



2023 – 2024 Annual Report

Central Florida Behavioral Health Network, Inc.

Administrative Office

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www.cfbhn.org

Funding and support provided by:



**FLORIDA DEPARTMENT
OF CHILDREN AND FAMILIES**

MYFLFAMILIES.COM

Central Florida Behavioral Health Network is a Managing Entity contracted with the
Department of Children and Families

COLLABORATING FOR EXCELLENCE

CFBHN is a Managing Entity contracted 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 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 International is the Commission on Accreditation of Rehabilitation Facilities



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."

Community Focus... Individual Results

Snapshot

- July 1, 2023, **CFBHN** 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 **\$315,187,901** service dollars contracted through Network Service Providers 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 **2.71%** administrative rate – a great value for Florida taxpayers.





Finance By the Numbers

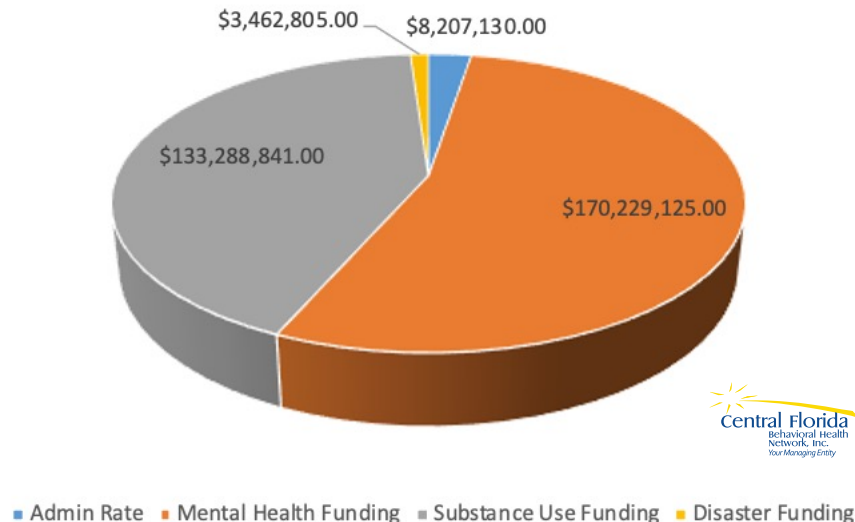
Contract Funds: **\$315,187,901**

Non-recurring Block Grant Funding: **\$97,866,414**

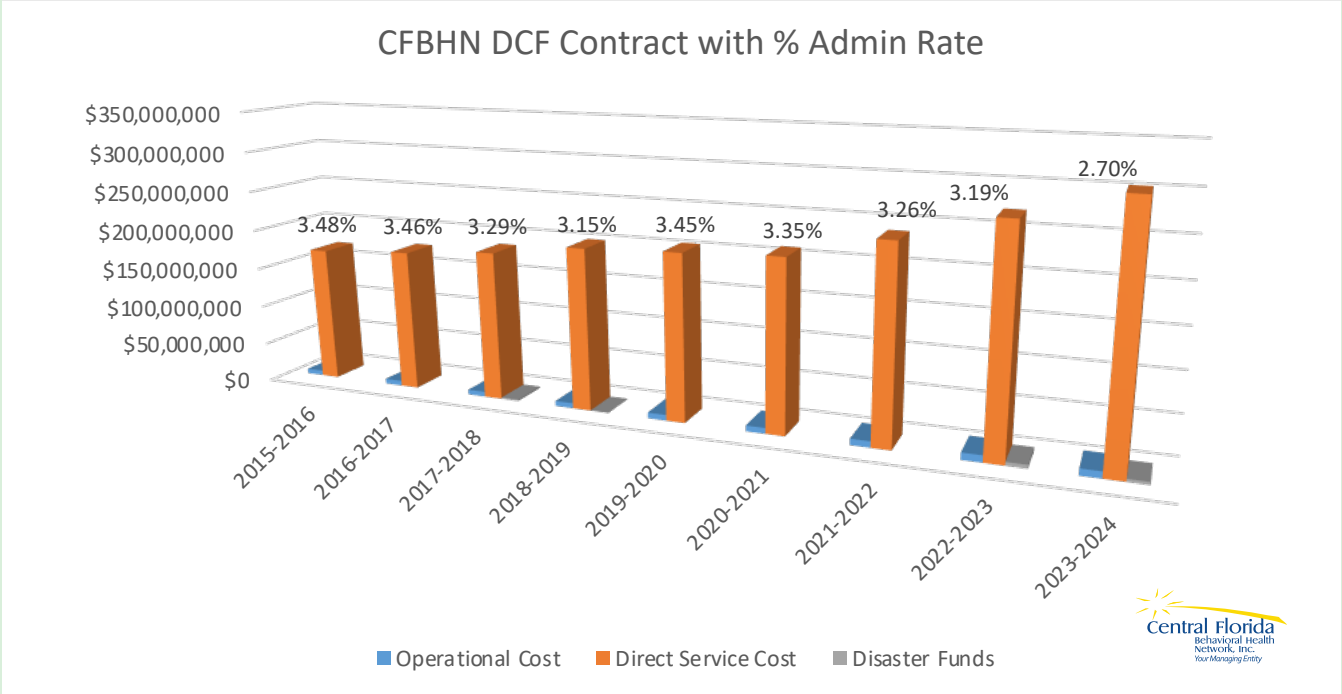
Proviso Projects: **21 Implemented**

Providers/contracts: **56 Providers**
16 School Providers
7 Purchase Agreements

CFBHN DCF Funding 2023-2024



- **CFBHN** also reached individuals through prevention messaging and services via community Coalition and Prevention partners.
- Contracted funds were efficiently and effectively managed at a **2.71%** administrative rate – a good value for Florida taxpayers.



Over the years, CFBHN has received larger amounts of funding to manage for the benefit of Florida citizens living in the fourteen counties of the network. The funding for administration has not kept pace with service dollars causing the percentage to decrease. The result is CFBHN, and all the Florida ME’s, are managing without adequate compensation and being asked to “Do More with Less”. This is unsustainable long-term and will ultimately negatively impact the network of care because ME’s will be unable to ensure that all funds are spent appropriately. It is crucial that Admin expenditures match the requirements of the contract more closely and can be relied upon to provide effective administration and oversight.



Joint Letter to Community

Central Florida Behavioral Health Network is dedicated to our mission of serving as the safety net provider for behavioral health services across the 14 counties in our region. We tackle some of the most vexing challenges facing our communities – homelessness, substance use, mental health challenges, crisis care, suicide, and forensic involvement. As we respond to the increasing demand for support, we remain committed to enhancing the lives of all Floridians living in the SunCoast Region by ensuring they receive the quality behavioral health care they deserve.

This has been no small task, made even more difficult this past year by natural disasters and the lingering effects of a global pandemic which exacerbated old issues and introduced plenty of new ones. Despite these challenges, CFBHN achieved the most impactful year in our 27-year history.

Last year CFBHN managed \$315,187,901 in funding, achieving a record-setting low administrative rate of 2.71%. We partnered with local governments and private partners to address a wide range of issues. Our efforts included developing and supporting mobile response teams, care coordination initiatives, school mental health, substance use and hospital bridge programs. And much more.

Our progress is made possible by the strength of collaborations forged over decades of service in the behavioral health field. We rely on our partnership with the Florida Department of Children and Families to meet citizens' needs in the safety net of care. We are consistently guided by our Board of Directors' vision for growth and development.

We extend our heartfelt gratitude to our valued partners and are proud to present the CFBHN Annual Report for Fiscal Year 2023-2024.

Alan Davidson
President & CEO

Craig Latimer
Board Chair



Consumer and Family Affairs



Consumer & Family Affairs (CFA) provides support and advocacy for individuals and families facing behavioral health issues. There are multiple pathways to recovery and CFA works closely with our Network Service Providers (NSP) to ensure those seeking recovery are provided the best practices in treatment available and are connected to community-based supports to help them sustain recovery once treatment ends.

Ensuring Individuals and Families Have Voice and Choice

In treatment this is vital to recovery and CFA provides advocacy for those reaching out for help.

- Recently, a family contacted CFA seeking help for their adult son. The family did not feel his current treatment was helping him recover and he needed to be in the state hospital.
- CFA engaged with the CFBHN clinical services department and together they worked with the family helping them fully understand the system of care as well as locating the best placement for their son.
- The placement found was less restrictive than the state hospital but met his needs.
- CFA still receives regular updates from the family on how well he is doing and thanking us for the help.



Tools With A Purpose

To ensure individuals and families receive best practice in recovery treatment, CFA uses Recovery-Oriented Quality Improvement Monitoring (ROM) Site Visits and the Self-Assessment Planning Tool and Recovery Self-Assessment Surveys to measure implementation progress.

A key component of these tools is the ability to hear individuals and families receiving services perspectives. Data is then shared with CFBHN NSPs which enables them to assess their services and make both agency and service decisions in line with the expressed needs of their customers.

This year CFA completed five ROM Site Visits with NSPs who provide direct services. All of them showed progress in implementing recovery-oriented principles and practices. CFBHN also identified areas where technical assistance provided would further growth within each agency. CFA routinely provides technical assistance through the monthly ROSC and Peer Learning Communities and individually upon request.





Peer Based Recovery Support

An integral component of ROSC is increasing and supporting the Recovery Peer Support workforce.

- This year, CFBHN subcontracted with the National Alliance on Mental Illness (NAMI) Pinellas Inc. chapter to provide training approved by the Florida Certification Board to individuals seeking certification as a Recovery Peer Specialist (RPS).
- This collaboration provided twenty training opportunities for more than 126 individuals in the SunCoast region:
 - o Fourteen individuals obtained certification as Recovery Peer Specialists (RPS) in 2024
 - o Thirty-one individuals will complete RPS certification and will enter the workforce in 2025

Focus on Recovery

CFA remains steadfast in helping individuals and families achieve their recovery goals within a system of care that provides individuals with greater authority and decision making to manage their own recoveries. ■



Network Development & Clinical Services



Hospital Without Walls

The FACT program serves adults with severe and persistent mental illness, who may also have a co-occurring substance abuse disorder. The program's multidisciplinary staff obtain or directly provide all mental health services to persons served, primarily in their homes or the community, including: psychiatric care; medical referral and follow-up; individual supportive therapy; crisis assessment and intervention; substance abuse services; work-related vocational services; support in activities of daily living; social, interpersonal relationship and leisure time training; case management services; and supportive services. In addition, the program assists individuals to obtain affordable housing, which may include assistance with security deposits, utilities, and rent.

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

- AMH Staff processed 231 referrals for SMHTF admission from 34 receiving facilities across the CFBHN network resulting in 162 admissions to the

civil SMHTF and 65 diversions from admission to the SMHTF

- The FACT Program admitted 249 individuals and discharged 157 individuals in FY 23/24. Of the 249 admissions our newest FACT Team with Gracepoint admitted 83 individuals in FY 23/24
- Year-end census for FACT was 1384 slots filled
- Since July 2012 and June 2024, FACT has admitted 1879 individuals and discharged 1709



Florida Assertive Community Treatment (FACT)

Helping those with severe and persistent mental illness to achieve individual goals, manage symptoms, and maintain optimism



Forensic

Florida's forensic system is a network of state facilities and community services for individuals who have a mental illness and are involved with the criminal justice system. Our goal is to provide assessment, evaluation, and treatment to individuals adjudicated incompetent to proceed at any stage of a criminal proceeding or not guilty by reason of insanity. In addition to the general psychiatric treatment approaches and milieu specialized services are provided.

- Diverted 351 forensic individuals from state hospitals during the 2023-2024 fiscal year
- Facilitated 249 forensic residential referrals to regional community partners to promote diversions from the forensic state hospital
- Assisted with 680 Forensic state hospital admissions
- The Hillsborough Forensic Multidisciplinary Team

served an average of 75 active individuals per month through the 2023-2024 fiscal year

- The Pinellas Forensic Multidisciplinary Team served an average of 32 active individuals per month through the 2023-2024 fiscal year
- The Circuit 10 Forensic Multidisciplinary Team served an average of 20 active individuals per month through the 2023-2024 fiscal year
- Monitored 811 individuals placed on Conditional Release



Recovery Community Organizations (RCO)

This fiscal year, CFBHN worked to onboard Recovery Community Organizations (RCOs) in the Suncoast Region.

RCOs increase the visibility and influence of the recovery community. The RCO's for this FY are:

- Recovery Epicenter in Pinellas County
- Polk for Recovery in Polk County
- Kimmie's Recovery Zone in Lee County
- Hillsborough Recovery Collation in Hillsborough County
- Hope Shot in Pasco County

These new organizations have joined with the CFBHN Network Services Providers and are working collaboratively to bring recovery support to their communities.



recoveryepicenterfoundation.org



www.polkforrecovery.org



www.kimmiesrecoveryzone.org



hillsboroughrecoverycoalition.org

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

Medication Assisted Treatment (MAT)

FDA
Approved
Medications



Behavioral
Therapy &
Counseling



Comprehensive
Approach to the
Treatment of
ADDICTION

- ✓ Prevents physical dangers of withdrawal
- ✓ Mitigates withdrawal symptoms
- ✓ Accelerates normalization of neurophysiology
- ✓ Aids emotional stability, success of therapy
- ✓ Individually directed, ongoing review



Individualized, patient-centered treatment and care in collaboration with medical and clinical staff.





CFBHN Children's Mental Health

The Children's Mental Health Program is a coordinated network of community-based services and supports that is youth-guided and family-driven to produce individualized, evidence-based, culturally and linguistically competent outcomes that improve the lives of children and their families. This program provides funding for in-home and community based outpatient services, crisis services and residential treatment.

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.
- 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 and have included the Department of Children and Families. Held 124 YAR Staffing calls which diverted 106 high-risk youth from entering child welfare.
- Participated in 760 interagency calls this fiscal year including Critical Case, Child Specific Team, and YAR staffings. Out of the 760 interagency calls, there were 438 critical case staffing calls resulting in 420 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) and Child Welfare

Florida has developed programs designed to provide specific services to children and families engaged with the child welfare system. These programs include:

Family Intensive Treatment (FIT)

- FIT teams enrolled 657 parents with substance use disorders and child welfare.
- In FY 2023-2024, 128 caregivers successfully completed treatment. At discharge,
 - 99% had stable housing
 - 92% were employed
 - 91% improved functioning, based on DLA-

20 pre/post scores

- 91% improved caregiver protective capacities

Family Intervention Specialists (FIS)

- FIS responded to 2,077 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 75% engagement of clients recommended for voluntary treatment.

Behavioral Health Consultants (BHC's)

As subject matter experts (SME's), CFBHN-funded BHC's responded to 5,026 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 Sr. 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

Substance Abuse Prevention is a proactive, comprehensive system that is designed to preclude, forestall, or impede the development of substance abuse problems, primarily for youth. This is best accomplished through the use of ongoing strategies such as increasing public awareness and education, community-based processes and evidence-based practices.

CFBHN accomplished the following:

- Worked with 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 launched the "Prevention Advisory Committee" to focus on community needs.
- Refine required data submission reporting

Healthy Transitions

Success 4 Kids and Families in Hillsborough County served over 110 youth and young adults in their

Healthy Transitions program in FY 23/24 providing:

- case management
- education/vocational services
- wellness groups
- and peer support services

In addition, Success 4 Kids and Families participated in 597 outreach activities this fiscal year reporting period to engage youth and young adults in healthy transitions activities.

Evidence-Based Practice (EBP) and Multidisciplinary Teams (MDT):

These teams work closely with families to provide the best outcomes for children.

A total of 2 EBP and 4 MDT teams were established and developed in FY 23/24 and served families across 10 counties in the SunCoast region and Circuit 10.

The Network Service Providers who implemented those programs are as follows:

Success 4 Kids and Families,

Heartland for Children
BayCare
Cove Behavioral Health
Centerstone.

Additional DCF funds are in the process of being allocated, which will enable the expansion of two current MDT teams as well as the establishment of two additional MDT teams during FY24/25 and will serve areas that currently have limited or no MDT or EBP programs in the region.

A multitude of factors prevented the planned implementation of HOMEBUILDERS EBP by Directions for Living, and they are in the process of selecting another EBP with the support of CFBHN.

School Projects: Hillsborough and Pasco Schools

The 2023-2024 school year was filled with process improvements focused on data collection, expansion of services, and enhanced collaboration and communication among all stakeholders.



- There were close to 2,000 referrals for services, with the majority for on-site therapy at schools.
- The project removed barriers by making services more accessible to students and their families.
- The referral process is streamlined through the data system for efficiency as well as accountability
- The project manager holds clinical consultations and staffing's, with the district mental health team and providers to ensure best practices and to oversee the appropriate use of funds.
- Our project team has conducted in-person training with all providers and on-site therapists to prepare for the 2024-2025 school year.
- Our commitment and relationships have strengthened with all partners over the year and is a continued focal point for years to come.



Utilization Management/Care Coordination

Per Pamphlet 155-2 v14, CFBHN continued to use the regional waitlist as a tool to ensure access for individuals waiting to receive recommended substance abuse or mental health services during FY23/24.

The team works closely with providers to guarantee that individuals who meet priority population criteria are given primary access to recommended services in accordance with 45 CFR § 96.131(a).

CFBHN Utilization Management (UM) staff continuously monitor the regional waitlist to identify concerns and collaborate with network providers to remove barriers to accessing treatment.

- Throughout FY23/24, wait times remained minimal for persons seeking substance abuse residential services. Wait times for room and board services fluctuated throughout the year, with an overall average of 22 days. The UM team and providers work together to expedite the referral and placement process for substance abuse residential and room and board services by using a shared referral form across the region.
- The demand for CAT services remained high throughout the fiscal year. However, the wait times for the service decreased by 40% as the year progressed and providers worked through the barrier of staffing challenges.
- 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 672 individuals in FY23/24. Readmission rates ranged from 2 - 5% monthly, averaging 3% for the year. Efforts to engage persons in aftercare following discharge from acute care services resulted in the first contact between 0.72 - 2.97 days, with an average of 1.64 days to first treatment contact.
- In FY23/24, the Children's Care Coordination (CCC) program continued to flourish and served 142 children of various populations as set forth by Guidance Document 4. 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. NSP care coordinators have also become increasingly valuable to families in need of assistance with completing the process to apply for the Statewide Inpatient Psychiatric Program (SIPP) for those children in need of residential treatment.
- Adult Care Coordination providers continue using the SAMH Transitional Vouchers to assist with basic needs on a temporary basis. This support remains integral in helping individuals secure and remain in safe housing while achieving stability in the community. 189 individuals who were homeless or at risk of homelessness were housed during the year with the support of these vouchers.

Care Coordination has assisted persons to stabilize in the community and obtain employment to support self-sufficiency. A monthly average of 74 individuals served in Care Coordination achieved or sustained full-time or part-time employment during FY23/24. ■



Continuous Quality Improvement (CQI)s

The CFBHN CQI team focuses on ensuring that services are delivered to individuals according to contract specifications. They monitor the services provided throughout the year.

- In FY 2023 – 2024 they conducted 59 monitoring's.
- Two new monitoring tools were piloted during this year as well:
 - The first allowed the CQI team to review the waitlist management procedures utilized by CFBHN Network Service Providers.
 - The second reviewed the number of valid Community Persons Served Satisfaction Surveys (CPSSS) submitted by each Network Service Provider and was designed to help each agency meet its annual CPSSS submission target. Use of this tool increased the number of valid surveys submitted by the organizations within CFBHN and enabled the network to meet 98.5% of its target for the year, up from 82.4% in FY 2022-2023.





Communication Continued 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). All campaigns were deployed on broadcast, radio, social media, billboards and bus signage for maximum exposure and reach. Creative campaign spots can be viewed and listened to on the CFBHN website at www.cfbhn.org.



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 on their stand on 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).

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

Support was provided on the CFBHN website and via social media.

This annual campaign generated **269,667,221** impressions.

- Campaign was supported by IHeart radio personalities Queen B and Ronnie “Night Train” Lane via monthly interview segments posted to their social media platforms
- Supported RX Drop Box Take Back Days

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 **33,679,609** impressions





#BeThe1To

If you think someone might be considering suicide, be the one to help them by taking these 5 steps:

**ASK. KEEP THEM
SAFE. BE THERE.
HELP THEM CONNECT.
FOLLOW UP.**



Find out why this can save a life at
www.BeThe1To.com

If you're struggling, call the Lifeline at
1-800-273-TALK (8255)

#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 affected by mental health issues and those affected by substance use issues.



This campaign also supported the new **#988 24/7 Crisis and Suicide Lifeline**.

This campaign generated **86,621,362** impressions.

Advocacy

- CFBHN was featured on variety of talk/news/interview shows throughout the network
- CFBHN presented to all legislative delegations
- CFBHN leadership met with all newly elected officials and staff and presented to legislative committees in Tallahassee
- Staff continued board service statewide and locally
- CFBHN continued activity on social media platforms
 - o Meta (Facebook) (<https://www.facebook.com/Central.Florida.BHN>)
 - o LinkedIn (<https://www.linkedin.com/company/cfbhn/>)
 - o YouTube (<https://www.youtube.com/channel/UCCLfEaGFch4CB-psKfgriYg>)
 - o Instagram (<https://www.instagram.com/cfbhn/>)
 - o X (Twitter) (<https://www.twitter.com/cfbhnetwork>)



From Left to Right at the Florida Capitol in Tallahassee: Senator Darryl Rouson, Senator Ben Albritton, Natalie Kelly (FAME) and Alan Davidson, President & CEO CFBHN



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Hillsborough County Ecumenical Health Collaborative

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
- Please connect to us via social media.

Your thoughts, suggestions and ideas are very valuable and always welcome.

