



Board of Directors Meeting

April 14, 2011

Central Florida Behavioral Health Network-Family System of Care Report

Item V.A.

Information Item:	Central Florida Behavioral Health Network Update
Issue:	Program Methodology Revised Placing Greater Emphasis on Case Management
Program:	Family System of Care

Background:

Last December Central Florida Behavioral Health Network (CFBHN) presented proposed changes to their program methodology to the Board and outlined the merits of the proposal in a white paper. The new Family System of Care is based upon a case management model evaluated and found to be effective by the Substance Abuse & Mental Health Services Administration in 2010. The primary purpose of the Family System of Care (FSOC) is provision of high quality system navigation and short term, comprehensive, and coordinated wrap around services. The Board accepted the proposed program refinements and requested an update in April, once the changes had been implemented.

Current status:

- As of January 10, 2011 calls to the FSOC (1-888-592-3762) referral line are being answered by 2-1-1 Tampa Bay Cares (2-1-1 TBC). In February, 166 calls were answered, 116 were screened, and 60 were determined FSOC eligible.
- FSOC admission criteria are currently being applied by 2-1-1 TBC during the screening process. Most individuals who are Medicaid eligible or have private insurance are being referred to services outside of the FSOC. All FSOC clients must present needs in at least three domain areas and agree to accept case management services.
- 2-1-1 TBC is scheduling assessments manually due to technical difficulties related to CFBHN's new data system (IHSIS).
- Personal Enrichment through Mental Health Services (PEMHS) is still using the longer needs assessment as the new Child and Adolescent Needs and Strengths (CANS) assessment is not yet available in the new data system. Thirty-eight assessments were completed in February. A maximum of 25 assessment appointments per week may be scheduled based on the number of assessors available and the time required to conduct an assessment.
- Active FSOC clients have been reduced from over 700 last December to approximately 295 as of March 23, 2011.
- System Navigator caseloads average 20 active clients. The productivity rate is 63%. There are currently 20 System Navigators.
- Twenty-five Pinellas Village families are enrolled in the FSOC.
- PEMHS assessment staff is conducting utilization reviews to determine client appropriateness for FSOC. As of March 23, 2011, approximately 179 cases remained to be reviewed.

- The care plan and authorizations/billing are not yet available in the new data system.
- Marcie Biddleman represents JWB in CFBHN provider meetings.
- In December 2010, JWB staff completed security training and requested access to CFBHN's new IHSIS. As of March 28, 2011, JWB staff has not been granted access to the data system.
- JWB requested a revised program methodology on October 22, 2010. CFBHN submitted a revised program methodology to JWB on December 29th. A meeting with CFBHN and JWB staff occurred on December 30th and February 21st to discuss concerns related to the revised program methodology. On March 15th CFBHN resubmitted the program methodology clarifying issues raised by JWB.
- As of March 28, 2011, CFBHN reported (in SAMIS) serving 827 primary youth and 216 primary adults. The contract requires that CFBHN serve at least 1,320 primary youth and 506 primary adults. While CFBHN is currently on target to meet contracted service levels, continued enrollments will be hampered by funding limitations.
- Approximately 85% of the clients completing the program are meeting Goal Attainment Scale objectives.
- CFBHN's expenditure rate is such that the program will run out of funding in June. In February, CFBHN requested reimbursement for \$1,872,974.75 of their \$3,307,085 annual allocation (56.64%). On March 17, 2011, CFBHN and JWB discussed options for reducing the expenditure rate to ensure funding is available through September 30, 2011.

Staff will keep the Board apprised of significant delays or changes to this project.