



# 2024 – 2025 Annual Report

**Central Florida Behavioral Health Network, Inc.**

Administrative Office

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Funding and support provided by:



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



## Joint Letter to Community

**Central Florida Behavioral Health Network (CFBHN)** continues its mission as the safety net provider of behavioral health services across 14 counties, addressing challenges such as homelessness, substance use, mental health needs, crisis care, suicide, and forensic involvement.

CFBHN has been awarded a new **5-year contract** from the Florida Department of Children and Families, reaffirming trust in its ability to deliver high-quality care.

Over the past year, CFBHN managed state funding and partnered with local governments and private organizations to expand services, including **mobile response teams, care coordination, school mental health, and hospital bridge programs.**

Their achievements reflect decades of collaboration, strong partnerships with the Department of Children and Families, and guidance from the Board of Directors.

We extend our heartfelt gratitude to our valued partners and are proud to present the CFBHN Annual Report for Fiscal Year 2024-2025.

***Alan Davidson***  
President & CEO

***Craig Latimer***  
Board Chair



# 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





# Finance by the Numbers

2024-25

Contract Funds:

**\$304,692,618**

Non-recurring Funding:

**\$69,308,116**

Proviso Projects:

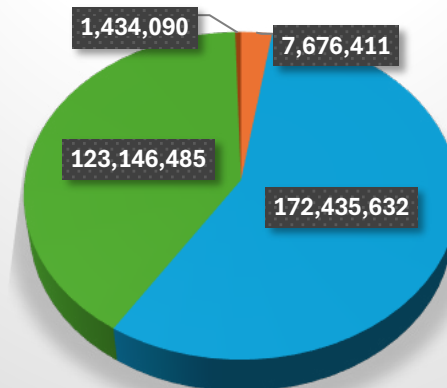
**13 Implemented**

Providers/Contracts:

**51 Network Service Providers**  
**7 School Providers**  
**26 Purchase Agreements**

- CFBHN continued management of the safety net system of care for substance use and mental health services funded through the Florida Department of Children & Families
- CFBHN managed **\$304,692,618** service dollars contracted through Network Service Providers (NSPs) serving persons with a full array of services ranging from prevention to deep end services including crisis beds
- Contracted funds were efficiently and effectively managed at a **2.52%** administrative rate

CFBHN DCF Funding 2024-25



Central Florida  
Behavioral Health  
Network, Inc.  
Your Managing Entity

Admin Rate Mental Health Funding Substance Use Funding Disaster Funding





# A Year of Progress and Partnership: CFBHN to Continue Leading Suncoast Region Behavioral Health Services

**In 2024–2025**, Central Florida Behavioral Health Network (CFBHN) made significant advancements in strengthening behavioral health services across the Suncoast Region, culminating in the renewal of our contract as the region’s Managing Entity. Over the past year, we have expanded access to care by growing our provider network, implementing innovative care coordination models, and delivering targeted initiatives to meet critical community needs. Guided by data-driven decision-making, fiscal accountability, and collaborative partnerships, these efforts have produced measurable improvements in service delivery, client outcomes, and system performance.

The contract renewal affirms CFBHN’s effectiveness in managing complex behavioral health systems while remaining dedicated to person-centered, recovery-oriented care. Building on this momentum, we will continue advancing initiatives that support workforce development, strengthen crisis response services, and expand programs for vulnerable populations, including children, families, and individuals with co-occurring disorders.

This milestone not only reflects our past achievements but also positions CFBHN to lead the next phase of transformation in behavioral health care. With a shared vision of resilience and wellness, we remain committed to innovation, collaboration, and advocacy to ensure a system that meets the evolving needs of our communities in 2025 and beyond.

# Consumer & Family Affairs (CFA)



**Consumer & Family Affairs (CFA)** supports and advocates for individuals and families facing behavioral health challenges. By partnering with Network Service Providers (NSP), CFA promotes best practices in treatment and connects individuals to community-based supports, ensuring multiple pathways to recovery and sustained wellness beyond treatment.

## Tools With a Purpose

CFA promotes recovery best practices by monitoring, evaluating, and supporting providers in implementing recovery-oriented systems of care. Through site visits, surveys, and ongoing technical assistance, CFA ensures the voices of individuals and families guide service improvements.

## Key Highlights for FY 2024–2025:

### • Recovery-Oriented Monitoring (ROM) Site Visits

- Six site visits completed with NSPs
- All agencies showed progress in applying recovery-oriented principles
- Areas for further growth identified, with technical assistance provided

### • Self-Assessment Planning Tool & Recovery Self-Assessment (SAPT) Surveys

- Conducted every two years; 27 NSPs participated in FY 2024–2025
- Scores improved across most areas compared to FY 2021–2022
- Strongest gains achieved in the **Treatment Domain**, particularly recovery-oriented culture and positive, strengths-based relationships

### • Recovery Self-Assessment (RSA) Surveys

- Collected feedback from individuals, families, and staff
- Families rated **welcoming environments and staff** most positively
- Individuals rated **life goals and staff support for recovery** highest

### • Ongoing Technical Assistance

- Delivered through monthly **Recovery-Oriented System of Care (ROSC)** and **Peer Learning Communities**
- Customized assistance is also provided upon request





## Peer-Based Recovery Support

An essential part of the Recovery-Oriented System of Care (ROSC) is strengthening and expanding the Peer Support workforce.

### • Partnership with NAMI Pinellas

- CFBHN subcontracted with NAMI Pinellas to deliver **Florida Certification Board–approved training** for individuals pursuing certification as Recovery Peer Specialists (RPS).

### • Training Opportunities in the SunCoast Region

- **17 trainings** provided, including:
  - Peer Certification
  - Peer Supervisor
  - Recovery Capital
  - Wellness Recovery Action Plan (WRAP)
- **34 individuals certified** as Recovery Peer Specialists in FY 2024–2025

## Focus on Recovery: Recovery Community Organizations (RCOs)

Recovery Community Organizations (RCOs) are essential resources that provide education, services, and community support to individuals seeking

recovery from substance use. They help build recovery capital through outreach, assistance, and community-based activities while ensuring person-centered, strengths-based recovery management practices.

## Key Highlights:

### Services Provided by RCOs

- Educate on substance use & recovery
- Provide Narcan & training
- Outreach to homeless, courts, & facilities
- Help with benefits enrollment
- Host activities: BBQs, art workshops, food pantries

### Current CFBHN-Funded RCOs

- Recovery Epicenter
- Hillsborough Recovery Coalition
- Polk For Recovery
- Kimmie’s Recovery Zone
- EqualSRQ

### CFA’s Role

- Support current RCOs
- Expand into underserved communities
- Promote person-centered, strengths-based recovery
- Build recovery capital for long-term success





# Continuous Quality Improvement (CQI)

## CONTINUOUS QUALITY IMPROVEMENT (CQI)

The CFBHN Continuous Quality Improvement (CQI) team plays a critical role in ensuring that high-quality, effective, and contract-compliant services are delivered across our network of providers. Through ongoing oversight and collaboration, the team works to strengthen accountability, identify opportunities for growth, and support providers in delivering the best possible care to individuals and families.

### In FY 2024-2025, the CQI team:



**Conducted 49**  
comprehensive  
monitorings



**Piloted 4**  
new monitoring  
tools

These reviews help maintain a consistent standard of care while highlighting strengths and addressing areas for improvement.

By combining rigorous monitoring with collaborative support, the CQI team ensures that service are not only delivered as promised but also continuously evolve to meet the changing needs of the community.

## CONTINUOUS QUALITY IMPROVEMENT (CQI) HIGHLIGHTS | FY 2024-2025



### 49 MONITORINGS

completed to ensure  
compliance and quality of care



### 4 NEW MONITORING TOOLS

piloted to improve evaluation  
and feedback



### STRENGTHENING ACCOUNTABILITY, CONSISTENCY, AND PROVIDER SUPPORT



## Network Development & Clinical Services

### Hospital Without Walls – FACT Program Summary

The **FACT (Florida Assertive Community Treatment)** program serves adults with severe and persistent mental illness, often with co-occurring substance use disorders. Services are delivered primarily in the home or community, using a **multidisciplinary team approach** that provides or coordinates:

- Psychiatric care and medical follow-up
- Individual therapy, crisis intervention, and case management
- Substance use services
- Vocational supports and daily living assistance
- Social and leisure skill development
- Housing support (including deposits, utilities, and rent assistance)

### FACT & State Mental Health Treatment Facilities (SMHTF) Outcomes

- **Referrals:** 289 referrals for SMHTF admission from 35 facilities
  - 132 admissions to civil SMHTF
  - 101 diversions (preventing hospitalization)
- **FACT Program activity:**
  - 180 admissions - 165 discharges
  - Year-end census: **1,483 individuals served**



Florida Assertive Community Treatment (FACT)

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

### Forensic Services

Florida's forensic system provides assessment, evaluation, and treatment for individuals with mental illness involved in the criminal justice system, including those adjudicated **incompetent to proceed** or **not guilty by reason of insanity**. Beyond psychiatric care, specialized services and community-based supports are offered to promote recovery and reduce reliance on state hospitals.

#### FORENSIC SERVICES

**308**  
Diversions  
Individuals diverted from forensic state hospitals

**258**  
Community Referrals  
Placed with residential partners to support recovery

**843**  
Monitored  
Individuals monitored under Conditional Release

#### Forensic Multidisciplinary Teams (FMTs)

- Hillsborough – 79 individuals served monthly
- Pinellas – 45 individuals served monthly
- Circuit 10 – 4 individuals served monthly (FY 23-24)

*Supporting recovery, safety, and community reintegration through forensic services.*

### Key Highlights:

- **308 individuals diverted** from forensic state hospitals.
- **258 forensic residential referrals** facilitated to community partners, promoting diversion and continuity of care.
- **613 forensic state hospital admissions** supported.
- **Forensic Multidisciplinary Teams (FMTs):**
  - Hillsborough FMT served an average of **79 individuals/month**.
  - Pinellas FMT served an average of **45 individuals/month**.
- **843 individuals monitored** under Conditional Release.



# Recovery Community Organizations (RCO)

This fiscal year, CFBHN worked hard onboarding, strengthening and proceduralizing the Recovery Community Organizations (RCOs) in the Suncoast Region and their processes.

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

- Recovery Epicenter Foundation in Pinellas County
- Polk for Recovery in Polk County
- Kimmie's Recovery Zone in Lee County
- Hillsborough Recovery Collation in Hillsborough County
- Equal SRQ in Sarasota County

CFBHN continues to work with The HopeShot in Pasco County to encourage them to join the RCOs in the Suncoast Region.



These organizations have worked hard with the CFBHN Network Services Providers and are collaborating to bring recovery support to their communities and to make connections to create a recovery system of care in their respective counties.

These combined efforts strengthen the region's recovery infrastructure, improve access to life-saving treatment, and advance prevention strategies to combat the opioid crisis.

## Children's Mental Health Program

The **Children's Mental Health (CMH)** Program delivers a coordinated, youth guided and family driven network of community based services designed to produce individualized, evidence based, and culturally competent outcomes for children and their families. Funding supports in home and community based outpatient care, crisis services, and residential treatment.

### FY Highlights:

- **Training & Education:** Delivered two circuit trainings

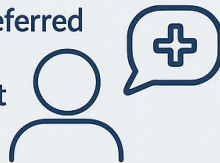
# State Opioid Response (SOR) Program

This fiscal year the State Opioid Response (SOR) program supplemented and developed enhanced MAT (Medication Assisted Treatment) services creating innovative medical/ clinical pathways to individuals entering emergency departments to access immediate MAT services and seamless referrals for ongoing care.

## Current Hospital Bridge Programs:

- ACTS – Tampa General & St. Joseph Hospital
- BayCare Behavioral – Morton Plant North Bay
- David Lawrence Center – NCH Healthcare & Physicians Regional
- COVE – Tampa General & St. Joseph's Hospital
- Operation PAR – St. Anthony's
- Tri-County Human Services – Bartow/Winter Haven Regional
- Lakeland Regional, Lake Wales/Davenport

**1,500+** individuals were referred by Hospital Bridge recovery peer specialists to treatment providers for continued services



## Additionally, SOR prevention funds supported evidenced based initiatives, including:

- Targeted opioid awareness media campaigns across the SunCoast region
- Educational programs for youth and adults in schools and community settings



on the Children's System of Care for community stakeholders, families, and system partners.

- **Youth at Risk (YAR) Model Expansion:** Provided training and technical assistance to providers, expanding active use to **3 of 5 network circuits** (6, 12 & 10) with support underway for the remaining circuits. Conducted **78 YAR staffing calls**, diverting **721 high risk youth** from entering child welfare.
- **Interagency Collaboration:** Participated in **744 interagency calls** (Critical Case, Child Specific Team,

and YAR staffing), including **636 critical case calls** that diverted **613 youth** from deeper end systems of care.

- **Weekly CSST Meetings:** Continued **Children Specific Staffing Team** meetings to improve coordination, education, and support for residential referrals to **Statewide Inpatient Psychiatric Programs (SIPP)** and Therapeutic Group Homes. Multiple MMA Plans reported positive feedback on the effectiveness of these meetings.

These efforts strengthened the regional system of care, improved cross agency collaboration, and successfully diverted hundreds of youth from child welfare involvement.

#### **Behavioral Health Integration (BHI) & Child Welfare**

Florida's BHI initiatives deliver targeted services

- At discharge:

- 99% had stable housing
- 84% were employed
- 88% improved functioning (DLA 20 scores)
- 94% improved caregiver protective capacities

#### **Family Intervention Specialists (FIS)**

- Responded to **2,267 referrals** from CPIs, CWCs, and dependency courts.
- Provided case management and resources, achieving **80% engagement** in voluntary treatment.

#### **Behavioral Health Consultants (BHCs)**

- Responded to **2,451 requests** from CPIs for consultations, assessments, joint visits, record reviews, and service recommendations for caregivers with mental health, substance use, or co occurring concerns.

#### **Systems Integration & Technical Assistance**

- Facilitated monthly regional FIT, FIS, and BHC meetings to address trends, barriers, and best practices, improving referral accuracy and timeliness.
- Led **BHI Workgroups** in each circuit, formalizing Working Agreements and strengthening communication between CBC lead agencies, providers, DCF, Sheriff's Offices, and child welfare stakeholders.

to children and families engaged with the child welfare system through coordinated, evidence-based programs.

#### **Family Intensive Treatment (FIT)**

- Enrolled **672 parents** with substance use disorders and child welfare involvement.
- **226 caregivers** successfully completed treatment.

These integrated efforts have strengthened cross system collaboration, improved service access, and enhanced outcomes for families navigating both behavioral health and child welfare systems.

#### **Prevention**

The **Substance Abuse Prevention** program is a proactive, comprehensive system aimed at stopping





substance abuse problems before they start — with a primary focus on youth. Prevention efforts center on increasing public awareness, delivering education, fostering community-based processes, and implementing evidence-based practices.

#### **FY Highlights:**

- Partnered with **substance abuse prevention Network Service Providers (NSP)** and **Drug-Free Coalitions** to deliver high-quality community-based processes, environmental strategies, and health and wellness information.
- Successfully implemented prevention programs and provided **technical assistance** to coalitions and partners across the network.
- Held **quarterly workgroups** to promote prevention principles in service delivery.
- Established the **Prevention Advisory Committee** to address community needs.
- Refined data submission requirements and completed **FY 24–25 data analysis** with each NSP to ensure accuracy and completeness in reporting.
- Created and launched media awareness campaigns throughout the network using a wide variety of platforms to educate the community.

These coordinated efforts strengthen community resilience, promote healthy lifestyles, and reduce the risk of substance abuse among youth and families.

#### **Healthy Transitions**

**Success 4 Kids and Families** in Hillsborough County supported **134+ youth and young adults** through the **Healthy Transitions** program, offering:

- Case management
- Education and vocational services
- Wellness groups
- Peer support services

To further engage and connect with the community, the program also conducted **520 outreach activities** during the year, promoting healthy development and successful transitions into adulthood.

#### **Evidence-Based Practice (EBP) Teams**

EBP teams provided community-based, family-centered services to stabilize children at risk of



out-of-home care and support their families. Delivered by multidisciplinary teams, these services reached **158 families** across the region.

#### **Programs & Providers:**

- **Multisystemic Therapy** – Success 4 Kids and Families, a division of The Crisis Center of Tampa Bay (Hillsborough County)
- **Functional Family Therapy** – Heartland for Children, with services provided by the North American Family Institute (Polk, Highlands, and Hardee Counties)
- **High Fidelity Wraparound** – Directions for Living (Pinellas County)

These evidence-based approaches strengthen family functioning, reduce the need for out-of-home placements, and promote long-term stability for children and caregivers.

#### **Multidisciplinary Teams (MDT)**

In the Suncoast Region, two types of multidisciplinary teams deliver community-based, family-centered services to strengthen families and prevent out-of-home placements.

### Family Wellbeing Treatment Teams (FWTT)

- Support parents with behavioral health disorders involved in the child welfare system
- Served **149 families**

### Family Support Teams (FST)

- Stabilize children with behavioral health disorders at risk of out-of-home care and support their families
- Four teams served **197 families**

### Network Service Providers & Coverage:

- **BayCare:** FST (Pasco)
- **Cove Behavioral Health:** FST (Hillsborough)
- **Centerstone:** FST (Lee & Collier)
- **Centerstone:** FWTT (Lee, Collier, Hendry, Glades & Charlotte)
- **Charlotte Behavioral Health Care:** FST (Charlotte)
- **The Florida Center for Early Childhood:** FST (Sarasota)

**Program Growth:** Mid-year DCF funding enabled the expansion of BayCare and Cove FST teams and the creation of **two additional FST teams**, increasing service capacity across the region.

### School Projects – Hillsborough & Pasco

In the 2024–2025 school year, the Hillsborough and Pasco Schools project focused on process improvements, expanding services, and strengthening collaboration among all stakeholders.

### Key Achievements:

- **2,029 referrals** for services, with most for on site therapy in Hillsborough schools
- Increased **student engagement** in services
- 126 schools paired with an on site provider
- Ongoing **clinical consultations** and staffings with the district mental health team and providers ensured best practices and proper fund use
- Delivered **in-person training** for providers and on site therapists in preparation for the 2026–2027 school year
- Strengthened partnerships through **quarterly in person meetings**
- Enhanced **data analysis and outcome measurement** processes

These efforts have improved access to mental health services for students, built stronger school provider relationships, and laid the groundwork for continued program growth.

### Utilization Management & Care Coordination

CFBHN prioritized timely access to substance abuse and mental health services through a regional waitlist, focusing on individuals who meet priority population criteria. The Utilization Management (UM) team collaborated with providers to monitor wait times, remove barriers, and expedite referrals.

### Key Highlights:

- **Wait Times:**
  - Substance abuse residential services: **6 days** average
  - Room & board services: **62 days** average
  - CAT services: **10% decrease** in wait times despite high demand
- **Process Improvements:**
  - Updated **Guidance Document 4** with NSP collaboration
  - Conducted **monthly Care Coordination meetings** and tailored provider support
- **Care Coordination Impact:**
  - **772 individuals served; 9% average monthly readmission rate**
  - **1 day** from discharge to first aftercare contact
- **Children's Care Coordination (CCC):**
  - **120 children served** with assistance navigating services, basic needs support via Transitional Vouchers, and SIPP applications
- **Adult Care Coordination:**
  - **189 individuals housed** through SAMH Transitional Vouchers
  - **227 individuals** achieved or sustained employment

These initiatives improved service access, reduced delays, and strengthened stability for individuals and families across the region. ■





## Board Members Central Florida Behavioral Health Network Inc. 2024-25

### Executive

#### ***Craig Latimer, Board Chair***

Representative Local Government  
Hillsborough County Supervisor of Elections

#### ***Ayesha Johnson, PhD, Vice Chair***

University of South Florida

#### ***Nancy Hamilton, Past Chair,***

#### ***Quality Improvement Committee Chair***

Family Member/Retired

#### ***Josh Dillinger, Treasurer, Finance Committee, Chair***

Business Leader/OneDigital

#### ***Victor E. Avila, Secretary***

Business Leader/Community Development Manager-  
Vice President Regions Bank

### Board Members

#### ***Bennie Allred, Regional Council Representative for Circuit 10***

Retired

#### ***Terri Balliet***

Children's Network of Hillsborough County, LLC

#### ***Terry Cassidy, Regional Council Representative for Circuit 12***

Healthcare Facility/Bayside Behavioral Health Services,  
Sarasota Memorial

#### ***Dianne Clarke***

Retired

#### ***Ray Fischer, CBC Lead Agency***

Children's Network of Southwest Florida, Inc.

#### ***Dr. Jerome Jordan, Organizational Development Committee Chair***

Pasco County Clerk & Comptroller, Civil Courts Director

#### ***Tara Martinson, Regional Council Representative for Circuit 20***

Lee County Human and Veteran Services

#### ***Clara Reynolds, Substance Abuse & Mental Health Provider***

Crisis Center of Tampa Bay

#### ***Captain Toni Roach, Regional Council Representative for Circuit 6 Pasco***

Area Law Enforcement Agency (Sheriff)/ Pasco Sheriff's Office  
Captain, Behavioral Health Intervention Team

#### ***Josh Rodriguez, Regional Council Representative C6 Pinellas***

Healthcare Facility/Windmoor Healthcare of Clearwater

#### ***Nathan L. Scott III, Member***

Florida Department of Health





## **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 [cfbhn.org](http://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.

