



2019 - 2020

Annual Report to the Community

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



The Year of Resilience



Advancing, Expanding, Progressing
Proudly Serving The Community For 72 Years

A Message to the Community

Welcome and thanks for taking the time to read Apalachee Center's 2019/2020 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.

This past year was a year of extraordinary challenge for the Center because of the coronavirus pandemic. When the pandemic began to spread in this country, Apalachee Center followed the guidance of the Department of Health and converted the vast majority of our outpatient services from in-person to telemedicine. However, our inpatient and residential services could not be conducted virtually, and so we stayed open. We are immensely grateful to those line staff on the Apalachee Center team who kept coming to work, on the units, throughout this crisis. They allowed Apalachee Center to continue to provide acute care and residential services without interruption throughout the pandemic.

As an agency, we were fortunate to be able to draw on the expertise of Dr. David Castillo, who supervises our primary care services, our Chief Medical Officer, Dr. Gene Masangkay, and our Director of Employee Health, Jane Magnan, RN. These three superb clinicians formed the nucleus of our response team, working with all of our primary care APRNs and with Sue Conger, our Chief Operations Officer, to ensure that Apalachee was as safe as possible throughout this crisis. We found from internal experience that masking works very well in preventing the spread of COVID-19, but that it's hard to achieve 100% masking with folks who are experiencing mental health crises. Despite this challenge, our essential workers did an outstanding job of keeping themselves and our clients safe.

While our main focus during the Spring of 2020 was on keeping everyone safe and keeping ourselves solvent through the worst public health emergency in a century, Apalachee also saw some significant program growth during fiscal year 2019/2020. July of 2019 saw notification of the grant award for the new FIRST Team (Forensic Intervention and Recovery Service Team). The FIRST Team, funded by a grant from the Department of Children and Families that, although awarded in 2019 became available in 2020, creates an intensive outpatient treatment team focused on the needs of folks involved in the criminal justice system. The FIRST Team provides specialized day treatment for those just being released from the Leon County Detention Facility, along with on-site clinical staff in the detention facility and the Leon County Court to help identify and engage folks in need in this population. The FIRST Team also provides full-service treatment, including psychiatry, psychotherapy and case management, for individuals whose mental illnesses have led to their involvement in the criminal justice system. In a similar area of focus, in March of 2020, Apalachee Center was invited to partner with the Gadsden County Sheriff's Office and Florida A&M University to help support a similar grant in Gadsden County. The Gadsden County forensic team will provide a warm hand-off to our community clinic, including case management, psychiatry and psychotherapy.

In September 2019, Apalachee Center opened the BEACH unit (Behavioral Excellence And Children's Health), a state-of-the-art 12-bed

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(Continued)

A Message to the Community (Continued)

inpatient unit for children and adolescents. BEACH features a newly renovated unit, a new specially designed curriculum, and a new treatment team. The reports from parents and the community have been very positive, and BEACH is providing a desperately needed expansion of acute children's services in this community. FY 19/20 also saw an expansion of partnerships with Heritage Trails Community School, Bond Community Health Center, DISC Village and Big Bend Community-Based Care, as Apalachee continued our mission of providing premium mental health care, not only directly, but through community partnerships.

Perhaps the most far-reaching of these occurred in June of 2020, which saw the opening of Florida State University Behavioral Health at Apalachee Center. This was a first of its kind partnership nationally between Apalachee Center, the FSU College of Medicine, and the Colleges of Nursing, Psychology and Social Work, to create a practice site for FSU's Center of Excellence for the Study of Mood and Anxiety Disorders. The new outpatient clinic is staffed by FSU faculty/practitioners who are actively involved in behavioral health research at FSU, while operational support is provided by Apalachee Center. This new clinic has also become a practice site for the National Network of Depression Centers, which is the nationally recognized academic network of centers of excellence for research into depression and mood disorders. Our FSU @ Apalachee Center clinic is the only center in this network that was created by an academic/community partnership of this kind. As can easily be imagined, the demand for services through the new Center has been extraordinary, even as the entire clinic had to be opened and function virtually because of the pandemic.

With all of the growth and community partnerships, the most important thing Apalachee Center did in FY 2019/2020 was, as always, to stay fully open, providing the best possible behavioral health care for our friends and neighbors in the Big Bend region and beyond.

Thank you for your support,



Jay Reeve, Ph.D.
President and Chief Executive Officer



Management Team

Jay Reeve, PhD

President, Chief Executive Officer

Sue Conger, MSW

Chief Operations Officer

Adam Jones, MPA

Chief Information Officer

Dean Hilton, CPA

Chief Financial Officer

Guy Johnson

Chief Facilities Services Officer

Candy Landry

Chief Human Resources Officer

Heather Lincicome, LCSW

Chief Liaison Officer

Generoso Masangkay, M.D.

Chief Medical Officer

Our Services

Apalachee Center offers a full continuum of care, serving clients across their 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

Behavioral Excellence and Children's Health (B.E.A.C.H.) Unit

PATH Crisis Stabilization Unit

Primary Care Center Detox Unit

Short-Term Residential Treatment Program

RESIDENTIAL SERVICES

Transition Home Residential Facility

Hilltop Group Home Residential Facility, Madison

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)

FIRST Team

FSU Behavioral Health at Apalachee Center

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

Outpatient Substance Abuse and Mental Health Counseling

Community Forensic Services

Homeless Project

Drop-In Center

Community Action Teams (CAT)

Mobile Response Team (MRT)

ADDITIONAL SERVICES

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

Crisis Intervention Team (CIT) Training for law enforcement—Apalachee Center is a host site for CIT Trainings which equip law enforcement to handle psychiatric emergencies.

Mental Health First Aid Training — 136 individuals certified in Mental Health First Aid (due to the COVID-19 pandemic, remaining classes had to be cancelled).

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.

Our *Values*:

Integrity: We embrace the highest standards of behavior and promote honesty, responsibility and fairness in all of our relationships.

Respect: We treat those we serve and each other with dignity, respect and compassion.

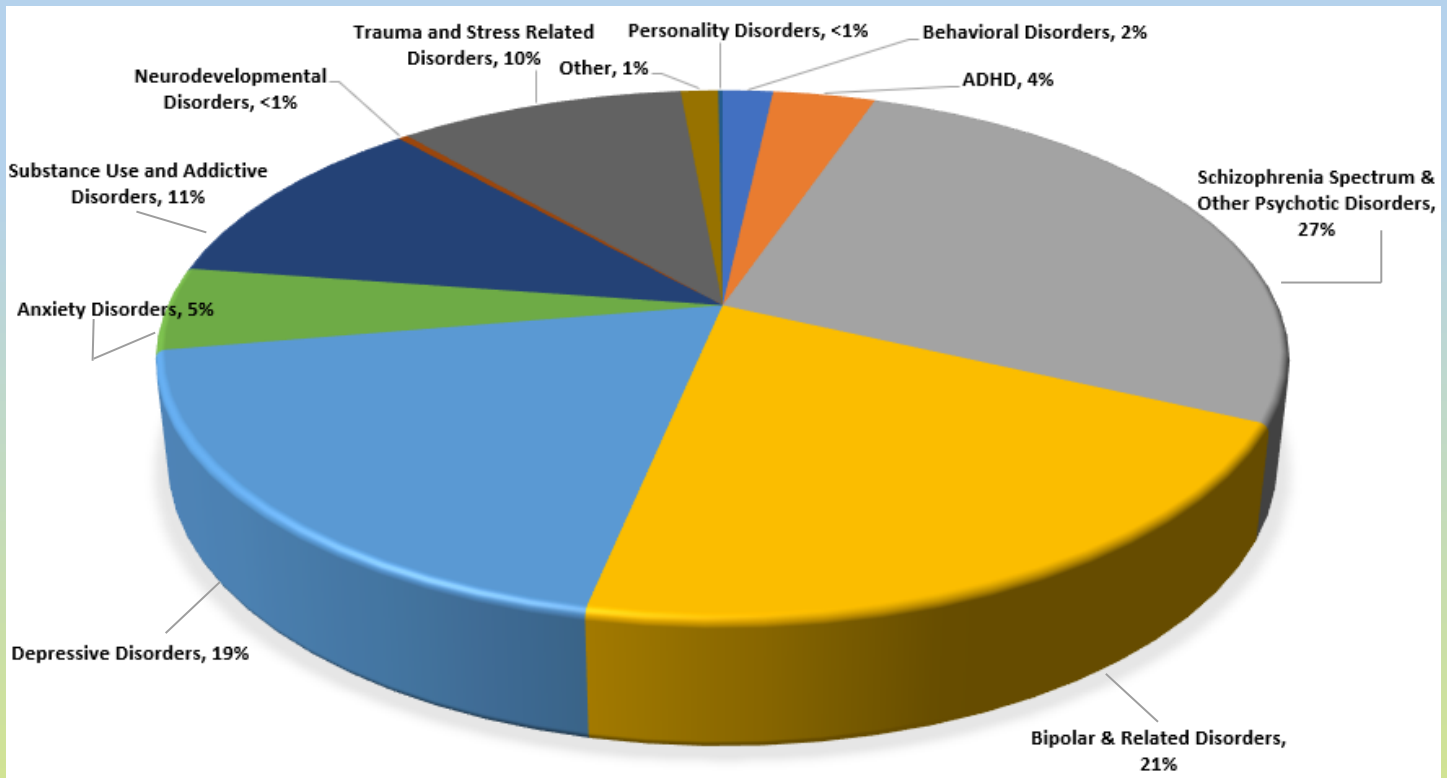
Teamwork: We respect the professionalism and contributions of our coworkers, value diversity and recognize that people are one of our greatest assets.

Excellence: We strive to always provide the highest standard of care in everything we do.

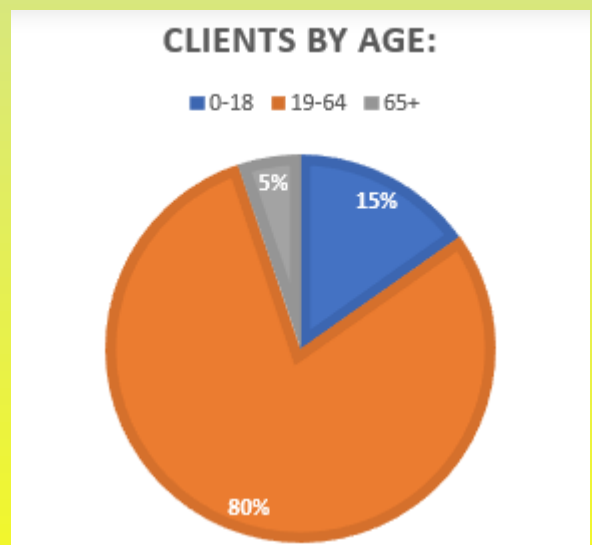
Safety: We take the safety and security of our clients, staff and all persons we come into contact with very seriously. Safety is a part of all we do.

Statistical Data for Apalachee Center (Fiscal Year 2019—2020)

Services Provided By Primary Diagnosis



Inpatient Admissions	
Eastside Psychiatric Hospital	1027
PATH Crisis Stabilization Unit	1388
PCC Detox Unit	819
Short-term Residential Treatment	9
B.E.A.C.H Unit	402



Approximately 7,494 Clients Were Served This Year

Statistical Data for Apalachee Center (Fiscal Year 2019-2020)

CLIENTS BY COUNTY OF RESIDENCE

Franklin: 258
 Gadsden: 1065
 Jefferson: 351
 Leon: 3941
 Liberty: 199
 Madison: 529
 Taylor: 407
 Wakulla: 623



Other Florida County / Out of State: 517

OVERALL CLIENT SATISFACTION

Inpatient	Outpatient	Residential	PSR	Primary Care
96%	99%	93%	98%	100%
<i>Felt services helped, and</i>	<i>Would recommend services to others, and</i>	<i>Felt involved in planning treatment goals, and</i>	<i>Felt groups and services were helping, and</i>	<i>“Helps you access the services and care that you need for your health.”</i>
98%	99.9%	97%	98%	
<i>Overall satisfaction with services</i>	<i>Overall satisfaction with services</i>	<i>Overall satisfaction with services</i>	<i>Overall satisfaction with services</i>	

Mobile Response Team at Apalachee Center

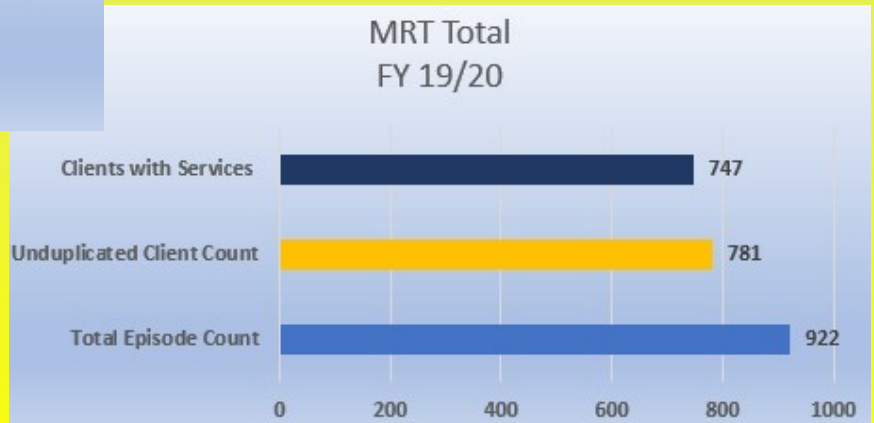
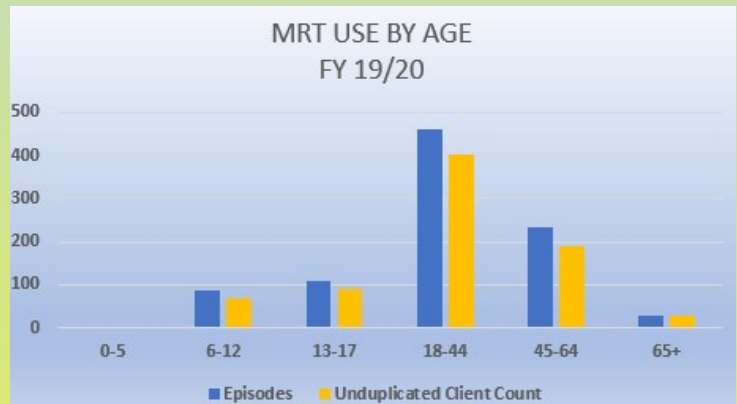
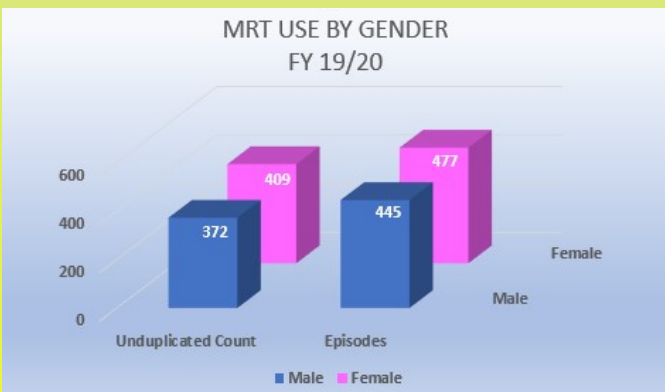
The Mobile Response Team (MRT) is a 24/7 on-call crisis intervention service provided through Apalachee Center, Inc. (ACI) and is primarily designed for youth and young adults aged 25 years and younger. MRT provides alternatives to inpatient treatment when appropriate. Apalachee Center's MRT currently serves all of the counties in our treatment area (Leon, Liberty, Franklin, Gadsden, Jefferson, Madison, Taylor, and Wakulla counties).

The Apalachee Center MRT was created by the 2018 Florida Legislature and included in the Marjory Stoneman Douglas High School Public Safety Act and developed with the following criteria:

- ◆ Respond to requests within a 60-minute timeframe
- ◆ Provide behavioral health crisis-oriented services that are responsive to the individual and family needs
- ◆ Respond to the crisis in the location in which it is occurring (i.e. schools, homes, community locations, etc.)
- ◆ Provide screening, standardized assessments, early identification and linkage to community services
- ◆ Whenever possible include family members
- ◆ Develop a care plan
- ◆ Provide care coordination by facilitating the transition to ongoing services through a warm hand-off, including psychiatric evaluation and medication management
- ◆ Ensure process for informed consent and HIPPA compliance measures
- ◆ Promote information sharing and use of innovative technology - mobile applications, tele-psychiatry, etc.

Apalachee's MRT provides crisis intervention services 24/7 by a team of professionals trained in crisis intervention to provide timely support and services. The team goes where the crisis is occurring to provide intervention regardless of the individual or entity seeking assistance. The Apalachee MRT provides care in a community-based setting and increases opportunities to stabilize individuals in the least restrictive setting and avoid possible jail, hospital, or emergency room utilization. Beyond working to resolve the crisis situation, the team also works with the individual and their family to identify and create strategies for effectively dealing with possible future crisis, and provides next business day appointments following the initial contact for those who desire them.

Apalachee's MRT can be initiated in multiple ways. Anyone can initiate the process by calling the MRT's direct number at: (800) 342-0774 any time, day or night. Law enforcement may also initiate by calling the same number or by connecting via provided tablets to begin a face-to-face telehealth session.



FSU Behavioral Health at Apalachee Center



FSU Behavioral Health @ Apalachee Center is a new, full-service outpatient behavioral health clinic in Tallahassee that provides psychiatric and psychotherapeutic assessment and treatment services to clients aged 6 and above, *regardless of ability to pay*. This clinic is a partnership between Florida State University and Apalachee Center to bring state-of-the-art behavioral assessment and treatment to children and adults in this region. **FSU Behavioral Health @ Apalachee Center** is the flagship practice site for the new Center of Excellence for Mood and Anxiety Treatment, which represents a collaboration led by the FSU College of Medicine in collaboration with the FSU Colleges of Nursing, Psychology and Social Work, and which is part of the National Network of Depression Centers. Treatment at this clinic is informed and delivered by top-flight clinicians who are also nationally recognized researchers in behavioral health. This partnership between nationally acclaimed scientist/practitioners and the community mental health system is unique to this region and to the State of Florida, and, as far as we can tell, the nation.

Background at FSU:

FSU's College of Medicine was developed, first and foremost, as a training institute for physicians who would be involved with the community in this region – doctors working in the neighborhoods and clinics, making sure that state-of-the-art services were available to Floridians, especially in North Florida. In recent years, the College of Medicine leadership has increasingly seen the need to develop expertise in community behavioral health. Professors Les Beitsch and Heather Flynn developed the Center for Behavioral Integration to support the in-depth study of community behavioral health policy and treatment. Through that process, it was determined that there was a definitive need for a Center of Excellence in the Study of Mood and Anxiety Disorders – an academic and practice center that brings together scholars and practitioners, not just from the College of Medicine, but from Colleges across the University. And, when FSU looked for a partnership in the community to support the development of a clinic providing state-of-the-art, academically rigorous, research-informed behavioral health services in a community setting, they naturally turned to their community partners at Apalachee Center, longtime partners of the University and the local experts in community behavioral health.



FIRST

(Forensic Intervention and Re-Entry Services Team)

The Forensic Intervention and Re-entry Services Team (FIRST) serves adults in the criminal justice system, in Leon County, who have a mental illness, who without intervention would be at risk of commitment to a forensic state hospital. Individuals are served at every stage of the criminal justice process—pending, incarceration, mental health pre-trial release, and mental health probation or conditional release.

The purpose of the FIRST Team is to enhance coordination between the criminal justice and mental health systems in order to achieve case disposition and divert individuals from the detention facility to community services. Case management services address the barriers to successful completion of community supervision plans that often lead to re-arrest, such as lack of stable housing, restoration of benefits, and employment readiness. FIRST also includes a forensic day services program.

Eligibility:

- At least 18 years of age; and
- Have a primary diagnosis of mental illness; and
- Resident of Leon County; and
- On mental health pre-trial release; or
- On mental health probation; or
- On conditional release; or
- Incarcerated in the Leon County Detention Facility; and
- Have a pending felony or misdemeanor case and in need of competency restoration or at risk for commitment to a forensic state hospital.

To be a participant of Day Services, participants must also be:

- Capable of participation in group and individual programming
- Free of chronic inappropriate behaviors which disrupts the program or causes harm to self or others (program also excludes registered sex offenders).

Services

- Liaison services with detention facility and court
- Case Coordination
- Re-entry Planning
- Case Management
- Medication Management
- Group & Individual Therapy
- Group & Individual Psychosocial Rehabilitation
- Benefits Restoration



B.E.A.C.H.

(Behavioral Excellence and Children's Health Unit)

The B.E.A.C.H Unit opened September 6, 2019, and is a 12 bed secure inpatient unit for children and youth. The unit is led by a dedicated team of staff including our Chief Medical Officer, a psychiatric Master's-level nurse practitioner with experience in psychiatry, pediatrics and physical health, a licensed clinical psychologist, a licensed Master's level social worker, and specially trained unit staff.

Services provided include:

- Psychiatric and medical assessment and treatment

- Psychosocial Assessments/testing

- Individualized Treatment Planning

- Group and Individual Counseling

- Aftercare Planning, including rapid access to Apalachee outpatient services for both insured and uninsured families

During FY19/20, 402 youth and families were served.

98% of respondents to the patient survey reported that services helped and 97% reported overall satisfaction with services.

[ctrl + click to follow the link below to see the B.E.A.C.H. Unit's Video:](#)

<https://vimeo.com/465543525/8831b0602a>



B.E.A.C.H. Unit Ribbon Cutting Ceremony, September 6, 2019

Staff Recognitions

Although the pandemic has changed the way we do things, it has not prevented us from recognizing our outstanding staff.

National Nurses Week

May 6 – 12, 2020

During National Nurses Week, Apalachee Center's staff submit their nominations for the Nurse of Excellence Award. This year, the winner of this award was Kelly Griffin, LPN. Kelly has worked on the Inpatient Crisis Stabilization Unit for many years, and is highly regarded by her peers as evidenced by the number of nominations that she received and their conviction that she be recognized for her hard work. Comments in her nomination letters were:

It takes a very specialized nurse to work with the wide variety of client's that the Crisis Unit serves. Mrs. Griffin shows great compassion for all ages, genders and cultures. On any given shift, you can find Kelly dealing compassionately with a highly confused, withdrawn or agitated client.

Kelly is able to supervise all staff on the unit fairly and with understanding. In these difficult times, it is easy to be overwhelmed by our own challenges but Kelly handles this well. Although staff may be frustrated with the directions that are given, they know that it is for the well-being and protection of the clients and others and she is respected for her dedication.

Mrs. Griffin brings to the unit and system a wide range of knowledge and expertise in unit supervision and medication management. She is often sought out for advice and direction in client care and management.

Often, it can be too easy to overlook the obvious of what makes a unit system and structure work well. The backbone and strength of the system is often hidden. The backbone of PATH is Mrs. Kelly Griffin LPN and we applaud her compassion, dedication and diligence in helping us help others and thereby helping ourselves to feel challenged, rewarded and proud.

2020 Nurse of Excellence Award Winner

Kelly Griffin, LPN



Due to the COVID-19 pandemic, this year's award presentation took place with Kelly and Dr. Reeve socially distanced and masked.



Staff Recognitions

Apalachee's Annual Staff Recognitions take place every June, at an annual meeting of the Governing Board of Directors. At this meeting, we recognize long-term staff, the Leadership Academy and the nominees of the John Convertino Award.

Due to the COVID-19 pandemic, Board meetings have been held virtually. Rather than delay our staff recognitions, we went ahead with the event in a much different way; following all CDC guidelines, with everyone wearing masks and 6 ft. social distancing. The event was videotaped and a link was provided to the Board.

Congratulations To:

Long-term staff: 10 Years:

Latasha Fedrick-Rogers, Medical Billing Specialist, Insurance & Billing Dept.
Alexie "Lex" Rittman, Residential Shift Lead
Jay Smith, RN, Director of Nursing, EPH
Tianah Tuttle, LPN, Forensic Residential
Samantha Tyler, Director of Residential Services
Jon Williams, Targeted Case Manager Supervisor, LEON Outpatient
Taisha Williams, Accountant, Accounting Department

15 Years:

Natalie Lawson, Dietary Director, Dietary Department

30 Years:

Dr. Melody Agbunag—Child Psychiatrist, Leon Outpatient

35 Years:

Sue Conger, Chief Operations Officer

Leadership Academy Graduates:

Ashlee Barbel, Amanda Chandler and Robert Stewart

John Convertino Award Nominees: Stephanie Luckie and Amberly Smith

The Winner of the John Convertino Award for 2020: Stephanie Luckie

(Continued)

Staff Recognitions



(L-R) Amberly Smith
2nd Place—John Convertino Award

Stephanie Luckie
2020 John Convertino Award Winner

Note: Most of these photos were taken pre-COVID and inserted into this publication.

10-Years: (L-R below) Latasha Fedrick-Rogers; Lex Rittman; Jay Smith; Tianah Tuttle; Samantha Tyler; Jon Williams and Taisha Williams



15-Years: Natalie Lawson



30-Years: Dr. Melody Agbunag



35-Years: Sue Conger



Leadership Academy Graduates: (L-R) Ashlee Barbel; Amanda Chandler and Robert Stewart



Apalachee Center's Masked Heroes

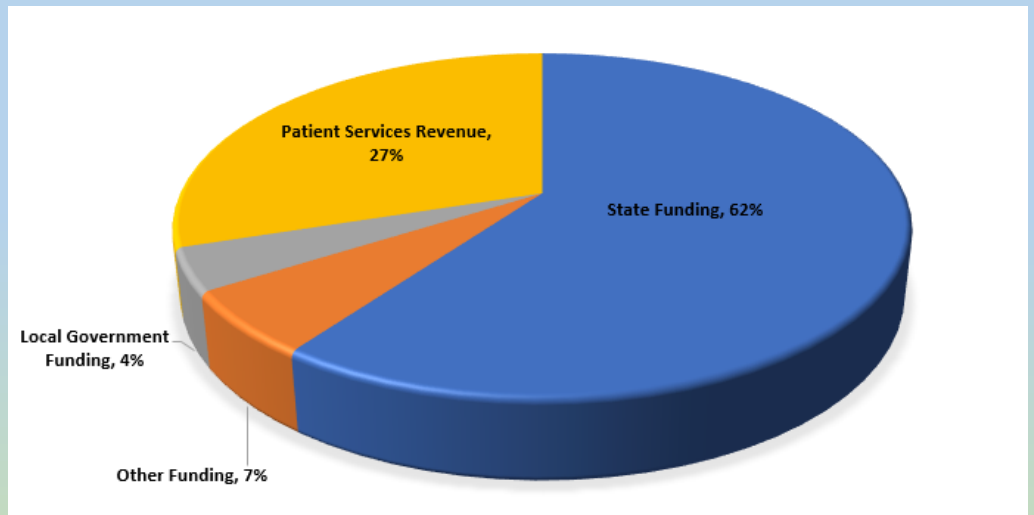
Apalachee staff, in all programs and departments throughout the Agency, united to support each other to ensure clients continued to receive care during these unprecedented times. They did so with commitment and compassion, and are truly our "masked heroes."



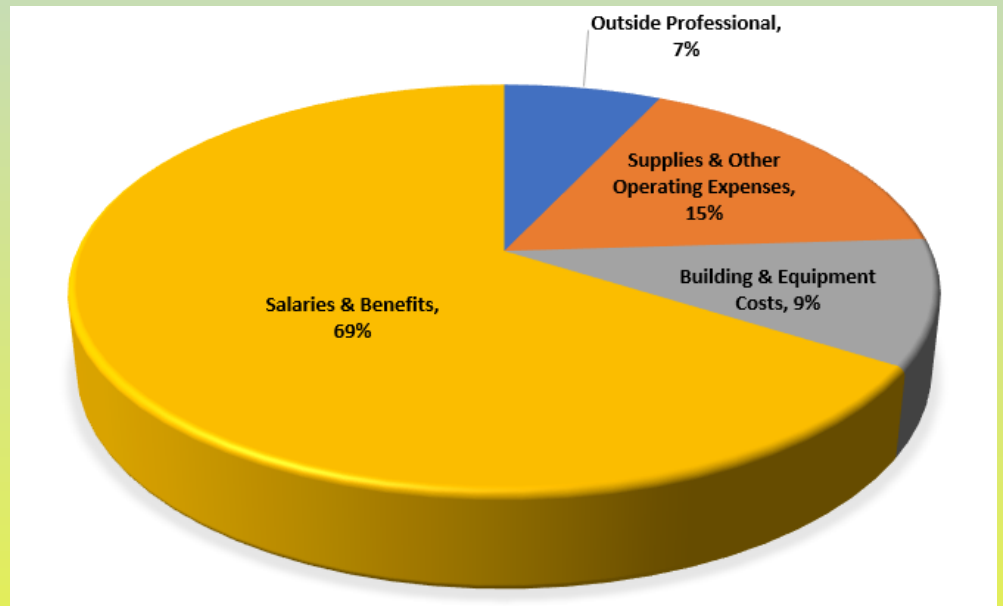
Fiscal Information

2019—2020

Operating Revenues



Operating Expenses



Want to help?

Your support is important to Apalachee Center, Inc.

Here is how to make a difference:

Learn About Our Services: visit www.apalacheecenter.org

Be and Advocate: Tell your legislators why you value Apalachee's services

Donate: Send a check to Apalachee Center, Inc., 2634-J Capital Circle N.E., Tallahassee, FL 32308



INPATIENT SERVICES

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

Eastside Psychiatric Hospital (EPH)
B.E.A.C.H. Unit
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

Leon County—Bethel
471 W. Tennessee Street | Tallahassee, FL 32301
(850) 523-3269

Leon County—FSU Behavioral Health at Apalachee Center
1126-B Lee Avenue | Tallahassee, FL 32303
(850) 664-6543

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.

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 (850) 523-3483

.....(800) 342-0774

Mobile Response Team....(800) 342-0774

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

