

**(1) Exhibit A, Federal Requirements**

- Continue to work with Carisk Partners to ensure data collected in the portal is complete and accurate.
- Current Block Grant funds utilization through Q1:
  - 2.3.1.1 – 16% (Prevention set aside)
  - 2.3.1.2. – 25% (HIV early inter set aside)
  - 2.3.2. – 9% (Women set aside)
  - 2.3.3. – 25% (Prevention set aside for people with psychotic disturbances, post first episode set aside)

**(2) To demonstrate compliance with the requirements of the SAPT and CMH block grants, the Managing Entity shall, on a quarterly basis report on the following activities:**

**a. Training and technical assistance:**

The following chart represents training activities related to Wraparound during the first quarter.

<b>Date(s) of Activity</b>	<b>Type of Wraparound Training Activity</b>	<b>County (where training occurred)</b>	<b># of Participants</b>
8/22/2018	Wraparound Learning Community	Palm Beach	16
8/27/2018-8/29/2018	Wraparound 101 Training	Palm Beach	37
9/4/2018	Wraparound Refresher Booster Training	Palm Beach	13
9/5/2018	Natural Supports	St. Lucie	45
9/12/2018	Wraparound for Clinicians	Palm Beach	64
9/18/2018	Wraparound Refresher	St. Lucie	16
9/19/2018	Wraparound Learning Community	St. Lucie	4
9/20/2018	Wraparound Learning Community	Palm Beach	13
9/28/2018	Natural Supports	Palm Beach	6

Date(s) of Technical Assistance	Other Wraparound technical assistance provided	County (where technical assistance occurred)	# of Participants
7/5/2018	Wraparound Technical Assistance-New Horizons	St. Lucie	3
7/20/2018	Wraparound Technical Assistance-Jerome Golden Center	Palm Beach	12
8/13/2018	Initial Wraparound Meeting/Plan Development-CRC FIT	St. Lucie	3
8/23/2018	Wraparound Coaching Meeting-Sinfonia	Palm Beach	4
8/30/2018	Wraparound Technical Assistance-New Horizons CAT Team	St. Lucie	4
9/13/2018	Wraparound Coaching Meeting-Sinfonia	Palm Beach	4
9/18/2018	Wraparound Coaching Meeting-Tykes and Teens	Martin	4
9/20/2018	Wraparound Technical Assistance-Community Partners	Palm Beach	4

We have been consistently providing Wraparound 101 Training for Youth and Families and are now providing Wraparound 101 training to Care Coordinators, (Intensive) Adult Case Managers, FITT and FACT teams. We are currently using one curriculum for all populations served.

We are currently working with **fifteen** providers coaching to Wraparound certification or helping with prevention of drift of Wraparound facilitation and with family support partners/supervision. Four others are in the beginning phase of initiating coaching, as well:

- Henderson Behavioral Health (Palm Beach and Treasure Coast)
- Community Partners-Parent Child Center
- Multilingual Psychotherapy (1 supervisor and 1 staff member is going through certification process; 2 supervisors and 2 staff members recently became certified)
- Federation of Families (all family support partner staff certified)
- SequelCare (Palm Beach and Treasure Coast)
- Suncoast Mental Health Center (no current specific plan on their part to move forward with certifying internal coaches)
- For the Children (no current specific plan on their part to move forward)
- Legacy Behavioral Health (no current specific plan on their part to move forward with certification, however they continue to send staff to trainings)
- Helping People Succeed (staff was sent to Wraparound 101 this quarter, Supervisor recently completed the Wraparound Refresher Booster Training and desires to start coaching process)
- New Horizons of the Treasure Coast (Outpatient and CAT Team)
- Counseling and Recovery Center (FITT) (Initial coaching assessment completed on 8/13/2018)
- Sinfonia CAT Team



- Tykes and Teens (Initial coaching plan developed on 6/15/18 and initial coaching session took place on 9/18/2018, initial client still pending)
- Jerome Golden Center (Several staff and supervisors have initiated the coaching process and staff are represented at the Wraparound Learning Community).
- South County Mental Health Center (Several staff and supervisors across programs have initiated the coaching process and staff are represented at the Wraparound Learning Community).

Others who have sent staff to Wraparound 101 training and plan to begin coaching in the near future is:

- Goodwill (Youth re-entry) (Initial coaching plan developed however there is no current plan to start coaching process; Goodwill has recently reassessed their structure and conversations continue as to how Wraparound can help support their practices).
- Cotler Youth and Family Services
- New Horizons of the Treasure Coast (Care Coordinators/Adult Case Managers/Peers/Intensive Case Managers)
- Drug Abuse Foundation- (Care Coordinators/Adult Case Managers/Peers/Intensive Case Managers)

Coaching continues to occur within group Wraparound Learning Communities and at the individual level of coaching with providers. It may involve role plays, behavioral rehearsals, and/or live/telephonic observations.

In this first quarter, eight case managers were certified as a Wraparound Facilitators. The recently certified Wraparound facilitators are providing Wraparound at New Horizons of the Treasure Coast and Multilingual Psychotherapy Centers. Three supervisors became an internal certified Wraparound Coach for New Horizons of the Treasure Coast and Multilingual Psychotherapy Centers.

Supervisors' System Meetings, continued to be held in both Circuits with a primary goal to increase awareness and collaboration across providers and system partners. Barriers to services and efforts to eliminate waitlists are often the topic of conversation. Direct Supervisors at provider agencies and system partners discuss day-to-day integration efforts and share information about new resources.

This quarter, they were held:

Circuit 15 – 7/12/2018, 9/13/2018

Circuit 19 – 8/16/2018

Wraparound Learning Communities offered group coaching efforts, share concerns regarding Wraparound implementation and opportunities to increase certification and prevent practice drift. Representation from providers that serve children and families, adults and the SPMI populations are all represented at the meetings.

This quarter, they were held:

Circuit 15 – 9/20/2018

Circuit 19 – 9/19/2018

Combined Circuit 15 & 19 – 8/22/2018



**Additional Technical Assistance offered in the network:**

- SEFBHN staff visited two SMHTF during this quarter: SFETC and TCFTC. On August 27, 2018, a meeting with the SFETC Admission and Discharge Planner, SSA Staff and two SEFBHN staff resulted in better collaboration between all three agencies with regards to discharge planning for SMHTF consumers and starting the SOAR process. On October 1, the SEFBHN Forensic Coordinator met with the treatment team staff at TCFTC to discuss better discharge planning and possible post commitment diversions.
- There continues to be staff turnover in key positions: Civil Liaison, FACT Team Leader, Forensic Specialist. SEFBHN continues to train the new staff about the role expectations, monthly reports and the need for accurate data collection. A projected plan is to train the respective supervisors about the roles to ensure better training and supervision of these roles on the provider level to ensure continuity when a staff member resigns from one of these key roles.
- The need for more forensic monies for Circuits 15 + 19 is evident. Palm Beach county continues to have high numbers of commitments and little community resources upon their return from the SMHTF. The lack of forensic money has crippled any efforts to expand forensic capacity in both circuits. A long-term goal is to offer Competency Restoration services in the jail or community setting in Palm Beach county to possibly reduce the number of commitments to the SMHTF system.
- Combined monthly Forensic, Civil and FACT meetings have continued. Each provider was given a Forensic and Civil Reference Guide to ensure that cross training is ongoing. The guide includes JITP information, Forensic and Civil System overview, monthly reports, FACT Guidance Document information and other helpful information.
- Circuit 15: A Forensic meeting with the Mental Health court staff (Judge and JA), DCF Regional Counsel, Agency for Persons with Disability (APD) and SEFBHN met in September to resolve some of the concerns regarding delays in getting the consumers out of the jail or a SMHTF.
- The SEFBHN Forensic Coordinator participated in the Forensic Examiners Training in August 2018. The need for more conditional release plans for the court's recommendations was suggested to the future examiners. Each attendee of the training was given a statewide list of housing and service providers.
- Circuit 19: The SEFBHN staff met with the Mental Health service provider (Corizon) in the St. Lucie county jail. The meeting included the Public Defender's office as well as some service providers. It was reported that about 40% of the inmates are suffering from a mental health disorder. A follow up meeting included the Corizon staff, New Horizons of the Treasure Coast staff and SEFBHN staff members. An outcome of that meeting was a tentative plan to allow inmates released to the jail to access psychiatric services in a timelier manner. It was mentioned that a new company is taking over the Mental Health services in that jail system (Wexford Health).

FACT

- Each FACT team in Circuits 15 & 19 are on a yearly contract. In order to conduct a thorough investigation of each team's performance, the following steps will occur:
  1. Develop a comprehensive FACT Model Fidelity Review Monitoring Tool that expands on the example given in the DCF Guidance Document.
  2. Review past FACT validations and identify past areas of success and possible concern.
  3. A desktop review of the FACT Weekly Census Reports, Client in Facilities Reports, Scorecards and other reports.



4. A request for certain consumer records prior to the site visit will occur based on the findings from Steps #2 and #3.
  5. Actual site visits will be conducted in the months of November and December 2018 for the FACT teams in Circuits 15 and 19.
- At the end of June 2018, each FACT team was directed to track and follow the FACT Forensic consumers who are in the community and state hospitals. The FACT team will fulfill the main duties of the Forensic Specialist role (i.e. court appearances, track participation in the Competency Restoration classes, communicate with the court regarding any status updates, etc.) This impacted the Forensic Specialists in Circuit 19 since they were tracking all of the Forensic clients in the past. Due to this transition, additional training is being offered to the FACT staff regarding data collection and completion of the monthly reports.

#### Children and Family Related Interventions

- The SEFBHN Family Systems Manager continues to participate on the C19 and Lock-out Committee to reduce the number of children who are “locked out” of their homes due to their parents refusing to allow them to return home, usually following a delinquent act or mental health crisis. Multiple Lock-out Calls in been held this quarter. SEFBHN Family Systems Manager participates on all calls to provide care coordination services to youth and families and foster collaboration among the multiple agencies represented. Often coordination is needed after the calls to secure services for the youth and families and follow up with mental health services, housing, or to remove any barriers to needs. The goal of the Committee along with the standard multiple partner calls is to reduce the number of children and youth coming into licensed care. Through the team’s interactions with families, more high-risk youth have been able to access intensive services immediately and crises are able to be addressed from a strength based and recovery-oriented approach. This quarter SEFBHN participated in seven lockout staffings.
- SEFBHN is also an identified member for the C15 Lockout protocol. We work closely with ChildNet and have been able to help divert youth out of the child welfare system with combined efforts to provide community supports and services (i.e., CAT and Wraparound services) via Care Coordination efforts. There was one formal lockout this quarter.
- In C15 SEFBHN and ChildNet partnered to create and put forth a training needs assessment survey to identify those needs most important to behavioral health providers who are stakeholders in the child welfare system. A training plan will be put forth in the next quarter to plan how to roll-out the most identified needs.
- SEFBHN participates in C19 Local Review Team monthly to review high risk youth cases that are involved with multiple agencies. SEFBHN worked collaboratively with Carisk formerly known as Carisk Partners clinical staff to ensure the network participated in three review teams scheduled this quarter.
- SEFBHN participates in C15 Interagency (Local Review Team) cases as scheduled by ChildNet. Each month the meetings were cancelled as no youth were identified by any interagency agreement system partner for staffing. Since raising awareness of this



interagency opportunity at Executive Order meetings, system partners in the Interagency agreement have decided to review this current process and realign it toward its intended purpose. This change will be effective next quarter.

- SEFBHN continues to participate in C15 and C19 Child Welfare and Behavioral Health Integration Meetings with CBCs and community partners to discuss Network opportunities for improvement; access issues; and overall progress with programs/agencies aimed at serving the Child Welfare Population (i.e. 211 SACC Hotline; FIT Teams; CAT Teams) The Circuit 19 CW/BH group requested the Call Center Data reports completed by 211 SACC to be sent quarterly to the clinical department at Communities Connected for Kids; they are in need of the cancellation spreadsheets form 211 monthly in order to help increase the compliance of consumers. Additional efforts to integrate child welfare and behavioral health include:
  - Data reports are run biweekly to identify families and youth who are high utilizers of acute care services and or have child welfare involvement to offer services to bridge gaps that may be creating patterns of high utilization.
  - Child welfare consumers who are on the Waitlist for services are also targeted for care coordination services. Care coordination efforts at the system level are done to ensure interim services are provided to the consumers.
  - C19 has begun the process of evaluating the document known as the progress exchange form that is uploaded into the data portal for usefulness and accuracy. The discussion will continue into the next meeting and quarter.
  - Shared accountability was discussed among Network behavioral health providers and the Child Welfare staff as to how to get the parents to specific appointments and remain in compliance with their case plans.
  - Family Systems Manager provides monthly technical assistance and support for high risk cases on both FIT Teams (Henderson Behavioral Health and Counseling & Recovery Center). Barriers to services are being addressed and any clinical issues get resolved in terms of the process of integrating child welfare and behavioral health into the practice model.
  - Starting in October, SEFBHN Family Systems Manager has agreed to participate in Child Welfare Safety Staffing Team Meetings to assist with timely coordination, linkage, and access to mental health and substance services for children and parents involved with investigations.

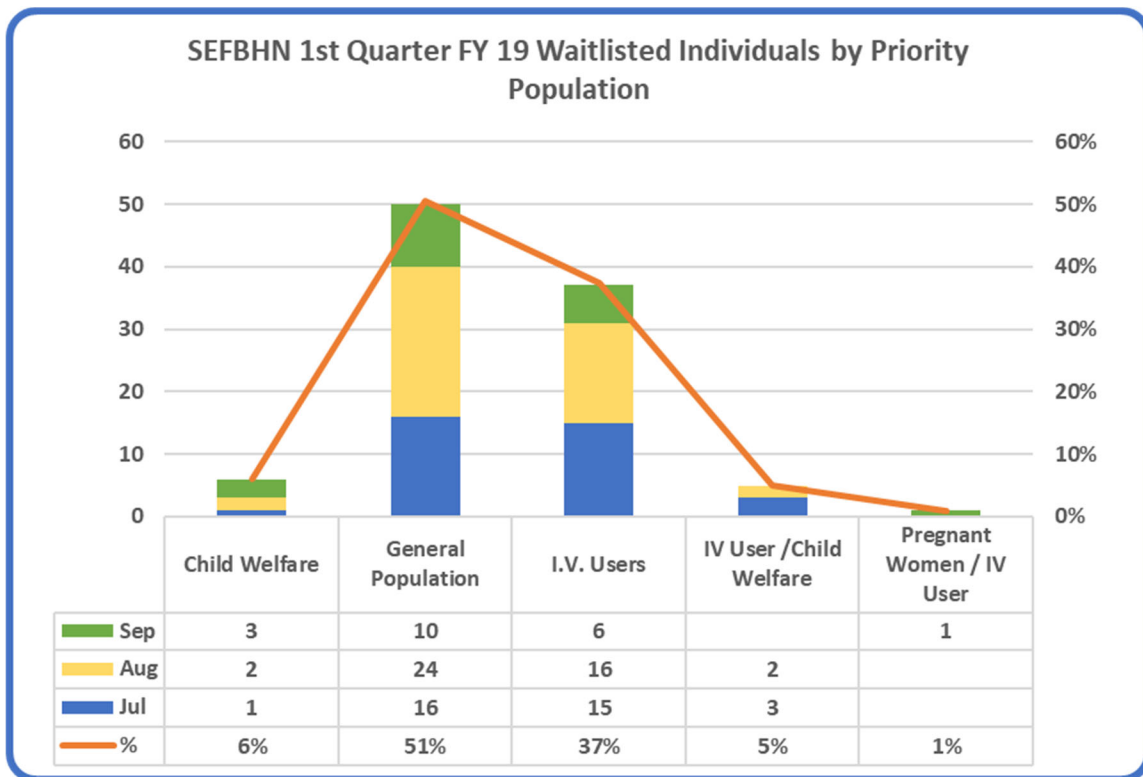
**b. Access to treatment for Priority populations, including capacity reports:**

1<sup>st</sup> Quarter FY19 Waitlist Update

In the first quarter of FY 18, 99 individuals were waitlisted for substance use treatment. The following table shows the breakdown by listing provider:

1st Quarter FY 19 Waitlisted Individuals by Listing Provider					
Listing Provider	Jul	Aug	Sep	Total	%
Counseling and Recovery Center		2		2	2%
Drug Abuse Foundation of Palm Beach	20	21	11	52	53%
Housing Partnership	6	6	4	16	16%
Wayside House	9	15	5	29	29%
<b>Grand Total</b>	<b>35</b>	<b>44</b>	<b>20</b>	<b>99</b>	<b>100%</b>

The distribution of waitlisted individuals by priority population is shown in the following graphic. The last quarterly report noted that the relative proportion of waitlisted clients in each of the priority populations remained surprisingly constant over the 3 years of FY 16, FY 17, and FY 18. Once again, the same relative proportions continue to hold in the first quarter of FY 19: General population clients comprise 51% of the total, followed by IV Drug Users (37%), Child Welfare Involved (6%), IV Drug Users with Child Welfare Involvement (5%), and Pregnant IV Users (1%).



The average length of stay (ALOS) on the Wait List in the first quarter was 22 days overall and ranged from 19 days for IV Drug Users (including Pregnant IV Users) to 36 days for IV Drug Users with Child Welfare Involvement, as shown in the following table.

1st Quarter FY 19 Waitlist ALOS in Days	
Priority Population	ALOS in Days
Child Welfare	29
General Population	23
I.V. Users	19
IV User /Child Welfare	36
Pregnant Women / IV User	19
<b>Grand Total</b>	<b>22</b>

The 22 day ALOS is ten percent longer than the 20 day ALOS last quarter, but significantly (-19%) shorter than the 27day ALOS for FY 18.

During the first quarter of FY 19, Carisk Partners (formerly Carisk Partners ) also completed the FY 17-18 Annual Waitlist Report. Based on the results of that analysis, combined with the prior years' reports, Carisk Behavioral Health and Southeast Florida Behavioral Health Network have agreed to modify the Wait List to make the process easier, less time consuming for providers to use, and more responsive to provider needs. Specifically, this revision process will include:

- Removal of the requirement for an Admission Record to be entered into the portal before a client can be added to the waitlist.
- Removal of the assessment and LOC document upload requirements.
- Requiring only a Demographic record, phone number and ROI for whoever will answer the phone.
- Opening all Substance Abuse and Mental Health levels of care now in the Wait List.
- Adding CAT and FIT teams as new Wait List levels of care.

It is anticipated that full implementation of these changes will occur over the next 6 months.

- c. **Peer activities:** The following information represents Peer Activities conducted by SEFBHN during the fourth quarter
- SEFBHN is working with a two network service providers, Rebel Recovery and MHA Palm Beach County to assist them in becoming Helping Others Heal Facilitators. There is a Helping Others Heal Training scheduled for October 19-24, 2018 with 22 individual applications submitted. SEFBHN will thus move towards an oversight role for Peer training to ensure fidelity to the curriculum.
  - SEFBHN is also working with providers to develop facilitators for Wellness Recovery Action Plan (WRAP) program. Our PATH Agency, The Lord's Place is collaborating with NAMI of Palm Beach County to send a CRPS to Ireland to become Advanced Level Facilitator for Wellness Recovery Action Plan. Upon return, the plan is to hold a large WRAP Facilitator training for at least two Facilitators per Agency.
  - The SEFBHN conducts Peer Workgroups on a monthly basis. The groups provide information to assist the peers in pursuing their certification and also serves as a support group.





**d. Priority access to treatment for pregnant women;**

- Pregnant IV drug users and pregnant drug/alcohol users continue to be prioritized for services. We work with our providers to ensure that pregnant women do not go on the waitlist.
- SEFBHN is being pro-active with DCF and IV drug using Moms` - arranging advocacy towards ending immediate removal of infants born substance exposed. This innovative collaboration will allow mothers and their infants to continue to bond directly after birth while they are still in the hospital.
- As noted Aloha House, new FARR certified Recovery Residence for mothers and babies, recently opened. They have begun accepting residents who are also receiving MAT and SEFBHN has also approved transitional vouchers for this program as appropriate.

**e. Wait list management for non-pregnant injecting drug users and all others:**

- SEFBHN staff monitor the waitlist to ensure that these priority populations are being put on the waitlist and that our providers are utilizing the waitlist appropriately. We are also encouraging providers to utilize peer services for individuals on the waitlist to keep them engaged as part of the delivery of interim services while they await placement in the appropriate level of care.
- SEFBHN conducted a Substance Abuse Provider Meeting on 9/11/18 in which the wait list data for FY 17/18 was presented. SEFBHN determined that some changes are needed to the waitlist process in order to make it more efficient and beneficial to the consumers awaiting substance abuse residential services.

**f. Compliance with charitable choice provision: N/A**

**g. Monitoring FY 18/19: Contract Validation On-Site visits were conducted at the following agencies during the first quarter.**

One on-site contract validation was completed in the first quarter:

**PDA41: Rebel Recovery** –The final report was sent out in the first quarter of FY 18/19 and is attached.

**ZTF13-1619:** New Horizons of the Treasure Coast – the final report is pending

**ZDF04: Counseling and Recovery Center, Inc.** – The final report was sent out to the provider in the first quarter of FY 18/19 and is attached to this report.

**h. Continuous quality improvement: (CQI)**

- During the July CQI meeting Gus Artau from the Department of Children and Families gave a presentation on ACCESS which is the DCF program that provides financial assistance for



individuals who qualify that includes, Food Stamps, Medicaid, and Cash Assistance. He covered eligibility criteria for these programs. All ACCESS programs can be applied for on line at the Department's website. Information was also provided on how an agency can become a Community Partner. Community Partners provide additional resources for individuals wanting to apply for ACCESS benefits. Computers (for on-line applications) and paper applications are available the Community Partner's location. DCF provides training for the Community Partner agencies. Community Partners can participate at varying levels by only providing this resource to their own clients or by opening up to any member of the community seeking to apply for benefits.

- During the August CQI meeting presentations were given on the Statewide Targeted Response (STR) funding, the ROSC initiative, and FASAMS

### **STR**

Data points included Employment Stability and Administrative Discharges and Length of Stay for Medication Assisted Treatment.

- **Employment Stability** – The data indicated that employment stability was decreasing after services began yet it would be expected to be increasing. SEFBHN will thus be taking a closer look at why this may be happening and thus address how it can be improved.
- **Administrative Discharges** – Discussion was around whether Administrative Discharge is being used too broadly and that providers should use Disengaged once the client has started services. Administrative Discharge should be used on clients who have essentially never started treatment after having had an assessment.
- **Length of Stay for Individuals on Medication Assisted Treatment** – the data indicated that the LOS was lower than would be anticipated – as it should be at least 90 days to align with evidence-based practices.

### **ROSC**

Linda Kane also provided an overview of the ROSC Action Plan that SEFBHN submitted to DCF. The plan was developed with input from the CQI committee in the June CQI meeting. The plan includes action steps for five main categories:

- Promoting Collaborative Service Relationships
- Training and Technical Assistance
- Promote Community Integration
- Increase Recovery Support Services
- Develop a Strong Recovery Oriented Workforce

Action steps include conducting monthly meetings between SEFBHN Care Coordination Staff and Provider Care Coordination Staff to improve communication and increase knowledge about local resources. Collaboration on grant opportunities and Cultural and Linguistic Training were also included in the Action Plan. Since ROSC is an important initiative across the state – it will continue to be included as an agenda item in CQI which will allow for continued input from providers.



## FASAMS

Becky Walker provided an update regarding DCF's implementation of the new data system for publicly funded behavioral health services in Florida known as the Financial and Services Accountability Management System (FASAMS). Ms. Walker informed participants that DCF is still finishing up the full design of the program and that they do plan to go live on December 31<sup>st</sup>, 2018. Preparation activities leading up the go live date include:

- Invoice Training for Providers
- User Testing of the system
- Uploading all client history data for clients open and active clients as of November.
- A readiness survey will be sent out

Ms. Walker further stated the data workgroup would be a great opportunity to get information and ask questions. Providers need to make sure they respond to the survey, look at the website and have representation at the data workgroup.

It is noted that SEFBHN CEO Ann Berner has been on the statewide Executive Steering Committee for FASAMS providing great representation for the Managing Entities and thus network providers.

- During the September CQI meeting a presentation was given on Suicide Prevention. Lindsay Slattery-Cerny the Regional Suicide Prevention Specialist presented on the Florida LINC (Linking Individuals Needing Care) project. Lindsay provides suicide prevention trainings in the community for professionals, and youth. Another aspect of this program is Care Coordination for youth at risk for suicide, which is provided by New Horizons of the Treasure Coast. Lauren Odell added to the discussion by providing a presentation on best practices related to Counseling Suicidal Consumers.
- All CQI meeting agendas, power point presentations, and handouts are available on SEFBHN Board Docs at the following link:

<https://www.boarddocs.com/fl/sefbhn/Board.nsf/Public>

### Reinvestment Grants

- SEFBHN continues to collaborate with the Indian River Mental Health Court System as a result of the Reinvestment Grant that was awarded to our agency in 2016. As a result, the partnering agencies make every effort to provide input regarding their clients. Regular Monday morning staffing meetings are held wherein all agencies have the opportunity to discuss the successes and the treatment plan of every single client, as well as discussing better ways to engage with both the client and the legal system.
  - The number of graduates decreased to three (3) during this quarter, only because the court did not schedule a ceremony. However, the mental health court team continues to improve the quality and expediency, assisting in placing clients and making referrals to



the appropriate services in a timely manner. Moreover, the court is now utilizing alternative sanctions to incarceration.

- The recidivism rate within mental health court participants remains much low with only (3) clients being arrested for new charges. Additionally, five (5) clients were assisted in applying for SSI benefits, with four (4) clients receiving benefit.
- Since receiving the draft of Sequential Intercept Mapping generated from the training in June, participants have been suggesting changes. The results of the review will be compiled in November 2018. Additionally, the team is planning a retreat to occur on October 23<sup>rd</sup>, 2018, to tackle creating a work flow plan, as well as initiating better communication throughout the five (5) agencies which partner for the Mental Health Court Grant and suggesting actions which would improve the quality of the court experience for the client.
- The pilot transitional housing program with community partner, Treasure Coast Homeless Coalition, has successfully transitioned one client to independent living, with four (4) clients currently housed and working toward a smooth integration into the community. To date, this is proving to be quite successful, with the intention of adding another house within the next two quarters. We continue to search for new housing that is clean, safe and an appropriate selection to meet the needs of the client on an individual basis.
- As of September 1, 2018, the part-time targeted case manager for Legacy Behavioral became a full-time case manager for the MHC, significantly increasing the ability to provide services to more clients. In addition, the Legacy therapist is now seeing 22 MHC indigent clients, allowing them the service otherwise denied to them without resources.
- As previously reported SEFBHN also received a Reinvestment Grant in November 2017 to expand the existing Drug Court and establish a Mental Health Court in Okeechobee County.
  - To date the Mental Health Program has assisted with 29 total clients. There are currently 21 clients being monitored by Mental Health Court, having added 8 new clients just this quarter. We are currently housing three clients in a residential treatment program and have one living in a sober living house. We currently have 2 Veterans in the Okeechobee Mental health Court Program. Over the past year we have had one client who graduated successfully. Mental Health Court had one client enter the state hospital for stabilization, and 5 return for sentencing after refusing to abide with court requirements.
  - Over this past quarter we have had many successes. With Legacy having hired a new Targeted Case manager, many of our clients are getting a more focused assessment and assistance with the needs outside of the courtroom. This targeted case management has assisted with 3 more clients receiving SSI benefits and SSDI benefits. Two clients are currently working with vocational rehabilitation to assist them with job placement; one of which has never had a job. Between both the targeted case manager and the court case manager 2 clients have had their insurance problems resolved and started receiving benefits correctly with their insurance companies.
  - The targeted case manager and the court case manager, both received SSI/SSDI Outreach, Access, and Recovery (**SOAR**) training this quarter. As well, all parties involved with the 19<sup>th</sup> Judicial Circuit Mental Health Court and Drug Court received a Sanctions and Incentives training this quarter. This training was focused on the



populations of these two courts and developing new approaches for punishment/sanctions and rewards/ incentives with the hopes of a higher success rate and reducing recidivism.

- **Consumer Satisfaction Surveys:** SEFBHN staff is currently compiling the first quarter satisfaction surveys. To date, about 200 surveys have been entered for the first quarter. The remaining surveys will be entered by 10/31/2018 as per our contract.
- **CARF Accreditation- The CARF On-Site Accreditation Survey** took place on September 20 and 21. Presentations were provided on the Contract Validation Risk Assessment and the Coordination of Care Module, with which both CARF surveyors were very impressed. Interviews were also conducted with representatives from providers to include Jeff Industries, DATA, Substance Abuse Council of Indian River County, and community stakeholders to include the Department of Children and Families, Palm Beach County Board of County Commissioners, and Communities Connected for Kids (the CBC in C.19). SEFBHN did not originally include the standards for governance in the CARF application as they are optional. They were added on during the survey as the surveyor concluded that our processes and transparency through the utilization of Board Docs clearly demonstrated compliance with the governance criteria. While the surveyors could not reveal with certainty if the accreditation will be granted, they did provide extremely positive feedback and only indicated that two recommendations relating to compliance with safety drills and the Care Coordination Policy will be included in the final report. SEFBHN is very proud of this accomplishment.
- SEFBHN released an Invitation to Negotiate (ITN) on September 11, 2018 for the purpose of soliciting proposals to operate Mobile Response Teams in the five-county network. The responses were due on September 27, 2018. Four responses were received from the following agencies, all existing SEFBHN providers:
  - New Horizons of the Treasure Coast (NHTC)
  - Henderson Behavioral Health (HBH)
  - South County Mental Health Center (SCMHC)
  - Jerome Golden Center (JGC)

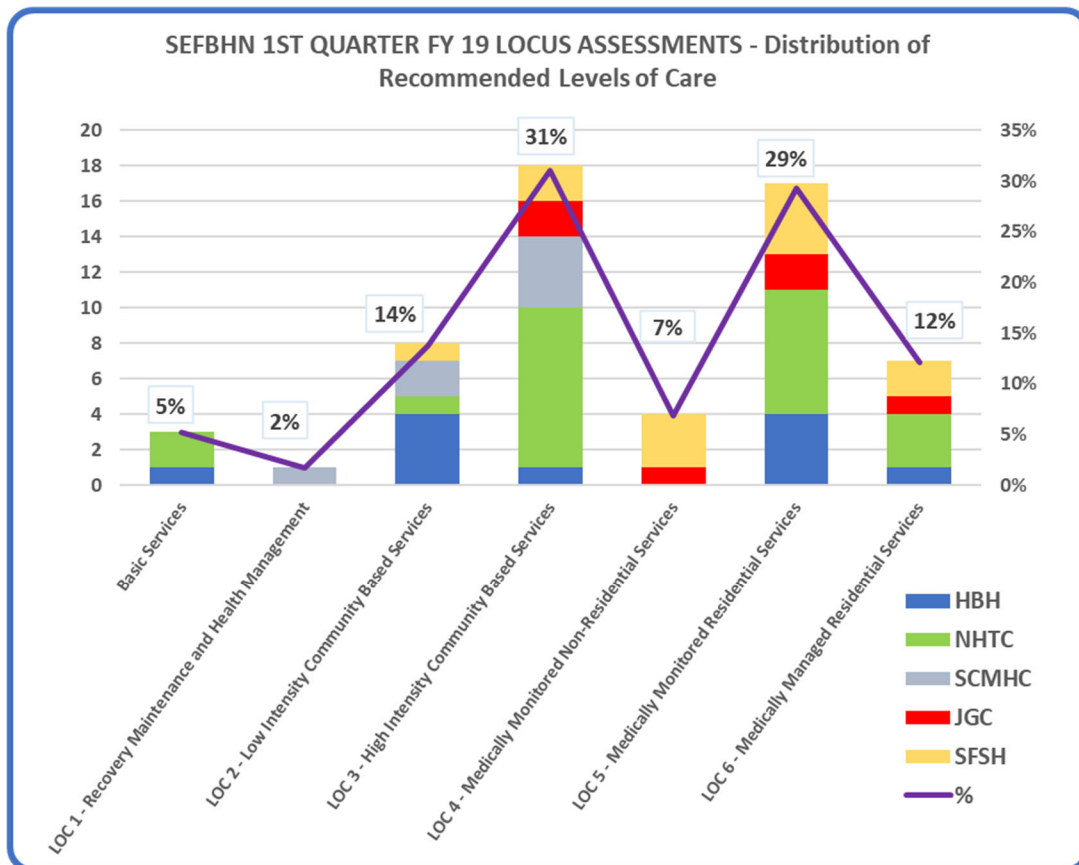
The proposals were scored by a review team of individuals representing the Palm Beach County School Board, the Palm Beach County Sheriff's Office, Community Connected for Kids (C.19 CBC) and SEFBHN. NHTC and SCMHC have initially been selected to begin the negotiation process in October with a goal of having a finalized contract in November, 2018.

### First Quarter FY 19 LOCUS Update

During the first quarter of FY 19, LOCUS assessments were conducted to determine the appropriate level of care (LOC) for 58 consumers – a 23% increase in use of the LOCUS from the fourth quarter of FY 18. These assessments were performed by 4 SEFBHN network providers and the South Florida State Hospital (SFSH). As shown in the following table, New Horizons of the Treasure Coast completed 38 percent of the assessments, with SFSH conducting 21% and Henderson Behavioral Health 19%.

SEFBHN 1ST QUARTER LOCUS ASSESSMENTS		
Providers	Total	%
Henderson Behavioral Health (HBH)	11	19%
New Horizons of the Treasure Coast (NHTC)	22	38%
South County Mental Health Center (SCMHC)	7	12%
The Jerome Golden Center (JGC)	6	10%
South Florida State Hospital (SFSH)	12	21%
<b>Grand Total</b>	<b>58</b>	<b>100%</b>

As shown in the following graphic and detailed in the table, the most frequently recommended LOC among all 58 assessments was High Intensity Community Based Services (31%) followed by Medically Monitored Residential Services (29%).



SEFBHN 1ST QUARTER FY 19 LOCUS ASSESSMENT SUMMARY							
Recommended Levels of Care by Provider							
Recommended Level of Care	HBH	NHTC	SCMHC	JGC	SFSH	Grand Total	%
Basic Services	1	2				3	5%
LOC 1 - Recovery Maintenance and Health Management				1		1	2%
LOC 2 - Low Intensity Community Based Services	4	1		2	1	8	14%
LOC 3 - High Intensity Community Based Services	1	9		4	2	18	31%
LOC 4 - Medically Monitored Non-Residential Services					1	3	7%
LOC 5 - Medically Monitored Residential Services	4	7		2	4	17	29%
LOC 6 - Medically Managed Residential Services	1	3		1	2	7	12%
<b>Grand Total</b>	<b>11</b>	<b>22</b>	<b>7</b>	<b>6</b>	<b>12</b>	<b>58</b>	<b>100%</b>

Of the 58 individuals for whom LOCUS assessments were conducted this quarter, only 8 had previous assessments. Among these 8, 4 assessments recommended the same level of care as previously; 3 recommended higher levels of care, and 1 recommended a lower level care, as detailed in the following table.

SEFBHN 1ST QUARTER FY 19 LOCUS ASSESSMENT SUMMARY -			
Recommended LOC Change from Previous Assessment			
Previously Recommended LOC	Most Recent Recommended LOC	Total	Δ
High Intensity Community Based Services	High Intensity Community Based Services	1	-
	Medically Monitored Residential Services	1	↑
Low Intensity Community Based Services	High Intensity Community Based Services	1	↑
	Medically Monitored Residential Services	1	↑
Medically Managed Residential Services	Medically Managed Residential Services	1	-
Medically Monitored Non-Residential Services	Basic Services	1	↓
Medically Monitored Residential Services	Medically Managed Residential Services	1	-
	Medically Monitored Residential Services	1	-
<b>Grand Total</b>		<b>8</b>	

Carisk Partners (formerly Concordia) is continuing to provide LOCUS and CALOCUS trainings for SEFBHN providers as requested. In addition, technical assistance was provided to New Horizons of the Treasure Coast to improve accuracy of their assessments.

**(3) Overview of necessary adjustments to required plans, including justification for proposed changes, identification of barriers or anticipated barriers to achieving stated goals, and proposed strategies to mitigate the impact of said barriers on the Network.**

The following plans were updated during the first quarter:

- The Annual Business Operations Plan which incorporated updates to the Care Coordination Plan, the ALF-LMH Plan, and the Triennial Needs Assessment.
- The Quality Assurance Plan
- The Plan for Reintegrating Discharge Ready Individuals



**(4) Network Management Activities:**

- (a) New subcontracts, or amendments to existing subcontracts with Network Service Providers;

Eight Amendments, eleven new Subcontracts, and four new Service Agreements, were completed during the first quarter. The documents can be found in the Provider E-Contracting System and are listed as follows:

**Amendments**

**PDA44** – Sunset House, Inc.  
**ZNC23** – Suncoast Mental Health Center, Inc.  
**ZDF04** – Counseling and Recovery Center, Inc.  
**PDF04** – Henderson Behavioral Health, Inc.  
**PTF03-1619** – The Jerome Golden Center for Behavioral Health, Inc.  
**PDA56** – Rebel Recovery, Inc.  
**PNF20-1619** – Parent-Child Center, Inc.  
**PNC25** – Father Flanagan’s Boys Town Florida, Inc.  
**ZNC05-1518** – Tykes and Teens, Inc.  
**PDC05-1518** – Hanley Center Foundation  
**LDC07-1619** -- Drug Abuse Treatment Association  
**PDC18-1619** -- Palm Beach County Substance Awareness Coalition  
**ZTF13-1619** -- New Horizons of the Treasure Coast (PPG) – Still in process  
**ZDF02-1719** -- Okeechobee Substance Abuse Coalition  
**ZDF03-1719** -- Roundtable of St. Lucie County, Inc.

**New Subcontracts**

**PDA56** – Rebel Recovery Florida, Inc.  
**ZNA30** – Mental Health Association in Indian River County, Inc.  
**PNF25** – Federation of Families of Florida, Inc.  
**PNA32** – Mental Health Association of Palm Beach County, Inc.  
**ZNC25** – Tykes and Teens, Inc.  
**PDA51** – Wayside House, Inc.  
**ZNA31** – New Horizons of the Treasure Coast, Inc.  
**PNA33** – Henderson Behavioral Health, Inc.  
**PDA54** – Access Recovery Solutions, LLC  
**PDA57** – The Recovery Research Network Foundation, Inc.  
**PNA31** – South County Mental Health Center, Inc.

**New Agreements**

**AGR18** – The School District of Okeechobee County  
**AGR21** – HSP4, LLC  
**AGR24** – Palm Healthcare Foundation, Inc.  
**AGR23** – Recovery Outcomes Institute, Inc.  
**PDC19** – Hanley Center Foundation  
**PNF25** – Federation of Families





**ZDF05** -- Substance Abuse Council of Indian River  
**ZNC25** – Tykes and Teens, Inc.

**Termination**

N/A

**(b) Collaborative strategies and activities with the Department or Stakeholders**

- SEFBHN and the FL LINC Project continues to collaborate to create messages to reduce the stigma of suicide with education and training throughout the network. SEFBHN continues to enhance partnerships, networks, and advisory boards to engage, organize, and empower community leaders and its members to recognize Suicide Prevention, Intervention, and Post-vention. Care Coordination responsibilities for the Florida LINC program were transitioned to New Horizons of the Treasure Coast (NHTC) at the end of FY 16/17, with SEFBHN providing workspace and office supplies for the Florida LINC Regional Suicide Prevention Specialist. As result, SEFBHN provides funding to support the following services with our Care Coordination Team being available to lend additional technical assistance as needed / requested.
  - **59** children were provided Coordination of Care Services by NHTC during the first quarter (July – September) of the 18/19 fiscal year.
  - **16** Suicide Prevention Trainings were conducted in both Circuits 15 and 19 by Florida LINC during this 1<sup>st</sup> quarter providing skills and tools to **281** participants:
    - **6** QPR (Question, Persuade, Refer) trainings prepared a total of **90** QPR trained gatekeepers
    - **1** QPRT Suicide Risk Assessment Orientation Workshop trained **6** participants;
    - **2** Family Training trained **9** participants;
    - **5** LINC Care Coordination and Monitoring and Workshop trained **143** participants;
    - **2** Youth Mental Health First Aid (YMHFA) Trainings trained **33** participants.
- The Florida LINC Regional Suicide Prevention Specialist and SEFBHN Network Prevention Manager continue meeting and working with the West Palm Beach VA Suicide Prevention Task Force. This new Suicide Prevention Task Force proposes to address Funding, Community and Client Education, Practitioners' Training and Information gaps throughout the County. Florida LINC Regional Suicide Prevention Specialist and SEFBHN Network Prevention Manager work with the Community and Client Education work group to explore opportunities to educate and share information with all components of the community of Palm Beach County.
- **Children's System of Care**  
SEFBHN continues to work on the implementation of the System of Care (SOC) Expansion and Sustainability grant for Okeechobee County and the western communities of Palm Beach County (aka The Glades). During the first quarter a total of 202 children and youth received services. Forty-one referrals were received and forty-one children and youth were enrolled in services while 16 children and youth were discharged. The following is a summary of activities that occurred during the first quarter.



### **Outreach Activities**

The Okeechobee CMHSOC has hosted monthly family nights, with the last one having an attendance of nearly 50. The family coordinator attends APTT (parent meetings) at all elementary schools. The family coordinator and youth coordinator joined forces to reach nearly 400 high school students during Suicide Awareness Week. We have published articles and leveraged free media through our local radio station. We have reached out to local civic organizations to explain and promote the CMHSOC in Okeechobee.

SEFBHN participated in the Okeechobee County Back to School Expo and at open house events to promote services available under the grant. SEFBHN also hosted a Behavioral Health Provider fair in August for service providers to learn more about local services including the CMH SOC grant.

### **Awareness and Engagement Activities**

In both counties case managers use the Wraparound process to engage families while providing case management services. Wraparound principles are used throughout the length of service delivery. Therapists are aware of the approach used and participate in the Wraparound process. Wraparound services are provided at a client's home or at an alternative location the family chooses, if the family lacks transportation. Wraparound Services were provided to 50 families during the first quarter.

While the barriers to referrals have decreased tremendously with the universal referral, we have identified some gaps. One of the gaps we have closed is through law enforcement. In Okeechobee the school resource officers monitor reports from their road patrol and identify children who may have been in the home during a traumatic event. The SOC is notified and if a referral is needed, one is completed by the school social worker.

Language and Transportation Barrier do exist. Most agencies are working to accommodate the family's schedule and are also arranging to see children in the schools. Efforts are being made to recruit a Haitian creole speaking parent partner in our Glades program.

Laminated cards (attached to battery powered candles) with numbers to suicide prevention services were distributed to guests at our September family night and others in the community and were asked to give these directly to friends or family or leave them anywhere they saw a need in the community. This was our "Spread the Light for Suicide Prevention" project.

### **Non-traditional Services**

In Okeechobee nontraditional services include Youth Transition Services from the alternative school to their regular school, Family Nights, Academic Parent Teacher Team Meetings, Title I Parent Involvement Meetings, School Advisory Meetings, Migrant Parent Night, Motivational interviewing trainings, Regional Transportation Citizen Board meeting.

Peer Support Services are an integral part of the system of care. During the first quarter 30 families and 106 youth received both formal and informal peer support.



Funding is also used for incidental expenses if it supports the service plan for the youth and family. Examples of incidental expenses include vehicle repair, school uniforms, rent, utilities, client services, and summer camp for a total of \$47,976.00 in the first quarter.

### **Infrastructure**

The Coordinating Council Meetings have been attended by a diverse cross section of individuals from the local communities. There has been representation from Juvenile Justice, Primary Health Care Providers, The School Board, Local Law Enforcement, Child Welfare, Youth, Families with Lived Experience, School Nurses, and service providers

In the Glades Pastors signed Licenses to participate in Open Table. The four licenses actually represent six different congregations as two places of worship have agreed to share tables.

### **Prevention Activities**

- This 18-19 FY, the Network Prevention Manager has continued to train to assume the responsibility of completing the writing of Prevention Contracts and Amendments. During this 1<sup>st</sup> quarter of FY 18-19, the Network Prevention Manager continued Negotiation Conversations with those agencies receiving new Substance Abuse and Mental Health (SAMH) Prevention funding; and those necessitating a change, requiring the completion of an amendment to their continuing contract.
- The Network Prevention Manager continues to convene monthly phone-in meetings; for all Prevention SAMH funded agencies and coalitions to discuss Statewide Managing Entity Prevention news and updates within the ME and state. The calls allow for a monthly 2-way conversations between the ME and the Prevention funded. During the month of September, the team convened our semi-annual face-to-face meeting at the site of Tykes and Teens, one of our Prevention funded providers. Discussions centered around
  - the 17/18 Statewide Prevention survey results;
  - the 18/19 Evidenced Based Programming implementation plan;
  - the CARF Program Accreditation;
  - Fiscal Reporting and Data collection systems, ie: Performance Based Prevention Systems (PBPS), Carisk Partners, FASAMS (Financial And Services Accountability Management Systems), and
  - Suicide Prevention.
- All SEFBHN Coalitions have begun to work on the yearly updates to their county's Needs Assessments, Logic Models and Comprehensive Community Action Plans, as result of new data from the various surveys; and are currently developing community events that will support the October 2018 "National Night Out Against Crime".
- The beginning of this Fiscal Year found each of the Coalitions and the Network Prevention Manager organizing and hosting beginning of School Year Youth SAMH Prevention events in their counties.

- In partnership with the CW network local television affiliate (CW34), Palm Beach County Substance Awareness Coalition (PBCSAC) convenes Friday Night Lights safe and fun tailgate Power Zone at Palm Beach Gardens, Seminole Ridge, South Fork and Spanish River High Schools
  - Using the baseball game as a platform to bring awareness to prescription drug abuse, PBCSAC partnered with Roger Dean Stadium to host “Opioid Abuse Awareness Night”.
  - Martin County Board of County Commissioners and PBCSAC partnered with Broward and Miami-Dade counties to hold the FedUp Rally – Federal Response to the Opioid Epidemic -- at Florida Atlantic University (FAU) Friday, 8/31/18.
  - Okeechobee Substance Awareness Coalition – convened end of summer / beginning of School Year Friday Night Done Right outing at the Bowling Lanes and assisted in collection of materials for Back To School events.
  - Roundtable of St. Lucie County – assisted and supported Beginning of School Year Rally / Back to School Bash(es)
  - July 15-19, 2018, Substance Abuse Free Indian River (SAFIR) and Palm Beach County Substance Awareness Coalition (PBCSAC) took a delegation of youth to the CADCA week-long National Youth Leadership training in Orlando, FL. All SEFBHN Coalitions are developing Youth / Teen Coalitions In Action.
  - Substance Abuse Free Indian River (SAFIR) was also highlighted / featured in the Community Anti-Drug Coalitions of America (CADCA) Coalitions Online weekly newsletter for their partnership between the coalition and St. Lucie County law enforcement.
  - PBCSAC was awarded a 3-year SAMHSA Mental Health First Aid (MHFA) grant to train 1500 in Palm Beach County. With these funds, they will provide MHFA trainings free to the individuals and the agencies requesting the trainings.
- The Network Prevention Manager and SEFBHN Prevention Team work closely with Circuit 15’s Palm Beach County’s Heroin Task Force Prevention Team and Circuit 19’s Opioid Task Force Prevention Team. The Network Prevention Manager and Representatives from our SEFBHN Prevention Team attend and volunteer their expertise to create and support Prevention processes and measures which deter or delay the introduction of the use and abuse of Opioid substances.
  - During this 18-19 FY, The Network Prevention Manager continues the work to complete the implementation and execution of the goals outlined in the Circuit 15 Heroin Task Force (HTF) Prevention Plan.  
Those identified initiatives in the HTF Prevention Plan are as follows:
    - Creation and Development of an Opioid Education and Support Group, which was actually made possible after the acquisition of funding from Palm Beach County to initiate the Project C4OPE project with Hanley Center Foundation.
    - Execution and roll-out of Opioid Prevention messaging to educate School and College age Youth, Parents and the general community.
    - Enhancement of current Opioid Prescription education components to Physicians and Medical service providers.
    - Advocation and Encouragement of the implementation of Botvin Life Skills curriculum in schools where there is no SAMH Prevention ~ or ~ the addition of 15-minute Opioid Prevention Message to existing Prevention programming.



- SEFBHN Prevention Providers are celebrating the ability and successes had in implementing the state recommended Prevention School-based Programming in schools in each of our counties:
  - Hanley Center Foundation (HCF), our recipient of the DCF Florida Partnership For Success (PFS), successfully continues their implementation of the Botvin Life Skills school-based program in Palm Beach County's Western Community. HCF plans to continue program's development, introducing new children to the 8<sup>th</sup>, 9<sup>th</sup> and 11<sup>th</sup> grade programs. HCF also has transitioned some of their schools from Allstars and Alcohol Literacy Challenge to Botvin Life Skills
  - New Horizons of the Treasure Coast (NHTC), our recipient of the DCF State Targeted Response (STR) funding, successfully continues their implementation of the Botvin Life Skills school-based program in Okeechobee County. NHTC plans to continue the engaged schools, introducing new children to the 6<sup>th</sup> and 10<sup>th</sup> grade programs.
  - With their awarded Prevention Partnership Grant (PPG) funding, Substance Abuse Council of Indian River (SACIRC) continues the implementation of Botvin Life Skills in all Indian River County Elementary, Middle, and High Schools.
  - Tykes and Teens of Martin County identified schools with whom they will pilot an Elementary 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> grade program to students in Martin County Schools.
  - New Horizons of the Treasure Coast (NHTC) continues to successfully provide "Too Good For Drugs / Violence" to selected grades in all Elementary, Middle and High School students in St. Lucie County. They have been successful in developing and nurturing this partnership with St. Lucie County School District which has allowed this implementation for the last 4 years.
- The Network Prevention Manager continues to work closely with the Florida Alcohol and Drug Abuse Association (FADAA) statewide Prevention team and Florida Substance Abuse Prevention Advisory Council (PAC). The PAC continues to meet quarterly by phone.  
The FADAA statewide prevention team continues to phone meet monthly. During this first quarter, a yearly face-to-face meeting convened during the FADAA Behavioral Conference in Orlando on August 16<sup>th</sup>. Those of us in attendance discussed the State Targeted Response (STR) funds sunseting at the end of this fiscal year, and the possibility of State Opioid Response (SOR) funds being awarded to the state of Florida. Also on the agenda, was a conversation surrounding having an effective "single message" going out from the Prevention Community; and the use of Prevention funds for Harm Reduction. All discussions are planned to continue into the upcoming months' agendas.
- The Network Prevention Manager continues to meet monthly with ME Prevention Managers and DCF state Prevention Clinical liaison. This team of ME Prevention Managers, met in Tallahassee for our Semi-Annual gathering, on September 13<sup>th</sup>, to further the discussions surrounding goals
  - to create a better educated and skilled Prevention work force, statewide



- to continue conversations to better the data collection system {The developer of the Collaborative Planning Group, was invited to present the growth and new capabilities of the Performance Based Prevention System (PBPS)}
- to better communications and present a cohesiveness message which represent the needs of the Prevention community to those at the state legislative level.
- Palm Beach County was congratulated at the State Epidemiological Outcomes Workgroups (SEOW) Meeting to Tallahassee in June 2018, for the partnerships, alliances and advances in collaborative work and the moves toward breaking down silos in Palm Beach County. Palm Beach County Substance Awareness Coalition (PBCSAC), our recipient of the DCF Florida Partnership For Success (PFS) Drug Epidemiology Network (DEN) funding continues data collection for our DEN. They provide reports and statistical data about the work being done in Palm Beach County.
- The Network Prevention Manager continues work with the Circuit 15 Juvenile Justice Advisory Board, partnerships / committees and alliances. Meetings to continue work on FY 18/19 initiatives resumed in August and September after having paused in July.
- The SEFBHN Network Prevention Manager is now a trainer of trainers for the National Substance Abuse Prevention Skills Training (SAPST), having been trained during the week of January 22-26, 2018. SAPST is a nationally recognized training which provides the fundamentals of substance abuse prevention; providing Prevention providers tools to assess their community and determine the response to an identified Substance Abuse problem in their community. As result of this training, the Network Prevention Manager will train Prevention providers in the SEFBHN ME and Southern Florida region, and equip providers and coalitions with skills to create, enact and successfully facilitate a Substance Abuse Prevention plan.

#### **Care Coordination**

- The care coordination team continues to create opportunities for cross-system collaboration and communication between SEFBHN and the network providers that improves overall network performance outcomes through continuous quality improvement (CQI) meetings. Four network providers: Drug Abuse Foundation, New Horizons of the Treasure Coast, Jerome Golden Center, and South County Mental Health Center, continue to maintain full-time care coordination staff that are responsible for implementing internal care coordination processes and collaborating with community stakeholders for the purposes of developing a recovery-oriented system of care.
  - The SEFBHN Coordination of Care Team conducts daily coordination of care activities in collaboration with our network providers and stakeholders. They assist through trouble shooting complex cases by identifying needed services and supports within the community for priority consumers. During the 1<sup>st</sup> quarter there were 42 consumers identified, approved and enrolled as candidates for care coordination services. One such complex case involved a consumer whose past legal issues made finding appropriate housing quite difficult within our network. The assigned care coordinator was able to find housing outside of our circuit, but assistance from that circuit's managing entity was instrumental in making the plan work. After presenting this case to the assisting managing entity, a connection was made with



their care coordination staff, who in turn assisted the care coordinator with identifying the additional needed service providers and facilitating the referral process. As a result of these collaborative efforts, the consumer was finally transferred into his new housing program and linked with the area's behavioral health service providers, making his transition smooth one with a warm handoff. Last reports on this consumer indicate he has been making steady progress, has improved his independent living skills and has been successful in maintaining stability in this least restrictive environment.

- The CoC team continues to utilize the Transitional Voucher Program. It is designed to provide care coordination and vouchers to purchase treatment and support services for adults transitioning from Florida Assertive Community Treatment (FACT) teams, acute crisis services, and institutional settings to independent community living. This program is designed to bridge the gap for persons with behavioral health disorders to live independently in the community as they transition to lower levels of care while building a support system to sustain their independence, recovery, and overall well-being. In the 1st quarter, SEFBHN approved 65 transitional vouchers – 48 for substance use and 17 for mental health. All vouchers were used for housing subsidies and 7 of the mental health vouchers included transportation, clothing and pharmaceuticals.

Three of the approved mental health vouchers were utilized to secure Assisted Living Facility residential care for clients being discharged from State Mental Health Treatment Facility placement; the use of transitional voucher funds aided providers with facilitating each clients discharge within 30 days of being added to the Seeking Placement list.

The request for the MH vouchers increased during the 1<sup>st</sup> quarter – and if the trend continues, we will double the number of MH vouchers utilized this FY. This increase is due to the Care Coordinators having a better understanding of transitional voucher program and SEFBHN technical assistance.

- The Coordination of Care Module is fully operational. There was 1 COC Module trainings in the 1st quarter, on September 11<sup>th</sup>. Carisk Partners (fka Concordia Care) continues to provide technical assistance as requested by SEFBHN and its providers. The module continues to facilitate the continuum of services by allowing greater access to consumers service delivery. The SEFBHN CoC staff is also taking advantage of other data management tools provided by Carisk Partners, in order to enhance the process of identifying consumers meeting the criteria for care coordination services and regularly sharing this information with the appropriate provider's care coordination staff.
- SEFBHN Care Coordination staff continues to facilitate a regularly scheduled monthly interdisciplinary care coordination meeting with staff persons from Jerome Golden Center, South County Mental Health Center, New Horizons of the Treasure Coast and Okeechobee, and Drug Abuse Foundation. The overarching goal of the meetings will be to facilitate the effective exchange of agency information that supports timely and efficient utilization of network resources through clearly defined actions. An area that is currently being focused on are clients that are



being petitioned for SMHTF placement, civil and forensic, and those that are being discharged and seeking placement back into the community. At this time, plans are being discussed on how to bring the network's Civil and Forensic Liaisons to the table in an effort to bolster collaboration between the liaisons and care coordination staff in order to meet the often multiple, unique needs of this population. These meetings will also offer provider and SEFBHN staff an open forum to discuss service trends, systems gaps, and treatment barriers. Some recent topics discussed included; use of the LOCUS assessment tool, SOAR Application processes, PATH resources and indigent drug programs. Identified gaps and barriers have included available housing options, timely benefit acquisition and consumers with citizenship issues.

#### Housing Activities

- The SEFBHN Director of Network Integrity and Housing Specialist are very active attending and participating in stakeholder meetings geared at addressing homeless issues in our community. They regularly attend the Continuum of Care (CoC) meetings in Circuits 15 & 19.
- The Housing Specialist continues to participate in the quarterly statewide Managing Entity Housing Calls.
- The Director of Network Integrity is a member of the Executive Committee of the HHA (Palm Beach County's CoC) and participates in monthly meetings.
- The Director of Network Integrity is member of the Homeless Advisory Board (HAB) of Palm Beach County and attends quarterly meetings (Aug. 22, 2018). A new Housing Plan is due in 2019 – and additional workshop meetings are being held regularly to educate board members on options and ideas for the plan.
- PBC held a Housing is Healthcare Roundtable Discussion on Sept. 19<sup>th</sup> as part of the Collective Impact they are utilizing to create the new Housing Plan. One of the major discussions was the lack of hospitals that were sitting around the table and the need for them to be there.
- SEFBHN in collaboration with Indian River Mental Health Court (MHC) received the CJMHSR Reinvestment Grant which started in January 2017 and the SEFBHN Director of Network Integrity and Housing Specialist continue to help coordinate and explore housing options in Indian River County for MHC clients. SEFBHN in collaboration with the Treasure Coast Homeless Services Council leased a 3-bedroom home to be used for clients of the Indian River Mental Health Court. This house has been designated for men and 3 clients are successfully living in this house. We are looking to expand this program with a house for women.
- SEFBHN CEO & Director of Network Integrity met with Broward Housing Solutions to learn about their business model and discuss possibilities for collaboration in our region. We will have a follow up meeting at the Howell House to further discuss options for expansion and/or collaboration. Due to scheduling conflicts, the follow up meeting needed to be pushed into the 2<sup>nd</sup> quarter.
- Director of Network Integrity met with a FARR certified Recovery Residence owner to discuss opening a recovery residence for moms and babies. We reviewed the needs in





our region, staffing requirements/expectations and possible rates. Aloha House was opened in July and has served 4-5 pregnant and postpartum women and their babies.

- SEFBHN CEO continues as a member of the Proviso Group of the Sober Homes Task Force which meets monthly.
- FARR Certification for one new male residence in Indian River County, Dynamic Life Transitional Housing. Will be utilized for individuals using Substance Abuse Coalition of Indian River County and Mental health Court individuals.
- Another SOAR dedicated Specialist hired at Provider and SOAR dedicated Specialist for PATH hired- totaling 5 for Circuits 15 & 19.
- SOAR in person 2-day training for Criminal Justice of Palm Beach County- three Providers contracted through PBC Public Safety were trained and Technical Assistance provided to those seeking assistance.
- SOAR Conference announced for December 9 & 10, 2018. Contracted Providers, PATH, SOAR Dedicated staff. Coordinated Entry Staff and Public Safety Staff have been invited.
- SOAR/PATH monthly call with DCF attended regularly.
- ME, PATH and HMIS data teams are meeting regularly to identify glitches within HMIS to better control PATH data and services entered.
- SEFBHN continues to participate on the Circuits 15 and 19 Baker Act Task Force meetings. These meetings provide an opportunity to address case specific and systemic issues.
- SEFBHN and Carisk Partners continue to meet on a monthly basis. These meetings allow for robust information exchange about Data, Technology, Reporting, Billing and Financial Management and Care Coordination. Over the past year Carisk has developed a Care Coordination Module and an e-contracting system. The Contracting Module has not yet been implemented.

#### Opioid Addiction Services/Medication Assisted Treatment

- As previously reported we had been working to develop contracts with providers for the administration of Medication Assisted Treatment utilizing the State Targeted Response (STR) funds. Our providers included Drug Abuse Foundation and New Horizons of the Treasure Coast, and The Recovery Research Network Foundation. We were able to finalize our contracts with Healthy Living Detox for MAT stabilization, Ebb Tide Treatment Center for Outpatient MAT services for men and Access Recovery Solutions for both Buprenorphine and Methadone MAT services.
- We have been moving ahead with the Hospital Emergency Room Programs in Palm Beach and the Treasure Coast. These programs will utilize hospitals that agree to start a buprenorphine induction for overdose patients in their ER coupled with Peer Services. Peer Support will be available to the consumers in the ER and link them to continuing MAT and other required treatment services. JFK Medical Center started their program on July and we have only had 4 participants. At the last minute, JFK changed policies and are not allowing the peers to meet with the clients in the ER. We believe this is one reason for the low participation. We are also discussing this program with Bethesda Hospitals (one of the highest overdose rates in PBC) and they have an anticipated start date of January 2019;



Martin Memorial Hospitals (3 in Martin and St. Lucie County) they have a projected start date of November – they will be utilizing peers in the ER but we are still working on the implementation of a buprenorphine induction. We are also in discussions with St. Mary's Hospital which serves all the high-risk pregnancies in our area – to help facilitate services.

- The 100-Day Challenge came to a close at the end of June, however, there was some carry over money and the housing vouchers were extended through August. SEFBHN also extended their contract with ROI to continue funding the Recovery Navigators through December, 2018. There was a follow up “Next Steps” meeting held at the end of July to review the lessons learned and determine what we would continue to do as a community. A few on-going committees were formed such as Prevention/Education and Care Coordination. The Care Coordination will meet to continue to assess the availability and linkage to care in PBC.
- The Heroin/Opioid Task Forces in Palm Beach County met in August for their last official meeting. The Task Force served its purpose in bringing a community together to rally support and action towards the Opiate crisis - There are many on-going projects, groups and meetings now tackling the problem and services being put into place. SEFBHN will continue to work closely with the County, hospitals, law enforcement, providers and the community to ensure we have the needed services in place. The Care Coordination committee from the 100-Day challenge will be one way to monitor this.
- Treasure Coast Opioid Task Force continues to meet every month and is actively involved in getting a ER/Peer program in place.

**(c) Adverse fiscal impact of proposed Network changes and recommendations for resolution.**

This issue remains the same – the ME continues to be impacted by increasing administrative responsibilities due to new initiatives and responsibilities that do not come with additional administrative dollars. While we continue to work with the Florida Association of Managing Entities (FAME) works to advocate for this funding we have also included the request to restore our administrative budget in the annual Enhancement Plan submitted to DCF on September 1.

**(2) Network Service Provider performance including:**

(a) Monitoring and review results, including reports and corrective action plans (CAP) or other necessary follow-up actions; and

- Contract Validation reports with any subsequent required corrective actions for the provider can be found in the newly implemented Provider E-Contracting System but copies of all reports completed thus far have also been submitted directly to the DCF.
- Angie Vyas Knight, SEFBHN Compliance Administrator began a presentation on the Contract Validation process at the September CQI meeting. She went over the Risk Management Process (the methodology used by SEFBHN to determine which providers will need on-site reviews). Additional topics including the On-Site Visit, Desk Reviews, and Performance Improvement Plans will covered in the October CQI meeting.



- During the fourth quarter of FY 17/18, it was reported that the following agencies had open Performance Improvement Plans (PIPs) that had been pending from FY 16/17. The current status is noted next to each agency.
  - Camelot Community Care – A rate agreement remains. A prior authorization system is set up for services after 7/1/18. Camelot has completed their training and education on IRAS. They also had submitted 5 prior authorizations for youth to receive services for a 90-day period. They will re-submit documentation for any of the youth needing further services.
  - **Drug Abuse Foundation of PBC** – The PIP was accepted and was closed on July 10<sup>th</sup>.
  - **Henderson Behavioral Health** – This PIP is still partially open for FACT and data improvement. Carisk has been working directly with the provider to improve the quality of their data, which has been helping. The Wraparound PIP was successfully completed and closed.
  - **Jerome Golden Center** -This PIP is still open. SEFBHN continues to work closely with this provider to improve their delivery of service but they may be subject to financial penalties.
  - **New Horizons of the Treasure Coast - 2 of 4 PIPs remain open related to:**
    - One of the PIP findings (number of SOAR applications) is closed as they've submitted the required number of SOAR applications.
    - The PIP finding relating to overall data submission remain open and the provider may be subject to financial penalty. The ME began to forward client specific detail reports monthly to the provider to facilitate prompt data submission.
  - **South County Mental Health Center** – The PIP is closed
  - **Tykes and Teens**- two of the three areas have been successfully completed (risk assessments and sliding scale). The PIP related to data improved to a reasonable point and to close the PIP 83% and the administration has adopted the practice of consulting with Carisk to go through specific records to address the missing PERFs or CFARS. Additionally, the administration is implementing strategies to prevent PERFs and CFARS from being missed by setting alerts through running reports to know which consumer have upcoming assessments due. The PIP is closed as of end of September.
  - **Federation of Families** – staff is providing technical assistance with the provider as they work on their data correction and entry processes.
  - The Lord's Place – The PIP is still open
  - **JFK Medical Center** – The PIP is still open. The ME is collaborating with the new provider leadership to facilitate performance improvement.

SEFBHN continues to meet with the leadership team of all three community mental health centers (Jerome Golden Center, New Horizons of the Treasure Coast, and South County Mental Health Center) and our largest substance abuse treatment center (Drug Abuse Foundation) on a monthly basis. These meetings ensure productive communication in addressing issues or concerns early on in an effort to reduce the need for corrective actions. During the 1<sup>st</sup> quarter no one particular issue trended as being more pressing. FASAMS, accurate data entry, and Medication Assisted Treatment (MAT) were topics covered with all providers. Discussions also included the utilization of Wraparound with adult consumers to troubleshoot potential barriers to implementation.

These meetings also provide an opportunity to hone in on agency specific programs such as Ted's Place at South County Mental Health Center (SCMHC). This program is meant to provide short term setting for individuals beginning MAT. As it is a fairly new program for SCMHC, it was necessary to clarify the referral process to ensure appropriate utilization of this much needed service.

**(b) Performance measures:**

Network Service Provider Outcome Measures		FY Target	YTD Performance
Adult Mental Health	Average annual days worked for pay for adults with severe and persistent mental illness	40	73.25
	Percent of adults with serious mental illness who are competitively employed	24%	55%
	Percent of adults with severe and persistent mental illnesses who live in stable housing environment	90%	96%
	Percent of adults in forensic involvement who live in stable housing environment	67%	83%
	Percent of adults in mental health crisis who live in stable housing environment	86%	80%
Adult Substance Abuse	Percentage change in clients who are employed from admission to discharge	10%	17%
	Percent change in the number of adults arrested 30 days prior to admission versus 30 days prior to discharge	15%	-76%
	Percent of adults who successfully complete substance abuse treatment services	51%	61%
	Percent of adults with substance abuse who live in a stable housing environment at the time of discharge	94%	96%
	Percent of school days seriously emotionally disturbed (SED) children attended	86%	89%

Children's Mental Health	Percent of children with emotional disturbances (ED) who improve their level of functioning	64%	50%/67%
	Percent of children with serious emotional disturbances (SED) who improve their level of functioning	65%	90%
	Percent of children with emotional disturbance (ED) who live in a stable housing environment	95%	100%
	Percent of children with serious emotional disturbance (SED) who live in a stable housing environment	93%	100%
	Percent of children at risk of emotional disturbance (ED) who live in a stable housing environment	96%	100%
Children's Substance Abuse	Percent of children who successfully complete substance abuse treatment services	48%	74%
	Percent change in the number of children arrested 30 days prior to admission versus 30 days prior to discharge	20%	-94%
	Percent of children with substance abuse who live in a stable housing environment at the time of discharge	93%	100%

SEFBHN continues to be very proud of the network's overall performance. In the 4<sup>th</sup> quarter for FY 17/18 two measures were not met. One of these was also not met in the current quarter – "Percent of adults in mental health crisis who live in stable housing" is at 80% with the target of 86%. As reported under Care Coordination – we have increased the used of mental health transitional vouchers for housing to assist with locating and paying for housing including Adult Living Facilities with a Limited Mental Health License. While performance did not improve from last quarter it is noted however our performance was at 69% at the end of the first quarter in FY 17/18 indicating that progress has been made. SEFBHN is continuing outreach activities in an effort to locate landlords willing to work with this population.

The Adult Substance Abuse measure related to "Percentage change in clients who are employed form admission to discharge" has also improved from the previous report – going from 6% to 17% and thus exceeding the target of 10%.

The measure related to Percent of children with emotional disturbances (ED) who improve their level of functioning was not met when the report was initially run by Carisk Partners (as of 10/18/18). Since performance in this measure traditionally exceeds the target – Carisk reran the numbers as of 10/22/18. Performance rose to 67%. (One additional client was added that was specific to September, but it missed the SAMHIS upload deadline) One of the issues with this performance measure is the size of the clients included in determining the outcome. It is very small (often under 10 clients) and one client not meeting the measure can impact total network performance.



**c. Implementation of specific appropriations, or grant funds.**

- The Jerome Golden Center continues to operate a 12-bed Level II licensed Residential Treatment Facility for individuals with co-occurring (mental health and substance abuse) disorders that is funded through Specific Appropriation 372. It should be noted that the funding for this program decreased significantly from \$500,000.00 for fiscal year 17/18 to \$200,000.00 for fiscal year 18/19. In the 1st quarter they served 33 clients. Seventeen were successfully discharged, seven carried over to next quarter and nine were discharged prior to completion of the program. All of those who graduated from the program were discharged to stable housing also.
- Henderson Behavioral Health continues to provide FIT Team services in Palm Beach County funded through specific appropriation 369 for FY 18/19. FIT uses a team approach to provide substance abuse treatment services to parents of children who are involved in the child welfare system. During the 1st quarter of FY 18/19 55 children and 31 adults. It was determined that without these services 15 of the adults would have needed residential treatment vs. outpatient treatment and 25 of the 44 children living with their parents would not be able to remain in the home with their parents and would need foster care placements.
- Funding for a second FIT Team within our network was appropriated during FY 17/18 – specifically for Indian River, Martin, Okeechobee, and St. Lucie County. The provider is Counseling and Recovery Center (CRC) – one of our existing providers with experience working with families in the Child Welfare System. This FIT Team has essentially only been actively serving clients for 7 months. They did serve 13 adults and 28 children during the 1<sup>st</sup> quarter. CRC continued to work with the CBC (Communities Connected for Kids) and DCF Child Protective Investigations to refine the referral process and to troubleshoot situations where parent engagement has been difficult.
- For Specific Appropriation 369 to fund programs for the Opioid Crisis, SEFBHN will continue 2 service agreements in FY 18/19 as follows:
  - **Palm Health Care Foundation (PHF) – effective 7/01/2018 – 6/30/2019 - \$92,145.00**
  - **Recovery Outcomes Institute (ROI) – effective 7/01/2018 – 12/31/2018- \$127,000.00**

PHF will serve as the Fiscal Agent and contract with a full-time Project Coordinator to administer the Housing Vouchers. The Project Coordinator will work with the FARR certified recovery residences and create a system for eligibility, administration and disbursement of the housing vouchers.

ROI will provide training and supervision of Mentor Recovery Navigators who will work with individuals receiving Medication Assisted Treatment, recruit FARR certified residences to allow for Recovery Navigational Support services within their programs and collect data on individuals receiving services who reside in FARR residences that allow for Recovery Navigational Support and on individuals who reside in FARR residences that do not allow for Recovery Navigational Support



- Specific Appropriation 366 provides a combined 1.5 million dollars in funding for 2 Community Action Teams (CAT) from the Department – one in Circuit 15/Palm beach County operated by Sinfonia and one in Circuit 19/Indian River, Martin, Okeechobee, and St. Lucie Counties and funded operated by New Horizons of the Treasure Coast.. During the 1st quarter these teams reported a total cost avoidance to the state of \$1,489,020.00 by keeping children and youth out of deeper end child welfare and juvenile justice programs.
- Specific Appropriation 367 funds the Transitional Housing program operated by New Horizons of the Treasure Coast. This program provides housing for individuals stepping down from the State Mental Health Treatment Facilities (SMHTF). During the first quarter the program served 19 clients stepping down from the state hospital. Four clients were successfully discharge to a less restrictive setting within the community. The savings to the state was \$181,556.00 had these individuals had to remain in the SMHTF.
- Refer to section 2.h -Continuous Quality Improvement, of this report for information on the 2 Reinvestment Grants that SEFBHN received to enhance services to the Mental Health Court in Indian River county and to the Mental Health and Drug Courts in Okeechobee counties.
- The Marjory Stoneman Douglas High School Public Safety Act, (SB7026), was passed during the 2018 Legislative session. Pursuant to Section 48 of this legislations the Florida Legislature appropriated **\$18,300,000.00** from the General Revenue Fund to create a statewide network of mobile crisis response teams through a competitive procurement process. The legislation authorized DCF to establish new teams where they are most needed, to ensure reasonable access among all counties, and set minimum standards for the procurement process which will be facilitated by the Managing Entities. SEFBHN has been allocated **\$1,163,382.00** of this new appropriation of funding. SEFBHN has thus determined that this additional funding appropriation provided an opportunity to restructure the current provision of MRT services within our network, to ensure they provide an integrated and comprehensive behavioral health safety net throughout our communities and schools. An Invitation to Negotiate (ITN) on September 11, 2018 for the purpose of soliciting proposals to operate Mobile Response Teams in the five-county network. The responses were due on September 27, 2018. Four responses were received from the following agencies, all existing SEFBHN providers:
  - New Horizons of the Treasure Coast (NHTC)
  - Henderson Behavioral Health (HBH)
  - South County Mental Health Center (SCMHC)
  - Jerome Golden Center (JGC)

The proposals were scored by a review team of individuals representing the Palm Beach County School Board, the Palm Beach County Sheriff's Office, Community Connected for Kids (C.19 CBC) and SEFBHN. NHTC and SCMHC have initially been selected to begin the negotiation process in October with a goal of having a finalized contract in November, 2018.



**d. Any adverse finding or report against a Network Service Provider by any regulatory or law enforcement entity.**

DCF and SEFBHN continues to work with the Jerome Golden Center on continuous quality improvement activities regarding their Crisis Stabilization Units so they are able to maintain their Baker Act designation.