



2020 - 2021

Annual Report to the Community

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



Advancing, Expanding, Progressing
Proudly Serving The Community For 73 Years

A Message to the Community

Welcome and thanks for taking the time to read Apalachee Center's 2020/2021 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 another year of extraordinary challenge for the Center, and all healthcare providers, because of the coronavirus pandemic. Apalachee remained fully open (although with a greater reliance on telemedicine) throughout the 2020/2021 fiscal year. Again this year, 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, outpatient care and residential services without interruption throughout the pandemic.

While our main focus during 2020/2021 was on keeping our services open, everyone safe and ourselves solvent through the worst public health emergency in a century, Apalachee also saw continued significant program growth during fiscal year 2020/2021. August of 2020 saw the opening of the new FIRST Team (Forensic Intervention and Recovery Service Team). The FIRST Team, funded by a grant from the Department of Children and Families is 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 March of 2021, Apalachee Center entered a new partnership with the City of Tallahassee with the opening of the Tallahassee Emergency Assessment Mobile (TEAMS) Unit. The TEAMS Unit, based on pioneering partnerships in Portland, OR and in Dallas, TX, matches licensed and master's level therapists from Apalachee with specially trained law enforcement officers and emergency medical personnel from Tallahassee Police Department and Tallahassee Fire Department in conjunction with the Central Dispatch Unit. This TEAM responds to 911 calls that involve behavioral health crises and issues, and is part of the Mobile Response Team's service array. Opening in late March, the TEAMS Unit responded to 135 calls in their first three months of operations, and were able to resolve 80% of those without admission to a Baker Act facility. Apalachee's partnership with the City of Tallahassee continued with the development of the TRU (Tallahassee Resilience Unit) program. The TRU program allows individuals in the community in need of mental health services to see an Apalachee Center master's level therapist at the Lincoln Neighborhood Service Center for up to three sessions, free of charge. This program is part of the larger City of Tallahassee effort to build easy access to support (including behavioral healthcare) in the neighborhoods where people work and live.

Board of Directors

Stephen Lanier

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Vice Chair

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Delorise Rush

A Message to the Community (Continued)

One of the most exciting things in 2020/2021 actually involved an event that makes a lot of folks in healthcare at least a little bit nervous- our triennial Joint Commission survey. The Joint Commission is generally acknowledged as the “gold standard” of healthcare accreditation (TMH and CRMC are both accredited by Joint Commission), and Apalachee has been continuously accredited by Joint Commission since 1983. This year, because of the pandemic, we were surveyed virtually. This was a new and somewhat daunting experience for Apalachee, but I’m pleased to say we passed with flying colors. The exciting part of this event wasn’t the virtual survey – it was that the survey took five full days (instead of our previous three) because we elected to pursue accreditation as a Behavioral Health Home: That is, an organization that is accredited by Joint Commission to provide both primary and behavioral healthcare and is surveyed on both areas. I’m very happy to say that we received accreditation as a Behavioral Health Home, one of only two community mental health centers in Florida (along with Citrus in Miami) to have achieved this advanced certification. This is a tribute to Apalachee’s decade long journey towards becoming a truly integrated service site, where our clients can be treated for emotional, psychiatric, substance use and physical healthcare issues, all under one roof.

There are more exciting programs in the near future: the CALM program with Leon County Sheriff’s Office, which was funded in the 20/21 legislative session, and Apalachee’s new federal CCBHC grant, awarded in July of 2021. But those are subjects for next year’s Report To The Community!

With all of the growth and community partnership, the most important thing Apalachee Center did in FY 2020/2021 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, Leon

Hilltop Group Home Residential Facility, Madison

Satellite Apartments, Leon

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 participant for CIT Trainings which equip law enforcement to handle psychiatric emergencies.

Mental Health First Aid Training - 103 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.

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.

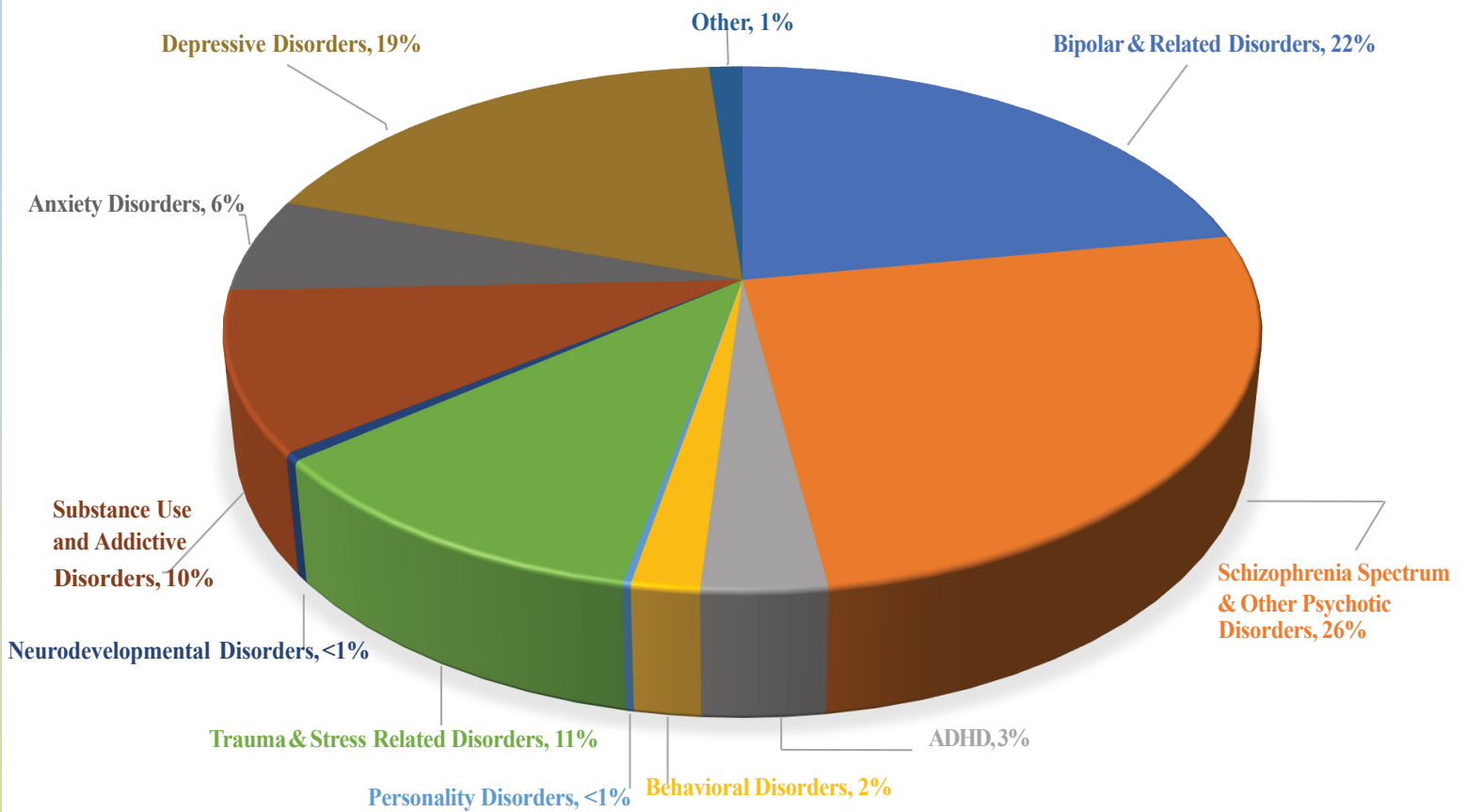
Teamwork: We respect the professionalism and contributions of our coworkers, value diversity and recognize that people are one of our greatest assets.

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

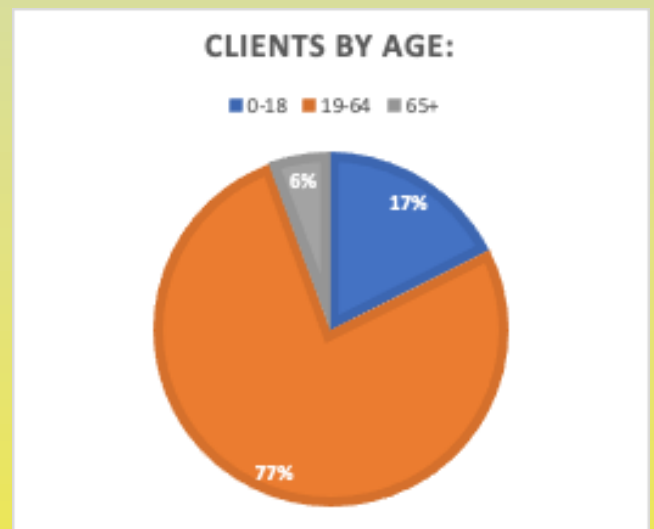
Safety: We take the safety and security of our clients, staff and all persons we come into contact with very seriously. Safety is a part of all we do.

Statistical Data for Apalachee Center (Fiscal Year 2020 - 2021)

Services Provided By Primary Diagnosis



Inpatient Admissions	
Eastside Psychiatric Hospital	915
PATH Crisis Stabilization Unit	1161
PCC Detox Unit	546
Short-term Residential Treatment	18
B.E.A.C.H Unit	626



Approximately 7,840 Clients Were Served This Year

Statistical Data for Apalachee Center (Fiscal Year 2020-2021)

CLIENTS BY COUNTY OF RESIDENCE

Franklin: 270
 Gadsden: 1,032
 Jefferson: 367
 Leon: 4,209
 Liberty: 209
 Madison: 513
 Taylor: 432
 Wakulla: 666



Other Florida County / Out of State: 142

Total Clients: 7,840

OVERALL CLIENT SATISFACTION

Inpatient

96%

Felt services helped, and

99%

Overall satisfaction with services

Outpatient

98%

Would recommend services to others, and

100%

Overall satisfaction with services

Residential

96%

Felt services helped, and

99%

Overall satisfaction with services

PSR

100%

Felt groups and services were helping, and

100%

Overall satisfaction with services

Primary Care

97%

“Helps you access the services and care that you need for your health.”

98%

“Gives you good advice and treatment”

TEAMs Mobile Unit

TEAMS Mobile Unit

The Tallahassee Emergency Assessment Mobile unit (TEAM) is a community based behavioral health mobile intervention team, developed as a collaboration between the City of Tallahassee and the Apalachee Center to ensure rapid and effective intervention in behavioral health and other crises within the City limits. The TEAM consists of a Licensed Mental Health Professional (LMHP), a Tallahassee Fire Department (TFD) Paramedic or Emergency Medical Technician (EMT), and a Crisis Intervention Trained (CIT) Tallahassee Police Department (TPD) officer to respond to non-violent mental health calls for service through 9-1-1 and the nonemergency number.

Importance:

Currently, mental health emergencies in the community are often dealt with by law enforcement and emergency medical services. Other communities have developed alternative approaches to these situations that can reduce the trauma experienced by individuals in crisis, as well as the time and cost burden on emergency response services. A coalition of the City of Tallahassee and Apalachee Center developed a pilot crisis intervention response unit called the Tallahassee Emergency Assessment Mobile Unit TEAM Pilot Project.

The TEAM is equipped to provide limited medical and/or psychological stabilization, as well as assessment and referral for additional services beyond the initial incident.

Objectives:

INTEGRATE: Increase integration and coordination between emergency services, law enforcement and mental health professionals to lessen the potential for delay in service.

DE-ESCALATE: De-escalate volatile situations by utilizing a multidisciplinary team approach that includes a LMHP and an enhanced multidisciplinary approach to respond to mental health calls.

REDIRECT: Redirect individuals experiencing a mental health crisis from the judicial system and connect them with appropriate treatment options and community-support services; TPD and TFP from non-violent calls.

REDUCE: reduce volatile confrontations with local law enforcement and emergency personnel; the number of non-violent calls dispatched for police or fire services; the number of nuisance calls to the Consolidated Dispatch; unnecessary arrests or use of force.



TEAMs Mobile Unit



The TEAM unit:

- Is headquartered together and is mobile in a vehicle equipped to respond to dispatched calls;
- Is dispatched by Consolidated Dispatch to the scene of the behavioral health emergency with the potential to expand response to other non-violent calls such as intoxication, suicide crisis, panhandling, homeless complaints, welfare checks, etc.;
- Has the capacity to initiate Baker Act examinations and has 24/7 access to Apalachee Center's Mobile Response Team, Apalachee Center's Central Receiving Facility and Apalachee Center's referral network and services in Leon County through telehealth tablets;
- Is trained in individual and group crisis de-escalation and debriefing techniques, as well as trauma-informed intervention, for use with both individuals and community groups; and
- Provides first aid and non-emergency medical care.

The TEAM does not:

- Provide voluntary transport to clients
- Respond to crimes in progress or violent calls; or
- Respond to life-threatening medical emergencies

Joint Commission's Behavioral Health Home designation

At the end of June, Apalachee Center completed our triennial Joint Commission (JCAHO) accreditation review. Over the course of five days, Apalachee Center was thoroughly reviewed by the Joint Commission, which is the gold standard of accreditation organizations. We share Joint Commission accreditation with TMH, CRMC, and most of the hospital systems in Florida.

Apalachee has been accredited by the Joint Commission for the past forty years or so, and has always done well, but we are especially proud of this recent survey and its results. This year's survey was about twice as long as previous ones, and actually far more intensive. Now, this was true in part because, since our last survey four years ago we have grown considerably as an organization. We've added MRT, the BEACH unit, new SRT beds, the CRF, two new CAT Teams, the FIRST Team, the Bethel clinic and the FSU collaborative clinic, and our annual budget has increased by about 20%.

However, it's not just our growth as an organization that expanded this survey: for the first time, Apalachee Center has earned Joint Commission's Behavioral Health Home designation. This is a higher and more comprehensive level of certification than we have ever had. Designation as a Behavioral Health Home demonstrates that Joint Commission has certified Apalachee as a full-service healthcare organization, providing both behavioral and primary care services to our clients. We will now be one of only two community mental health centers in the State of Florida designated as a Behavioral Health Home by the Joint Commission!



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

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



Mental Health Commission/TRU Program

Mental Health Commission

On August 20, 2021 Florida Governor Ron DeSantis appointed Dr. Jay Reeve to the newly created Florida Mental Health Commission. The Commission, chaired by Collier County Sheriff William Prummel and including Senator Daryl Rouson; Representative Christine Hunschofsky; and AHCA and DCF Secretaries Simone Marstiller and Shevaun Harris among others, was charged with evaluating Florida’s mental health assessment and delivery system and making recommendations for improvement. The Commission will evaluate the gaps that currently exist in how agencies provide mental health services and will be charged with making recommendations on how all Floridians can be served more efficiently and more effectively. The Commission was created by the Legislature as a result of the recommendations from the Third Interim Report of the 20th Statewide Grand Jury, submitted December 10, 2020, regarding the state’s mental health system. The Grand Jury’s report highlighted areas for potential improvement in funding, leadership and services related to mental health care throughout Florida and called on legislators, the Governor, and others to investigate and resolve what the report described as “critical deficiencies” in Florida’s mental health system. The noted deficiencies included less funding per capita in Florida than any other state for mental health care, service-related issues as a result of funding deficiencies as well as a lack of interagency cooperation, and leadership issues related to statewide oversight of the many mental health providers and programs. The Commission is anticipated to meet for two years.



The TRU Program

The Apalachee Center has launched a new program, partnering with the City of Tallahassee, to bring mental health services directly to local residents. This new program, called the TRU (Tallahassee Resiliency Unit) program, carries with it, new neighborhood-based mental health program includes free counseling for citizens. The resilience hub also offers new onsite services, including mental health counseling. An Apalachee Center masters-level psychotherapist is be available at the Lincoln Center for appointments from 9:00 a.m. until 1:00 p.m. Monday through Friday. The program will allow the Apalachee Center and the City to reach residents who may not have health insurance, or have difficulty finding transportation. The TRU program includes three free consulting sessions to Tallahassee residents and referrals for ongoing services when needed.

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, 2021

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 Tammie Givens-Young, LPN – Outpatient Injection Nurse.

Tammie has over 25 years of medical experience. She is a graduate of Suny Brockport College, Rochester, New York. She began her medical career first working as a CNA. After completing her LPN program she has worked in long term care, pediatrics, and private duty.

Tammie joined the Apalachee Center team in 2019 where she has been working as the Outpatient Injection nurse in Madison, Taylor, and Jefferson clinics.

Her co-workers emphasized her complete dedication to the health and well - being of her patients. She encourages and educates clients with their medication compliance, attention to hygiene, and their physical and emotional well -being. She always comes to work with a contagious smile which helps with the morale of her co-workers and patients.

Tammie is always willing to lend a hand in any part of the clinics she is working in to ensure patient continuity of care and service.

2021 Nurse of Excellence Award Winner

Tammie Givens-Young, LPN – Outpatient Injection Nurse



Staff Recognitions

Apalachee's Annual Staff Recognitions take place every year, 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:

Mathew Bernady: Unit Clerk
Nancy Fruin: PRN Psychiatric APRN
Anita Jackson: Adult Care Manager
Paul Nichols: Director of Facilities & Maintenance
Kim Owens: Director of Training and Staff Development
Dr. Mark Reeves: Director of Psychological Services
Amberly Smith: Administrative Services Director
Gloria Smith: Inpatient Hospital Administrative Assistant
Rolanda Walker: HR Benefits Coordinator
Karen Wood: Outpatient LPN

15 Years:

Kelly Griffin: Inpatient LPN
Ronnie Harris: Cook
Sonia Regner: HR Assistant
Dr. Jay Reeve, President and CEO

30 Years:

Candy Landry, Chief Human Resources Officer
Lisa Medcalf: Associate Director of Administrative Services

Leadership Academy Graduates:

Selina Peet and Jasmine Queen

John Convertino Award Nominees:

Paul Nichols and Melvin Richardson

The Winner of the John Convertino Award for 2021: Paul Nichols

(Continued)

Staff Recognitions



Paul Nichols
2021 John Convertino Award Winner

10 Years of Service



Dr. Mark Reeves



Amberly Smith



Kim Owens



Gloria Smith



Karen Wood



Jessica Severa



Left: Rolanda Walker

Right: Paul Nichols



Staff Recognitions

15 Years of Service



Ronnie Harris



Dr. Jay Reeve



Sigrid O’Healaigh



Candy Landry

30 Years of Service



Lisa Medcalf

Leadership Academy Graduates



Left: Selina Peet
Right: Jasmine Queen



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."

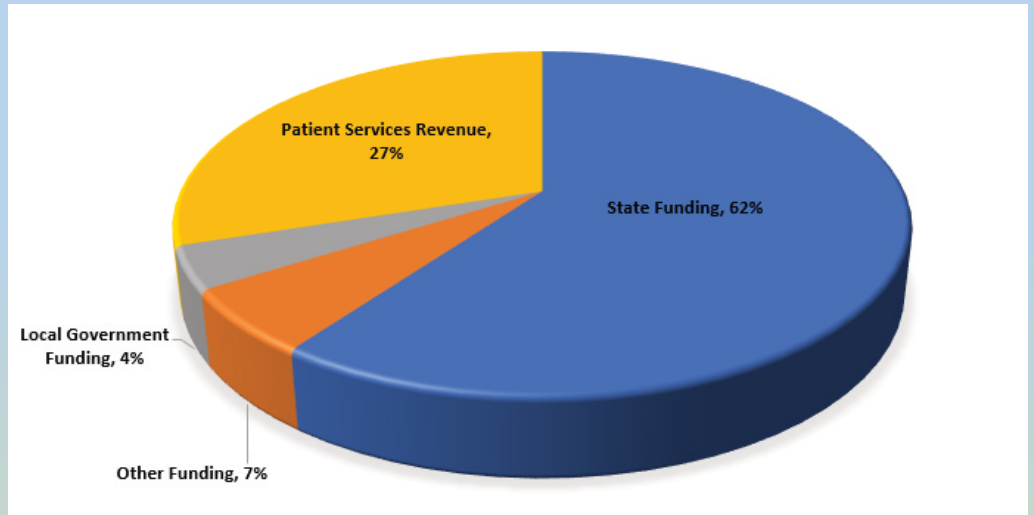


United We Stand!

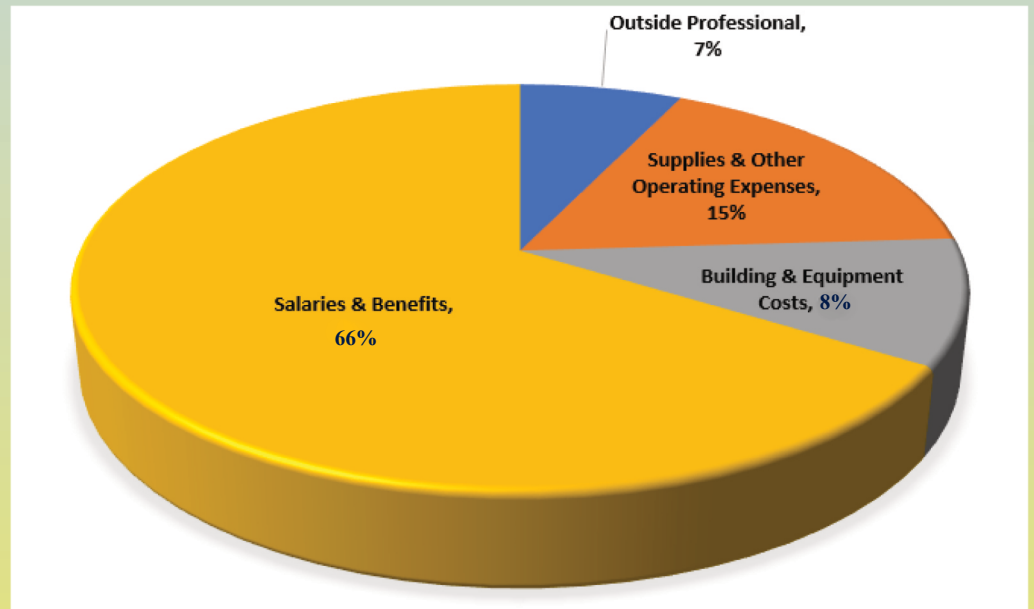
Fiscal Information

2020 - 2021

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 an 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



- 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.



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.