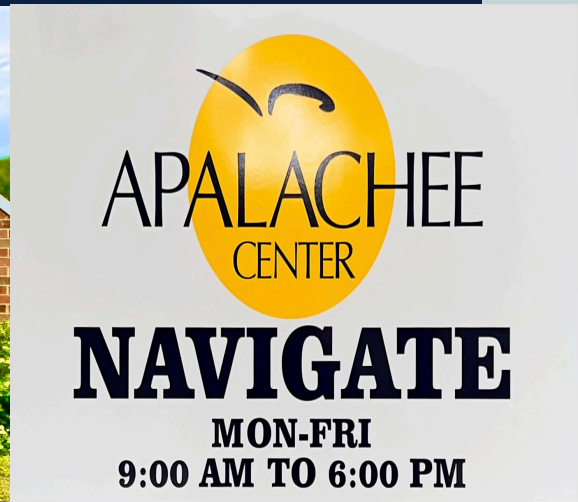




2021 - 2022

# Annual Report to the Community

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



Advancing, Expanding, Progressing

Proudly Serving The Community For 74 Years

# A Message to the Community

Welcome and thanks for taking the time to read Apalachee Center's 2021/2022 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 challenge and opportunity for the Center. Although the medical impacts of the COVID pandemic began to subside this past year, the emergence of an unprecedented workforce shortage (at the same time as federal funding supports expired) resulted in a significant challenge for Apalachee. To ensure that our service array was maintained, Apalachee Center issued substantial pay increases to many of our front-line healthcare positions. While this strategy impacted Apalachee's bottom line for the 21/22 fiscal year, we also were able to remain fully open again throughout the 2021/2022 fiscal year without closing or reducing services. My leadership team and I continue to be immensely grateful to those line staff on the Apalachee Center team who kept coming to work and serving our clients even with reduced staffing on their teams during some periods. Our dedicated team of behavioral health providers and support staff allowed Apalachee Center to continue to provide acute care, outpatient care and residential services without interruption as we worked our way through the staffing situation.

While our main focus during 2021/2022 was on keeping our services open, the worst staffing shortage we had seen, Apalachee also saw continued significant program growth during fiscal year 2020/2021. In July of 2021, Apalachee Center was one of only 12 community organizations in Florida, and the first in Northwest Florida, to be awarded a federal CCBHC grant (Certified Community Behavioral Health Center). This two-year, renewable grant is designed to support large, comprehensive community mental health centers to develop and meet criteria for federal certification as a CCBHC. Should the State of Florida choose to join the twenty other states that support CCBHCs, this certification will become crucial to allowing select organizations to access new and much richer funding streams that will support a full range of services. In Apalachee's case, we were able to open a third primary care clinic (in Madison County), expand our peer specialist team, and develop a much richer substance use treatment continuum including outpatient counseling and a Medication assisted Treatment program. In June of 2022, we also received verbal confirmation that we had, indeed, met criteria for certification as a CCBHC.

## Board of Directors

**Stephen Lanier**

Chair

**James Harold Thompson**

Vice Chair

**Lou Miller**

Immediate Past Chair

**John Dailey**

Member at Large

**Kim Barnhill**

**Sterling Bryant, Jr.**

**Harry Falk**

**Edwin Fleet**

**Denise Hannah**

**David Harvey**

**Kenneth Hosford**

**Oscar Howard**

**Delorise Rush**

# A Message to the Community (Continued)

In December of 2021, Apalachee Center entered a new partnership with the Leon County Sheriff's Office with the opening of the CALM Unit. The CALM Unit is a ride-along program that matches licensed and master's level therapists from Apalachee with specially trained law enforcement officers from LCSO. The CALM team responds to 911 calls that involve behavioral health crises and issues that fall within LCSO's jurisdiction and joins the City of Tallahassee TEAMS Mobile Unit and our Mobile Response Team as part of the unprecedentedly rich mental health emergency mobile service array Leon County. Opening in late March, the CALM Unit responded to 141 calls in their first three months of operations, and, by the end of the 21/22, had responded to 308 calls. When totaled with our other mobile response programs, Apalachee Center staff overall responded to 2,296 mental and behavioral health emergency calls in FY 21/22, a 39% increase over the 1,401 calls in 20/21.

With all the growth and community partnership, the most important thing Apalachee Center did in FY 2021/2022 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. It is worth noting that the number of clients Apalachee served went from 7,840 in 20/21, to 8,423 in 21/22. That 7% increase in total clients served, during a year with significant staffing challenges, clearly demonstrates that the Apalachee Center team continues to grow our reach and widen our access to community members in need.

Thank you for your support,



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



## Management Team

- Jay Reeve, Ph.D.**  
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.

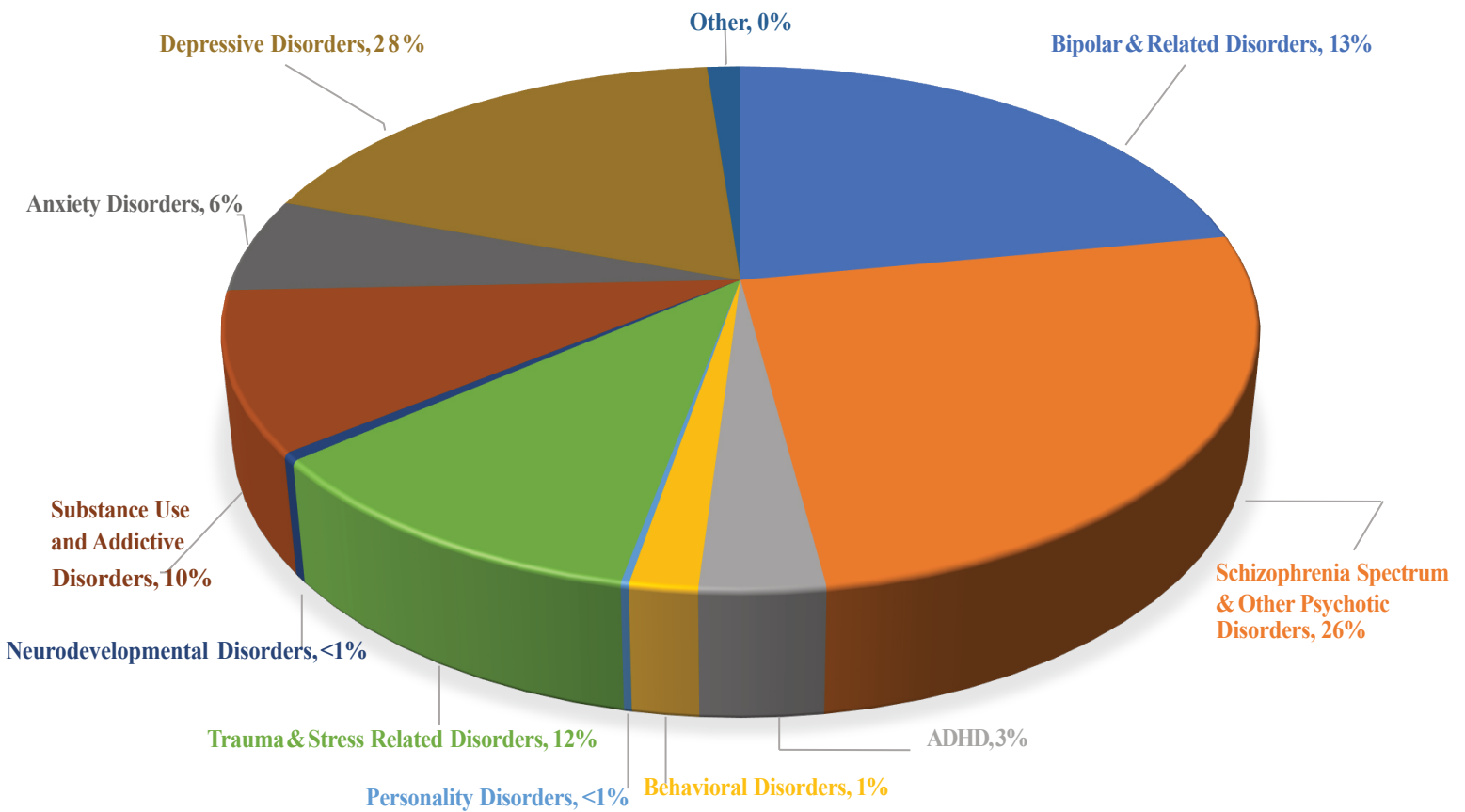
**Teamwork:** We respect the professionalism and contributions of our coworkers, value diversity and recognize that people are one of our greatest assets.

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

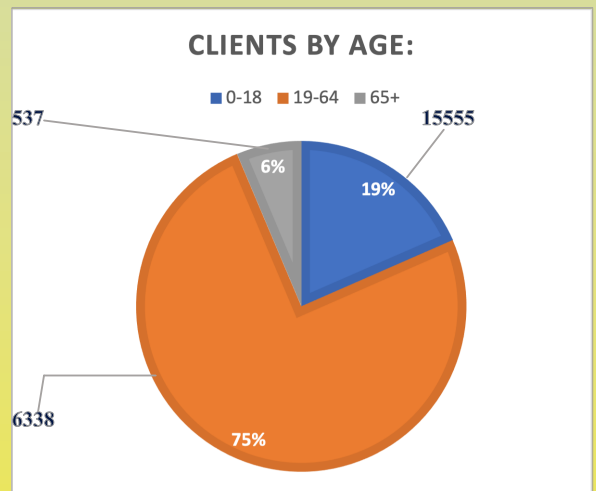
**Safety:** We take the safety and security of our clients, staff and all persons we come into contact with very seriously. Safety is a part of all we do.

# Statistical Data for Apalachee Center (Fiscal Year 2021 - 2022)

## Services Provided By Primary Diagnosis



Inpatient Admissions	
Eastside Psychiatric Hospital	868
PATH Crisis Stabilization Unit	832
PCC Detox Unit	499
Short-term Residential Treatment	35
B.E.A.C.H Unit	463



**Approximately 8,430 Clients Were Served This Year**

# Statistical Data for Apalachee Center (Fiscal Year 2021-2022)

## CLIENTS BY COUNTY OF RESIDENCE

Franklin: 213  
 Gadsden: 944  
 Jefferson: 342  
 Leon: 4,764  
 Liberty: 196  
 Madison: 474  
 Taylor: 424  
 Wakulla: 607



Other Florida County / Out of State: 459

Total Clients: 8,423

## OVERALL CLIENT SATISFACTION

Inpatient	Outpatient	Residential	PSR	Primary Care
<b>93%</b> <i>Felt services helped, and</i>	<b>99%</b> <i>Would recommend services to others, and</i>	<b>96%</b> <i>Felt services helped, and</i>	<b>97%</b> <i>Felt groups and services were helping, and</i>	<b>97%</b> <i>“Helps you access the services and care that you need for your health.”</i>
<b>95%</b> <i>Overall satisfaction with services</i>	<b>99%</b> <i>Overall satisfaction with services</i>	<b>97%</b> <i>Overall satisfaction with services</i>	<b>98%</b> <i>Overall satisfaction with services</i>	<b>100%</b> <i>“Gives you good advice and treatment”</i>

# 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!



# NAVIGATE Program

## Program Spotlight: NAVIGATE

**NAVIGATE is a comprehensive treatment program created to provide early treatment for people who have experienced a first episode of psychosis. NAVIGATE was developed with support from NIMH and has been implemented at over 60 sites within the U.S. and abroad.**

**Treatment is provided by a coordinated specialty care (CSC) team, which helps people, and their families find their way to psychological and functional well-being through our wrap-around care services.**

### Our Mission

- **To and still hope and people recovering from first-episode psychosis.**

With the use of therapy, medications, and other services.

- **To promote recovery and resiliency**

In areas of social/leisure functioning, role functioning, and well-being.

- **Improve illness management**

By teaching information about the symptoms of mental illness and ways to prevent relapse.

- **Foster social rehabilitation**

By working with individuals in the community.

- **Improve employment and education outcomes**

By helping individuals meet employment/education goals.

- **Assist with basic needs and Psychiatric Rehabilitation**

Helping individuals connect with community resources through collaborative team services and support.

### SERVICES

**The NAVIGATE Program at Apalachee Center is a collaborative team that offers various services to help and give support to our clients and their families.**

- ***Family Education Services***

**The Family Education Clinician teaches families about psychosis and its treatment, looks to reduce family stress by improving communication and problem-solving skills, and encourages medication adherence.**

- ***Individual Resiliency Training (IRT)***

**The IRT specialist focuses on helping clients achieve personal goals by developing their resiliency and learning skills to manage their symptoms and improve functioning.**

- ***Supported Employment and Education (SEE) Services***

**The SEE specialist works with clients to achieve their vocational or educational goals.**

# NAVIGATE Program (Continued)

## Individualized Medication Management

Our Prescriber performs diagnostic assessments and elicits client preferences, goals, and values to guide the medication treatment. They assess symptoms and side effects, collaborate with clients and relatives regarding medication treatment, and participate in treatment planning and weekly NAVIGATE team meetings.

- **Case Management**

NAVIGATE provides case management, which often includes assistance in accessing housing, transportation, and other community resources.






- **Peer Support**

The Peer Specialist is a professional who has gone through similar circumstances and offers coaching, consultation services, and recovery strategies.

## ELIGIBILITY

Individuals who qualify for NAVIGATE services:

- Are between 18 - 40 and live in Leon County
- Have a diagnosis of schizophrenia, schizoaffective disorder, or schizophreniform disorder
- Have received antipsychotic medications for less than one year

 <p><b>OUR HISTORY</b></p> <p>Apalachee Center, Inc. has served the Tallahassee community since 1948. In 1977, services were expanded to include the surrounding seven counties, resulting in a service area that now spans across 5,500 square miles. We serve approximately 7,500 clients each year and employ over 500 individuals throughout our many facilities. We are currently the largest community mental health center between Pensacola and Gainesville. We serve as intern/resident sites for both Florida State University and Florida Agricultural and Mechanical University in areas that include pharmacy, psychiatry, social work, nursing, and psychology.</p>	 <p><b>Apalachee Center's NAVIGATE Program</b> is located at:          2236 Capital Circle, N.E. Suite 104          Tallahassee, FL 32308          Hours: Monday through Friday 9am-6pm</p> <p>If you or a loved one are interested in services with the NAVIGATE Program, give us a call today at:          Phone Number: (448) 200-1200</p> <p>Please scan the QR code below with your mobile phone for directions.</p> 	  <p><b>NAVIGATE</b>          Helping individuals live and thrive in the community</p> <p>Phone Number: (448) 200-1200</p>	<p><b>ABOUT US</b></p> <p>NAVIGATE is a comprehensive treatment program created to provide early treatment for people who have experienced a first episode of psychosis. NAVIGATE was developed with support from NIMH and has been implemented at over 60 sites within the U.S. and abroad. Treatment is provided by a coordinated specialty care (CSC) team, which helps people and their families find their way to psychological and functional well-being through our wrap-around care services.</p> <p><b>Our Mission</b></p> <ul style="list-style-type: none"> <li>• To instill hope in people recovering from first episode psychosis. With the use of therapy, medications, and other services.</li> <li>• To promote recovery and resiliency. In areas of social/leisure functioning, role functioning, and well-being.</li> <li>• Improve illness management. By teaching information about the symptoms of mental illness and ways to prevent relapse.</li> <li>• Foster social rehabilitation. By working with individuals in the community.</li> <li>• Improve employment and education outcomes. By helping individuals meet employment/education goals.</li> <li>• Assist with basic needs and Psychiatric Rehabilitation. Helping individuals connect with community resources through collaborative team services and support.</li> </ul>	<p><b>SERVICES</b></p> <p>The NAVIGATE Program at Apalachee Center is a collaborative team that offers various services to help and give support to our clients and their families.</p> <ul style="list-style-type: none"> <li>• <b>Family Education Services</b>              The Family Education Clinician teaches families about psychosis and its treatment, aims to reduce family stress by improving communication and problem-solving skills, and encourages medication adherence.</li> <li>• <b>Individual Resiliency Training (IRT)</b>              The IRT specialist focuses on helping clients achieve personal goals through developing their resiliency and learning skills to manage their symptoms and improve functioning.</li> <li>• <b>Supported Employment and Education (SEE) Services</b>              The SEE specialist works with clients to achieve their vocational or educational goals.</li> <li>• <b>Individualized Medication Management</b>              The Prescriber performs diagnostic assessments and provides treatment through medications as part of the team by collaborating with clients and their families regarding medication treatment.</li> <li>• <b>Case Management</b>              NAVIGATE provides case management, which often includes assistance in accessing housing, transportation, and other community resources.</li> <li>• <b>Peer Support</b>              The Peer Specialist is a professional who has gone through similar circumstances and offers coaching, consultation services, and recovery strategies.</li> </ul> <p><b>ELIGIBILITY</b>              Individuals who qualify for NAVIGATE services:              Are between 15 - 40 years of age.              Show behavioral or emotional signs or symptoms that may indicate the presence of, or risk for, a major psychiatric disorder, and has received a therapeutic level of antipsychotic medications for less than one year.</p>
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# Mental Health Commission

## *The Florida 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, originally 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.

Update: As of a few months ago, Dr. Jay Reeve was named chair of the commission by Governor Ron DeSantis!



# 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.

## Congratulations To:

### **Long-term staff: 10 Years:**

Ashlee Barbel - Homeless Project Program Supervisor  
Susan Dowling - BHT Gadsden Outpatient  
Monte Figgers - Residential MHA in Gadsden  
Rebecca "Becky" Guarino - Credentialing Specialist  
April Landrum - Director of Patient Financial Services  
Candace Maxwell - Residential LPN  
Alfaneed Sledge - Residential MHA  
Evelyn Smith - Psychiatric APRN

### **15 Years:**

LaVaughn Knight - Cook, Food Services

### **35 Years:**

Gayle Lawrence - Accountant II  
Anita Martin - EPH Unit Supervisor

### **Leadership Academy Graduates:**

Aun-Drey Brown

### **John Convertino Award Nominees:**

Jay Smith

**The Winner of the John Convertino Award for 2021: Jay Smith!**

(Continued)

# Staff Recognitions



**Jay Smith**  
**2021 John Convertino Award Winner**

**10 Years of Service**



**Ashlee Barbel**



**Monte Figgers**



**Rebecca "Becky" Guarino**



**April Landrum**



**Evelyn Smith**

# Staff Recognitions

## 15 Years of Service



**La Vaughn Knight**

## 35 Years of Service



**Gayle Lawrence**



**Anita Martin**

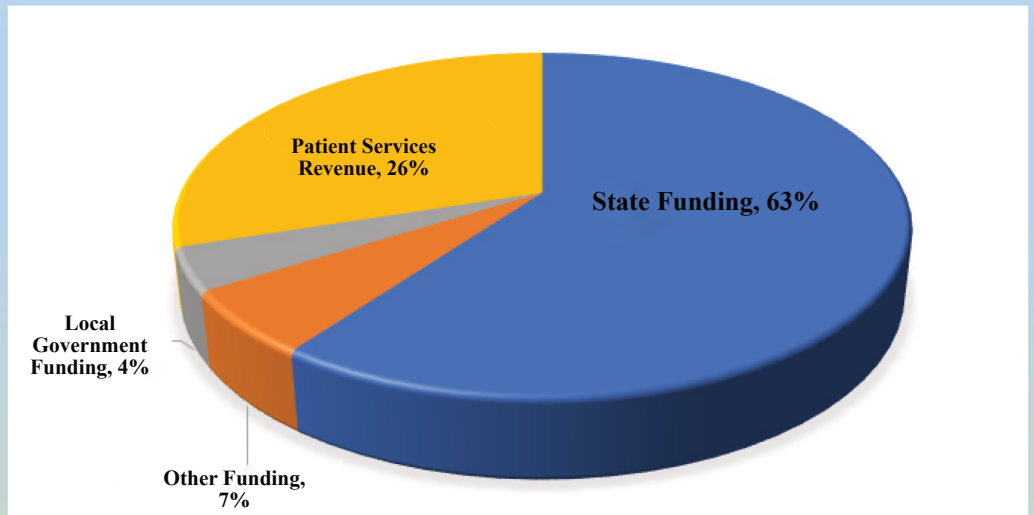
## Leadership Academy Graduates



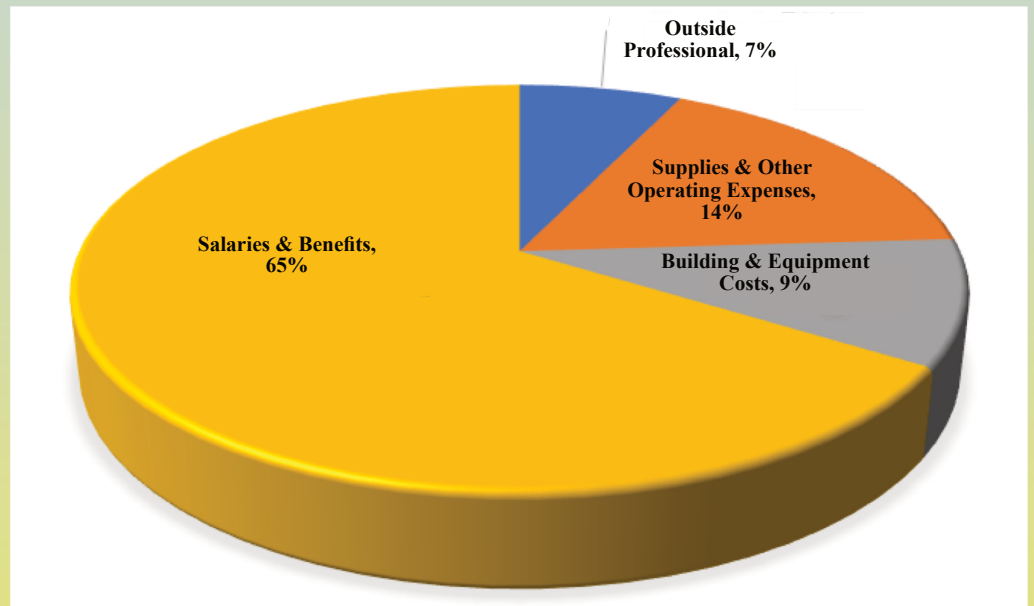
# Fiscal Information

2021 - 2022

## Operating Revenues



## Operating Expenses



### *Want to help?*

*Your support is important to Apalachee Center, Inc.*

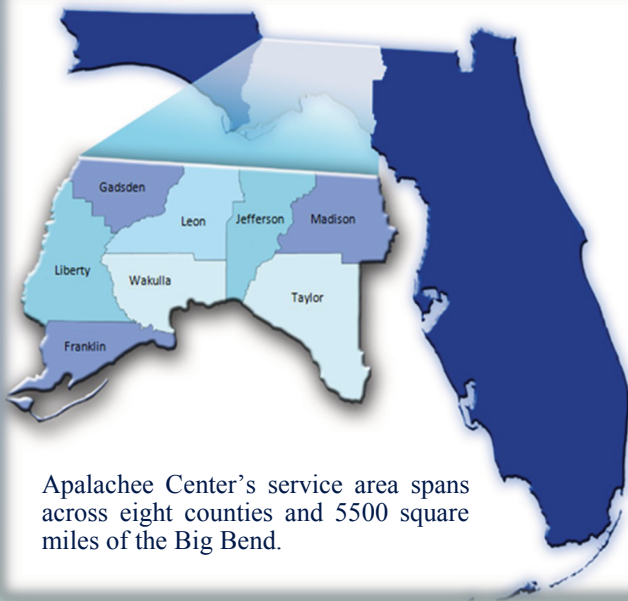
**Here is how to make a difference:**

***Learn About Our Services:*** visit [www.apalacheecenter.org](http://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.