

09-301

Florida Parishes Human Services Authority



fphsa.org

Note: This budget unit is comprised of one program; therefore, the mission and goals for the budget unit and the program are identical and not reported separately.

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.

Philosophy/Core Values

To ensure that services provided are responsive to client concerns, integrated in service delivery methods and representative of best practices, in the most cost-effective manner.

Florida Parishes Human Services Authority exists to support each citizen to the full extent that resources permit, to live productively in the location and environment of their choosing, within appropriate and fiscally responsible parameters.

Executive Summary

The Florida Parishes Human Services Authority Program is a local governing entity/political subdivision of this state created by the Louisiana Legislature to directly operate and manage community-based behavioral health disorders and developmental disabilities in the parishes of Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington. FPHSA is charged with providing safety net behavioral health services and developmental disabilities as a single point of entry in their catchment area. FPHSA is governed by a locally appointed Board of Directors to be responsive to community needs in accordance with its enabling legislation. The organization's behavioral health mission is accomplished through outpatient behavioral health services, residential substance use services, community-based treatment and prevention programming, and evaluation and referrals when appropriate. The developmental disabilities mission is accomplished through entry functions including eligibility assessments, applications for services, family and personal support funding, and oversight services provided through Medicaid waivers and through community providers. FPHSA

participates in regional and local responses to emergencies in partnership with the local Office of Public Health and other responsible entities.

Authority Goals

Goal I

To assure comprehensive services and supports which improve the quality of life and community participation for persons with behavioral health disorders (substance use and serious/persistent mental illness) and developmental disabilities, through accessible and effective individualized evidence-based interventions.

Goal II

To improve the accessibility, quality and effectiveness of services and/or treatment through the implementation of best practices and the use of data-based and outcome-based decision-making.

Goal III

To promote healthy and safe lifestyles for people by providing leadership in educating the community on the importance of prevention, early detection and intervention, and by facilitating coalition building to address the localized community problems.

Program A: Florida Parishes Human Services Authority

The Florida Parishes Human Services Authority has one program: Florida Parishes Human Services Authority. The two major activities are: Behavioral Health Services (addictions/substance use and serious/persistent mental health disorders) and Developmental Disabilities Services. Also included is the activity of Executive Administration.

The FPHSA Board of Directors and administration assure consistency of its goals with LDH in the areas of prevention, treatment, support, and advocacy for persons with behavioral health disorders and developmental disabilities.

The Florida Parishes Human Services Authority Program includes the following activities:

- **Activity 1 – Behavioral Health Services** - Behavioral Health Services (BHS) provides an accessible system of prevention and treatment services for addictions/substance use and mental health disorders, as well as home and community-based services. These services are available for persons residing in all five parishes served by FPHSA.

Primary Prevention

Prevention is the proactive outcome-driven process of promoting healthy lifestyles and improving quality of life by empowering individuals, families, and communities through an integrated system of evidence-based policies, programs and practices. Prevention activities work to educate and support individuals and communities to prevent the use and misuse of drugs, alcohol, tobacco products, that could lead to the development of substance use disorders, disability, or death. FPHSA's prevention department utilizes evidence-based programming and SAMSHA's Strategic Prevention Framework (SPF). The defining characteristics of the SPF are that it is dynamic and iterative, data-informed and

encourages a team approach. Community involvement is vital to ensure that prevention interventions are specific to the needs of each community.

Behavioral Health Services (including Gambling Treatment)

FPHSA promotes and supports healthy lifestyles for individuals, families, and communities by providing treatment services for behavioral health disorders and compulsive problem gambling in the five-parish service area to enhance accessibility. Services provided are individualized, educational, and supportive to assist individuals in their recovery.

- Clinic-based services include crisis assessments, behavioral health assessments, psychiatric evaluations, individual, family and group therapy, medication management, case management, peer support services, and care coordination. In addition, supportive services are provided through contract providers in the community as an extension of clinic services. Some of these services offered include a crisis phone line for after-hours access to crisis counselors and an FPHSA medical provider, consumer care resources, and flexible family funds.
- To help meet the needs of individuals who may not be able to present to an outpatient clinic for services. FPHSA serves individuals in its Home and Community-based programs (Permanent Supportive Housing/Functional Family Therapy Child Welfare).
- Residential Treatment is twenty-four hours a day, seven days a week residential treatment modality providing non-acute care. It includes a planned and professionally implemented treatment regime and comprehensive discharge planning for persons experiencing alcohol and/or other substance use problems.
- FPHSA believes that MOUD/MAT is the treatment of choice for individuals suffering with substance use disorders including tobacco, opioids, alcohol, and other addictive disorders for which they have proven effective.
- FPHSA recognizes the importance of peers in recovery from behavioral health conditions and believes their contribution to treatment services is integral to positive recovery outcomes.
- FPHSA utilizes various non-clinic-based services to improve access to care including the mobile unit and community outreach which includes participation in community events and distribution of harm reduction materials (Narcan, gun locks, Detera bags, etc.).
- FPHSA provides access to primary care services through direct referral to primary care partners who serve our target population. Services may be available in the behavioral health clinic through a collaborative space sharing initiative, or through referral to Designated Collaborating Organizations (DCOs). FPHSA has the ability for bi-directional sharing of health information with DCOs and this in turn supports a higher level of care for our clients. FPHSA is an active participant in the State sponsored Health Information Exchange (HIE) that is intended to provide timely access to health information to HIE participating healthcare providers, as intended by the 21st Century Cures Act.

Activity 2-Developmental Disabilities Services – Developmental Disabilities Services (DDS) provides supports and services which afford people with developmental disabilities and their families a seamless system that is responsive to both the individuals needs and desires.

- DDS is the single point of entry into community-based services which include Support Coordination, Individual and Family Support, Flexible Family Fund, Act-421 Children’s Medicaid Option (CMO)/TEFRA, Residential Living Option, and local oversight and operation of the Home and Community Based (HCBS) waivers. A developmental disability may be a physical and/or intellectual impairment, must occur prior to the age of 22, not solely attributed to mental illness, and results in substantial functional limitations in three or more areas of major life activities. The Entry Services unit determines whether the individual meets criteria for participation in the system.
 - Support Coordination assists individuals in obtaining needed services through an assessment of their needs, and development of a Plan of Support (POS) which identifies and provides access to natural community supports and system-funded services (such as Medicaid) to meet their needs. Information and referral to other agencies is provided on an ongoing basis.
 - Individual and Family Support services are provided to support those needs of individuals with developmental disabilities which exceed those that can be met by existing resources.
 - Diversion services include diversion funding, coordination for those involved in court and/or LDH custody, diversion admission to residential living options, transition coordination, and referral to immediate support services.
 - Flexible Family Fund is a flat monthly stipend provided to families of children from birth until age 18 with severe developmental disabilities. Funding assists these families meet the extraordinary cost of services and equipment to maintain a child with a developmental disability in the home.
 - Residential Living Options include a broad range of living options which provide 24-hour supports such as community homes.
 - The DDS Home and Community Based (HCB) waivers include the New Opportunities Waiver (NOW), the Children’s Choice Waiver (CCW), the Supports Waiver (SW), and the Residential Options Waiver (ROW).
 - Pre-admission Screening Resident Review (PASRR) is the review of all nursing home admissions within the FPHSA area of persons with developmental disabilities to determine appropriateness of nursing home environment in meeting their needs in the least restrictive setting and to identify their need for specialized services.

DDS strives to provide supports and services in order to maintain persons with developmental disabilities in the home with family or in a home of their own.

Activity 3-Executive Administration - Florida Parishes Human Services Authority (FPHSA) is a local governing entity/political subdivision of this state with the mission to direct the operation and management of public community-based programs and services relative to behavioral health disorders and developmental disabilities throughout the parishes of Livingston, St. Helena, St. Tammany, Tangipahoa, and Washington. FPHSA operates under a locally appointed Board of Directors and are, together, responsive to the specific needs of the local community in accordance

with the legislative intent enabling the creation of the agency. The Executive Administration of FPHSA is responsible for the direction and management of all FPHSA and are charged with providing locally relevant services in accordance with LDH contracts, state, federal, and local requirements. Executive Administration is tasked with ensuring that taxpayer resources are managed responsibly and efficiently to ensure effective delivery of behavioral health and developmental disabilities services. Direction over these programs is achieved through evidence-based best practices and managed using data informed and outcome-based decision making. The Executive Administration of FPHSA is responsible for ensuring that agency personnel are selected based on appropriate position specific requirements, that they are adequately trained to carry out their duties, and that they are supplied with the appropriate settings and tools to do so. FPHSA Executive Administration will be leaders in innovating to provide improved access to services as well as better outcomes by incorporating new ideas and technologies whenever possible.

Objective I:

Through the Behavioral Health Services (BHS) activity, FPHSA will provide cost effective evidence-based treatment services for individuals with behavioral health disorders and evidence-based/informed prevention services in the community.

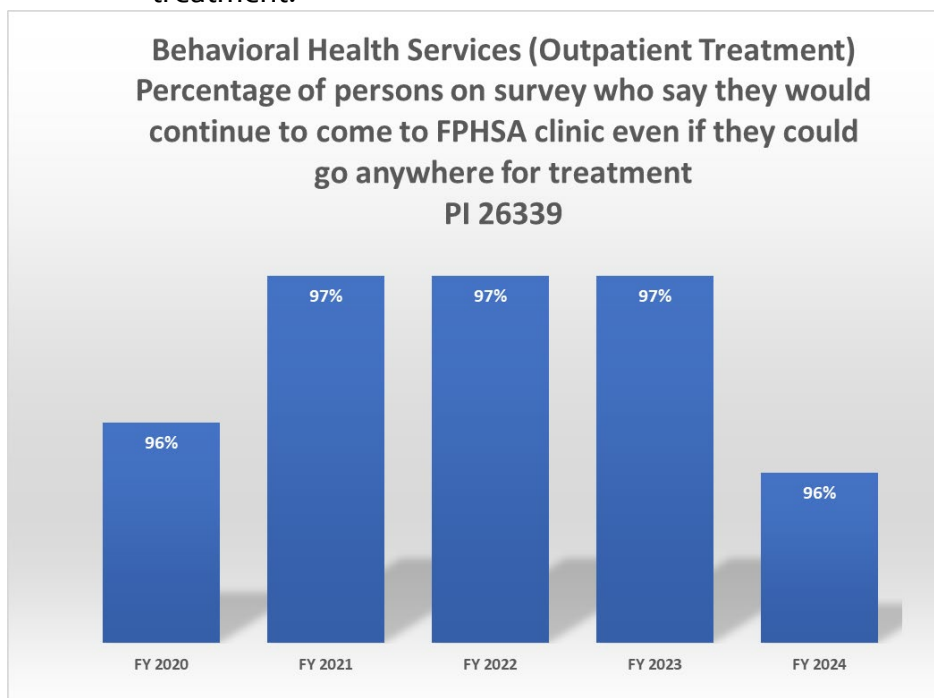
Strategies:

- 1.1: *Identify the role FPHSA should fill in the continuum of services to meet the specific needs of our local communities.*
- 1.2: *Offer services in locations and through various modes of treatment to improve access to all FPHSA area residents.*
- 1.3: *Use evidence based best practices for treatment and harm reduction to reduce deaths from drug use.*
- 1.4: *Work to decrease the stigma associated with behavioral health disorders*
- 1.5: *Meet monthly with facility managers and service providers to review performance indicators to identify areas of success or needs for improvement. Develop action plans to facilitate improvement and/or continued success.*
- 1.6: *Annually seek input from stakeholders and consumers to identify service gaps and initiate program modifications if indicated or initiate collaborations/partnerships in response to survey results.*
- 1.7: *Monitor service type, frequency of services, and reimbursements in order to make cost effective adjustments.*
- 1.8: *Integrate primary care services into the current continuum of services.*

Performance Indicators:

- 21038/Outcome: Percentage of individuals successfully completing the Level III.5 Adult residential treatment program (ADU/FTC).
- 21039/Outcome: Average daily census- Level III.5 Adult residential treatment program (ADU/FTC).

- 26338/Output: Total unduplicated number of persons served in outpatient behavioral health clinics, includes screening, assessment, and treatment of persons seeking services for substance use, mental health, and compulsive gambling.
- 25954/Output: Total unduplicated number of individuals served in the Level III.5 adult residential treatment program (ADU/FTC).
- 25517/Output: Total number of persons registered in evidence-based educational (prevention) programming (enrollees).
- 21045/Efficiency: Average cost per client day (Level III.5 Adult residential treatment) (FTC/ADU).
- 23829/Efficiency: Average cost per individual served in Level III.5 Adult substance use disorders residential treatment services (ADU/FTC).
- 23830/Efficiency: Average cost per individual served in prevention substance use disorders and prevention gambling programs.
- 23825/Output: Total number of individuals served in prevention programs (includes social media and billboards).
- 23831/Output: Total number of merchants educated through Synar services.
- 26339/Quality: Percentage of persons on survey who say they would continue to come to FPHSA clinic even if they could go anywhere for treatment.



- 26340/Efficiency: Average cost per individual served in outpatient Behavioral Health Services.
- 25848/Outcome: Percentage of Mental Health Services/Flexible Family Fund Recipients who remain in the community (vs. institution)
- 25516/Output: Number of unduplicated persons participating in evidence-based treatment groups in FPHSA's outpatient clinics.
- 23832/Efficiency: Cost per registered enrollee in evidence-based educational (prevention) programs.
- 26787/Output: Total number of persons registered in evidence-informed educational (prevention) programming (enrollees)

Objective II:

Developmental Disabilities Services (DDS) are designed to support people to remain in their communities or location of choice, support people to achieve valued outcomes, develop meaningful relationships, and attain quality of life as defined by the person. Individualized supports for each person are developed to meet the personal outcomes and goals.

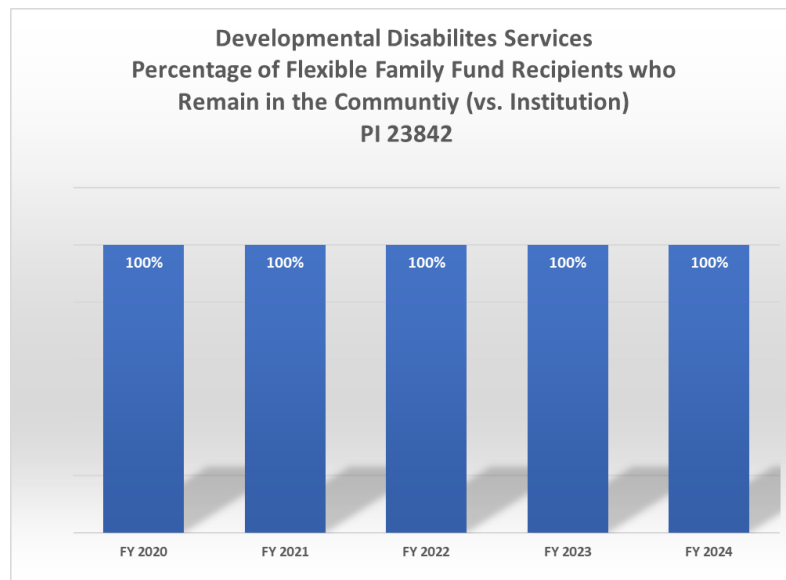
Strategies:

- 2.1: *Utilize person-centered planning to assist individuals and families in identifying supports and services needed to live and work in a setting selected by the individual or their family.*
- 2.2: *Provide quarterly review of supports to the individual to discuss goals and supports and to resolve barriers to achieving their personal goals.*
- 2.3: *Identify methods of facilitating the opportunity for individuals to improve community integration including opportunities to gain employment.*
- 2.4: *Engage the community to improve knowledge of and accessibility to development disabilities services*

Performance Indicators:

- 21022/Output: Total unduplicated number of individuals receiving community-based developmental disabilities services.
- 21023/Output: Total unduplicated number of individuals receiving Individual and Family Support services.
- 23833/Output: Total unduplicated number of individuals receiving Flexible Family Fund services.
- 23834/Output: Total unduplicated number of individuals receiving Individual and Family Support Diversion services.

- 23835/Output: Total unduplicated number of individuals receiving Preadmission Screening and Resident Review (PASRR) services.
- 23837/Output: Average value of services per individual receiving Individual and Family Support services.
- 23838/Output: Average value of services per individual receiving Flexible Family Funds.
- 23839/Output: Average value of services per individual receiving Individual and Family Support Diversion services.
- 23840/Output: Average cost per individual receiving Preadmission Screening and Resident Review (PASRR) services.
- 26546/Outcome: Percentage of Waiver participants that remain in the community (vs. institution).
- 23843/Outcome: Percentage of Individual and Family Support recipients that remain in the community (vs. institution).
- 24950/Input: Percentage of Waiver participants with a current Statement of Approval.
- 25073/Output: The total unduplicated number of individuals served through waiver supports and services including New Opportunities Waiver (NOW), Children’s Choice Waiver (CC), Supports Waiver (SW), and Residential Options Waiver (ROW).
- 26547/Input: Percentage of Waiver participants with a Level of Care redetermination made within 12 months of initial or last annual evaluation.
- 23842/Outcome: Percentage of Flexible Family Fund recipients who remain in the community (vs. institution).



Objective III:

Through the Executive Administration activity, FPHSA will work to continuously improve the effectiveness and efficiency with which the previous objectives are accomplished through the management of available resources in response to the needs of the communities served.

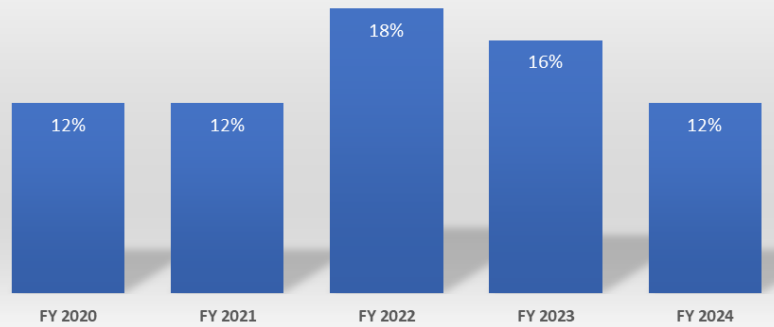
Strategies:

- 3.1: Monitor performance indicators reported in the Louisiana Performance Accountability System (LaPAS) and address any deviations from the assigned target.*
- 3.2: Audit agency processes related to activities that affect efficient use of available resources*
- 3.3: Strengthen and improve current workflow processes by internal analyses of established agency policies and procedures to maximize the production and efficiency of FPHSA activities.*
- 3.4: Develop the workforce through improved recruitment, retention, and training.*
- 3.5: To manage organization performance through data-based and outcome driven decision making.*

Performance Indicators:

- 25534/Efficiency: Percentage of information technology (IT) work orders closed within 6 business days of work request.
- 25535/Efficiency: Percentage of contract invoices for which payment is issued within 30 days of agency receipt.
- 23847/Efficiency: Percentage of new employees completing mandatory online training courses within 90 days of employment.
- 26341/Outcome: Percentage of agency's Performance Indicators within the + / - 5 percent of target.
- 26342/Output: Percentage of contract performance evaluations completed annually.
- 26343/Output: Agency's annual turnover rate.

**Executive Administration
Agency's Annual Turnover Rate
PI 26343**



The source of data is the LaGOV ERP Human Capital Management system

- 23850/Efficiency: Executive Administration expenditures as a percentage of agency's budget.
- 23851/Quality: Percentage of agency's moveable property accounted for annually.
- 23852/Output: Total number of individuals served by Florida Parishes Human Services Authority.
- 23844/Outcome-Efficiency: Percentage of Performance Evaluation System (PES) completed annually.