



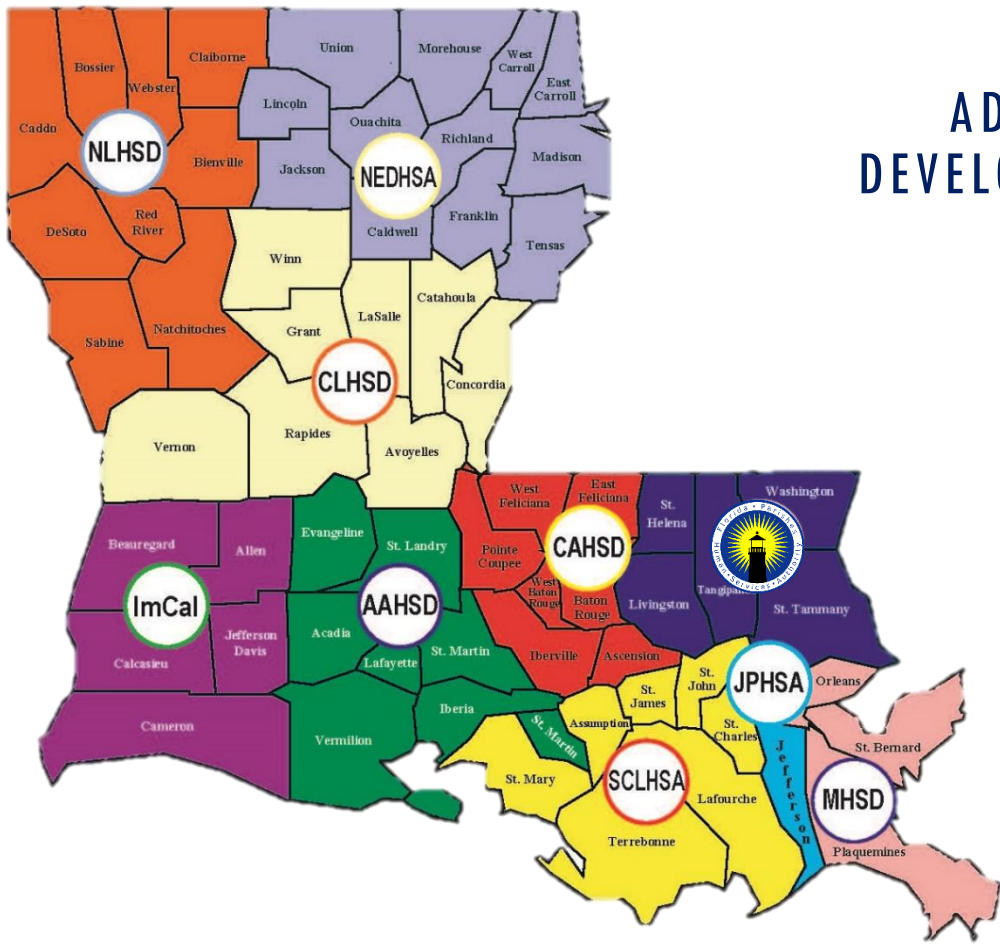
FLORIDA PARISHES HUMAN SERVICES AUTHORITY

19TH ANNUAL REPORT
TO THE BOARD
FY 2023

Presented by
Richard J. Kramer, Executive Director
February 23, 2024



FLORIDA PARISHES HUMAN SERVICES AUTHORITY



ADDICTIVE DISORDERS SERVICES
DEVELOPMENTAL DISABILITIES SERVICES
MENTAL HEALTH SERVICES

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

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Florida Parishes Human Services Authority

Nineteenth Annual Report to the Board- FY 2023

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SELECT FISCAL YEAR 2023

ACCOMPLISHMENTS/ACHIEVEMENTS

Behavioral Health

- Staff attended the National Association of Drug Court Professionals Conference; LaHEC (Louisiana Higher Education Coalition) Annual Professional Development Summit, CADCA National Leadership Conference, and Regional Peer Strategic Planning Session in New Mexico.
- Staff participated in the following trainings: Contingency Management with Substance Use Populations; Trauma Focused Cognitive Behavior Therapy for children/youth population; AMSR (Assessing and Managing Suicide Risk) for Health and Behavioral Health Professionals in Outpatient Settings; National Middle Management Academy; Zero Suicide Academy hosted by LDH; CBT for depression; Dialectical Behavioral Therapy (DBT); and Mental Health First Aid Training.
- Sixty-six people attended Applied Suicide Intervention Skills Training (Assist) and the attendees consisted of community members and FPHSA staff.
- 378 Fentanyl Test Strips were distributed.
- 1, 844 cases (22,128 kits) of Narcan were distributed.
- FPHSA continues to be the only region in the state providing Medicaid billable peer support services.

SELECT FISCAL YEAR 2023

ACCOMPLISHMENTS/ACHIEVEMENTS

Home and Community/Permanent Supportive Housing/Supported Employment

- 16 individuals have been placed in jobs.
- Created numerous resumes for persons served and encouraged them to seek out the positions themselves, coaching them on how to approach prospective employers.
- Medicaid changed regulations for Mental Health Rehabilitation last year, including who can provide treatment (education level/license) and redefined CPST and PSR services (requiring evidence-based curriculum for PSR). Materials were researched and PSH now utilizes two different evidence-based curriculums: Social and Independent Living Skills (SILS) from UCLA and Integrated Illness Management and Recovery Manual (I-IMR). This is in addition to the PSH model which is also an evidence-based approach.

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 79 new contacts through Constant Contact, our platform for newsletters and media announcements. Total contacts are 8901.
- Increased Social Media Audience: Facebook Followers increased by 156 (780 Likes Total) and Twitter Following by 4 (51 Total Followers).

(Continued on next page)

SELECT FISCAL YEAR 2023

ACCOMPLISHMENTS/ACHIEVEMENTS

Prevention

- Prevention staff attended the following: LASACT Conference; CADCA National Leadership Conference; and other various community outreach events, coalition/community meetings
- Partnered with providers in our region to disseminate prevention educational and promotional items FPHSA purchased regarding ATOD.
- 5,793 enrollees registered through Evidence-based prevention programming; 1,796 enrollees registered through Evidence-Informed prevention programming.
- Prevention was contacted by OBH to be the fiscal agent for the Collegiate Recovery Program Initiative for the state.
- Louisiana Youth Advisors presented Prevention with a partnership award for the LaPFS II grant.
- Assisted with connecting and distributing NARCAN to various partners throughout our region such as Southeastern University, Probation and Parole, Wildlife and Fisheries, Fire departments, etc.
- Staff completed their Prevention Professional application and became a Licensed Prevention Professional.
- FPHSA Prevention purchased 75,058 Red Ribbon Week prevention materials items for the 4 parishes we offer Evidence-based prevention programming.
- FPHSA Prevention team met with Livingston Parish school System officials and community members to discuss their concerns over the rise in vaping expulsions which resulted in Prevention taking back this concern and working with our Assistant/Behavioral Health Director on how to fill in the need which resulted in a Tobacco/Vaping Cessation EBP for fiscal year 2024.

SELECT FISCAL YEAR 2023

ACCOMPLISHMENTS/ACHIEVEMENTS

Developmental Disabilities Services

- Expending 100% 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 216 FFF slots filled at all times.
- FPHSA serves 2,068 individuals through waivers, which is one of the largest DDS waiver populations in the state.
- DDS completed 217 Act 421 - CMO/TEFRA Level of Care assessments.
- DD staff participated in the following workgroups/focus groups: Family as Caregiver workgroup; Waiver workgroup; Legislative Auditors State Office workgroup; Support Coordination Agency Monitoring focus group; and Waiver Technology Supports with Remote Features focus group.

Developmental Disabilities Services Compliance Achievements

- The Individual and Family Support funds provided needed services/supports to individuals to remain in the community and enhance their lives. The Plans 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 100% expenditure of obligated funds.

SELECT FISCAL YEAR 2023

ACCOMPLISHMENTS/ACHIEVEMENTS

Developmental Disabilities Services Compliance Achievements (Continued)

- Waiver participants' Plans of Care were based on personal goals, natural and community objectives 100% of the time.
- 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

- Facilitated updates to pay-related procedures (Premium Pay, Special Entrance Rates) to assist with recruitment and retention.
- Coordinated the CPR Certification/Training for current staff to become a certified CPR instructor, no longer relying on a contractor to provide this training.
- Received an outstanding Civil Service Compliance Audit, with 100% compliance in 18 of the 19 categories reviewed, and 92% compliance in the remaining category.

SELECT FISCAL YEAR 2023

ACCOMPLISHMENTS/ACHIEVEMENTS

Compliance

- Continued fine tuning the “ QA Dashboard” to accommodate for nuances/changes in reporting data requirements and responded to enhance the dashboard where information gaps were identified.
- Prepared for and facilitated CARF monitoring that resulted in a full three year accreditation through January 31, 2026.
- Continued to centralize records management.
- Actively participated in the development, implementation, and fine tuning of the new electronic health record, with focus on compliance related activities such as capturing required documentation in the record and reporting.

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.

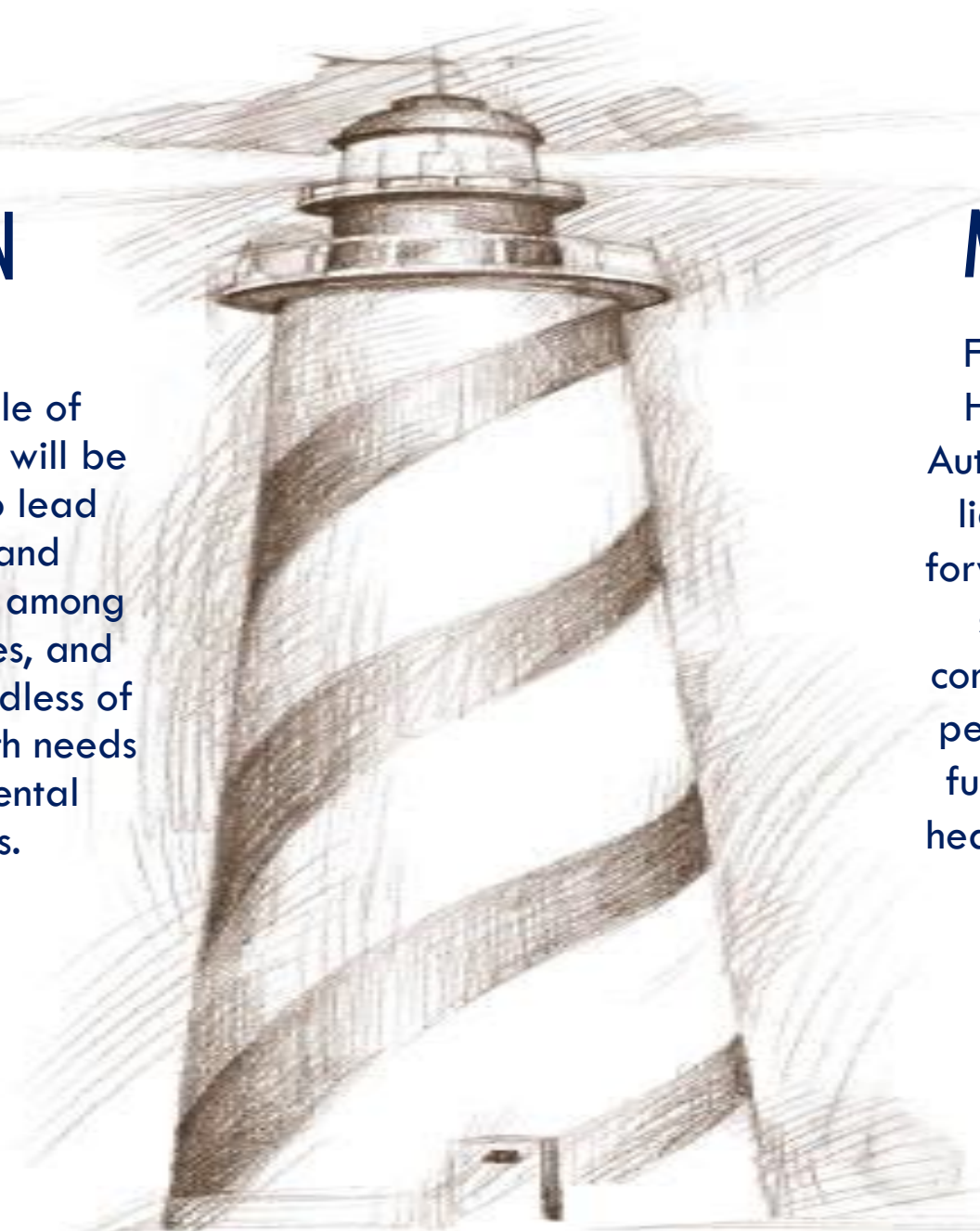
More recently, Senate Bill 58, was enacted through Act No. 73 of the 2017 Regular Session, to amend and reenact the enabling statutes dealing with the Human Services Districts/Authorities, known as Local Governance Entities (LGEs), under La. R.S. 28:910 et seq.

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 Duplantier

Liz Gary

Timothy Lentz

Tangipahoa Parish

Genesa Garofalo Metcalf, M.D., Chair

Mona Pellichino

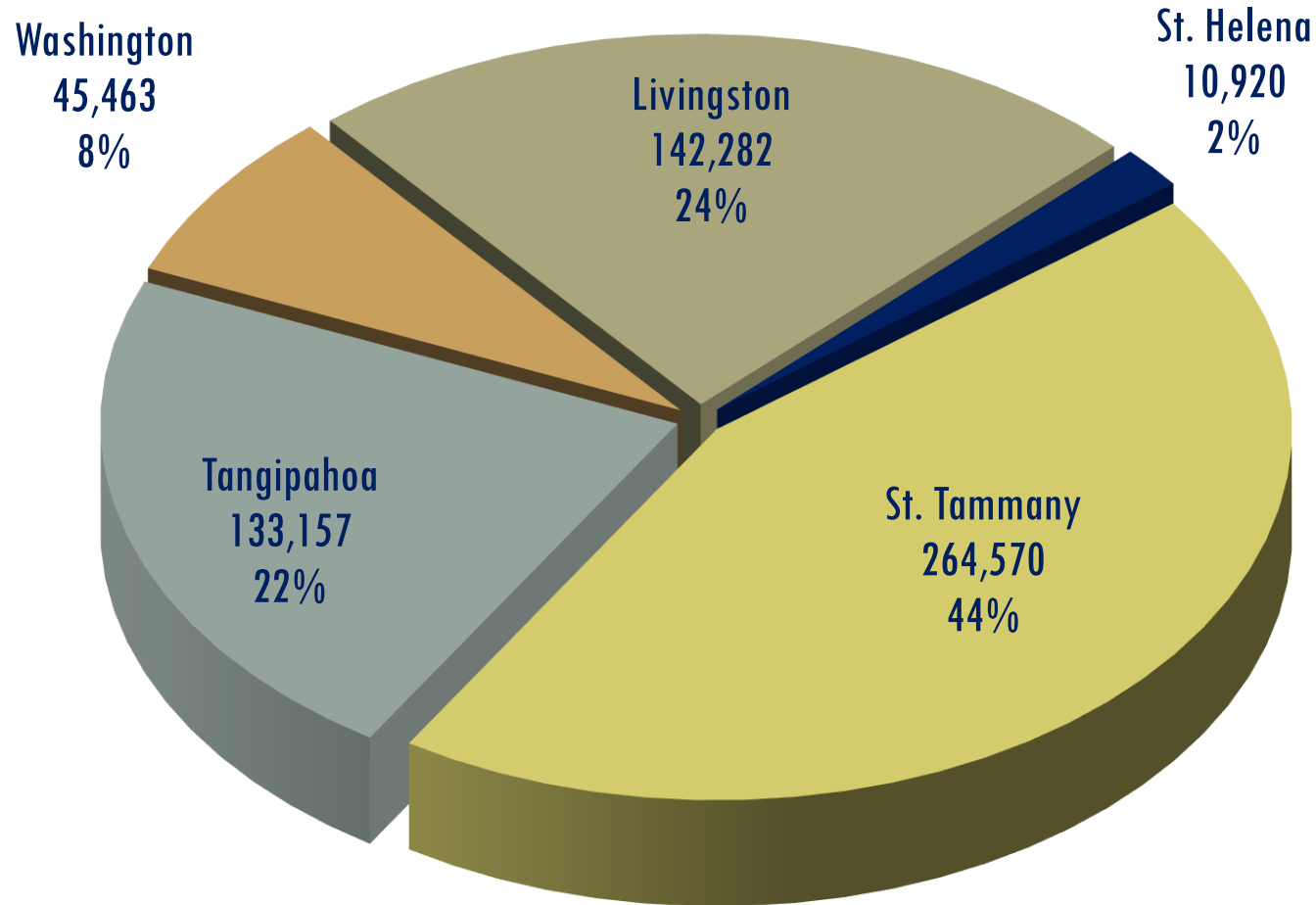
Washington Parish

Danielle Keys

FPHSA FACILITY LOCATIONS



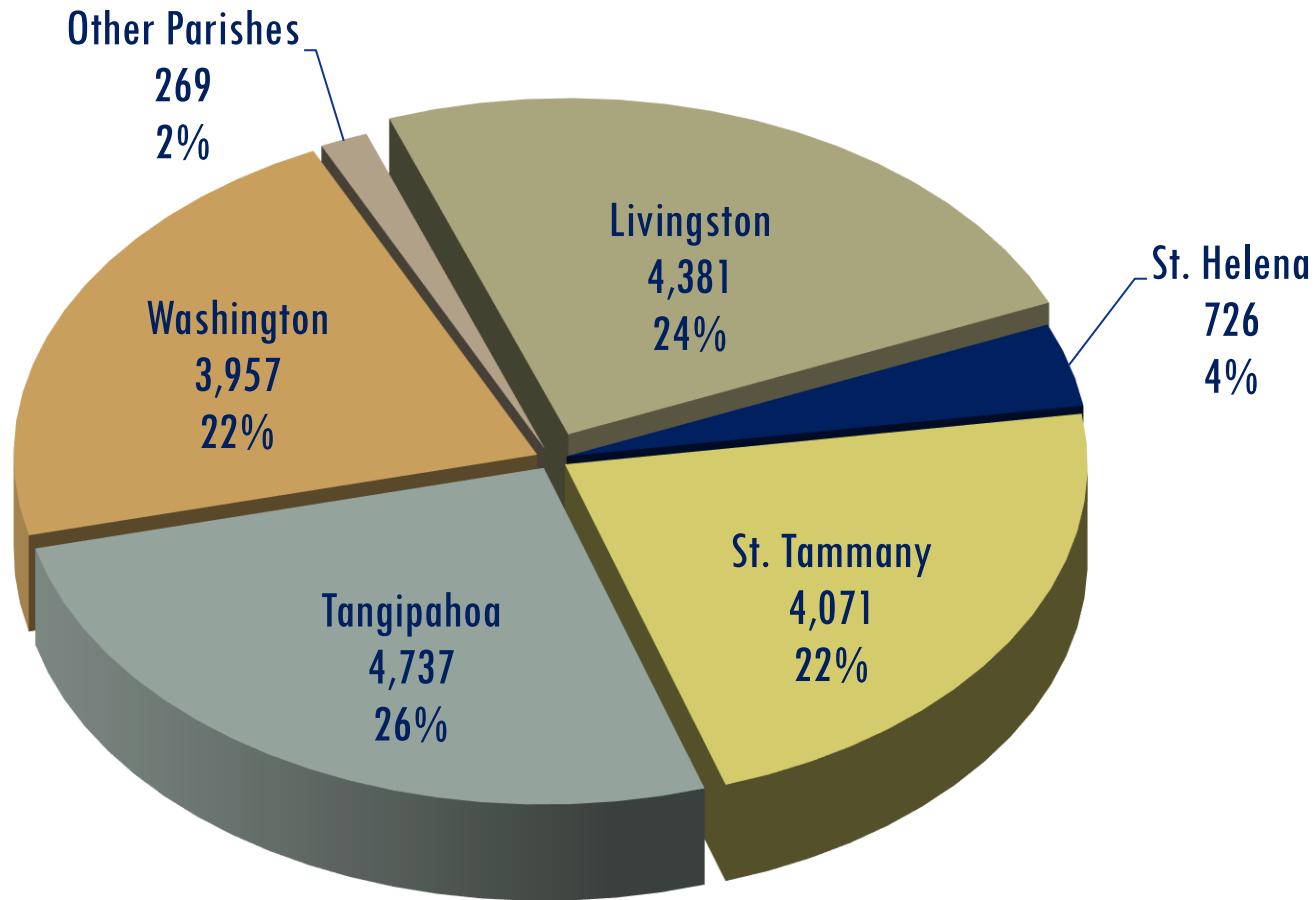
PARISH POPULATIONS AS PERCENTAGE OF CATCHMENT AREA POPULATION*



TOTAL POPULATION: 596,392

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

CLIENTS SERVED BY PARISH OF RESIDENCE

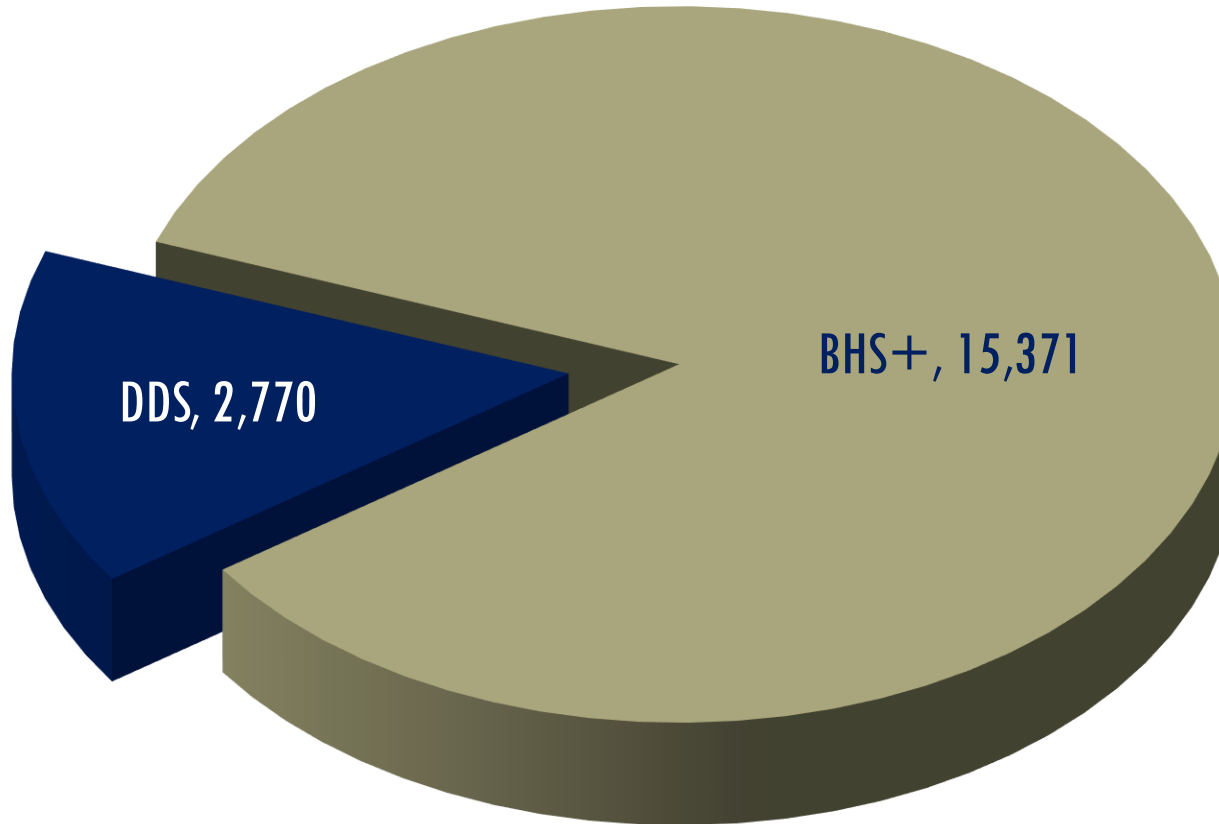


TOTAL CLIENTS: 18,141+

+BHS data does not include 6,984,123 prevention efforts/ social media and 368 merchants educated through Synar.

Source: ICANotes, OCDD Data System, PMIS, LADDs

CLIENTS SERVED BY TYPE OF SERVICE



CLIENTS SERVED: 18,141+

+BHS data does not include 496 prevention gambling enrollees or 3,116,210 prevention efforts/ social media. These numbers represent an unduplicated count of individuals receiving services.

Source: ICANotes, InSync, OCDD Data System, and PMIS

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, Nurses, Clinicians, Case Managers, and Peer Support Specialists, in outpatient, intensive outpatient, and residential settings, assist individuals to decrease alcohol or drug use, practice harm reduction vivitrol, 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, vivitrol, 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
- 📍 Recovery Housing Funds

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
- 🏠 Recovery Housing Funds

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
- 📍 Nursing Services
- 📍 Individual/Family/Group Therapy
- 📍 Medication Management
- 📍 Crisis Assessment
- 📍 First Episode Psychosis Program
- 📍 Gender Specific Trauma Informed Care Groups
- 📍 Illness Management and Recovery Group
- 📍 Case Management Services
- 📍 Consumer Care Resources-Funding
- 📍 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 all 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	*Primary Care	Flexible Family Funds	Prevention Enrollees	Prevention Gambling	Prevention Practice Based Enrollees	Prevention Social Media	Prevention Other	Merchants Educated Through Synar
Livingston	1,171	7	12	30	1	22	2	2,027	0	635	3,116,802	13,851	177
St. Helena	73	0	0	6	0	2	0	490	50	78	257	12,697	9
St. Tammany	2,829	139	69	1	18	16	5	0	0	0	0	0	87
Tangipahoa	2,420	23	34	46	9	144	22	1,191	62	257	1,580,330	91,781	75
Washington	821	37	4	0	2	3	1	1,440	533	826	2,168,405	0	20
Total Florida Parishes	7,314	206	119	83	30	187	30	5,148	645	1,796	6,865,794	118,329	368
Total Other Parishes	190	72	0	0	1	0	0	0	0	0	0	0	0
Total All Parishes	7,504	278	119	83	31	187	30	5,148	645	1,796	6,865,794	118,329	368

**Also included in Outpatient numbers*

BEHAVIORAL HEALTH SERVICES

TOP 5 DIAGNOSIS OF PERSONS SERVED



F11.20 is Opioid Dependence, Uncomplicated

F31.9 is Bipolar Disorder, unspecified

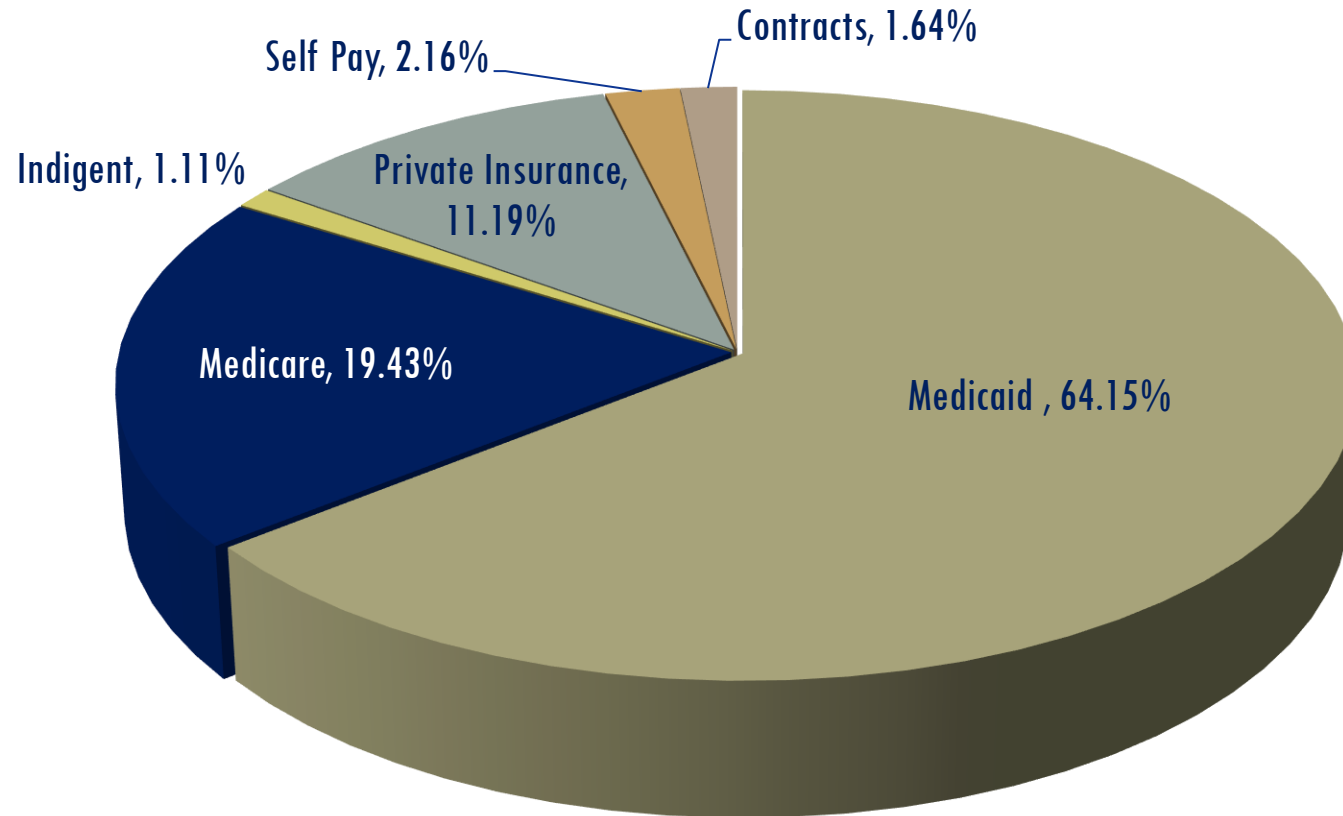
F33.1 is Major Depressive Disorder, Recurrent, Moderate

F33.2 is Recurrent Depressive Disorder, current episode severe without psychotic symptoms

F41.1 is Generalized Anxiety Disorder

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 2023: PAYER SOURCES



BEHAVIORAL HEALTH SERVICES- CONTRACTS

Contractor	Service Provided	FY 2023 Expended
Adapt, Inc.	Prevention Services-Washington Parish	\$209,568.93
Adapt, Inc.	Prevention Services-Tangipahoa Parish	\$51,650.00
Communication Consulting Group	Hearing Impaired and Language Interpreting Services	\$30,099.40
Easter Seals	Case Management Services	\$226,491.70
Easter Seals	Recovery Housing Services	\$23,416.33
FAW Services (Dr. Whiteman)	Prescriber MP Services	\$171,995.04
FFT	FFT-CW Consultation Services	\$11,200.00
Flexible Family Funds (Cash Subsidy)*	Monthly Stipend through LINCCA; contracts with individuals	\$80,496.00
GCG Medical, Inc. (Garic Grisbaum, MD)	Prescriber MD Services	\$176,641.00
Genoa, A QOL Healthcare Company, LLC	Pharmacy Services	\$133,231.46
Girishkumar Shah, M.D.	Prescriber MD Services	\$205,663.84
Jamie Cyprian	ASIST Workshop Training	\$2,000.00
Kimberly Rivera	NP Clinical Primary Care Services	\$76,672.00
La Youth Advisors	HIV Health Education	\$45,000.00
La Youth Advisors	SYNAR	\$10,000.00
La Youth Advisors	LaPFS II - Tangipahoa Parish	\$132,919.13
La Youth Advisors	Prevention Services-Livingston	\$249,851.00
NAMI St. Tammany	Peer Support Services	\$152,409.77
NAMI St. Tammany	Mental Health First Aid	\$3,268.24
NAMI St. Tammany	Resource Directory	\$7,239.96
NESS Healthcare NFP/Northlake Behavioral Health System	Support Services for ADU/FTC Residential Services	\$163,654.30
Robert Hetrick, LAC, CCGC	Gambling Treatment	\$83,023.80
SE LA Health Education Center	Consumer Care Resources for Youth	\$21,270.67
Shanmugan Shantha, M.D.	Prescriber MD Services	\$207,338.80

Continued on next page

*Dollar amounts reported represent the value of services to persons served through the LINCCA program

Source: LaGov; Waystar; Internal Tracking

BEHAVIORAL HEALTH SERVICES- CONTRACTS

Contractor	Service Provided	FY 2023 Expended
START Corporation	Regional Recovery Services	\$57,795.24
Suntree Medical Consulting	Prescriber APRN Services	\$128,520.00
Suzanne Calhoun, MD	Prescriber MD Services	\$47,740.00
Tangipahoa Alcohol & Drug Abuse Council	Prevention Services-Tangipahoa Parish	\$29,717.50
Tulane University	Prescriber MD Services	\$141,419.04
VIA Link	24 hour access to crisis intervention services	\$51,000.00
Volunteers of America	Consumer Care Resources for Adults / RAC	\$92,584.65
Volunteers of America	OMRT	\$207,926.10
Volunteers of America	Peer Support Services	\$193,302.18
William Arendell	EMDR Training and Consulting Services	\$5,180.00
TOTAL		\$3,430,286.08

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.

Act 421 Children's Medicaid Option (Act 421-CMO/TEFRA) allows certain children with long-term disabilities or special health care needs to obtain coverage under Louisiana's Medicaid Program. The Medicaid services a child receives through the Act 421-CMO program are the same services available from most other Medicaid programs, including requiring the use of a Healthy Louisiana plan. DDS completes a level of care assessment to determine if a child meets the eligibility requirement for Act 421 – CMO/TEFRA.

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.
- DDS assumes an Employment First approach. 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.
- 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 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 \$20,650 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	59	51	7	16	1	16	420
St. Helena	2	2	0	1	0	0	31
St. Tammany	100	120	20	43	4	32	837
Tangipahoa	99	48	32	61	4	25	558
Washington	52	15	8	12	1	5	216
Total Florida Parishes	312	236	67	133	10	78	2,062
Total Other Parishes	0	0	1	0	0	0	6
Total All Parishes	312	236	68	133	10	78	2,068

*Note: The total number served by developmental disabilities services is 2,905; however, 57 additional services were also provided to those same individuals and/or families as listed above. *The number of individuals receiving Flexible Family Funds was 236; however, 28 of these clients also received another type of DDS service. +The number of individuals receiving Diversion services was 133; however, 24 also received another type of DDS service. ^The number of individuals receiving PASRR was 68; however, 5 also received another type of DDS service. For "Other Parishes", the person served is either transferring in or out of FPHSA.*

DEVELOPMENTAL DISABILITIES SERVICES INDIVIDUALS WAITING FOR SERVICES

Type of Service	FY23
Individual and Family Support	3
Flexible Family Fund	333
Total	336

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	26
St. Helena	1	6
St. Tammany	17	106
Tangipahoa	34	229
Washington	4	29
All Parishes	60	396

DEVELOPMENTAL DISABILITIES SERVICES

RESIDENTIAL

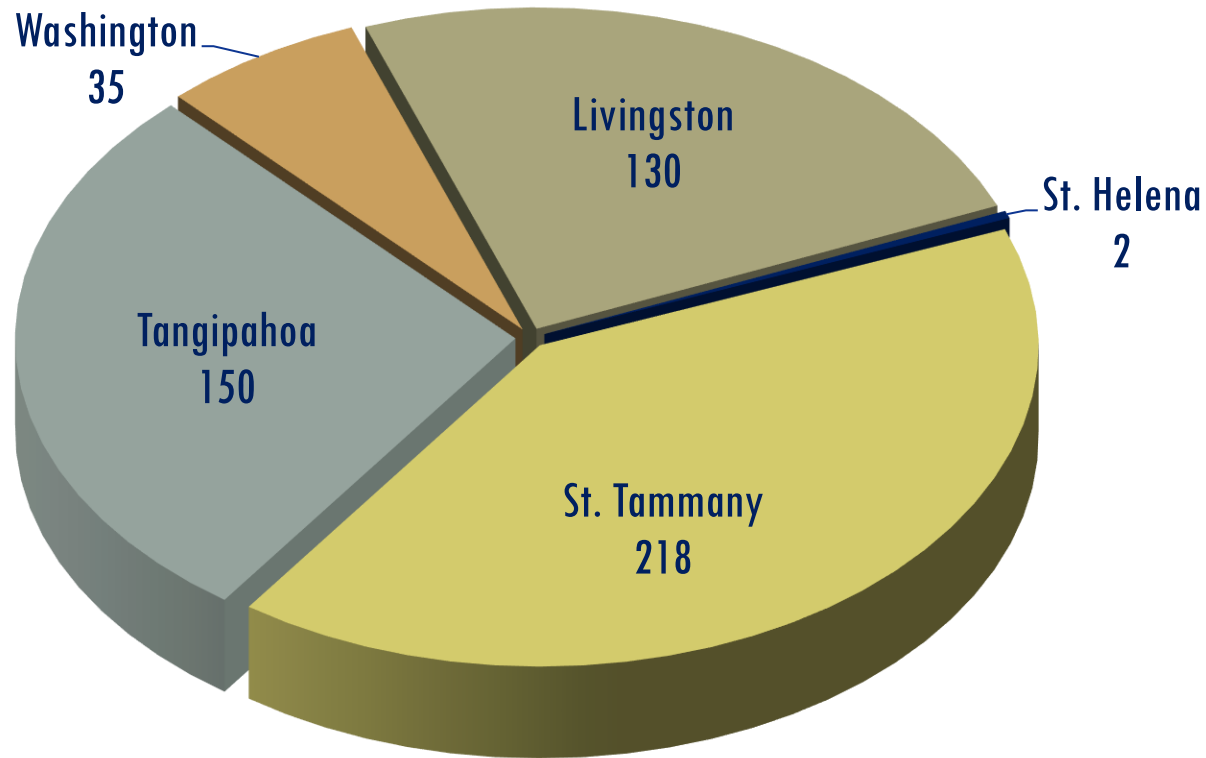
FPHSA clients placement search within FPHSA	133
Other LGE clients placement search within FPHSA	306
FPHSA clients statewide placement search	55
Placement for individuals living at home+	13
Placement for individuals living at an ICF-IID^	45
Certifications*	58

+Includes new admissions

^Includes transfers within the provider

*142s completed

DEVELOPMENTAL DISABILITIES SERVICES ELIGIBILITY DETERMINATIONS BY PARISH



Eligibility Determinations: 535

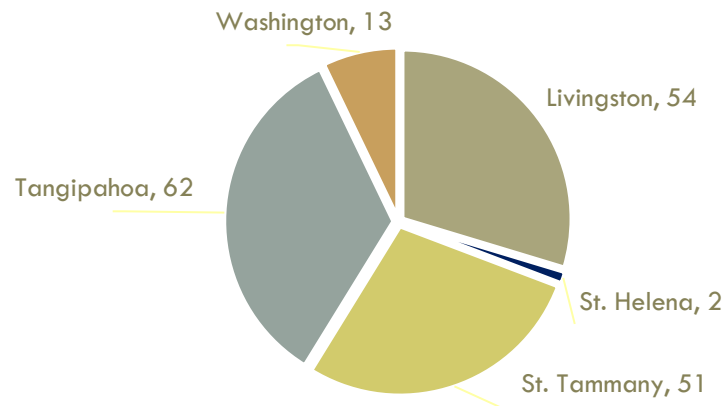
**Eligibility determinations represent the number of people who completed the eligibility process. It does not include Systems Entry Closures.*

DEVELOPMENTAL DISABILITIES SERVICES

EARLYSTEPS REFERRALS

EarlySteps	Total EarlySteps Referrals
Livingston	54
St. Helena	2
St. Tammany	51
Tangipahoa	62
Washington	13
All Parishes	182

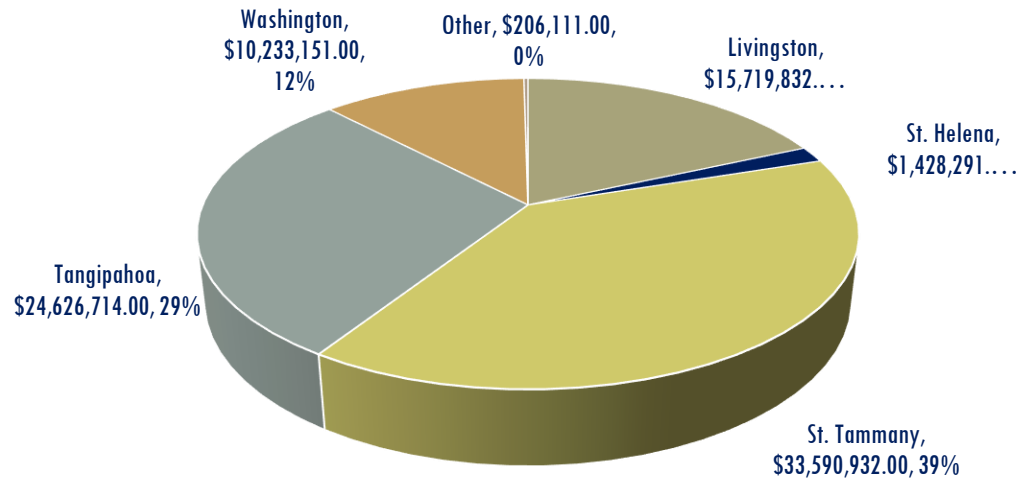
Total EarlySteps Referrals



DEVELOPMENTAL DISABILITIES 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	138	\$2,164,254.00	150	\$10,174,950.00	70	\$3,020,780.00	62	\$359,848.00	\$15,719,832.00
St. Helena	7	\$109,781.00	16	\$1,085,328.00	5	\$215,770.00	3	\$17,412.00	\$1,428,291.00
St. Tammany	279	\$4,375,557.00	367	\$24,894,711.00	86	\$3,711,244.00	105	\$609,420.00	\$33,590,932.00
Tangipahoa	121	\$1,897,643.00	287	\$19,468,071.00	64	\$2,761,856.00	86	\$499,144.00	\$24,626,714.00
Washington	32	\$501,856.00	121	\$8,207,793.00	31	\$1,337,774.00	32	\$185,728.00	\$10,233,151.00
Other Parish	1	\$15,683.00	2	\$135,666.00	1	\$43,154.00	2	\$11,608.00	\$206,111.00
All Parishes	578	\$9,064,774.00	943	\$63,966,519.00	257	\$11,090,578.00	290	\$1,683,160.00	\$85,805,031.00

Total Annual Value of Waivers



DEVELOPMENTAL DISABILITIES SERVICES CONTRACTS

Contractor	Service Provided	FY 2023 Expended
Flexible Family Funds (Cash Subsidy)*	Monthly Stipend through LINCCA; contracts with individuals	\$622,296.00
Individual Family Supports*	Family Support through LINCCA; contracts with individuals	\$673,899.02
Northshore Families Helping Families	Family Support	\$58,500.00
Options, Inc.*	Family Support	\$148,843.99
Pontchartrain Psychological Resources	Psychological services	\$9,240.00
TOTAL		\$1,512,779.01

**Dollar amounts reported represent the value of services to persons served through the LINCCA program*

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

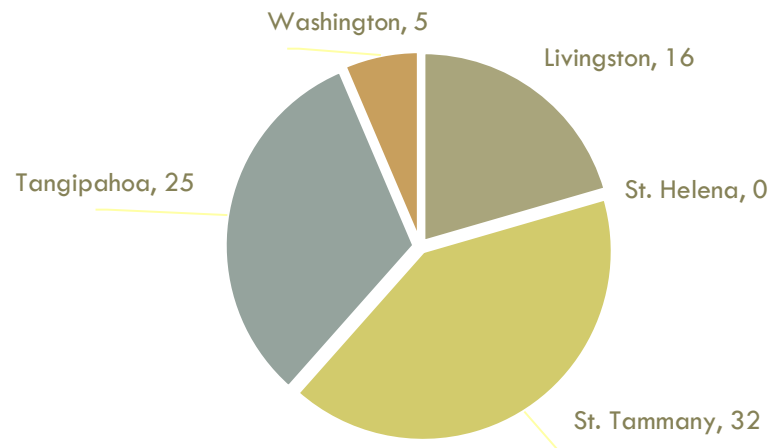
Month	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total
People / Families Served	11	54	79	80	60	30	29	63	319	141	75	109	1,050

DEVELOPMENTAL DISABILITIES SERVICES

NORTHSHORE FAMILIES HELPING FAMILIES REFERRALS

EarlySteps	Total EarlySteps Referrals
Livingston	16
St. Helena	0
St. Tammany	32
Tangipahoa	25
Washington	5
All Parishes	78

Total Northshore Families Helping Families Referrals



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/Accounts Receivable**
- **Budget**
- **Contracts**
- **Emergency Preparedness**
- **Human Resources**
- **Compliance**
- **Travel**
- **Information Technology**
- **Property/Fleet Management**
- **Purchasing/Accounts Payable**
- **Risk Management & Safety**
- **Program Development**
- **Quality Assurance**

EXECUTIVE ADMINISTRATION CONTRACTS/LEASES

Contractor	Service Provided	FY 2023 Expended
Core Consulting Solutions, LLC	Revenue Cycle Consulting Services	\$8,100.00
Joanne Henig, J.D.	Legal Services	\$3,769.50
PayrHealth, LLC	Credentialing Services	\$26,950.00
Poche Data, LLC	Consulting Services for Data Extraction	\$10,000.00
Reba Lockhart	Leased Space for Denham Springs Site (1,250 sq ft)	\$27,996.00
The Edson Group, LP	Leased Space for Hammond Site (27,950 sq ft)	\$351,331.56
St. Tammany Parish Government	Leased Space for Mandeville Residential Site (32,045 sq ft)	\$404,292.00
Supero Health Care Solutions	Credentialing Services	\$17,725.00
MNPT Properties	Leased Space for Bogalusa Site (1853 sq ft)	\$101.68
	TOTAL	\$850,265.74

EXECUTIVE ADMINISTRATION MEMORANDA OF UNDERSTANDING (MOU) AND OTHER AGREEMENTS

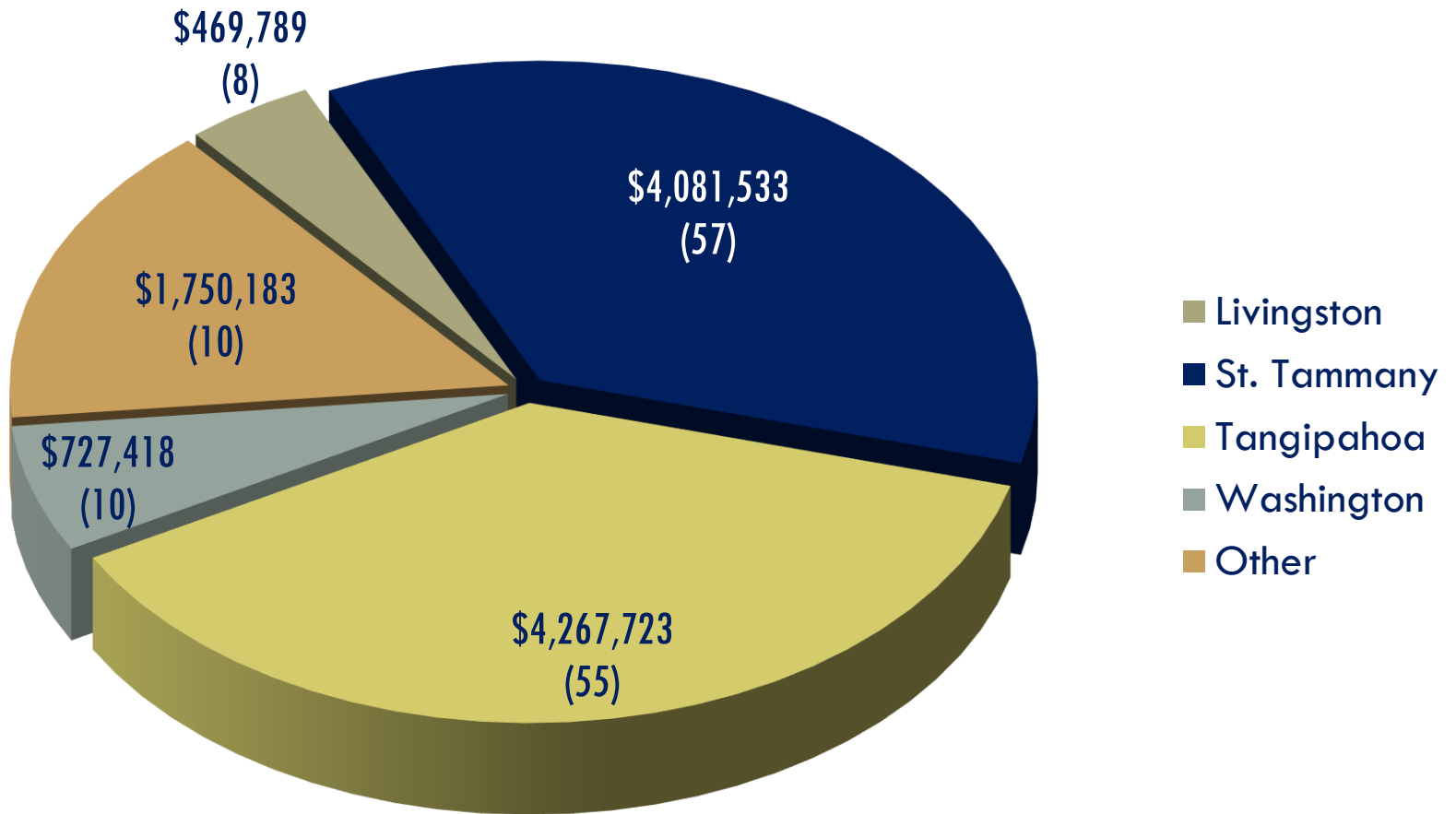
Affiliation/Organization
22 nd Judicial District Court
Adapt, Inc.
Bureau of Health Services Financing
Department of Children and Family Services
Louisiana Department of Public Safety and Corrections
Tangipahoa Reshaping Attitudes for Community Change (TRACC)



YEAR-END BUDGET REPORT

FY 2023

FPHSA EMPLOYEE SALARIES BY PARISH OF RESIDENCE



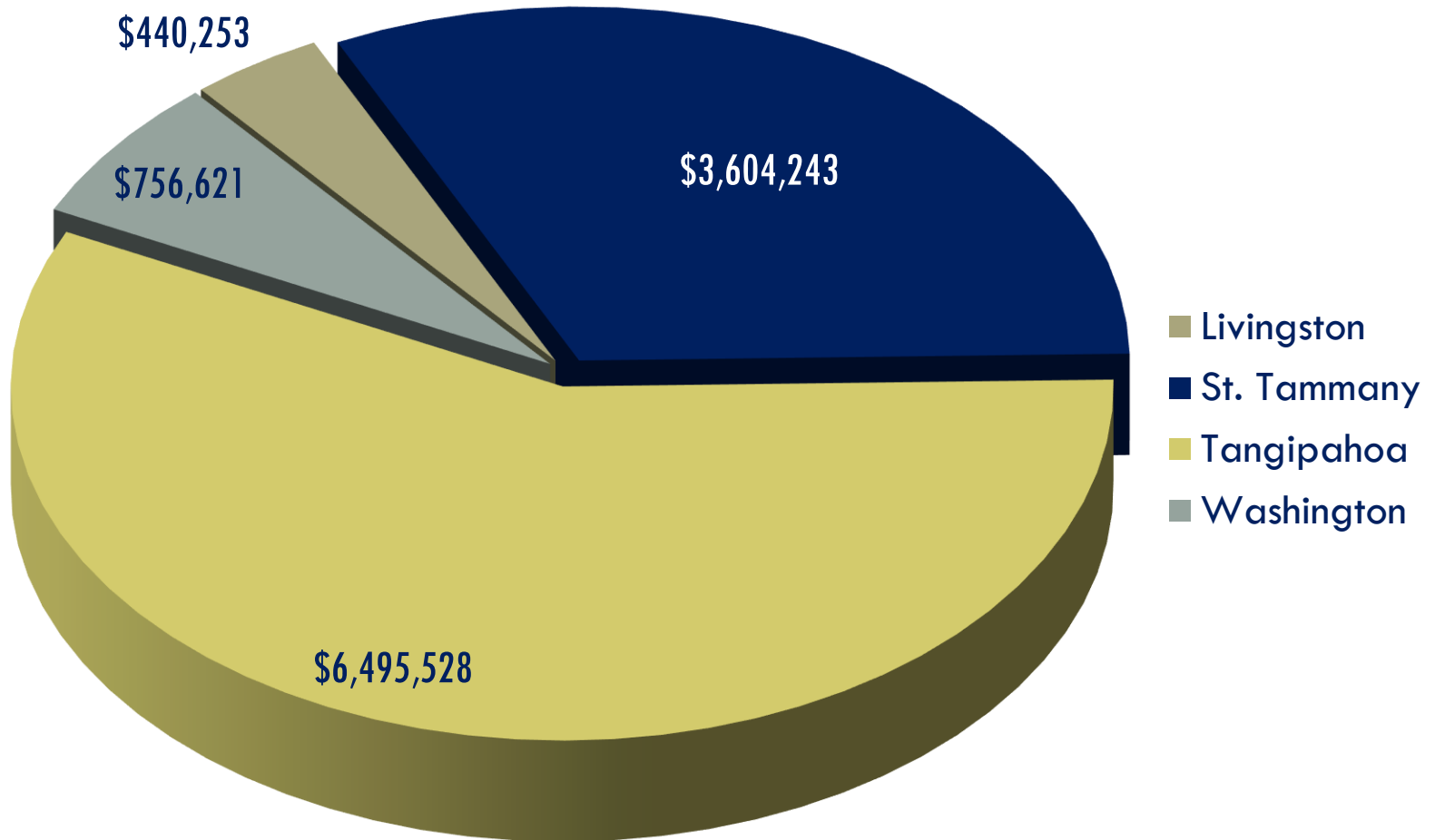
TOTAL SALARIES: \$11,296,645

Source: LaGov HCM

Note: Salaries do not include related benefits.

Note 2: Salaries reflected is base income and does not include shift diffs, premium pay, overtime expenditures, etc.

FPHSA EMPLOYEE SALARIES BY PARISH EMPLOYED



TOTAL SALARIES: \$11,296,645

Source: LaGov HCM

Note: Salaries do not include related benefits.

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2023: YEAR-END REPORT

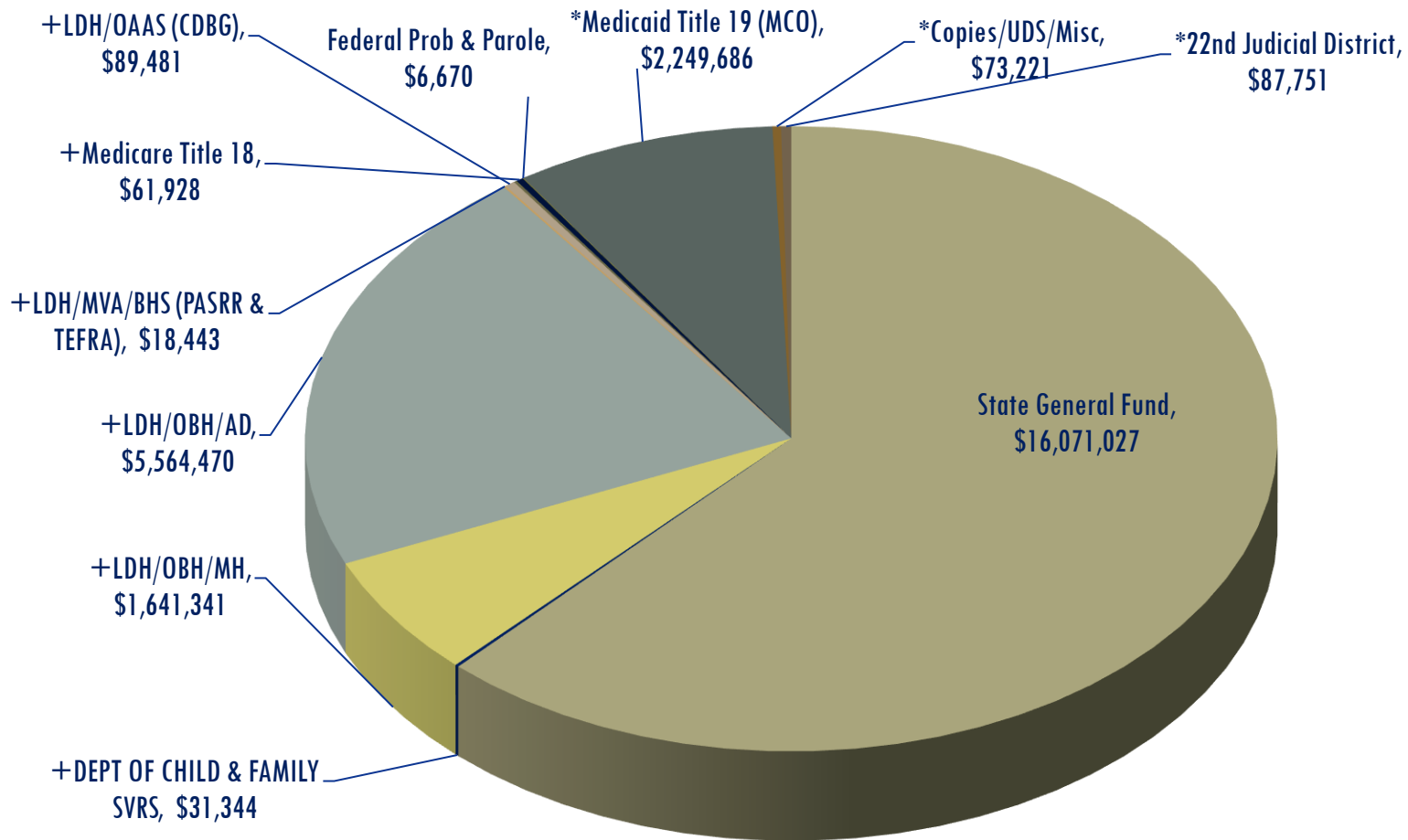
SUMMARY OF REVENUE

Means of Financing	Sub-Category	FY 2023 Budget	FYE Revenue	FYE Balance
State Funds	State General Fund	\$ 16,071,081	\$ 16,071,027	\$ 54
	Sub-Total	\$ 16,071,081	\$ 16,071,027	\$ 54
Interagency Transfers	DEPT OF CHILD & FAMILY SVRS	\$ 100,326	\$ 31,344	\$ 68,982
	LDH/OBH/MH	\$ 2,040,193	\$ 1,641,341	\$ 398,852
	LDH/OBH/AD	\$ 5,668,825	\$ 5,564,470	\$ 104,355
	LDH/MVA/BHS (PASRR & TEFRA)	\$ 2,000	\$ 18,443	\$ (16,443)
	LDH/OAAS (CDBG)	\$ 52,000	\$ 89,481	\$ (37,481)
	Sub-Total	\$ 7,863,344	\$ 7,345,079	\$ 518,265
Self-Generated	Patient Fees	\$ 24,788	\$ 27,243	\$ (2,455)
	Medicare Title 18	\$ 70,000	\$ 61,928	\$ 8,072
	Federal Prob & Parole	\$ 21,500	\$ 6,670	\$ 14,830
	Medicaid Title 19 (MCO)	\$ 2,102,212	\$ 2,249,687	\$ (147,475)
	Copies/UDS/Misc	\$ 8,000	\$ 73,221	\$ (65,221)
	22nd Judicial District	\$ 280,000	\$ 87,751	\$ 192,249
	Prior Year Transfer Out	\$ -		\$ -
	Transfer to Escrow	\$ -	\$ -	\$ -
	Sub-Total	\$ 2,506,500	\$ 2,506,500	\$ -
Total		\$ 26,440,925	\$ 25,922,606	\$ 518,319

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2023: YEAR-END REPORT

TOTAL REVENUE BY MEANS OF FINANCING



FPHSA BUDGET ANALYSIS

FISCAL YEAR 2023: YEAR-END REPORT

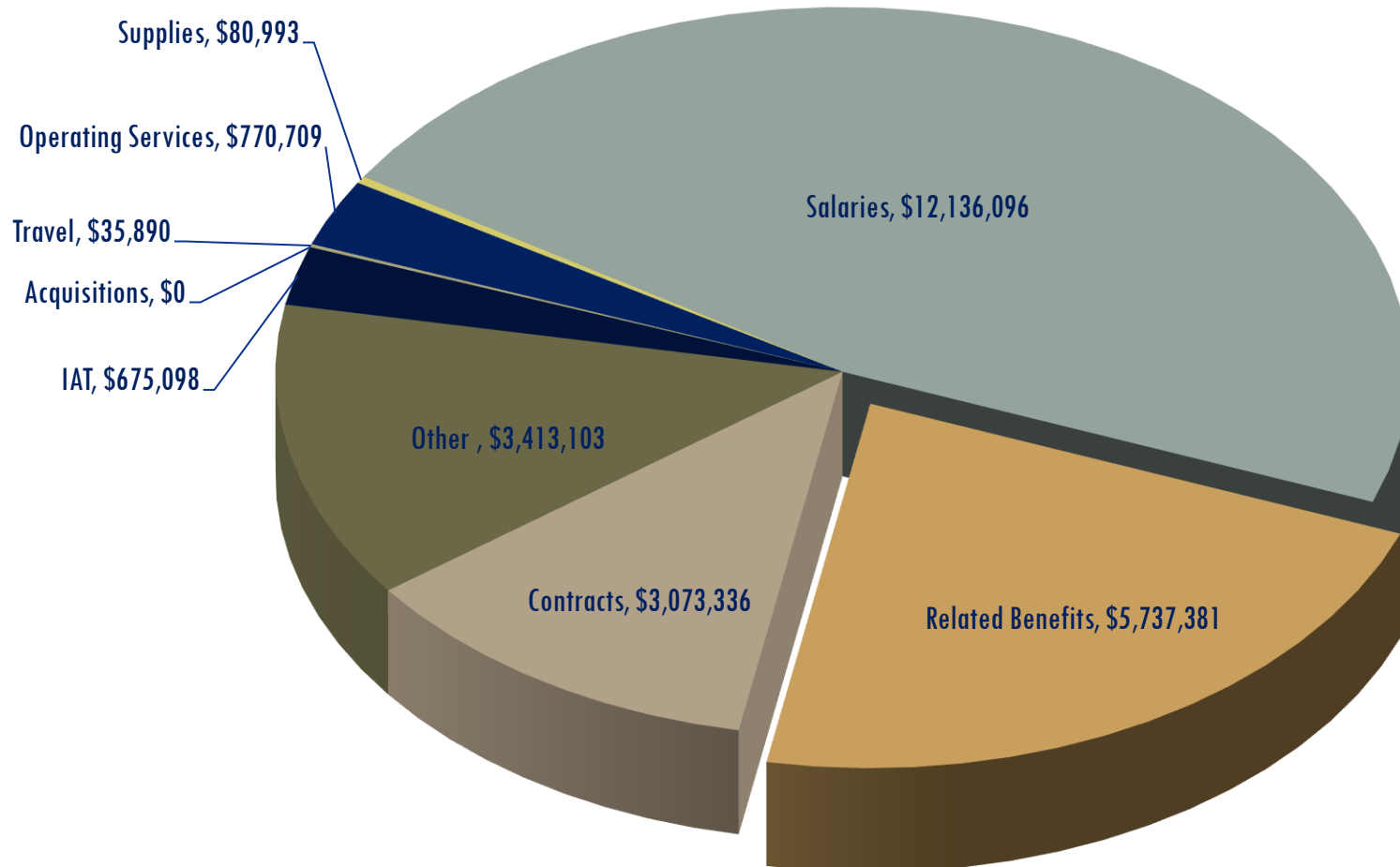
SUMMARY BY EXPENDITURE CATEGORY

Category	Sub-Category	FY 2023 Budget	FYE Expenditures	FYE Balance
Operating Services	Travel	\$ 38,015	\$ 35,890	\$ 2,125
	Operating Services	\$ 802,250	\$ 770,709	\$ 31,541
	Supplies	\$ 110,455	\$ 80,993	\$ 29,462
	Sub-Total	\$ 950,720	\$ 887,592	\$ 63,128
Other Charges	Salaries	\$ 11,361,387	\$ 12,136,096	\$ (774,709)
	Related Benefits	\$ 6,488,323	\$ 5,737,381	\$ 750,942
	Contracts	\$ 5,391,043	\$ 3,073,336	\$ 2,317,707
	Other	\$ 1,538,251	\$ 3,413,103	\$ (1,874,852)
	IAT	\$ 711,201	\$ 675,098	\$ 36,103
	Sub-Total	\$ 25,490,205	\$ 25,035,014	\$ 455,192
Capital Outlay	Acquisitions	\$ -	\$ -	\$ -
	Major Repairs	\$ -	\$ -	\$ -
	Sub-Total	\$ -	\$ -	\$ -
Total		\$ 26,440,925	\$ 25,922,606	\$ 518,320

FPHSA BUDGET ANALYSIS

FISCAL YEAR 2023: YEAR-END REPORT

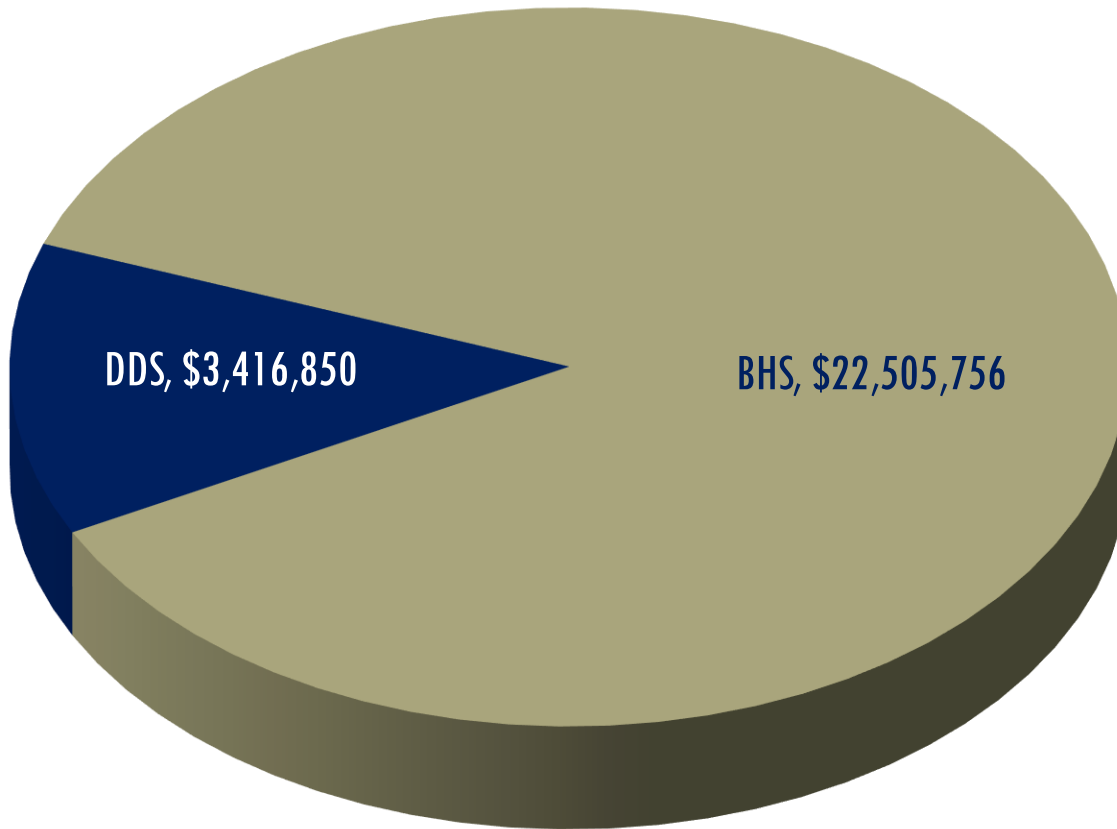
TOTAL EXPENDITURES BY EXPENDITURE SUB-CATEGORY



FPHSA BUDGET ANALYSIS

FISCAL YEAR 2023: YEAR-END REPORT

EXPENDITURES BY TYPE OF SERVICE



^TOTAL EXPENDITURES: \$25,922,606 M

^Does not include \$338,402 expended from Escrow for Primary Care and Functional Family Therapy

FPHSA GRANTS FUNDING

Grant	Dollar Amount
Substance Abuse Prevention and Treatment Block Grant (SAPT)	\$3,485,697.00
Substance Abuse Prevention and Treatment Block Grant (SAPT) Covid Supplemental	\$832,046.60
Substance Abuse Prevention and Treatment Block Grant (SAPT) ARPA	\$210,782.58
Compulsive and Problem Gaming Fund-Treatment/Prevention	\$104,357.76
Partnership for Success II (PFS II)	\$147,046.11
State Opioid Response 2.0 Grant	\$228,528.57
State Opioid Response 3.0 Grant	\$197,320.90
Tobacco Tax Health Care Fund	\$358,690.00
Zero Suicide Grant	\$181,178.00
COVID-19 Supplemental Grant	\$27,126.09
Hurricane IDA Crisis Counseling Regular Services Program (RSP)	\$206,557.78
Mental Health Block Grant (MHBG)	\$595,792.44
Mental Health Block Grant (MHBG) Covid Supplemental	\$652,313.22
Total Grant Dollars	\$7,227,437.05

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.

30 Clients with First Episode Psychosis served this fiscal year (9 in the Slidell area; 14 in the Mandeville area; 6 in the Hammond area and 1 in the Bogalusa 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: 163 requests for financial assistance helping 135 adults and their families. (Funding assisted with housing rents/deposits, utilities, dental work, emergency transportation, furniture, internet, lodging, bedding, art supplies, appliances)

Children/Adolescents: 31 Requests that assisted 26 children and their families. (Funding assisted with rent, utilities, furniture, tutoring, summer camp, clothing and appliances)

Peer Support Services: Contracted services provided 901 face to face services provided to 464 individuals. Continue to be the only LGE in the state providing Medicaid Billable services. First person graduated from the program. Formed a treatment team to staff peer support billable services at the clinic level weekly.

Case Management Services: Services provided to 1,367 individuals.

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

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 11,738 calls/texts/chats through the crisis line during the fiscal year.

High Risk Coordinator: Funded position to manage a team to reach out and engage at risk persons served who may be discharged from a behavioral health hospital.

Fidelity Monitor Position: Funded ½ year of position charged with monitoring and implementation of evidence-based programming. MH focus was on formalizing peer support services procedure and training.

FPHSA GRANT: MENTAL HEALTH BLOCK GRANT

Mental Health First Aid

Funding allocated to support Mental Health First Aid in the community, including funding for community members to become trained as MH First Aid trainers.

ASIST Training

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

ASIST DATES	Location	No. Trained
September 8-9, 2022	Ponchatoula	25
December 8-9, 2022	Lacombe	13
February 23-24, 2023	Ponchatoula	16
May 25-26, 2023	Bogalusa	16

Functional Family Therapy

Funded supports, supervision and training for new staff on this evidence-based program. The program provided services to 45 families over the fiscal year.

Workforce Development

Funded various staff trainings, including yoga training, supervision training, admin support professionalism/customer service training, and play therapy training.

Memory Reconsolidation Training: A three-part training was held and consisted of group consultations

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

Access Team: Funding for an access team tasked with providing immediate assessment and treatment for persons who are considered high risk or priority population in order to meet immediate needs. During this fiscal year, the team was able to provide:

- Behavioral Health Triage Screenings
- Behavioral Health Assessments
- Psychiatric Evaluations
- Med Checks
- Nursing Assessments
- Nursing Interventions
- Peer support Connections

Case Management Services: Additional funding to support these services in all outpatient facilities. Numbers served are reflected in MH Block Grant summary.

Peer Support Services: Services provided to all outpatient and residential facilities. Numbers served reflected in MH Block grant summary.

Employee Assistance Program: Provided group/individual supportive services to employees and families who were experiencing stress during the year.

Mobile Health Unit: Purchase of Mobile unit to be utilized to provide clinical and outreach services within our region.

Narcan: Purchase and distribution of Narcan throughout the region during community events Public Health, social services agencies, police departments, fire departments, coroners' offices, and homeless shelters.

Zoom Licenses/Technology Upgrades: Funded to allow for ongoing telehealth services as a way to increase access to care.

FEP (First Episode Psychosis) Supports: Supports provided for this program agency-wide. Numbers served reflected in MHBG summary earlier in report.

Prevention Programming: Faith Based Coordinator and Vaping programs (Catch my Breath) were funded through this grant. Numbers served reflected in prevention summary of report.

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 Case Management contract and our contracts for Peer Support Services. (Please reference numbers served by these programs in the MHBG section). The grant also provided support to provide 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. SAPT funds were also used to fund various integrations and enhancements for our new electronic health record that rolled out this year. In addition, funds were used to purchase training and workbooks for Moral Reconciliation Therapy- a therapeutic program implemented with clients that are currently involved in the drug court program.

SAPT ARPA GRANT

MAT providers expanded – This fiscal year, FPHSA prescribed medication assisted treatment. This includes Suboxone, Sublocade, Subutex, Zubsolv, and buprenorphine.

Contingency Management Program – Purchased items in preparation for Contingency Management roll out at outpatient clinics and residential program. This program will provide incentives for persons participating in treatment for their substance use.

Recovery Housing Funds – Utilization of these funds to assist persons actively in recovery treatment to pay for rent or initial housing deposits to facilitate maintenance of housing during recovery.

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.

FPHSA GRANT: COVID-19 SUPPLEMENTAL GRANT

FPHSA continued to enhance its ability to reach clients through subscriptions to a reliable cloud platform, ZOOM, to enhance secure telehealth services thereby ensuring that no client's behavioral health needs go unmet because it is unsafe to provide services in person.

FPHSA also continued to provide employee assistance services for healthcare staff impacted by the demands of caring for people under the increased pressures of the pandemic will help ensure that healthcare workers have the tools they need to be healthy themselves and prepared to care for others.

FPHSA contracted for case management services to facilitate access to additional/strained/difficult to access services for persons served who had identified needs beyond what is available from FPHSA.

FPHSA's purchase of vital sign machines at the start of the grant has enabled the medical staff to continue to provide healthcare with appropriate COVID/communicable disease/compromised immunity safeguards and disease prevention strategies such as reducing the intimacy that may be forced using old/dated equipment.

FPHSA GRANT: ZERO SUICIDE GRANT

- The Zero Suicide Committee met monthly.
- In observance of Suicide Awareness month each clinic had people served paint rocks to honor those who have died by suicide. The rocks gardens were displayed outside of each Behavioral Health Clinic.
- Sixty-six people attended Applied Suicide Intervention Skills Training (Assist) and the attendees consisted of community members and FPHSA staff.
- Ten FPHSA staff were trained in CBT for depression
- FPHSA staff were trained in Assessing and managing Suicide Risk (AMSR)
- FPHSA staff attended the Zero Suicide Academy.
- FPHSA staff were trained in Dialectical Behavioral Therapy (DBT)

FPHSA GRANT: STATE OPIOID RESPONSE LASOR 2.0; 2.0 SUPPLEMENTAL AND 3.0 GRANT

FPHSA has hired a Recovery Coordinator, and a Recovery Peer to reach out to the community and the people we serve providing harm reduction supplies and instruction such as Narcan and fentanyl test strips.

Expanded prescribing services for medically assisted treatment for opioid disorder to meet the urgent needs of our community to prevent fatal overdoses and improve success rates in the treatment of Opiate Use Disorder.

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

Prevention:

A total of 645 students were enrolled in St. Helena, Tangipahoa, and Washington Parish “Kid’s Don’t Gamble..... Wanna Bet???” program.

Gambling Treatment:

- Took part in in the Like and Share campaign, including crafting and sharing specific post for Veterans related to problem gambling.
- With the support of LACG, initiated texting as an option for individuals who call the Gambling Hotline to expedite clinical contact. FPHSA was the only region to do this.
- Presentations were made by the gambling counselor to 4 FPHSA outpatient clinics to on Gambling disorders and treatment availability in our state during gambling awareness month.
- Presentation to all clients and some staff at FTC residential center.
- Had the Gambling Proclamation signed by Slidell Mayor Greg Chromer.
- Researched and obtained 10 years of LADDS data on Gambling admits and services, which was made available to LACG and OBH to assist in obtaining funding from NPCG for Louisiana.
- Dropped flyers with various behavioral health professionals to stimulate referrals
- A total of 31 individuals were served by the gambling counselor and nine of those successfully completed treatment.
- Provided 425 gambling services. Only one region in the state provided more.

FPHSA GRANT: PARTNERSHIP FOR SUCCESS II (PFSII)

- These funds sponsored a calendar contest where students in Tangipahoa parish schools drew pictures of the negative effects of underage substance use.
- Successfully met all goals and objectives as outlined in the grant.
- Attended PFS11 learning communities and supported Tangi SADD coalition meetings.

FPHSA GRANTS: HURRICANE IDA CRISIS COUNSELING REGULAR SERVICES PROGRAM (RSP)

LaSpirit provided crisis counseling and connection to resources to those impacted by Hurricane Ida. This included canvassing neighborhoods to connect with those that may not be aware of resources, as well as reaching out to various businesses that may have been impacted. Please see the following pages for more information regarding these services.

CRISIS COUNSELING ASSISTANCE AND TRAINING PROGRAM (CCP) FY23 DATA

Day of Week

Type of Contact	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Row Total
In Person Contact	9(0.4%)	475(21.7%)	541(24.7%)	503(23.0%)	547(25.0%)	24(1.1%)	92(4.2%)	2191(9.0%)
Telephone Contact	2(0.1%)	300(17.9%)	359(21.4%)	320(19.1%)	327(19.5%)	353(21.0%)	17(1.0%)	1678(7.0%)
Hotline / helpline / lifeline contact	0(0.0%)	2(100.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	2(0.0%)
E-mail Contact	1(0.1%)	269(19.4%)	308(22.2%)	267(19.2%)	296(21.3%)	239(17.2%)	10(0.7%)	1390(6.0%)
Networking and coalition	0(0.0%)	367(20.3%)	392(21.6%)	405(22.4%)	387(21.4%)	241(13.3%)	19(1.0%)	1811(7.0%)
Handed Material	26(0.4%)	1571(21.6%)	1997(27.4%)	1714(23.5%)	1622(22.3%)	41(0.6%)	314(4.3%)	7285(31.0%)
Mailed Material	0(0.0%)	15(26.3%)	0(0.0%)	5(8.8%)	0(0.0%)	37(64.9%)	0(0.0%)	57(0.0%)
Left Material	0(0.0%)	1875(22.3%)	2204(26.2%)	1947(23.1%)	2060(24.5%)	71(0.8%)	261(3.1%)	8418(36.0%)
Mass media	0(0.0%)	30(100.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	0(0.0%)	30(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	38(0.0%)	4904(21.0%)	5801(25.0%)	5161(22.0%)	5239(22.0%)	1006(4.0%)	713(3.0%)	22862(100%)

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

FPHSA COMPLIANCE

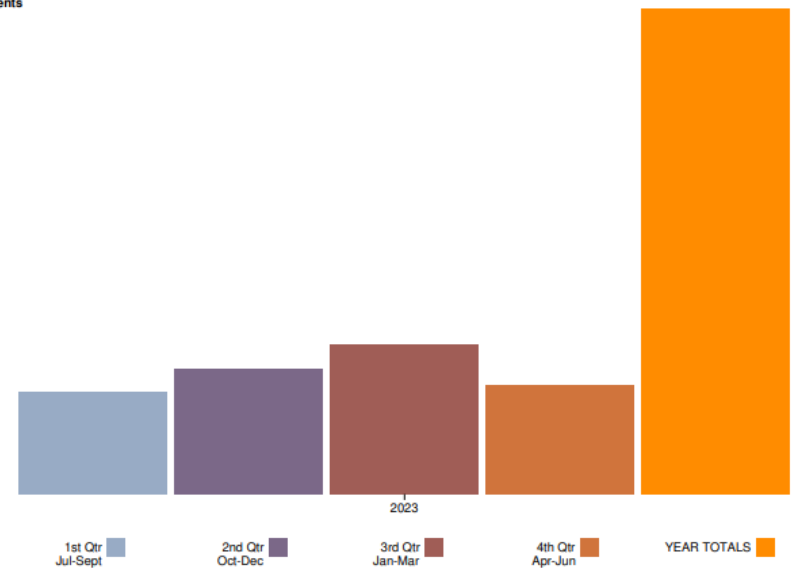
Critical Incident Reporting management requires that all staff report incidents that occur on/in any of its service delivery sites, and that may affect staff, persons served, visitors and all other stakeholders. The system is set up to alert leadership of incidents that occur as well as provide a feedback 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.

During FY 2023, there was an increase in the number of “other” incidents reported. This category was assigned to 62 incidents and captured reports that do not fit within the CARF/Health Standards reporting categories and included but was not limited to a) near misses when medication errors did not reach the person served, b) incidences related to persons who are no longer active, so a report to the MCO was not due, but we reviewed charts in order to learn how to improve engagement and retention, and c) interpersonal conflict between residents of the residential facility that did not rise to physical altercation/property damage.

Trends by Quarter 07-01-22 - 06-30-23

450 - Incidents

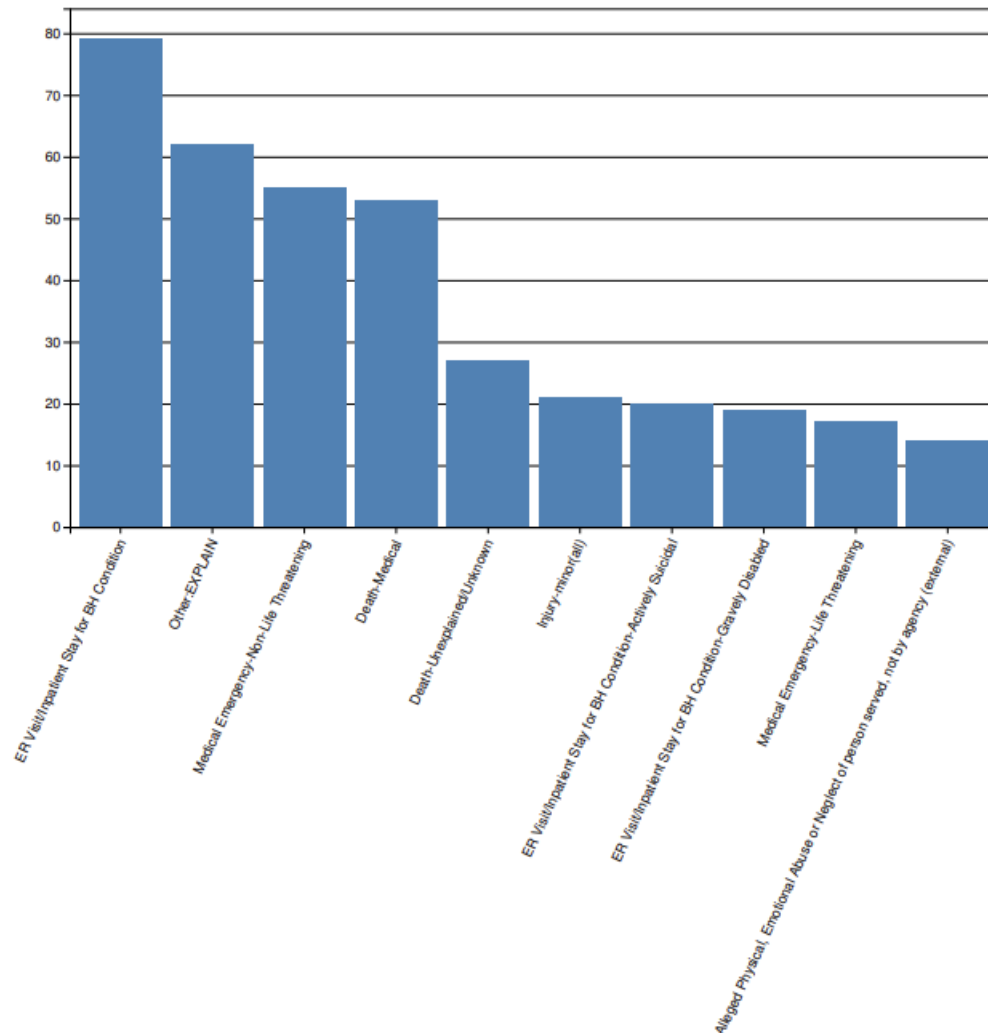
400 -
350 -
300 -
250 -
200 -
150 -
100 -
50 -
0 -



YEAR	1st QTR	2nd QTR	3rd QTR	4th QTR	YEAR TOTALS
2023	94	114	136	100	444
Grand Total	94	114	136	100	444

FPHSA COMPLIANCE

Top 10 Bar Chart 07-01-22 - 06-30-23



The critical incident classification system is aligned with CARF/Health Standards reporting requirements. As referenced, during 2023 ER visits were broken down into a subset that FPHSA could use more reliably in order to understand what drives a person served to the ER. This is information that is not typically available at the time an incident report is submitted, and FPHSA may want to use the aftercare coordinator/designee to help assign more accurate labels of actively suicidal, actively homicidal, and/or gravely disabled after aftercare packets are received.

EXTERNAL REVIEWS

DEVELOPMENTAL DISABILITIES SERVICES ACCOUNTABILITY PLAN (AP) MONITORING

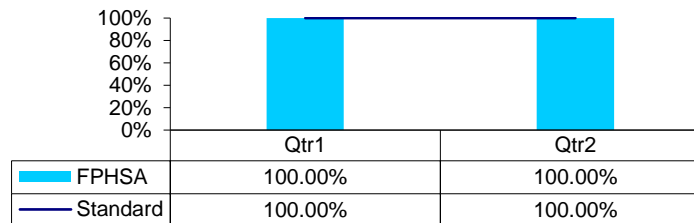
Date of Visit: March 7, 2023

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.
- The corrective action plan for Performance Indicator 9 has been updated to include new strategies for improvement. OCDD Central Office recognizes the challenges that both the providers and LGEs have when it comes to this performance indicator.
- 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 Participants without Current SOAs Report with expired SOAs or no system entry records.

- **Individual and Family Support**

- FPHSA staff were cooperative and provided documents requested for the purpose of this review.
- All records reviewed resulted in all documentation being present and completed according to policy.
- All records reviewed maintained excellent progress notes and 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 found all to be completed in their entirety and according to policy.
- The waiting list case reviewed included all paperwork according to policy.

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 100%
- Performance Indicator (Waiver) 26 – Percentage of waiver cases are in compliance with waiver regulations and policies – Performance Standard 90%, Frequency Quarterly, Performance Result 100%
- Performance Indicator (Waiver) 27 – Percentage of cases that comply with all appeal related requirements – Performance Standard 90%, Frequency Quarterly, Performance Result 100%
- 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

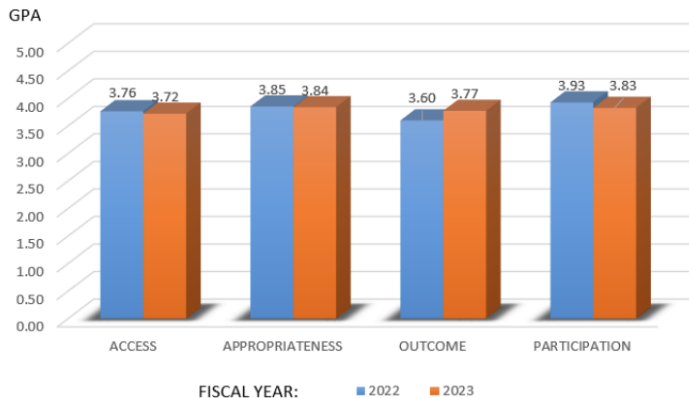
C'EST BON SURVEY REPORT: ROSENBLUM BEHAVIORAL HEALTH CLINIC



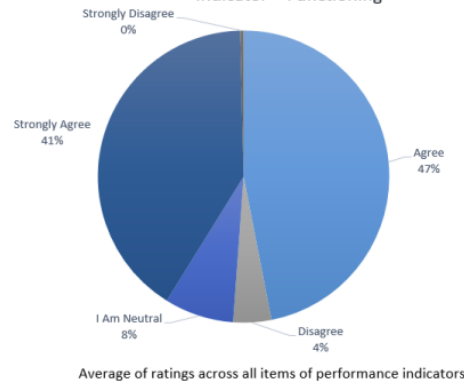
If you could go anywhere you wanted for services, would you continue to come here?
96.2% of clients responded “Yes”

Would you recommend this clinic to a friend or family member?
96.2% of our clients responded “Yes”

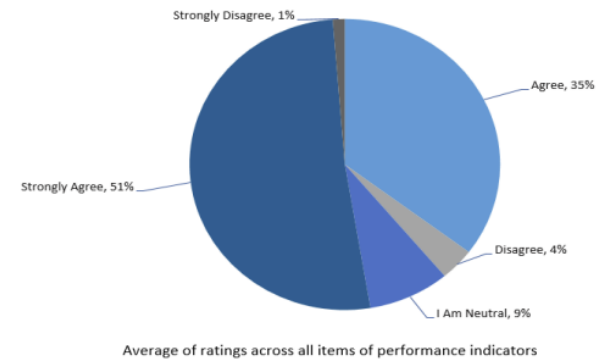
C'EST BON CONSUMER SURVEY FOR ROSENBLUM BHC



C'EST BON CONSUMER SURVEY FOR ROSENBLUM BHC
FISCAL YEAR = 2023
Indicator = Functioning



C'EST BON CONSUMER SURVEY FOR ROSENBLUM BHC
FISCAL YEAR = 2023
Indicator = Connectedness



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. The greatest goal is to help the behavioral health system work for all by encouraging those involved to work together. In May/June/July of 2023, 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	99.02%
Status	Compliant
No. of Recs	0

Site Visit Date: 3/2/2023

EXTERNAL REVIEWS

QUALITY OF CARE – TOMS SURVEY

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

07/01/2022 - 06/30/2023

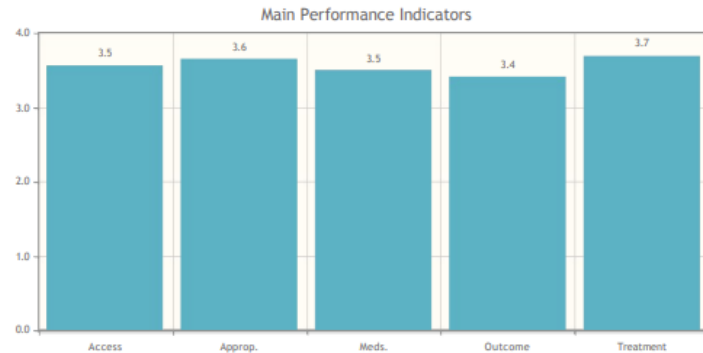


Table 1: Main Performance Indicators

Main Performance Indicators	GPA	Client Count
ACCESS TO SERVICES	3.55	595
APPROPRIATENESS OF SERVICES	3.64	593
MEDICATION	3.49	587
OUTCOME OF SERVICES	3.4	593
PARTICIPATION IN TREATMENT	3.68	589

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]	97.08%	2.92%	583
33. Would you recommend the clinic to a friend or family member? [Q1822]	97.43%	2.57%	583

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

07/01/2022 - 06/30/2023



Table 1: Main Performance Indicators

Main Performance Indicators	GPA	Client Count
ACCESS TO SERVICES	3.47	45
APPROPRIATENESS OF SERVICES	3.47	45
CULTURAL SENSITIVITY	3.71	45
MEDICATION	3.52	45
OUTCOME OF SERVICES	2.79	45
PARTICIPATION IN TREATMENT	3.57	45

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]	93.02%	6.98%	43
24. Would you recommend the clinic to a friend or family member? [Qpg1822]	97.73%	2.27%	44

FPHSA COMMUNITY EVENT PARTICIPATION

Event	Date	Location
"My Ascension" Mental Health Awareness Event, Southeastern Louisiana University	08/29/22	Hammond
ASIST Workshop	09/08-09/22	Ponchatoula
"My Ascension" Mental Health Awareness Event, Southeastern Louisiana University	09/19/22	Franklinton
Rock Garden Event (All FPHSA Locations)	09/22-23/22	Multiple
Community Baby Shower	10/01/22	Hammond
ASIST Workshop	10/8-9/22	Lacombe
Washington Parish Fair	10/18/22	Franklinton
Washington Parish Fair	10/19/22	Franklinton
My Ascension Event	11/01/22	Slidell (High School)
Training CAHSD staff on Entry, EarlySteps, PASRR, IFS, FFF and Quality Enhancement	11/03/22	Hammond
Terrel Conference SELU	01/06/23	Hammond
ASIST Workshop	02/23-24/23	Ponchatoula
SADD Calendar Contest, Ponchatoula Area Recreation Department	03/02/23	Ponchatoula
Candyland of Resources, SELU	03/08/23	Hammond
Holy Ghost Protecting You Protecting Me Graduation	03/22/23	Hammond
SLU Hear H.E.R.	03/27/23	Hammond
Yes, We Can! Special Needs Family Fest & Expo	04/01/23	Covington
2nd Chance Resource Fair, Hammond Recreation Dept	04/12/23	Hammond
Special Needs Expo 2023	04/15/23	Lacombe
EarlySteps Regional Interagency Coordinating Council (RICC)	04/18/23	Virtual
Cinco de Mayo Community Event (El Jimmaro Restaurant)	5/5/2023	Hammond
ASIST Workshop	05/25-26/23	Bogalusa

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).