

**APALACHEE CENTER, INC**  
**EASTSIDE PSYCHIATRIC HOSPITAL**  
**COMMUNITY NEEDS ASSESSMENT**  
**2013**



## **I. Description of the Community served**

Eastside Psychiatric Hospital (EPH) provides short-term comprehensive psychiatric inpatient treatment to persons experiencing an acute mental health crisis. EPH's service area, which covers 5,554 square miles, includes Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, and Wakulla counties. With the exception of Leon County, the service area counties are primarily rural, agricultural, fishing, and forestry areas (refer to Attachment 1 - Service Area Map).

Located within Leon County is Tallahassee, the State Capital, wherein reside the State Government offices, two universities (Florida A&M University and Florida State University), and a community college (Tallahassee Community College).

The estimated population of the service area as of 2010 was 429,141 persons with Leon County accounting for 64% of the total population (2011 Florida Statistical Abstract). Leon County is the only county within the service area that is considered a Standard Metropolitan Statistical Area (SMSA), i.e., containing 100,000 or more persons. The density rate (persons per square mile) of all the service area's counties is significantly lower than the statewide rate (351). Only Leon County's density rate of 413 approximates that of the State (2011 Florida Statistical Abstract).

Seven (7) of the eight counties had a higher percentage of persons living below the poverty level than the State (16.5%) as a whole. The counties range from a low of 14.1% (Wakulla County) to a high of 26.3% (Leon County) of persons living below the poverty level. All eight (8) of the counties had per capita personal incomes below the State figure of \$38,965 ranging from a high of \$36,148 in Leon County to a low of \$23,841 in Madison County (2011 Florida Statistical Abstract).

As of 2010, one (1) of the eight (8) counties had an unemployment rate (Madison 11.7%) beyond that of the State (11.5%) (2011 Florida Statistical Abstract). The factors of poverty, low per capita income, and unemployment, are all problems within the service area that represent potential barriers to service utilization by affected persons (see Attachment 2). Poorer clients, having limited transportation resources to pursue services, have traditionally found services to be less accessible. Furthermore, these low income clients cannot pay for services, necessitating that Federal and State funds be available to subsidize services to them. The service area profile statistics have remained fairly steady during the last two (2) periods of census tract study, indicating that the demographic and socio-economic factors will remain constant for Agency planning purposes.

The variety of external influences which impact on the Center's ability to deliver services cover the range of social, political, economic, and geographic factors presented above. Also affecting the Center's service delivery capability is the amount of financial resources available as well as the extent of other similar services available in the service area.

One of the major factors influencing Apalachee's service delivery capability is the size and diversity of its geographic service area. The provision of consistent levels of service across a 5,000 square mile service area poses obvious transportation barriers for local staff and clients. The availability of generalized outpatient services can be offered throughout the area; however, specialized services (e.g., Inpatient Services) requiring high overhead costs can require traveling considerable distances. Apalachee has decentralized as many services as possible while also attempting to improve the access to more centralized programs by use of law enforcement, natural support systems, and staff transportation, where feasible. The density of the service area also poses particular problems for the planning and delivery of mental health services. The center of the service area (Leon County) is a fairly urbanized SMSA with a population of over 275,000 persons. The remaining seven (7) counties of the service area comprise a population of approximately 154,000 persons. The juxtaposition of urban and rural populations and influences presents two fairly different sets of client needs and problems. To the extent possible, Apalachee has attempted to address this situation through the provision of services to each county through local facilities staffed by indigenous personnel.

The large geographic area also affects how Apalachee is impacted politically. Having a service area comprised of eight (8) counties means that relationships have to be developed and maintained with eight (8) county commissions, eight (8) sheriff's departments, and numerous other municipal officials and public officers. To the extent possible, Apalachee attempts to keep the responsibility for liaison work with these groups to as few persons as possible to keep misunderstandings to a minimum. The Chief Executive Officer is primarily responsible for all contact and presentations to county commissions as well as maintaining linkages with and flow of information to community service provider agencies. Since local county governments are required by state law to financially participate in the community mental health system (every three state dollars requires one matching local dollar), the maintenance of appropriate linkages and coordination with local governmental agencies becomes a critical task.

Apalachee is, of course, impacted enormously by the political and legal influences exerted by the massive amount of federal and state legislation passed during the past twenty years. The Alcohol, Drug Abuse, and Mental Health (ADM) Program Office of the Department of Children and Families (DCF) has promulgated numerous rules and regulations within which all Center programs and services must operate. Further, the ADM program staff has developed comprehensive monitoring standards and manuals based upon state statutes, rules, and regulations. Each year, Apalachee is reviewed by a team of DCF staff who review all aspects of the Agency's operations. In 2007 the DCF Districts were realigned with the judicial circuits in the state. Now DCF Region A (Circuit 2) is responsible for Franklin, Gadsden, Jefferson, Leon, Liberty and Wakulla counties and DCF Region B (Circuit 3) is responsible for Madison & Taylor counties. The Regional office is required to conduct an annual needs assessment, biannually prepare a Region Alcohol, Drug Abuse, and Mental Health plan, and propose a plan for allocation of funds within these program areas. These efforts are conducted in close coordination with DCF and Apalachee staff because, under law, state-supported services can only be provided as approved in the annual District Plan.

Economic factors are the remaining external element affecting the service delivery capability of Apalachee. The availability of financial resources for the funding of services, both from governmental and private sources, is a definite deciding factor in the quantity and range of services that can be offered. Public funding is essential to continue to support services for the high-risk populations that, even more than before, are unable to pay for their services.

EPH's primary service area encompasses the eight (8) counties of Department of Children and Families Circuits 2 & 3. The Agency serves as the area's primary, comprehensive community mental health center (CMHC). EPH's broadly defined target population includes adolescents (age 16-17), adult, and elderly persons experiencing mental health / psychiatric-related disabilities. Through contractual / licensure arrangements with the State of Florida, Department of Children and Families (DCF), EPH serves as a designated private Baker Act receiving facility.

## **II. Description of the process and methods used to conduct the CHNA.**

### Apalachee Center, Inc. Community Survey

Pursuant to the Apalachee Strategic Plan development process, a biennial community survey of key informants is carried out to solicit input and feedback regarding operations and to obtain suggestions for improvement and identification of community needs that we may be able to address. The most recent community survey was conducted in 2011. Questionnaires are distributed to key informants at community agencies within the eight county area as well as to other individuals identified by Apalachee program directors and clinical supervisors. Fifty-one (51) completed surveys were returned, representing a 23% return rate.

The majority of respondents (73%) to the 2011 Community Survey reported they had recently had contact with Apalachee staff to coordinate services or collaborate on a mutual client. Based on their recent experience(s), respondents were then asked to rate Apalachee on a 5 point scale from "excellent" to "poor" on the following areas: staff professionalism; ability to work with different types of clients; confidentiality; coordination; communication; responsiveness and overall quality of care; and, reputation in the community.

- 98% rated the "professionalism of staff" as "good" to "excellent"
- 95% rated "Apalachee's ability to work with different types of clients" as "good" to "excellent"
- 100% rated "confidentiality of services" as "good" to "excellent"
- 83% rated "coordination of the referral process" as "good" to "excellent"
- 77% rated "staff communication with you" as "good" to "excellent"
- 77% rated "responsiveness of staff to your needs" as "good" to "excellent"
- 90% rated "overall quality of care and services received by your client(s)" as "good" to "excellent"
- 91% of respondents rated "Apalachee's reputation in the community" as "good" to "excellent"

Respondents were also asked to provide recommendations on how "Apalachee could serve their Agency or the community better". Thirty (30) respondents provided suggestions, including:

recommendations improved accessibility, staff responsiveness and/ or more staff as well as general praise for the current programs and services. Specific comments (by County) to the question “How Can Apalachee Better Serve your Agency or the Community” included:

### **Leon County**

- ◆ “Get clients to sign confidentially release then share info and treatment plan”,
- ◆ “Get mutual clients to sign confidentiality release forms if they stay at the shelter (95% will). Then let us know the Treatment Plan so we can follow-up after discharge”.
- ◆ “Would like more communication during transition of client out of hospital upon release to ensure continuity of services”.
- ◆ “Get a better working relationship with the VA”.
- ◆ “Better access to resident clients. Assess quality of life issues for forensic clients”.
- ◆ “Make sure residents receive all their meds during stay. This would include B/P meds. We’ve had a resident several times this hasn’t happened”.
- ◆ “Broaden access to service for the indigent and homeless (they need more intensive support). Some PATH/Detox staff have been rude to or short with people I know”.
- ◆ “Be more accessible”.
- ◆ “Refer residents that have met assisted living guidelines to Woodmont Senior Living”
- ◆ “Better awareness with referral sources”
- ◆ “Continue trainings in CPR and First Aid”
- ◆ “Continue to offer the crisis management course for law enforcement”
- ◆ “24 availability. More expedient availability. Need to accept more different kinds of insurance: Medicare, BCBS etc”.
- ◆ “More outreach. More community awareness”.
- ◆ “More information about referral process and services provided”

### **Taylor County**

- ◆ “Need more staff”.
- ◆ “Apalachee could allow doctors office to set up appointments for patients, making the process quicker and easier on the patient”.
- ◆ “Patients we’ve tried to refer there have had a difficult time seeing a provider”

- ◆ “See more children”

### **Gadsden County**

- ◆ “I am pleased with the services provided”

### **Madison County**

- ◆ “Additional staff to service the increasing demands of the community”
- ◆ “I am unaware of Apalachee involvement within the community , therefore I can not comment on this section”
- ◆ “Continue with the high level of professional services”

### **Liberty County**

- ◆ “Sometimes here at the jail we have inmates that really do not need to be transported out of the jail, if we could get a counselor to come to the jail when this is the case”.
- ◆ “Dr’s and ARNP visit more often in Liberty County. Staff more readily available to help residents”.
- ◆ “Quicker response times”

### **Franklin County**

- ◆ “Some communication”
- ◆ “Rx cheaper medications that can be used and afforded by inmates released from custody; case manager consistent with seeing inmates regularly”
- ◆ “Family counseling; psychiatric services and social worker on site in Franklin County”

### **Jefferson County**

- ◆ “All of the staff we are in contact with are always willing to help and go the extra mile. We are fortunate to be able to work with them in our community. They are always “client conscious”

Social Service Agencies represented the largest group of respondents followed by Law Enforcement, Medical Practitioners, ALF’s and schools. Program Directors and/or Clinical Supervisors were requested to make personal contact with the Respondent’s who requested follow-up communications to pursue the suggestions / comments.

### Leon County – Mobilizing for Action through Planning and Partnerships

Apalachee participated in the Leon County Health Departments (LCHD) county-wide community health assessment to determine public health needs for the next 3- 5 years. The MAPP model “Mobilizing for Action through Planning and Partnerships” as recommended by

many national and state public health organizations was chosen by the Health Department to guide this effort. LCHD engaged two local health councils, Health Planning Council of Northeast Florida and Big Bend Health Council to assist in the process. A core planning team recruited from the LCHD worked to ensure community involvement and held a Kick-Off event in August of 2011 in the community. At the event over 100 participants were given an overview of the community health assessment process and MAPP as well as recruiting participants for the MAPP Steering Committee and subcommittees. The Steering Committee reviewed data and developed a comprehensive Community Health Status Assessment describing the demographic, socioeconomic and community health status. The MAPP steering committee then developed a Community Themes and Strength Assessment Survey which was disseminated to adults through an on-line survey. Paper surveys were also distributed throughout the community. The findings of the Community Survey and several other assessments were reviewed by the MAPP Steering Committee. Strategic health issues were then identified and prioritized.

While the identified health issues covered many different areas, Behavioral Health was the primary focus of Apalachee. The report (see Attachment 3) noted that nearly one in five adults in Leon County engaged in heavy or binge drinking in 2010; average number of unhealthy mental health days was noted to be 3.8 in the past 30 days; 87.6% of adults reported “Good Mental Health”; and, that suicide is the sixth leading cause of death in Leon County. The report also noted that Psychoses and Depressive Neuroses were among the top 12 Diagnostic related groups for adult hospital discharges. Survey respondents were asked to choose the top three health problems that they felt were the most important in the community, mental health problems was ranked as the #7 problem. The difference in ratings was then cross tabulated by income level, race / ethnicity, and age. The \$51,000- 100,000 income level noted Mental Health problems higher than all other income groups. Mental health was noted as the most important problem by white persons and those aged 40-54.

In looking at access to services, mental health / counseling was noted by 32% of respondents as a health care service that was difficult to access. This was then cross tabulated by income level, race and ethnicity. The report noted that higher income groups find it more difficult to obtain mental health services than lower income groups. Access to mental health services mirrored the most important health problem in that the largest groups reporting access problems were higher income, white, age 40-54 year old persons.

### **III. Identity of any and all organizations with which the organization collaborated and third parties that it engaged to assist with the CHNA.**

Apalachee Staff involved in conducting the Community Needs Assessment included:

- Patty Convertino, Administrative Services Director
- Hitomi Izawa, Outpatient Services Director
- Ute Gazioch, Inpatient Service Director
- Lisa Medcalf, PI Coordinator
- Sue Conger, Chief Operations Officer
- Lakera Reddick, Team Leader
- Calonie Pitts, Team Leader
- Jessica Parker, Team Leader
- Leeann Heim, Team Leader
- Ikesha Highsmith, Team Leader

Apalachee participated in and used data from the Leon County Health Departments Mobilizing for Action through Planning and Partnerships Assessment Process (MAPP) coordinated by the Health Planning Council and Big Bend Planning Council. The MAPP Steering Committee included the following member organizations:

- Big Bend Cares
- Big Bend Health Council
- Bond Community Health Center
- Capital Health Plan
- Capital Medical Society
- Capital Regional Medical Center
- Elder Care Services
- Florida A&M University
- Florida Department of Health
- Florida State University
- Frenchtown Revitalization Council
- Get Outdoors Florida
- Health Equity Alliance of Tallahassee
- Leon County
- Leon County Health Department
- Leon County Sheriff's Office
- MAACA
- Tallahassee Memorial Hospital
- The Foundation for Leon County Schools
- United Health Care
- United Way and 211
- WCTV
- Whole Child Leon
- YMCA

Apalachee staff participated in the MAPP Access to Healthcare Team meetings which were held to develop action plans to address the access issues noted as being a priority strategic issue. Staff and Agencies represented in these meetings included:

- Department of Health, Bob Hester
- Whole Child Leon, Courtney Atkins
- Leon County Health Department, Ed Zapert
- Lean, Jeffrey Pope
- Apalachee Center, Sue Conger, Jon Williams
- Neighborhood Health Services, Joyce Willis
- FSU, Karen Geletko
- Leon County, Lorraine Austin
- Magellan Health, Margie Armstrong

- Big Bend Cares, Robert Renzi
- TLH Senior Center, Ruth Nickens
- Capital Medical Society, Sue Conte
- TMH, Warren Jones

Apalachee staff also participated in Gadsden and Franklin counties Needs Assessment processes conducted by the local health departments.

**IV. Description of how the organization considered the input of persons representing the community (e.g., through meetings, focus groups, interviews, etc) who those persons are and their qualifications.**

Input was obtained from a wide range of residents and providers from the eight county service area, which included clients, hospitals, health departments, assisted living facilities, law enforcement, social services agencies, school boards, universities, faith based programs, and the judicial system. Please see attachment 4 for the list of participants in the survey.

**V. Prioritized description of all the community needs identified by the CHNA and an explanation of the process and criteria used in prioritizing such needs.**

Based on the results of the biennial Community Survey and Apalachee Center’s participation in the Leon County MAPP Project, there were four distinct community needs related to mental health identified that Apalachee has selected as priorities to address:

- ***Access to high quality, affordable mental health services for residents in the community.***

As noted above, 77% of the survey respondents reported that the responsiveness of Apalachee’s staff to their needs was “good” to “excellent”. Comments from the questionnaires returned from Leon, Taylor, Madison, Liberty and Franklin counties indicated that residents would like more services provided, as well as easier access to the services. Areas specifically mentioned included physician/ARNP services for medication management, more services for children and families, better access to services for the indigent and homeless residents, expanding the type of insurance accepted, and increasing staff in the programs. In addition, 32% of the respondents to the Leon County MAPP survey reported difficulty in obtaining access to mental health counseling.

**Plan:**

1. Increase the amount of physician/ARNP availability in the outpatient programs by implementing “open medication clinics”. Clients in need of medication management services can be seen as “walk ins” on any medication clinic day. This allows people to come to the clinic when it is convenient for them, without having to make an appointment.

**Status:** Implemented 2/2013

2. Increase access to therapy/counseling services for residents in the community by creating a new outpatient program, “Capital Therapy” for residents of all ages. Office hours extend into the evening, so residents who work or go to school can receive therapy services without having to take time off from their jobs or miss classes. The location is on Apalachee’s main campus which has a TalTran bus stop directly in front of the entrance, making it accessible for residents who may not have cars or other means of transportation.  
**Status:** Implemented 2/2013
  
3. Increase the availability of child psychiatry time in the outpatient county clinics.  
**Status:** Implemented 3/2013.
  
4. Expand the types of insurance that Apalachee Center, Inc. contracts with. The Chief Executive Officer, Chief Operations Officer, and Chief Financial Officer continue to pursue contracts for the provision of inpatient and outpatient services with all insurers in the service provision area.  
**Status:** Ongoing.
  
5. Increase access to services for the homeless population of the service area. The Apalachee Homeless Project now provides mental health services at the Renaissance Community Center, located near the Homeless Shelter in Leon County. This enables the homeless residents of Leon County to receive medical, mental health, job training, GED preparation, as well as other services all in one location. This also results in greater communication and continuity of care for the individuals.  
**Status:** Implemented 4/2012

➤ *Increase Apalachee Center’s outreach activities in the community so as to increase community members’ knowledge of the type of mental health services available.*

Comments from the community survey also indicated that other agencies/providers were either unaware of what services are provided by Apalachee Center, Inc., or believed Apalachee should be more involved in community outreach and increase familiarity with other referral sources.

**Plan:**

1. Develop and implement a formal “Community Engagement Plan” in the eight county service area. Apalachee will actively seek out and have staff attend community events to provide outreach and education regarding mental health issues and services available for residents.  
**Status:** In progress; **Target Date:** 5/2013.

2. Expand the Apalachee Center “Brown Bag Lunch” educational program to include members of the community. The “Brown Bag Lunch” series provides education on various behavioral health topics such as diagnoses, medications, and suicide prevention. Notices of upcoming events will be sent to the local NAMI chapter, the universities, as well as other social service agencies in the community so that anyone with an interest in behavioral health issues can attend.  
**Status:** Implemented 10/2012

➤ **Reduce the suicide risk for residents in the community.**

Findings from the Leon County MAPP report note that suicide is the sixth leading cause of death in Leon County.

**Plan:**

Apalachee Center, Inc. will have a licensed staff member become a certified instructor in “Mental Health First Aid” through the National Council for Community Behavioral Healthcare. The identified staff person will then conduct presentations across the eight county service area to assist community members in how to identify, understand, and respond to signs of mental illness and substance abuse disorders.

**Status:** In progress; **Target:** 8/2013

**VI. Description of the existing health care facilities and other resources within the community available to meet the needs identified through the CHNA.**

Existing programs, facilities or agencies that are available to respond to the behavioral health (including substance abuse) needs of the community are:

Inpatient:

- ◆ Apalachee Center, Inc. Eastside Psychiatric Hospital
- ◆ Apalachee Center, Inc. PATH Crisis Stabilization Unit
- ◆ Apalachee, Inc. Primary Care Center (Detox)
- ◆ Apalachee Center, Inc. SRT
- ◆ Tallahassee Memorial Behavioral Health Center (850) 431-5100
- ◆ Tallahassee Memorial Recovery Center (850) 431-5910
- ◆ Florida State Hospital
- ◆ A Life Recovery Center (850) 224-9991

Residential:

- ◆ Apalachee Center, Inc. Satellite Apartment Program
- ◆ Apalachee Center, Inc. Forensic Residential Programs
- ◆ Apalachee Center, Inc Hilltop Residential Program
- ◆ ChristTown Ministries (850) 509-9061

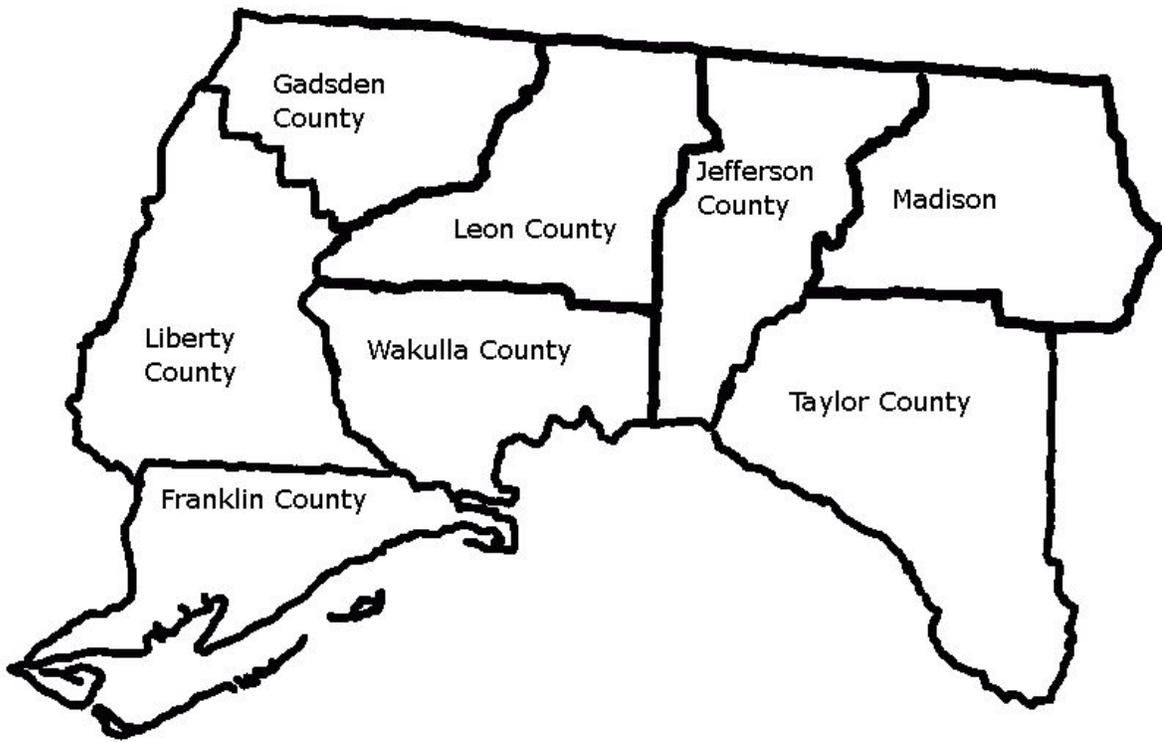
- ◆ Disc Village Adolescent Treatment Center (850) 410-2900
- ◆ Disc Village Salvita (850) 922-2360
- ◆ Disc Village Sisters in Sobriety (850) 922-2408
- ◆ Haven of Rest Rescue Mission for Men (850) 224-7313

#### Outpatient

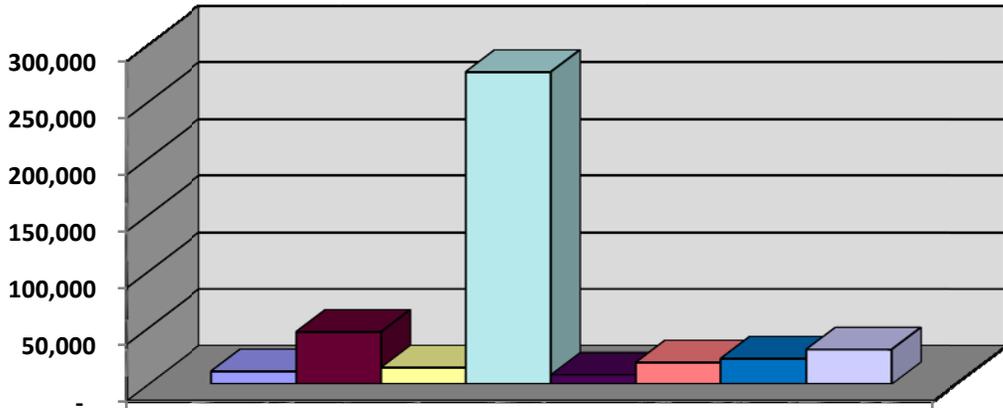
- ◆ Apalachee Center, Inc. Capital Therapy Services
- ◆ Apalachee Center, Inc. Franklin County Clinic
- ◆ Apalachee Center, Inc. Gadsden County Clinic
- ◆ Apalachee Center, Inc. Jefferson County Clinic
- ◆ Apalachee Center, Inc. Leon County Clinic
- ◆ Apalachee Center, Inc. Liberty County Clinic
- ◆ Apalachee Center, Inc. Madison County Clinic
- ◆ Apalachee Center, Inc. Taylor County Clinic
- ◆ Apalachee Center, Inc. Wakulla County Clinic
- ◆ Apalachee Center, Inc. Drop-In Center
- ◆ Apalachee Center, Inc. Homeless Project
- ◆ Apalachee Center, Inc. SAFE Program
- ◆ Apalachee Center, Inc. Outpatient Forensic Program
- ◆ Apalachee Center, Inc. Psychosocial Rehabilitation Services Program
- ◆ Ability 1<sup>st</sup>, Center for Independent Living (850) 575-9621
- ◆ Big Bend 211
- ◆ Bethel Family Counseling and Outreach Center (850) 577-1780
- ◆ Bond Community Health Center (850) 576-4073
- ◆ Bond-Tallahassee Housing Authority Primary Care Center (850) 391-4799
- ◆ Camelot Community Care (850) 561-8060
- ◆ Capital City Youth Services, The Family Place (850) 576-6000
- ◆ Catholic Charities, NWFLT, Counseling Services (850) 222-2180 ext. 1075
- ◆ Community Intervention Center (850) 222-3508
- ◆ Children's Home Society (850) 921-0772
- ◆ Disc Village Adult Services Center (TASC) (850) 561-0717
- ◆ Disc Village Juvenile Outpatient Substance Abuse Program (850) 574-6696
- ◆ ECHO (850) 296-1393
- ◆ Family Resources, Inc. (850) 222-5511
- ◆ Florida A&M University Counseling Services (850) 599-3145
- ◆ Florida Therapy Services (850) 681-6001
- ◆ Florida State University Psychology Clinic (850) 644-3006
- ◆ Florida State University Couple and Family Therapy Center (850) 644-1588
- ◆ Florida State University Crisis Management (850) 644-1234
- ◆ Florida State University Human Services Center (850) 644-3587
- ◆ Florida State University Journey to Healing (850) 644-2003
- ◆ Florida State University Multidisciplinary Eval. and Consulting Center (850) 644-2222

- ◆ Florida State University Project KICK (850) 385-4226
- ◆ Florida State University Thagard Student Health Center (850) 644-6230
- ◆ Florida State University, University Counseling Center (850) 644-2003
- ◆ Florida Therapy (850) 681-6001
- ◆ Frenchtown Outreach Center (850) 222-5151
- ◆ Gadsden CHD, School Health Services (850) 875-7200
- ◆ Leon County Treatment Center (850) 878-7776
- ◆ National Alliance for the Mentally Ill-Tallahassee Chapter (850) 841-3386
- ◆ Neighborhood Health Services (850) 224-2469
- ◆ North Florida Medical Centers, Eastpoint (850) 670-8585
- ◆ North Florida Medical Centers, Gadsden (850) 875-9500
- ◆ North Florida Medical Centers, Tri-County (850) 948-2840
- ◆ North Florida Medical Centers, Taylor (850) 838-2030
- ◆ North Florida Medical Services, Wakulla (850) 984-4735
- ◆ Refuge House Domestic Violence and Rape Crisis Programs (850) 681-2111
- ◆ Tallahassee Community College Mental Health Services (850) 201-6562
- ◆ Tallahassee Behavioral Health Psychiatric Emergency Response (850) 431-0892
- ◆ Townsend ARC (850) 656-3802
- ◆ Turn About Outpatient Services (850) 671-1920
- ◆ USVA Tallahassee Outpatient Clinic, Mental Health Services (850) 521-5700

**Apalachee Center Inc.  
Service Area**

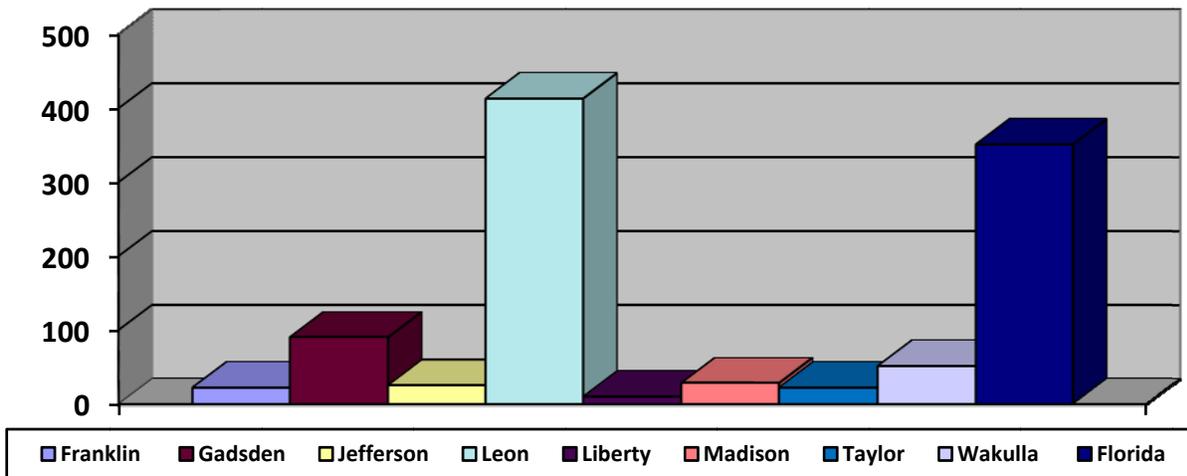


### Population



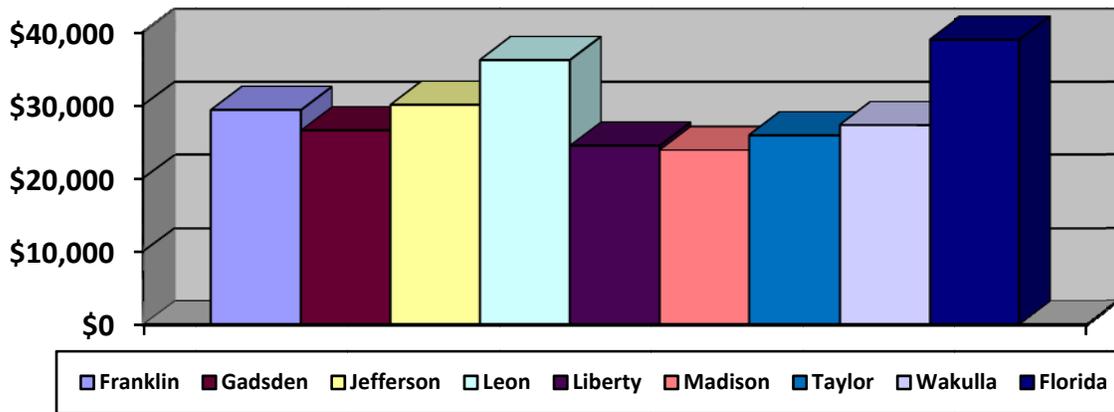
Franklin Gadsden Jefferson Leon Liberty Madison Taylor Wakulla

### Density Rate: Person per Square Mile

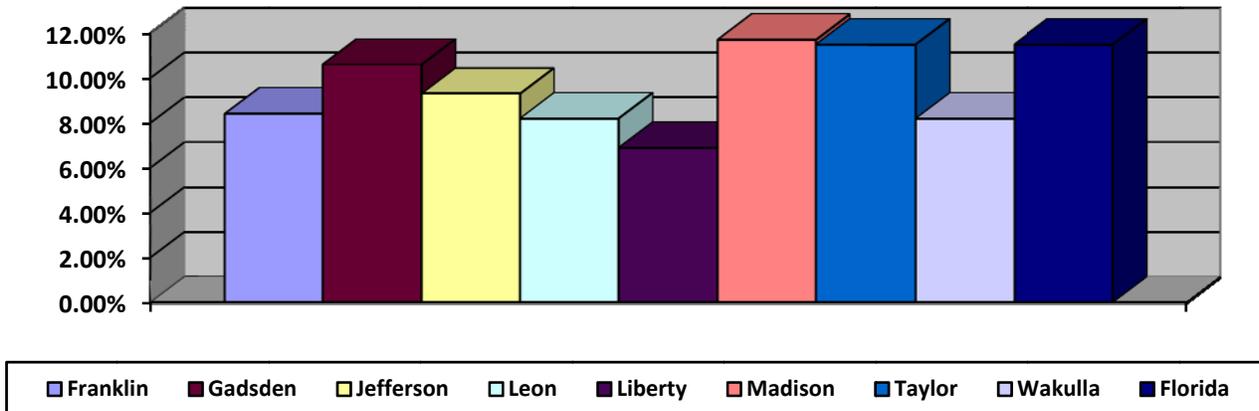


Franklin Gadsden Jefferson Leon Liberty Madison Taylor Wakulla Florida

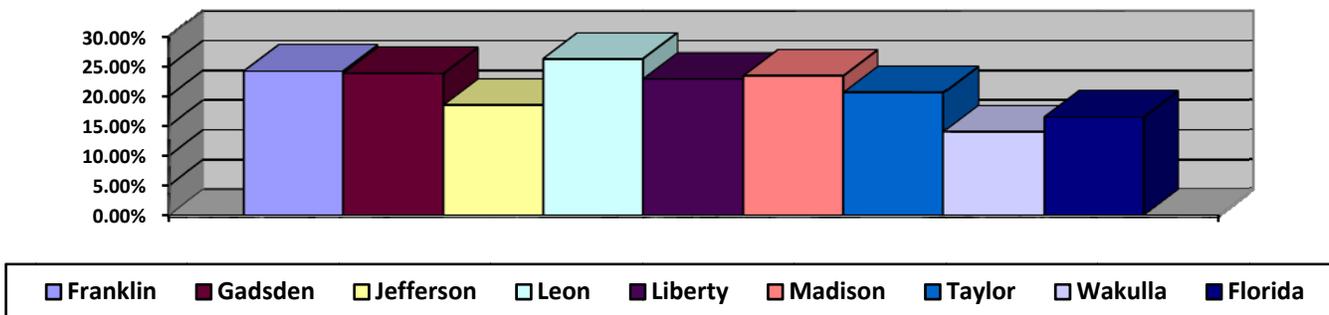
### Per Capita Income



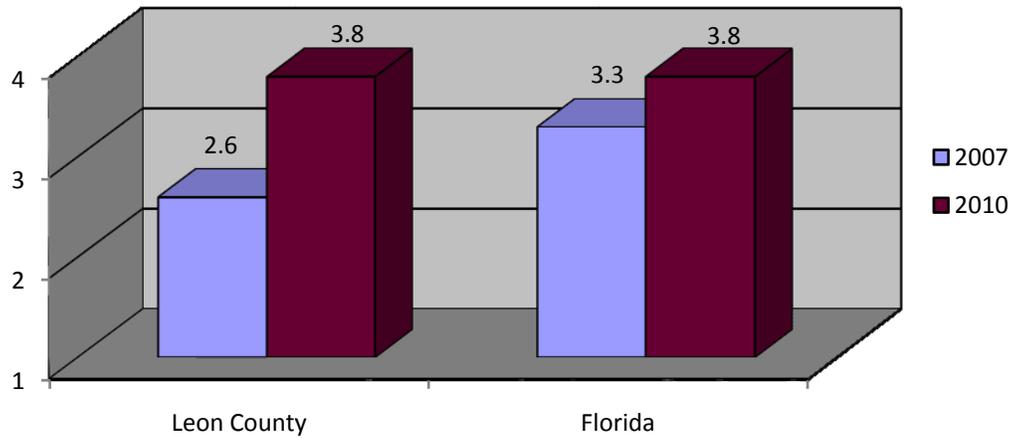
### Unemployment Rate



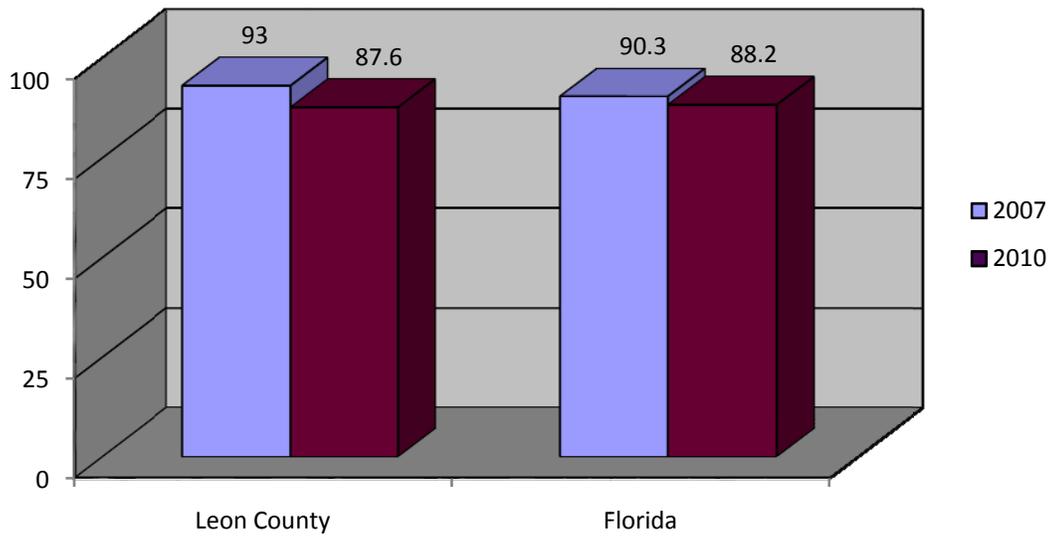
### Percentage of Persons Living Below Poverty Level



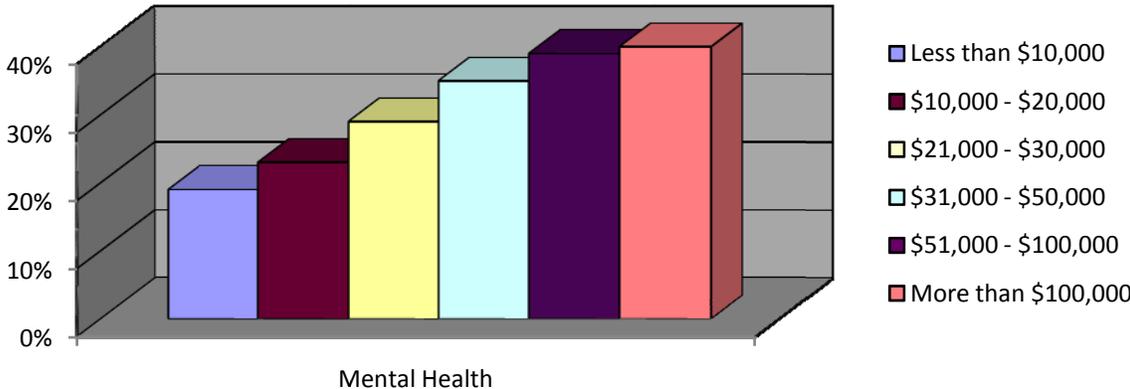
### Average Number of Unhealthy Mental Health Days in the Past 30 Days



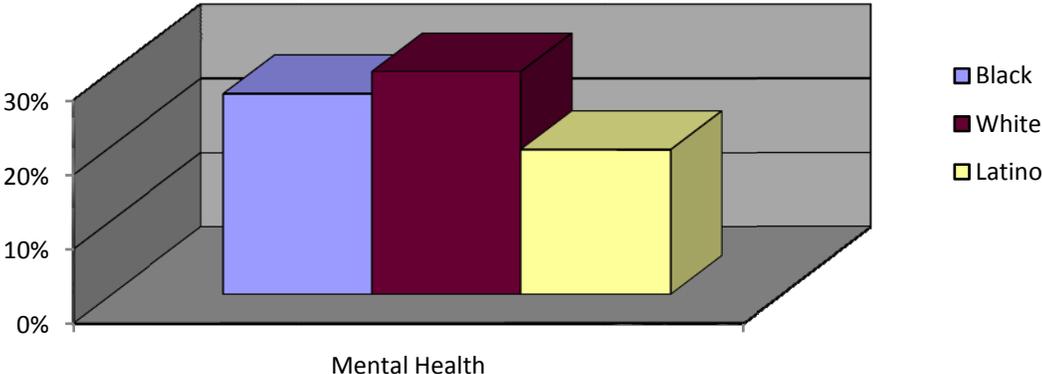
### Percentage of Adults With Good Mental Health



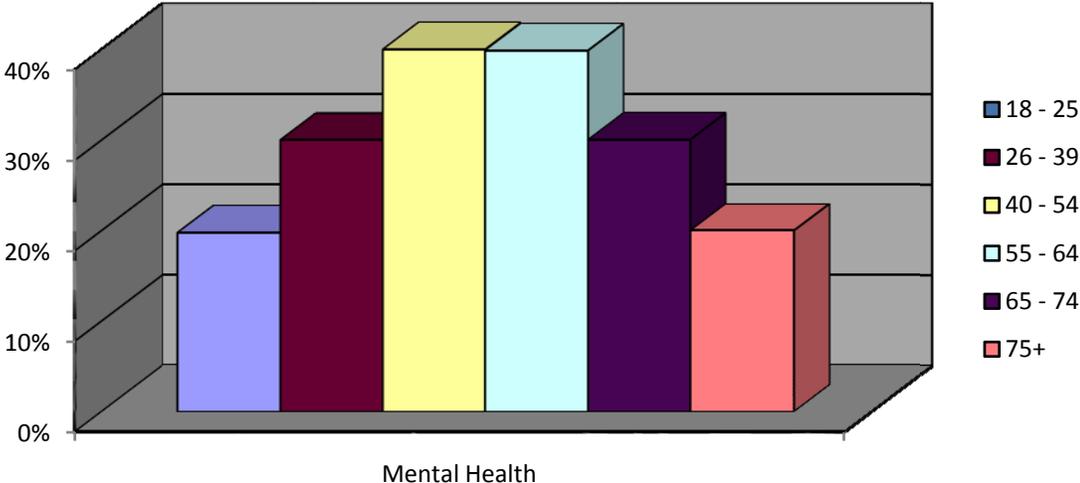
### Difficulty in Obtaining Mental Health Services by Income Level



### Difficulty in Obtaining Mental Health Services by Race/Ethnicity



### Difficulty in Obtaining Mental Health Services by Age Group



## Attachment 4

**2011 Biennial Community Survey Participants**

Participants in the survey included:

<b>Affiliation</b>	<b>County</b>	<b>Name/Title</b>
Franklin County Schools	Franklin	Nina Marks, Superintendent
Weems Memorial Hospital	Franklin	Ron Wolff
Big Bend Community Based Care	Franklin	Director
Shoreline Medical Group	Franklin	Dr.s Elizabeth and Tom Curry
Franklin County Sheriff's Dept.	Franklin	Skip Shiver, Sheriff
Franklin County Health Dept.	Franklin	Joann Thompson, DON
School Improvement and Special Programs	Franklin	Brenda Wilson, Director
Harbor Breeze ALF	Franklin	Administrator
Beacon Villa Retirement Center	Bay	Administrator
Aging and Adult Services	Gadsden	Alice Kelly
Gadsden County Court System	Gadsden	Stu Parsons, Judge
Gadsden County Health Dept.	Gadsden	Beatrice Hernandez
Gadsden County Sheriff's Dept.	Gadsden	Major Woods, Sheriff Morris Young
GCSD Victim's Compensation	Gadsden	Whitney Sampson
McCloud's ALF	Gadsden	Jaunce McCloud, Owner/Operator
Pease ALF	Gadsden	Eunice Pease, Owner/Operator
Richardson Adult Care Home	Gadsden	Candy Richardson, Owner/Operator
Big Bend Workforce Center	Gadsden	Director
Henderson's Care Center	Gadsden	Joanne & Harold Henderson, Owners
Harbor Breeze Retirement Center	Gadsden	Adminstrator
ChristTown Ministries	Gadsden	Director
Helping Hands ALF	Gadsden	Earnestine Platt, Owner/Operator
Magnolia House ALF	Gadsden	Administrator
First Presbyterian Church	Gadsden	Pastor
Gadsden Coalition for Change	Gadsden	Supervisor
Gadsden County School District	Gadsden	Sherrie Taylor, Commissioner
Gadsden County School District	Gadsden	Audrey Potter, Parent Liaison
City of Quincy Parks and Rec.	Gadsden	Gene Sutton
Farm Share	Gadsden	Supervisor
Community Cares Outreach	Gadsden	Supervisor
Refuge House	Gadsden	Hilda Little, Director
City of Quincy Police Dept	Gadsden	Chief Walt McNeil
WQTN	Gadsden	Jim Sutherland
Redeemed, Inc	Gadsden	Annie Berry, Director
City of Quincy	Gadsden	Jack McLean, City Manager
Gadsden Woman to Woman	Gadsden	Lakeba McNeil, Case Manger
Gadsden Technical Institute	Gadsden	Don Gibson
Brynwood Nursing Home	Jefferson	Administrator
Family Friend Respite	Jefferson	Administrator
Nellie's Retired Inn	Jefferson	Barbara Rambo, Administrator
Jefferson District Schools	Jefferson	Kelvin Norton, PhD, COO
Jackson's Drugstore	Jefferson	Charles & Marcia Jackson, Owners

Capital Area Community Action Agency	Jefferson	Supervisor
Jefferson County Sheriff's Dept.	Jefferson	Sheriff David Hobbs
Watkins Health Care ALF	Jefferson	Peggy Watkins, Owner/Operater
Jefferson County Jail	Jefferson	Rick Knowles
Jefferson County Court	Jefferson	Judge Bobby Plains
Jefferson County Health Dept.	Jefferson	Dr. Canella
Jefferson County Emergency Management	Jefferson	Director
Jefferson County Ambulance Service	Jefferson	Supervisor
Gerry Medical Clinic	Jefferson	Dr. Boyd
TMH Family Medicine	Jefferson	Office Manager
Community Crisis Response Team	Leon	Carolyn Stimel, PhD
FSU Center for Couple & Family Therapy	Leon	Dr. Barlow
FSU Psychology Clinic	Leon	Elizabeth Corsentimo, Asst. Director
FSU Police	Leon	Chief Perry
FSU Human Services Center	Leon	Deborah Ebener
Capital Regional Medical Center	Leon	Kyle Coston, Case Management Dir.
Tallahassee Memorial Behavioral Health	Leon	Bobbie Futrell, DON
Tallahassee Police Department	Leon	Chief Dennis Michael Jones
Leon County Sheriff's Dept.	Leon	Captain Alan Griner
Broadview Assisted Living	Leon	Administrator
Leon County Court Administration	Leon	K. Brown, Mental Health Coord.
Leon Probate Appeals & Court Services	Leon	Shannon Cash-Russell, Supervisor
Florida A & M Police Dept.	Leon	Chief Calvin Ross
American Red Cross	Leon	Helen Michel, Health & Safety Dir.
Catholic Charities	Leon	Mavry Hopkins
Eldercare Services	Leon	Director
Big Bend Homeless Coalition/Hope Comm.	Leon	Stephanie Beckingham, Director
The Shelter	Leon	Mel Eby, Director
Florida State College of Medicine	Leon	Administrator
Big Bend Transportation	Leon	Tootsie Smith
Refuge House	Leon	Executive Director
Ability 1st	Leon	Executive Director
Workforce Plus	Leon	Dorcas Washington, Program Mngr.
Disability Rights Florida	Leon	Executive Director
Big Bend Cares	Leon	Rob Renzi
NAMI, Tallahassee Chapter	Leon	Linda Mckinnon
Emergency Care Help Organization	Leon	Executive Director
Lee's Place	Leon	Beth Tedio, Dir. of Development
Bethel Family Counseling	Leon	Verda Owens
Haven of Rest	Leon	Steve Davis
Non-Secure Programs, Inc.	Leon	Supervisor
Office of the Public Guardian	Leon	Mary Callahan
La Grande Belle ALF	Leon	Tavaris Spradley, Administrator
Capital Health and Rehab. Center	Leon	Administrator
Linda's Assisted Living Facility	Leon	Linda Williams, Administrator
Catherine's House Assisted Living Facility	Leon	Temeka Bruce, Administrator
Miracle Hill Nursing Center	Leon	Administrator
Centre Pointe Health and Rehab. Center	Leon	Administrator
Rehab. Center at Heritage Healthcare	Leon	Administrator

Consulate Healthcare Nursing Home	Leon	Administrator
Reddick Assisted Living Facility	Leon	Annie Reddick, Administrator
Harborage Assisted Senior Living Comm.	Leon	Administrator
St. Augustine Plantation ALF	Leon	Administrator
Heritage Oaks ALF	Leon	Administrator
Sterling House ALF	Leon	Administrator
Tallahassee Memory Care	Leon	Administrator
Westminster Oaks Retirement Community	Leon	Administrator
Woodmont Senior Living	Leon	Administrator
Someplace Else	Leon	Kevin Winship
Brehon House	Leon	Kay Cloud
Tallahassee Veterans Village	Leon	Shawn Noles
Good News Outreach	Leon	Director
Tallahassee Housing Authority	Leon	Supervisor
Magnolia Acres	Leon	Adminisrator
First Presbyterian Church	Leon	Pastor
Grace Mission	Leon	Amanda Nickles
DCF Economic Services-Food Stamps	Leon	Supervisor
Salvation Army	Leon	Pam Hart
Anderson Chapel, AME	Leon	Minister
St Francis Episcopal Church	Leon	Pastor
Bill Hanson Community Day Center	Leon	Director
Bond Health Center	Leon	Debra Weeks, MSW, CAO
Disc Village	Leon	Tom Olk, CEO
Frenchtown Outreach Center	Leon	Kathy Hammock
Mothers in Crisis	Leon	Rosalind Tompkins
Leon County School Board	Leon	Administrator
Kay Freeman Health Center	Leon	Debra Weeks, MSW, CAO
Neighborhood Health Services	Leon	Director
Veterans Administration Clinic	Leon	Director
Leon County Health Dept.	Leon	Director
Shisa	Leon	Director
Legal Services of North Florida	Leon	Director
Social Security Administration	Leon	Director
Starmetro (bus service)	Leon	Office Manager
Goodwill Industries	Leon	Director
Vocational Rehabilitation, Tallahassee	Leon	Supervisor
Pregnancy Help and Information Center	Leon	Director
Capital City Youth Services	Leon	Director
State Representative	Leon	Alan Williams
Department of Health	Leon	Cynthia Seaborn
Florida A & M Athletic Dept.	Leon	Geremy Cheeks
Liberty County Senior Citizens	Liberty	Ann Kincade, Executive Director
Parramore Villa	Liberty	Joyce Daughtery
Varnum's Rest Home	Liberty	Ruby Varnum, Owner/Administrator
Liberty County Transit	Liberty	Brenda Clay, Executive Director
Liberty Health Dept.	Liberty	Gene Charbanneau, Director
Liberty County Sheriff's Dept.	Liberty	Sheriff Donnie Conyers
Buy Rite Drugstore/Bristol Drugstore	Liberty	Mark Plummer, Pharmacist/Owner

Blountstown Drugstore	Calhoun	John Plummer, Co-Owner
Habilitative Services of North Florida	Liberty	Phillip Hall, Manager
Liberty County Jail	Liberty	Lt. Jenny Young, Jail Administrator
Leon Advocacy Resource Center	Liberty	Belinda Wiggins, Manager
Madison Nursing Center	Madison	Administrator
Pine Lake Nursing Home	Madison	Administrator
Crosswinds Nursing Home	Madison	Administrator
Peacock Chateau, ALF	Madison	Vivian Peacock, Owner
Peacock Hill, ALF	Madison	Vivian Peacock, Owner
Hughey Memorial Personal Care Center	Madison	Jenny Hendry
Madison Ambulance Service	Madison	Juan Botino, Director
Madison County Court	Madison	Judge Wetzel Blair
Madison County Central School	Madison	Sam Stalnaker
Madison County Sheriff's Dept.	Madison	Sheriff Ben Stewart
Madison County Jail	Madison	Sheriff Ben Stewart
Madison County Health Dept.	Madison	Bonnie Webb, RN
Madison County Memorial Hospital	Madison	ER Staff
Madison County High School	Madison	Ben Killingsworth, Principal
Madison County Excel Alternative School	Madison	Ronnie Williams, Principal
Taylor County Sheriff's Dept.	Taylor	Sheriff L.E. "Bummy" Williams
Florida Probation and Parole	Taylor	Robert Norton
Taylor District Schools	Taylor	Kate Jacobs
Taylor County Jail	Taylor	Patricia Sadler
Taylor County Court	Taylor	Judge Buddy Murphy
Taylor County Court	Taylor	Judge Roy Bean
Steinhatchee School	Taylor	Shelly Strickland, Principal
Economic Service	Taylor	Darnella Tucker/Tommie Hudson
Doctor's Memorial Hospital	Taylor	Rick Brown
Taylor County Health Dept.	Taylor	Dr. Ceasar Hidalgo
Taylor Correctional Institute	Taylor	David Hall
Physician	Taylor	Dr. Mohammed
Psychologist	Taylor	Nina Barnes
Dr.'s Memorial Hospital Clinic	Taylor	Dr. Mutnal, Gina Saap, ARNP
Premier Medical Center	Taylor	Dr. Sofi, Dr. Mahinrad, Dr. Yu
Physician	Taylor	Dr. Khodr
Physician	Taylor	Dr. Schlick
Physician	Taylor	Dr. Emerick
Refuge House	Taylor	Debra McGrew, Director
Senior Services	Taylor	Ruby Ellis, Director
Wakulla District Schools	Wakulla	David Miller, Superintendent
Wakulla County Health Dept.	Wakulla	Jody Smith, RN, MBA, Admin.
Big Bend Community Based Care	Wakulla	Beverly Greene
Wakulla County Sheriff's Dept.	Wakulla	Sheriff David Harvey
Big Bend Work Force Center	Wakulla	Stephen Starke
Promised Land Ministries	Wakulla	Glen Hamel, Pastor
Student Svcs & Exceptional Student Svcs	Wakulla	Tania English, Executive Director
Eden Springs Nursing Home	Wakulla	Administrator
Vera's Love and Care Services ALF	Wakulla	Elvera Woods, Operator