

# Annual Report to the Community 2016 - 2017



Proudly Serving The Community For 69 Years

Franklin | Gadsden | Jefferson | Leon | Liberty | Madison | Taylor | Wakulla

# A Message to the Community

## Board of Directors

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Chair

**Denise Pouncey Hannah**

Vice Chair

**Harry Falk**

Immediate Past Chair

**Kenneth Hosford**

Member at Large

**Sterling Bryant, Jr.**

**Raymond Capelouto**

**Forrest Davis**

**Edwin Fleet**

**David Harvey**

**Oscar Howard**

**Thomas Joiner**

**Stephen Lanier**

**Lou Miller**

**Delorise Rush**

## Management Team

**Jay Reeve, PhD**

President, Chief Executive Officer

**Sue Conger, MSW**

Chief Operations Officer

**Teri Grace**

Chief Information Officer

**Guy Johnson**

Chief Facilities Officer

**Virginia H. Kelly, CPA**

Chief Financial Officer

**Candy Landry**

Chief Human Resources Officer

**Heather Lincicome, LCSW**

Chief Liaison Officer

**Generoso Masangkay, M.D.**

Chief Medical Officer

Welcome, and thanks for taking the time to read Apalachee Center's 2016/2017 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 challenge every day.

The last year was a year of learning and growth for Apalachee Center. Early in the year, Apalachee Center opened the Pat Thomas Residential Facility in Gadsden County. This 16-bed Level 1 Residential Treatment Facility provides 24/7 comprehensive care, including psychiatric treatment, counseling, competency restoration and psychosocial rehabilitation to individuals who are stepping into the community after years of treatment in state psychiatric facilities such as Florida State Hospital. The aim of the program is to prepare our residents for return to full participation in the community. The Pat Thomas facility is the fifth one started by Apalachee and funded by the state since we pioneered these programs in 2007.

This year also saw the opening of our second primary care clinic. The Gadsden County primary care clinic was opened early in 2017, after Apalachee's second federal grant award for primary care integration in the past 8 years. The opening of this program means that fully 75% of Apalachee Center's ongoing clients can receive primary care in their home county at Apalachee Center. It also puts Apalachee in the elite company nationwide of community mental health centers who have been awarded multiple SAMHSA integration grants.

At the very end of 2016/17, Apalachee opened this region's first Central Receiving Facility. For the first time, all individuals transported by law enforcement under the Baker Act for mental health emergencies are now brought to Apalachee Center. This exciting new venture was the result of two years of collaborative work between Apalachee, Big Bend Community Based Care, Capital Regional Medical Center, Leon County, Tallahassee Memorial Hospital and law enforcement. Central receiving means more rapid and efficient transport of clients to get where they need to be faster, and dramatically cuts down law enforcement "downtime". It's also worth mentioning that our Central Receiving Facility is funded not only by DCF and BBCBC (our managing entity), but by our counties and our two area hospital partners – TMH and CRMC.

Again this year, Apalachee's challenge was the continued implementation of electronic medical records, and the implementation of an automated general ledger/HR/purchasing system. Apalachee's move from paper to electronic record-keeping and billing started in earnest at the end of September 2015, and continued throughout this year. There were continued challenges as our staff went from paper to electronic systems in all spheres. However, we learned from our initial year of implementation, and 2016/17 was significantly better than the year before.

This was again a year with some significant challenges and some new opportunities and triumphs, but throughout this challenging year, Apalachee continued to provide behavioral and primary health care service to over six thousand residents of the Big Bend area in the best way we knew how, with professionalism and dedication. Apalachee Center's employees and governing board looks forward to continuing to provide these exemplary services to this region in the years to come.

Kim Barnhill  
Chair, Governing Board

Jay Reeve  
President & Chief Executive Officer

# Our Services

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

## INPATIENT SERVICES

**Central Receiving Facility:** Provides assessment and referral services 24-hours a day for mental health and substance related crises.

Eastside Psychiatric Hospital

PATH Crisis Stabilization Unit

Primary Care Center Detox Unit

Short-Term Residential Treatment Program

## RESIDENTIAL SERVICES

Transition Home Residential Facility

Madison Group Home Residential Facility

Satellite Apartments

Gadsden County Forensic Residential Facilities  
(two 16-bed facilities)

Leon County Forensic Residential Facilities  
(two 16-bed facilities)

## OUTPATIENT RECOVERY SERVICES:

Florida Assertive Community Treatment Program (FACT)

Care Management

Psychiatric Services

**Primary Care:** Provides primary medical care to current Apalachee clients on site at Leon and Gadsden County Outpatient Clinics.

Psychosocial Rehabilitation

Outpatient Children's Services

Family Intervention Team (FIT) & Intensive Family Intervention Team (IFIT)

Outpatient Substance Abuse and Mental Health Counseling

Community Forensic Services

Homeless Project

Drop-In Center

## ADDITIONAL SERVICES

**Community Baker Act Trainings**—Three trainings | approximately 130 individuals received training

**Brown Bag Lunch Trainings**—Monthly (variety of topics related to mental health & substance abuse)

**Crisis Intervention Team (CIT) Training**—Two per year

**Mental Health First Aid Training**—82 individuals certified in Mental Health First Aid

It is the **Vision** of Apalachee Center to serve as an integral component of the community's healthcare system.

Our **Mission** is to empower persons served to improve the quality of life for themselves and their families through the provision of quality behavioral healthcare with unrelenting attention to clinical excellence and safety.



# STATISTICAL DATA FOR APALACHEE CENTER (Fiscal Year 2016-2017)



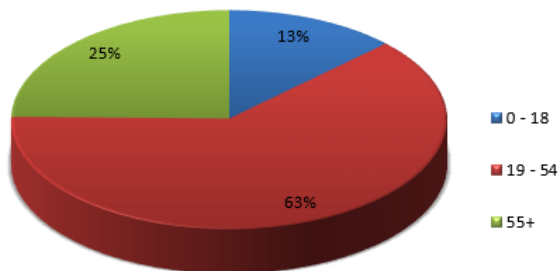
Inpatient Admissions	
Eastside Psychiatric Hospital	933
PATH Crisis Stabilization Unit	1,358
PCC Detox Unit	719
Short-term Residential Treatment	39

137 individuals were served in our Homeless Project program at Apalachee Center, with outreach provided to an additional 386 homeless persons in the community.

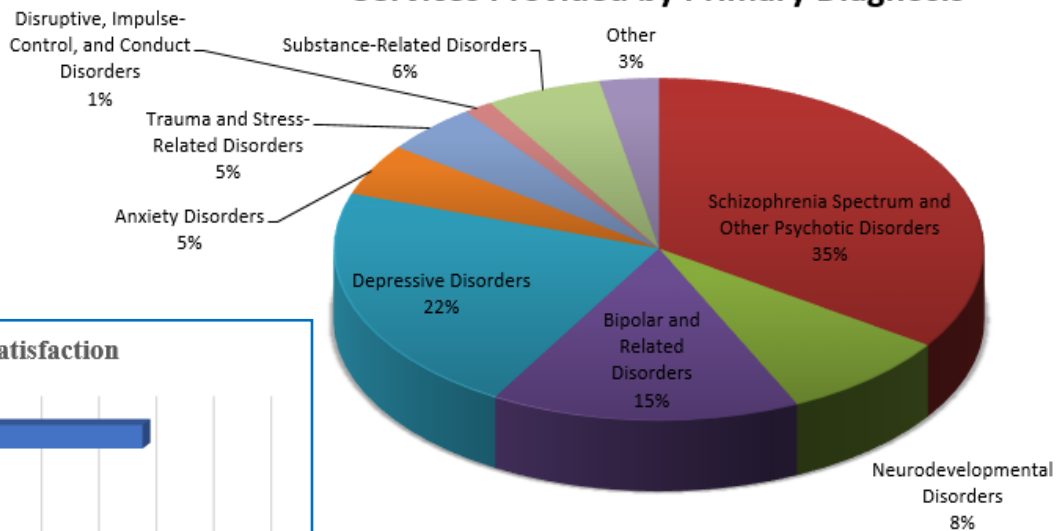
## CLIENTS BY SERVICE AREA

Franklin: 171  
 Gadsden: 698  
 Jefferson: 394  
 Leon: 3470  
 Liberty: 224  
 Madison: 427  
 Taylor: 319  
 Wakulla: 478

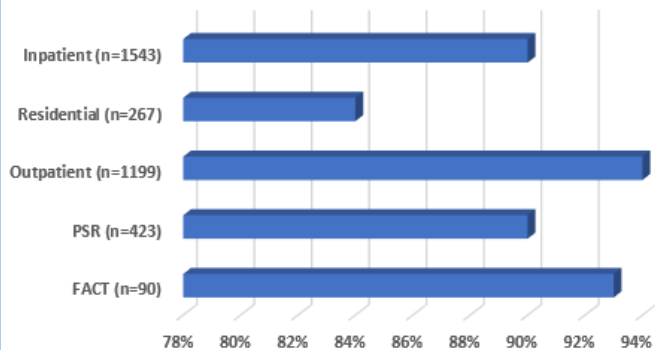
## Clients by Age



## Services Provided by Primary Diagnosis



## Overall Client Satisfaction



*Approximately 6,700 Clients Were Served This Year*

# Gadsden County Primary Care

Apalachee is committed to the health and wellbeing of our communities. We are responding to the need to expand access to a broad array of services. In 2009, Apalachee Center was awarded a primary care grant by the Substance Abuse and Mental Health Services Association (SAMHSA), U.S. Department of Health and Human Services, and began offering primary medical care to Apalachee's clients in our Leon County Outpatient Clinic in Tallahassee, Florida.

This fiscal year, SAMHSA awarded a primary care grant which allowed us to add primary care to our array of mental health, substance abuse screening, treatment and wellness services at our Gadsden County Outpatient Clinic in Quincy, Florida.

A Grand Opening and Ribbon Cutting was held on March 20, 2017 to celebrate this new health home where clients can receive their healthcare all in **one place** by **one team**.



# Central Receiving Facility at Apalachee Center

In 2017, Apalachee Center, in partnership with Tallahassee Memorial Hospital and Capital Regional Medical Center, was proud to receive a grant from the Department of Children and Families to establish a Central Receiving Facility (CRF). The new CRF ensures that there is “no wrong door” for individuals seeking mental health or substance abuse services. All individuals subject to an involuntary Baker Act and Marchman Act are brought to one place which operates 24 hours per day, 7 days per week, 365 days per year. Following clinical assessments by licensed staff, individuals are referred via a fair and transparent electronic rotation process to local inpatient programs.



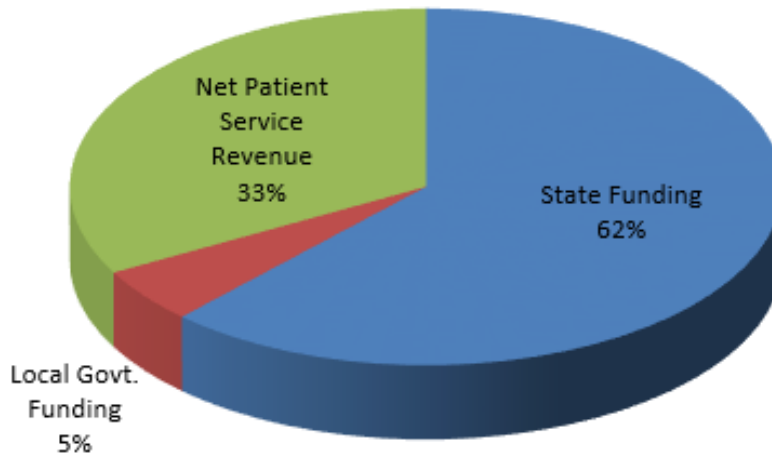
The facility also serves individuals who need brief crisis counseling services through a Walk-in Center that operates 8am – 8pm daily. In addition to linking individuals to the appropriate level of care, the established process ensures expeditious drop-off for Law Enforcement Officers (less than 12 minutes) and frees up valuable emergency room time at local hospitals. The CRF also serves as a jail diversion opportunity for individuals with mental illnesses who have committed minor, non-violent offences and need crisis stabilization and treatment.

The Central Receiving Facility is strongly supported by our local community. It is guided by an Advisory Council that includes Apalachee Center, Tallahassee Memorial Hospital, Capital Regional Medical Center, Leon County Sheriff’s Office, Circuit 2 Court Administration, DISC Village, Leon County Commission, Tallahassee Police Department, Big Bend Community-Based Care, and NAMI-Tallahassee and Wakulla Chapters.

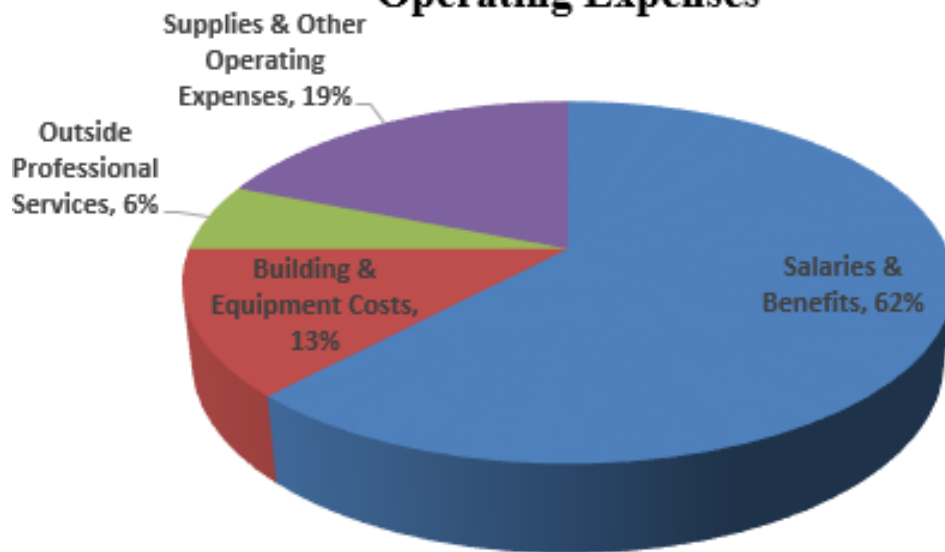


# Fiscal Information

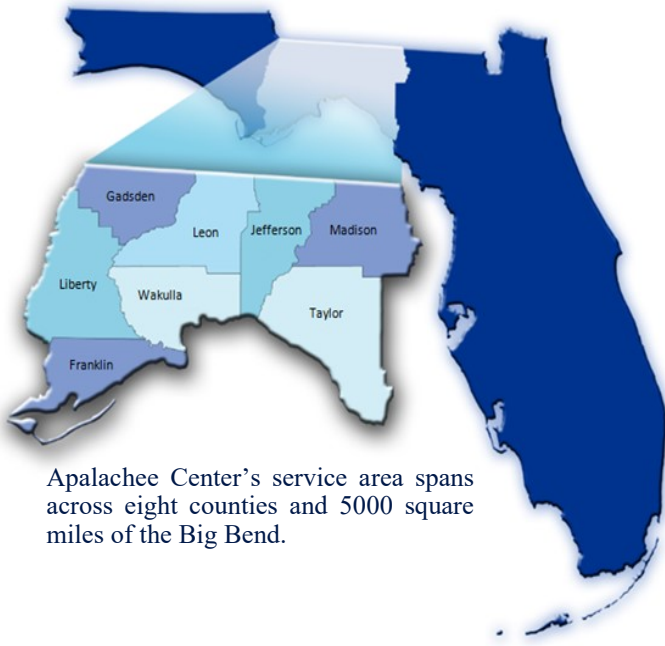
## Operating Revenues



## Operating Expenses







Apalachee Center’s service area spans across eight counties and 5000 square miles of the Big Bend.

- 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
- Central Receiving Facility / Evaluations & Admissions.....(850) 523-3483
- .....(800) 342-0774

## INPATIENT SERVICES

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

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

## RESIDENTIAL SERVICES

Transition Home Program, Tallahassee  
Satellite Apartments, Tallahassee  
Leon County Forensic Residential Facilities, Tallahassee  
Gadsden County Forensic Residential Facilities, Quincy  
Hilltop Residential Services (Group Home), Madison

## OUTPATIENT SERVICES

**Franklin County**  
159 12th Street | Apalachicola, FL 32320  
(850) 653-9744

**Gadsden County**  
79 LaSalle Path | Quincy, FL 32351  
(850) 875-2422

**Jefferson County**  
1996 S. Jefferson Street | Monticello, FL 32344  
(850) 997-3958

**Leon County—MAIN CAMPUS**  
2634 Capital Circle, N.E. | Tallahassee, FL 32308  
(850) 523-3333

**Liberty County**  
13888 Northwest County Road 12 | Bristol, FL 32321  
(850) 643-2232

**Madison County**  
225 Sumatra Road | Madison, FL 32340  
(850) 973-5124

**Taylor County**  
1421 Old Dixie Highway | Perry, FL 32348  
(850) 584-5613

**Wakulla County**  
43 Oak Street | Crawfordville, FL 32327  
(850) 926-5900

## PRIMARY CARE SERVICES

Primary medical care for Apalachee clients is available on site at the Leon and Gadsden County Outpatient Clinics.

Services accredited by the Joint Commission on Accreditation of Healthcare Organizations.

