



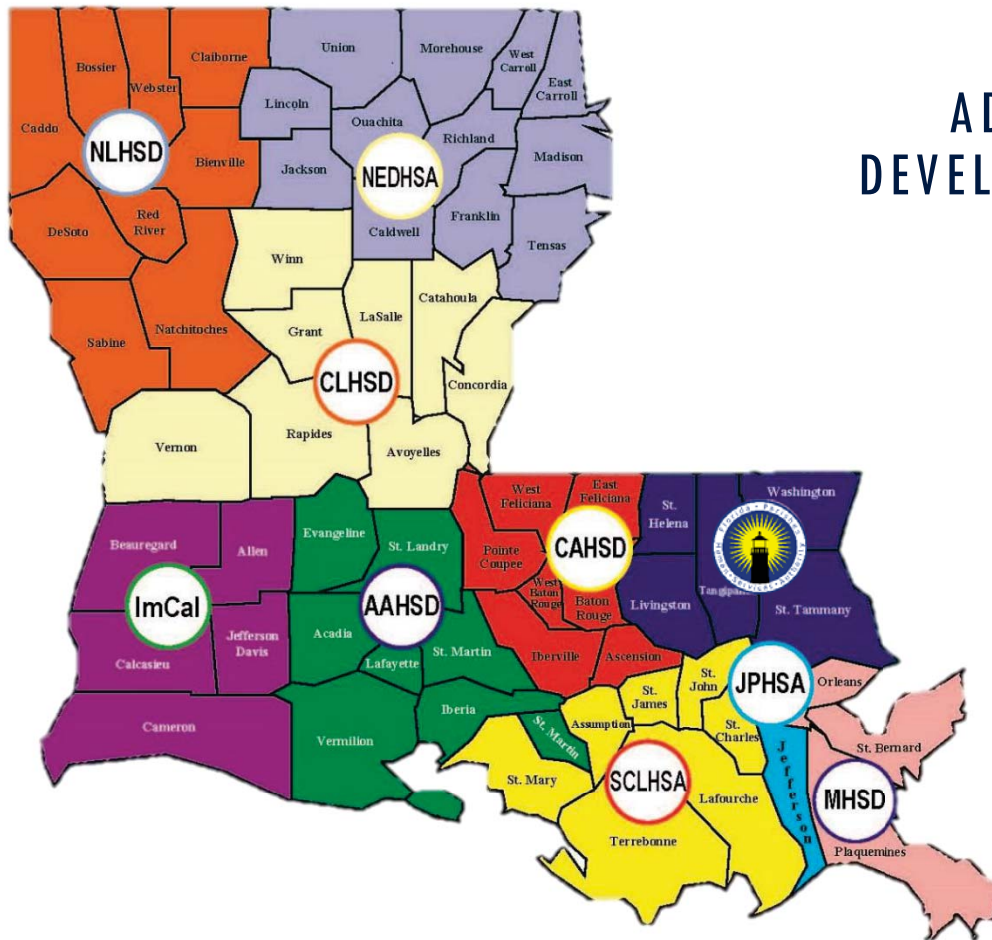
FLORIDA PARISHES HUMAN SERVICES AUTHORITY

16TH ANNUAL REPORT
TO THE BOARD
FY 2020

Presented by
Richard J. Kramer, Executive Director
February 26, 2021



FLORIDA PARISHES HUMAN SERVICES AUTHORITY



ADDICTIVE DISORDERS SERVICES
DEVELOPMENTAL DISABILITIES SERVICES
MENTAL HEALTH SERVICES

LIGHTING THE PATH
FORWARD FOR THE
RESIDENTS OF
LIVINGSTON, ST. HELENA,
ST. TAMMANY,
TANGIPAHOA, AND
WASHINGTON PARISHES
SINCE 2004

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Florida Parishes Human Services Authority

Sixteenth Annual Report to the Board- FY 2020

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MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Supporters of Florida Parishes Human Services Authority (FPHSA),

As it was for everyone around the world, the past year has been one of the most challenging in our history as an agency. The pandemic forced us to very quickly change the way that we provided services to the people who depend on them. Overnight, we had to transition all of our efforts to virtual services so that those that we serve would continue to have access to the support they need for their behavioral health or developmental disabilities needs without unnecessarily jeopardizing their health or the health of our staff members by putting them at increased risk for infection. The staff of FPHSA have done a remarkable job in adapting to the current demands imposed by the pandemic understanding that the critical services provided by our agency cannot be put on hold, that the people who look to us for services are depending on us to come through for them. The team of people that we work with every day always makes me proud but perhaps never as much as they have over the past year.

There were many things that we have learned, though, through this pandemic that can make our agency better in the future. While we were required to switch to telehealth services overnight due to the conditions, we've now learned how that can be incorporated into our regular programming and can be used, when appropriate, to reach those who cannot physically get to the clinics due to a physical limitation or transportation challenge. We have now become accustomed to not being constrained by our physical locations and can have staff at one clinic assist with the demands of another clinic when capacity exists in one clinic and not another. Every challenge we face is an opportunity to grow and we will use this one to further improve how we can engage and assist those who come to us for services long after Covid-19 is gone.

Thank you,

A handwritten signature in blue ink, appearing to read "Richard J. Kramer".

Richard J. Kramer

SELECT FISCAL YEAR 2020 ACCOMPLISHMENTS

- Incorporation of telehealth practices
- Minimal interruption of services despite of COVID-19
- Over 60 clinicians trained on Cognitive Behavioral Therapy (CBT) for suicide prevention
- 6 teams of clinicians received consultation on CBT implementation from Beck Institute
- Work from home initiative
- In-house pharmacy opened in Slidell
- Identified new space for Bogalusa Clinic
- FFT implementation
- CARF reaccreditation for 3 years
- Expansion of FEP programs to 2 other clinics
- Continued implementation of a “Dashboard” to improve communication regarding incident reporting and trending, to manage the dissemination of changes in policies and procedures, to capture data regarding PEC and CEC use and the implications for staffing, and to enhance data driven quality improvements.
- Completed review of policies and procedures for CARF visit in December 2019.
- Successful completion of the CARF survey review and corrective actions, maintaining accreditation status through 2022.

(Continued on next page)

ACCOMPLISHMENTS

- Revised annual plans: Risk Management (RM), Cultural Competency, Accessibility, and Information Technology to align with CARF, CMS and licensing requirements. (To be rolled out in 2020-21.)
- Revised/designed Orientation curriculum and Competency Plan. (To be rolled out Q1, FY 2021.)
- Initiated PIPs to address deficiencies in certain areas of compliance (see section 3 below).
- Started work on the implementation of an e-audit function (on the Dashboard) for administrative, clinical, medical/nursing services.
- Partnered with RM Liaison to address risk management functions that are compliance related.
- Created shared folders on the FPHSA Intranet to serve as repositories for SDS.MDS reference material, nursing department monthly reporting, and risk management reporting.
- Assisted in creation of MAT protocol.
- Assisted in implementation of Telehealth service delivery with a COVID-19 inspired rush to implement zoom technology, which made WFH possible.
- Assisted with design and implementation of COVID-19 COOP response.
- Used data to drive recommendations for improvements across FPHSA service deliveries and to build framework for monitoring said performance improvements.
- Identified opportunities for data on crisis intervention and response to inform resource distribution in order to meet the needs of our service population, especially as it relates to strategic planning.

FPHSA HISTORY/LEGISLATION

FPHSA was established during the 2003 Louisiana Legislative session under House Bill 954. Upon passage by the Legislature, House Bill 954 became Act 594 of the 2003 Legislative session.

Effective July 1, 2004, Florida Parishes Human Services Authority (FPHSA) became operational as a local governance entity. FPHSA was created to manage funding dollars in the areas of addictive disorders, developmental disabilities, and mental health services and to bring spending and operational decisions down to the local level.

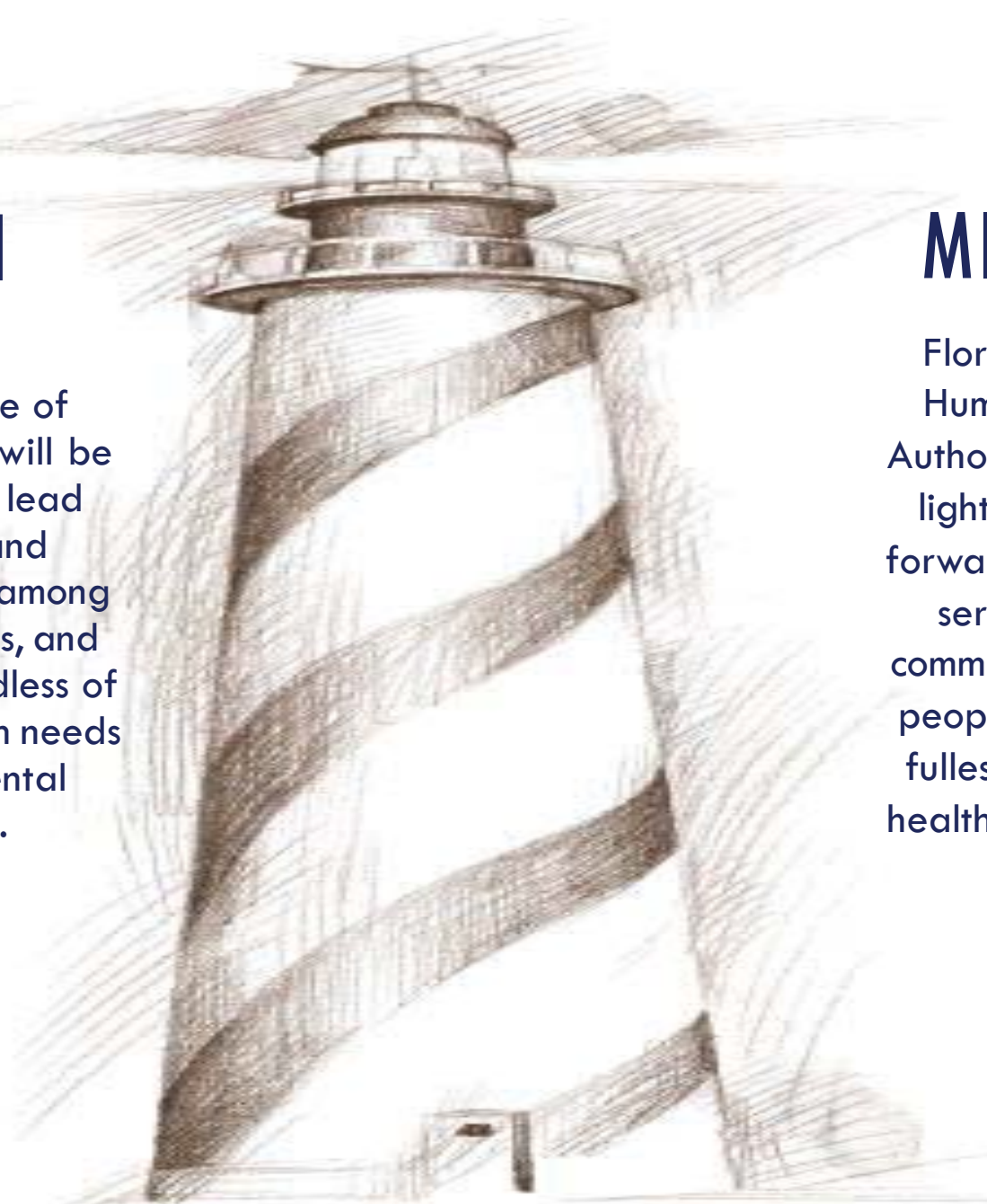
More recently, Senate Bill 58, was enacted through Act No. 73 of the 2017 Regular Session, to amend and reenact the enabling statutes dealing with the Human Services Districts/Authorities, known as Local Governance Entities (LGEs), under La. R.S. 28:910 et seq.

VISION

That all people of Florida Parishes will be empowered to lead meaningful and productive lives among friends, relatives, and neighbors regardless of behavioral health needs or developmental disabilities.

MISSION

Florida Parishes Human Services Authority (FPHSA) is lighting the path forward by offering services in our communities to help people reach their fullest potential in health and wellness.



BOARD REPRESENTATIVES

Livingston Parish

Ligia Soileau

Carol Stafford

St. Helena Parish

Gary Porter

St. Tammany Parish

David Cressy

Liz Gary

Timothy Lentz

Tangipahoa Parish

Genesa Garofalo Metcalf, M.D., Chair

Mona Pellichino

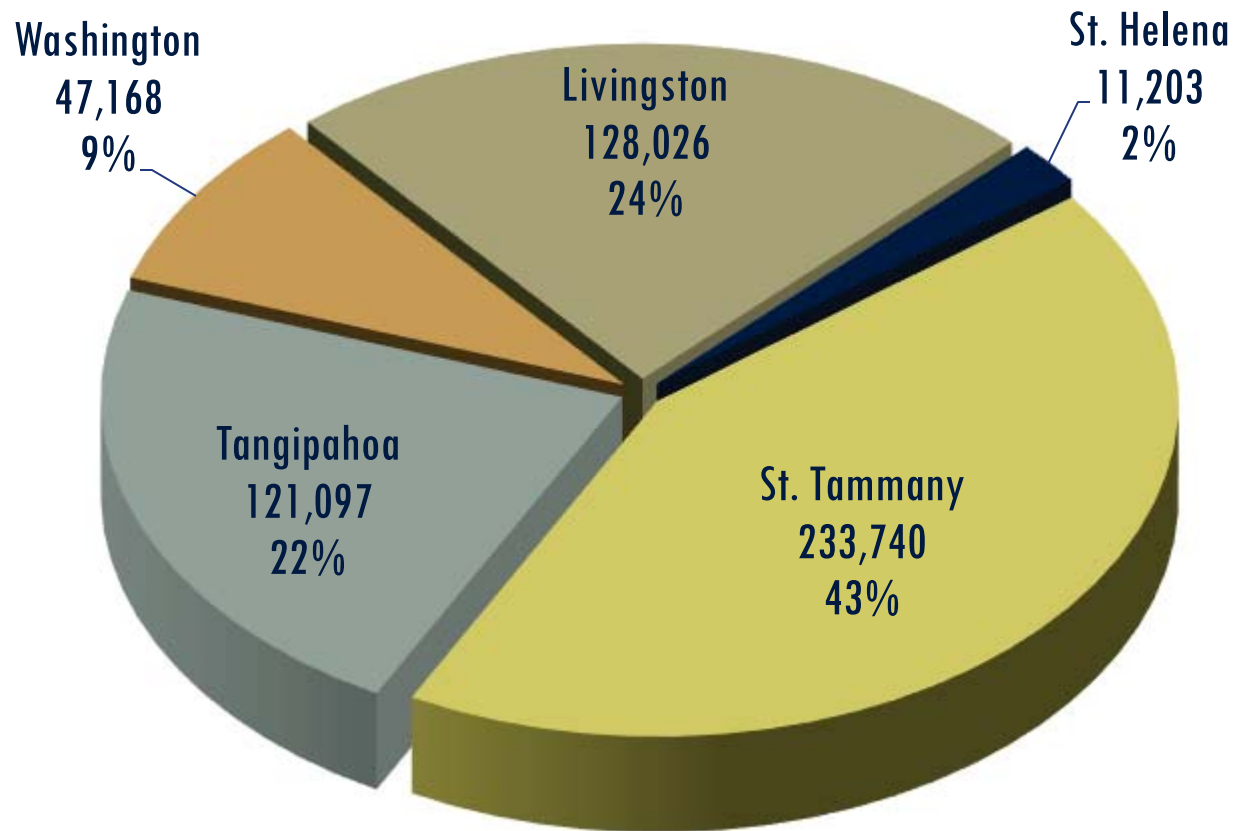
Washington Parish

Danielle Keys , Vice Chair

FPHSA FACILITY LOCATIONS



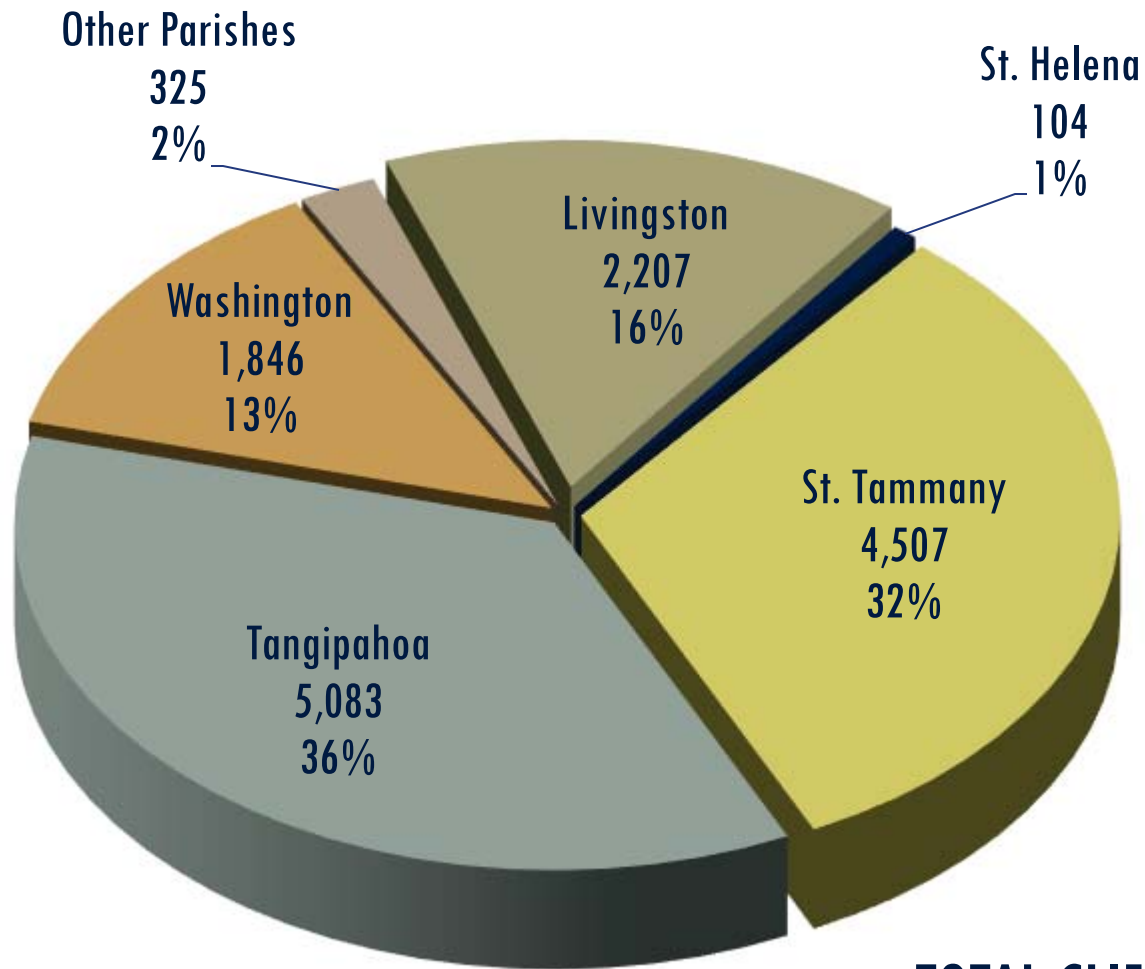
PARISH POPULATIONS AS PERCENTAGE OF CATCHMENT AREA POPULATION*



TOTAL POPULATION: 541,234*

* Based upon 2010 Census Data from the U.S. Census Bureau (www.census.gov).

CLIENTS SERVED BY PARISH OF RESIDENCE

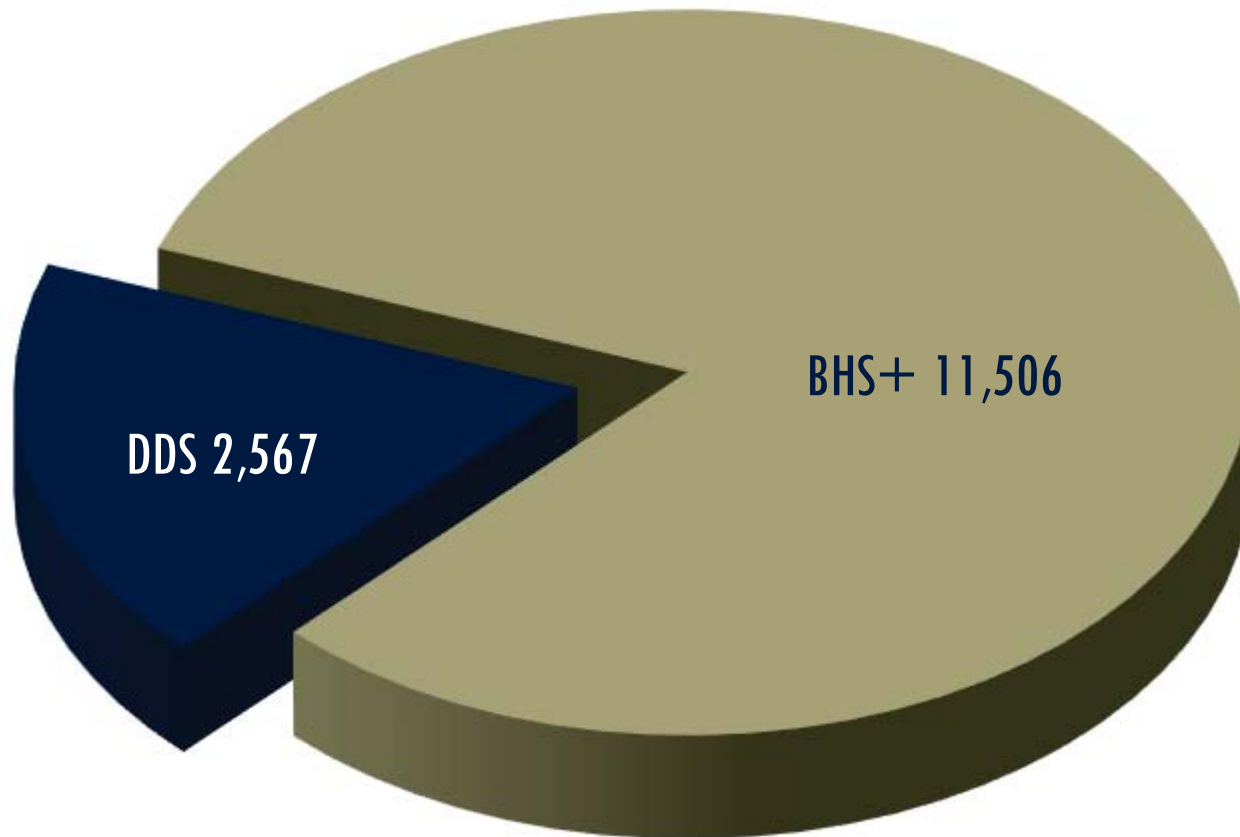


TOTAL CLIENTS: 14,073*+

**Where parish of residence was unknown, the number was approximated based on known parish percentages.*

+BHS data does not include 257 merchants educated through Synar or 7,846,910 prevention efforts/ social media.

CLIENTS SERVED BY TYPE OF SERVICE



CLIENTS SERVED: 14,073+

+BHS data does not include 257 merchants educated through Synar or 7,846,910 other prevention efforts/social media
Source: ICANotes, OCDD Data System, PMIS, LADDs

FPHSA provides the following behavioral health services:

- **Addictive Disorders Services for Adults**
- **Mental Health Services for Adults and Children**
 - **Home and Community Based Services**
 - **Gambling Services**
 - **Prevention Services**
- **Crisis Counseling Related to COVID-19**

BEHAVIORAL HEALTH SERVICES



Addictive Disorders Services (ADS) consists of prevention services and treatment services for addictions and abuse related to alcohol, other drugs, gambling, and tobacco. Licensed counselors, in both outpatient and residential settings, assist individuals to stop using alcohol or drugs, maintain drug-free lifestyles, and develop improved social, emotional, and psychological skills.

Prevention services prepare and support individuals and systems in the creation and reinforcement of healthy behaviors and lifestyles. Alcohol, tobacco, and other drug problem prevention focuses on risk and protective factors associated with the use of these substances, concentrating on areas where research and experience suggest that success in reducing abuse and addiction is most likely. Evidence-based educational programs are currently administered to students in schools in all five parishes of the FPHSA catchment area.

All individuals are initially assessed in outpatient clinics with most individuals treated exclusively in this setting. FPHSA's outpatient clinics provide the bulk of treatment designed to address each individual's needs for lasting sobriety. Participants are also involved in 12-step recovery programs operating in community-based settings. Medication Assisted Treatment (buprenorphine, naltrexone) is offered to assist in treatment success. Treatment duration for most individuals is six to nine months. Occasionally, referrals are made from FPHSA's outpatient clinics to its Level III.5 residential program, Alcohol and Drug Unit (ADU)/Fontainebleau Treatment Center (FTC), where individuals reside and participate in treatment. ADU/FTC also serves clients referred from sources throughout the state.

ADDICTIVE DISORDERS SERVICES



ADDICTIVE DISORDERS SERVICES

OUTPATIENT SERVICES PROVIDED

- 🏠 Screening
- 🏠 Assessment
- 🏠 Relapse Prevention Groups
(Living in Balance Model)
- 🏠 Continuing Care Groups
- 🏠 Family Education
- 🏠 Intensive Outpatient Program Group
Therapy (Matrix Model)
- 🏠 Individual Therapy
- 🏠 Gender Specific Groups
- 🏠 Gambling Treatment
- 🏠 Treatment Planning
- 🏠 Medication- Assisted Treatment
- 🏠 Urine Drug Screens
- 🏠 Nursing Assessments
- 🏠 Physical Exams as Indicated
- 🏠 TB/HIV/STD Testing/ Screening
- 🏠 Breath-Analysis
- 🏠 Educational Groups
- 🏠 Referrals
- 🏠 Peer Support
- 🏠 Narcan Distribution
- 🏠 Mobile Opioid Response Team

ADDICTIVE DISORDERS SERVICES LEVEL III.5 RESIDENTIAL SERVICES PROVIDED

- 🏠 Assessments
- 🏠 Daily Group Therapy
- 🏠 Individual Therapy
- 🏠 Family Therapy
- 🏠 Treatment Planning
- 🏠 Daily Educational Modules
- 🏠 Nursing Assessments
- 🏠 Physical Exams
- 🏠 Lab Work
- 🏠 TB/HIV/STD Testing
- 🏠 Monitoring Medical Conditions
- 🏠 Medication Management
- 🏠 Health Education
- 🏠 Recreation/Exercise
- 🏠 Transportation
- 🏠 Referrals
- 🏠 Peer Support
- 🏠 Medication Assisted Treatment

Mental Health Services provides and coordinates mental health care for children/adolescents and adults at five outpatient clinics, as well as one outreach site throughout the FPHSA area.

We work with individuals to develop thorough assessments and evidence-based treatment plans to identify person-centered goals and action steps towards recovery.

MENTAL HEALTH SERVICES



MENTAL HEALTH SERVICES CLINIC-BASED SERVICES





- 👤 Screening/Assessment
- 👤 Psychiatric Evaluation
- 👤 Individual/Family/Group Therapy
- 👤 Medication Management
- 👤 Crisis Assessment
- 👤 First Episode Psychosis Program
- 👤 Gender Specific Trauma Informed Care Groups
- 👤 Illness Management and Recovery Group
- 👤 Peer Support/Consumer Liaison Services
- 👤 Interpretive Services for Persons who are Hearing Impaired and/or Non-English Speaking
- 👤 Psychiatric Medications as Appropriate
- 👤 Suicide Screening at each visit
- 👤 Safety Planning for at-risk individuals
- 👤 Cognitive Behavioral Therapy

MENTAL HEALTH SERVICES COMMUNITY-BASED SUPPORTIVE SERVICES

Children/Adolescents

-  Consumer Care Resources
-  Family Support Flexible Family Funds (Formerly Cash Subsidy)
-  Interagency Service Coordination (ISC)
-  24-Hour Crisis Services, Information, and Referral Services Including On-Line Resource Directory
-  Functional Family Therapy-Child Welfare (FFT-CW)

Adult

-  Permanent Supportive Housing Services
-  Home and Community-Based Services for Eligible Individuals through Community Psychiatric Supportive Treatment (CPST) and Psychosocial Rehab (PSR)
-  Consumer Care Resources
-  24-Hour Crisis Services, Information, and Referral Services Including On-Line Resource Directory

Community

-  Crisis Intervention Training with St. Tammany Parish Sheriff's Office
-  ASIST Training
-  Mental Health First Aide
-  Specialty Courts

Permanent Supportive Housing (PSH) was designed to provide flexible, community-based supportive services linked to affordable rental housing units in community-integrated, non-institutional settings. The program serves individuals with long-term disabilities with extremely low-income who are in need of supportive services due to their disabilities.

Functional Family Therapy-Child Welfare (FFT-CW) is an adaption of Functional Family Therapy that was designed to provide services to youth (0-18 years old) and families including welfare settings. The goal of FFT-CW is to reduce risk factors, keep families together, learn skills, instill hope, increase family bonding, and link to supports.

HOME AND COMMUNITY BASED SERVICES










PERMANENT SUPPORTIVE HOUSING SERVICES

Pre-Tenancy Services Provided

-  Initial Housing Assessment
-  Assistance in Determining Family Needs
-  Assistance in Resolving Any Deterrents to Obtaining PSH Housing
-  Assistance in Completion of Development/Landlord Applications
-  Assistance in Filing Appeals

Tenancy Services Provided

-  Assistance with Understanding Lease Requirements
-  Assistance with Establishing Utilities and Deposits
-  Assistance in Obtaining any Household Necessities
-  Assistance in Developing Housing or Community Skills
-  Assistance in Obtaining Employment
-  Assistance in Accessing Services in the Community
-  Review of the Plan of Care (POC)

BEHAVIORAL HEALTH SERVICES

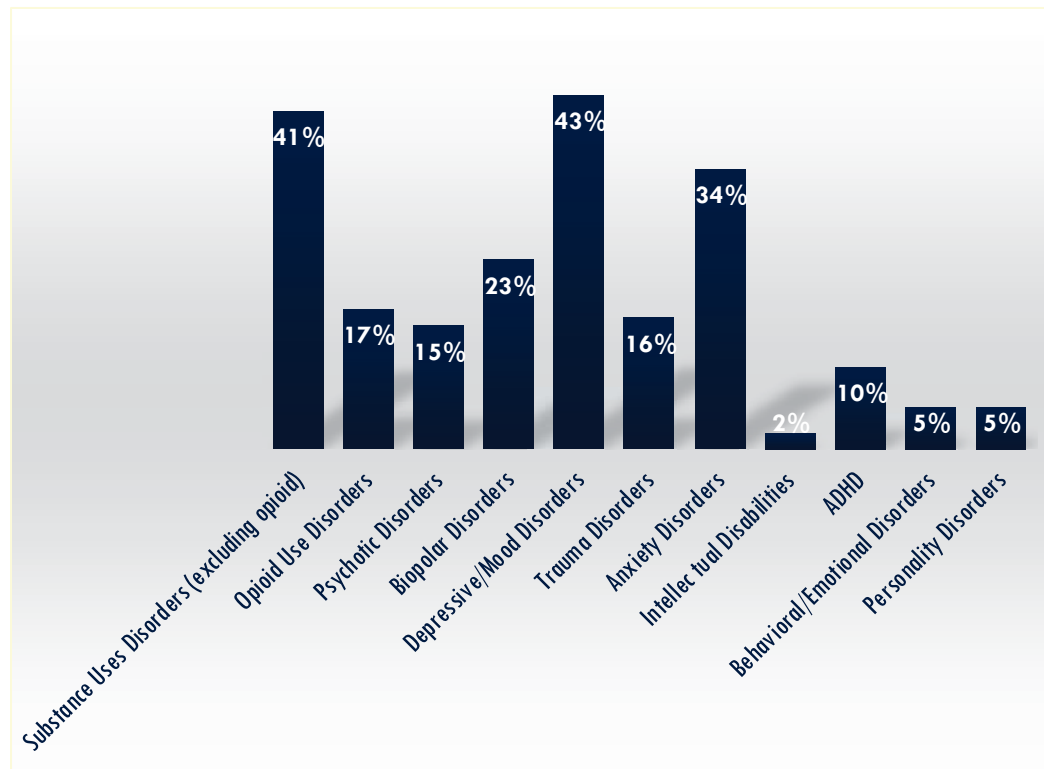
PERSONS SERVED BY PARISH

PARISH	Outpatient	Residential	*Flexible Family Fund	*Gambling Treatment	Prevention Enrollees	Prevention Social Media	Prevention Gambling	Prevention Generation Rx	*Home & Comm. Based	*Functional Family Therapy	*COAP	*DCFS
Livingston	1,273	23	1	0	0	3,127,584	0	382	2	16	0	32
St. Helena	62	2	0	0	0	0	0	0	0	2	0	0
St. Tammany	3,198	212	1	23	0	0	0	0	7	10	16	17
Tangipahoa	2,933	34	9	5	1,081	4,675	0	185	24	0	7	35
Washington	1,078	66	0	0	275	4,714,651	31	99	0	0	0	2
Total Florida Parishes	8,544	337	11	28	1,356	7,846,910	31	666	33	28	23	86
Total Other Parishes	240	115	0	2	0	0	0	0	4	0	0	2
Total All Parishes	8,784	452	11	30	1,356	7,846,910	31	666	37	28	23	88

Note: Where parish of residence was unknown, the number was approximated based on known parish percentages. Does not include Synar (257 merchants educated). Outpatient data includes 12 Gambling Treatment; 17 Flexible Family Fund; 120 Home & Community Based Services; and 14 Functional Family Therapy services

* Did not receive Outpatient services

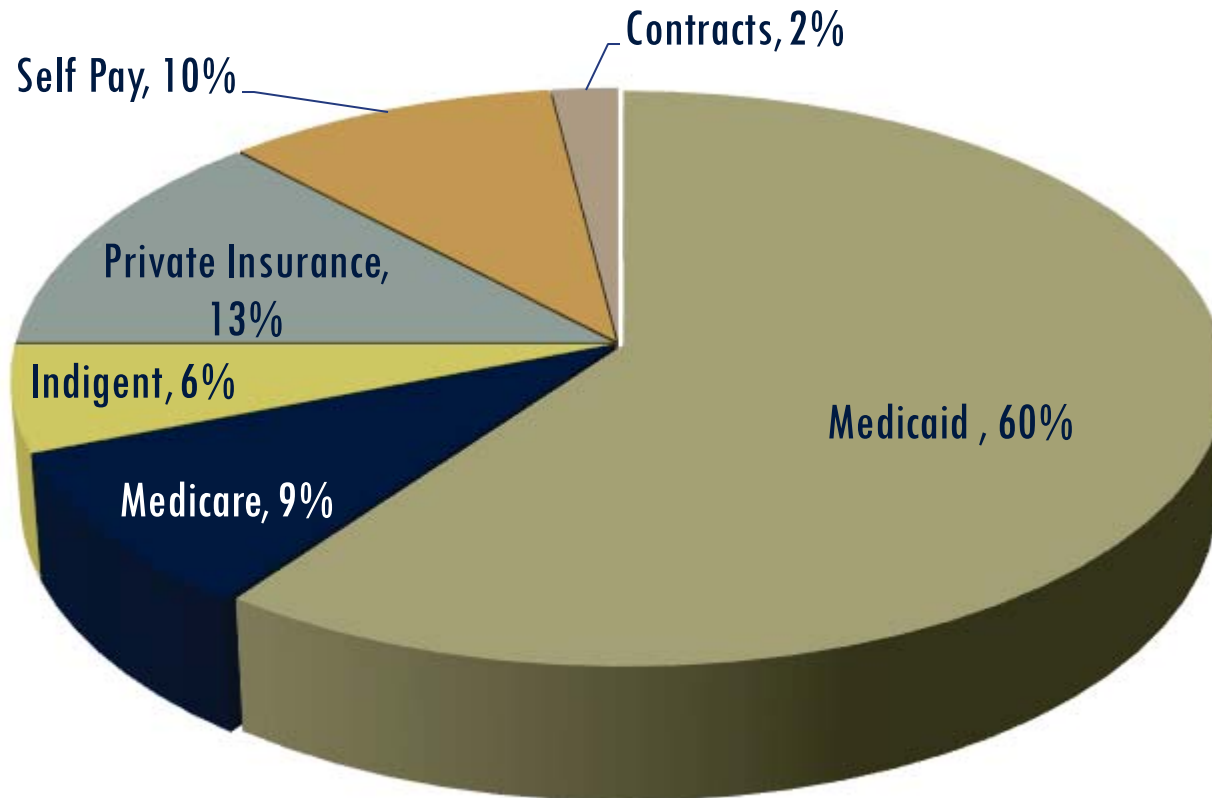
BEHAVIORAL HEALTH SERVICES DIAGNOSIS OF PERSONS SERVED



*Opioid disorders was separated out from and is not counted in other substance use disorders.

Please note: Persons served can have more than one diagnosis. Individuals with multiple diagnoses are represented in more than one category.

BEHAVIORAL HEALTH SERVICES FISCAL YEAR 2020: PAYER SOURCES



BEHAVIORAL HEALTH SERVICES- CONTRACTS

Contractor	Service Provided	FY 2020 Expended	FY 2020 Revenue
Adapt, Inc.	Prevention- Lifeskills Training/Washington Parish	\$73,820.00	
Adapt, Inc.	Prevention - "Kids Don't Gamble...Wanna Bet?"	\$20,000.00	
Adapt, Inc.	Generation Rx	\$106,000.00	
Aetna Better Health	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$255,743.65
Amerihealth Caritas	individuals: Self-Generated		\$262,470.16
Beck Institute	Suicide Prevention Training	\$ 7,200.00	
Blue Cross Blue Shield	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$19,843.68
Cashe, Coudrain & Bass	Tax Exemption Status - Legal Consulting	\$ 540.00	
Communication Consulting Group	Hearing Impaired and Language Interpreting Services	\$20,432.15	
Elizabeth Hierowski, M.D.	Psychiatric Services	\$118,857.00	
FAW Services (Dr. Whiteman)	Psychiatric Services	\$157,227.11	
Feigley Communications	Suicide Education Media Management	\$ 2,719.37	
FFT	FFT-CW Onsite Consultation Services	\$ 42,414.39	
Flexible Family Funds (Cash Subsidy)	Monthly Stipend through LINCCA; contracts with individuals	\$79,980.00	
GCG Medical, Inc. (Garic Grisbaum, MD)	Psychiatric Services	\$137,789.95	
Genoa, A QOL Healthcare Company, LLC	Pharmacy Services Provided (Genoa reimbursed FPHSA \$19,975.08 for space used in FPHSA facilities)	\$147,872.76	
Georgia Johnson	NP Clinical Services	\$ 38,400.00	
Girishkumar Shah, M.D.	Psychiatric Services	\$205,645.68	
Healthy Blue Louisiana	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$677,315.76
Humana	individuals-Self Generated		\$1,319.96
Jamie Cyprian	Training - ASIST Workshop	\$500.00	
Jamie Cyprian	ASIST Workshop Training	\$ 750.00	
La Assoc of Nonprofit Orgs	Strategic Planning Consulting	\$ 4,000.00	
La Youth Advisors	SADD - SYNAR	\$7,150.00	
La Youth Advisors	Generation Rx	\$55,464.00	
La Youth Advisors	LaPFS II - Tangi	\$112,724.14	
La Youth Advisors	LaPFS II - St Helena	\$66,036.99	
Louisiana Department of Children and Family Services	Payment for Provision of Behavioral Health Services to DCFS individuals (IAT)		\$76,279.18
Louisiana Dept of Health/Office of Adult and Aging Services	Payment for Provision of Permanent Supportive Housing Services (IAT)		\$60,001.81
Louisiana Healthcare Connections/Centene	Payment for Provision of Behavioral Health Services to insured individuals-Self Generated		\$439,169.05

BEHAVIORAL HEALTH SERVICES- CONTRACTS

Contractor	Service Provided	FY 2020 Expended	FY 2020 Revenue
Rehabilitation Services	Payment for Provision of Supported Employment Services (IAT)		\$11,500.00
Medicare	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$68,265.69
NAMI St. Tammany	Peer Support	\$110,248.63	
NAMI St. Tammany	Group Home - Residential	\$112,707.00	
NAMI St. Tammany	Resource Directory	\$7,239.96	
NESS Healthcare NFP/Northlake Behavioral Health System	Support Services for ADU/FTC Residential Services	\$123,923.41	
R Stagg Medical	NP Clinical Services	\$ 83,881.52	
Robert Hetrick, LAC, CCGC	Gambling Treatment	\$60,718.20	
SE LA Health Education Center	Consumer Care Resources for Youth	\$34,431.25	
Shanmugan Shantha, M.D.	Psychiatric Services	\$90,950.00	
Shanmugan Shantha, M.D.	Psychiatric Services	\$99,960.00	
Tangipahoa Alcohol & Drug Abuse Council	Prevention- Lifeskills Training/Tangipahoa Parish	\$121,428.00	
Tangipahoa Alcohol & Drug Abuse Council	Generation Rx - Opioid - Vaping Initiative	\$47,883.00	
Tulane University	Psychiatric Services	\$129,603.24	
Twenty-Second Judicial District Court (Behavioral Health Court)	Payment for Provision of Behavioral Health Services to Behavioral Health Court participants: Self-Generated		\$5,647.75
Twenty-Second Judicial District Court (Drug Court)	Payment for Provision of Behavioral Health Services to Adult Drug Court participants: Self-Generated		\$50,546.25
Twenty-Second Judicial District Court (Re-Entry Court)	Payment for Provision of Behavioral Health Services for Residential Treatment to Re-Entry Court participants: Self-Generated		\$2,029.00
Twenty-Second Judicial District Court (Sobriety Court)	Payment for Provision of Behavioral Health Services to Sobriety Court participants: Self-Generated		\$20,852.97
U.S. Courts Federal Probation and Parole	Payment for Provision of Behavioral Health Services to Adult Drug Court participants: Self-Generated		\$15,270.00
United Healthcare/Optum	Payment for Provision of Behavioral Health Services to insured individuals-Self Generated		\$678,406.23
VIA Link	24 hour access to crisis intervention services	\$44,997.00	
Volunteers of America	Consumer Care Resources for Adults / RAC	\$67,223.16	
Volunteers of America	COAP - 22nd Judicial Court	\$102,782.74	
Volunteers of America	OMRT	\$228,933.15	
Volunteers of America	Peer Support	\$241,978.53	
Volunteers of America	OMRT	\$82,628.55	
William Arendell	EMDR Training and Consulting Services	\$3,610.00	
William Scmitz, Jr	Sentinel Event Consulting	\$ 8,395.50	
Zobrio	Electronic Medical Record Consulting	\$7,500.00	
	TOTAL	\$3,216,546.38	\$2,644,661.14

Developmental Disabilities Services (DDS) assists individuals with developmental disabilities (as defined by the State of Louisiana R.S. 28:451) and their families in accessing community – based services, supports, and resources in order to meet their personal goals while living in their own home and community, close to natural supports. This program serves as the single point of entry into the developmental disability services system.

OCDD's four developmental disability home and community-based waivers, New Opportunities Waiver (NOW), Residential Options Waiver (ROW), Supports Waiver, and Children's Choice Waiver were operationalized to a tiered waiver system of service delivery, which will allow for individuals to be supported in the most appropriate waiver. Home and community-based waiver opportunities are provided based on the individual's prioritized need for support, which was identified in their Request for Services Registry (RFSR) Screening for Urgency of Need (SUN). Previously, the RFSR (waiting list) was first come, first served based on the protected date.

DEVELOPMENTAL DISABILITIES SERVICES



DEVELOPMENTAL DISABILITY COMMUNITY SERVICES

- Single point of entry serves to determine and re-determine eligibility into the developmental disability services system.
- Redetermination of eligibility for children aging out of EarlySteps program.
- Individual and Family Support (IFS) serves to meet those needs of individuals with developmental disabilities, which exceed those normally met by existing resources.
- Flexible Family Fund services provides a cash stipend to families of eligible children with severe or profound developmental disabilities who are under the age of 18 years.
- Crisis Funding for unexpected services / supports when no other funding source is available.
- Crisis Referral services link individuals with a developmental disability to a program for intense intervention.
- Residential Services assist in a referral and admission approval to a licensed private provider who provides 24-hour supports in a community or group home.
- Pre-Admission Screening and Resident Review (PASRR) services ensures the most appropriate setting and specialized services are reviewed when an individual with a developmental disability seeks admission to a nursing home.
- Competitive Employment is the focus for all persons with a disability who are of working age. FPHSA believes people with disabilities can be employed in typical jobs with competitive compensation that are fully integrated in the workforce.
- Day/Vocational services assist in securing employment related services for an individual with a developmental disability.

(Continued on next page)

DEVELOPMENTAL DISABILITY COMMUNITY SERVICES

- Judicial involvement - DDS provides in-person testimony and written reports to the courts when developmental disability eligibility is questioned by the court and/or when an individual with a developmental disability diagnosis is ordered in LDH custody. DDS provides a written summary of evidence and testimony for individuals who appeal the denial of a developmental disability service.
- Guardianship referrals for individuals with a developmental disability are submitted to OCDD State Office upon the recommendation of an interdisciplinary team and a licensed psychologist.

DEVELOPMENTAL DISABILITY WAIVER SERVICES

Medicaid home and community-based waiver programs allow people greater flexibility to choose where they want to live and to use services and supports that best suit their needs. Services provided must represent a least-restrictive treatment alternative. Each home and community-based waiver has specific service packages and eligibility requirements. Waiver opportunities are dependent upon funding and are also offered based on the individual's need and priority level from their Screening for Urgency of Need (SUN) through the Request for Services Registry.

In making waiver offers the following criteria will be considered:

- If the person is under the age of 21, they will receive a Children's Choice offer.
- If the person is 18 and no longer attending school, they will have the option to choose Children's Choice Waiver or Supports Waiver.
- Adults 21 and up, - will receive a supports waiver offer. The person will participate in needs-based assessment and person-centered planning to determine if a higher tiered waiver will be needed. Factors to be considered during the needs-based assessment and person-centered planning include the following:
 - Independence and/or whether the person could have unsupported time
 - Type and amount of support needed to complete activities of daily living around the home and in the community. Activities that will be considered include: dressing, bathing, grooming, mobility, managing money, transportation, making purchases, etc.
 - Use of both formal/informal supports (LT-PCS, EPSDT-PCS, other Medicaid/Private insurance services, natural/community supports, use of technology, etc.)

(Continued on next page)

DEVELOPMENTAL DISABILITY WAIVER TYPES

Children's Choice Waiver

- Provides services in the home and in the community to individuals 0 through 20 years of age, who currently live at home with their families or who will leave an institution to return home.
- This waiver provides an individualized support package with a maximum cost of \$16,410 per year and is designed for maximum flexibility.
- Youth who reach the age of 18 and want to work may choose to transition to a Supports Waiver as long as they remain eligible for waiver services.
- Youth who continue in the Children's Choice Waiver beyond age 18 will age out of Children's Choice Waiver when they reach their 21st birthday. They will transition to the most appropriate waiver that meets their needs as long as they remain eligible for waiver services.

Supports Waiver (SW)

- Provides options and meaningful opportunities through vocational and community inclusion for individuals who are 18 years of age and older.

Residential Options Waiver (ROW)

- Provides supports and services in the home and in the community.
- It is a capped waiver where each person's individual annual budget is based upon his/her assessed support needs. Support needs are determined by an Inventory for Client and Agency Planning (ICAP) assessment.
- This program is not intended to provide 24 hours a day of one to one support.

(Continued on next page)

DEVELOPMENTAL DISABILITY WAIVER TYPES

New Opportunities Waiver (NOW)

- The mission of the NOW is to utilize the principles of self-determination to supplement the family and/or community supports while supporting dignity, quality of life, and security in the everyday lives of people while maintaining the Recipient in the community.
- The NOW is only appropriate for those individuals whose health and welfare can be assured via an Individual Support Plan and for whom home and community-based waiver services represent a least restrictive treatment alternative. The NOW is intended to provide specific, activity focused services rather than continuous custodial care.

DEVELOPMENTAL DISABILITIES SERVICES

SERVICES PROVIDED TO INDIVIDUALS/FAMILIES BY PARISH

PARISH	Individual and Family Support	Flexible Family Funds*	PASRR [^]	Crisis+	Psychological Evaluations	Families Helping Families	Waiver
Livingston	66	31	0	19	8	11	337
St. Helena	6	1	0	0	1	0	30
St. Tammany	139	74	7	57	6	15	704
Tangipahoa	113	38	18	54	2	20	511
Washington	54	8	5	20	2	4	195
Total Florida Parishes	378	152	30	150	19	50	1,777
Total Other Parishes	0	1	3	0	0	0	7
Total All Parishes	378	153	33	150	19	50	1,784

Note: The total number served by developmental disabilities services is 2,692; however, 125 additional services were also provided to those same individuals and/or families as listed above.

**The number of individuals receiving Flexible Family Funds was 213; however, 60 of these clients also received another type of DDS service. +The number of individuals receiving Crisis services was 209; however, 59 also received another type of DDS service. ^The number of individuals receiving PASRR was 38; however, 5 also received another type of DDS service. #The number of individuals receiving Psychological Evaluations was 20; however, 1 also received another type of DDS service. For "Other Parishes", the person served is either transferring in or out of FPHSA.*

DEVELOPMENTAL DISABILITIES SERVICES INDIVIDUALS WAITING FOR SERVICES

Type of Service	FY20
Individual and Family Support	20
Flexible Family Fund	219
Total	239

ICF-IID HOMES (COMMUNITY HOMES)

FPHSA MAKES REFERRALS AND APPROVES ADMISSIONS FOR COMMUNITY HOME PLACEMENT, KNOWN AS ICF-IID: INTERMEDIATE CARE FACILITY FOR INDIVIDUALS WITH INTELLECTUAL DISABILITIES. THERE IS A 98% OCCUPANCY RATE.

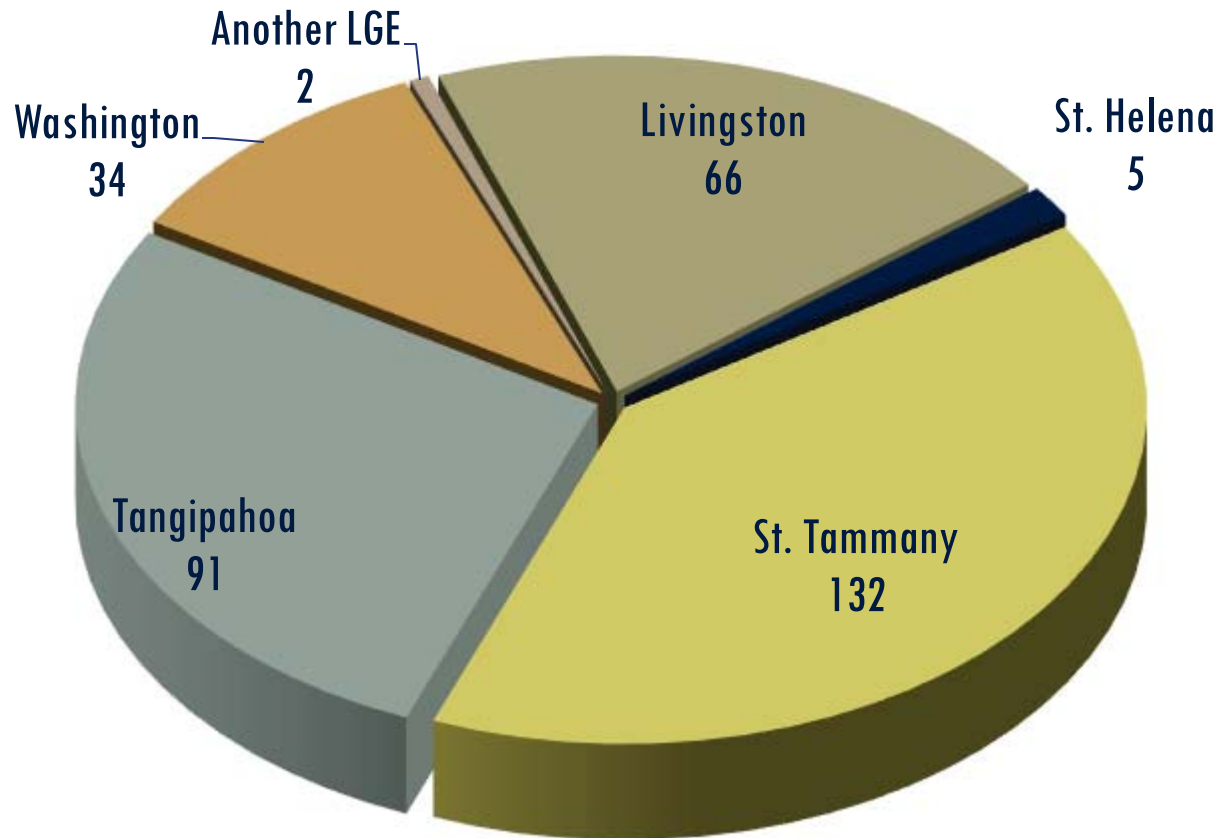
ICF-DD Services	# ICFIID Homes	# ICFIID Beds
Livingston	4	24
St. Helena	1	6
St. Tammany	17	86
Tangipahoa	39	259
Washington	4	26
All Parishes	65	401

DEVELOPMENTAL DISABILITIES SERVICES

RESIDENTIAL

FPHSA clients placement search within FPHSA	109
Other LGE clients placement search within FPHSA	138
FPHSA clients statewide placement search	71
Placement for individuals living at home	12
Placement for individuals living at an ICF-IID	28
Certifications	40

DEVELOPMENTAL DISABILITIES SERVICES ELIGIBILITY DETERMINATIONS BY PARISH

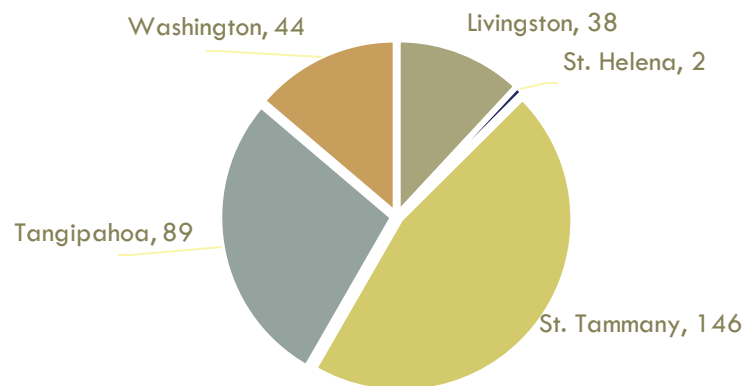


*Eligibility determinations represent the number of people who completed the eligibility process. It does not include Systems Entry Closures.

DEVELOPMENTAL DISABILITIES SERVICES EARLYSTEPS REFERRALS

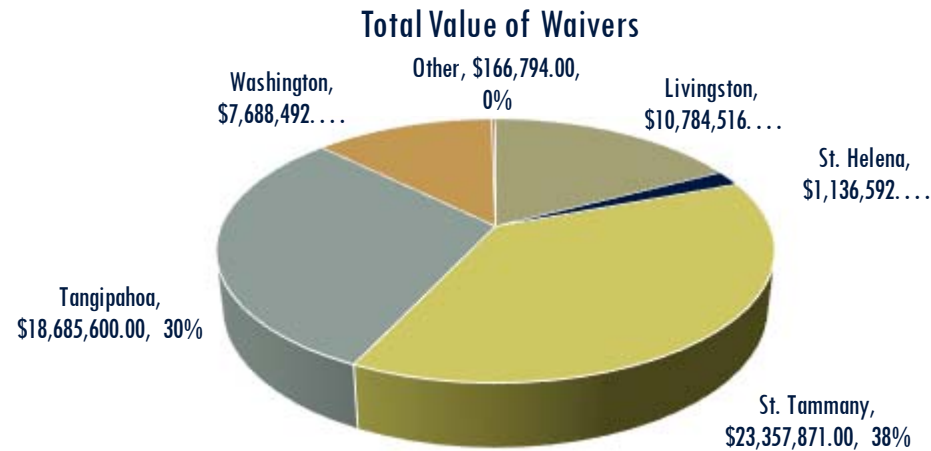
EarlySteps	Total EarlySteps Referrals
Livingston	38
St. Helena	2
St. Tammany	146
Tangipahoa	89
Washington	44
All Parishes	319

Total EarlySteps Referrals



DEVELOPMENTAL DISABILITIES SERVICES WAIVER SERVICES*

Waiver Services	Children's Choice Total	CC Value	NOW Total	NOW Value	ROW Total	ROW Value	Supports Waiver Total	SW Value	Total Value of Waivers
Livingston	104	\$977,704.00	169	\$8,788,000.00	23	\$690,000.00	47	\$328,812.00	\$10,784,516.00
St. Helena	4	\$37,604.00	19	\$988,000.00	3	\$90,000.00	3	\$20,988.00	\$1,136,592.00
St. Tammany	195	\$1,833,195.00	384	\$19,968,000.00	33	\$990,000.00	81	\$566,676.00	\$23,357,871.00
Tangipahoa	92	\$864,892.00	315	\$16,380,000.00	31	\$930,000.00	73	\$510,708.00	\$18,685,600.00
Washington	24	\$225,624.00	131	\$6,812,000.00	14	\$420,000.00	33	\$230,868.00	\$7,688,492.00
All Parishes	2	\$18,802.00	2	\$104,000.00	1	\$30,000.00	2	\$13,992.00	\$166,794.00



Source: OCDD Database

*These services are not funded directly by FPHSA; however, FPHSA staff facilitates application for the delivery and oversight of waiver services.

DEVELOPMENTAL DISABILITIES SERVICES CONTRACTS

Contractor	Service Provided	FY 2020 Expended	FY 2020 Revenue
Beyond Accomodations	Educational Serivices for the Developmentally Disabled	\$4,000.00	
Flexible Family Funds (Cash Subsidy)	Monthly Stipend through LINCCA; contracts with individuals	\$598,302.00	
Individual Family Supports	Family Support through LINCCA; contracts with individuals	\$751,465.37	
Louisiana Dept of Health/Bureau of Healthcare Financing	Reimbursement for the Maintenance of the Pre-admission Screening Resident Review (PASRR) Process: Interagency Transfer (IAT)		\$4,408.40
Northshore Families Helping Families	Family Support	\$58,500.00	
Options, Inc.	Family Support	\$259,264.24	
Pontchartrain Psychological Resources	Psychological services	\$700.00	
Pontchartrain Psychological Resources	OCDD Psychological services	\$12,405.00	
	TOTAL	\$13,105.00	\$4,408.40

DEVELOPMENTAL DISABILITIES SERVICES OUTREACH THROUGH WORKSHOPS, PRESENTATIONS AND TRAININGS (NORTHSHORE FAMILIES HELPING FAMILIES)

Month	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Total
People / Families Served	126	119	92	48	28	45	48	111	92	295	251	293	1,548

The Executive Administration of Florida Parishes Human Services Authority supplies the necessary supports to the program areas of Addictive Disorders Services (ADS), Developmental Disabilities Services (DDS), Mental Health Services (MHS), and Home and Community-Based Services. The department is in charge of overseeing the budget, billing, contracting, and purchasing processes, ensuring that the agency optimizes tax-payer dollars; developing, implementing, and monitoring agency compliance with policies and procedures modeled after state and national best-practices; assessing staff training needs and fostering workforce development by connecting employees with appropriate training opportunities; reducing or eliminating inefficiencies by analyzing and improving agency processes; keeping pace with the rest of the state by early adoption of technological improvements; maintaining facility maintenance; and ensuring agency adherence to state and federal regulations.

EXECUTIVE ADMINISTRATION



EXECUTIVE ADMINISTRATION DIRECT OPERATIONAL SERVICES

- **Billing**
- **Budget**
- **Contracts**
- **Emergency Preparedness**
- **Human Resources**
- **Compliance**
- **Information Technology**
- **Property Management**
- **Purchasing**
- **Risk Management & Safety**
- **Program Development**
- **Quality Assurance**

EXECUTIVE ADMINISTRATION CONTRACTS/LEASES

Contractor	Service Provided	FY 2020 Expended
Joanne Henig, J.D.	Legal Services	\$6,314.00
Reba Lockhart	Leased Space for Denham Springs Site (1,250 sq ft)	\$27,996.00
The Edson Group, LP	Leased Space for Hammond Site (27,950 sq ft)	\$351,331.56
St. Tammany Parish Government	Leased Space for Mandeville Residential Site (32,045 sq ft)	\$262,020.00
Carolyn Crain	Leased Space for Bogalusa Site (1853 sq ft) - split	\$4,724.44
Vickie Darlene Kennedy	Leased Space for Bogalusa Site (1853 sq ft) - split	\$4,724.44
	TOTAL	\$657,110.44

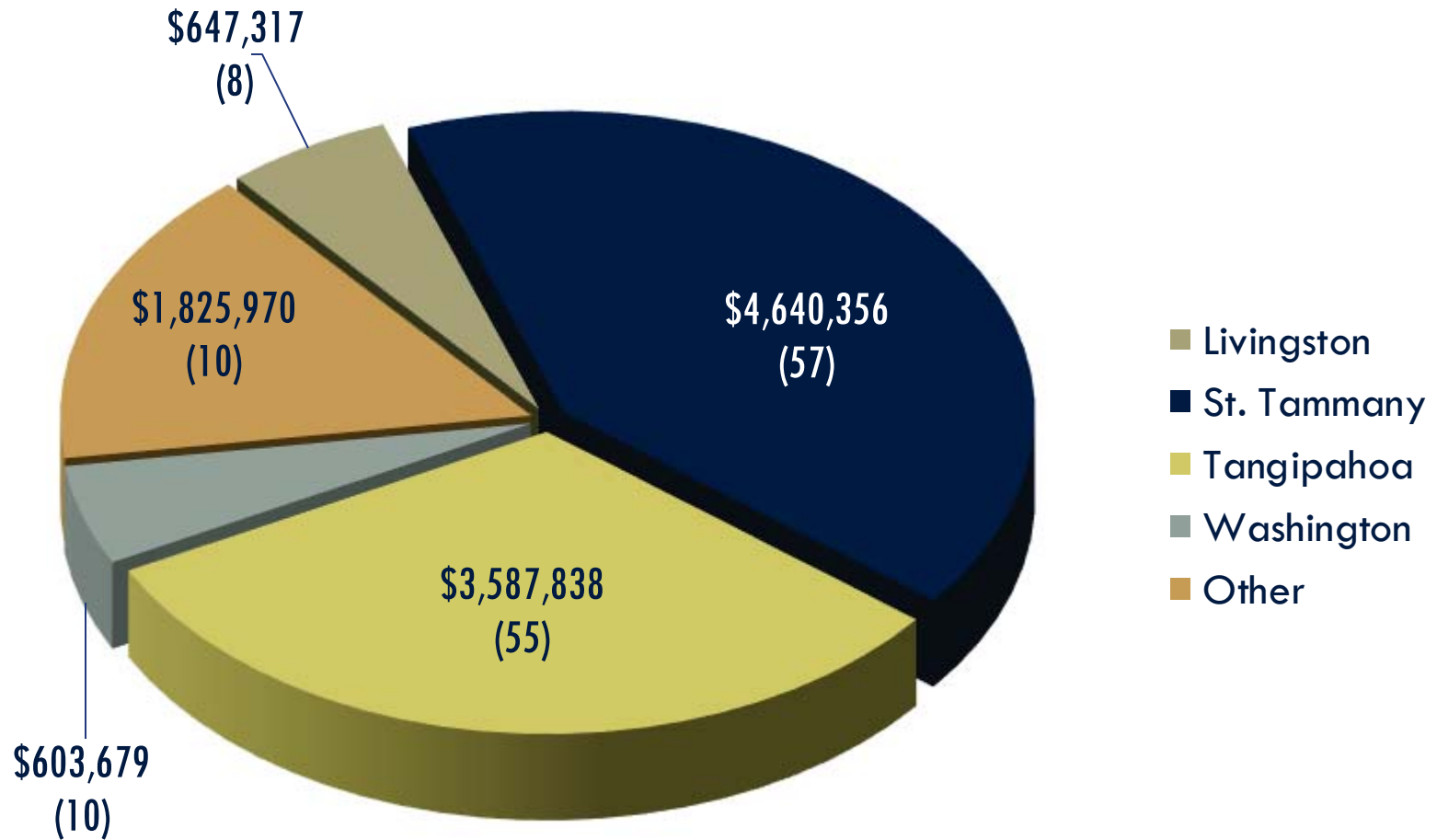
EXECUTIVE ADMINISTRATION MEMORANDA OF UNDERSTANDING (MOU) AND OTHER AGREEMENTS

Affiliation /Organization	Description
Baptist Community Ministries	Zero Suicide Initiative in St. Tammany Parish
Functional Family Therapy (FFT)	FFT-Child Welfare (CW) Training and Consultation
Genoa Healthcare, LLC	Pharmacy at Slidell Behavioral Health Clinic
Governor's Office of Homeland Security and Emergency Preparedness (GOHSEP)	Immediate service program of the Crisis Counseling Program
Lallie Kemp Medical Center and Northshore Community Health System	Collaboration for the provision of the primary care health services
Louisiana Department of Health	Oversight of FPHSA Services



YEAR-END BUDGET REPORT | FY 2020

FPHSA EMPLOYEE SALARIES BY PARISH OF RESIDENCE

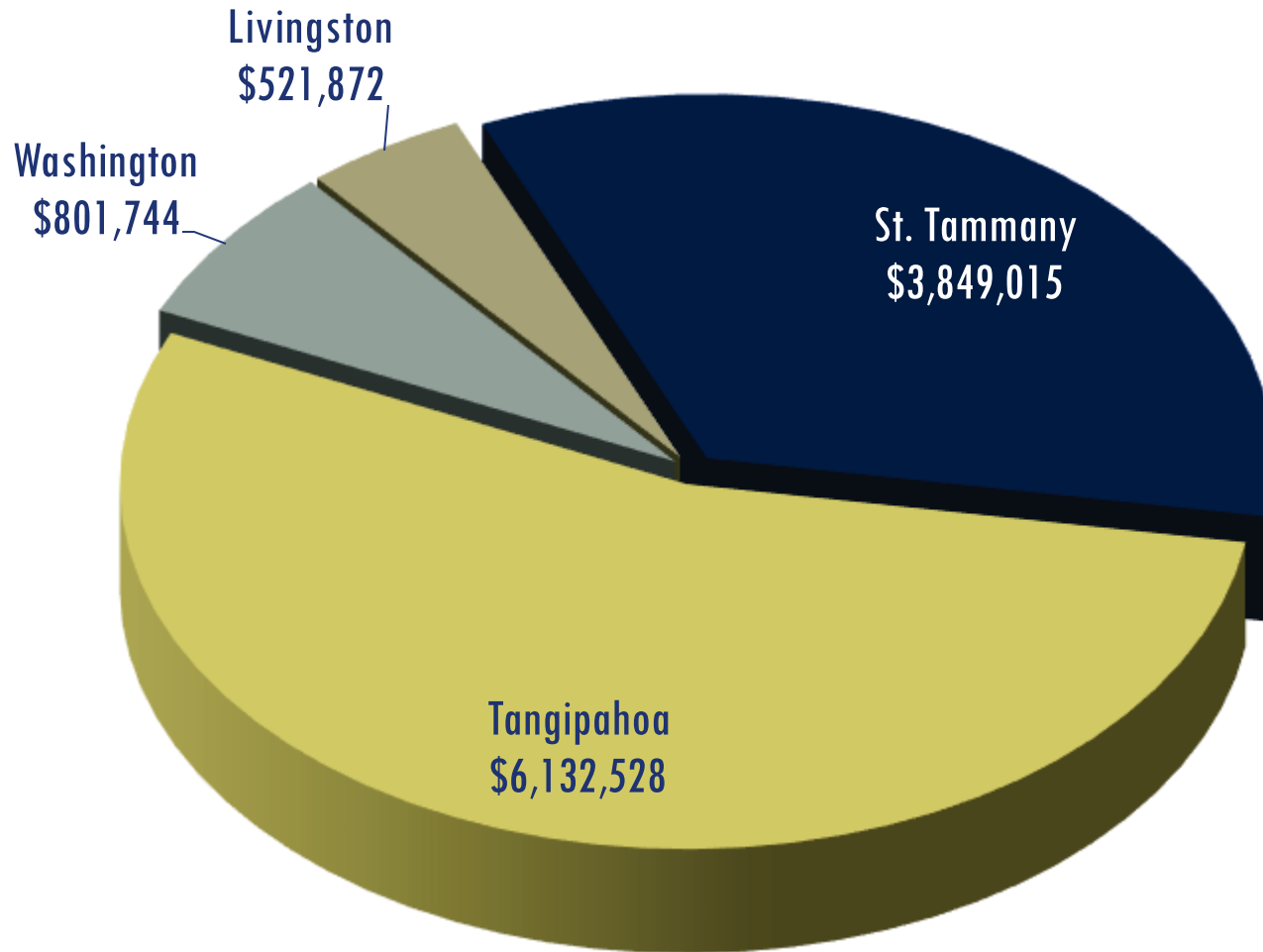


Source: LaGov HCM

Note: Salaries do not include related benefits.

TOTAL SALARIES: \$11,305,159

FPHSA EMPLOYEE SALARIES BY PARISH EMPLOYED



TOTAL SALARIES: \$11,305,159

Source: LaGov HCM

Note: Salaries do not include related benefits.

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2020: YEAR-END REPORT

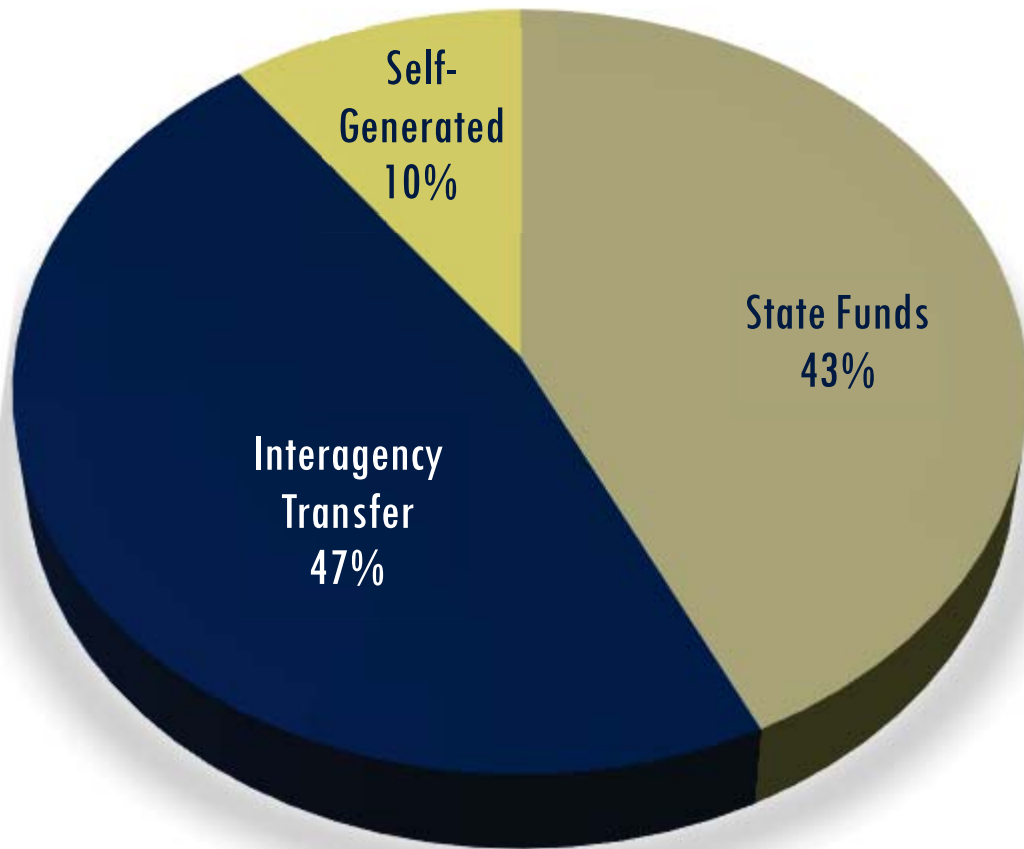
SUMMARY OF REVENUE

Means of Financing	Sub-Category	FY 2020 Budget	FYE Revenue	FYE Balance
State Funds	State General Fund	\$ 9,554,428	\$ 9,554,428	\$ -
	Sub-Total	\$ 9,554,428	\$ 9,554,428	\$ -
Interagency Transfers	DEPT OF CHILD & FAMILY SVRS	\$ -	\$ 76,279	\$ (76,279)
	LDH/OBH/MH	\$ 544,825	\$ 544,825	\$ -
	LDH/OBH/AD	\$ 4,904,280	\$ 4,787,713	\$ 116,567
	LDH/MVA/BHS (PASRR)	\$ 10,000	\$ 4,408	\$ 5,592
	LDH/OAAS (CDBG)	\$ 152,695	\$ 60,002	\$ 92,693
	DPS&C (DOC)	\$ 10,000	\$ -	\$ 10,000
	WFC/LRS-SUPPORTED EMPL	\$ -	\$ 11,500	\$ (11,500)
	LACARES FUNDING	\$ 4,777,039	\$ 4,777,039	\$ -
	**MISC (includes \$115,00 from Self-Gen)	\$ 289,835	\$ 219,857	\$ 69,978
	Sub-Total	\$ 10,688,674	\$ 10,481,623	\$ 207,051
Self-Generated	Patient Fees	\$ 24,788	\$ 57,331	\$ (32,543)
	Medicare Title 18	\$ 70,000	\$ 71,832	\$ (1,832)
	Federal Prob & Parole	\$ 21,500	\$ 15,270	\$ 6,230
	Medicaid Title 19 (MCO)	\$ 1,870,798	\$ 2,390,961	\$ (520,163)
	Copies/Misc	\$ 8,000	\$ 24,352	\$ (16,352)
	22nd Judicial District	\$ 280,000	\$ 124,426	\$ 155,574
	**Transfer overcollections to IAT	\$ -	\$ (115,000)	\$ 115,000
	*Transfer to Escrow	\$ -	\$ (294,086)	\$ 294,086
	Sub-Total	\$ 2,275,086	\$ 2,275,086	\$ -
Total		\$ 22,518,188	\$ 22,311,137	\$ 207,051
<p>*AMOUNT TRANSFERRED TO FY-21 ESCROW ACCOUNT = \$3,795,832.09 (Escrow balance of \$3,501,745.64 plus FY-20 Self-Gen over budget allocation of \$294,086.45)</p>				
<p>**AMOUNT OF \$115,000 was transferred from SELF-GENERATED to INTERAGENCY TRANSFERS means of finance used to cover the agency's deficit. Remaining available CASH in the amount of \$1,871.60 from this was pooled to LDH/MEDICAL VENDOR PAYMENTS.</p>				

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2020: YEAR-END REPORT

TOTAL REVENUE BY MEANS OF FINANCING



Self-Generated Revenue: Revenue received from third-parties for services provided (examples include: Managed Care Medicaid insurance companies, Medicare, private insurances, individuals, contracts with courts, etc.)

IAT (Inter-Agency Transfers): Revenue received from other State Agencies (examples include: discretionary and nondiscretionary federal grants from LDH-Office of Behavioral Health such as SAPT, LaSOR, LaPFS, MHBG, etc.)

Sources: Integrated Statewide Information System (ISIS) Bundles Reports and FPHSA Fiscal Reports

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2020: YEAR-END REPORT

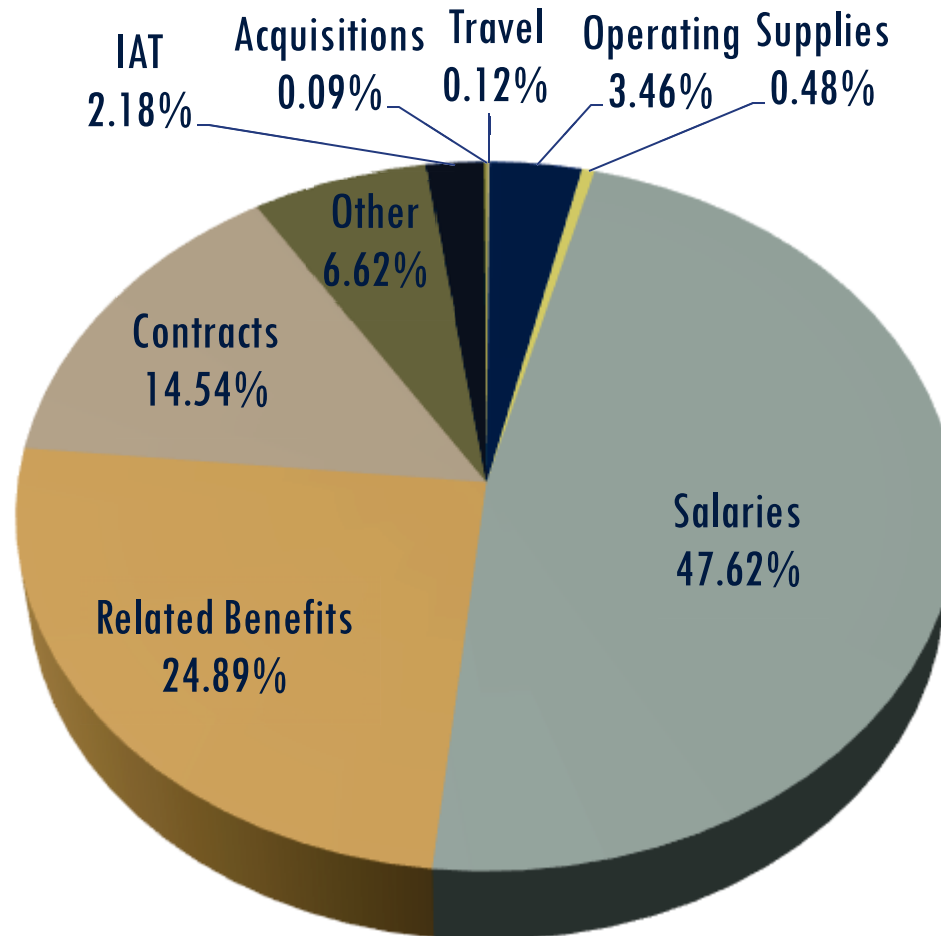
SUMMARY BY EXPENDITURE CATEGORY

Category	Sub-Category	FY 2020 Budget	FYE Expenditures	FYE Balance
Operating Services	Travel	\$ 38,015	\$ 26,344	\$ 11,671
	Operating Services	\$ 802,250	\$ 772,297	\$ 29,953
	Supplies	\$ 110,455	\$ 106,295	\$ 4,160
	Sub-Total	\$ 950,720	\$ 904,936	\$ 45,784
Other Charges	Salaries	\$ 10,483,155	\$ 10,623,599	\$ (140,444)
	Related Benefits	\$ 5,589,563	\$ 5,554,031	\$ 35,532
	Contracts	\$ 3,681,753	\$ 3,243,470	\$ 438,283
	Other	\$ 1,297,132	\$ 1,477,186	\$ (180,054)
	IAT	\$ 495,067	\$ 487,117	\$ 7,950
	Sub-Total	\$ 21,546,670	\$ 21,385,403	\$ 161,267
Capital Outlay	Acquisitions	\$ 20,798	\$ 20,798	\$ -
	Major Repairs	\$ -	\$ -	\$ -
	Sub-Total	\$ 20,798	\$ 20,798	\$ -
Total		\$ 22,518,188	\$ 22,311,137	\$ 207,051

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2020: YEAR-END REPORT

TOTAL EXPENDITURES BY EXPENDITURE SUB-CATEGORY

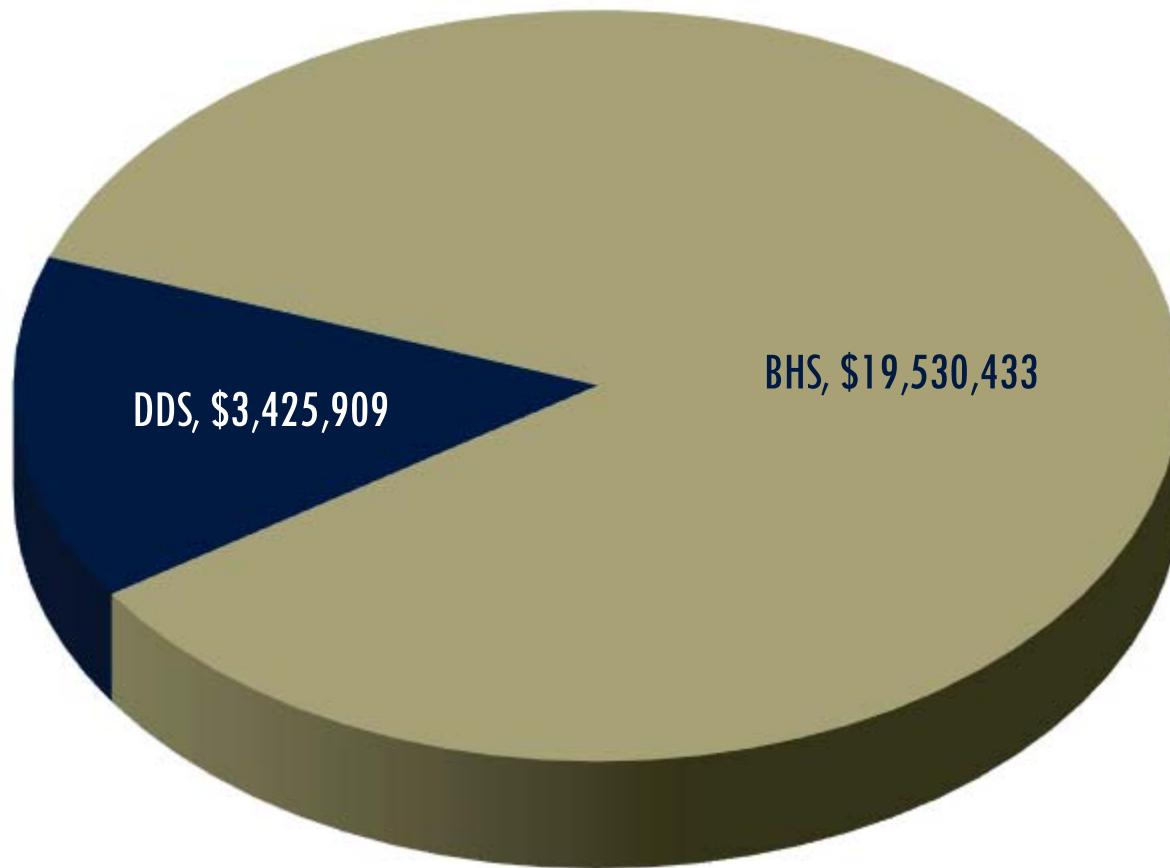


Sources: Integrated Statewide Information System (ISIS) Bundles Reports and FPHSA Fiscal Reports

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2020: YEAR-END REPORT

EXPENDITURES BY TYPE OF SERVICE



^TOTAL EXPENDITURES: \$22,956,342 M

^Total expenditures include \$645,205 directly from Escrow funds

Sources: Integrated Statewide Information System (ISIS) Bundles Reports, LaPas, and FPHSA internal tracking spreadsheets

FPHSA COMMUNITY EVENT PARTICIPATION

Event	Date	Location
FPHSA Career Fair for Individuals with Disabilities	7/25/2019	Denham Springs
My Community Cares- DCFS Initiative	7/26/2019	Denham Springs
EarlySteps Regional Interagency Coordinating Council (RICC)	8/16/2019	Covington
DDS Discussion at St. Paul's School	8/28/2019	Covington
Washington Parish School System Resource Fair	11/5/2019	Franklinton
DDS Discussion at Mandeville Behavioral Health Clinic	11/7/2019	Mandeville
DDS Discussion at Slidell Behavioral Health Clinic	11/20/2019	Slidell
EarlySteps Regional Interagency Coordinating Council (RICC)	11/21/2019	Livingston
St. Tammany Parish School System Special Education Family Information Fair	1/30/2020	Mandeville
EarlySteps Regional Interagency Coordinating Council (RICC)	1/31/2020	Covington
EarlySteps Transition Parent Chat at Slidell Library	2/5/2020	Slidell
Applied Suicide Intervention Skills Training (ASIST)	3/12/2020	Slidell
Understanding DD Waivers & the SUN Assessment	3/31/2020	Webinar

FPHSA COMPLIANCE REVIEW INFORMATION

FPHSA's compliance program was expanded to include a centralized solution that serves as a repository for compliance related data collection and analysis. The solution also allows the agency to customize reports that can be used to inform service delivery and performance, influence and support allocation of resources, and provide a monitoring mechanism that helps maintain compliance with laws, rules, regulations, and standards of care.

FPHSA serves a community with members who live with challenges in multiple life domains. Although FPHSA is tasked directly with responding to behavioral health, addictive disorder, housing, and developmental disabilities services, our commitment is to the entire individual, his/her family, and the broader community. Data collection and analysis helps to capture data in a clinically, meaningful, and efficient way so that outliers and trends can be identified and appropriate corrective actions implemented.

Two-year incident reporting comparison across service delivery sites:

Service Delivery Site	Incident Reports 2018-2019	Incident Reports 2019-2020
Total:	269	419
FTC.ADU	55	101
SBHC:	31	68
RBHC	35	63
HCBS	60	61
DDS	31	47
MBHC	27	41
BBHC	16	25
DSBHC	14	13

*Part of the increase is expected and due to the enhancement of reporting incidents and is not a reflection of any actual increase in actual incidents.

FPHSA GRANTS FUNDING

Grant	Dollar Amount
Substance Abuse Prevention and Treatment Block Grant (SAPT)	\$3,485,697.00
Partnership for Success II (PFS II)	\$222,092.00
Opioid State Targeted Response (STR)	\$156,984.00
State Targeted Response (SOR) Grant	\$413,354.00
State Opioid Response (SOR) Supplemental Funding	\$113,723.00
Comprehensive Opioid Abuse Program (LaCOAP II)	\$81,818.00
Transformation Transfer Initiative (TTI)	\$2,000.00
Mental Health Block Grant (MHBG)	\$544,825.00
Baptist Community Ministries	\$123,575.00
Total Grant Dollars	\$5,144,068.00

FPHSA GRANT: MENTAL HEALTH BLOCK GRANT

- FEP Peers: 26 first episode psychosis clients received services
- Trainings: EMDR training and consultation: 25 clinicians received training on some EMDR Skills
- CBT Consultation: 34 clinicians received 10 weeks of consultations
- Consume Care Resources: 111 requests for financial assistance helping 90 adults and their families
- Care Coordinators: 1937 persons served by case managers
- Peer Support Specialist: 1554 individuals served by peers
- MH Services Coordinator: In addition to management of contractors, has managed the Consumer Care Resources (CCR) requests for both adults and children
 - Consumer Care Resources (CCR)-Adults: 111 requests for financial assistance helping 90 adults and their families
 - Consumer Care Resources (CCR)- Children: 63 requests that assisted 48 children and their families
- Funding also supported upkeep of the NAMI resource directory for the region, the operation of the crisis line through VIA Link and transition of clients out of the NAMI group home.

FPHSA'S COVID-19 RESPONSE

- Effective 03/13/20, FPHSA transitioned all in-person services to virtual services without any disruption to clients' ongoing treatment with the exception of the following:
 - Injections for behavioral health/substance use conditions
 - Residential substance use services
- Work from home options were offered for staff as appropriate. Protocols were developed within the office to minimize the risk of exposure in accordance with CDC Guidelines/Recommendations.
- Developed the infrastructure for increased use of telehealth services which will offer greater flexibility in providing services for those with transportation or other barriers post pandemic.

ZERO SUICIDE

FPHSA's Zero Suicide initiative continued this year, supported in part by a grant from Baptist Community Ministries. Over the past year FPHSA was able to do more work towards eliminating suicides among the population we serve and efforts to do so included:

- Training additional staff in Cognitive Behavioral Therapy for Suicide and Depression
- Providing ASIST trainings to staff and members of the community
- Conducted a marketing campaign to promote awareness of resources for those at risk of suicide
- Consultation with an expert suicidologist to review practices related to screening for suicide risk as well as interventions
 - Training on new practices for assessing and addressing suicide risk

FPHSA is committed to eliminating suicides within our population and have committed to the principles of Zero Suicide for the long term.

FPHSA'S EMPOWERED2BE1

Over the past summer incidents across our country resulted in an increased focus on the impacts of racial inequalities in our society.

FPHSA staff, and indeed those that we serve, include people from many different backgrounds and it is imperative that we ensure that within our agency we have taken the appropriate steps to prevent any intentional or unintentional effects or discrimination or bias from affecting either.

A workgroup, Empowered2Be, was formed to identify areas that the agency should examine to reach that goal and includes:

- Development of a prominent diversity and inclusivity statement
- Review of hiring and promotion practices
- Review of pay practices
- Review of the intersection of FPHSA practices and health inequities among the population we serve

EXTERNAL REVIEWS

C'EST BON- FEBRUARY 2020

Rosenblum Behavioral Health Center Review

A program of the Louisiana Office of Behavioral Health through the State Behavioral Health Advisory Council. The purpose of the C'est Bon survey is continuous quality improvement of both services and facilities. Our greatest goal is to help the behavioral health system work for all by encouraging those involved to work together. These surveys are conducted by specially trained consumers who are not part of this clinic who interview consumers here to get their opinion about the services they receive from this clinic. This is how you, the consumer graded the services you have received using the following grading scale:

A – Excellent (4.0 – 3.5), B - Very Good (3.4 – 2.5), C – OK (2.4 – 1.5), D – Poor (1.4 – 0.5), F – Failing (0.0 - 0.4)

Results of FPHSA's February review can be found on the following page.

EXTERNAL REVIEWS

C'EST BON-FEBRUARY 2020

<u>Areas of Clinic Performance</u>	<u>Grade</u>	<u>Score</u>
ACCESS to services: The degree to which services are quickly and readily obtainable. This includes the responsiveness of the system to individual and cultural needs and the availability of a wide array of relevant services.	A	3.60
APPROPRIATENESS of services: Services are individualized to address a consumer's strengths and weaknesses, cultural context, service preferences and recovery goals.	A	3.76
OUTCOME from receiving services: The extent to which services provided have a positive or negative effect on well-being, life circumstances and capacity for self-management and recovery based grading of these issues:	B	3.47
Help me deal with daily problems	A	3.56
Help me cope with crisis	A	3.51
Help me get along with family	A	3.52
Help me do better in being able to work	B	3.33
Help me do better in my leisure time	B	3.36
Help me improve my housing situation	B	3.40
Do better at being able to control my life	A	3.54
PARTICIPATION in treatment: An indicator of the degree to which consumers (or, for children, family members) participate in treatment decision-making.	A	3.82
GENERAL satisfaction with the services: Measures the overall perception of the clinic and its services.		
Would I continue to come here?	Yes	95.4%
Would I recommend this clinic to a friend?	Yes	97.7%

EXTERNAL REVIEWS

CARF

The December 16, 17, 18, 2019 CARF accreditation survey was a great success for FPHSA. Not only was the result a validation of all the dedication and commitment that staff at all levels demonstrate, but it was also an endorsement that FPHSA values compliance with best practice, laws, rules, regulations, credentialing guidelines and service to the community it serves.

The surveyors pointed out FPHSA's initiatives were relevant and valuable to the community and demonstrated an understanding of the special needs of the populations we serve. Two standouts were the Indigenous Leaders and Peer Support Specialists programs. The survey was overwhelmingly positive with no findings noted related to the delivery of services.

FPHSA's QIP (Quality Improvement Plan) was accepted by CARF and on February 11, 2020 and accreditation was extended through 2022.

EXTERNAL REVIEWS CIVIL SERVICE AUDIT

EXECUTIVE SUMMARY

The Human Resources Program Evaluation primarily focuses on compliance with Civil Service Rules and Documentation Requirements. The degree of compliance is reflected in the Action Report Card. Human Resources Operations are areas that directly reflect the performance of a human resources office.

An overview and analysis of the program evaluation conducted follows:

Commendations: The agency is to be commended for achieving 100% compliance in 17 of the 19 categories reviewed such as authority for pay, appointing authority approval, and position descriptions updated.

Comparison of Previous Reports: In the previous Full Human Resource Program Evaluation conducted at your agency in May 2017, you achieved 100% compliance in 13 of the 19 categories reviewed. The current report shows sustained compliance in most categories with an increase in compliance in five categories, and a decrease in compliance in one category.

Statewide Comparison: FPHSA's current compliance percentages are at or above the statewide compliance percentages from the fifth audit cycle in 18 of the 19 categories that have a statewide percentage.

Performance Evaluation System: The agency is to be commended for achieving 100% compliance in all PES categories.

Areas of Concern: There are no areas of concern at this time.

EXTERNAL REVIEWS

OFFICE OF RISK MANAGEMENT AUDIT



Office of Risk
Management

Compliance Review



Audit Results	
Score	97.72%
Status	Compliant
No. of Recs	2

EXTERNAL REVIEWS

QUALITY OF CARE – TOMS SURVEY

Quality of Care Clinic Adult Report Florida Parishes Human Service Authority (FPHSA)

07/01/2019 - 06/30/2020

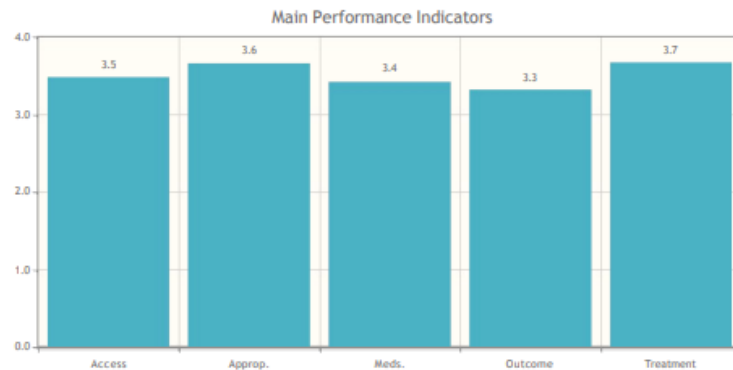


Table 1: Main Performance Indicators

Main Performance Indicators	GPA	Client Count
ACCESS TO SERVICES	3.47	565
APPROPRIATENESS OF SERVICES	3.65	559
MEDICATION	3.41	522
OUTCOME OF SERVICES	3.31	549
PARTICIPATION IN TREATMENT	3.66	558

Table 2: General Satisfaction Questions

Question for General Satisfaction	Percent Responses for Client Responding to Question		Client Count
	Yes	No	
32. If you could go anywhere you wanted for services, would you continue to come here? [Q1821]	96.3%	3.7%	540
33. Would you recommend the clinic to a friend or family member? [Q1822]	98.15%	1.85%	541

Table 3: GPA Questions Grouped by Performance Indicator

Question	Percent Responses for Client Responding to Question						GPA	Client Count
	A - Excellent	B - Very Good	C - OK	D - Poor	F - Failing	NA		
ACCESS								
1. How would you grade the location of the services (for example, parking, public transportation, distance)? [Q1790]	52.31%	28.47%	15.66%	0.53%	0.36%	2.67%	3.35	562
2. How would you grade getting your phone calls returned promptly? [Q1791]	55.87%	22.95%	11.03%	3.02%	1.07%	6.05%	3.38	562
3. How would you grade getting services at times that were good for you? [Q1792]	64.01%	23.4%	7.62%	1.06%	0.89%	3.01%	3.53	564
4. How would you grade seeing a psychiatrist when you need to? [Q1793]	57.71%	23.3%	7.17%	2.51%	1.79%	7.53%	3.43	558
6. How would you grade the willingness of the staff to see you as often as necessary? [Q1795]	66.73%	21.35%	5.69%	0.53%	1.25%	4.45%	3.59	562
7. How would you grade your ability to get all the services you thought you needed? [Q1796]	66.37%	21.59%	6.19%	1.59%	0.88%	3.36%	3.56	565
Access Summary	60.5%	23.51%	8.9%	1.54%	1.04%	4.51%	3.47	565
APPROPRIATENESS								
10. How would you grade doctor/counselor giving you information about your rights? [Q1799]	69.48%	20.29%	3.95%	1.08%	0.18%	5.03%	3.66	557
11. How would you grade doctor/counselor giving you a choice about what is best for you? [Q1800]	70.48%	18.78%	4.11%	1.25%	0.89%	4.47%	3.64	559
12. How would you grade doctor/counselor helping you obtain the information you need to manage your illness? [Q1801]	71.02%	18.6%	3.58%	1.61%	0.54%	4.65%	3.66	559
15. How would you grade staff's belief that you could grow, change, and recover? [Q1804]	74.19%	16.67%	4.3%	0.18%	0.18%	4.48%	3.72	558
16. How would you grade staff's respect for your wishes about who is and who is not to be given information about your treatment? [Q1805]	75.09%	16.49%	3.94%	0.36%	0.36%	3.76%	3.72	558

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