



# Report to the Community

Fiscal Year 2013 - 2014



*Apalachee Center – Serving the Community for 66 Years*



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## A Message to the Community

Welcome, and thanks for taking the time to read Apalachee Center's 2013/2014 Report To The Community. As the largest comprehensive behavioral healthcare organization in the Big Bend area, Apalachee Center is dedicated to the mission of helping North Floridians recover from episodes of substance abuse, mental illness, emotional distress, and behavioral challenges every day.

As you will read in this report, 2013/2014 saw continued growth and change for Apalachee Center: the legislative approval of a new, 16-bed civil residential treatment program in Leon County; the launch of a new and improved supervisory structure for Inpatient and Outpatient; and, the development of new relationships with other area health providers such as Big Bend Cares, Capital Regional Medical Center, HealthSouth, Neighborhood Medical Center, and Tallahassee Memorial Healthcare.

There was one new relationship in 2013/2014 that really stands out for me. In October, Apalachee Center hosted the unveiling of a work of art that was auctioned off by the National Alliance for Mental Illness (NAMI)'s Tallahassee chapter, and donated to Apalachee. That painting hangs in the lobby of our Inpatient facility and it's beautiful, as you will see in this report. The really striking thing about the unveiling reception was that it also inaugurated Apalachee's new affiliate agreement with NAMI Tallahassee. While our organizations have worked together for years, this is the first time that we have developed a formal affiliate relationship. This agreement allows NAMI to count on Apalachee's support in reaching folks in our community who are in recovery from serious mental illness – and their families – and their friends. NAMI's goals and Apalachee's goals are completely congruent, and a partnership like this makes real sense – and has already yielded some striking results in community events.

Apalachee is not, and has never been, a stand-alone organization in the sense that we can do it all on our own. I'm very proud that Apalachee has community partners like NAMI Tallahassee, Franklin's Promise, Big Bend Cares, Big Bend Community Based Care, Bond Community Health Center, Capital Regional Medical Center, HealthSouth, Neighborhood Medical Center, and Tallahassee Memorial Healthcare, along with our involvement in community organizations like the United Way. We are all doing our part to make Florida's Big Bend the healthiest region in the state.

Thanks for your continued support,

*Jay Reeve*

Jay Reeve, PhD  
President and Chief Executive Officer





## Our History

Apalachee Center, Inc. was organized in 1948 as the Human Relations Institute of Leon County. In 1977, services were expanded to include the surrounding seven counties, resulting in a service area that now spans across 5,500 square miles of the Big Bend. The Center is a private not-for profit organization governed by a volunteer Board of Directors.

## Our Services

Apalachee Center, Inc. offers a full continuum of care services, serving clients across the lifespan who are coping with mental illness, substance abuse, emotional and behavioral health problems, with a special commitment to serving severely and persistently mentally ill individuals who suffer from schizophrenia and severe mood disorders.

## Management Team

Jay Reeve, Ph.D. ....President & CEO  
Sue Conger, MSW..... Chief Operations Officer  
Candy Landry ..... Chief Human Resources Officer  
Virginia H. Kelly, CPA .....Chief Financial Officer  
Guy Johnson ..... Chief Facilities Officer

## Our Mission

It is the mission of Apalachee Center, Inc. to empower persons served to improve the quality of life for themselves and their families through the provision of quality behavioral health care with unrelenting attention to clinical excellence and safety.

## Our Vision

It is the vision of Apalachee Center, Inc. to serve as an integral component of the community's healthcare system.

## Our Board

John Dailey .....Chair  
Harry Falk .....Vice Chair  
Oscar Howard..... Immediate Past Chair  
Edwin Fleet.....Chair of Budget, Investments &  
..... Insurance Committee  
Kim Barnhill..... Board Member  
Forrest Davis ..... Board Member  
Denise Hannah ..... Board Member  
David Harvey..... Board Member  
Kenneth Hosford..... Board Member  
Rufus Jefferson..... Board Member  
Lou Miller ..... Board Member  
Sean Pittman..... Board Member



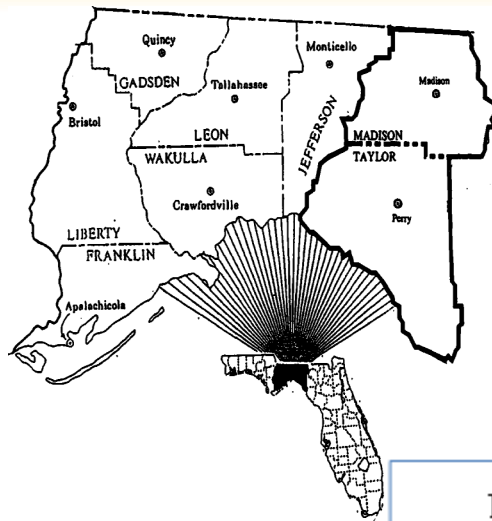
Services Accredited by the Joint Commission on Accreditation of Healthcare Organizations



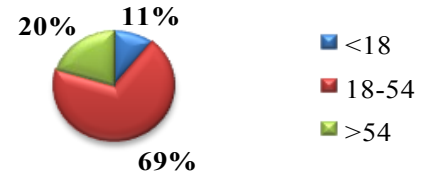


## Our Service Areas

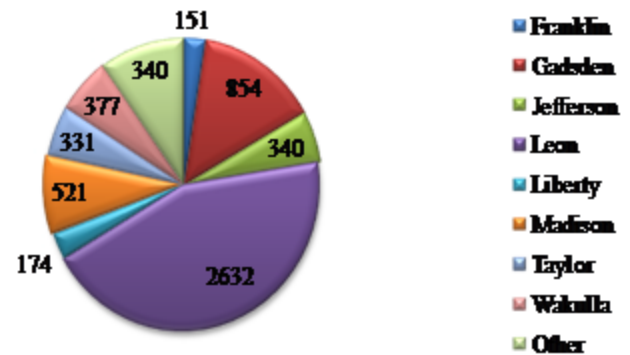
- ▶ Franklin County
- ▶ Gadsden County
- ▶ Jefferson County
- ▶ Leon County
- ▶ Liberty County
- ▶ Madison County
- ▶ Taylor County
- ▶ Wakulla County



### Clients by Age



### Number of Clients Served by County



## Acute Services

### Eastside Psychiatric Hospital

- 46 Beds, including 12-bed Geropsychiatric Unit

### Crisis Stabilization Unit

- 28 Beds—Public Receiving Facility for Baker Act clients

### Short-Term Residential

- 4 Beds

### Detoxification Unit

- 14 Beds

### INPATIENT ADMISSIONS

Eastside Psychiatric Hospital	1,097
PATH Crisis Stabilization Unit	1,406
PCC Detox Unit	750
Short-term Residential Treatment	35

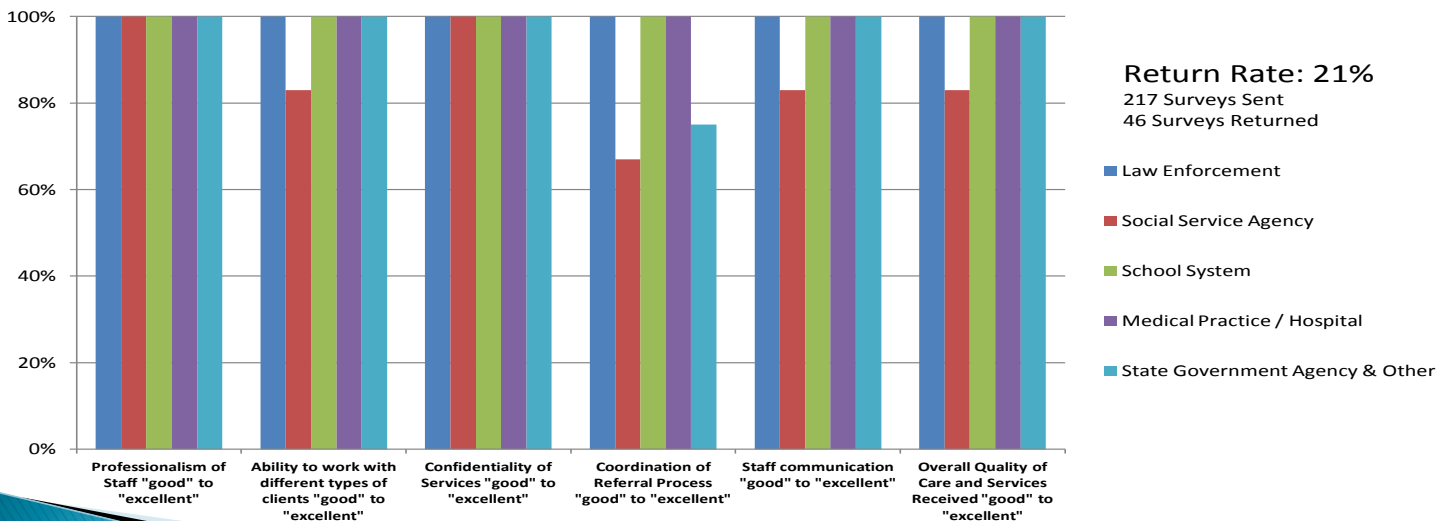


## Client Satisfaction Survey Results 2013-14



## Community Survey Results 2013

Listed by Agency Type



Apalachee Center conducts biennial community surveys to obtain feedback related to operations and input for planning and performance improvement purposes. The most recent community survey was conducted in 2013.



# Consumer Feedback

Apalachee Center helps people overcome their challenges. For a complete listing of our services, go to [www.apalacheecenter.org](http://www.apalacheecenter.org).

## Leon County Psychosocial Rehabilitation Services

"The best gift I received this year was the ability to embrace life. Here at Apalachee Center's Leon County Day Treatment, I was given the opportunity to learn the error of my ways and practice living life to the fullest, independently at that. The Day Treatment program has shown me how to live in society in spite of my illness. What makes this place exceptional is the fact that the staff were there to support me throughout my treatment, keeping me positive the whole way through. I have learned to think before speaking, become independent in day-to-day tasks, control my finances, and openly express myself in a calm, collected manner. I would like to thank Mr. Drake, Ms. Clarissa, Ms. Timecca, Ms. Vilnise, Ms. Summer, and Ms. Barbara, along with many others who played a crucial part in my recovery. I would also like to thank Dr. Jay Reeve, CEO of Apalachee Center, for his support of the Day Treatment program and the care he strives to ensure his facility provides. I thank you all for the ways you have allowed me to be a better mother to my children and to be free from the bondage of my illness."

Lakiesha , Consumer of Leon County Psychosocial Rehabilitation Services

### FACT Program (Florida Assertive Community Treatment)

"J.W. always returns my calls no matter how late. Very attentive and always positive feedback. You've helped me come a long way."

"I thank you for doing all you can for me and I love you all for everything,"

"Thanks FACT, you've helped me turn my life around."

"I'm grateful you guys are here to help."

### Inpatient / Outpatient

"Everything and everyone was Great! Just keep on doing what you are doing." - Detox client

"Everything was Perfect." - Eastside Psychiatric Hospital client

PATH client comments: "Keep helping people."

"Service is great."

"The service is the best."

"Everything was right on time."

"Need more programs like this." - Gadsden County Outpatient

"The staff are great." - Gadsden County Outpatient



# Community Partnerships &

Apalachee Center is dedicated to bringing more awareness to mental health issues and the services we provide. As a result, our employees are active in our communities year-round. Here are just a few of the ways we stay involved to promote mental health awareness:

**Big Bend AIDS Alliance**

**Big Bend Community Based Care**

**Big Bend Homeless Coalition**

**Big Bend Homeless Shelter**

**Child Abuse Prevention Month**

**DISC Village**

**Florida Alcohol & Drug Abuse Association**

**Florida Council for Community Mental Health**

**Local Chambers of Commerce**

**Mental Health Awareness Month**

**Mental Health First Aid Trainings**

**National Alliance on Mental Illness (NAMI)**

**NAMI Florida**

**NAMI On Campus (FSU)**

**NAMI Tallahassee**

**Renaissance Community Center**

**Suicide Prevention Month**

**United Way of the Big Bend Health Council**

**Whole Child Leon**

## **Franklin County:**

**Franklin Promise Coalition**

**Eastpoint Medical Center Open House**

**Poverty Simulation**

**Relay for Life**

**Youth Partnership**

## **Gadsden County:**

**Celebration of L.I.F.E.**

**Domestic Violence Candlelight Vigil**

**Farm Share**

**Gadsden County Taskforce**

**Gretna Day Health Fair**

**Gadsden County Health Council Meetings**

**SART (Sexual Assault Response Team) Mtgs.**

## **Jefferson County:**

**Community Partnership Council Meetings**

**Farm Share**

## **Liberty County:**

**SART Meetings**

**Women's Health Fair**



# Community Service

Continued - a listing of a few of the ways we stay involved to promote mental health awareness in our communities:

## Madison County:

DCF Community Partner Meetings

Down Home Days

Madison-Taylor County Children's Partnership Council

Refuge House—Madison

SART Meetings

## Taylor County:

Florida Blue Grass Festival

Health Fair

Steinhatchee Health Fair

## Wakulla County:

Ability United

Battle of the Bands

Coalition for Youth

Farm Share

NAMI Wakulla

One-Stop Center



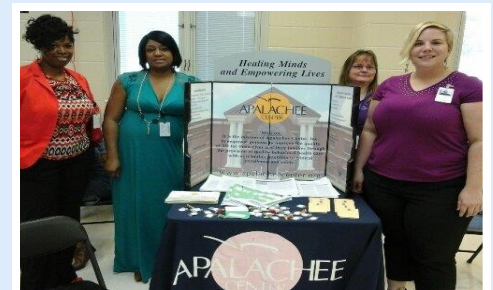
Farm Share distributes Free food to residents of Leon, Gadsden, Liberty, Jefferson, Franklin, and Wakulla counties. Staff attend these events to provide residents with information regarding Apalachee's services.



Eastpoint Medical Center Open House



Candlelight Vigil in Honor of Domestic Violence Awareness Month  
Gadsden County



Steinhatchee Health Fair-Taylor Co.



Ability United—Wakulla County



NAMI Wakulla's Triple Crown Derby for Mental Illness



Health Fair-Taylor Co. Health Dept.



## NAMI Tallahassee Partnership

On November 19, 2013, Apalachee Center and the Tallahassee branch of the National Alliance on Mental Illness (NAMI) announced a formal community partnership at the unveiling of the painting, “The Garden” by local artist, Roberto Valdes. NAMI is dedicated to building better lives for millions of Americans affected by mental illness. People living with mental illness need help, hope, and a community that supports them, their families, and their recovery.

“The Garden” symbolizes courage, hope, and vision for individuals and their families coping with mental illness. The painting is displayed in the lobby of Apalachee Center’s Eastside Psychiatric Hospital.



Pictured Top: (L-R) Roberto Valdes; Jay Reeve, Ph.D., Chief Executive Officer, Apalachee Center  
Center: Jay Reeve, Ph.D.

Bottom Left: Representative Alan Williams

Bottom Right: RoseAnn Scheck, President 2012-13, NAMI Tallahassee



**The Big Bend Anti-Bullying Task Force**, a team dedicated to the prevention and awareness of the harmful effects of bullying in both children and adults, were photographed after a viewing of “Bullied: A Student, a School, and a Case that Made History.” The task force was initiated by Representative Michelle Rehwinkel Vasilinda and is comprised of five other members, including Apalachee Center’s President & Chief Executive Officer, Dr. Jay Reeve (4th from left). Representative Vasilinda hosted and convened an Anti-Bullying Roundtable at the Historic Capitol on November 6, 2013, working to formulate anti-bullying legislation.

## Brown Bag Lunch Trainings

Each month, Apalachee Center hosts a one hour Brown Bag Training. These trainings are certified by the Florida Certification Board, qualifying for CEU’s, and invitations to the trainings are extended to area community agencies. Apalachee staff have been joined by staff from: Agency for Healthcare Administration (AHCA); Department of Health (DOH); Refuge House; NAMI; Leon County Health Department (LCHD), and FSU Student Parent Organization. Topics included: Trauma Informed Care; Bipolar Disorder; Compassion Fatigue; Choices in Recovery; Updates in Schizophrenia, Research, Remission and Recovery; Music & Art Therapy, and Lessons from Psych 101 Help Direct Treatment, to name a few.

Participants bring their lunch, and beverages are provided.

For information regarding these trainings, contact Kimberly Owens at (850) 523-3333 ext. 2264





# Community Service

## 2014 Baker Act Training



On March 25, 2014, Apalachee Center hosted the 2014 Baker Act Training, presented by Martha Lenderman, MSW. This provided an opportunity for physicians, nurses, licensed clinical social workers, other mental health professionals, and law enforcement throughout the community to gain first-hand knowledge from one of Florida's recognized experts on the Baker Act statute and practices connected with it. Up-to-date knowledge of this statute is crucial for the seamless functioning of this region's emergency psychiatric treatment system.

Topics included History & Overview of Baker Act; Criteria for Voluntary Admissions; Criteria for Involuntary Examinations; Transportation; Persons with Emergency Medical and Psychiatric Conditions.; Involuntary Inpatient Placement; Involuntary Outpatient Placement, and Discharge Planning.



Jaren Solomon and Jonathan Garcia, Otsuka America Pharmaceutical representatives, joined Apalachee Center in bringing this training to our community



Martha Lenderman, MSW

## Crisis Intervention Team (CIT) Training for Law Enforcement



Spring 2014 CIT Class Participants

CIT Training in Tallahassee is sponsored by the Tallahassee Police Department, the Leon County Court Administrator's Office, Apalachee Center, and NAMI Tallahassee. It is a collaborative effort to help law enforcement officers handle incidents involving mentally ill people in crisis. The 40-hour training program includes basic information about mental illnesses and how to recognize them; information about the local mental health system, and first-hand experience from consumers and family members. Over 489 local law enforcement, corrections, probation officers, and police dispatchers, have been CIT certified in Leon and surrounding counties.

The CIT program is patterned after the national model originating in Memphis, Tennessee.



# Community Partnerships & Community Service

Apalachee Center is dedicated to bringing more awareness to mental health issues and the services we provide. As a result, our employees are active in our communities year-round, with a few highlighted in this publication.



On September 28, 2013, Apalachee staff participated in the American Heart Association's Big Bend Heart Walk to help raise funds for research and services for the nation's #1 and #2 killers nationwide (heart disease and stroke). Staff also set-up a table display at the event, providing information regarding the services available through Apalachee Center.



## Big Bend Homeless Coalition

Apalachee staff participated in the Big Bend Homeless Coalition's 14th annual Service Day for People Experiencing Homelessness. Service Day is an opportunity for participants to receive haircuts, hot meals, showers, clothing, medical and dental screenings, Veterans services, and important information on resources in the community.

Apalachee staff were present to give participants a chance to learn about Apalachee's programs and services, and provided personal hygiene items donated by Apalachee's staff. During our month-long donation drive 676 much needed items were collected.

Statistics at right obtained from the Big Bend Homeless Coalition website.

To learn how you can help to end homelessness in the Big Bend, visit Big Bend Homeless Coalition's website: <http://www.bigbendhc.org>

### Homelessness in Leon County 2014

There are 850 people experiencing homelessness in our community on any given day:

73% are men

26% are women

10% are children

9% are over 60 years old

188 are sleeping outside

62% have a disabling condition, including medical disabilities, mental health issues, substance abuse issues, HIV/AIDS, and developmental disabilities

25% were found Medically Vulnerable and at risk of dying

71% have no medical insurance

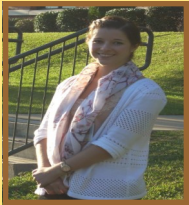
34% have been homeless 4 or more times in the past 3 years

17% are Veterans of this great nation

# Partnering for Success

## Internship Programs at Apalachee Center, Inc.

Apalachee Center has had a longstanding partnership with Florida A&M University and Florida State University, providing placements and internships for psychology, social work, counseling, nursing, and pharmacy students. Apalachee also serves as a training site for pharmacy, social work, psychology, nursing, and medical students.



**FSU Clinical Psychology Doctoral Interns:** (L-R) Julia Sheffler, MSW, (adult/geriatric focus), and Matt Lerner, MSW (child emphasis)

“Apalachee Center psychology interns this year came from Florida State University and Florida A&M University. They came from doctoral programs in clinical and counseling psychology master’s programs in art therapy and community psychology. Interns rose to the challenge of assisting both inpatient and outpatient clients struggling with severe and persistent mental illness, homelessness, substance abuse, and relationship difficulties. They brought their special training and personal passion for helping and enriched the lives of numerous clients.”

- Mark Reeves, Ph.D. , Clinical Supervisor



(L-R) Darren Evans, PharmD, RPh; Stanley Prophete, Intern; Gary Goodwin, Pharmacy Tech

**Florida A&M University’s College of Pharmacy & Pharmaceutical Sciences** provides pharmaceutical services to Apalachee’s Inpatient programs. Training is provided on-site to FAMU pharmacy students at the Apalachee Pharmacy, under the direction of Darren Evans, PharmD, RPh, Director of Pharmacy.

Apalachee Center’s Social Services is proud to accept MSW and BSW interns from Florida State University and Florida A&M University to our Inpatient and Outpatient programs each semester. The interns learn to provide clients with a variety of services that include groups, supportive counseling, intake assessment, assistance with placement, and community outreach.



Pictured with Jackie Beck, MSW, Director, Inpatient Programs (center) are interns from FSU’s College of Social Work: (L-R) Rose O’Brien, BSW; Christopher Collins, MSW; Andrea Beaulieu, MSW, and Verda Owens, MSW



FAMU Interns: (L-R) Janeak Burgess; Tamesha Chambers; Chrystal Daugherty; Alexandra Davis; Patrice Dixon; Patricia Dixon, and ToriQuic Dunkley





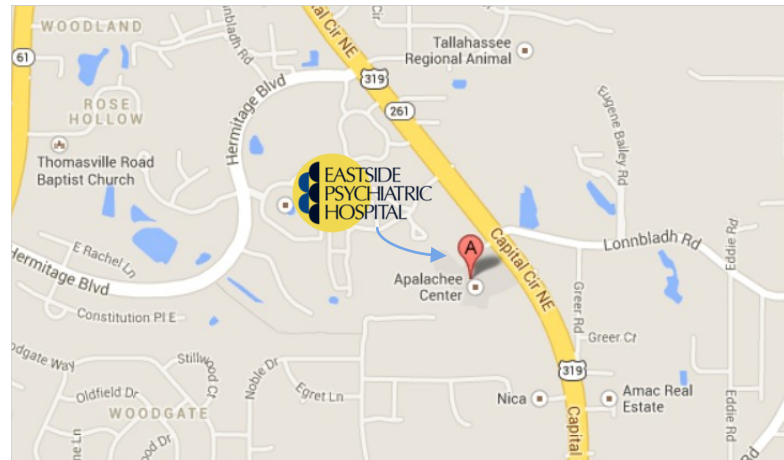
**LOCATION:** 2634 Capital Circle, N.E. - Building B  
Tallahassee, FL 32308

**PHONE:** (850) 523 - 3300

**TOLL-FREE:** 1 (800) 342 - 0774

**FAX:** (850) 523 - 3425

**WEBSITE:** [www.EastsidePsychiatric.org](http://www.EastsidePsychiatric.org)



## About Us

Individuals and families in recovery from mental health and addiction problems can face huge challenges every day. At Eastside Psychiatric Hospital, we are committed to helping people in recovery meet and master those challenges with dignity and respect. When you are in despair and have no where else to turn, Eastside is here to keep you safe and give you hope. Our commitment is to provide effective, rapid solutions for the problems caused by acute phases of psychiatric issues, and to do so in a caring, compassionate way.

## Services

### Our services include:

- Psychiatric Evaluation
- Medication Management
- Individualized Treatment Planning
- Physical Health Management
- Nutritional Assessment
- Group & Individual Counseling
- Family Consultation
- Stress Reduction Groups
- Symptom control Education
- Aftercare Planning

## Eastside Psychiatric Hospital Team

Eastside Psychiatric Hospital's clinical staff is a multi-disciplinary team of highly qualified, caring, professional, and dedicated staff ready to support you and your family in the most stressful of times. Our team consists of Psychiatrists and Psychologists, Advanced Registered Nurse Practitioners, Nursing Staff (RNs and LPNs), Registered Dietician, Social Workers, Patient Care Liaisons, and Mental Health Assistants.

# Features



**LOCATION:** 202 S.W. Carson Avenue  
Madison, FL 32340

The Hilltop Residential Services program is located in beautiful Madison, Florida. The 16-bed residential facility is dedicated to providing comfort and support to those seeking recovery from mental illness.

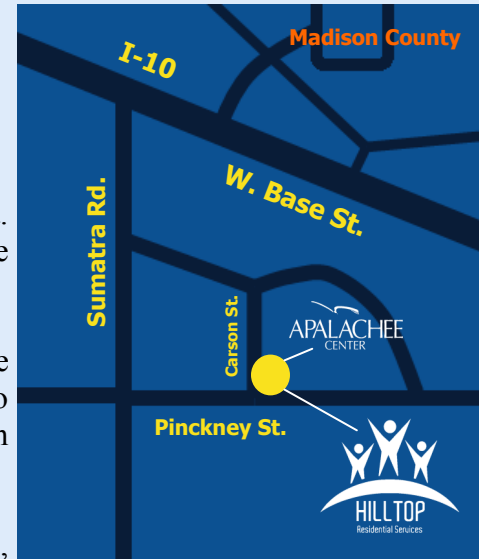
Hilltop is a short-term residential, voluntary program where individuals are encouraged to actively participate in their recovery plan. The program is here to empower the lives of each and every participant, and is a stepping stone on the path to independent living.

The program provides an array of services that include psychiatric evaluations, medication management, psychosocial rehabilitation groups, and groups about re-entry to the community along with case management. It is an intermediary residential program for those no longer needed to be in a state facility, but need a residential program before returning to the community. It is also an intermediary residential program for those coming from the community who need more structure to remain successful in their recovery.

Hilltop staff cook the meals for the residents. When you walk in the door, you can smell the wonderful food they are cooking. Each year the dietician has the residents and staff complete a survey regarding the meals. This gives the residents an opportunity to share what meals they like and an opportunity to suggest additional meals or food items they would like to have.

Hillary is the Hilltop kitten, and the residents are involved in caring for her. Hillary's food and veterinary needs have been donated through community gifts.

Hilltop also has a lovely garden and water fountain that the residents enjoy relaxing in; and love to add plants and garden decorations to the flower beds, sit on the bench swing, and it provides them with a sense of peace. Residents say "it feels a lot like home."



Pictured: Some of the Hilltop Staff



# Program

## Franklin County Outpatient Program

Apalachee Center held a grand reopening of the outpatient clinic in Apalachicola, FL, on November 22, 2013. The clinic had recently undergone a remodeling and landscaping project, and it was the perfect opportunity to bring community partners together to learn about the services Apalachee Center is providing in the Franklin County community. The fully staffed clinic provides Psychiatric Evaluations; Medication Management; Counseling; Case Management, and Co-Occurring Disorder Treatment.

In addition to Apalachee Center staff, community partners and representatives were in attendance: Marcia Mathis, Representing Senator Bill Montford; Marcia Johnson, Franklin County Clerk of Circuit Court; Alan Pierce, Director of Administration Services; David Walker, Program Manager, Franklin County Health Department; staff from the Healthy Families Home Visiting Program; representatives from Franklin Promise; Dr. Robert Head and Doris Carmichael of Sacred Heart Medical Group; Dr. Patrick Brown, CMO of North Florida Medical Centers; Brenda Posey of Wakulla Medical Center; Emily Crum, Manager, Eastpoint Medical Center. Local community partners were joined by Department of Children & Families staff Sheila Barbee, NW Regional SAMH Director, and Vicki Abrams, NW Regional Managing Director; Pam East, Chief Operations Officer, Big Bend Community Based Care, and John Wilson, Chief Operations Officer, DISC Village.



It was such a beautiful fall day, the welcome was held outside, with guests enjoying hors d'oeuvres, and a tour of the facility followed.



(L-R) Tanisha McClendon & Tandra Burns, two of Franklin's Outpatient Program Staff

Approximately 115 clients were served by the Franklin County Outpatient staff during fiscal year 2013-2014, providing psychiatric evaluations, medication management, counseling, case management, and co-occurring disorder treatment.



## Primary Care Center — Detox

Primary Care Center:  
Apalachee Center's Detox Program



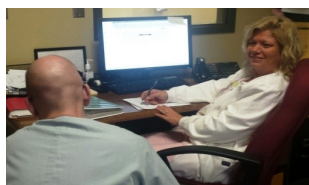
"I am grateful to the Apalachee  
Detox staff for helping me  
understand the need for  
treatment...they saved my life."  
~anonymous

The Primary Care Center (PCC) is licensed by the State of Florida as a 14 bed Residential Detoxification unit. The program functions 24 hours per day, 365 days per year and provides medically necessary detoxification services. Individuals are admitted either on a voluntary or involuntary basis. There were 750 admissions this past fiscal year (July 2013-June 2014). The average daily census is 7 and individuals stay for an average of 3 days.

The program is designed to stabilize the medical condition of an individual who is experiencing a serious episode of excessive substance use or withdrawal complications, primarily from alcohol or opiates. Services include medical monitoring and basic medical care, psychiatry services, individual and group education, spiritual care, and dietary services. Discharge planning includes referrals for substance abuse treatment and psychiatric treatment, as indicated. Psychological testing and family conferences are also offered.

The PCC staff work towards empowering clients to improve their quality of life for themselves and their families. We believe each person deserves to be treated with respect, genuine concern, and with truthfulness. It is our aim to assist individuals in understanding the need for substance abuse treatment and to help them engage in meaningful after-care treatment designed to help them achieve sobriety or a drug-free lifestyle.

Services are provided for the eight county service areas and include: Leon, Gadsden, Jefferson, Franklin, Taylor, Wakulla, Liberty, and Franklin Counties. However, clients are accepted from other counties within the state as well. Primary referral sources include community hospitals, law enforcement agencies, private practitioners, community mental health and substance abuse services providers, the court system, family and self-referrals.





# Program Feature

## Satellite Apartments

Satellite Apartments is comprised of eight apartments, with each apartment shared by two people. It provides a supportive living environment that offers services to help residents be successful in community living. Many of the residents go to school or work. Psychiatric services, case management and psychosocial rehabilitation are provided to the residents by Apalachee Center's Leon County Outpatient Program.

Our Program Manager provides morning groups for the residents on a variety of topics. The topics range from cooking, budgeting, understanding their diagnosis and medications to even talking about community and world events. Recently, the residents discussed athletes they have admired or looked up to who have recently exhibited "errors in judgment." The residents were able to make correlations to their own lives, and found it to be an insightful exercise.

Throughout the year, the residents celebrate birthdays, holidays, and special events, like a family. There is always good food, good friendship and lots of laughter.



# PACT & Apalachee Center

Apalachee Center has been an active member of the Gadsden/Leon PACT Coordinating Council since 2012. Since our involvement, we have taken the initiative and leadership to promote the use of Evidenced-Based Practices such as Wraparound Services. We are committed to exchanging dialogue to increase the understanding of the difficult and complex situations in our community and will assist families for more optimal development and well-being of all young children.

## What is PACT?

Gadsden/Leon PACT is a consortium of early childhood providers, parents and community leaders who focus on a community level investment in the social, emotional, developmental and behavioral well-being of young children in Gadsden and Leon counties.

PACT brings together the families of young children, the agencies who provide community based services to them, and community leaders. The goal is to empower the entire Gadsden and Leon early childhood communities to develop a truly family driven service system.

PACT also works with youth ages 13-21 who have a child welfare or Department of Juvenile Justice involvement to help them improve their lives and prepare them to raise the next generation of healthy babies.

## Working with parents and caregivers to:

- Increase parental awareness on what early childhood well-being is
- Ensure that children are healthy at age one and school ready by age 5
- Ensure children are connected to services when needed, and have a positive early childhood experience
- Provide training and support so that parents can become advocates, family mentors, and assist other parents in understanding and navigating the system of care
- Establish family and providers support groups



## Gadsden/Leon PACT Partners Includes:





## **Mental Health First Aid: Providing Critical Help to Your Community**

**By: Jennifer Barr, LCSW**

Imagine walking in to a restaurant when all of a sudden you see someone who appears to be choking. Perhaps they are holding their hands to their throat, in a gesture that symbolizes, “Somebody help me!!” If you’ve been certified in basic first aid, you would likely step-in, quickly assess the situation, and provide the Heimlich maneuver until an EMT arrives. Whew! Everyone is thankful for your first aid training!

Now imagine walking out of that restaurant and observing someone who appears to be experiencing a mental health crisis. Perhaps they are pacing anxiously, and talking loudly to themselves. What do you do? You may walk the other way. Or, you may want to help, but do not feel you have the skills necessary to do so. Also imagine being concerned that a friend or family member is thinking about suicide. How would you handle that situation? Providing help to someone with a perceived mental illness can be intimidating, even if you want to help. You may be surprised to learn that you’re more likely to encounter someone experiencing a mental health crisis than a heart attack!

The answer to some of the questions posed above is a training program called Mental Health First Aid, or MHFA. MHFA was founded in Australia in 2001 by a woman who lived with a mental illness over the course of her lifetime. Like basic first aid, mental health first aid is the help provided to someone experiencing a mental health crisis. This help, or aid, is provided until a professional arrives, such as a licensed mental health counselor, or a psychiatrist. There are two types of MHFA training courses- one for providing aid to adults, and one for providing aid to children.

The Adult MHFA training course is a 8-hour certification course that explores the topics of depression, anxiety, psychotic disorders, substance abuse disorders, and eating disorders, using a mnemonic device - ALGEE. ALGEE symbolizes the MHFA action plan, that is, the steps you can take to provide help to someone experiencing a crisis:

- A: Assess for risk of suicide or harm
- L: Listen non-judgmentally
- G: Give reassurance and information
- E: Encourage appropriate professional help
- E: Encourage self-help and other support strategies

Over the course of the training, participants learn to apply the ALGEE action plan to different mental health diagnoses. If the course is successfully completed, each participant will leave certified in Mental Health First Aid. Keep in mind this training course is not designed for trained mental health professionals; you won’t learn how to diagnose or treat mental illness, and you don’t need to in order to provide effective, and perhaps life saving, help in your community.

Who should take MHFA?

- Educators, social workers, law enforcement officers/EMTs, human resource and office staff, medical professionals, students, consumers, family members and concerned citizens.



**Jennifer Barr, LCSW, FACT Team Leader, Apalachee Center, became certified as Mental Health First Aid Trainer in June, 2013, and has since held four Adult Mental Health First Aid Certification Courses, hosted by Apalachee Center. For a schedule of upcoming courses, contact Kimberly Owens at (850) 523-3333 ext. 2264.**



MHFA Course Participants



Today, 50 years after President John F. Kennedy signed the Community Mental Health Act of 1963, we have seen what open warmth of community can do to transform the lives of individuals in the deepest despair. We have learned that people with mental illnesses and addictions can recover and live fulfilled lives in their communities. Hope and care can accomplish much.

In the 50th Anniversary edition of the National Council For Behavioral Health Care magazine, 50 stories of hope, recovery, and in many cases, redemption, were published. One of the stories included in the magazine is that of Quintina Chukes, a consumer and Peer Specialist with Apalachee Center’s FACT Program.

# Advocating for Unheard Voices

QUINTINA CHUKES



Aerial photo by <http://www.flickr.com/photos/11700000000/>



(L-R) Jennifer Barr and Quintina Chukes



You might say Quintina Chukes grew up with the Apalachee Center, a nonprofit behavioral health center in northern Florida. Having grown up with bipolar disorder, that connection was a very good thing.

As a child in Tallahassee, Chukes remembers being “angry all the time.” Hospitalized with complications from her bipolar disorder after her mother died, Chukes withdrew at home, but found a sounding board in the center’s staff and support groups. “I realized I wasn’t the only one going through things,” she says with gratitude. “We exchanged coping mechanisms. A great social worker made sure I was taken care of and got my meds.”

Chukes, who dropped out of school at 15, got herself back on track, earned her GED, and graduated from Tallahassee Community College, then Florida State – despite the ongoing putdowns from relatives. She applied for jobs in her field, international relations, but her first call came from the Apalachee Center. She took the job.

“I always said I wanted to work here because they treated me well and understood things going on with me and cared about me and others around me,” says Chukes, 28. “There’s no greater gift than to help people like yourself and understand when other people won’t listen to them.”

Continued . . .



# Advocating for Unheard Voices

Jennifer Barr, team leader of the center's Florida Assertive Community Treatment program, interviewed Chukes for the peer specialist position. When Barr learned that Chukes has been hospitalized at the Apalachee Center, it caught her attention, and she thought, "What better connection to the people in our program?"

Chukes had other qualifications, too. She's bright, persevering, personable, and good at solving problems. She draws on a lifetime of overcoming her own struggles to help others through theirs.

For example, a client wanted to get a puppy and Chukes told them, peer-to-peer, "We need to get you under control first before you can take care of an animal." To show she wasn't being overly stern, she suggested a trip to an animal shelter to ask questions, like how much a dog costs and how much time one needs. They then realized a puppy was too much to take on just yet.

"I try to be a role model," Chukes says. Often, that involves sharing her own experience and encouraging clients to learn from her road to recovery. Sometimes it involves retreating into the role of patient. "If I feel off, I know who and when and where to go to for help," she says. "A case manager or my boss always knows what to do, and their doors are always open."

Chukes has taken the lead on a health and wellness group and a women's issues group. "I get to do all these wonderful things." Her future includes working to get a peer specialist certification and possibly law school – but always some role in supporting mental health.

QUINTINA CHUKES & JENNIFER BARR  
Apalachee Center  
Tallahassee, Florida



2013 • ISSUE 2 | NATIONAL COUNCIL MAGAZINE

**A peer specialist is a mental health consumer who has self-identified as having received or is receiving mental health or co-occurring disorder services in his or her personal recovery process. Peer specialists have the ability to assist others in regaining control over their lives based on the principles of recovery and resiliency. By inspiring hope that recovery and resiliency are achievable goals, Recovery Peer Specialists can assist others who are diagnosed with mental illness or co-occurring disorders to achieve their personal recovery goals by promoting self-determination, personal responsibility, and the empowerment inherent in self-directed recovery.**

**Apalachee Center is fortunate to have among it's talented staff several Recovery Peer Specialists.**



# Did You Know . . .



Mental illness affects more than a quarter of the U.S. population (**one in four Americans lives with a mental illness**). The most common types of mental illness are anxiety, depression, and substance abuse. It keeps people from going to school; it affects their relationships, and affects their ability to take care of themselves.

More and more communities are embracing treatment, becoming educated about mental illness, and are able to respond with compassion to save lives. Apalachee Center is proud to be at the forefront of those efforts in our community.

Recovery is possible; every day people move from illness to wellness. Apalachee Center is making a difference in the lives of the people we serve. Your support is important, and we invite you to join us in helping to provide help and hope to those in need.

## Ways that you can help:

- **Donate:**
  - *Gifts of Cash* - Send a check to:  
Apalachee Center, Inc.  
2634 Capital Circle N.E.  
Tallahassee, FL 32308  
Attention: Business Office
  - *Bequest* - You can include Apalachee Center in your estate
  - *Life Insurance or IRA's* - Simply name Apalachee Center as a beneficiary
- **Learn About Our Services:** Visit [www.apalacheecenter.org](http://www.apalacheecenter.org)
- **Be An Advocate:** Tell your legislators why you value Apalachee's services



# Community Heroes



On August 27, 2013, Apalachee Center held the **1st Annual Community Hero Awards**. Apalachee created the Community Hero Awards to promote awareness for behavioral healthcare needs. Each year, Apalachee Center will recognize behavioral healthcare advocates in the Big Bend area — Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor and Wakulla counties.

Three area legislators were the inaugural recipients: Senator Bill Montford, Representative Marti Coley, and Representative Alan Williams. Each was honored for their advocacy, and exemplary efforts to expand services and support for individuals living with mental illness. Awards were presented at a reception held at Apalachee Center.

“We could not think of more deserving individuals to be the inaugural recipients of this new award,” said Dr. Jay Reeve, Chief Executive Officer.

“Families and individuals in recovery from mental health problems in Tallahassee and the Big Bend region are fortunate to have such committed and distinguished advocates in the state Legislature,” said John Dailey, Chair, Board of Directors.



Senator Bill Montford participated in the ceremony via video link from Clearwater, where he was attending a state education meeting



Community Hero recipients state Representative Alan Williams and state Representative Marti Coley. Presenting the awards were Dr. Jay Reeve (L), and John Dailey (R) with perpetual plaque



Representative Marti Coley



Representative Alan Williams



(L-R) Representative Alan Williams, Representative Marti Coley, Dr. Jay Reeve, and John Dailey



# Staff Spotlight

## Our Shining Stars



During the one year anniversary celebration of Capital Therapy on April 3, 2014, Hitomi Izawa, MSW, Director of Outpatient Services, was recognized for her hard work and dedication toward the successful operation of the Capital Therapy program. Hitomi and her team spent the last year building the program from the ground up.

At the open house and reception, Hitomi was awarded a plaque by Apalachee Center's President and Chief Executive Officer, Dr. Jay Reeve.

Jay Smith, RN, Nurse Manager for the PATH unit at Apalachee Center, previously a charge nurse at Eastside Psychiatric Hospital, was awarded the honor of being the "Nurse of the Year" for 2014. Jay has worked at Apalachee Center since 2010 and has over 30 years of experience as both a nurse and a manager. The majority of his experience has been in psychiatric care.

Jay has received several awards during his many years in the workforce, including the UHS Corporate Annual Service of Excellence Award in 2006, and the Charter Behavioral Health Employee of the Year.

He takes seriously the charge of leadership and staff coaching; promotes teamwork; encourages creativity, and reinforces the principles of engagement with clients.



Pictured (L) are the Long-Term Employees

### Long-Term Employees

Long-Term Employees were honored at the Annual Board of Directors Meeting:

**10 Years:** Cheryl Bennett, Purchasing/Maintenance Coordinator; Gregory Jackson, Utilization Review Coordinator; Wallace Nelson, Maintenance Supervisor; Lilian Trosty, Cook.

**15 Years:** Debra Bass, Lead Behavioral Health Tech, Madison County; Essie Francis, Mail Clerk; Nicole Franklin, Care Manager, Madison County.

**20 Years:** Guy Johnson, Chief Facilities Officer; Annie Lee, Lead Behavioral Health Tech, Liberty County; Diane Moore, Kitchen Manager.

**Awards of Excellence** were presented to the following staff this fiscal year:

**Anita Jackson**, Case Manager, Leon Outpatient

**Gloria Smith**, Administrative Assistant, EPH

**Tommie Oliver**, Staff Assistant, Madison Co.





# Staff Spotlight

## Our Shining Stars



### John Convertino Award of Excellence

John Convertino was an outstanding Apalachee Center leader for 26 years. He provided a model of unfailing integrity, quality focus, and caring for this entire community. He was an integral part of the Apalachee team until his untimely death in 2009.

To honor his memory, Apalachee Center's Board of Directors created the John Convertino Award of Excellence to be presented annually to the employee who has demonstrated to their peers, supervisors and co-workers, the values that John exemplified.



**The winner of this year's award was Billy Solberger, MSW, LCSW, who was posthumously nominated.**

Billy was a member of the Apalachee team for over 30 years; dedicating his entire professional life to direct clinical care for individuals struggling and recovering from serious mental illness, and in doing so, changed so many lives.

Other nominees for this award were: Jennifer Barr, MSW, LCSW, FACT Team Leader, and Catherine Cruce, Adult Care Manager, Madison Outpatient and Hilltop Residential



Accepting the award on behalf of their late father were:

Blair Solberger  
Ryan & Kristine Solberger  
Ashley & Ray Webb



Pictured with Dr. Reeve (center) are Catherine Cruce (L) and Jennifer Barr (R)



Pictured with Dr. Jay Reeve (R): Ashley Webb, Blair Solberger, and Ryan Solberger



(L-R) Dr. Jay Reeve, President & CEO, Apalachee Center, and John Dailey, Board Chairperson, with perpetual plaque



## 2013/14 Operating Expenses and Budget

### Revenue (\$thousands)

	Outpatient Services	Inpatient Services	Residential Services	Community Support Services	Total
<b>Patient Fees</b>	\$4,293	\$4,868	\$204	---	\$9,365
<b>State Funding</b>	3,327	3,509	6,100	148	13,084
<b>Federal Funding</b>	4	---	---	490	494
<b>Local Funding</b>	71	996	---	---	1,067
<b>Total Revenue</b>	\$7,695	\$9,373	\$6,304	\$638	\$24,010

### Expenses (\$thousands)

	Outpatient Services	Inpatient Services	Residential Services	Community Support Services	Total
<b>Personnel</b>	\$5,300	\$5,742	\$3,030	\$454	\$14,526
<b>Operating</b>	2,684	4,520	2,052	555	9,811
<b>Total Expenses</b>	\$7,984	\$10,262	\$5,082	\$1,009	\$24,337

**This chart is a summary of our Operating Statement by program and is not intended as a substitute for our Audited Financial Statements (slight variances are due to rounding).**



**INPATIENT SERVICES**

2634 Capital Circle, N.E.  
Tallahassee, FL 32308

Eastside Psychiatric Hospital (EPH)  
EPH - Geriatric Unit  
PATH Crisis Stabilization Unit  
Primary Care Center Detox  
Short-Term Residential Program

**RESIDENTIAL SERVICES**

Satellite Apartments, Tallahassee  
Leon County Residential Facilities, Tallahassee  
Hilltop Residential Services (Group Home), Madison

**OUTPATIENT SERVICES**

**Franklin County**

159 12th Street  
Apalachicola, FL 32320

**Gadsden County**

79 LaSalle Path  
Quincy, FL 32351

**Jefferson County**

1996 S. Jefferson Street  
Monticello, FL 32344

**Leon County**

2634 Capital Circle, N.E.  
Tallahassee, FL 32308

**Liberty County**

13888 Northwest County Road 12  
Bristol, FL 32321

**Madison County**

225 Sumatra Road  
Madison, FL 32340

**Taylor County**

1421 Old Dixie Highway  
Perry, FL 32348

**Wakulla County**

43 Oak Street  
Crawfordville, FL 32327



**Program Information**

Apalachicola.....	(850) 653 - 9744
Bristol.....	(850) 643 - 2232
Crawfordville.....	(850) 926 - 5900
Madison.....	(850) 973 - 5124
Monticello .....	(850) 997 - 3958
Perry .....	(850) 584 - 5613
Quincy.....	(850) 875 - 2422
Tallahassee Inpatient.....	(850) 523 - 3300
Tallahassee Outpatient.....	(850) 523 - 3289
TDD Line .....	(850) 523 - 3266
Auto Attendant/Main Line.....	(850) 523 - 3333
.....	(800) 226 - 2931
New Patient Registration .....	(850) 523 - 3308
.....	(866) 472 - 3941
Evaluations & Admissions.....	(850) 523 - 3483
.....	(800) 342 - 0774

For more information, please visit our website at  
**[www.apalacheecenter.org](http://www.apalacheecenter.org)**

*Healing Minds & Empowering Lives*



Apalachee Center, Inc. receives funding from the State of Florida, Department of Children & Families.