



# FLORIDA PARISHES HUMAN SERVICES AUTHORITY

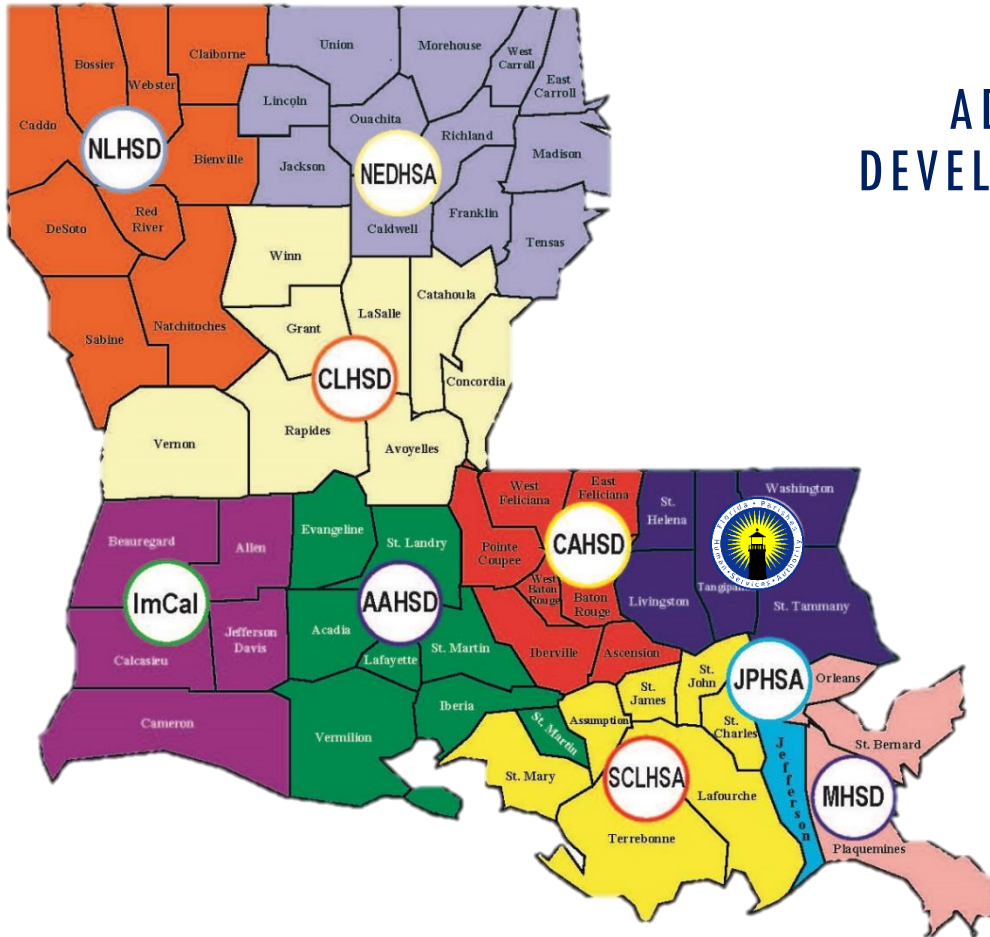
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17<sup>TH</sup> ANNUAL REPORT  
TO THE BOARD  
FY 2021

Presented by  
Richard J. Kramer, Executive Director  
April 29, 2022



# 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

This public document was published at a total cost of \$6.93. Thirty copies of this public document were published in this first printing at a cost of \$69.30. The total cost of all printing of this document including reprint is \$69.30. This document was published by Florida Parishes Human Services Authority, 835 Pride Drive, Suite B, Hammond, LA 70401 to provide an annual report of performance and expenditures to FPHSA's governing board and legislative delegation under authority of R.S. 28:854 (E). This material was printed in accordance with standards for printing by state agencies established pursuant to R.S. 43:31. Printing of this material was purchased in accordance with the provisions of Title 43 of the Louisiana Revised Statutes.

# Florida Parishes Human Services Authority

## Seventeenth Annual Report to the Board- FY 2021

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# MESSAGE FROM THE EXECUTIVE DIRECTOR

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

Like the rest of our nation, FPHSA continued to navigate through challenging times over the past year. Continuing issues with the pandemic and its related fallout continued to pose challenges with getting people the care they require in a safe manner while also contributing to major staffing challenges across the agency. As they always have, FPHSA staff rose to the occasion and continued to provide care to those most in need in our community. Even when circumstances made doing so difficult, our team continued to put the needs of those we serve first. As we continue to evolve our service delivery options and the structure of our organization in the new reality, we continue to look for ways to employ the lessons we've learned through these struggles to better serve our communities.

Thank you,



Richard J. Kramer

# SELECT FISCAL YEAR 2021

## ACCOMPLISHMENTS/ACHIEVEMENTS

### Behavioral Health

- Had 35 staff member trained in Dialectical Behavioral Therapy (DBT).
- Selected a new Electronic Health Record
- Rolled out Be the Light core values
- Provided telehealth and in person services throughout the year.
- Had 3 staff trained in Trauma Focused Cognitive Behavioral Therapy
- Expanded EMDR(Eye Movement Desensitization and Reprocessing) program with an additional two clinicians being trained.
- Expanded Medication Assisted Treatment options to include Buprenorphine
- Partnership with Quartet to accept referrals from health plans and primary care providers through their online system.
- Provided telehealth practices training to our counseling staff.
- Provided training on group therapy to our clinical staff.
- Sent multiple providers to LASACT conference
- Provided Yale Model of Supervision training to all supervisors within the agency.
- Expanded First Episode Psychosis program to two other facilities
- Sent 8 staff to training on ASAM Criteria
- Majority of clinical staff were trained on postvention by Dr. Campbell
- Clinical staff volunteered to provide behavioral health coverage for the Chicot Covid Isolation Site.
- All Clinics received training by Dr Schmitz on Deep Dive Driven Risk Assessment and Documentation.
- FFT-CW: The FFT-CW team was in Phase 1 of implementation until November 2020 and then progressed to Phase 2 in May 2020. During FY21 32 out of 55 cases were successfully closed. Performance Review ratings improved from 33% utilization to 90%. Throughout 2020-2021, the Fidelity Ratings scored at a 4 or more, which was above benchmark of 3. In May, the team received excellent feedback from the FFT LLC, "The team is in great standing with FFT and continues to demonstrate high fidelity and all three therapists are totally committed to the model and the model principles of warmth, humility, directness, flexibility, compassion and being nonjudgmental with families"

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# SELECT FISCAL YEAR 2021

## ACCOMPLISHMENTS/ACHIEVEMENTS

### Compliance

FPHSA has been evolving its compliance repository, the FPHSA QA Dashboard, to include modules for Critical Incident Reporting and Management, Policy/Procedure and Forms Reviews and Dissemination, Clinical and Administrative Auditing and Corrective Action/Process Improvement Monitoring, and Comments and Complaints Management.

- 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.
- In partnership with Silver Hammer Associates, completed and launched an audit module in the FPHSA Dashboard.
- In partnership with Silver Hammer Associates, the ED, and Director of DDS services, completed and launched comments and complaints module that is managed through the Dashboard and accessed from the FPHSA.org website.
- Researched, negotiated, and helped launch and Employee Assistance Program with Hidalgo Healthcare Associates.
- Finalized the Orientation curriculum and Competency Plan in partnership with the Director of Clinical Services and the Director of Human Resources.
- Participated in the continued refinement and growth of the MAT protocol.
- Worked with the residential facility and IT to design a way that Zoom phones can be used to address issues with current telephone system.
- Continued to work with EMT to research, document and update the FPHSA COVID-19 COOP response.
- Facilitated the creation of quality improvement plans to supplement procedures:
  - The Cultural Competency and Diversity Plan (Complete and in action.)
  - The Risk Management Plan (BOD approved and will go out early FY 22.)
  - The Accessibility Plan (Complete and in action.)
  - The Information Technology (IT) Plan (Complete and in action.)
  - The Accessibility Plan

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# SELECT FISCAL YEAR 2021 ACCOMPLISHMENTS/ACHIEVEMENTS

## **DDS**

- Expending 99.5% of the family support budget despite the obstacles brought on by Covid (ex, re-obligating funds due to facility closures, or families concern with having people come in their homes).
- Maintaining all 196 FFF slots filled at all times.
- DD is utilizing OneDrive and Team to share and receive documents with outside agencies and internally.
- DD is offering Zoom as in alternative to in-person interviews for Entry, IFS, FFF, PASRR and Waiver.
- See attached highlighted AP report.

## **Medical Services**

- Expanded MAT services including rapid initiation of MAT. Increased access to Sublocade injections.
- Increased psychiatric consultation to residential facility and expanded residential's use of MAT.

# 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.

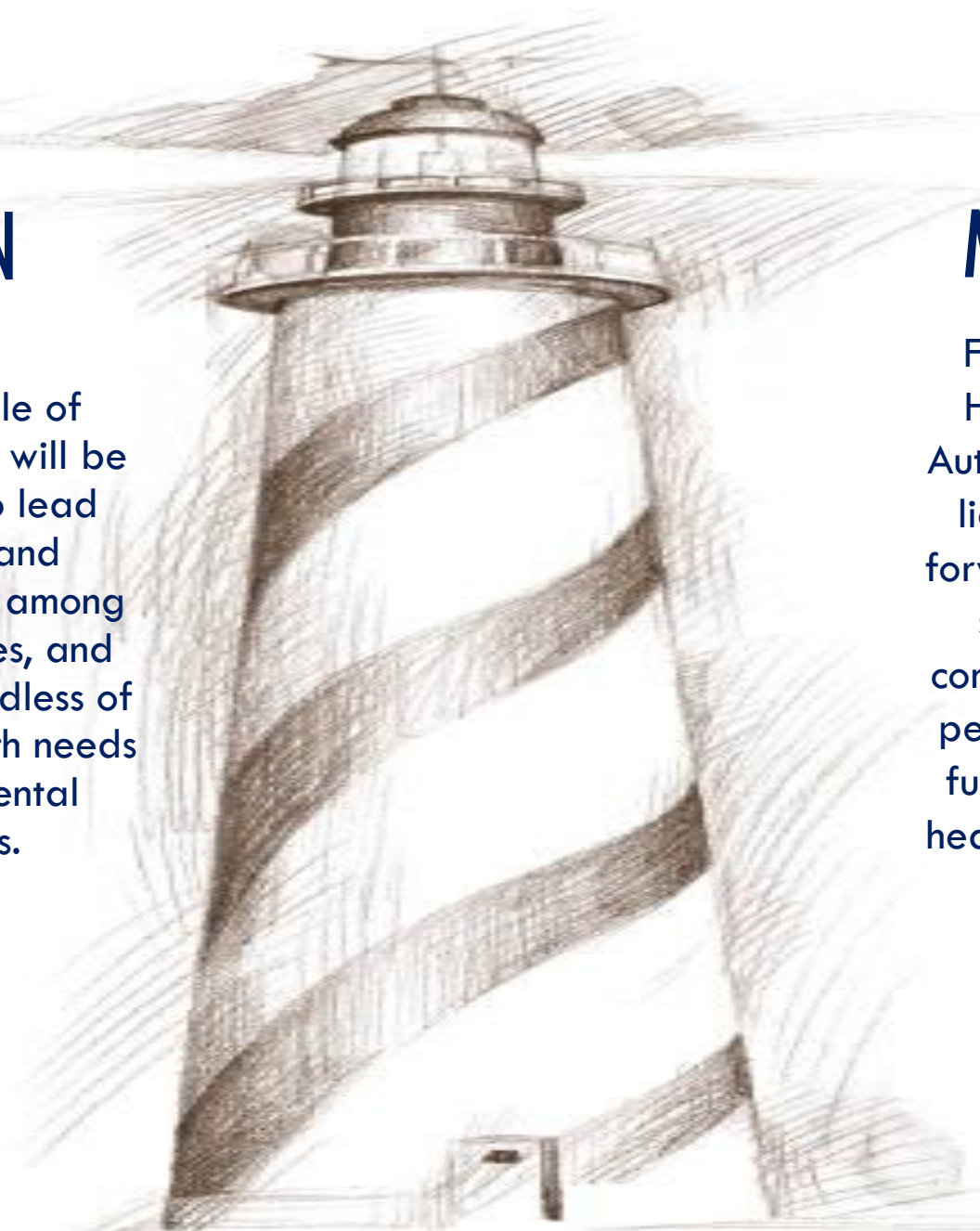
More recently, Senate Bill 58, was enacted through Act No. 73 of the 2017 Regular Session, to amend and reenact the enabling statutes dealing with the Human Services Districts/Authorities, known as Local Governance Entities (LGEs), under La. R.S. 28:910 et seq.

# 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.





## Core Values

# Be the Light...

**B** Believe Everyone Can Live Their Best Life  
**E** Eliminate Barriers To Rapid Access

**T** Trauma Aware and Responsive  
**H** Harm-Reduction Oriented  
**E** Extra Mile for the Smile

**L** Learning and leading  
**I** Inclusive of Everyone

**G** Get Personal and Connect

**H** Healthier Bodies and Minds

**T** Together We Shine Brighter

# BOARD REPRESENTATIVES

## Livingston Parish

Carol Stafford, Vice Chair

Vacant

## 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

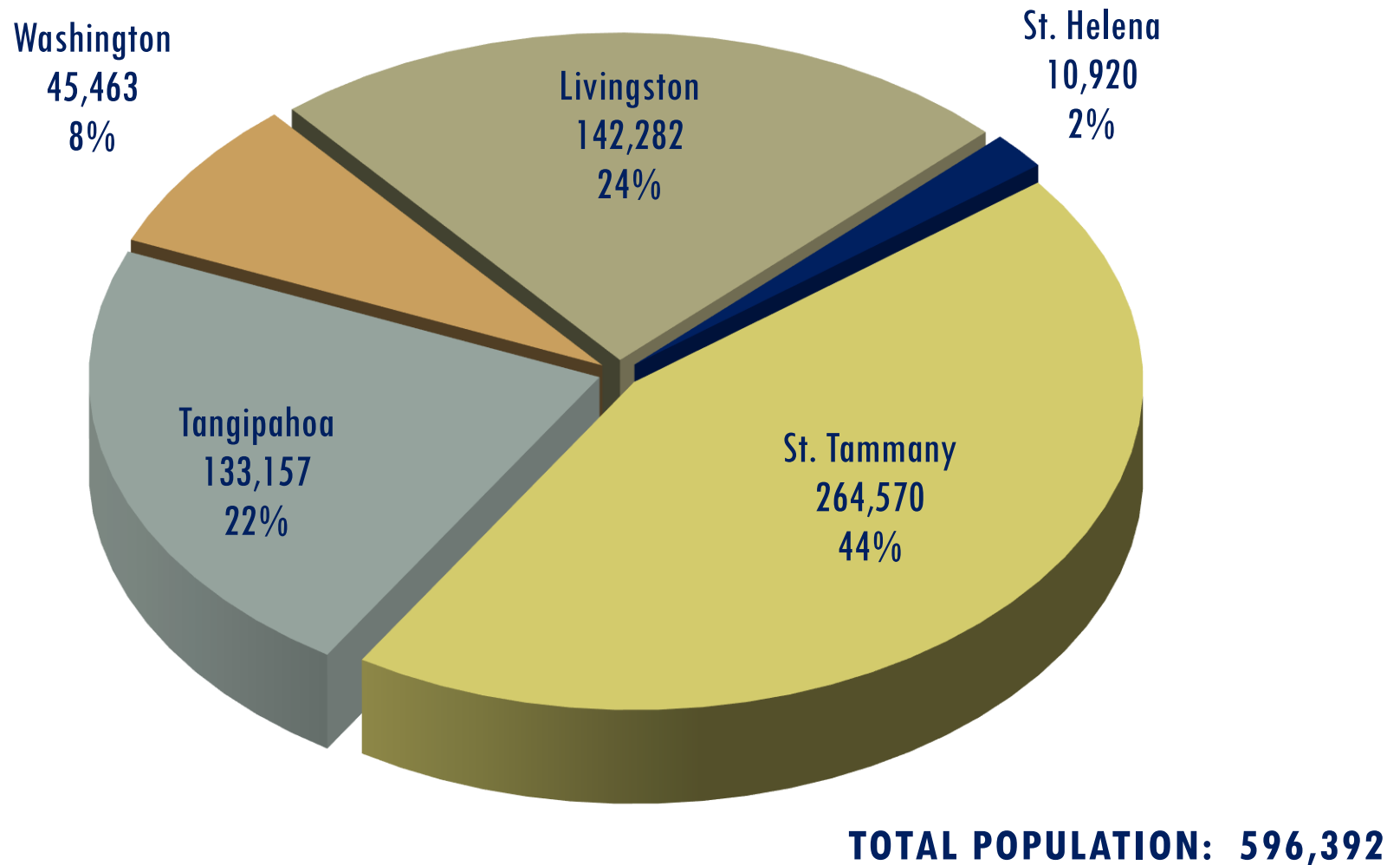
Danielle Keys



# FPHSA FACILITY LOCATIONS

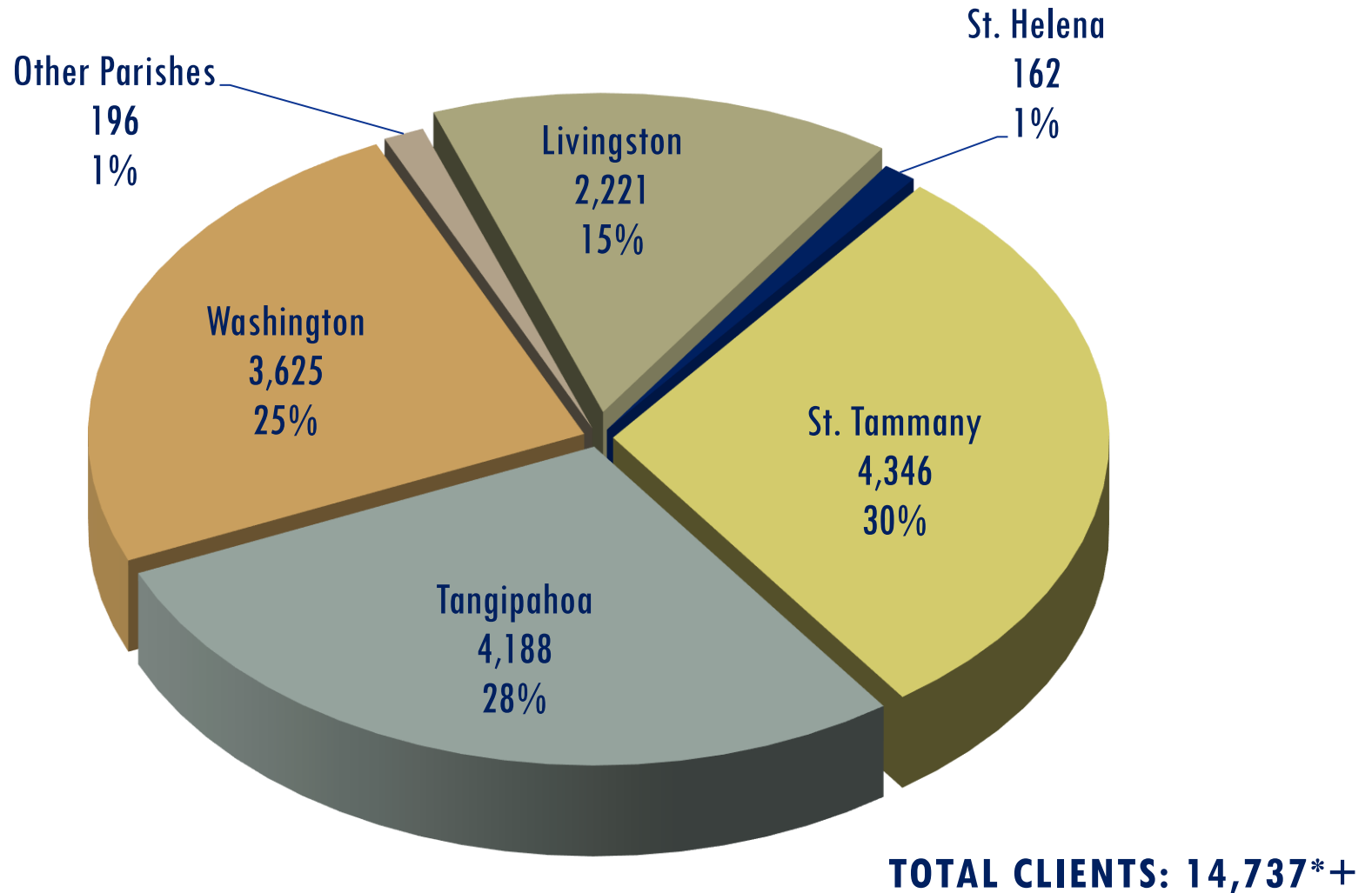


## PARISH POPULATIONS AS PERCENTAGE OF CATCHMENT AREA POPULATION\*



\* Based upon 2020 Census Data from the U.S. Census Bureau ([www.census.gov](http://www.census.gov)).

## CLIENTS SERVED BY PARISH OF RESIDENCE

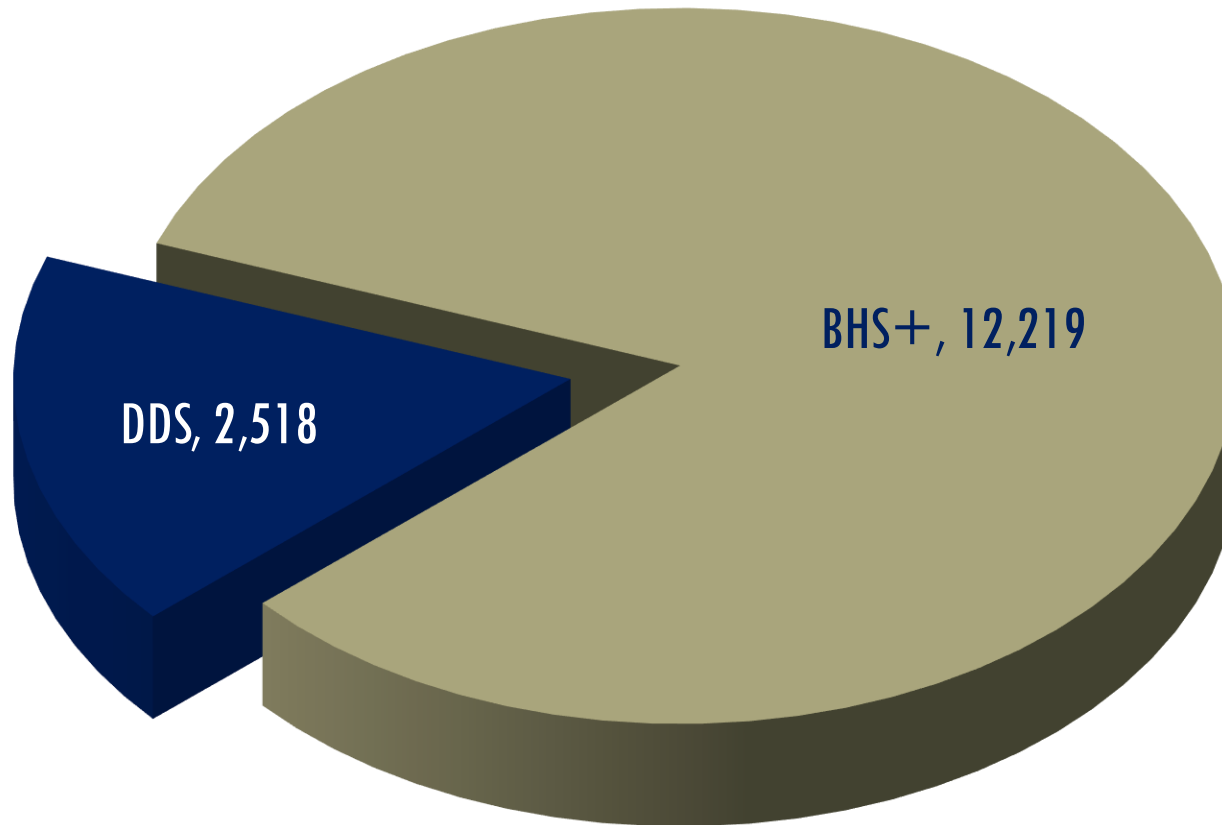


\*Where parish of residence was unknown, the number was approximated based on known parish percentages.

+BHS data does not include 222 merchants educated through Synar or 10,149,089 prevention efforts/ social media.



## CLIENTS SERVED BY TYPE OF SERVICE



**CLIENTS SERVED: 14,747+**

+BHS data does not include 222 merchants educated through Synar or 10,149,089 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. Clinicians and Peer Support Specialist, in both outpatient and residential settings, assist individuals to decreasing 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. Prevention focuses on risk and protective factors associated with the use of these alcohol, tobacco, and any other drug use 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.

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
- 🔔 Dialectical Behavioral Therapy (DBT) Groups and Eye  
Movement Desensitization and Reprocessing (EMDR)

# 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. The program also provides supported employment services.

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)
-  Supported Employment

# BEHAVIORAL HEALTH SERVICES

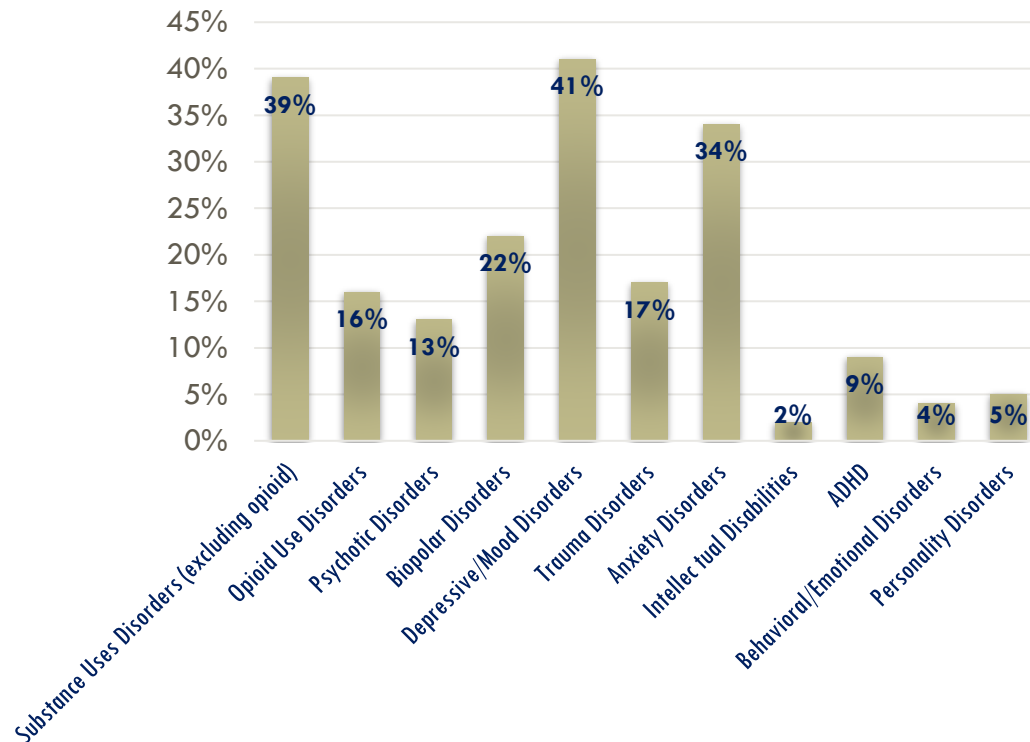
## PERSONS SERVED BY PARISH

PARISH	*Outpatient	*Residential	*Home & Comm. Based	*Functional Family Therapy	*Gambling Treatment	Flexible Family Funds	Prevention Enrollees	Prevention Social Media	Prevention Gambling	Prevention Generation Rx	Prevention Social Media	Prevention Other
Livingston	1,291	8	1	26	0	3	448	0	0	0	804,706	25,140
St. Helena	77	1	0	0	0	0	44	0	0	0	24,400	16,480
St. Tammany	3,222	133	81	0	0	5	0	0	0	0	0	0
Tangipahoa	2,758	30	39	14	0	18	377	0	103	193	7,434,346	1,087,444
Washington	1,043	32	5	0	0	2	808	0	577	899	304,608	451,965
<b>Total Florida Parishes</b>	<b>8,391</b>	<b>204</b>	<b>126</b>	<b>40</b>	<b>0</b>	<b>28</b>	<b>1,677</b>	<b>0</b>	<b>680</b>	<b>1,092</b>	<b>8,568,060</b>	<b>1,581,029</b>
<b>Total Other Parishes</b>	<b>93</b>	<b>94</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total All Parishes</b>	<b>8,484</b>	<b>298</b>	<b>129</b>	<b>40</b>	<b>0</b>	<b>28</b>	<b>1,677</b>	<b>0</b>	<b>680</b>	<b>1,092</b>	<b>8,568,060</b>	<b>1,581,029</b>

*Note: Where parish of residence was unknown, the number was approximated based on known parish percentages. Does not include Synar (222 merchants educated). Shaded columns are also included in outpatient treatment. All individuals who received Flexible Family Funds also received outpatient treatment services.*

# BEHAVIORAL HEALTH SERVICES DIAGNOSIS OF PERSONS SERVED

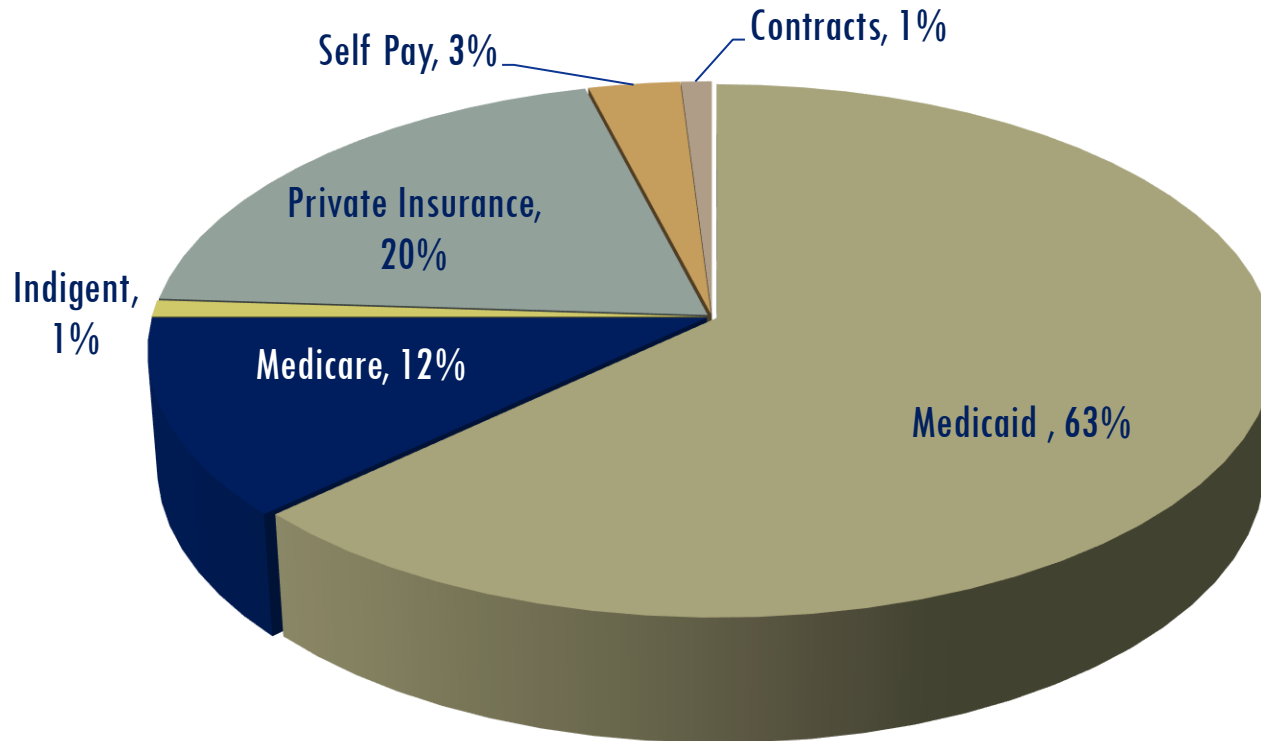
## Diagnosis of Persons Served



\*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 2021: PAYER SOURCES



# BEHAVIORAL HEALTH SERVICES- CONTRACTS

Contractor	Service Provided	FY 2021 Expended	FY 2021 Revenue
Adapt, Inc.	Prevention- Lifeskills Training/Washington Parish	\$164,662.00	
Adapt, Inc.	Prevention - "Kids Don't Gamble...Wanna Bet?"	\$48,575.00	
Aetna Better Health	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$298,175.93
Amerihealth Caritas	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$179,897.58
Annemieka Kumiega	Training - ASIST Workshop	\$1,400.00	
Beck Institute	Suicide Prevention Training	\$32,100.00	
Blue Cross Blue Shield	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$39,400.76
Communication Consulting Group	Hearing Impaired and Language Interpreting Services	\$24,275.65	
Dawn McCall	NP Clinical Services	\$33,091.08	
Easter Seals Louisiana	Case Management Services	\$25,264.00	
Elizabeth Hierowski, M.D.	Psychiatric Services	\$52,442.45	
FAW Services (Dr. Whiteman)	Psychiatric Services	\$154,374.32	
Feigley Communications	Suicide Education Media Management	\$22,213.13	
FFT	FFT-CW Onsite Consultation Services	\$20,000.00	
Flexible Family Funds (Cash Subsidy)	Monthly Stipend through LINCCA; contracts with individuals	\$80,496.00	
GCG Medical, Inc. (Garic Grisbaum, MD)	Psychiatric Services	\$173,479.28	
Genoa, A QOL Healthcare Company, LLC	Pharmacy Services Provided	\$173,809.16	
Girishkumar Shah, M.D.	Psychiatric Services	\$198,311.57	
Healthy Blue Louisiana	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$451,402.02
Humana	Payment for Provision of Behavioral Health Services to insured individuals- Self Generated		\$87,186.42
Jamie Bruins-Cyprian	Training - ASIST Workshop	\$750.00	
La Youth Advisors	LaPFS II - Tangi Parish	\$106,029.43	
La Youth Advisors	Prevention - ATOD - Livingston Parish	\$65,236.50	
La Youth Advisors	Prevention - ATOD - St Helena Parish	\$71,926.00	
Louisiana Department of Children and Family Services	Payment for Provision of Behavioral Health Services to DCFS individuals (IAT)		\$116,999.00
Louisiana Dept of Health/Office of Adult and Aging Services	Payment for Provision of Permanent Supportive Housing Services (IAT)		\$36,778.00
Louisiana Healthcare Connections/Centene	Payment for Provision of Behavioral Health Services to insured individuals- Self Generated		\$599,117.97
Louisiana Workforce Commission/Louisiana Rehabilitation Services	Payment for Provision of Supported Employment Services (IAT)		\$2,500.00

# BEHAVIORAL HEALTH SERVICES- CONTRACTS

Contractor	Service Provided	FY 2021 Expended	FY 2021 Revenue
Magellan	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$10,536.60
Medicaid	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$3,668.77
Medicare	Payment for Provision of Behavioral Health Services to insured individuals: Self-Generated		\$107,781.00
NAMI St. Tammany	Peer Support	\$130,180.78	
NAMI St. Tammany	Resource Directory	\$7,239.96	
NESS Healthcare NFP/Northlake Behavioral Health System	Support Services for ADU/FTC Residential Services	\$94,637.18	
Pontchartrain Psychological Resources	Psychiatric Services provided to Probation & Parole Defendants/Offenders	\$700.00	
Resilient Futures Network	Training - Creating Lasting Family Connections	\$15,000.00	
Robert Hetrick, LAC, CCGC	Gambling Treatment	\$70,420.48	
SE LA Health Education Center	Consumer Care Resources for Youth	\$44,860.67	
Shanmugan Shantha, M.D.	Psychiatric Services	\$184,280.00	
Sidney Kennedy	Gambling Treatment	\$9,688.37	
Tangipahoa Alcohol & Drug Abuse Council	Prevention- Lifeskills Training/Tangipahoa Parish	\$76,182.00	
Tangipahoa Alcohol & Drug Abuse Council	SYNAR	\$5,550.00	
Tulane University	Psychiatric Services	\$134,247.96	
Twenty-Second Judicial District Court (Behavioral Health Court)	Payment for Provision of Behavioral Health Services to Behavioral Health Court participants: Self-Generated		\$2,818.75
Twenty-Second Judicial District Court (Drug Court)	Payment for Provision of Behavioral Health Services to Adult Drug Court participants: Self-Generated		\$13,794.75
Twenty-Second Judicial District Court (Sobriety Court)	Payment for Provision of Behavioral Health Services to Sobriety Court participants: Self-Generated		\$4,478.00
U.S. Courts Federal Probation and Parole	Payment for Provision of Behavioral Health Services to Adult Drug Court participants: Self-Generated		\$10,132.00
United Healthcare/Optum	Payment for Provision of Behavioral Health Services to insured individuals- Self Generated		\$677,165.09
VIA Link	24 hour access to crisis intervention services	\$51,000.00	
Volunteers of America	Consumer Care Resources for Adults / RAC	\$89,360.14	
Volunteers of America	OMRT	\$261,384.91	
Volunteers of America	Peer Support	\$185,996.88	
William Arendell	EMDR Training and Consulting Services	\$2,940.00	
William Scmitz, Jr	Sentinel Event Consulting	\$29,351.46	
Zobrio	Electronic Medical Record Consulting	\$200.00	
	TOTAL	\$2,841,656.36	\$2,641,832.64

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 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 diversion.
- 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 \$17,500 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)**

- ④ 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.
- ④ 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^	Diversion+	Psychological Evaluations	Families Helping Families	Waiver
Livingston	52	38	11	24	1	4	344
St. Helena	5	2	3	1	1	0	28
St. Tammany	90	105	15	38	2	11	739
Tangipahoa	91	48	15	45	0	2	519
Washington	42	12	5	14	2	5	193
<b>Total Florida Parishes</b>	<b>280</b>	<b>205</b>	<b>49</b>	<b>122</b>	<b>6</b>	<b>22</b>	<b>1,823</b>
<b>Total Other Parishes</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>9</b>
<b>Total All Parishes</b>	<b>280</b>	<b>205</b>	<b>50</b>	<b>122</b>	<b>7</b>	<b>22</b>	<b>1,832</b>

*Note: The total number served by developmental disabilities services is 2,518; however, 64 additional services were also provided to those same individuals and/or families as listed above. \*The number of individuals receiving Flexible Family Funds was 205; however, 30 of these clients also received another type of DDS service. +The number of individuals receiving Diversion services was 122; however, 29 also received another type of DDS service. ^The number of individuals receiving PASRR was 50; however, 5 also received another type of DDS service. For "Other Parishes", the person served is either transferring in or out of FPHSA. Source: OCDD Data System PARISH Individual and Family Support Flexible Family Funds\**

## DEVELOPMENTAL DISABILITIES SERVICES INDIVIDUALS WAITING FOR SERVICES

Type of Service	FY20
Individual and Family Support	3
Flexible Family Fund	257
<b>Total</b>	<b>260</b>

## 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	138
Other LGE clients placement search within FPHSA	192
FPHSA clients statewide placement search	55
Placement for individuals living at home+	109
Placement for individuals living at an ICF-IID^	29
Certifications	84

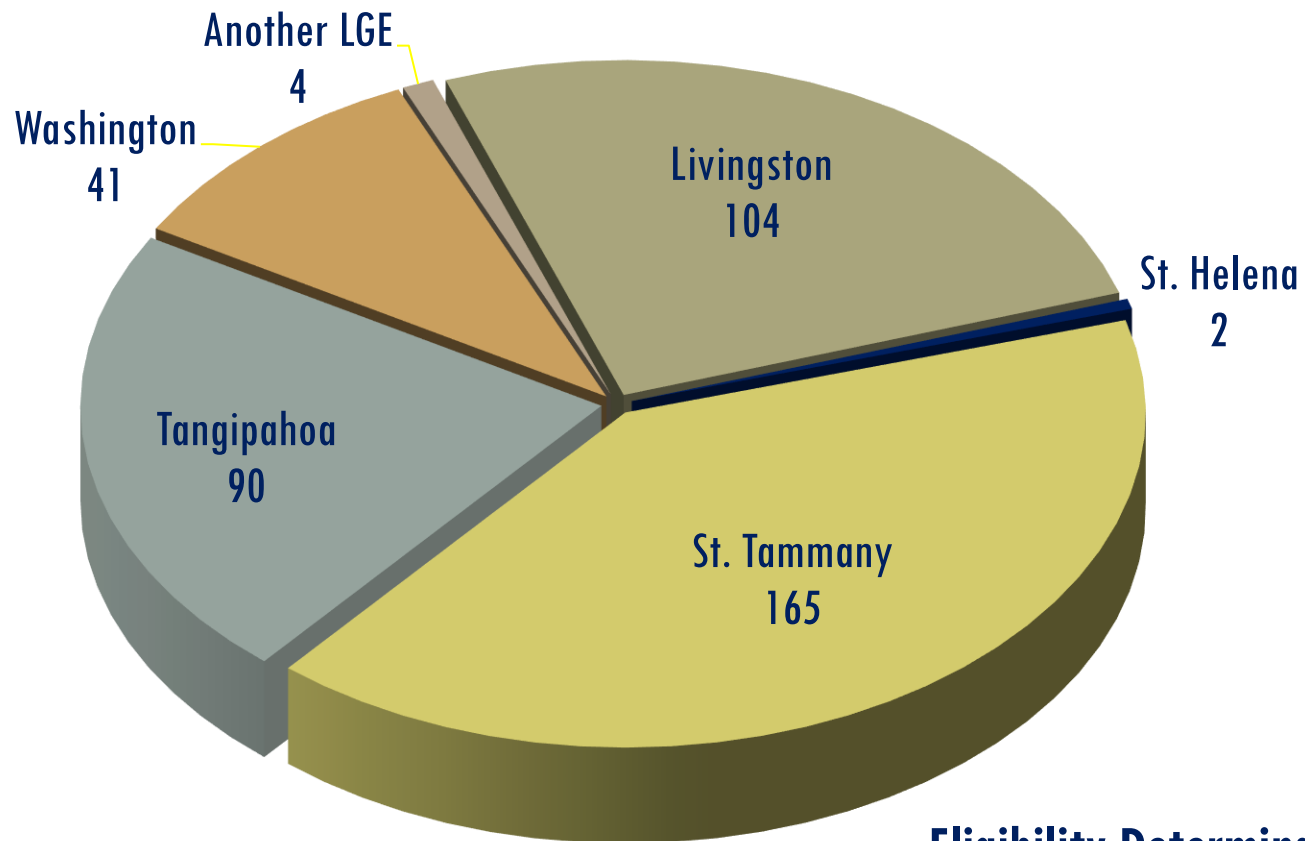
+Includes new admissions

^Includes transfers within the provider

\*142s completed



## DEVELOPMENTAL DISABILITIES SERVICES ELIGIBILITY DETERMINATIONS BY PARISH



**Eligibility Determinations: 406**

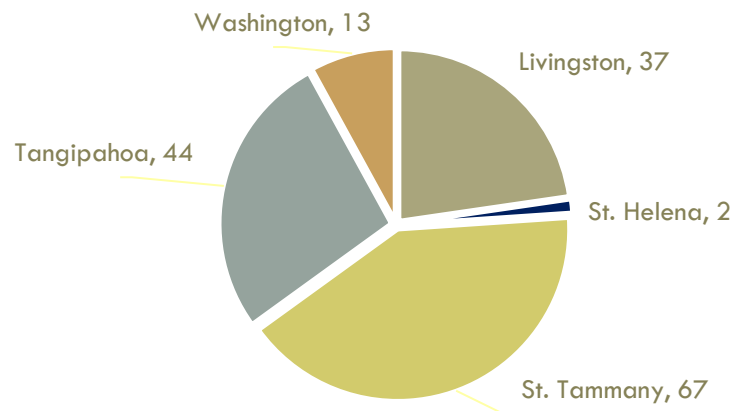
*\*Eligibility determinations represent the number of people who completed the eligibility process. It does not include Systems Entry Closures.*

# DEVELOPMENTAL DISABILITIES SERVICES

## EARLYSTEPS REFERRALS

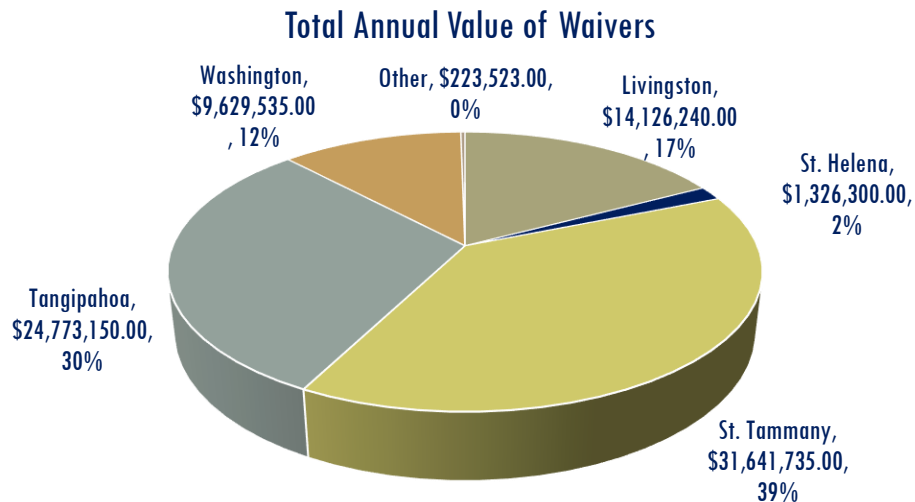
EarlySteps	Total EarlySteps Referrals
Livingston	37
St. Helena	2
St. Tammany	67
Tangipahoa	44
Washington	13
<b>All Parishes</b>	<b>163</b>

**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	106	\$1,662,398.00	160	\$10,853,280.00	31	\$1,337,774.00	47	\$272,788.00	\$14,126,240.00
St. Helena	6	\$94,098.00	16	\$1,085,328.00	3	\$129,462.00	3	\$17,412.00	\$1,326,300.00
St. Tammany	219	\$3,434,577.00	382	\$25,912,206.00	40	\$1,726,160.00	98	\$568,792.00	\$31,641,735.00
Tangipahoa	95	\$1,489,885.00	311	\$21,096,063.00	41	\$1,769,314.00	72	\$417,888.00	\$24,773,150.00
Washington	26	\$407,758.00	121	\$8,207,793.00	20	\$863,080.00	26	\$150,904.00	\$9,629,535.00
Other Parish	1	\$15,683.00	2	\$135,666.00	1	\$43,154.00	5	\$29,020.00	\$223,523.00



# DEVELOPMENTAL DISABILITIES SERVICES CONTRACTS

Contractor	Service Provided	FY 2021 Expended	FY 2021 Revenue
Flexible Family Funds (Cash Subsidy)	Monthly Stipend through LINCCA; contracts with individuals	\$606,816.00	
Individual Family Supports	Family Support through LINCCA; contracts with individuals	\$592,004.16	
Louisiana Dept of Health/Bureau of Healthcare Financing	Reimbursement for the Maintenance of the Pre-admission Screening Resident Review (PASRR) Process: Interagency Transfer (IAT)		\$1,674.00
Northshore Families Helping Families	Family Support	\$58,500.00	
Options, Inc.	Family Support	\$99,997.55	
Pontchartrain Psychological Resources	Psychiatric Services provided to OCDD	\$5,965.00	
	<b>TOTAL</b>	<b>\$1,363,282.71</b>	<b>\$1,674.00</b>

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

Month	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
People / Families Served	168	283	130	162	252	134	104	231	165	72	90	226	2,017

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

<b>Contractor</b>	<b>Service Provided</b>	<b>FY 2021 Expended</b>
Joanne Henig, J.D.	Legal Services	\$11,777.50
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)	\$131,010.00
Carolyn Crain	Leased Space for Bogalusa Site (1853 sq ft) - split	\$8,267.77
Vickie Darlene Kennedy	Leased Space for Bogalusa Site (1853 sq ft) - split	\$8,267.77
	<b>TOTAL</b>	<b>\$538,650.60</b>



# EXECUTIVE ADMINISTRATION MEMORANDA OF UNDERSTANDING (MOU) AND OTHER AGREEMENTS

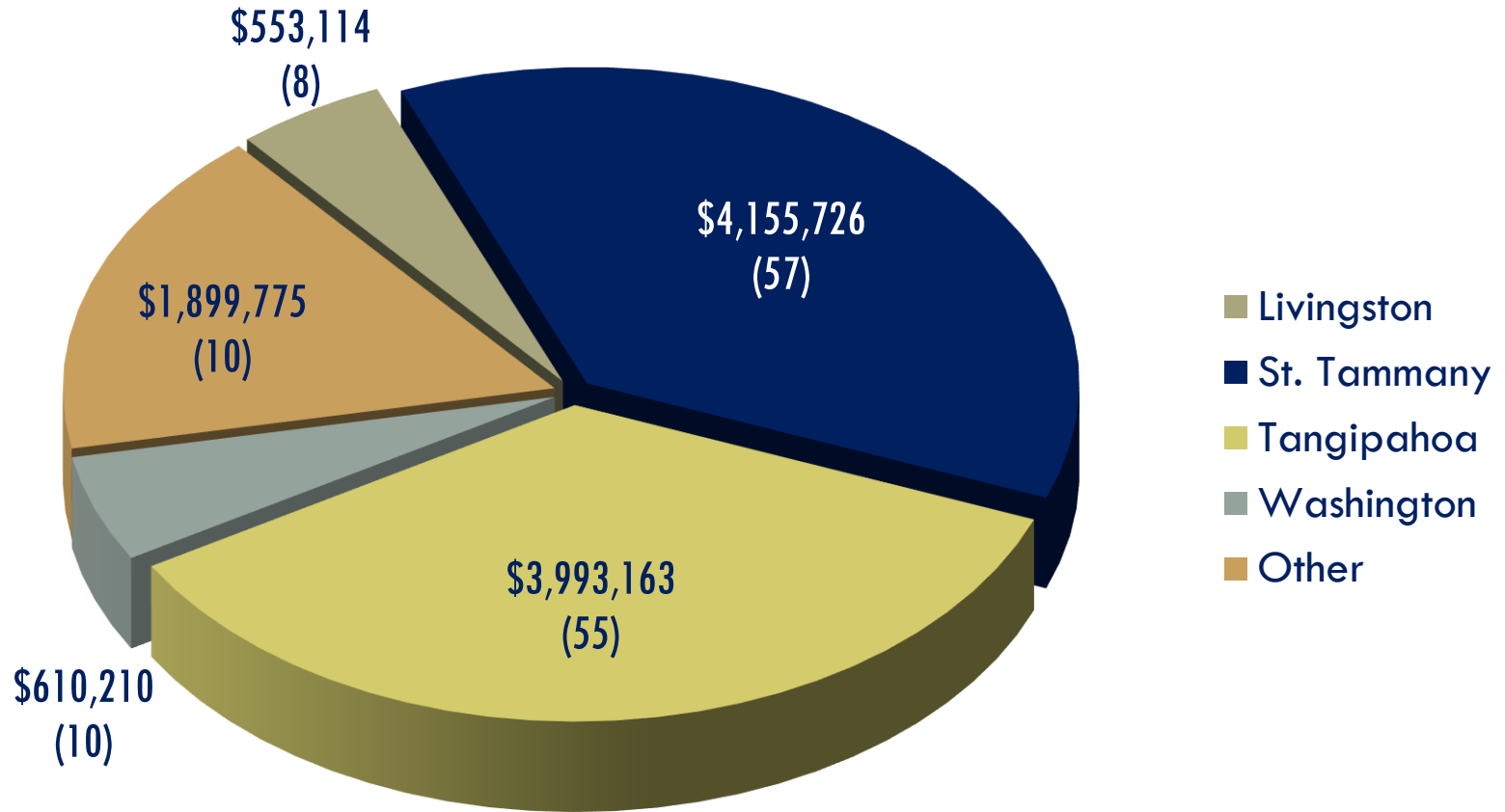
Affiliation/Organization	Description
Deerfield Solutions, LLC	LOCUS Online/ LOCUS On-Prem/ LOCUS Integration
Louisiana Department of Health	Oversight of Core Behavioral Health Services
Louisiana Department of Health/OBH	LaSOR 1.0 and 2.0
Greater New Orleans Health Information Exchange	Health Information Exchange
LSU School of Social Work	Affiliation Agreement
Board of Supervisors of Louisiana State University and Agricultural and Mechanical College on behalf of its Louisiana State University Health Sciences Center	Louisiana State Opioid Response LaSOR Program
NESS Healthcare DBA Northlake Behavioral Health System	Provision of Services at FPHSA's Residential Treatment Program
Louisiana Department of Health/Office for Citizen with Developmental Disabilities	ACT 421 Children's Medicaid Option Program
University of New Orleans	Affiliation Agreement
Washington Parish Government	Telehealth Services to inmates of Washington Parish Jail



# YEAR-END BUDGET REPORT

# FY 2021

## FPHSA EMPLOYEE SALARIES BY PARISH OF RESIDENCE

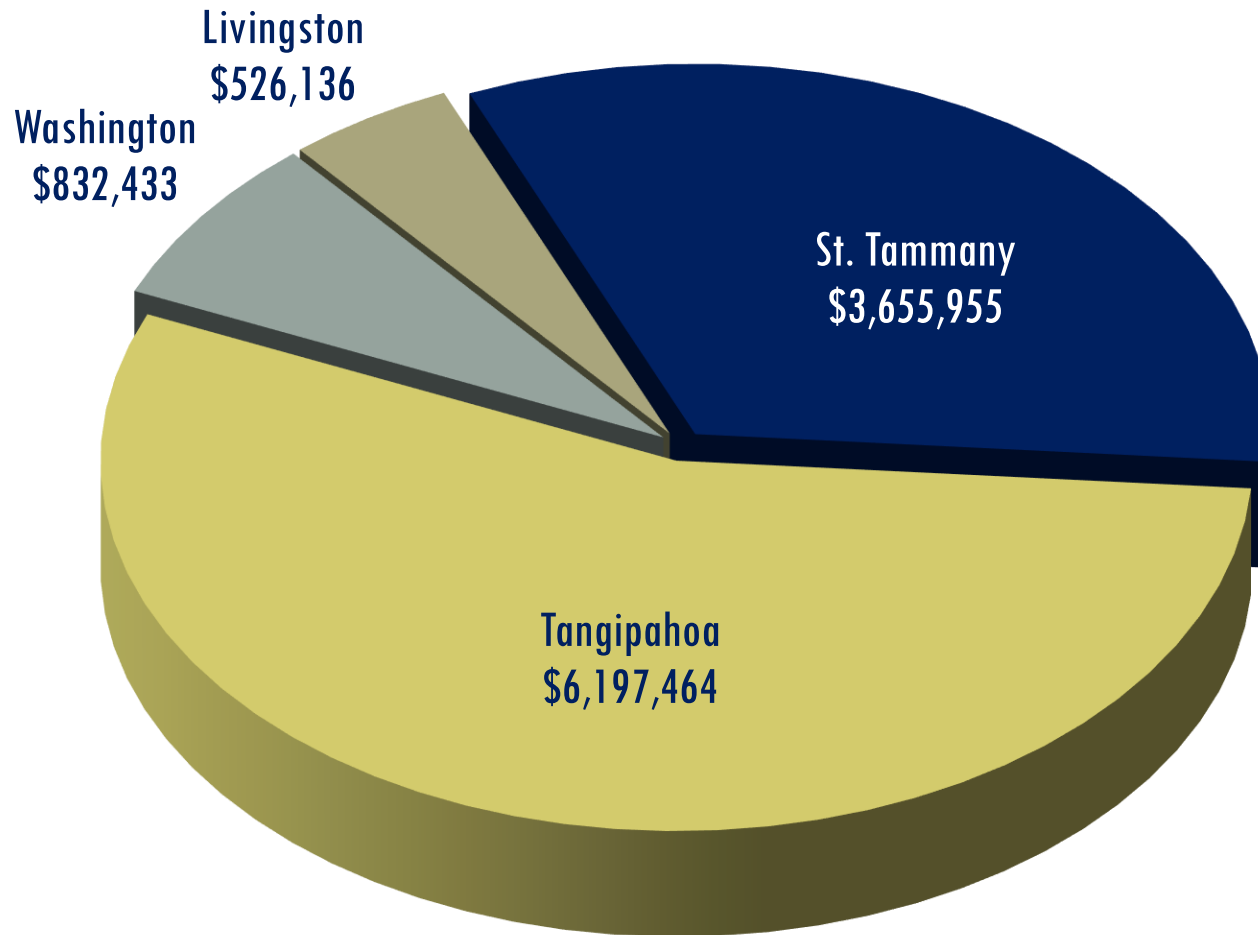


**TOTAL SALARIES: \$11,211,988**

Source: LaGov HCM

Note: Salaries do not include related benefits.

## FPHSA EMPLOYEE SALARIES BY PARISH EMPLOYED



**TOTAL SALARIES: \$11,211,988**

Source: LaGov HCM

Note: Salaries do not include related benefits.

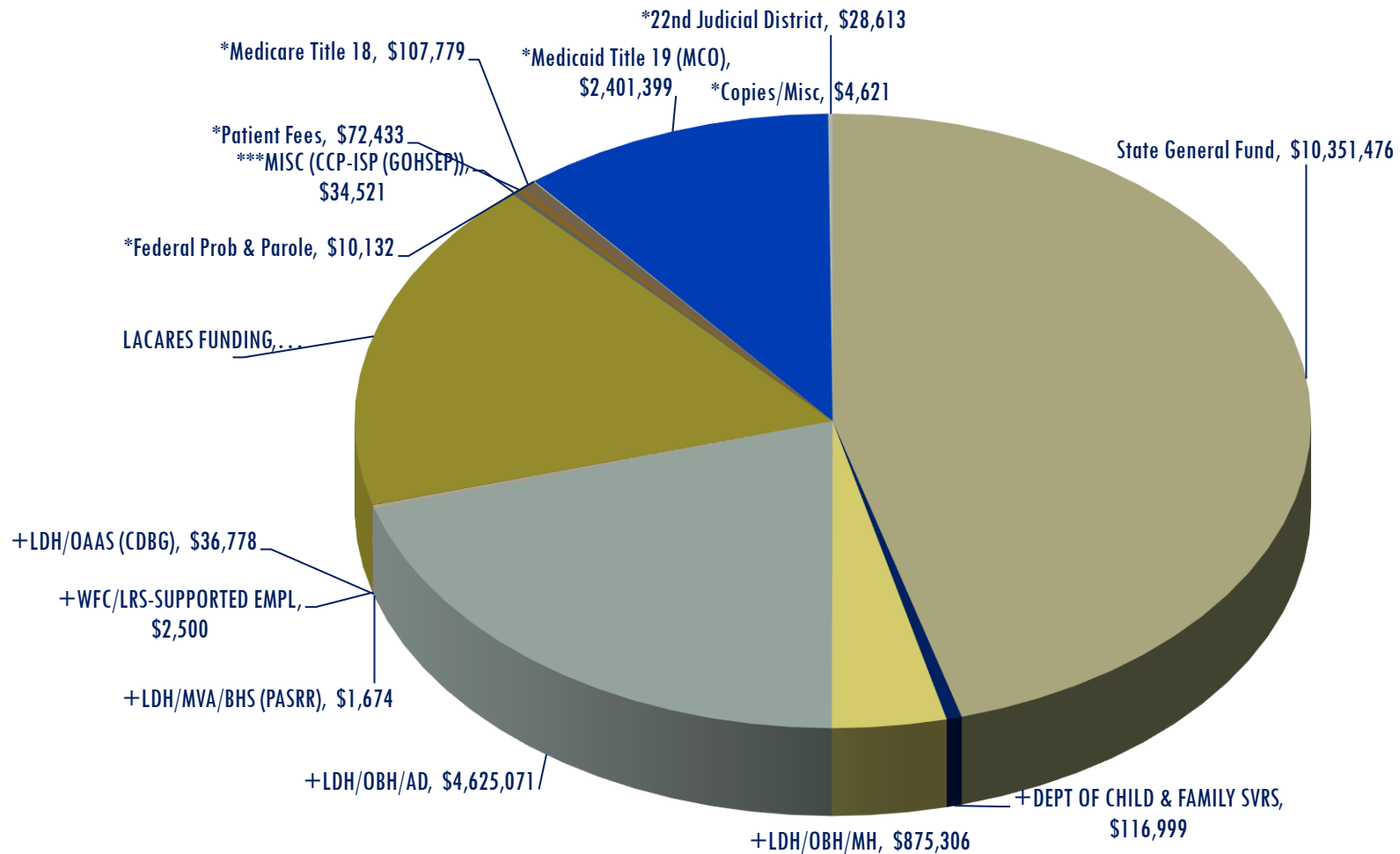
# FPHSA BUDGET ANALYSIS

## FISCAL YEAR 2021: YEAR-END REPORT

### SUMMARY OF REVENUE

Means of Financing	Sub-Category	FY 2021 Budget	FYE Revenue	FYE Balance
State Funds	State General Fund	\$ 10,351,476	\$ 10,351,476	\$ -
	<b>Sub-Total</b>	<b>\$ 10,351,476</b>	<b>\$ 10,351,476</b>	<b>\$ -</b>
Interagency Transfers	DEPT OF CHILD & FAMILY SVRS	\$ 67,500	\$ 116,999	\$ (49,499)
	LDH/OBH/MH	\$ 1,078,089	\$ 875,306	\$ 202,783
	LDH/OBH/AD	\$ 4,693,192	\$ 4,625,071	\$ 68,121
	LDH/MVA/BHS (PASRR)	\$ 10,000	\$ 1,674	\$ 8,326
	LDH/OAAS (CDBG)	\$ 152,695	\$ 36,778	\$ 115,917
	DPS&C (DOC)	\$ 10,000	\$ -	\$ 10,000
	WFC/LRS-SUPPORTED EMPL	\$ 15,000	\$ 2,500	\$ 12,500
	LACARES FUNDING	\$ 4,006,408	\$ 4,006,408	\$ -
	**MISC (CCP-ISP (GOHSEP))	\$ 123,388	\$ 34,521	\$ 88,867
	<b>Sub-Total</b>	<b>\$ 10,156,272</b>	<b>\$ 9,699,257</b>	<b>\$ 457,015</b>
Self-Generated	Patient Fees	\$ 24,788	\$ 72,433	\$ (47,645)
	Medicare Title 18	\$ 70,000	\$ 107,779	\$ (37,779)
	Federal Prob & Parole	\$ 21,500	\$ 10,132	\$ 11,368
	Medicaid Title 19 (MCO)	\$ 2,383,387	\$ 2,401,399	\$ (18,012)
	Copies/Misc	\$ 8,000	\$ 4,621	\$ 3,379
	22nd Judicial District	\$ 280,000	\$ 28,613	\$ 251,387
	<b>Sub-Total</b>	<b>\$ 2,787,675</b>	<b>\$ 2,624,977</b>	<b>\$ 162,698</b>
<b>Total</b>		<b>\$ 23,295,423</b>	<b>\$ 22,675,710</b>	<b>\$ 619,713</b>

# **FPHSA BUDGET ANALYSIS** **FISCAL YEAR 2021: YEAR-END REPORT** **TOTAL REVENUE BY MEANS OF FINANCING**



# FPHSA BUDGET ANALYSIS

## FISCAL YEAR 2021: YEAR-END REPORT

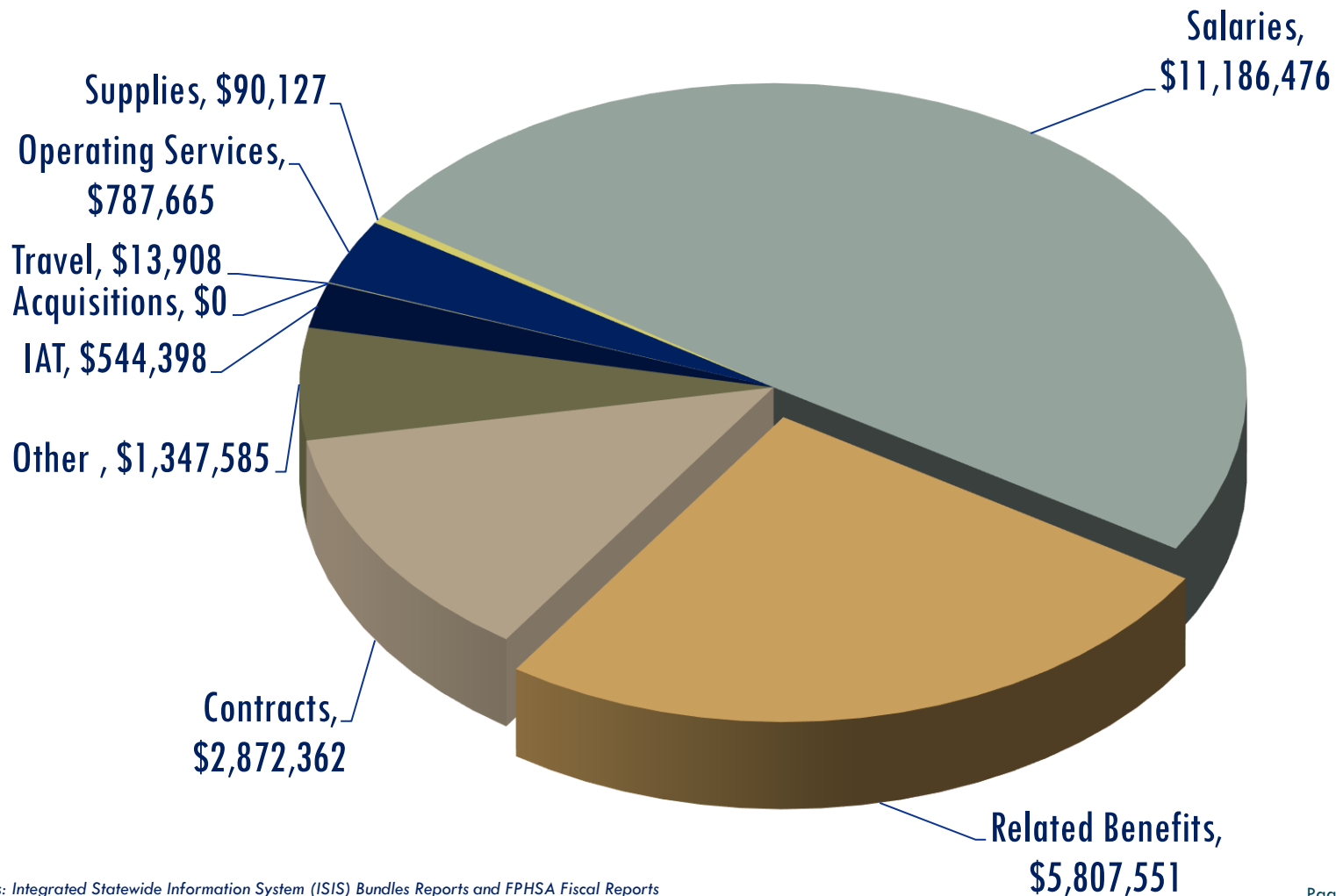
### SUMMARY BY EXPENDITURE CATEGORY

Category	Sub-Category	FY 2021 Budget	FYE Expenditures	FYE Balance
Operating Services	Travel	\$ 38,015	\$ 13,908	\$ 24,107
	Operating Services	\$ 802,150	\$ 787,665	\$ 14,485
	Supplies	\$ 110,455	\$ 90,127	\$ 20,328
	<b>Sub-Total</b>	<b>\$ 950,620</b>	<b>\$ 891,700</b>	<b>\$ 58,920</b>
Other Charges	Salaries	\$ 12,067,967	\$ 11,186,476	\$ 881,491
	Related Benefits	\$ 4,482,183	\$ 5,807,551	\$ (1,325,368)
	Contracts	\$ 4,138,279	\$ 2,872,362	\$ 1,265,917
	Other	\$ 1,078,584	\$ 1,347,585	\$ (269,001)
	IAT	\$ 544,403	\$ 544,398	\$ 5
	<b>Sub-Total</b>	<b>\$ 22,311,416</b>	<b>\$ 21,758,372</b>	<b>\$ 553,044</b>
Capital Outlay	Acquisitions	\$ 33,387	\$ -	\$ 33,387
	Major Repairs	\$ -	\$ -	\$ -
	<b>Sub-Total</b>	<b>\$ 33,387</b>	<b>\$ -</b>	<b>\$ 33,387</b>
<b>Total</b>		<b>\$ 23,295,423</b>	<b>\$ 22,650,072</b>	<b>\$ 645,351</b>

# FPHSA BUDGET ANALYSIS

## FISCAL YEAR 2021: YEAR-END REPORT

### TOTAL EXPENDITURES BY EXPENDITURE SUB-CATEGORY

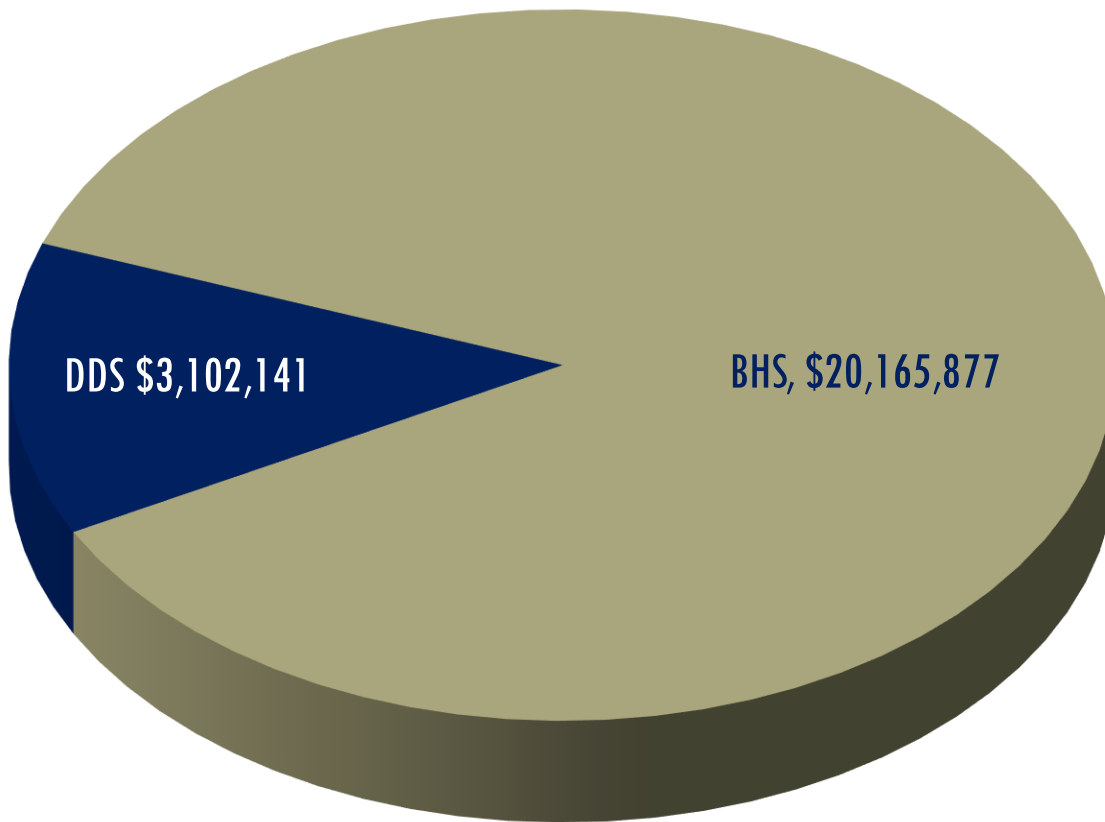




# FPHSA BUDGET ANALYSIS

## FISCAL YEAR 2021: YEAR-END REPORT

### EXPENDITURES BY TYPE OF SERVICE



**^TOTAL EXPENDITURES: \$23,268,018 M**

*^Total expenditures include \$617,946 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
Applied Suicide Intervention Skills Training (ASIST)	8/13-14/2020	Covington
EarlySteps RICC	8/28/2020	Virtual
Applied Suicide Intervention Skills Training (ASIST)	9/10-11/2020	Covington
Understanding Developmental Disability Waivers & the SUN Assessment	10/15/2020	Virtual
St. Tammany Parish School Board Special Education Department, Annual Family Information Fair	1/26/2021	Mandeville
Applied Suicide Intervention Skills Training (ASIST)	02/11-12/2021	Loranger
OCDD State Advisory Committee	5/12/2021	Virtual
Parent Information Coffee Chat	5/19/2021	Mandeville
Washington Parish Schools Fair	6/25/2021	Angie

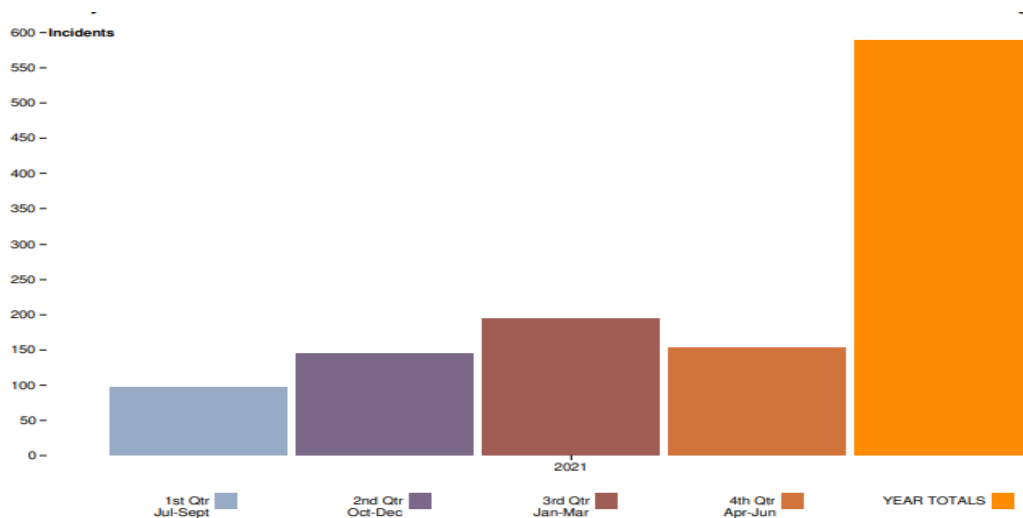
*\*Due to Covid-19 and the impact on social distancing and school closure/virtual, prevention efforts were limited and varied from pre-Covid-19 prevention services. The prevention activities consisted of partnering with local schools in 4 out of 5 parishes to provide prevention education materials. In St. Tammany Parish, FPHSA partnered with all 5 library systems to distribute prevention education materials to the public. FPHSA hosted drive -through events, as well as, participated in community drive through events. At these events, prevention education materials were provided. FPHSA also partnered with our local providers to build capacity and expand on current initiatives by providing prevention materials and resources and shifting to social media campaigns. FPHSA provided Detera bags (used for safe disposal of medication) throughout all 5 parishes. FPHSA partnered with South Eastern Counseling Center and provided Detera bags and prevention materials to college aged students.*

# FPHSA COMPLIANCE REVIEW INFORMATION

## High Risk/High Priority Critical Incidence Reports

- Reports of suicide threats were up 800% in FY21.
- There were 5 confirmed deaths by suicide and FPHSA will continue to work with the Regions 9 Coroner's offices to secure autopsy/toxicology reports. There are an additional 15 reported and unconfirmed deaths by suicide. Confirmed deaths were by gunshot, hanging, or intentional overdose using prescription medication.
- There were 14 deaths reported as overdose and another 16 deaths that are suspected/unconfirmed because no toxicology report is available for review.

## Incident Trends by Quarter FY 21\*



\*During Q4 of FY 20, incident reporting necessarily changed in response to the transition of most services to virtual service delivery (except for Residential) and this change was in response to the CDC and LDH guidance for COVID 19 response. While Q1 of FY21 was lower than the following Q2, Q3, and Q4, there was an uptick over the previous quarter and reports of ER/hospital visits for behavioral health conditions drove the uptick.

Of the total 589 recorded incidences, 175 were assigned to the category "ER/Hospital visit due to behavioral health related issues. The "Other" category remained higher than expected/desired, since adjustments in the definition of "Other" last year were intended to assign incidents to more discreet types/labels. "Other" will be analyzed again in order to come up with typology that is more behaviorally specific.

YEAR	1st QTR	2nd QTR	3rd QTR	4th QTR	YEAR TOTALS
2021	98	145	194	152	589
Grand Total	98	145	194	152	589

# FPHSA COMPLIANCE REVIEW INFORMATION

## Two-year comparison (year-over-year trend)

	Incident Reports 2019-20	Incident Reports 2020-21
<b>Total:</b>	419	589
RBHC	63	121
FTC/ADU	101	102
MBHC	41	68
SBHC	68	67
HCBS	61	61
DDS	47	50
BBHC	25	48
FFT	New Program	38
DSBHC	14	34

## Internal Audits

During FY 2021, the nursing department, compliance office, and risk management office partnered to complete quarterly, comprehensive audit rounds in the three key areas of risk related to safety, health and wellbeing, and the rights and responsibilities of persons served, staff and the community as these rights relate to access to care, privacy, active participation in treatment, etc.

# FPHSA GRANTS FUNDING

Grant	Dollar Amount
Substance Abuse Prevention and Treatment Block Grant (SAPT)	\$3,491,667.00
Compulsive and Problem Gaming Fund-Treatment/Prevention	\$139,371.00
Partnership for Success II (PFS II)	\$116,226.00
State Targeted Response (SOR) Grant	\$85,014.00
State Opioid Response (SOR) Supplemental Funding	\$50,596.00
State Opioid Response 2.0 Grant	\$295,091.00
Tobacco Tax Health Care Fund	\$387,260.00
Comprehensive Opioid Abuse Program (LaCOAP II)	\$0.00
Zero Suicide Grant	\$60,762.00
COVID-19 Supplemental Grant	\$59,848.00
COVID-19 Crisis Counseling Immediate Services Program (ISP)	\$29,364.00
COVID-19 Crisis Counseling Regular Services Program (RSP)	\$218,471.00
Mental Health Block Grant (MHBG)	\$596,070.00
<b>Total Grant Dollars</b>	<b>\$5,529,740.00</b>

# FPHSA GRANT: MENTAL HEALTH BLOCK GRANT

- FEP Peers: 33 first episode psychosis clients received services (12 MBHC; 14 SBHC; and 7 RBHC)
- Consume Care Resources: 95 requests for financial assistance helping 85 adults and their families
- Care Coordinators: 1979 persons served by case managers
- Peer Support Specialist: 2999 services to 600 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: 95 requests for financial assistance helping 85 adults and their families
  - Consumer Care Resources (CCR)- Children: 61 requests that assisted 45 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.

# FPHSA'S COVID-19 RESPONSE

Throughout FY 21 FPHSA continued to adjust service delivery in response to changes in CDC guidance/recommendations.

In light of the vulnerable population that FPHA serves and using lessons learned along the way, FPHSA refined service delivery to strike a balance between public health and COVID-19 prevention and persons served needs, often driven by risk factor. All community based, residential, and outpatient programs maintained operations and continued to provide uninterrupted access to care, and facilitated by videoconferencing during times that COVID-19 infection rates and hospitalizations were high.

## **BH Specific**

- FPHSA continued to offer the crisis counseling program focused on the impact of the pandemic. The program served 30,288 individuals.

## **DDS Specific**

- DD staff has adapted to remote work to continue providing all services without interruption.
- DD staff have successfully worked with families to modify services as needed to accommodate the changes due to COVID-19.

## **Medical Services Specific**

- Provided COVID vaccinations to staff, clients and members of the community through Genoa contracted pharmacy.
- Worked with Office of Public Health to distribute COVID home test kits.

## **HR Response**

- Development of Telework

# CRISIS COUNSELING ASSISTANCE AND TRAINING PROGRAM (CCP) FY21 DATA

Day of Week

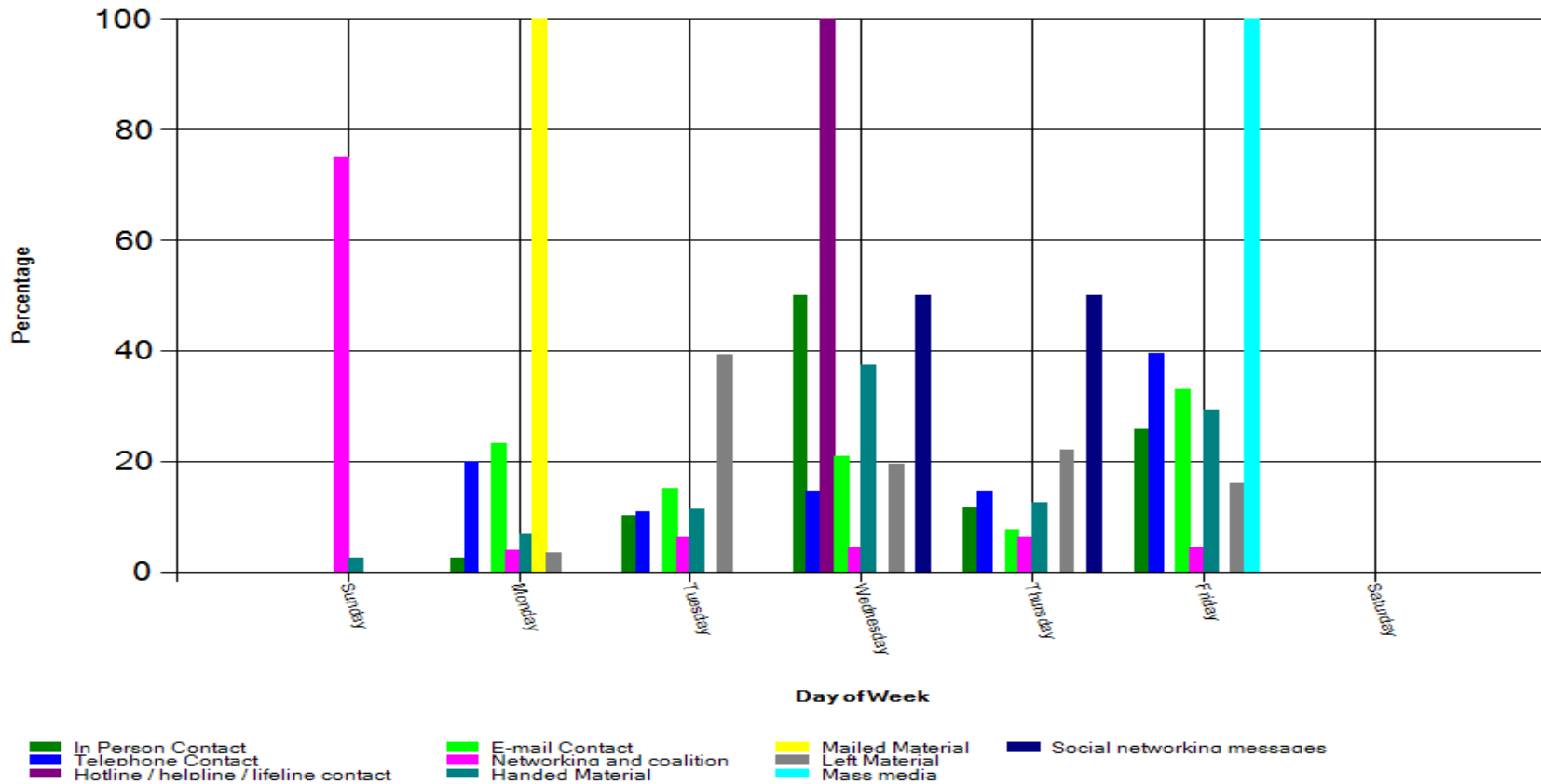
Type of Contact	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Row Total
In Person Contact	0(0.0%)	118(2.5%)	488(10.2%)	2380(49.9%)	555(11.6%)	1226(25.7%)	0(0.0%)	4767(15.0%)
Telephone Contact	0(0.0%)	254(20.1%)	139(11.0%)	186(14.7%)	185(14.6%)	502(39.7%)	0(0.0%)	1266(4.0%)
Hotline / helpline / lifeline contact	0(0.0%)	0(0.0%)	0(0.0%)	1(100.0%)	0(0.0%)	0(0.0%)	0(0.0%)	1(0.0%)
E-mail Contact	0(0.0%)	40(23.3%)	26(15.1%)	36(20.9%)	13(7.6%)	57(33.1%)	0(0.0%)	172(0.0%)
Networking and coalition	440(75.0 %)	23(3.9%)	36(6.1%)	26(4.4%)	36(6.1%)	26(4.4%)	0(0.0%)	587(1.0%)
Handed Material	200(2.5%)	568(7.0%)	918(11.3%)	3058(37.6%)	1015(12.5%)	2383(29.3%)	0(0.0%)	8142(26.0%)
Mailed Material	0(0.0%)	2(100.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	2(0.0%)
Left Material	0(0.0%)	516(3.4%)	6011(39.2%)	2991(19.5%)	3370(22.0%)	2442(15.9%)	0(0.0%)	15330(50.0%)
Mass media	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	1(100.0%)	0(0.0%)	1(0.0%)
Social networking messages	0(0.0%)	0(0.0%)	0(0.0%)	10(50.0%)	10(50.0%)	0(0.0%)	0(0.0%)	20(0.0%)
Column Total	640(2.0%)	1521(5.0%)	7618(25.0%)	8688(28.0%)	5184(17.0%)	6637(21.0%)	0(0.0%)	30288(100%)

% = Row Percentage, n = Cell Size.  $\chi^2(54) = 21449.57$ ,  $p < .01$  (significant).



# CRISIS COUNSELING ASSISTANCE AND TRAINING PROGRAM (CCP) FY21 DATA

Weekly Tally Report by Type of Contact and Day of Week  
Project: LA-4484; Provider: currentProvider; County: All County; Dates: 7/1/2020-6/30/2021



# **EXTERNAL REVIEWS**

## **DEVELOPMENTAL DISABILITIES SERVICES**

### **ACCOUNTABILITY PLAN (AP) MONITORING**

**Date of Visit:            March 11, 2021**

Florida Parish Human Services Authority (FPHSA) met the performance standard for 25 performance indicators (or 89%). Supporting documentation presented to the Review Team was organized and labeled, making for a smooth and efficient validation process.

Some note-worthy accomplishments throughout the report included:

- **Mandated Reporting:**  
FPHSA met the performance standard for 9 of 9 Mandated Reports (or 100%).
- **PASRR:**  
Staff demonstrates knowledge of the PASRR program and implementation is according to policy
- **System Entry Review:**  
All documentation was provided timely and staff were very cooperative and open to discussions.
- **Waiver Programs:**  
The case record review conducted for four waiver performance indicators resulted in the performance standard being met for all four waiver performance indicators which includes adherence to the memorandum of understanding in terms of allocated waiver personnel are trained and delegated to the daily operation and management of waiver services was reviewed.  
  
The information received was very organized and maintained. All required documentation were in the case records and easily accessible. It was obvious that staff utilized the sign in/out log routinely when accessing the files. The documentation in the files was complete and in accordance with waiver regulations

(Due to COVID-19, a virtual AP Quality Partnership Exit Meeting was conducted instead of the on-site validation visit. For a copy of the full report, please contact us.)



## EXTERNAL REVIEWS CARF

FPHSA is accredited in many of its treatment area programs by CARF. The accreditation survey is conducted every three years and was last completed in January 2020; however, FPHSA actively engages in an ongoing standards process with CARF that distinguishes our service delivery and commitment to continuous performance improvement. Being accredited is a result and validation of the dedication by our staff providing services and a commitment and an endorsement that FPHSA values compliance with best practice, laws, rules, regulations, credentialing guidelines and service to the community it serves. FPHSA's next survey will occur in January 2023.

Throughout FY21, FPHSA has continued to improve processes that have implications for satisfaction for staff, persons served, and the broader community.

Plans implemented include:

- The Cultural Competency and Diversity Plan (Completed and in action.)
- The Risk Management Plan (Board approved and published.)
- The Accessibility Plan (Completed and in action.)
- The Information Technology (IT) Plan (Completed and in action.)
- The Accessibility Plan (Completed and a live document/in action)

# EXTERNAL REVIEWS CIVIL SERVICE AUDIT

## EXECUTIVE SUMMARY

Florida Parishes Human  
Services Authority

Compliance Audit, March 2021



STATECIVILSERVICE

The State Civil Service Compliance Audit primarily focuses on compliance with Civil Service Rules and Documentation Requirements. The degree of compliance is reflected in the Agency Report Card.

### An overview and analysis of the Compliance Audit conducted follows:

**Commendations:** The agency is to be commended for achieving 100% compliance in 18 of the 20 categories audited such as authority for pay, appointing authority approval, and certification for compliance.

- **Comparison of Previous Reports:** In the previous Full Human Resource Program Evaluation conducted at your agency in March 2019, you achieved 100% compliance in 17 of the 19 categories audited. The current report shows sustained compliance in several categories with an increase in compliance in two categories, and a decrease in compliance in two categories.
- **Performance Evaluation System:** The agency is to be commended for achieving 100% compliance in all PES categories audited.
- **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	99.1%
Status	Compliant
No. of Recs	0

*Site Visit Date: 3/15/21*

# EXTERNAL REVIEWS

## QUALITY OF CARE – TOMS SURVEY

### Quality of Care Clinic Adult Report

#### Florida Parishes Human Service Authority (FPHSA)

07/01/2020 - 06/30/2021



Table 1: Main Performance Indicators

Main Performance Indicators	GPA	Client Count
ACCESS TO SERVICES	3.58	38
APPROPRIATENESS OF SERVICES	3.66	38
MEDICATION	3.65	37
OUTCOME OF SERVICES	3.34	37
PARTICIPATION IN TREATMENT	3.67	37

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]	97.22%	2.78%	36
33. Would you recommend the clinic to a friend or family member? [Q1822]	100%	0%	36

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]	50%	36.84%	10.53%	0%	0%	2.63%	3.41	38
2. How would you grade getting your phone calls returned promptly? [Q1791]	65.79%	28.95%	0%	2.63%	0%	2.63%	3.62	38
3. How would you grade getting services at times that were good for you? [Q1792]	68.42%	26.32%	5.26%	0%	0%	0%	3.63	38
4. How would you grade seeing a psychiatrist when you need to? [Q1793]	68.42%	23.68%	2.63%	2.63%	0%	2.63%	3.62	38
6. How would you grade the willingness of the staff to see you as often as necessary? [Q1795]	70.27%	27.03%	2.7%	0%	0%	0%	3.68	37
7. How would you grade your ability to get all the services you thought you needed? [Q1796]	65.79%	21.05%	13.16%	0%	0%	0%	3.53	38
Access Summary	64.78%	27.31%	5.71%	0.88%	0%	1.32%	3.58	38
APPROPRIATENESS								
10. How would you grade doctor/counselor giving you information about your rights? [Q1799]	68.42%	26.32%	5.26%	0%	0%	0%	3.63	38
11. How would you grade doctor/counselor giving you a choice about what is best for you? [Q1800]	68.42%	21.05%	7.89%	2.63%	0%	0%	3.55	38
12. How would you grade doctor/counselor helping you obtain the information you need to manage your illness? [Q1801]	71.05%	23.68%	5.26%	0%	0%	0%	3.66	38
15. How would you grade staff's belief that you could grow, change, and recover? [Q1804]	68.42%	26.32%	2.63%	0%	0%	2.63%	3.68	38
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]	76.32%	23.68%	0%	0%	0%	0%	3.76	38

# STAY IN TOUCH AND CONNECT WITH US

VISIT US OUR WEBSITE AT [WWW.FPHSA.ORG](http://WWW.FPHSA.ORG)

EMAIL US AT [ADMIN@FPHSA.ORG](mailto:ADMIN@FPHSA.ORG)

SUBSCRIBE TO OUR MAILING LIST BY TEXTING

“FPHSA” TO 22828\*

\*MESSAGE AND DATA RATES MAY APPLY

CAREER OPPORTUNITIES: [JOBS.LA.GOV](http://JOBS.LA.GOV)



LIKE US ON FACEBOOK: “[FACEBOOK.COM/FPHSA.LIGHTINGTHEPATHFORWARD/](https://FACEBOOK.COM/FPHSA.LIGHTINGTHEPATHFORWARD/)”



FOLLOW US ON TWITTER: “[TWITTER.COM/FPHSA](https://TWITTER.COM/FPHSA)”

INTERPRETER AND TRANSLATION SERVICES ARE AVAILABLE AT ALL LOCATIONS



# AFTERHOURS EMERGENCY/ CRISIS

(M-F 4:30 P.M. — 8:00 A.M.;  
WEEKENDS & HOLIDAYS)



CHAT

PHONE

TEXT

IF YOU ARE EXPERIENCING A BEHAVIORAL HEALTH CRISIS OUTSIDE OF OUR NORMAL BUSINESS HOURS, PLEASE CALL OUR AFTER-HOURS LINE AT 1-855-268-1091 OR 211. YOU CAN ALSO ACCESS CRISIS CHAT AT [WWW.VIALINK.ORG](http://WWW.VIALINK.ORG). TEXT CHAT IS ALSO AVAILABLE BY TEXTING “TXT211” TO 504-777-EASE (3273).