



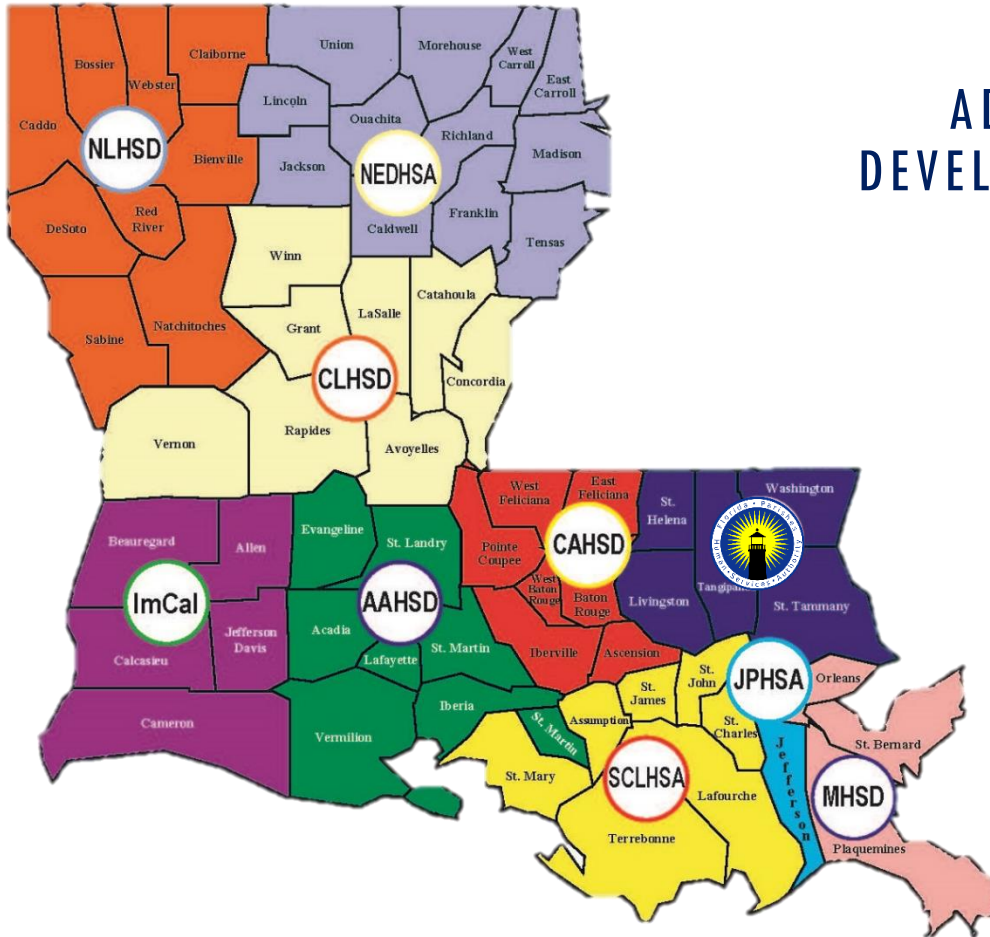
FLORIDA PARISHES HUMAN SERVICES AUTHORITY

18TH ANNUAL REPORT
TO THE BOARD
FY 2022

Presented by
Richard J. Kramer, Executive Director
October 28, 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

Eighteenth Annual Report to the Board- FY 2022

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MESSAGE FROM THE EXECUTIVE DIRECTOR

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

Over the past year the Florida Parishes Human Services Authority team has continued to work diligently to serve the members of our community who are struggling with behavioral health issues or seeking assistance handling developmental disabilities needs. In a year where our region was still recovering from the effects of the COVID-19 pandemic along with all of the associated impacts, our families and neighbors have seen some of their conditions worsen and their needs become more urgent. Through all of this, our dedicated staff has used their expertise and commitment to those we serve to make a difference in the lives of all those we are fortunate enough to serve. As we continue to face these challenges together we will continue to employ new ideas and resources in order to light the path forward for the citizen of Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington Parishes.

Thank you,



Richard J. Kramer

SELECT FISCAL YEAR 2022

ACCOMPLISHMENTS/ACHIEVEMENTS

Behavioral Health

- Had 35 staff members trained in Dialectical Behavioral Therapy (DBT).
- Had two supervisors participate in LGE Supervisory Training Series and one supervisor attend the Public Sector Leadership Course through Cornell University.
- Developed an Access team to meet the urgent needs of priority population and high risk clients immediately, with little to no wait time for services.
- Funded training for one of our child clinicians to be trained in Play Therapy through LSU.
- Began the first LGE to provide billable peer support services in Louisiana.
- Worked with new Electronic Health Record in customization of the record for use within our Behavioral Health facilities.
- Selected as substance abuse treatment provider for Federal Probation.
- Expansion of case management services to include serving all outpatient clinics.
- Louisiana Spirit Expansion to include provision of Crisis Counseling to those impacted by Hurricane Ida.
- Sent 5 staff to training on ASAM criteria.
- Expanded offerings of Medication Assisted Treatment with the addition of 3 more prescribers.
- Sent multiple staff members to LASACT conference.
- Funded DBT training for 27 staff members to improve Evidence Based Services offerings at our facilities.
- Expanded EMDR (Eye Movement Desensitization and Reprocessing) programming with an additional clinician being trained.

(Continued on next page)

SELECT FISCAL YEAR 2022

ACCOMPLISHMENTS/ACHIEVEMENTS

Behavioral Health Compliance Achievements

- Partnered with other leadership personnel to roll out the adaptation of a new orientation and competency plan for enhancing employee performance.
- Designed and implemented performance improvement plans to address deficiencies in certain areas of compliance.
- Implemented Key Performance Indicators to track outcomes in the new electronic health record.
- Began preparation for the CARF 3-year re-survey which will be conducted during Q3/Q4 of FY 23.
- Revised Hurricane/Bad Weather/Flood preparation and response protocols using lessons learned from Hurricane IDA.
- Revised Viral Disease, Pandemic and Threats to Public Health policy and procedures using lessons learned during the COVID-19 epidemic.

(Continued on next page)

SELECT FISCAL YEAR 2022

ACCOMPLISHMENTS/ACHIEVEMENTS

FFT-CW

- Successfully completed 18 cases. Barriers to completion of additional cases include: Covid and ability to provide face-to face services (preferred method of service), Hurricane Ida, Supervisor on leave for 4 months, only staffed 75%.
- The FFT-CW team progressed to the final phase, Phase 3, of the FFT-CW implementation plan.

Home and Community/Permanent Supportive Housing/Supported Employment

- Case Managers actively responded within days of Hurricane Ida to persons served by providing food, water, and helping with access to emergency response services.
- PSH had no deficiencies in their two state audits and were commended on the level of service to clients during the pandemic.
- Three staff members participated in IPS meetings with OBH and attended the evidence-based training but decided not to implement this program for supported employment.
- 18 people connected to employment through Supported Employment.

Prevention and High-Risk Team

- Provided education on the safe handling of medication, distribution of NARCAN, and drug, alcohol and tobacco/vaping prevention information at several community events (please refer to the community event participation page in this report)

(Continued on next page)

SELECT FISCAL YEAR 2022

ACCOMPLISHMENTS/ACHIEVEMENTS

Prevention and High-Risk Team

- 800 Lock boxes distributed throughout Livingston, St. Helena, St. Tammany and Washington Parishes
- Partnered with St. Tammany Parish Coroner's office by giving them 300 Detera bags (LaSor 2.0) and various prevention materials.
- Purchased 14,250 pieces of official Red Ribbon prevention materials that were disseminated among Livingston Parish School System for Red Ribbon Week
- Purchased and disseminated education materials on alcohol, tobacco, and drug use throughout the five parishes.
- Attended LASACT (virtual), CADCA (virtual July), CADCA (in person February) and LAHEC (Louisiana Higher Education Coalition) conferences, National Prevention Network Conference (virtual August)

Developmental Disabilities Services

- Staff recognize when an individual's situation warrants a new Screening for Urgency of Need (SUN). This resulted in numerous individuals receiving waiver offers.
- Staff work closely with families to modify services as their situation changes (i.e. changing from facility to in-home services or vice versa as facilities close and re-open).
- Expending 99.82% 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).
- Kept all 196 FFF slots filled at all times.
- DD utilized OneDrive and Team to share and receive documents with outside agencies and internally.

(Continued on next page)

SELECT FISCAL YEAR 2022

ACCOMPLISHMENTS/ACHIEVEMENTS

Developmental Disabilities Services (Continued)

- Converted all waiver charts from paper format to electronic version.
- FPHSA waiver is now one of the largest (most participants) in the state and staff have maintained the workload, even though their caseloads are now upwards of 250 each.
- DD participated in the Family as Caregiver workgroup.
- DD participated in the Efficiency in Waiver workgroup.
- DD participated in the workgroup designed to assist providers with legislative audits.
- DD adopted Zoom as a regular alternative to in-person interviews for Entry, IFS, FFF, PASRR and Waiver.
- IFS and FFF staff reached out to all participants prior to Hurricane Ida to mitigate risks and were able to provide any requested items (primarily generators).

Developmental Disabilities Services Compliance Achievements

- Individuals receiving paid employment in the community increased by 22% over the past fiscal year.
- The Individual and Family Support funds provided needed services/supports to individuals to remain in the community and enhance their lives. The Plan of Care was developed based on a person-centered goal and showed 100% of the goals were met. This achievement was indicated by 100% quarterly monitoring of the goals and 99.71% expenditure of obligated funds.
- The waiver participants met their needs by 97.62% as indicated in their Plan of Care and 100% of the Plans of Care were based on personal goals, natural and community objectives.

SELECT FISCAL YEAR 2022

ACCOMPLISHMENTS/ACHIEVEMENTS

Developmental Disabilities Services Compliance Achievements (Continued)

- 100% of children aging out of the Early Steps program were successfully transitioned into the Developmental Disability Service System.
- 100% of admissions into ICF/DD (community homes) were completed within five (5) working days.

Human Resources

- Continued internal improvements of HR processes were made to better serve FPHSA needs.

Practice Management

- Outsourced credentialing of licensed staff to Supero Healthcare Solutions.
- Restructured billing processes under updated practice management model.

Marketing

- Participated in the Statewide Gambling Awareness Month Campaign through “Like and Share” posts with the nine other LGEs, in addition to the Louisiana Lottery Corporation.
- Monthly Awareness/Observance Days related to behavioral health prevention and treatment and important developmental disabilities services activities/information were published throughout the year.
- Had a total organic growth of 65 new contacts through Constant Contact, our platform for newsletters and media announcements. Total contacts are 811.

(Continued on next page)

SELECT FISCAL YEAR 2022 ACCOMPLISHMENTS/ACHIEVEMENTS

Marketing (Continued)

- Introduced a texting platform to communicate with staff regarding important and emergency notices to enhance communication efforts.
- Updated the website to a new content management system, from DNN to WordPress, in addition to giving the site a fresh look.
- Installed accessibility software on our webpage to allow website visitors to have access to assistive toolbar technology.
- Implemented Adobe Sign, a secure cloud-based e-signature service that allows users to send, sign, track, and manage signature processes using a browser or mobile device.
- Launched a mental health services awareness campaign using digital ads, social media, and outdoor media to raise awareness about mental health services and provide resources for more information and assistance. The campaign audience targeted adults aged 18+ throughout the five-parish region of the FPHSA including Livingston, Tangipahoa, St. Helena, St. Tammany, and Washington Parish. Additional targeted audiences included individuals that exhibited interest or behavior in mental health services, recovery options, stress relief searches, health and wellness help and local counseling research.
 - Outdoor Bulletins: The estimated total outdoor impressions for the campaign is 6,398,668
 - Digital: Impressions: 2,443,489; Clicks: 6,221; CTR: 0.25%
 - Social: Impressions: 577,018; Reach: 165,647; Clicks: 955; CTR: 0.17%

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.

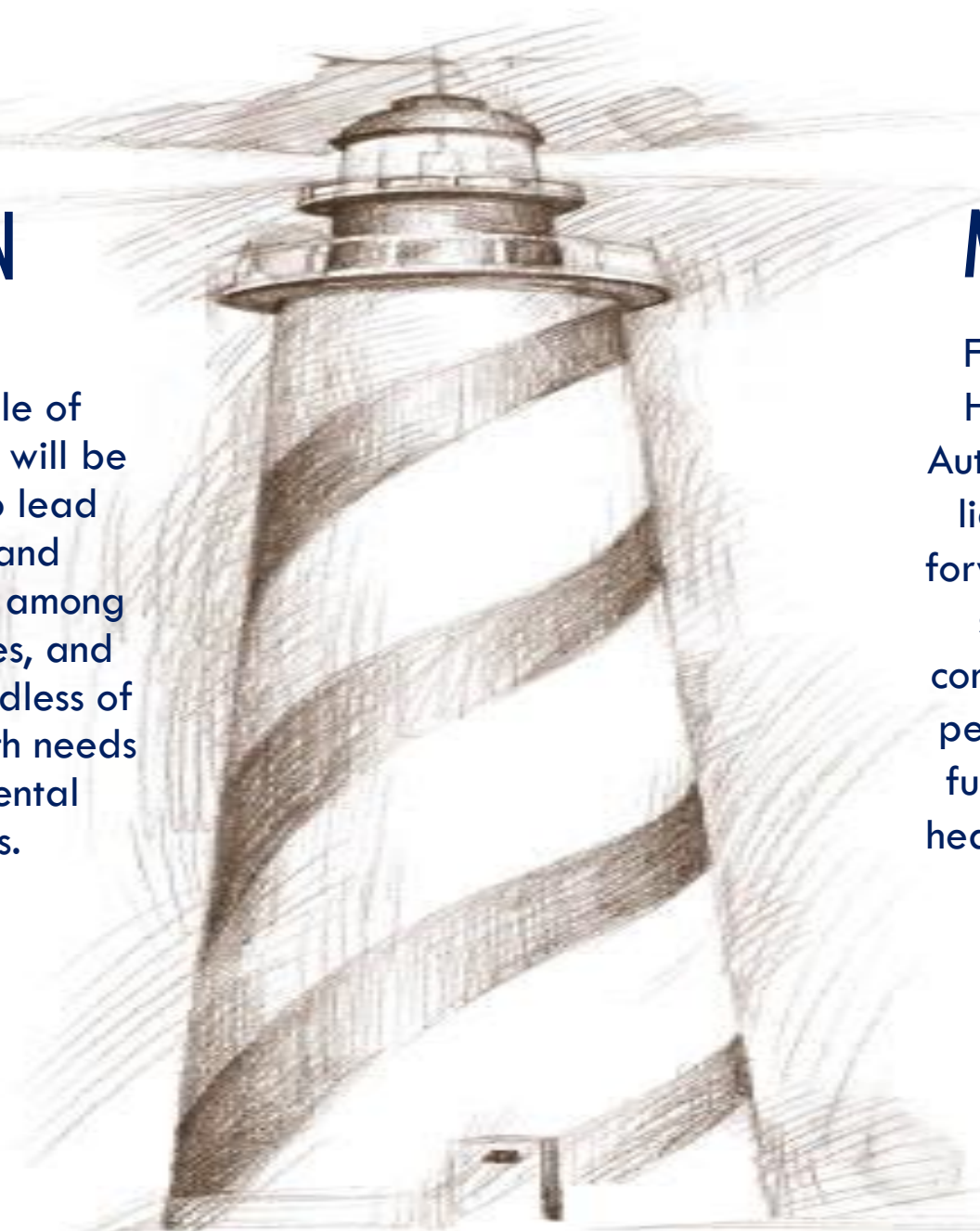
More recently, Senate Bill 58, was enacted through Act No. 73 of the 2017 Regular Session, to amend and reenact the enabling statutes dealing with the Human Services Districts/Authorities, known as Local Governance Entities (LGEs), under La. R.S. 28:910 et seq.

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

Vacancy

St. Helena Parish

Gary Porter

St. Tammany Parish

David Cressy

Liz Gary

Timothy Lentz

Tangipahoa Parish

Genesa Garofalo Metcalf, M.D., Chair

Mona Pellichino

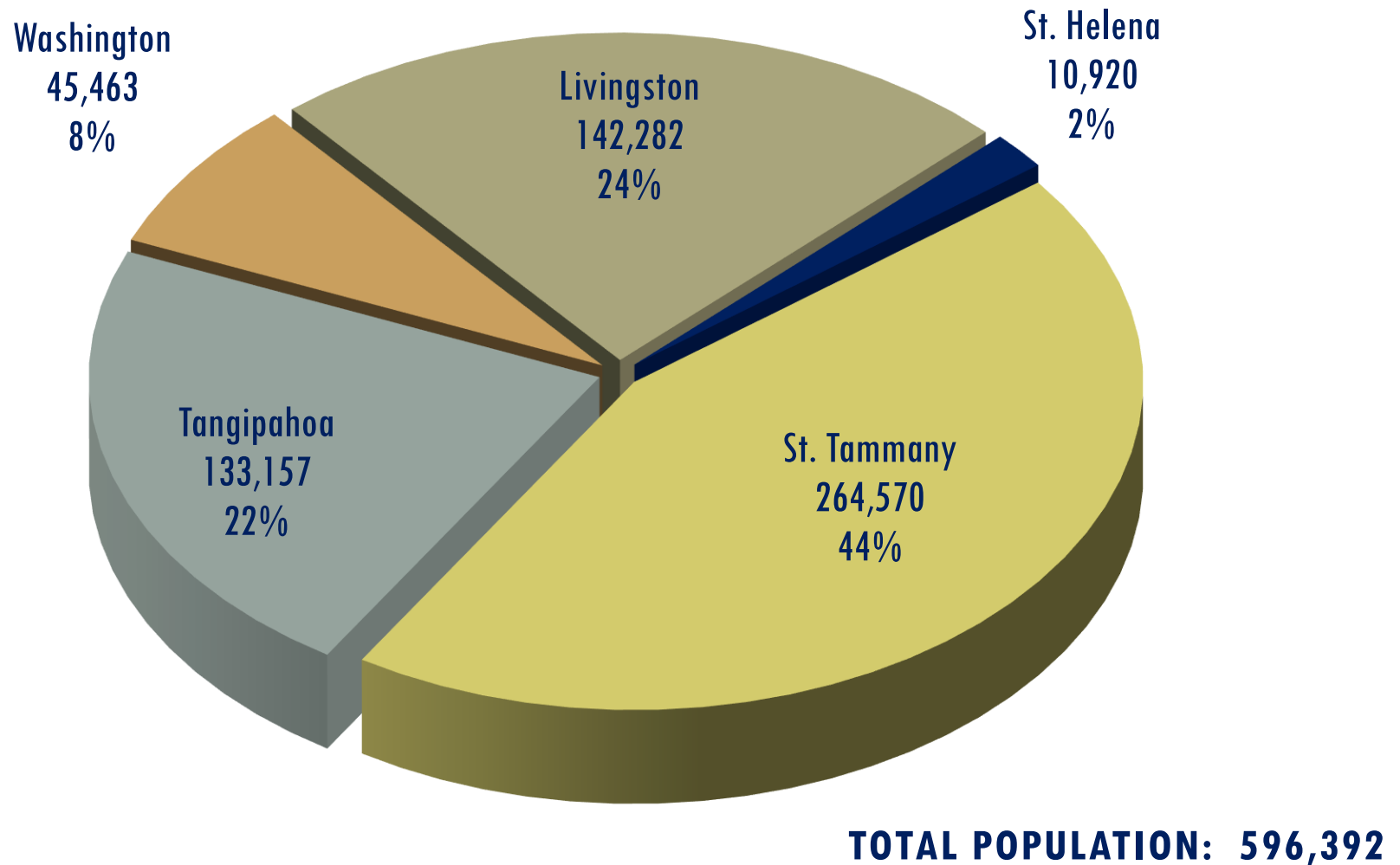
Washington Parish

Danielle Keys

FPHSA FACILITY LOCATIONS

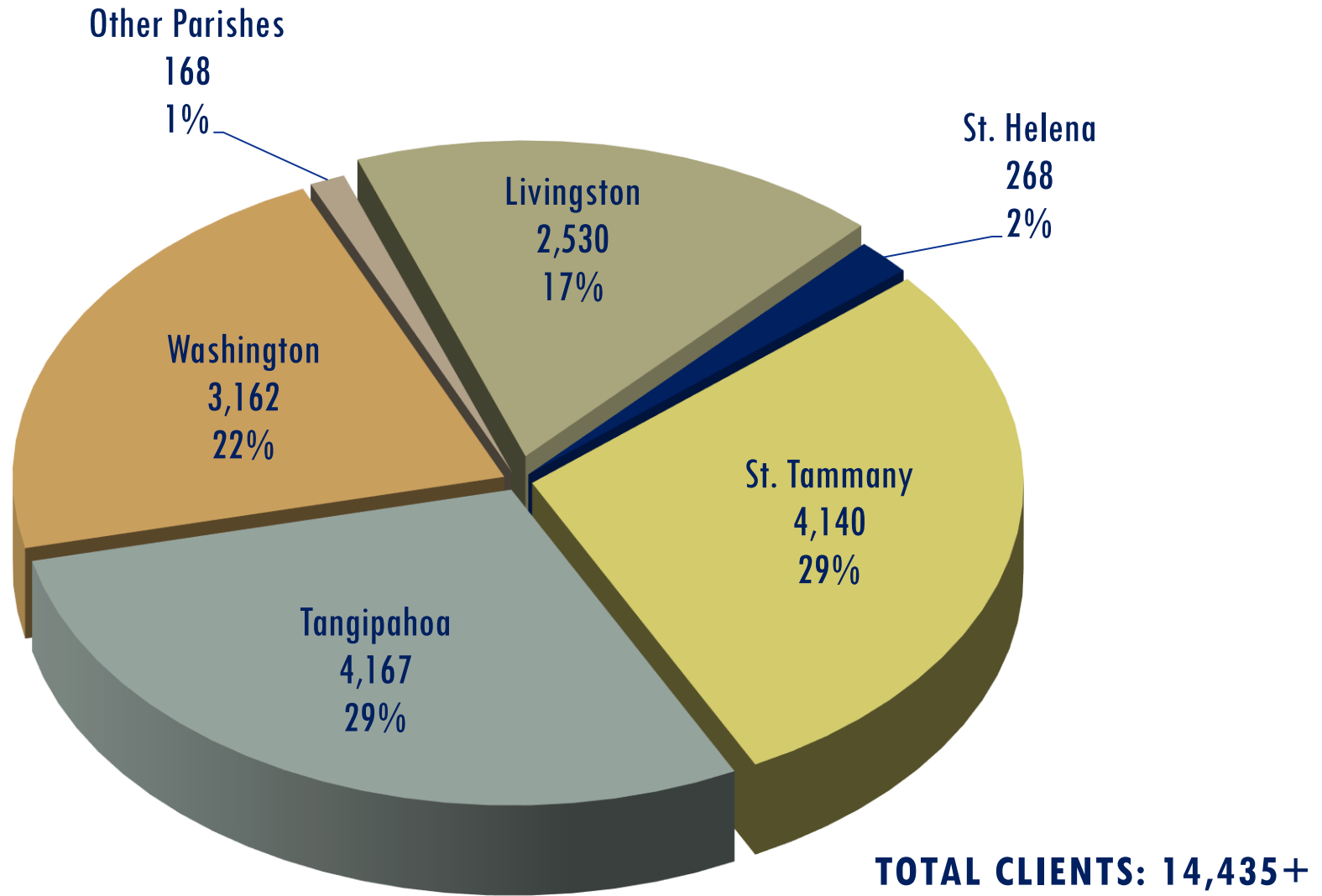


PARISH POPULATIONS AS PERCENTAGE OF CATCHMENT AREA POPULATION*



* Based upon 2020 Census Data from the U.S. Census Bureau (www.census.gov).

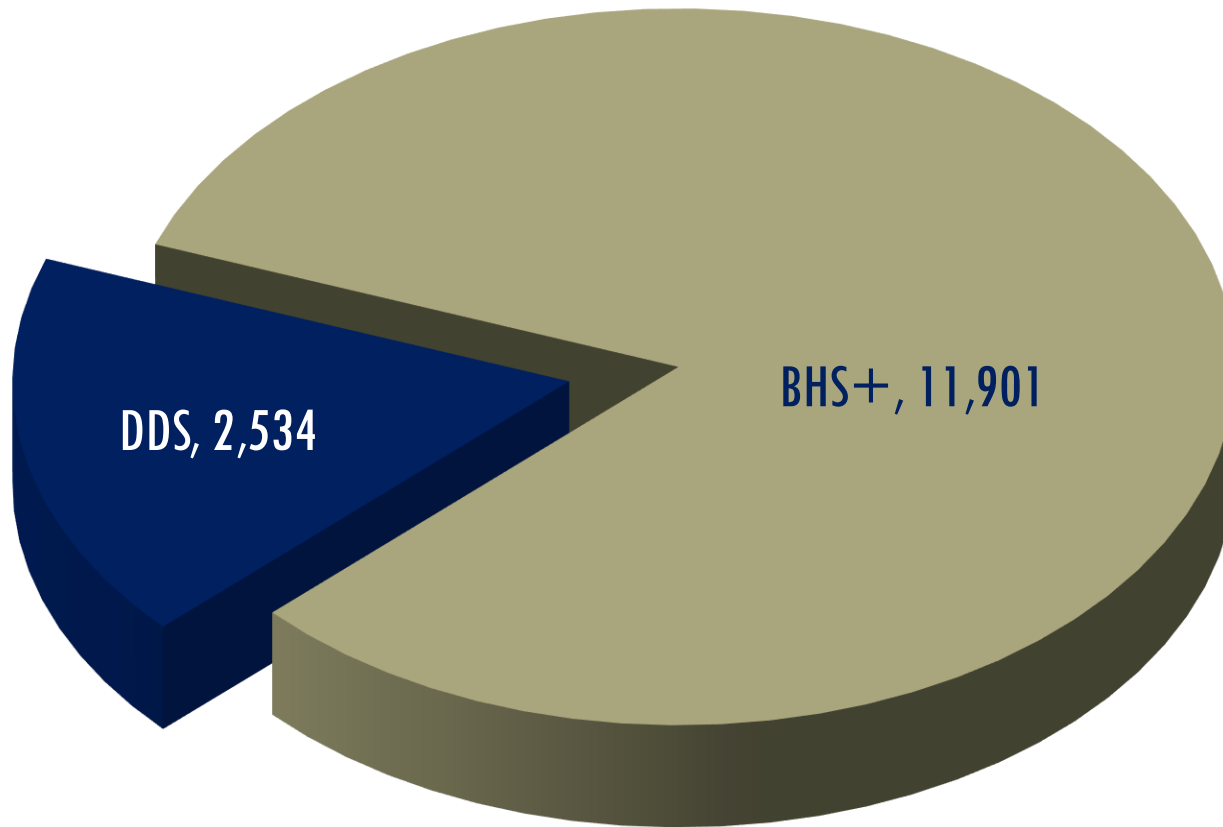
CLIENTS SERVED BY PARISH OF RESIDENCE



+BHS data does not include 496 prevention gambling enrollees or 3,116,210 prevention efforts/social media.

Source: ICANotes, OCDD Data System, PMIS, LADDs

CLIENTS SERVED BY TYPE OF SERVICE



CLIENTS SERVED: 14,435+

+BHS data does not include 496 prevention gambling enrollees or 3,116,210 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
- Access Services- Quick Access to Care for Priority and High Risk Populations
 - Home and Community Based Services
 - Gambling Services
 - Prevention Services
- Crisis Counseling Related to COVID-19 and Hurricane Ida

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. Prescribers, Clinicians, and Peer Support Specialists, in outpatient, intensive outpatient, and residential settings, assist individuals to decrease alcohol or drug use, 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
- Psychiatric Consultation
- TB/HIV/STD Testing
- Monitoring Medical Conditions
- Medication Management
- Health Education
- Recreation/Exercise
- Transportation
- Referrals
- Peer Support
- Medication Assisted Treatment
- Narcan Education

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/Triage/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 (CBT)
- 📍 Dialectical Behavioral Therapy (DBT) Groups and Eye Movement Desensitization and Reprocessing (EMDR)
- 📍 Trauma Focused 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. 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

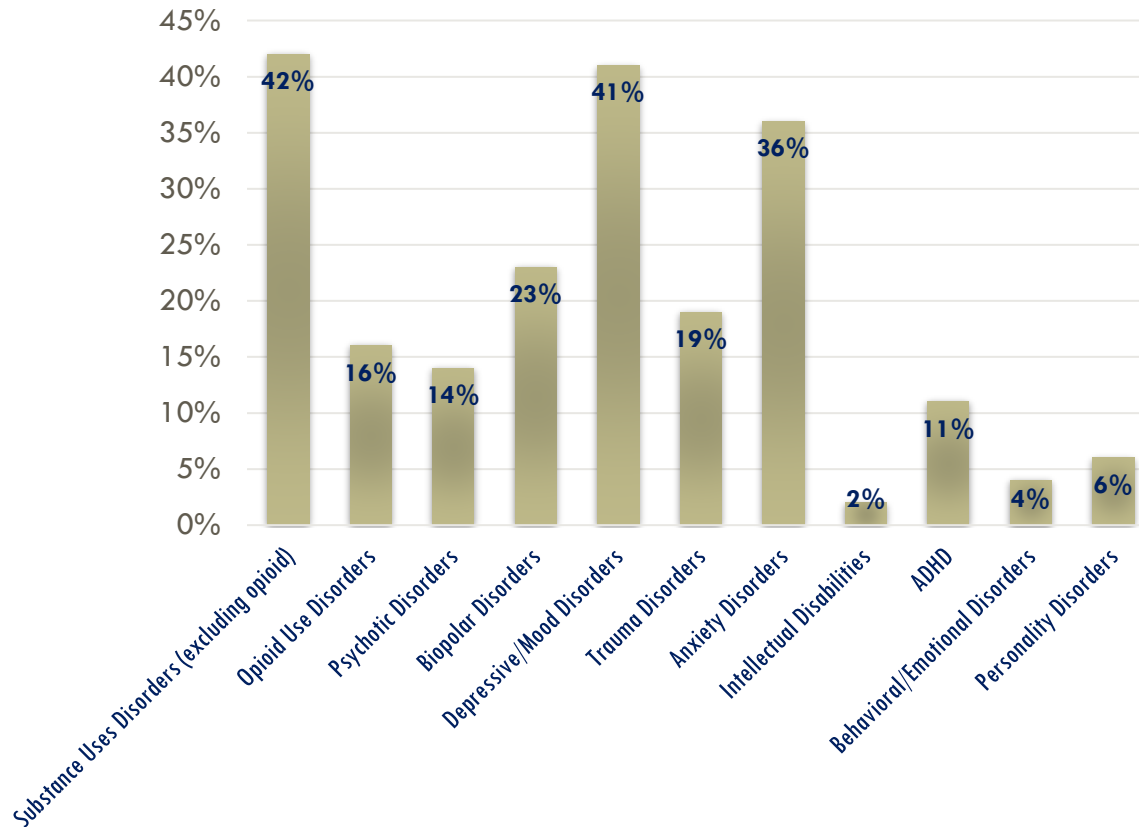
BEHAVIORAL HEALTH SERVICES

PERSONS SERVED BY PARISH

PARISH	*Outpatient	*Residential	* Home & Comm. Based	*Functional Family Therapy	*Gambling Treatment	*Flexible Family Funds	Prevention Enrollees	Prevention Gambling	Prevention Practice Based Enrollees*	Prevention Social Media
Livingston	1,193	6	7	20	0	2	858	0	208	9,673
St. Helena	67	0	0	2	0	0	168	0	332	19,345
St. Tammany	3,023	108	82	0	0	6	0	0	0	0
Tangipahoa	2,601	21	43	22	77	17	833	77	47	1,071,890
Washington	946	21	4	0	419	1	1,908	419	1,181	2,015,302
Total Florida Parishes	7,830	156	136	44	496	26	3,767	496	1,768	3,116,210
Total Other Parishes	114	34	0	0	0	0	0	0	0	0
Total All Parishes	7,944	190	136	44	496	26	3,767	496	1,768	3,116,210

**includes Generation Rx*

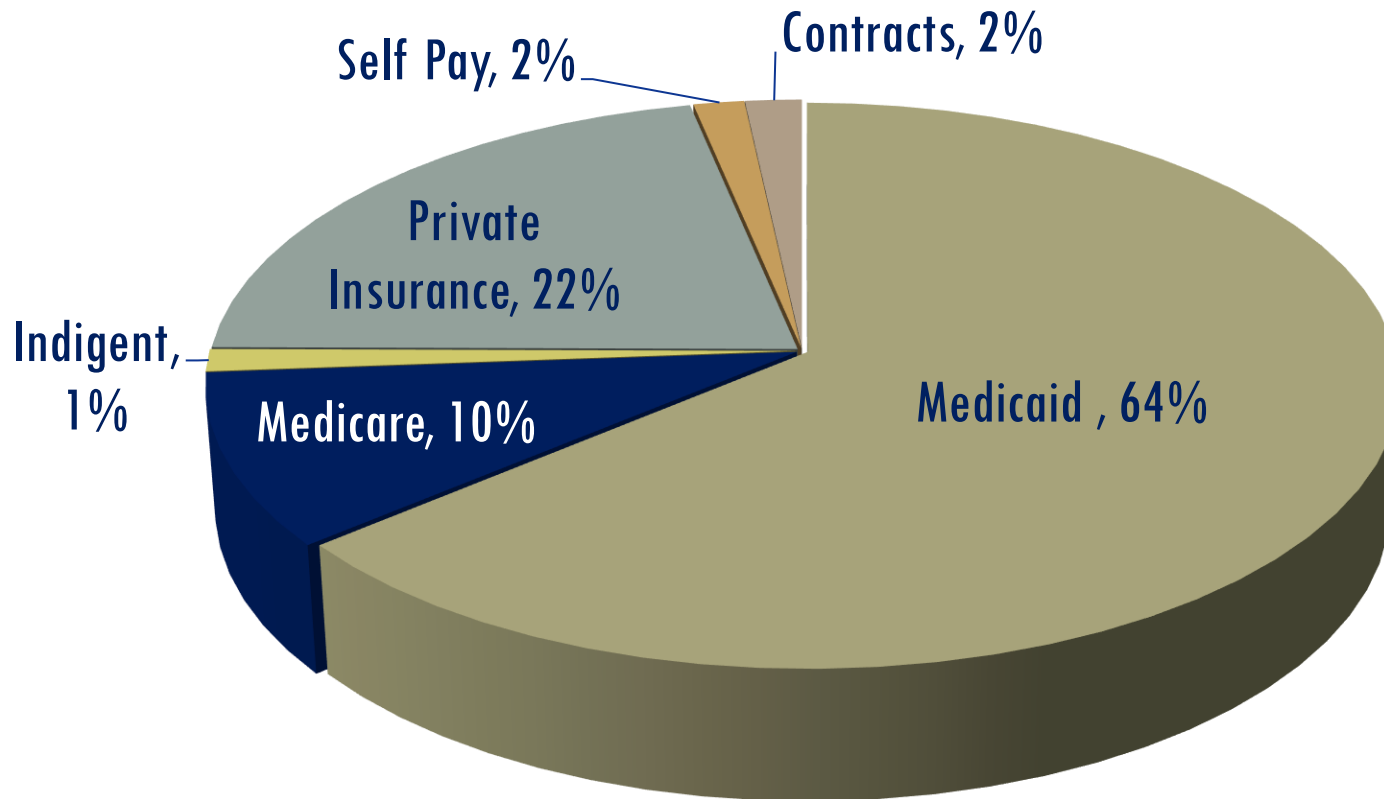
BEHAVIORAL HEALTH SERVICES TREATING DIAGNOSIS OF PERSONS SERVED



*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 2022: PAYER SOURCES



BEHAVIORAL HEALTH SERVICES- CONTRACTS

Contractor	Service Provided	Expended
Adapt, Inc.	Prevention- ATOD - Washington Parish	\$202,475.00
Communication Consulting Group	Hearing Impaired and Language Interpreting Services	\$34,626.45
Dawn McCall	NP Clinical Primary Care Services	\$17,913.04
Easter Seals Louisiana	Case Management Services	\$168,504.00
Elisa Himel	Psychiatric Services	\$14,980.00
FAW Services (Dr. Whiteman)	Psychiatric Services	\$159,370.49
Feigley Communications	Suicide Education Media Management	\$50,000.00
FFT	FFT-CW Onsite Consultation Services	\$11,800.00
Flexible Family Funds (Cash Subsidy)	Monthly Stipend through LINCCA; contracts with individuals	\$80,496.00
GCG Medical, Inc. (Garic Grisbaum, MD)	Psychiatric Services	\$170,496.40
Genoa, A QOL Healthcare Company, LLC	Pharmacy Services Provided	\$116,011.71
Girishkumar Shah, M.D. - DRGSHAH	Psychiatric Services	\$195,189.12
Jamie Bruins-Cyprian	Training - ASIST Workshop	\$3,000.00
Kimberly Rivera	NP Clinical Primary Care Services	\$32,617.00
La Youth Advisors	LaPFS II - Tangi Parish	\$123,006.77
La Youth Advisors	Prevention - Livingston/St Helena Parish	\$150,998.75
NAMI - DOC	Peer Support Services for DOC	\$5,424.12
NAMI St. Tammany	Peer Support	\$133,733.71
NAMI St. Tammany	Resource Directory	\$7,239.96
NAMI St. Tamany	BH Training	\$9,811.00
NESS Healthcare NFP/Northlake Behavioral Health System	Support Services for ADU/FTC Residential Services	\$94,499.10
Robert Hetrick, LAC, CCGC	Gambling Treatment	\$73,700.00
SE LA Health Education Center	Consumer Care Resources for Youth	\$25,647.07
Shanmugan Shantha, M.D.	Psychiatric Services	\$172,040.00
SUNTREE Medical Consulting Services	Psychiatric Services	\$39,360.00
Supero Healthcare Solutions	Credentialing Services	\$48,600.04
Tangipahoa Alcohol & Drug Abuse Council	Prevention- Lifeskills Training/Tangipahoa Parish	\$52,820.00
Tulane University	Psychiatric Services	\$141,671.79
VIA Link	24 hour access to crisis intervention services	\$51,000.00
Volunteers of America	Consumer Care Resources for Adults / RAC	\$91,335.68
Volunteers of America	OMRT	\$233,641.43
Volunteers of America	Peer Support	\$183,625.10
William Arendell	EMDR Training and Consulting Services	\$4,650.00
TOTAL		\$2,900,283.73

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.
- Diversion 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 \$20,200 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.

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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	55	48	12	14	0	11	357
St. Helena	3	2	2	0	0	0	27
St. Tammany	99	104	17	29	3	24	773
Tangipahoa	96	46	24	32	4	18	527
Washington	52	14	9	8	0	2	207
Total Florida Parishes	305	214	64	83	7	55	1891
Total Other Parishes	0	0	6	0	1	0	13
Total All Parishes	305	214	70	83	8	55	1904

*Note: The total number served by developmental disabilities services is 2,639; however, 50 additional services were also provided to those same individuals and/or families as listed above. *The number of individuals receiving Flexible Family Funds was 214; however, 26 of these clients also received another type of DDS service. +The number of individuals receiving Diversion services was 83; however, 19 also received another type of DDS service. ^The number of individuals receiving PASRR was 70; however, 5 also received another type of DDS service. For "Other Parishes", the person served is either transferring in or out of FPHSA. Sources: Participant Services Application (PS App); Louisiana Service Reporting System (LaSRS); FPHSA Internal Tracking*

DEVELOPMENTAL DISABILITIES SERVICES INDIVIDUALS WAITING FOR SERVICES

Type of Service	FY22
Individual and Family Support	25
Flexible Family Fund	280
Total	260

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	108
Tangipahoa	39*	246+
Washington	4	27
All Parishes	65^	401~

**4 of the 39 temporarily closed; +26 of the 246 temporarily unavailable; ^4 of the 65 temporarily closed; ~26 of the 411 temporarily unavailable. Closures following IDA. ResCare plans on reopening all when staffing improves. They permanently closed one home in Hammond (Rene) and spread the 6 beds across existing homes. Three in this region and three outside of the region.*

DEVELOPMENTAL DISABILITIES SERVICES

RESIDENTIAL

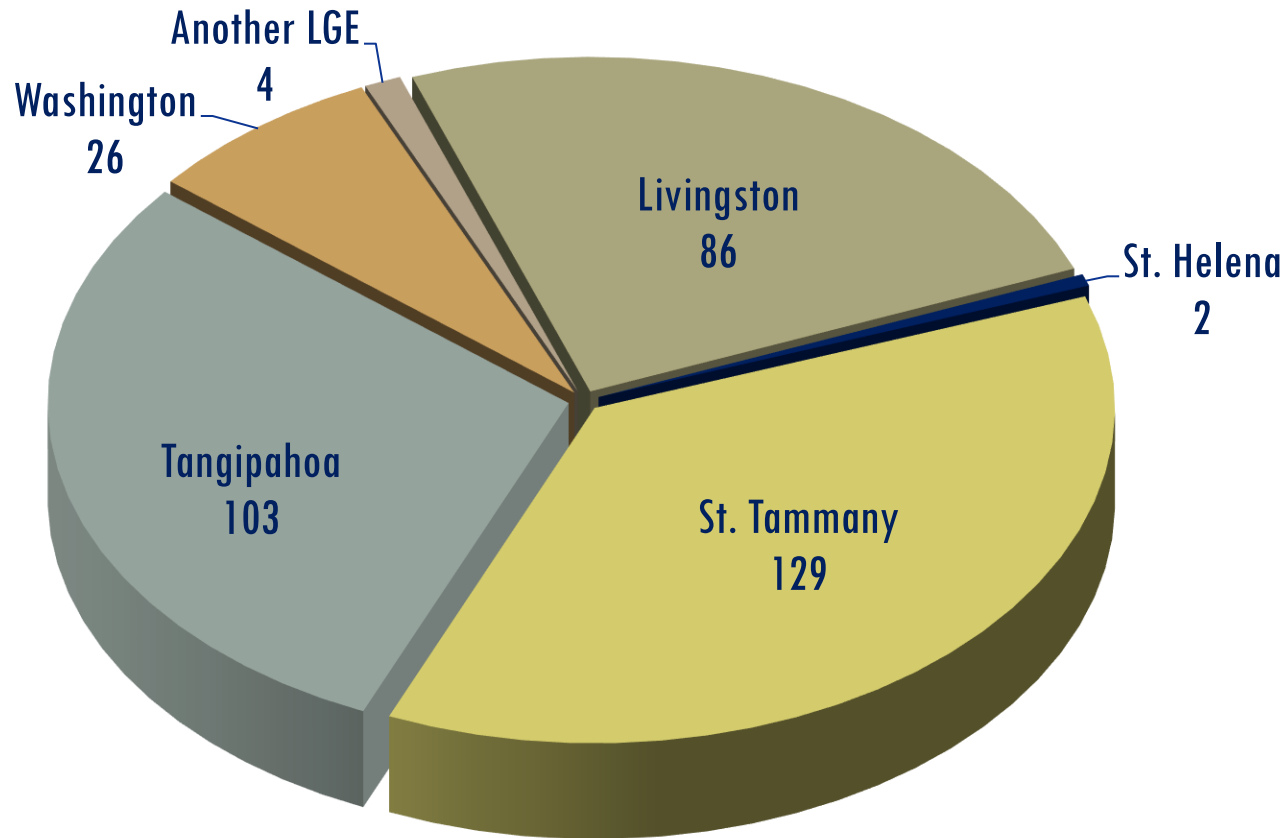
FPHSA clients placement search within FPHSA	133
Other LGE clients placement search within FPHSA	157
FPHSA clients statewide placement search	54
Placement for individuals living at home+	19
Placement for individuals living at an ICF-IID^	47
Certifications	66

+Includes new admissions

^Includes transfers within the provider

*142s completed

DEVELOPMENTAL DISABILITIES SERVICES ELIGIBILITY DETERMINATIONS BY PARISH



Eligibility Determinations: 350

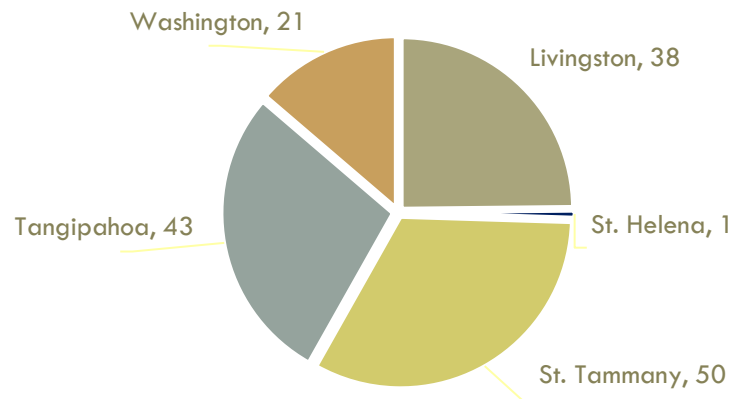
**Eligibility determinations represent the number of people who completed the eligibility process. It does not include Systems Entry Closures.*

DEVELOPMENTAL DISABILITIES SERVICES

EARLYSTEPS REFERRALS

EarlySteps	Total EarlySteps Referrals
Livingston	38
St. Helena	1
St. Tammany	50
Tangipahoa	43
Washington	21
All Parishes	153

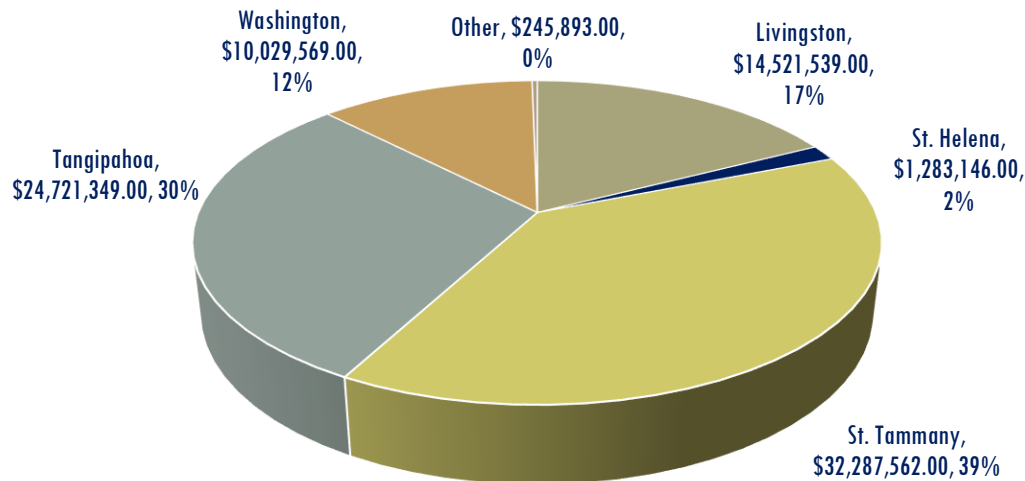
Total EarlySteps Referrals



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	103	\$1,615,349.00	156	\$10,581,948.00	47	\$2,028,238.00	51	\$296,004.00	\$14,521,539.00
St. Helena	6	\$94,098.00	16	\$1,085,328.00	2	\$86,308.00	3	\$17,412.00	\$1,283,146.00
St. Tammany	232	\$3,638,456.00	376	\$25,505,208.00	59	\$2,546,086.00	103	\$597,812.00	\$32,287,562.00
Tangipahoa	97	\$1,521,251.00	304	\$20,621,232.00	49	\$2,114,546.00	80	\$464,320.00	\$24,721,349.00
Washington	30	\$470,490.00	123	\$8,343,459.00	24	\$1,035,696.00	31	\$179,924.00	\$10,029,569.00
Other Parish	4	\$62,732.00	1	\$67,833.00	2	\$86,308.00	5	\$29,020.00	\$245,893.00

Total Annual Value of Waivers



DEVELOPMENTAL DISABILITIES SERVICES CONTRACTS

Contractor	Service Provided	FY 2022 Expended
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	\$720,000.00
Northshore Families Helping Families	Family Support	\$58,500.00
Options, Inc.	Family Support	\$98,336.87
Pontchartrain Psychological Resources	Psychiatric Services provided to OCDD	\$8,340.00
	TOTAL	\$1,491,992.87

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	199	183	30	182	208	62	64	93	129	29	163	36	1,378

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 2022 Expended
Joanne Henig, J.D.	Legal Services	\$4,753.00
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)	\$351,331.26
St. Tammany Parish Government	Leased Space for Mandeville Residential Site (32,045 sq ft)	\$131,010.00
	TOTAL	\$515,090.26

EXECUTIVE ADMINISTRATION MEMORANDA OF UNDERSTANDING (MOU) AND OTHER AGREEMENTS

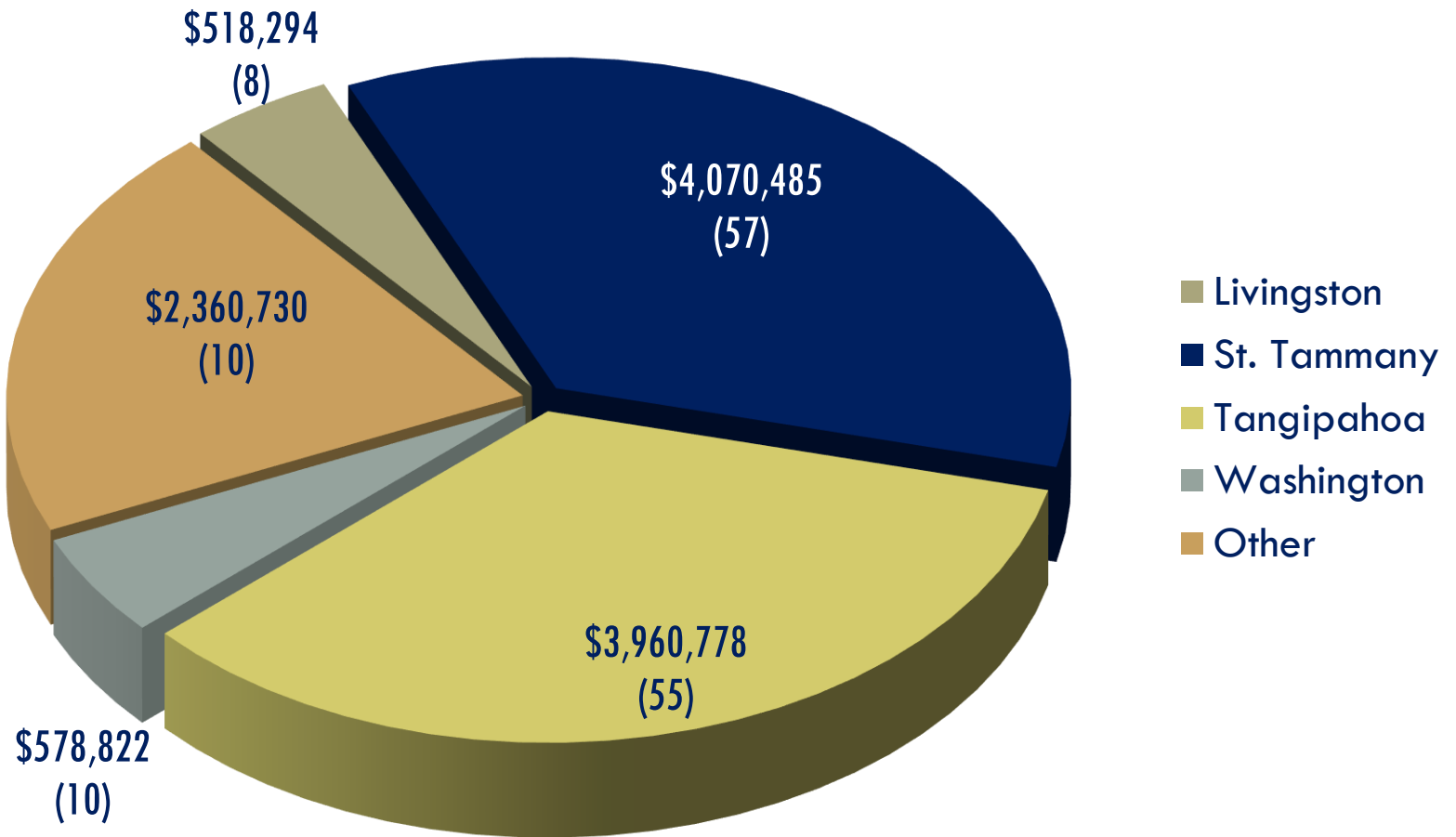
Affiliation/Organization	Description
Louisiana Department of Health	Oversight of Core Behavioral Health Services
NESS Healthcare DBA Northlake Behavioral Health System	Provision of Services at FPHSA's Residential Treatment Program



YEAR-END BUDGET REPORT

FY 2022

FPHSA EMPLOYEE SALARIES BY PARISH OF RESIDENCE

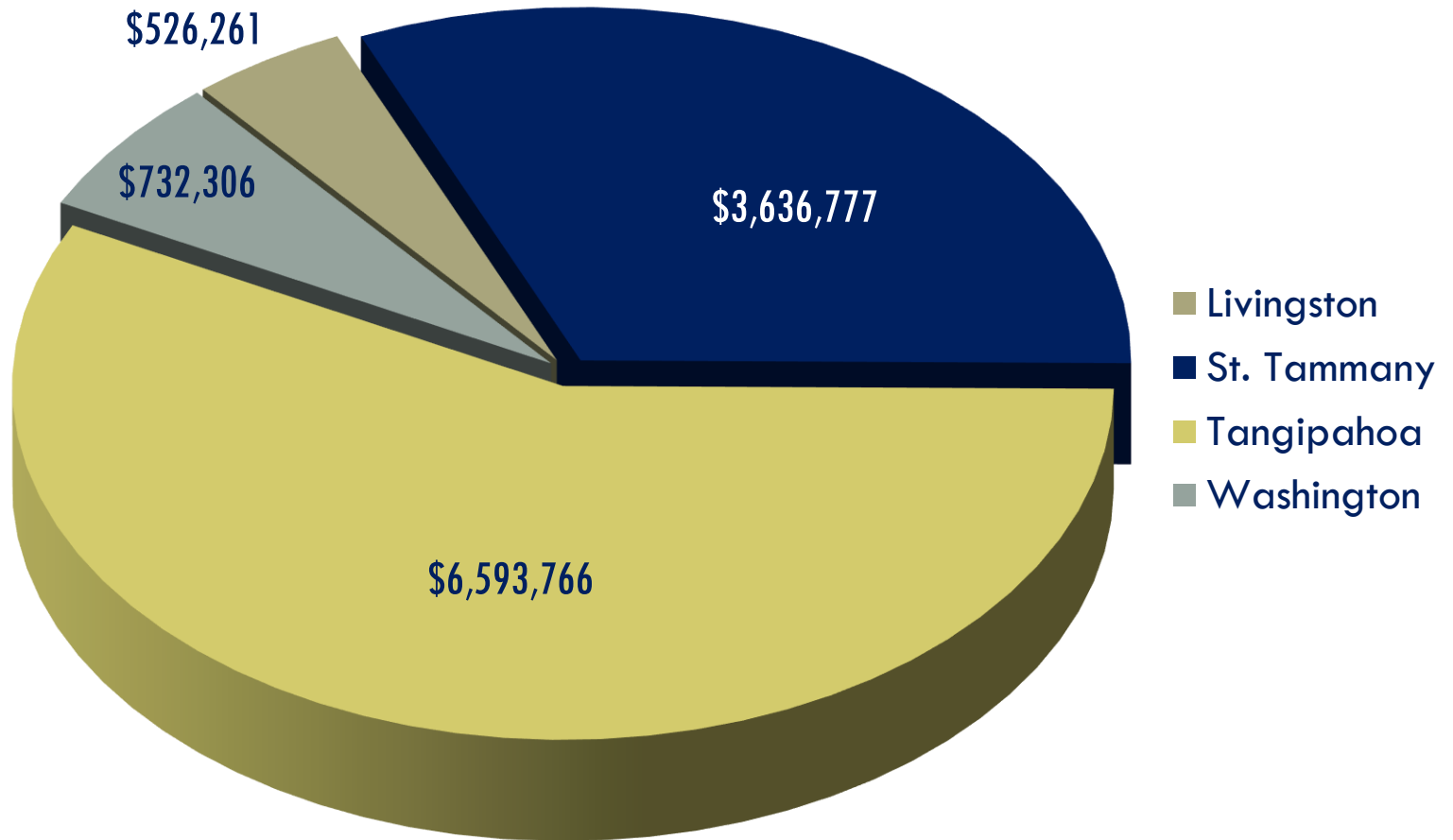


TOTAL SALARIES: \$11,489,110

Source: LaGov HCM

Note: Salaries do not include related benefits.

FPHSA EMPLOYEE SALARIES BY PARISH EMPLOYED



TOTAL SALARIES: \$11,489,110

Source: LaGov HCM

Note: Salaries do not include related benefits.

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2022: YEAR-END REPORT

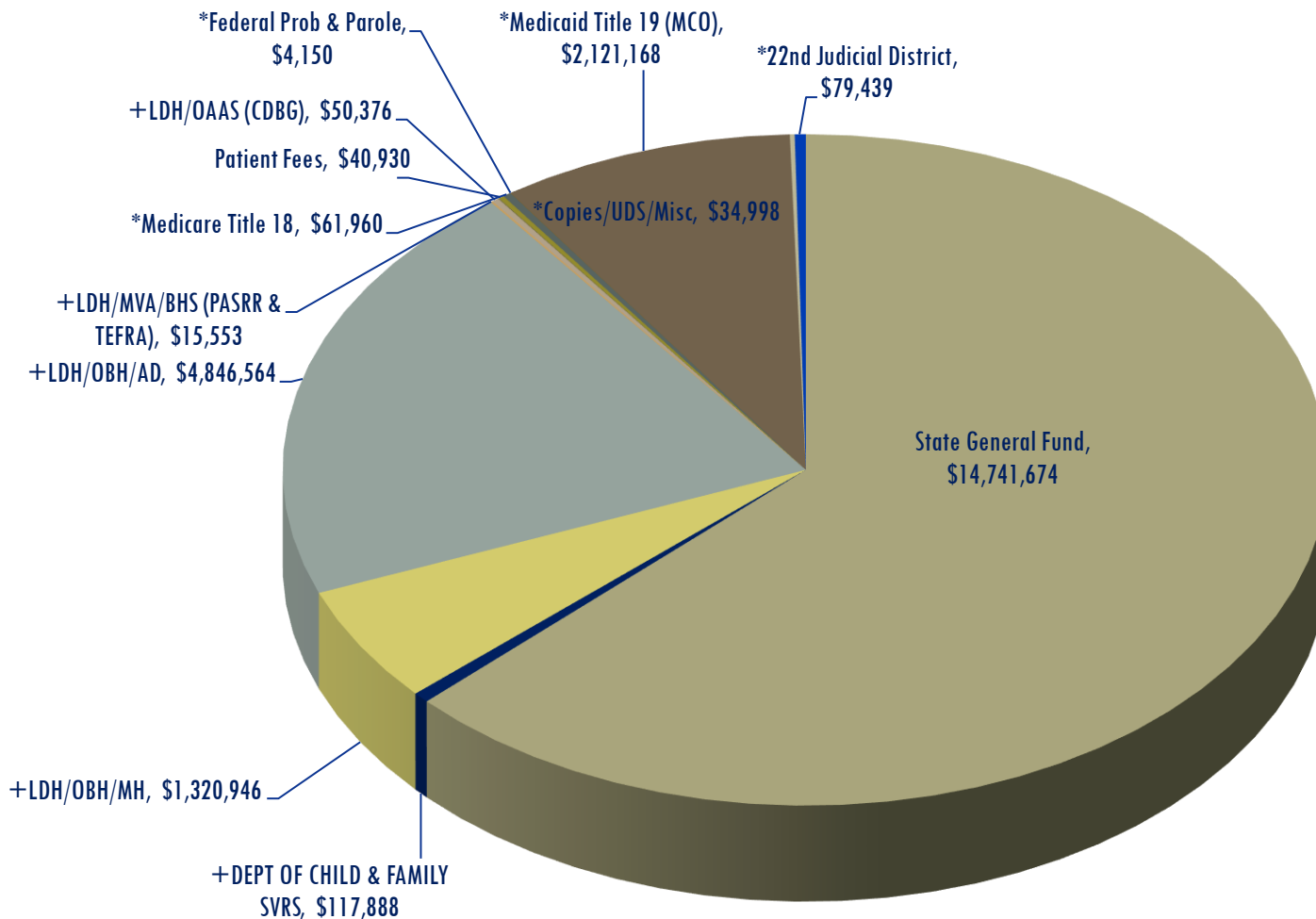
SUMMARY OF REVENUE

Means of Financing	Sub-Category	FY 2022 Budget	FYE Revenue	FYE Balance
State Funds	State General Fund	\$ 14,741,674	\$ 14,741,674	\$ -
	Sub-Total	\$ 14,741,674	\$ 14,741,674	\$ -
Interagency Transfers	DEPT OF CHILD & FAMILY SVRS	\$ 67,500	\$ 117,888	\$ (50,388)
	LDH/OBH/MH	\$ 1,752,859	\$ 1,320,946	\$ 431,913
	LDH/OBH/AD	\$ 5,522,575	\$ 4,846,564	\$ 676,011
	LDH/MVA/BHS (PASRR & TEFRA)	\$ 10,000	\$ 15,553	\$ (5,553)
	LDH/OAAS (CDBG)	\$ 28,281	\$ 50,376	\$ (22,095)
	DPS&C (DOC)	\$ 38,972	\$ 5,424	\$ 33,548
	WFC/LRS-SUPPORTED EMPL	\$ 15,000	\$ -	\$ 15,000
	Sub-Total	\$ 7,435,187	\$ 6,356,751	\$ 1,078,436
Self-Generated	Patient Fees	\$ 24,788	\$ 40,930	\$ (16,142)
	Medicare Title 18	\$ 70,000	\$ 61,960	\$ 8,040
	Federal Prob & Parole	\$ 21,500	\$ 4,150	\$ 17,350
	Medicaid Title 19 (MCO)	\$ 2,350,000	\$ 2,121,168	\$ 228,832
	Copies/UDS/Misc	\$ 8,000	\$ 34,998	\$ (26,998)
	22nd Judicial District	\$ 280,000	\$ 79,439	\$ 200,561
	Prior Year Transfer Out	\$ -	\$ (29,202)	\$ 29,202
	Transfer to Escrow	\$ -	\$ -	\$ -
	Sub-Total	\$ 2,754,288	\$ 2,313,444	\$ 440,844
Total		\$ 24,931,149	\$ 23,411,869	\$ 1,519,280

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2022: YEAR-END REPORT

TOTAL REVENUE BY MEANS OF FINANCING



FPHSA BUDGET ANALYSIS

FISCAL YEAR 2022: YEAR-END REPORT

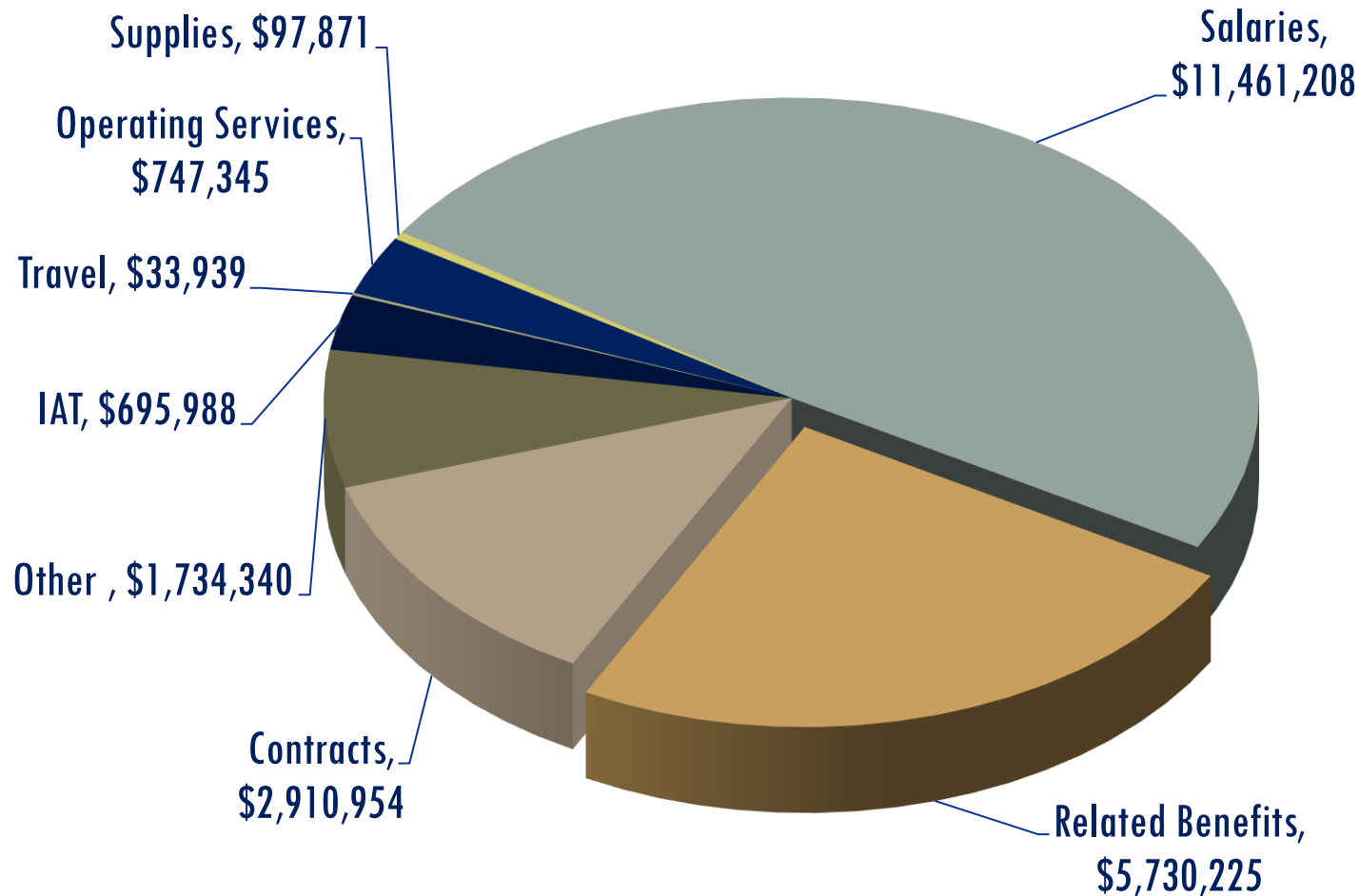
SUMMARY BY EXPENDITURE CATEGORY

Category	Sub-Category	FY 2022 Budget	FYE Expenditures	FYE Balance
Operating Services	Travel	\$ 38,015	\$ 33,939	\$ 4,076
	Operating Services	\$ 802,250	\$ 747,345	\$ 54,905
	Supplies	\$ 110,455	\$ 97,871	\$ 12,584
	Sub-Total	\$ 950,720	\$ 879,155	\$ 71,565
Other Charges	Salaries	\$ 11,391,926	\$ 11,461,208	\$ (69,282)
	Related Benefits	\$ 6,033,107	\$ 5,730,225	\$ 302,882
	Contracts	\$ 4,320,286	\$ 2,910,954	\$ 1,409,332
	Other	\$ 1,538,251	\$ 1,734,340	\$ (196,089)
	IAT	\$ 696,859	\$ 695,988	\$ 871
	Sub-Total	\$ 23,980,429	\$ 22,532,714	\$ 1,447,715
Capital Outlay	Acquisitions	\$ -	\$ -	\$ -
	Major Repairs	\$ -	\$ -	\$ -
	Sub-Total	\$ -	\$ -	\$ -
Total		\$ 24,931,149	\$ 23,411,869	\$ 1,519,280

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2022: YEAR-END REPORT

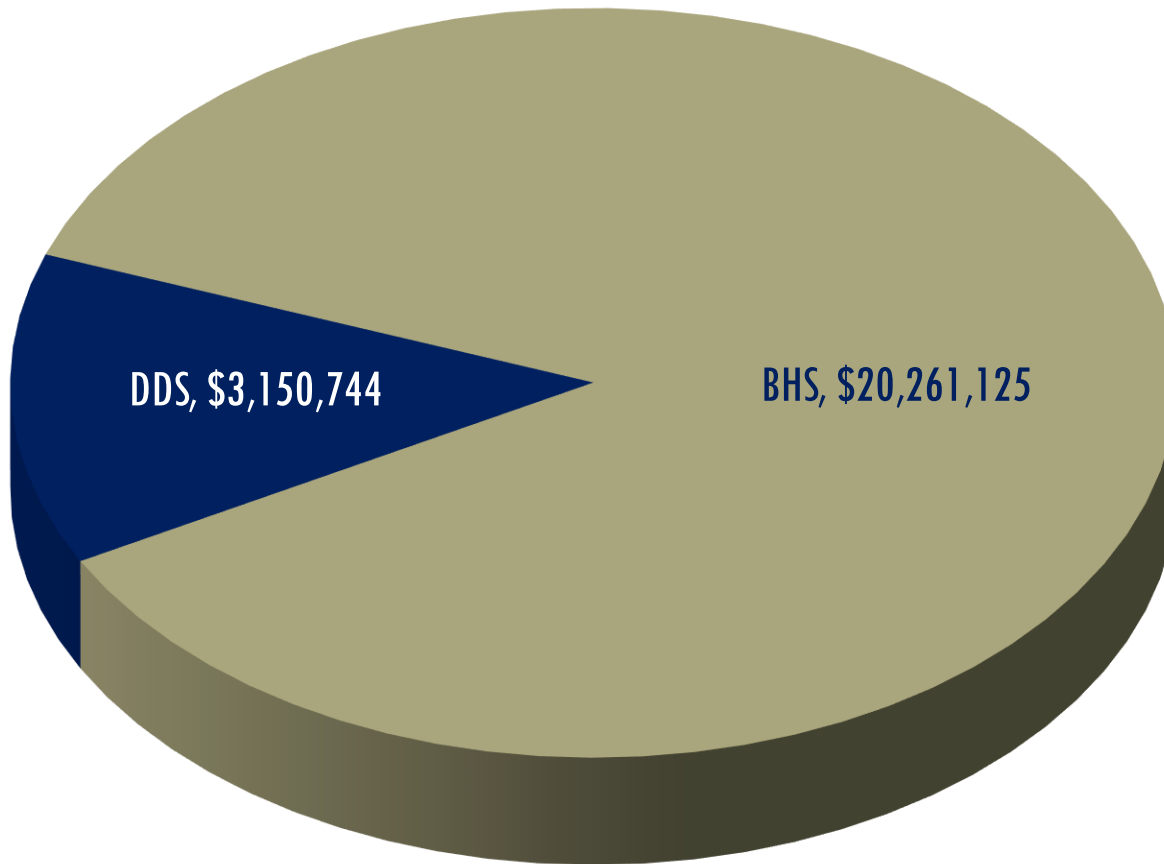
TOTAL EXPENDITURES BY EXPENDITURE SUB-CATEGORY



FPHSA BUDGET ANALYSIS

FISCAL YEAR 2022: YEAR-END REPORT

EXPENDITURES BY TYPE OF SERVICE



^TOTAL EXPENDITURES: \$23,411,869 M

^Does not include \$117,799 expended from Escrow for Primary Care and Functional Family Therapy

FPHSA GRANTS FUNDING

Grant	Dollar Amount
Substance Abuse Prevention and Treatment Block Grant (SAPT)	\$3,479,859.00
Substance Abuse Prevention and Treatment Block Grant (SAPT) Covid Supplemental	\$169,954.00
Substance Abuse Prevention and Treatment Block Grant (SAPT) ARPA	\$11,879.00
Compulsive and Problem Gaming Fund-Treatment/Prevention	\$98,715.00
Partnership for Success II (PFS II)	\$132,168.00
State Targeted Response (SOR) Grant	\$63,900.00
State Opioid Response (SOR) Supplemental Funding	\$18,947.00
State Opioid Response 2.0 Grant	\$486,902.00
Tobacco Tax Health Care Fund	\$384,241.00
Zero Suicide Grant	\$102,971.00
COVID-19 Supplemental Grant	\$134,497.00
Hurricane IDA Crisis Counseling Immediate Services Program (ISP)	\$12,684.00
Hurricane IDA Crisis Counseling Regular Services Program (RSP)	\$44,263.00
COVID-19 Crisis Counseling Regular Services Program (RSP)	\$264,961.00
Mental Health Block Grant (MHBG)	\$579,880.00
Mental Health Block Grant (MHBG) Covid Supplemental	\$181,689.00
Total Grant Dollars	\$6,167,510.00

FPHSA GRANT: MENTAL HEALTH BLOCK GRANT

FEP – First Episode Psychosis Program- Providing specialized care to this specific population with a goal of keeping them functioning in their community for better long-term outcomes.

23 Clients with First Episode Psychosis served this fiscal year (9 in the Slidell area, 9 in the Mandeville area and 5 in the Hammond area).

Mental Health Services Coordinator:

In addition to management of various contractors, this position has managed the funding requests below.

Consumer Care Resources-Funding to assist persons served meet financial obligations to alleviate this stress and allow for more focus on treatment goals or to provide funds that support specific treatment goals.

Adults: 117 requests for financial assistance helping 110 adults and their families

Children/Adolescents: 55 requests that assisted 39 children and their families.

Care Coordinators: 940 persons served by case managers

Peer Support Specialists: 2,178 face-to-face services provided to 385 individuals served by peers

NAMI Resource Directory: Funding provided for upkeep and management of the resource directory for the entire region.

VIA Link Crisis Line: Funding provided to maintain an afterhours crisis intervention line for persons to call when having a behavioral health emergency after-hours, during holidays and weekends. There were 14,092 calls/texts/chats through the crisis line during the fiscal year.

High Risk Coordination Team: Funded team to reach out and engage at risk persons served who may be discharged from a behavioral health hospital. The team reached out to engage 1,881 individuals during the fiscal year.

Fidelity Monitor Position: Funded position of staff member charged with monitoring and implementation of evidence-based programming. First LGE to implement billable peer support program. Training and supervision of peer support specialist created to meet the OBH requirements.

(Continued on next page)

FPHSA GRANT: MENTAL HEALTH BLOCK GRANT

Mental Health First Aid

Funding allocated to support Mental Health First Aid training in the community.

ASIST Training

Funding allocated to support Applied Suicide Interventions Training (ASIST) in the community.

ASIST DATES	Location	No. Trained
May 12th and 13th, 2022	Lacombe, LA	11
February 24th and 25th, 2022	Loranger, LA	15
December 9th and 10th, 2021	Slidell, LA	19

EMDR Supports

Funding was utilized to continue to support EMDR clinicians within the agency. Eight group consultation sessions and 7 individual consultation sessions were provided.

FPHSA GRANT: SAPT SUBSTANCE ABUSE PREVENTION AND TREATMENT BLOCK GRANT

Funding from the grant was utilized to support our outpatient, intensive outpatient, and residential treatment programs for persons with Substance Use Disorders. Positions were partially funded by this grant. The grant also partially funded our Care Coordination contract and our contracts for Peer Support Services. (Please reference numbers served by these programs in the MHBG grants section.) The grant also provided funding to support HIV education and testing at our facilities, as well as funding to support treatment of women with dependent children and pregnant women seeking substance use treatment.

FPHSA GRANT: MENTAL HEALTH BLOCK GRANT COVID SUPPLEMENTAL/ SAPT BLOCK GRANT COVID SUPPLEMENTAL

Access Team: Funding of new team tasked with providing immediate assessment and treatment for persons who are considered high risk or priority population in order to meet immediate needs. Building the team was very slow due to difficulties in recruiting and hiring. During the fiscal year, the team that was formed was able to provide:

- 67 Behavioral Health Triage Screenings
- 121 Behavioral Health Assessments
- 77 Psychiatric Evaluations
- 95 Med Checks

Expansion of Case Management: Funded an additional case manager position in our growing Denham Springs clinic. 53 clients received services from the case manager at that location.

Nurse for Medication Assisted Treatment Program: Funded nurse to work with the Medication Assisted Treatment Program.

Expansion of Peer Support Services: Funded an additional Peer Support Specialist to work in our growing Denham Springs Clinic. The peer connected with or attempted to engage 285 clients during the fiscal year.

NARCAN Distribution: Funding utilized to expand Narcan distribution. 864 kits were purchased and distributed.

Marketing Campaign: FPHSA launched a mental health services awareness campaign using digital ads, social media, and outdoor media to raise awareness about mental health services and provide resources for more information and assistance. The campaign audience targeted adults aged 18+ throughout the five-parish region of the FPHSA including Livingston, Tangipahoa, St. Helena, St. Tammany, and Washington Parish. Additional targeted audiences included individuals that exhibited interest or behavior in mental health services, recovery options, stress relief searches, health and wellness help and local counseling research.

- *Outdoor Bulletins:* The estimated total outdoor impressions for the campaign is 6,398,668
- *Digital:* Impressions: 2,443,489; Clicks: 6,221; CTR: 0.25%
- *Social:* Impressions: 577,018; Reach: 165,647; Clicks: 955; CTR: 0.17%

FPHSA GRANT: ARPA GRANT

Contingency Management Program

In preparation for roll out of the program, we purchased items that will be used as rewards for persons in our substance abuse treatment program to encourage treatment and keep people engaged. This program will begin next fiscal year, following training and program development.

FPHSA GRANT: COVID-19 SUPPLEMENTAL GRANT

During FY 2022, COVID-19 Supplemental grant funds afforded FPHSA an opportunity to contract for programs/provide services that addressed some of the most burdensome effects of the pandemic on FPHSA staff and all persons served. These funds gave us an opportunity to quickly respond to the need for and maintain the availability of virtual access to care and treatment by funding the cost of implementing ZOOM technology to support telehealth across fiscal years 2021 and 2022. In addition, the COVID-19 grant funds were used to provide case management services, a service delivery option that was almost exclusively intended for those with the least resources and highest levels of care. FPHSA was also able to continue to provide employee assistance services to help staff most impacted by COVID-19's impact in health and general well-being of FPHSA's employees and their families.

FPHSA GRANT: LASOR 2.0

- 264 Enrollees for “Catch My Breath” prevention vaping program.
- Opioid Mobile Response Team served approximately 1,000 people.
- 2,633 kits of Narcan distributed into the community.
- Generation Rx was provided to 656 enrollees.
- 3,818 Deterra bags/containers purchased and distributed into the community

FPHSA GRANT: ZERO SUICIDE GRANT

- The Zero Suicide Committee met monthly.
- A focus group was formed with Zero Suicide Committee members, as well as other Florida Parishes Human Services Authority (FPHSA) staff to conduct a clinical survey and pilot program regarding current screening tools.
- 27 additional staff members and community partners were trained in Dialectical Behavioral Therapy.
- Zero Suicide Care Manager engaged with 443 people post hospitalization.
- Zero Suicide grant funds purchased supplies such as pamphlets, books, wallet cards, prevention cards, caring contact cards, and gun locks for persons served and community outreach.
- In September, FPHSA acknowledged Suicide Prevention Month by setting up displays at FPHSA site locations with information and prevention materials.
- FPHSA hosted a total of 3 ASIST trainings in the community.
- Zero Suicide grant supported an additional FPHSA staff member to be trained as an ASIST trainer. This totals three ASIST trainers working for FPHSA!
- FPHSA also participated in two Crisis Intervention Trainings with the St. Tammany Parish Sheriff's office, providing officers valuable information on responding to individuals having suicidal ideations.
- Assistant Behavioral Health Director and Care Manager attended a two day training hosted by OBH with the Zero Suicide Institute to learn more about implementing Zero Suicide philosophy of care.

FPHSA GRANT: TOBACCO TAX HEALTH CARE FUND

All FPHSA clients receive education on the effects of tobacco use as well as ongoing tobacco screens and are offered medications to assist them in their efforts to stop or reduce their tobacco use. Medications prescribed are matched to the needs of the client and may include nicotine patches or gum, Chantix or Wellbutrin. For those clients who do not have insurance coverage for tobacco cessation medications, FPHSA utilizes these funds to provide these medications free of charge. Many clinical staff have also received intensive, evidence-based training for tobacco-specific therapies.

FPHSA GRANT: SOR GRANT AND SOR SUPPLEMENTAL

FPHSA has dramatically increased our prescribing services for medically assisted treatment for opioid disorder. In addition to offering Vivitrol injections we have expanded our MAT program to provide buprenorphine and Sublocade injections in 3 of our largest clinics and in our residential facility and supported via Telehealth services in the smaller clinics. Our MAT program is continuing to expand rapidly to meet the urgent needs of our community to prevent fatal overdoses and improve success rates in the treatment of opioid use disorder. Our residential facility provides access to both Vivitrol and buprenorphine induction and maintenance services to clients during their admission and coordinates continued access to treatment when transitioning to outpatient care in the community.

FPHSA GRANT: COMPULSIVE AND PROBLEM GAMBLING FUND-TREATMENT/PREVENTION

Prevention:

- "Kid's Don't Gamble" program served 623 in Washington Parish and Tangipahoa Parish.
- Participated in a state-wide social media campaign in March to bring awareness to problem gambling.

Treatment:

- Provided individual and group counseling to persons within the region. Served 30 clients.
- Took 52 calls from the Gambling Crisis Line
- Registration for 4 staff members to attend the LSACT Conference in July (FY 23).
- Registration for Gambling Counselor to attend the National Problem Gambling Conference in Boston in July (FY 23).
- Purchased books and information regarding problem gambling to distribute to staff and persons served.

FPHSA GRANT: PARTNERSHIP FOR SUCCESS II (PFSII)

- Purchased 4 ID scanners that serve as a prevention strategy to prevent the underage sale of alcohol to minors. It has allowed a partnership between agency and provider to be used in public events. Used in 2022 at the "Hot August Night" event.
- Funded the creation and production of 2500 children's book that address the dangers of underage drinking and how to decline use. It was created by the PFSII coalition coordinator with the Tangi SADD youth Coalition. Disseminated to elementary students in Tangipahoa Parish.
- Funded a video produced by Tangi SADD about alcohol that was shown to freshman at Southeastern University.
- Supports monthly coalition meeting with Tangi SADD and attending monthly PFSII learning communities.

FPHSA GRANTS: HURRICANE IDA AND COVID-19 CRISIS COUNSELING

LaSpirit provides crisis counseling and connection to resources to those impacted by COVID (or Hurricane Ida). This includes canvassing neighborhoods to connect with those that may not be aware of resources. Please see the following pages for more information regarding these services.

CRISIS COUNSELING ASSISTANCE AND TRAINING PROGRAM (HURRICANE IDA) FY22 DATA

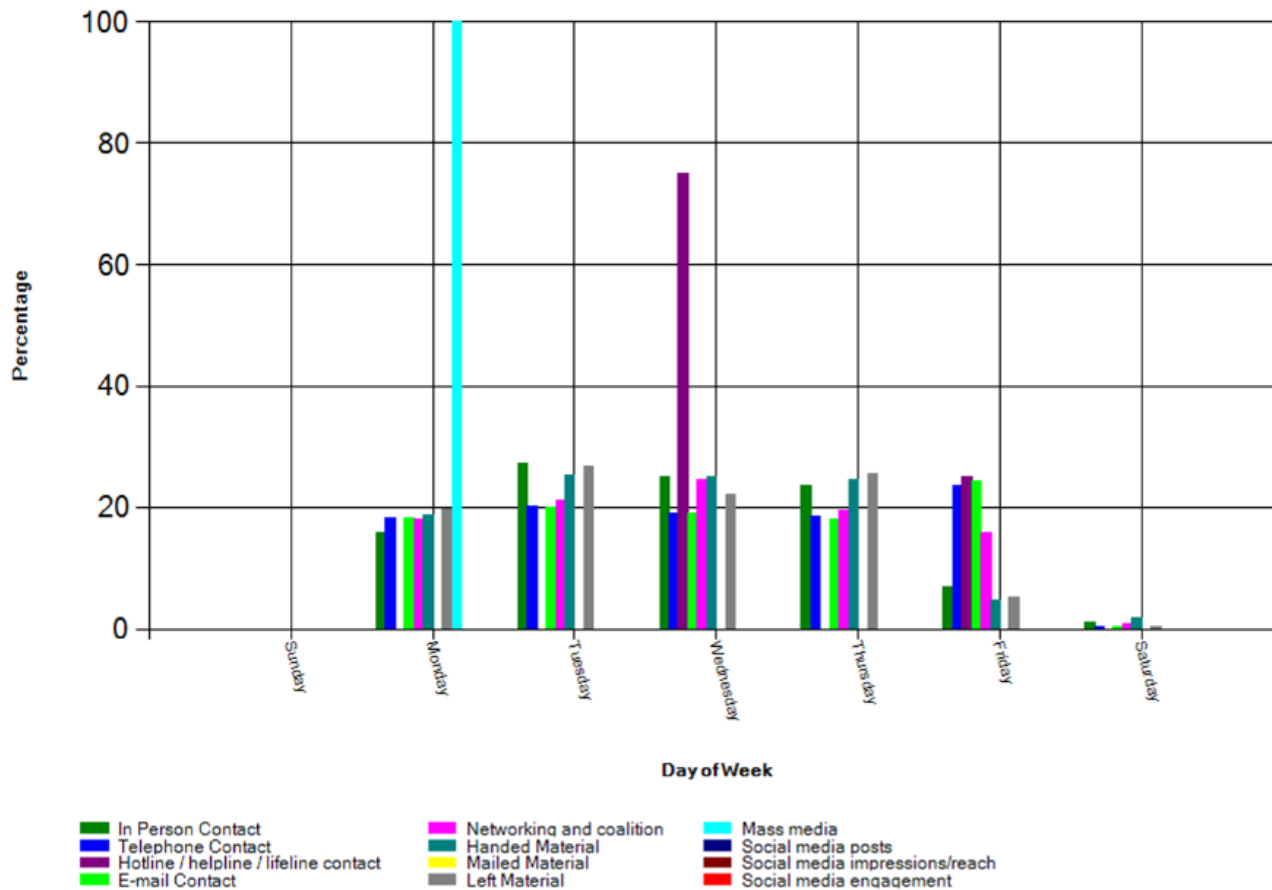
Day of Week

Type of Contact	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Row Total
In Person Contact	0(0.0%)	336(15.8%)	579(27.3%)	531(25.0%)	502(23.7%)	147(6.9%)	25(1.2%)	2120(12.0%)
Telephone Contact	0(0.0%)	172(18.3%)	191(20.3%)	179(19.0%)	175(18.6%)	222(23.6%)	3(0.3%)	942(5.0%)
Hotline / helpline / lifeline contact	0(0.0%)	0(0.0%)	0(0.0%)	3(75.0%)	0(0.0%)	1(25.0%)	0(0.0%)	4(0.0%)
E-mail Contact	0(0.0%)	171(18.3%)	186(19.9%)	178(19.1%)	168(18.0%)	228(24.4%)	3(0.3%)	934(5.0%)
Networking and coalition	0(0.0%)	162(18.0%)	190(21.2%)	221(24.6%)	175(19.5%)	142(15.8%)	8(0.9%)	898(5.0%)
Handed Material	0(0.0%)	914(18.7%)	1230(25.2%)	1226(25.1%)	1192(24.4%)	226(4.6%)	90(1.8%)	4878(29.0%)
Mailed Material	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)
Left Material	0(0.0%)	1377(19.8%)	1859(26.8%)	1541(22.2%)	1772(25.5%)	363(5.2%)	30(0.4%)	6942(41.0%)
Mass media	0(0.0%)	1(100.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	1(0.0%)
Social media posts	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)
Social media impressions/reach	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)
Social media engagement	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)
Column Total	0(0.0%)	3133(18.0%)	4235(25.0%)	3879(23.0%)	3984(23.0%)	1329(7.0%)	159(0.0%)	16719(100%)

% = Row Percentage, n = Cell Size. $\chi^2(66) = 90.13$, $p < .05$ (not significant).

CRISIS COUNSELING ASSISTANCE AND TRAINING PROGRAM (HURRICANE IDA) FY22 DATA

Weekly Tally Report by Type of Contact and Day of Week
Project: LA-4611; Provider: currentProvider; County: All County; Dates: 7/1/2021-6/30/2022



CRISIS COUNSELING ASSISTANCE AND TRAINING PROGRAM (CCP) FY22 DATA COVID SERVICES

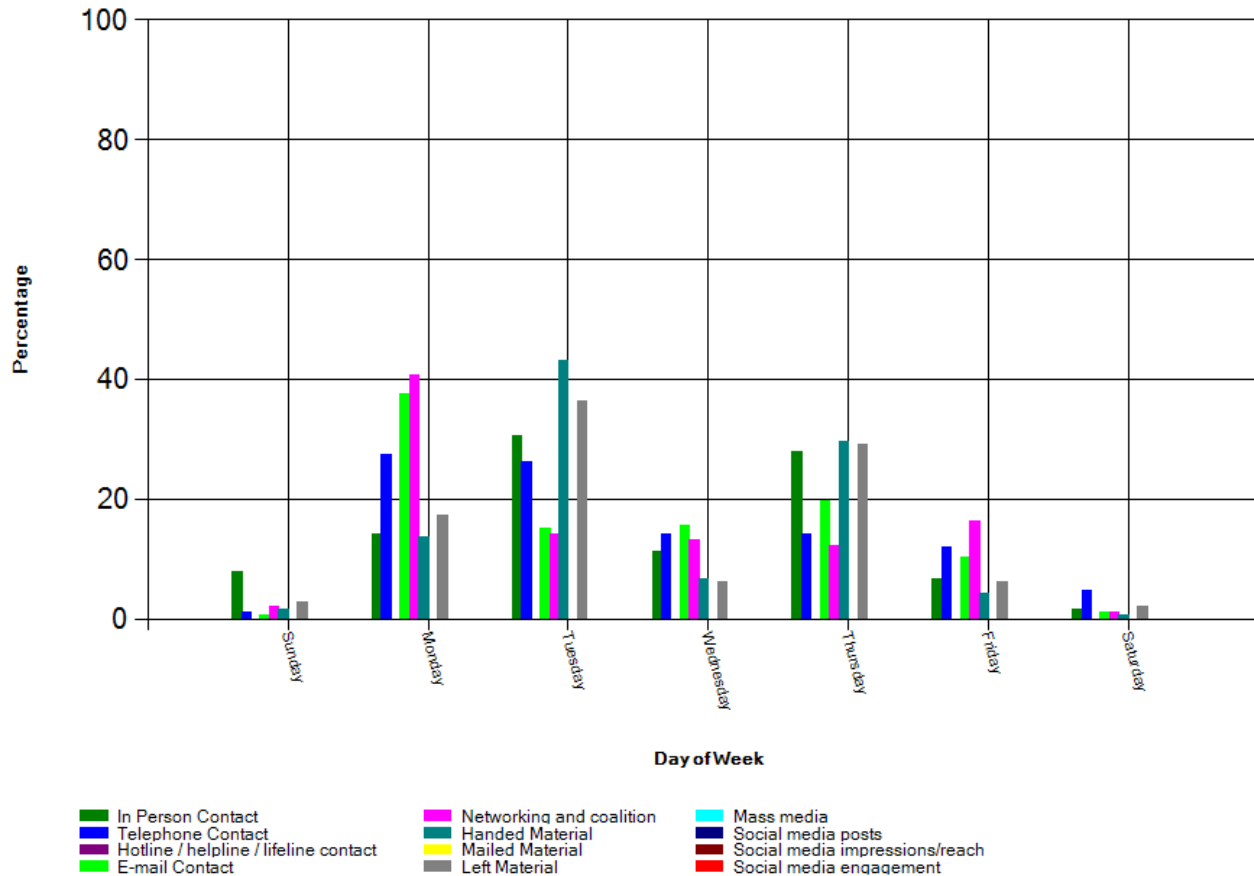
Day of Week

Type of Contact	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Row Total
In Person Contact	25(7.9%)	45(14.2%)	97(30.5%)	36(11.3%)	89(28.0%)	21(6.6%)	5(1.6%)	318(11.0%)
Telephone Contact	1(1.2%)	23(27.4%)	22(26.2%)	12(14.3%)	12(14.3%)	10(11.9%)	4(4.8%)	84(2.0%)
Hotline / helpline / lifeline contact	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)
E-mail Contact	1(0.6%)	65(37.6%)	26(15.0%)	27(15.6%)	34(19.7%)	18(10.4%)	2(1.2%)	173(6.0%)
Networking and coalition	2(2.0%)	40(40.8%)	14(14.3%)	13(13.3%)	12(12.2%)	16(16.3%)	1(1.0%)	98(3.0%)
Handed Material	25(1.7%)	199(13.8%)	625(43.2%)	98(6.8%)	427(29.5%)	63(4.4%)	10(0.7%)	1447(50.0%)
Mailed Material	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)
Left Material	20(2.8%)	125(17.3%)	262(36.3%)	45(6.2%)	210(29.1%)	45(6.2%)	15(2.1%)	722(25.0%)
Mass media	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)
Social media posts	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)
Social media impressions/reach	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)
Social media engagement	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)
Column Total	74(2.0%)	497(17.0%)	1046(36.0%)	231(8.0%)	784(27.0%)	173(6.0%)	37(1.0%)	2842(100%)

% = Row Percentage, n = Cell Size. X2(66) = 90.13, p<gt;.05 (not significant).

CRISIS COUNSELING ASSISTANCE AND TRAINING PROGRAM (CCP) FY22 DATA COVID SERVICES

Weekly Tally Report by Type of Contact and Day of Week
Project: LA-4484; Provider: currentProvider; County: All County; Dates: 7/1/2021-6/30/2022

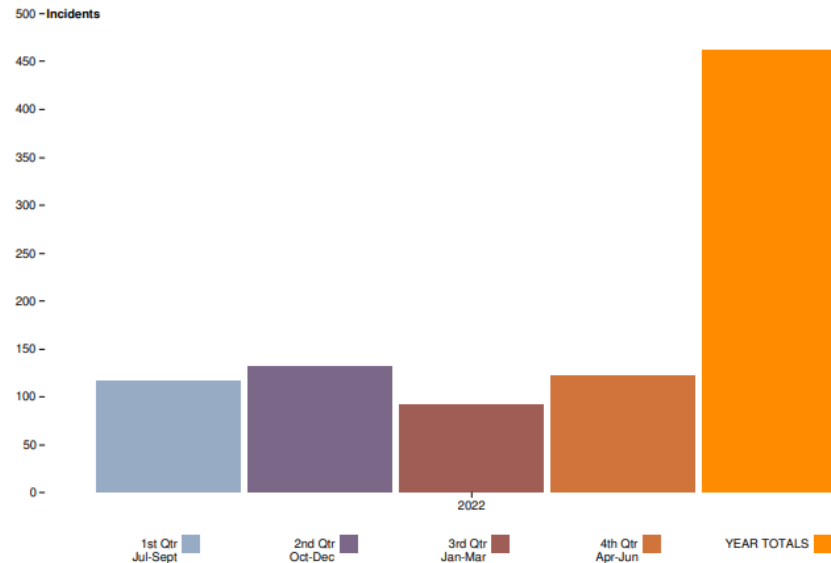


FPHSA COMPLIANCE

Critical Incident Reporting management requires that all staff report incidents that occur on/in any of its service delivery sites, and that may affect staff, persons served, visitors and all other stakeholders. The system is set up to alert leadership of incidents that occur as well as provide a feedback loop mechanism for the trending of incidents, and the collection of data to improve processes that can minimize the occurrence/re-occurrence of incidents, especially those that may present potential risks to staff, persons served and the community. Incidents that must be captured are defined by the State Licensing Guidelines, CARF, CMS and other relevant bodies that provide oversight.

Trends by Quarter 07-01-21 - 06-30-22

Page 1 of 1

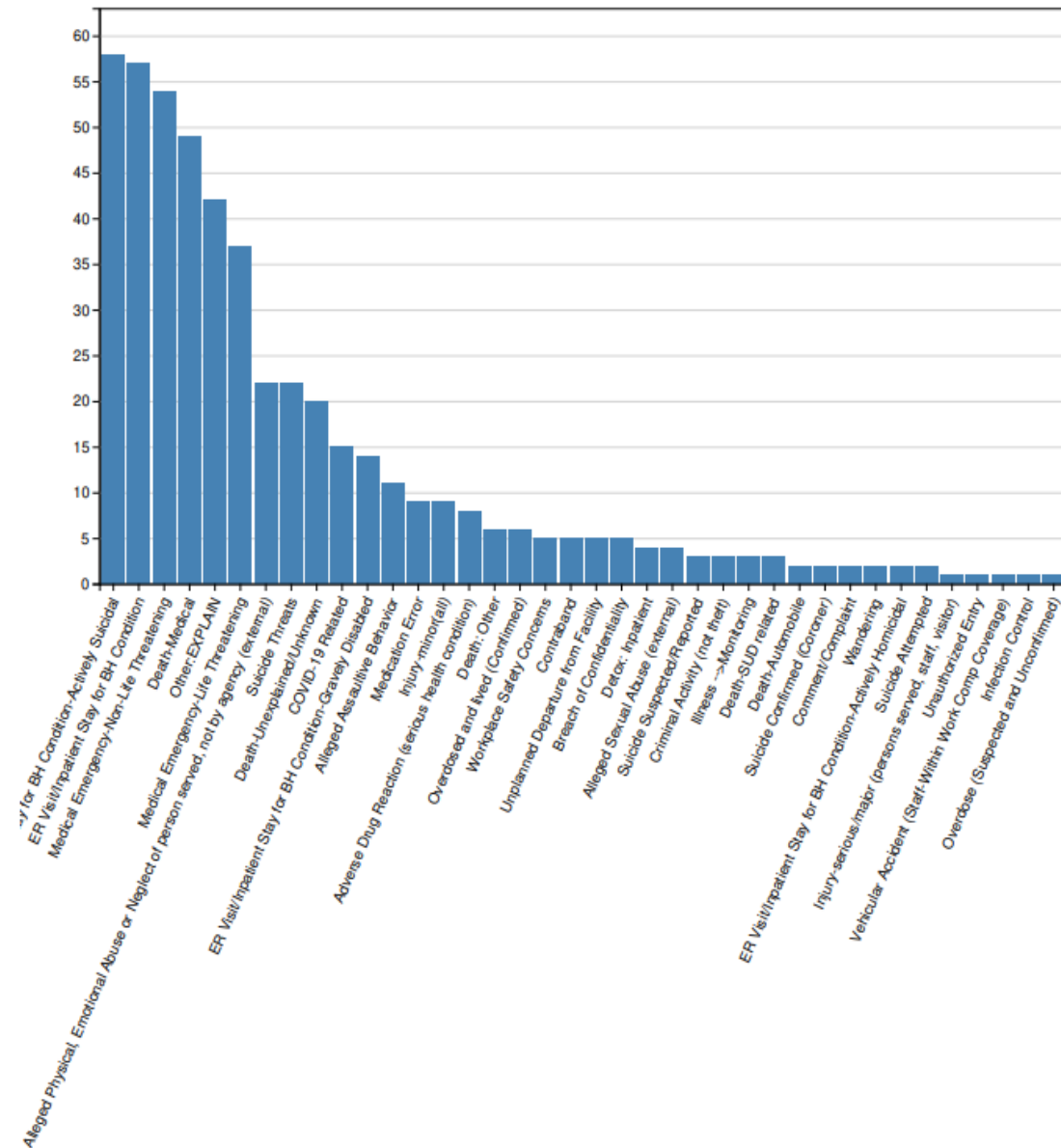


YEAR	1st QTR	2nd QTR	3rd QTR	4th QTR	YEAR TOTALS
2022	116	132	92	122	462
Grand Total	116	132	92	122	462

FPHSA COMPLIANCE

Incidents by Type Bar Chart 07-01-21 - 06-30-22

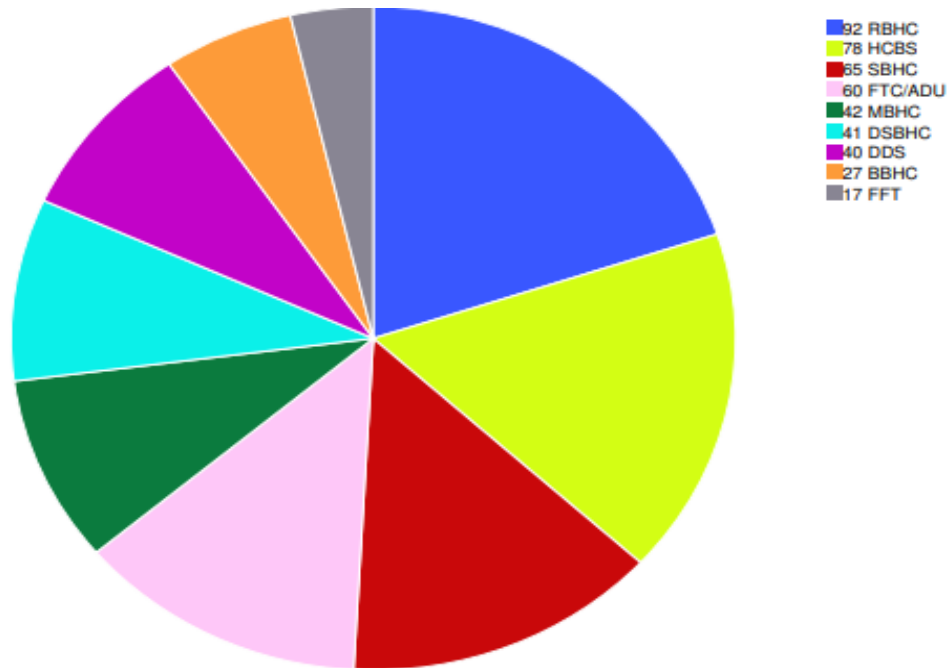
Page 1 of 1



In 2021, 175 incidents were assigned to the category “ER/Hospital visit due to behavioral health related issues”. That same category fell to 131 incidents in 2022. In an effort to trend more accurately and have more useful data, FPHSA made some adjustments to the original list of categories. The more nuanced categories break down the generic “ER visit for BH condition” to capture those who were actively suicidal, gravely disabled, or actively homicidal and those categories are included in the 131 number reported above. (See chart Incidents by Type)

FPHSA COMPLIANCE

Incidents by Clinic/Service Type 07-01-21 to 06-30-22



FPHSA COMPLIANCE

Internal Audit: Service Delivery Chart Audits

The following internal chart (quality assurance) audits are available electronically through the FPHSA Dashboard: Administrative; Outpatient Clinical; Residential Clinical; Outpatient Nursing; Residential Nursing; FFT-CW (HCBS); and PSH (HCBS).

Chart reviews are used to generate reports that gives FPHSA access to data that drives individual staff, departmental, service location site, and the overall agency's process improvement plans.

[Deficiencies By Staff](#)

[Results By Question](#)

[Results By Program](#)

[Results By Case Mgr](#)

FY 2021-2022 chart audits results are available directly from program directors/designees or the compliance office. The FPHSA Dashboard is the home of all chart audit and corrective action, as well as quality improvement activities, by program, by discipline, by location or by individual staff.

FPHSA has shared folders in place that serve as repositories for external and internal survey and monitoring results.

EXTERNAL REVIEWS

DEVELOPMENTAL DISABILITIES SERVICES ACCOUNTABILITY PLAN (AP) MONITORING

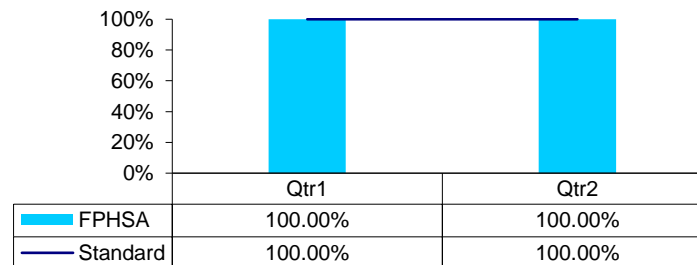
Date of Visit: March 8, 2022

Florida Parish Human Services Authority (FPHSA) met the performance standard for 26 performance indicators (or 93%).

Some note-worthy accomplishments throughout the report included:

- Performance Indicators for Outcome Measures**

- Supporting documentation presented to the Review Team was organized and labeled, making for a smooth and efficient validation process and can be used as a model for other LGEs how to submit documentation of large files by email.
- Accuracy of data submitted resulted in no errors.
- There is slight improvement in your performance results from 1st quarter at 5.57% since your CAP has been updated and implemented to work towards improving your performance results.
- The performance standard was met for Performance Indicator 22 since your performance results were at 100% for both the 1st and 2nd quarter for a performance standard of 100% as shown in Figure 2 below.



EXTERNAL REVIEWS

DEVELOPMENTAL DISABILITIES SERVICES

ACCOUNTABILITY PLAN (AP) MONITORING

- **Mandated Reports**

- FPHSA has met the performance standard for nine of nine Mandated Reports (or 100%). Based on Single Point of Entry data review results, system entry data for participants has been entered and updated in the Participant Services Database as required.
- There were no individuals on the list with expired SOAs or no system entry records.
- From review of the Electronic Plan of Care (EPOC) for participant AC, undergarments, wipes and bed pads supplement the New Opportunities Waiver (NOW) and cremation after AC's death in November. The Plan of Care appropriately lists both services. The EPOC was updated after AC's death to cancel the undergarment agreement and pay for cremation. This EPOC was completed according to policy. Database correctly reflects all activity and matches documentation.
- This POS was completed according to policy. Database correctly reflects all activity and matches documentation.
- The EPOC appropriately lists both of these services, why they are needed, how they assist IN to reach and maintain personal outcomes, as well as, how these services assist IN to remain living in the community. This EPOC was completed according to policy. Database correctly reflects all activity and matches documentation.

- **Flexible Family Fund Program**

- FPHSA staff were cooperative and provided documents requested for the purpose of this virtual review.
- FFF Roll up report indicates that 100% of all reviewed FFF cases contained all appropriate documentation according to policy.
- The review of the Severity Screening Instruments for participants SM, SJ and ZH found all to be completed according to policy. The screening instruments were all legible and thorough.

EXTERNAL REVIEWS

DEVELOPMENTAL DISABILITIES SERVICES

ACCOUNTABILITY PLAN (AP) MONITORING

- **Waiver Programs**

- Performance Indicator (Waiver) 25 – Percentage of all waiver recipient records will be maintained as specified in the MOU – Performance Standard 90%, Frequency Quarterly, Performance Result 91% (The file for recipient AD missing the Rights and Responsibilities form was remediated as confirmed by the supervisor.)
- Performance Indicator (Waiver) 26 – Percentage of waiver cases are in compliance with waiver regulations and policies – Performance Standard 90%, Frequency Quarterly, Performance Result 91% (The file for recipient JG missing provider documentation was remediated as confirmed by the supervisor.)
- Performance Indicator (Waiver) 27 – Percentage of cases that comply with all appeal related requirements – Performance Standard 90%, Frequency Quarterly, Performance Result (Not Applicable since waiver cases did not contain an appeal.)
- Performance Indicator (MOU Waiver) - Adherence to memorandum of understanding (allocated waiver personnel) training and delegated functions within Districts/Authorities in performance of daily operation and management of waiver services – Performance Standard 90%, Frequency Quarterly, Performance Result 100%





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; 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 continues to use the following CARF Plans to improve service delivery, document performance and goal outcomes and evolve performance across the agency.

- The Cultural Competency and Diversity Plan
- The Risk Management Plan
- The Accessibility Plan
- The Information Technology (IT) Plan
- The Strategic Plan is a live document that changes frequently.

During the latter half of FY 2022, FPHSA began to prepare staff for the next survey in 2023.

EXTERNAL REVIEWS

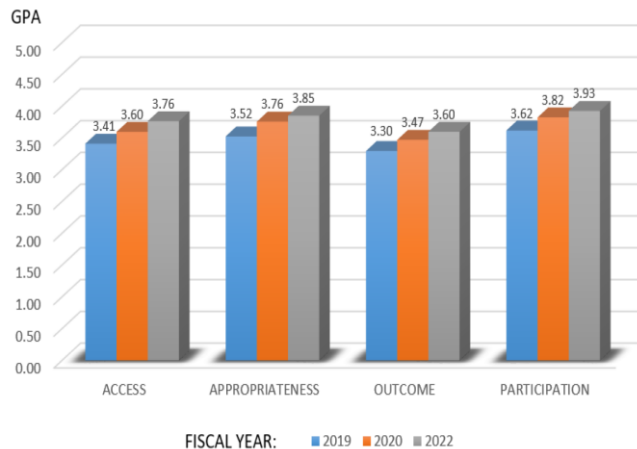
C'EST BON SURVEY REPORT: ROSENBLUM BEHAVIORAL HEALTH CLINIC



If you could go anywhere you wanted for services, would you continue to come here?
97.8% of clients responded “Yes”

Would you recommend this clinic to a friend or family member?
98.9% of our clients responded “Yes”

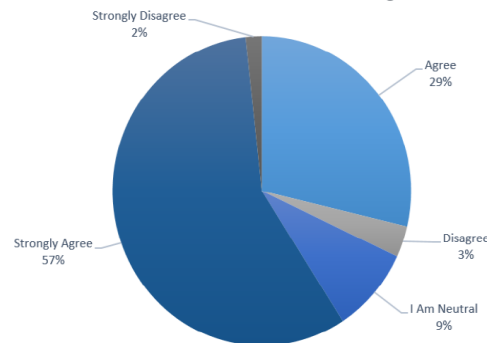
C'EST BON CONSUMER SURVEY FOR ROSENBLUM BHC



C'EST BON CONSUMER SURVEY FOR ROSENBLUM BHC

FISCAL YEAR = 2022

Indicator = Functioning

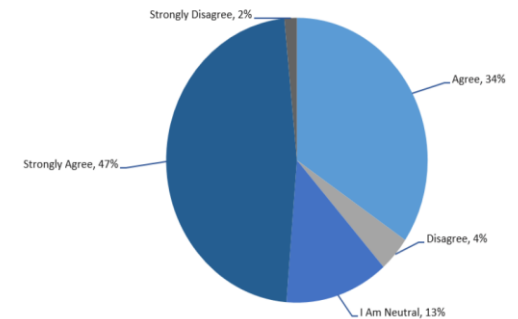


Average of ratings across all items of performance indicators

C'EST BON CONSUMER SURVEY FOR ROSENBLUM BHC

FISCAL YEAR = 2022

Indicator = Connectedness



Average of ratings across all items of performance indicators

C'est Bon is a program of the Louisiana Office of Behavioral Health through the State Behavioral Health Planning Council. The program employs a specially trained team of behavioral health peers and family members who evaluate services from the persons served point of view. The team interviews some of those served at the clinic regarding the quality of services. The team then analyzes the information obtained. The data is reviewed by the Louisiana Office of Behavioral Health and then presented in a report as feedback to facility managers and their staff. 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. In May/June of 2022 the C'est Bon team surveyed a convenience sample of the persons served at the Rosenblum Behavioral Health Clinic. 📄 The full comprehensive Compliance Report is available upon request.

EXTERNAL REVIEWS

OFFICE OF RISK MANAGEMENT AUDIT



Office of Risk
Management

Compliance Review



Audit Results	
Score	95.67%
Status	Compliant
No. of Recs	4

Site Visit Date: 3/28/22

EXTERNAL REVIEWS

QUALITY OF CARE – TOMS SURVEY

Quality of Care Clinic Adult Report

Florida Parishes Human Service Authority (FPHSA)

07/01/2021 - 06/30/2022

Main Performance Indicators

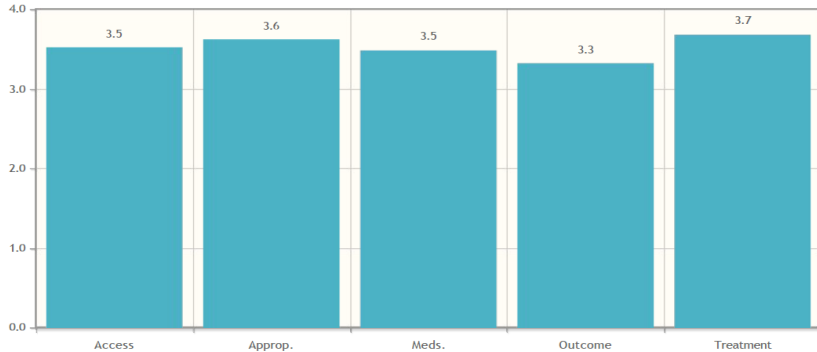


Table 1: Main Performance Indicators

Main Performance Indicators	GPA	Client Count
ACCESS TO SERVICES	3.52	282
APPROPRIATENESS OF SERVICES	3.62	278
MEDICATION	3.48	267
OUTCOME OF SERVICES	3.32	275
PARTICIPATION IN TREATMENT	3.68	272

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]	95.6%	4.4%	273
33. Would you recommend the clinic to a friend or family member? [Q1822]	96.69%	3.31%	272

Quality of Care Clinic Parent Report

Florida Parishes Human Service Authority (FPHSA)

07/01/2021 - 06/30/2022

Main Performance Indicators

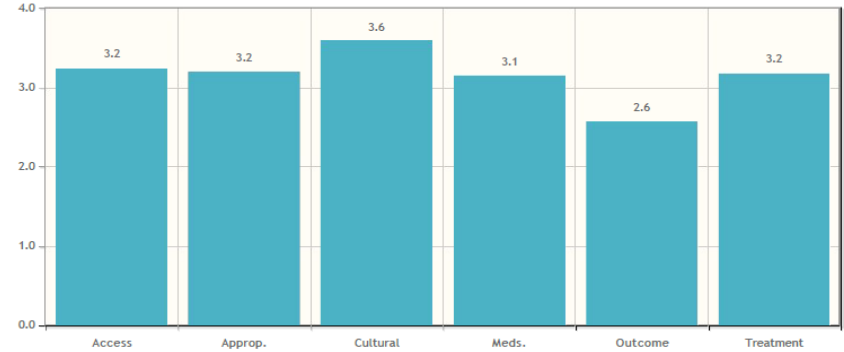


Table 1: Main Performance Indicators

Main Performance Indicators	GPA	Client Count
ACCESS TO SERVICES	3.24	29
APPROPRIATENESS OF SERVICES	3.2	30
CULTURAL SENSITIVITY	3.59	30
MEDICATION	3.15	30
OUTCOME OF SERVICES	2.57	30
PARTICIPATION IN TREATMENT	3.18	30

Table 2: General Satisfaction Questions

Question for General Satisfaction	Percent Responses for Client Responding to Question		Client Count
	Yes	No	
23. If your family could go anywhere you wanted for services, would you continue to come here? [Qpg1821]	86.21%	13.79%	29
24. Would you recommend the clinic to a friend or family member? [Qpg1822]	96.77%	3.23%	31



ELECTRONIC HEALTH RECORD TRANSITION

Business reasons for transition:

- Able to schedule client appointments more effectively.
- Access/improved extraction of data that will facilitate a better understanding of the data exported including the identification of needs and trends to drive decision-making.
- Increased speed to limit frustrations and decrease time needed to document treatment.
- Improved workflow and easier access to information when documenting.
- Ability to customize record to meet data needs and documentation needs.
- Ability to identify and run reports on high need individuals to decrease possibility of falling through the cracks.
- Customizable reporting.
- Ability to have lab integration.
- Potential for additional integrations.
- Availability of Bed Board for residential services.
- Client portal is more user friendly.
- Reducing costly errors (billing in particular) as the system has capability to batch generate claims instead of staff having to manually generate each claim individually; therefore, will allow billing staff time to focus more on errors, rejections, and denials.
- Ability to have the system perform batch verification of insurance eligibility for clients with appointments the following day.
- Automated appointment reminder calls besides the email/text reminders saving administrative time.
- Maximize clinical efficiency.
- Potential to close gaps in coordination and collaboration of care with interoperability.
- Value of standardization. (inherent efficiencies)

FPHSA COMMUNITY EVENT PARTICIPATION*

Event	Date	Location
Washington Parish Free Fair	10/20/21-10/23/21	Washington
Drug Take Back day	12/16/2021	Washington
ASIST Training	12/9-10/2021	St. Tammany
Terrell Conference	1/7/2022	Tangipahoa
Access Health OUD Event	1/22/2022	Washington
Access Health OUD Event	1/29/2022	Washington
SELU Safer Mardi Gras Event	2/23/2022	Tangipahoa
ASIST Training	2/24-25/2022	Tangipahoa
Mandeville High School Discussion of Services	3/8/2022	St. Tammany
Self-Direction	4/5/2022	Virtual
Resource Connection: Resources to Support Your Student Beyond High School	4/26/2022	Washington
ASIST Training	5/12-13/2022	St. Tammany
St. Tammany Parish Coroner's Office Special Needs EXPO 2022	5/14/2022	St. Tammany
Livingston Parish Public Schools Special Education Department Fair	5/17/2022	Virtual
SUN Assessments & Waivers	6/21/2022	Virtual
Early Childhood Free Screening Clinic - Franklinton Primary	6/22/2022	Washington
Early Childhood Free Screening Clinic - Wesley Ray Elementary	6/29/2022	Washington

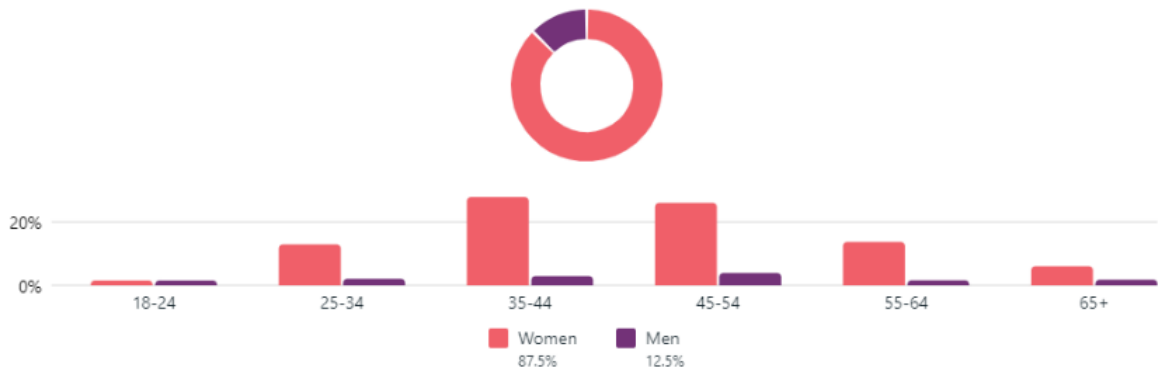
**Due to Covid-19 and the impact on social distancing and closures/cancellation of events, community event participation was limited.*

SOCIAL MEDIA

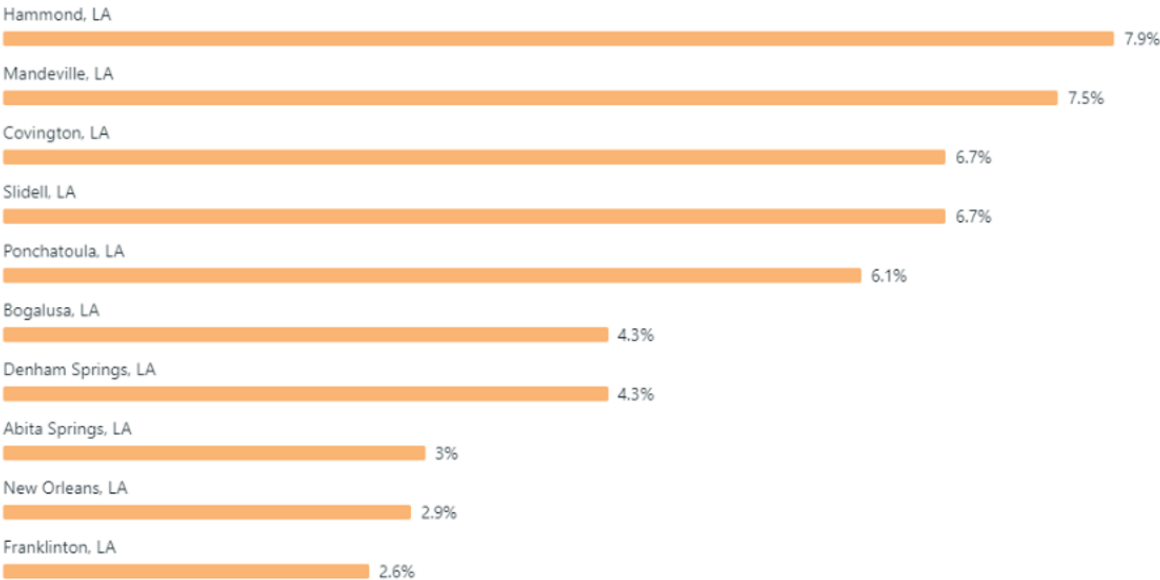


Our Audience

Age & gender ⓘ



Top cities



SOCIAL MEDIA



Our Reach/Page Visits/New Likes

Results

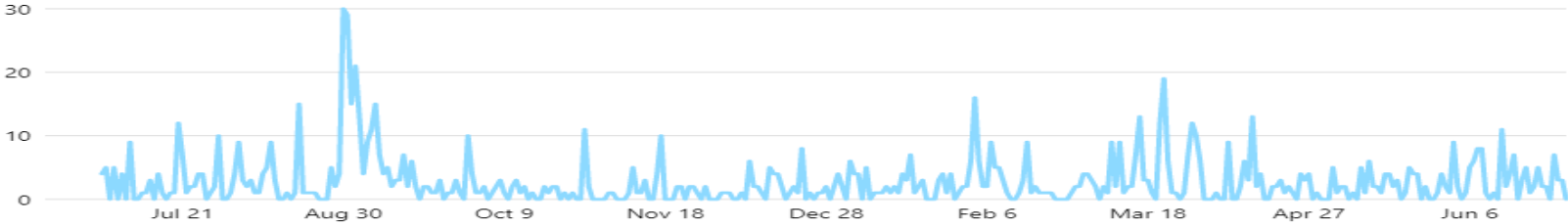
Facebook Page reach ⓘ

20,237 ↑ 15.4%



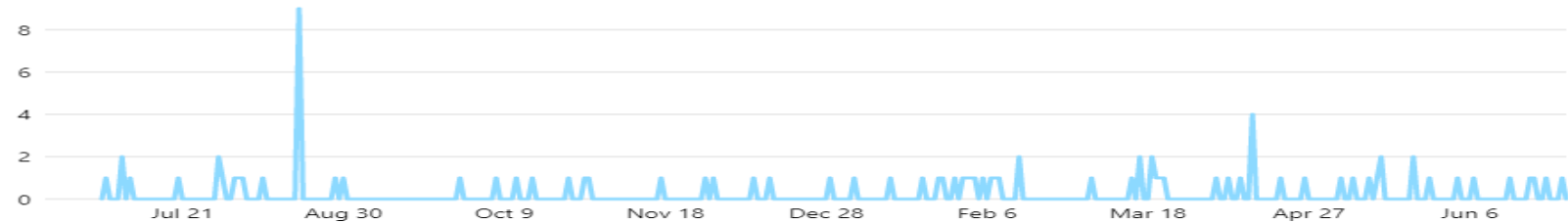
Facebook Page visits ⓘ

1,027 ↑ 10%



Facebook Page new likes ⓘ

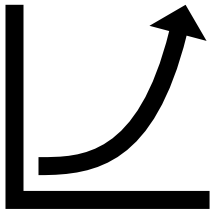
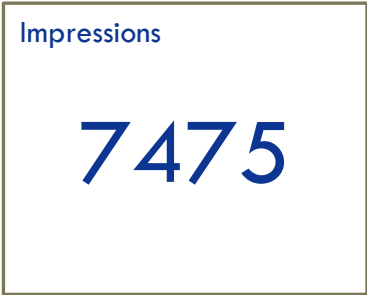
85 ↑ 49.1%



SOCIAL MEDIA



Activity



STAY IN TOUCH AND CONNECT WITH US

VISIT US OUR WEBSITE AT WWW.FPHSA.ORG

EMAIL US AT ADMIN@FPHSA.ORG

SUBSCRIBE TO OUR MAILING LIST BY TEXTING

“FPHSA” TO 22828*

*MESSAGE AND DATA RATES MAY APPLY

CAREER OPPORTUNITIES: JOBS.LA.GOV

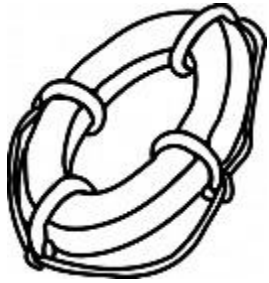


LIKE US ON FACEBOOK: “FACEBOOK.COM/FPHSA.LIGHTINGTHEPATHFORWARD/”



FOLLOW US ON TWITTER: “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. TEXT CHAT IS ALSO AVAILABLE BY TEXTING “TXT211” TO 504-777-EASE (3273).