



HELPING PEOPLE HEAL



FY22-23

Impact Report

Elder Co-Responder Teams
Game-Changer for At-Risk Seniors

Uplift Communities Delivering
Better Behavioral Health

LSFHS Surpassing Goals

Our Vision

We envision communities where every child, adult, and family has access to the behavioral health care services they need to live well and be well.





Our Mission

Our mission is to develop and sustain an integrated system of behavioral health care through a network of services built on integrity, innovation, and collaboration.

Our Values

- Compassion
- Generosity
- Honesty
- Innovation
- Justice

Follow us on our new social media channels

-  LSFHealthSystems
-  Isf-health-systems
-  LSFHealthSys
-  Isfhealthsystems

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Message from Our CEO Dr. Christine Cauffield

Dear Friends,

LSF Health Systems serves as the state's behavioral health managing entity for a 23-county area that includes diverse populations in both large metropolitan areas like Jacksonville and Daytona Beach as well as rural counties throughout our region like Putnam, Dixie, Gilchrist, Levy and more.



During FY2022-23, we made substantial efforts to raise our profile and increase our work in the rural communities of our region. Our strong partnerships with organizations in these areas help us increase service delivery and identify new partnerships to address unmet needs.

We've launched a new website and social media channels that are improving communications with rural residents. We've created the Uplift Communities initiative to find new ways of reaching people in more rural areas. We've enhanced our annual Rural Mental Health & Substance Misuse Summits that offer national expert presenters.

We are proud of exciting new projects like the Elder Co-Responder program in rural areas of Marion County. Efforts like these are continuing to improve behavioral health in under-served rural communities throughout North and North Central Florida.

We've made great progress on this goal, and we pledge to continue this work in the years ahead. If you are among those working with us in our region's rural areas, thank you! We look forward to continue building on our successful partnerships.



Dr. Christine Cauffield
CEO, LSF Health Systems

News Briefs

5-Year, \$2 Million Grant To Expand Anti-Suicide Initiative for Veterans, Minorities

LSF Health Systems received a 5-year, \$2 million grant from the federal Substance Abuse and Mental Health Services Administration to continue and expand its successful LSF Zero Suicide Initiative that focuses on veterans and adults in under-served and minority populations.

The LSF Zero Suicide Project is expanding LSF Health Systems' 2020 pilot initiative that focused on domestic violence survivors and adults in high-risk, under-served and minority populations.

Humana Grant Supports Mental Health Crisis Services for Children, Adults

LSF Health Systems was awarded a \$20,000 grant from Humana Healthy Horizons in Florida in 2023 to help individuals with a serious mental illness in crisis situations. The funding supports Mobile Response Teams, an on-demand crisis intervention service for children and adults in settings in which a behavioral health crisis is occurring, including homes, schools, and emergency departments. Mobile response services are available 24/7 by a team of professionals and paraprofessionals, who are trained in crisis intervention skills to ensure timely access to supports and services.

Cauffield Earns National Innovator Award

LSF Health Systems CEO Dr. Christine Cauffield accepted Lutheran Services America's national 2023 Innovator Award recognizing leaders and organizations pioneering new solutions to solve complex issues. The award honors the nonprofit's work with recovery peer specialists that is addressing Florida's critical shortage of paraprofessionals who help those at risk for behavioral health disorders.

\$2.7 Million Grant To Enhance Mental Health, Substance Use Recovery at School

The federal Substance Abuse and Mental Health Services Administration (SAMHSA) awarded LSF Health Systems, in partnership with Children's Home Society, a five-year, \$545,000-per-year grant to enhance and expand treatment, intervention, and recovery services for youth with substance use and/or mental health disorders at Ed White High School.

DCF Secretary Harris Leads Off LSF Health Systems' 3rd Annual Behavioral Health Innovation Summit

Florida Department of Children and Families Secretary Shevaun Harris provided inspiring opening remarks at LSF Health Systems' 3rd Annual Behavioral Health Innovations Summit in Lake Nona last October.

The event brought together leaders from the state's mental health and substance misuse community with national leaders to explore some of the most exciting new strategies for fighting today's most pressing issues in the field.

Harris spoke about the urgent need for leaders in the state's behavioral health system to innovate as they work to keep up with the rapidly changing landscapes of mental health and substance use disorder services.

Back by popular demand, *Sustainovation* author and motivational speaker Nick Kittle conducted a pre-summit session on untapping the power of innovation. Other keynote speakers included Dr. Kim Macuare of the Dali Innovation Labs and former Tennessee Opioid Czar Dr. Stephen Loyd.

LSF Health Systems' Successful Peer Program Continues Growing to Help Area First Responders

LSF Health Systems is leading the charge in Northeast and Northern Central

Florida for first responder mental health. Its First Responder Peer Support Program provides confidential, free mental health services to current and former first responders and their families. They need only call 211 and identify themselves as a first responder and they will be paired with a trained peer counselor.

First Responder Peer Support is available to current and former first responders in 20 Florida counties who either don't have access to an internal mental health program or prefer not to directly engage with someone within their own department. This program also extends its support to family members of first responders.



Florida DCF Secretary Shevaun Harris spoke about the importance of innovation in behavioral health care at LSF Health Systems' 3rd Annual Behavioral Health Innovation Summit last October in Lake Nona.

**YOU'RE THERE FOR US FIRST
WE'RE HERE FOR YOU NOW**

Connecting Through Faith Communities

“Uplift Communities” Working to Connect Rural Residents with Expanded Behavioral Health Care

Residents in rural areas across America face serious mental health disparities, including higher rates of suicide and depression and significantly less access to mental health providers and services, according to research published in *Psychiatry Online*.

The National Rural Health Association reported that almost one in four adults in rural areas say they struggle with some form of mental health issue, and almost 2 million residents in rural communities reported having serious thoughts of suicide in 2022.

That kind of rising social inequities were among the reasons LSF Health Systems launched its Uplift Communities initiative in 2022, opening new paths through faith-based communities to connect citizens in rural areas with crucial behavioral health resources.

“We have been laser-focused on the rural communities in our network of care,” said Dr. Christine Cauffield, CEO of LSF Health Systems. “Historically, those populations have been under-served when it comes to access to behavioral health care services.”

The growing Uplift Communities initiative is part of LSF Health Systems’ effort to strengthen Florida’s ongoing fight against the co-occurring epidemics of mental health crises and substance use disorders, said Dusty Pye, faith community liaison for LSF Health Systems.

“Dr. Cauffield asked me what we could do to focus more resources in rural areas,” Pye said. “I told her that I’ve lived most of my life in rural areas. The church is often the center of life in these communities and that’s where we should start our efforts.”

Cauffield said Pye’s background as a pastor and his extensive experience in rural communities made him a natural to lead efforts at expanding the organization’s outreach in smaller communities throughout the agency’s service area.

Pye, along with LSF Health Systems’ Community Engagement Specialist Lesley Hersey, developed Uplift Communities, an effort to connect residents in the



Dusty Pye and Lesley Hersey have been spearheading the new Uplift initiative to connect with faith-based organizations and expand outreach in rural communities for LSF Health Systems.

rural communities throughout LSF Health Systems’ 23-county service area with vital behavioral health resources through faith-based institutions.

They began in Putnam County in 2022, bringing together faith leaders, healthcare specialists and members of the county’s substance recovery network to start conversations about the development of a Community Wellness Center in Palatka.

The growing Uplift Communities initiative is part of LSF Health Systems’ effort to strengthen Florida’s ongoing fight against the co-occurring epidemics of mental health crises and substance use disorders

From there, the initiative grew to include areas of Volusia County, Columbia County and the tri-county area of Dixie, Gilchrist and Levi counties. One key to Uplift Communities’ increasing success has been leaders’ ability to tailor efforts in each area to meet the particular needs of a community,

said Pye who has years of experience as a pastor and with state social service agencies.

“We spend months in a community learning about its specific needs because every community is different,” Pye said. “We knock on doors, we attend meetings, we invite people to come to our work group meetings. We get to know the pastors.”

Once LSF Health Systems learns about a community's needs, Pye and his team organize public "Uplift" events with the goal of using connections through the faith communities to link people with behavioral health services that already exist.

Often the results end up addressing much more than mental health and substance use disorders. For instance, in Putnam County, Uplift's work led to the creation of a Community Wellness Center where residents can get help with a host of issues including mental health crisis intervention and substance use services, but also stretching beyond to offer pregnancy support. Palatka's "one-stop shop for mental health services" represents a partnership of more than 25 area resource organizations, and it serves as a base for the county's mental health crisis Mobile Response Team. One church in Dixie County has started mental health first aid trainings for their leadership and parishioners. The training equips them to know how to respond to someone experiencing a mental health crisis and when to call for assistance.

Pye said what Uplift Communities does in each community differs based on each area's unique needs.

"Uplift Communities has truly exceeded all our initial expectations," Cauffield said. "It's an exciting and innovative initiative connecting populations that are in desperate need of support with resources that already exist. We're effectively using faith-based communities to raise awareness and educate citizens about crucial help that's available to them. This effort is at the core of our mission to develop and sustain an integrated system of behavioral health care through a network of services built on integrity, innovation, and collaboration."

Next LSF Health Systems Uplift Communities Event April 5 in Gilchrist County

LSF Health Systems' next Uplift Community event is scheduled for April 5, 2024 at the Otter Springs Park and Campground in Gilchrist County.



Organizers plan to use the Uplift Tri-County event as a rally of faith and community leaders to work issues related to community wellness and health.

Through this system-wide approach, people at risk for -- or diagnosed with -- mental health and/or substance use disorders can find help and connect with services provided through contracted behavioral health care providers who use prevention, intervention, treatment and care coordination to support optimal recovery.

Interested parties who want to participate in or learn more about the April 5 event at Otter Springs Park and Campground, 6470 S.W. 80th Ave. in Trenton are asked to send an email to uplift@lsfnet.org.



Residents and volunteers at an Uplift Communities workshop. The initiative is part of LSF Health Systems' effort to strengthen Florida's ongoing fight against the co-occurring epidemics of mental health crises and substance use disorders.

Powerful Partnerships

Innovative Elder Co-Responder Program Helping At-Risk Seniors in Marion County

An innovative new program is helping ensure at-risk seniors get needed medical and mental health services thanks to support from LSF Health Systems and partner agencies in Marion County.

Seniors who often fall through the gaps of available resources have a new safety net thanks to the Elder Co-Responder Program for Marion County. The unique collaboration between state and local agencies assists seniors with medical and mental health issues, food insecurity and social isolation by linking them to a network of coordinated support and care that provides regular check-ins and vital relief.

This first-of-its-kind program launched as a pilot program in 2021 and grew in 2022 when it received funding from LSF Health Systems. The agency worked with state and local officials in Marion County last year to help secure funding to expand the successful program.

LSF Health Systems CEO Dr. Christine Cauffield said support and funding from her agency helped grow the program local officials started to address a crucial need they identified.

"The need is great for our seniors who experience behavioral health challenges, particularly those living with dementia," said Cauffield, who has an extensive background and training in geriatric neuropsychology. "This program has been so successful and gained so much attention from the Florida Department of Children and Families and legislators that we hope to see it expand throughout the state."

"The need for this type of program became extremely crucial and obvious throughout the pandemic," said Jennifer Martinez, executive director of the nonprofit Marion Senior Services that provides care to area seniors and the disabled.

"We were watching seniors fall through the gaps, despite our best efforts, and we were determined to find a better way to help them," Martinez said. "We wanted to find a more dignified and unified way to approach their problems."

What started out as a joint effort between Marion Senior Services, LSF Health Systems and the Marion



Paramedicine teams visit seniors who call 911 to determine if they need more support from other local agencies. The teams made more than 1,200 visits last year. - Photo by The Ocala Gazette.

County Sheriff's Office now includes Ocala Fire Rescue, the Ocala Police Department, the Fifth Judicial Circuit, Hospice of Marion County, the Florida Department of Children and Families, National Alliance on Mental Illness of Marion County, Florida Department of Elder Affairs and many others.

The partnering agencies regularly check in with one another to identify and discuss local seniors who are in crisis. The teams target seniors who call 911 excessively, or who frequently visit emergency rooms when other resources would more appropriately suit their needs. This additional layer of support helps reduce the strain on the local emergency response system, said Dr. Briana Kelley, director of human services at Marion Senior Services, who helped launch the program.

"We triage and prioritize those who need help the most and keep track of them through case management and a care plan," Kelley said. "Our goal is to create a response that reduces duplication of services, while also providing a dignified and coordinated approach to care."

Biweekly virtual meetings bring stakeholders together to discuss effective ways to ensure safety, quality of life and independence for the clients being served, Kelley said. The team explores and implements a coordinated response to address seniors with problems involving mental health or substance use/abuse emergencies. The program focuses on those with the most complex

needs who have persistent law enforcement, medical and other emergency-service involvement.

Paramedicine teams visit seniors who call 911 to determine if the situation needs more support. The team examines the issues affecting the senior, provides care and directs them to local resources that fit their needs. The teams made more than 1,200 visits last year, said Capt. Chris Hickman with the Ocala Fire Department.

"We're able to directly help folks who are under-served and under-cared for," Hickman said. "It allows us to home in on specific needs and look at the person as a whole. Sometimes it comes down to a senior not having a primary care doctor or regular access to health care. Do they have the medications they need? If they have no insurance, we have a program in the community that will help them pay for medication."

The team deals with many dementia patients, which can be challenging. There are myriad barriers that exist for the county's growing senior population, many of whom don't have family members nearby to help them find resources, Kelley said.

"We identify gaps of service and find ways to meet their needs," Kelley said. "We figure out ways to keep their quality of life and independence going as long possible. If they need to transition, then we do that. If hospice is necessary, then we'll make a referral. If Alzheimer's training is needed, we make that referral, too."



The Elder Co-Responder Program directly helps seniors who are under-served and under-cared for, officials said.

***"The program transforms seniors' and their families' lives by ensuring seniors are appropriately assessed and evaluated – then provided the best resources to address their behavioral health challenges."
~ Dr. Christine Cauffield***

Sgt. Clint Smith of the Marion County Sheriff's Office said the agency has benefited from the partnership, especially after it started examining the number of 911 calls from seniors with mental health issues who repeatedly called for non-law enforcement matters.

Smith said the Elder Co-Responder program resulted in a 54% decrease in 911 calls from these seniors in just the first year of the program. "That's huge for us; that's 700 hours of time we've saved," he said.

Now, when deputies respond to a call that ends up not being a law enforcement issue, they act more as a referral service and help point the caller in the right direction, hopefully staving off any more unnecessary calls for emergency services.

"We can spend more time fighting crime and doing the things we're expected to do," Smith said. "It's the right thing to do and it helps the community."

To secure funding that will keep the program going beyond its initial successful pilot, Martinez and Cauffield worked last year with area lawmakers including Rep. Stan McClain, Sen. Dennis Baxley and Sen. Keith Perry.

The appropriations they won supported the hiring of more staff including a dedicated crisis intervention specialist and a care coordinator. Marion Senior Services launched a second team this year and it is now looking to add two new case managers and another clinician.

"The program transforms seniors' and their families' lives by ensuring seniors are appropriately assessed and evaluated then providing the best resources to address their behavioral health challenges," Cauffield said. "It's diverting seniors from crisis stabilization units, ERs and jails while providing them and their families with much-needed services.

Martinez has spoken with other Florida agency leaders who have expressed interest in replicating the program in their communities.

Cauffield said Marion County's Elder Co-Responder program represents the type of innovative and collaborative effort her agency loves to support. "This is exactly the type of problem-solving community-based care that Florida's Managing Entities were designed to support," she said.

Information from a Feb. 17, 2023 article by Rosemary Dowell and photos by Bruce Ackerman of the Ocala Gazette are included with permission from the publication.

LSFHS FY22-23

By The Numbers

69 organizations working with us to provide state-funded mental health and substance use programs in a 23-county region

672 at-risk children and adults served by our Care Coordination program that promotes care transitions for individuals with complex behavioral health needs.

3,903,092 

individuals served by our network of contracted behavioral health organizations

300+ **individuals trained**

since 2015 to become certified as either Certified Recovery Peer Specialists or Certified Recovery Support Specialists

85 training sessions provided to community stakeholders

3,135 individuals trained in specialty behavioral health topics



70%

approval rate for individuals with mental health or substance use challenges whom we helped increase access to Social Security disability benefits, this compares favorably **to the national average of 65%**



909

law enforcement calls in 2022-2023 that included mental health co-responders through programs we fund that diverted 70% of individuals from jail into treatment

10

community partners certified to deliver Applied Suicide Intervention Skills Training of Trainers

537 **callers served**

by our Access to Care Line, a free resource that offers 24/7 screenings, referrals and information about mental health and substance use programs

122 diversions

from both civil and forensic state hospitals for individuals who are either at-risk of or have already been committed to a state hospital

Overview

Funding for FY22-23

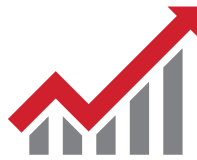
Funding Total

\$240,353,808

DCF SAMH Total

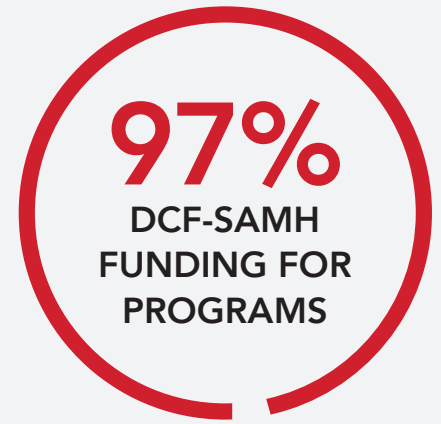
\$235,550,034

including carry forward



OTHER FUNDING TOTAL:

\$1,879,542	STATE GRANTS/LOCAL MATCH TOTAL <i>DCF Marion, DCF Hernando, DCF First Responders</i>
\$2,129,424	FEDERAL GRANTS TOTAL <i>HRSA CRPS, HRSA OIFSP, MHAT, Hernando County Drug Court, Suicide Prevention, SETS, COPS</i>
\$394,808	FOUNDATION GRANTS TOTAL <i>Florida Blue</i>
\$35,925.50	SPONSORSHIPS AND CONTRIBUTIONS TOTAL
\$18,323.07	TRAININGS TOTAL



43.62%
Adult Mental Health
\$95,929,397

17.69%
Children's Mental Health
\$38,900,407

31.61%
Adult Substance Abuse
\$69,508,834

7.08%
Children's Substance Abuse
\$15,573,294



LSFHS
Administration

3%

=100%

Surpassing Goals

REDUCED RECIDIVISM

1%

of adults enrolled in care coordination who were admitted into a crisis stabilization unit/inpatient or inpatient detoxification were readmitted within 30 days after discharge.

LIVING IN A STABLE HOUSING ENVIRONMENT

ADULT MENTAL HEALTH

92%

Goal 85%

of adults with severe and persistent mental illnesses live in a stable environment

91%

Goal 64%

of adults in forensic involvement live in a stable housing environment

CHILDREN'S MENTAL HEALTH

99%

Goal 91%

of children served for mental health lived in a stable housing environment

ADULT SUBSTANCE ABUSE

91%

Goal 89%

of adults with substance abuse lived in stable housing at time of discharge

CHILDREN'S SUBSTANCE ABUSE

99%

Goal 88%

of children with substance abuse lived in stable housing at time of discharge

SUCCESSFULLY COMPLETE SUBSTANCE TREATMENT SERVICES

Goal
51%

52% of adults receiving substance abuse services completed treatment

Goal
48%

72% of children receiving substance abuse services completed treatment

ATTENDING SCHOOL

Goal
86%

87% of required school days attended by children with serious emotional disturbance

IMPROVED LEVEL OF FUNCTIONING

Goal
65%

75% of children experiencing emotional and serious emotional disturbances had improved functioning after receiving services

SUCCESSFUL DAYS WORKING AND COMPETITIVE EMPLOYMENT

Goal 40
Days

85 DAYS annual average of amount of time adults with severe, persistent mental health challenges worked

Goal
24%

38% of adults with serious mental health challenges were competitively employed

FUNDERS & GRANTORS

- State of Florida, Department of Children and Families
- Substance Abuse and Mental Health Services Administration
- Health Resources & Services Administration
- Florida Blue Foundation
- Duval County Department of Health
- Brooks Rehabilitation
- Ocala Housing Authority
- Simple Pay
- Humana
- City of Jacksonville

INNOVATION SUMMIT SPONSORS

- State of Florida, Department of Children and Families
- Psych HUB
- Florida Blue
- Addiction Abatement & Innova Pharmaceuticals
- Genoa HealthCare
- MTM Services
- Knight Software
- Daigle Creative
- Well Florida Council
- USI
- Nona Scientific
- ACE Medical
- CROP Creative Media
- Sunshine Health
- Health-Tech Consultants
- Humana
- Stabilify
- Peggy Schiffers

RURAL HEALTH SUMMIT SPONSORS

- United Healthcare
- Hanley Foundation
- Gilchrist Prevention Coalition
- Levy County Prevention Coalition
- Dixie County Anti-Drug Coalition
- Hamilton County Alcohol and Other Drug Prevention Coalition
- CCA
- Marion County Children's Alliance
- Meridian
- SMA Healthcare
- WellFlorida
- Human Potential
- UF Health Psychiatric Hospital
- LSF Health Systems

CONTRACTED NETWORK SERVICE PROVIDER AGENCIES

- Ability Housing of Northeast Florida
- **Alachua County Board of County Commissioners**
- Bay Area Youth Services dba BAYS Florida
- BayCare Behavioral Health
- **Bethany Christian Services of Florida**
- Camelot Community Care
- Cathedral Foundation, dba Aging True
- CDS Family and Behavioral Health Services
- Child Guidance Center
- **Children's Home Society of Florida**
- City of Hope International dba House of Hope Florida
- City of Ocala
- **Clay Behavioral Health Center**
- Community Coalition Alliance
- Community Rehabilitation Center
- CRC Health Treatment Clinics, dba Volusia County Comprehensive Treatment Center
- Daniel Memorial
- DaySpring Village
- Delores Barr Weaver Policy Center
- Eckerd Youth Alternatives
- EPIC Community Services
- Flagler County Board of County Commissioners dba Flagler County Fire Rescue
- Flagler Hospital
- Flagler Open Arms Recovery Services
- Fresh Ministries
- Gainesville Opportunity Center
- Gateway Community Services
- Gulf Coast Jewish Family and Community Services
- **The Hanley Center Foundation**
- Halifax Hospital Medical Center
- Heart of Florida United Way
- Here Tomorrow
- **The House Next Door**
- **I.M. Sulzbacher Center for the Homeless**
- Inspire to Rise
- LifeStream Behavioral Center
- Marion Senior Services
- Marlyn Behavioral Health System, dba Quality Resource Center
- Mental Health America of East Central Florida
- Mental Health Resource Center
- Meridian Behavioral Healthcare
- Mid Florida Homeless Coalition
- Mr and Ms Mentoring
- NAMI Hernando
- Nassau County Mental Health, Alcoholism & Drug Council, dba Starting Point Behavioral Healthcare
- National Alliance on Mental Illness of Marion County
- New Hope Education and Addiction Services, dba Florida Recovery Schools
- Northwest Behavioral Health Services
- Operation PAR
- Osceola Mental Health, dba Park Place Behavioral Health Care
- Outreach Community Care Network
- **Phoenix Programs of Florida d/b/a Phoenix Houses of Florida**
- Rebel Recovery Florida
- Recovery Point Palatka
- ReNew Recovery Café
- **School District of Clay County**
- SMA Healthcare
- SMA Healthcare, fka The Centers
- St. Augustine Youth Services
- The Chrysalis Center, dba Chrysalis Health
- United Way of Northeast Florida
- United Way of Suwannee Valley
- Urban Jacksonville, dba Aging True
- Van Gogh's Palette, dba Vincent House
- Volunteers of America of Florida
- The Volusia/Flagler County Coalition for the Homeless
- Volusia Recovery Alliance
- Zero Hour Life



LSF Health Systems is a managing entity contracted with the Department of Children and Families to serve a 23-county region in North Florida. Learn more at lsfhealthsystems.org.



lsfhealthsystems.org
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