Care with focus on Wraparound and Diversion Levels of Care”.
- ✓ Provided additional training and technical assistance to community providers on the

Youth at
Risk
(YAR)

Staffing Model to identify and link community resources to high-risk youth. Now actively used in 2 of the 5 network circuits with the Team providing technical assistance for the remaining 3 circuits to adopt model. Held 183 YAR Staffing calls which diverted 180 high-risk youth from entering child welfare.

- ✓ Participated in 641 interagency calls this fiscal year including Critical Case, Child Specific Team, and YAR staffings. Out of the 641 interagency calls, there were 382 critical case staffing calls resulting in 372 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 providing: additional support, education, and communication between referral agents and community stakeholders, while focusing on residential referrals to the Statewide Inpatient Psychiatric Programs (SIPP) and Therapeutic Group Homes. Several MMA Plans reported positive feedback on CFBHN use of these weekly CSST's this fiscal year.

Behavioral Health Integration (BHI)/Child Welfare

Family Intensive Treatment (FIT)

- ✓ FIT teams enrolled 517 parents with substance use disorders and child welfare.
- ✓ In FY 2022-2023, 128 caregivers successfully completed treatment. At discharge,
 - 98% had stable housing
 - 91% were employed
 - 98% improved functioning, based on DLA-20 pre/post scores
 - 95% improved caregiver protective capacities

Family Intervention Specialists (FIS)

- ✓ FIS responded to 2,693 referrals from child protective investigators (CPI's), child welfare case managers (CWCM's), and dependency courts.
- ✓ FIS provided case management and resources removing barriers to treatment resulting in 47% engagement of clients recommended for voluntary treatment.

Behavioral Health Consultants (BHC's)

As subject matter experts (SME's), CFBHN-funded BHC's responded to 4,363 requests from CPI's, including case consultations, brief assessments, joint visits, record reviews, and service recommendations for caregivers experiencing mental health, substance use, and co-occurring concerns.

Systems Integration and Technical Assistance

- ✓ CFBHN facilitates regional FIS, FIT, and BHC meetings monthly to discuss trends, barriers, promising practices, engagement strategies, and collaborations between programs.
- ✓ The BHI team organized a virtual mini-conference in February, attended by FIT, FIS, BHCs, DCF, and integration partners. Presenters facilitated participatory sessions on Family Navigation, BHI data, Adverse Childhood Experiences (ACEs), trauma counseling, and a fishbowl discussion on service coordination barriers and opportunities across the region. The session culminated with a success story workshop focused on impact and recovery-oriented messaging, with musical storytelling performances by Hope by Song.
- ✓ The BHI Program Manager facilitated BHI Workgroups in each circuit, resulting in formalized Working Agreements and improved communications and referrals processes between systems. Representatives from Community Based Care (CBC) lead agencies, providers, DCF, Sheriff's Offices, and child welfare stakeholders participate in the workgroups, which convene monthly, bimonthly, or quarterly in each circuit.

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 and provided technical assistance and support to Prevention Coalitions and Partners throughout the network
- ✓ Maintained quarterly workgroups to promote prevention principles in service delivery
- ✓ Developed and began a "Prevention Advisory Committee" between CFBHN, Prevention Providers and Coalition members to assist the Managing Entity in focus prevention items related to community needs.

Healthy Transitions

Success 4 Kids and Families in Hillsborough County served over 70 youth and young adults in their Healthy Transitions program in FY 22/23 providing case management, education/vocational services, wellness groups and peer support services. In addition, Success 4 Kids and Families participated in over 300 outreach activities this fiscal year reporting period to engage youth and young adults in healthy transitions activities.

Evidence Based Practice (EBP) and Multidisciplinary (MDT) Teams
CFBHN finalized contracts with 6 providers (Directions For Living, Success 4 Kids and Families, Heartland For Children, BayCare, Cove Behavioral Health and Centerstone) across 5 counties and supported the development and implementation of three Evidence Based Practice programs and three Multidisciplinary programs. The Family First Prevention Services Act spurred the development of these programs, with the primary goal of preventing child removal and family disruption.

School Projects: Hillsborough and Pasco County Schools

Pasco and Hillsborough County School Boards collaborated with CFBHN to use their additional funds to meet student needs eliminating gaps and improving behavioral health services through collaboration with stakeholders and provider organizations while working to expand the mental health network of both counties.

Utilization Management/Care Coordination

- ✓ Per Pamphlet 155-2 v14, CFBHN uses the regional waitlist as a tool to ensure access for individuals waiting to receive recommended substance abuse or mental health services. The team guarantees that individuals who meet priority population criteria are given primary access to recommended services in accordance with 45 CFR § 96.131(a). They continuously monitor the regional waitlist to identify concerns and collaborate with network providers to remove barriers to accessing treatment.
- ✓ Wait times remained minimal for persons seeking substance abuse residential services and reduced for persons seeking mental health room and board services. The team and providers work together to expedite the referral and placement process using a shared referral form across the region.
- ✓ Updates to Guidance Document 4 were implemented in collaboration with NSPs during monthly Care Coordination meetings, along with frequent individual support provided by utilization/care managers. These strategies were used throughout the region and were customized to circuit-specific needs to enhance individual outcomes.
- ✓ Care Coordination served 715 individuals in FY22/23, increased from 671 in FY21/22. Readmission rates ranged from 1 to 3% monthly, averaging 2% for the year. Efforts to engage persons in aftercare following discharge from acute care services resulted in the first contact between 1.25 to 4.72 days, with an average of 2.59 days to first treatment contact.
- ✓ In February 2022, the CFBHN UM partnered with five provider agencies to build the region's first Children's Care Coordination (CCC) program serving children of various populations as set forth by Guidance Document 4. Four teams were

operational in FY21/22. In FY22/23, the number of CCC teams increased from 4 to 5. NSP care coordinators engage with families to help navigate the mental health system and ancillary services to improve outcomes for children served using Transitional Vouchers to help meet basic needs as needed.

- ✓ Adult Care Coordination providers continue using the SAMH Transitional Vouchers to assist with basic needs temporarily. This support remains integral in helping individuals secure and remain in safe housing while achieving stability in the community. 154 persons who were homeless or at risk of homelessness were housed during the year.
- ✓ Care Coordination has assisted persons to stabilize in the community and obtain employment to support self-sufficiency. An average of 66 persons were employed full-time or part-time monthly during the year. On average, 10 persons achieved part-time employment, 10 persons achieved full-time employment monthly during the year, 17 persons sustained part-time employment, and 28 sustained full-time employment per month.

Continuous Quality Improvement

In July of 2022, CFBHN was surveyed by the Commission on Accreditation of Rehabilitation Facilities (CARF) and was re-accredited as a Network for a 3-year term

Satisfaction Surveys

- ✓ Each NSP has been made aware of their annual CPSSS target
- ✓ Summaries of their data, and progress on meeting their annual target, will continue to be shared with each NSP on a monthly basis.

New tools for FY 23-24

- ✓ CPSSS Tool – Will allow CQI to issue an ‘Area of Concern’ to NSPs that, at the time of the monitoring, are below 75% of their prorated target.
- ✓ Waitlist Tool – Tool will allow CQI to look more closely at the waitlist procedures utilized by NSPs