



2018 ANNUAL REPORT

TO OUR COMMUNITIES

OUR MISSION

To promote the health, recovery, and well-being of those affected by mental illnesses and substance use disorders through prevention, coordinated treatment, and supportive services.

OUR VALUES

Collaboration, Efficiency & Effectiveness, Initiative, Innovation & Growth, Integrity, and Accountability.

OUR VISION

Hope, recovery, and wellness are within everyone's reach.

2018 SUMMARY OF COMMUNITY IMPACT

Last fiscal year (July 1, 2017 to June 30, 2018), Meridian saw 19,848 clients in TREATMENT and provided 21,029 PREVENTION AND OUTREACH events throughout the region, resulting in 567,233 SERVICE VISITS.

Meridian Behavioral Healthcare, Inc.

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OUR BOTTOM LINE

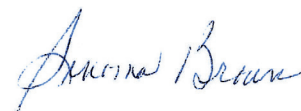
Meridian is all about its mission and fulfilling that mission is our most important “bottom line.” We do that by staying focused on providing the right treatment, in the right amount, and using the best available treatment methods. We strive to make certain those we serve achieve the best possible outcomes and have a positive experience with us. At the same time, we need to remain sustainable financially (yes, that bottom line, too), and that means keeping costs as low as possible and advocating for adequate funding.

Our staff spend time ensuring we provide excellent services that address the needs of the individuals that come to us and of the communities in which we are located. Mental illnesses and substance use disorders do not occur in isolation from other health and social problems. As a result, Meridian works with the whole person – ensuring we address primary care needs through an internal clinic, housing, vocational, and other issues that impact recovery and wellness. Treatment is our primary strategy, but treatment is only effective when the person has food, shelter, and the ability to participate in society. As a result, Meridian has community partners that provide housing, vocational, and supportive services. Many of our grants address these issues.

Our work is most effective when it has community support. Each year we present each of our counties with information about services specific to their community; and, each December we present an Annual Report – the one you are reading now – to our entire service area. We also work to educate the community so individuals can become “Mental Health First Aiders” who have the tools to recognize and help a family member, neighbor, or co-worker in a mental health or substance use crisis.

We remain financially sustainable when the community supports us – advocating with us for adequate funding from local, state, and federal sources; and, with insurance companies to support adequate rates and coverage for the services we provide. Financial stability ensures that we can recruit the best staff and that we can support their growth as treatment methods evolve and improve. It also sustains our facilities in rural counties that need services locally available. As Meridian grows, our financial sustainability and efficiency improves. We are grateful for the investment of our local communities and donors for this essential support.

Please take a few minutes and read the information in this report – join our growing cadre of First Aiders and supporters in your community because the bottom line belongs to all of us.



Simona Brown
Chair, Meridian Board of Directors



Maggie Labarta, Ph.D.
President/Chief Executive Officer

Fulfilling our mission is the most important “bottom line.”

- Maggie



SERVICE REACH

Telehealth Expands Reach

Employees = ~600

Facilities = 30+

Putnam = 728 sq mi

Union = 243 sq mi

Suwannee = 688 sq mi

Levy = 1,118 sq mi

Lafayette = 543 sq mi

Hamilton = 514 sq mi

Gilchrist = 350 sq mi

Dixie = 705 sq mi

Columbia = 797 sq mi

Bradford = 294 sq mi

Baker = 585 sq mi

Alachua = 875 sq mi

Total Service Area = 7,442 sq mi



Total Clients = 19,848

Alachua = 7,226

Baker = 721

Bradford = 1,107

Columbia = 2,885

Dixie = 668

Gilchrist = 588

Hamilton = 567

Lafayette = 203

Levy = 1,231

Suwannee = 1,506

Union = 493

Putnam = 480

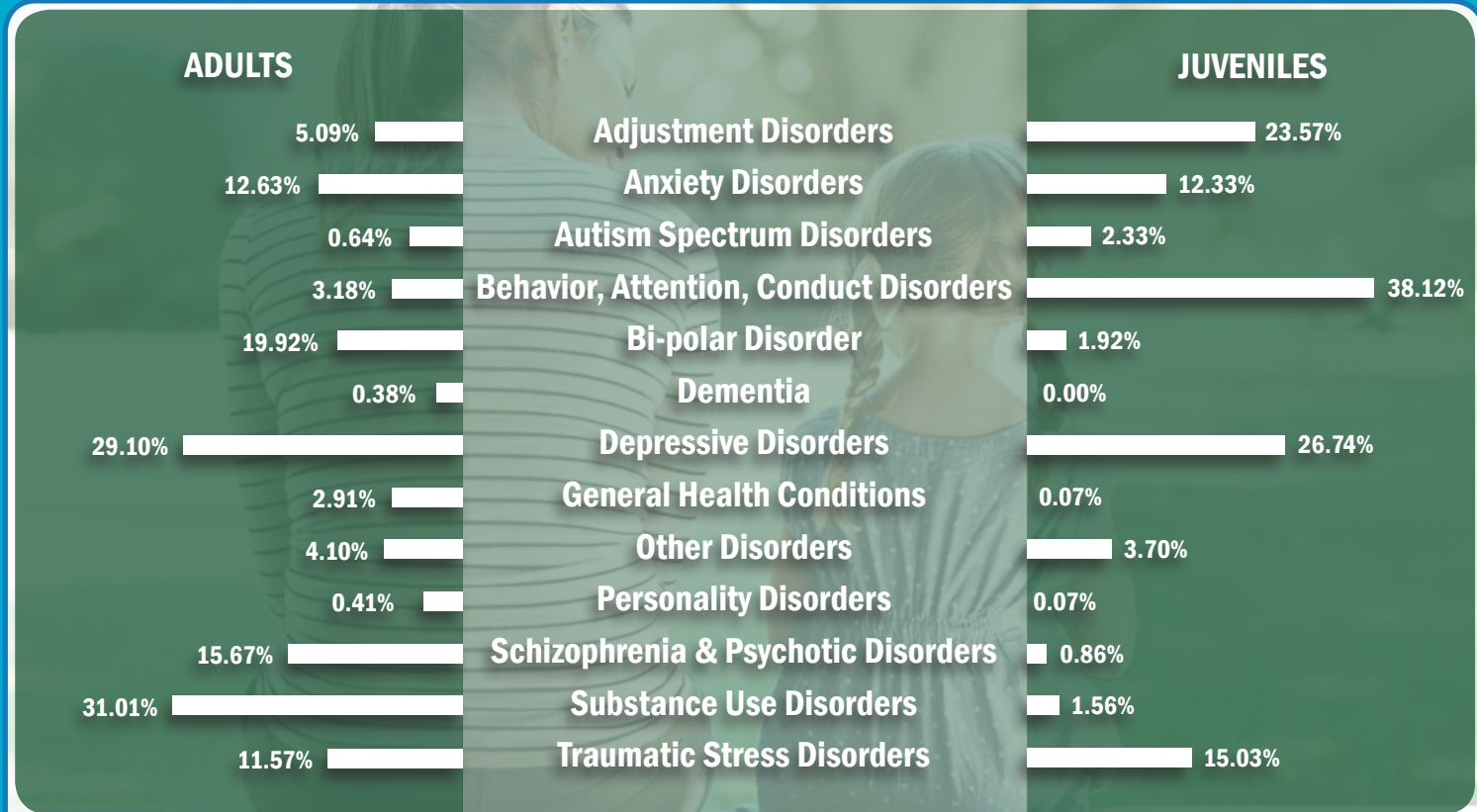
Homeless = 96

Neighboring = 1,321

Other = 756

CLIENTS SERVED

SERVICE BY DIAGNOSIS

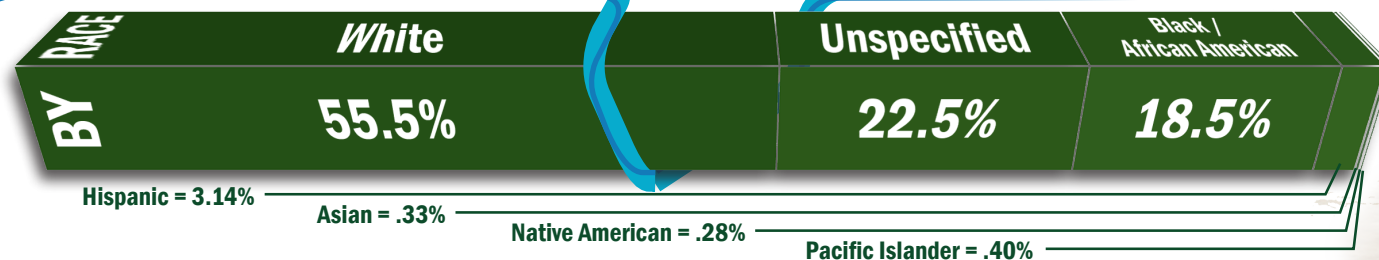
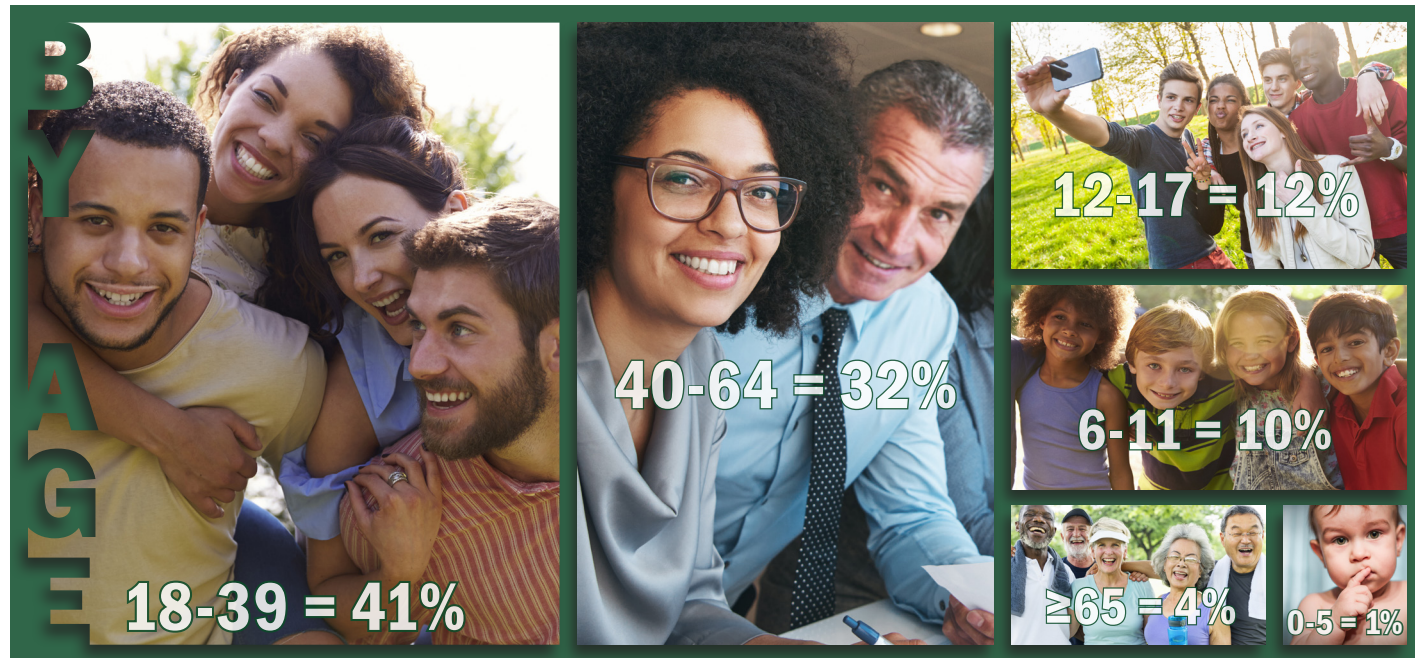


NOTE: percentages reflect co-occurring diagnoses.

RANGE OF TREATMENT OPTIONS



NOTES: 35,444 total treatment instances; TGH is Transitions Group Home; MIST is Mother's Intensive Support Treatment; CCAT is Children's Community Action Team.



COMMUNITY INVESTMENT BY PROGRAM

EMERGENCY & INPATIENT SERVICES
\$13,799,189

OUTPATIENT SERVICES
\$6,564,952

RESIDENTIAL TREATMENT
\$5,429,314

PSYCHIATRY &
PRIMARY CARE
\$5,325,971

SUBSTANCE USE TREATMENT
\$4,403,701

OUTREACH &
PREVENTION
\$484,903

FAMILY
SERVICES
\$746,786

CARE/CASE
MANAGEMENT
\$1,138,590

CRIMINAL
DIVERSION
\$1,604,522

HOUSING
SUPPORTS
\$1,633,895

REHAB
SERVICES
\$1,763,489

Meridian
provided
\$1,580,096
in uncompensated care to
individuals with no payer
for services, once indigent
care funds from the state
and county were
exhausted.

Meridian Behavioral Healthcare, Inc.

ORGANIZATION GROWTH

Financial Summary

Assets:
\$21.06M (▲\$1.47M)

Liabilities:
\$9.11M (▲\$156.5K)

Net Assets:
\$10.62M (▲\$1.32M)

Expenditures:
\$42.90M (▲\$1.50M)

▲ denotes increase over last fiscal year

Board of Associates

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- Cathy Ipser
- Debby Kinman-Ford
- Denise Bennett
- Eric Parker
- Greg Fleming
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- Sam Guess

WE'RE GROWING THANKS TO PEOPLE LIKE THIS...



YOU DESERVE . . .

The following is a compilation of all donors who made gifts during the 2017-2018 fiscal year. Great care was taken when preparing this list. If there are errors, please bring them to our attention by contacting the Advancement Department at joy_riddle@mbhci.org or 352-374-5600 ext.8218.

\$10,000 and Above

The Gildard Bennett Charitable Fund
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\$5,000 to \$9,000

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Alphabetized by first name

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Mikesville Presbyterian Church
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... Continuance of Name

“Tom’s” Story

MIT graduate, “Tom,” lost his job and became homeless after a severe car accident created an uncontrollable spike in pre-existing mental health issues. When Meridian’s Cooperative Agreements to Benefit Homeless Individuals (CABHI) team began working with “Tom,” he had already been unemployed and homeless for four years. Through the CABHI team’s unwavering and thorough support, “Tom” has since recovered, obtaining stable housing and winning an appeal for disability benefits.

Corinthia Mims
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CROM, LLC
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Cynthia M. Walko
Dana and Tim O’Keefe
David C. Strack
David M. Rountree*

“Beth’s” Story

“Beth” was an abused woman whose acute drug addiction was putting her parental rights in jeopardy. After spending two months in jail and being informed by DCF that her son would be placed for adoption, she willed herself to seek the assistance of Meridian’s Intensive Family Treatment Team. Together, they addressed the triggers to her addiction and established a proper home. DCF subsequently reversed their recommendation, which the court upheld, granting her custody once again.

Eat The 80*

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... MANY ...

“Kayla’s” Story

A school nurse contacted Meridian’s counselors after “Kayla” showed her disturbing drawings and notes expressing thoughts of suicide. Our counselors discovered she had a broken homelife, but even more troubling was the evidence of self-harm - bruises. The counselors then encouraged her reticent father to permit “Kayla” time in inpatient care. “Kayla” slowly opened up and solidified ways her newfound support group could help her cope with her situation. She has since ceased harming herself and her father now sees the benefit of mental healthcare.

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“Jim’s” Story

Recently, a homeless client named “Jim” casually mentioned a blister he had on his foot to his care coordinator - Kristen. She referred “Jim” to Meridian’s newly opened Primary Care clinic. Because the man had diabetes, he was then referred to a podiatrist, who determined it necessary to amputate his toe. If not for the initial forethought of Meridian’s staff and rapid medical response, he very likely would have lost his entire leg. The gentleman continues to look to the caring professionals at Meridian for treatment, including insulin, to this day.

CARF ACCREDITATION



Meridian Behavioral Healthcare, Inc.

In June 2018, Meridian was awarded 3-year accreditation in Behavioral Health, Employment and Community Services, and Opioid Treatment Programs by the Commission on Accreditation of Rehabilitation Facilities (CARF). Meridian was recognized by CARF as demonstrating a commitment to providing high quality services throughout the agency and striving for excellence in the field. CARF also commended Meridian for high satisfaction ratings from individuals served, as well as community stakeholders, all who view the agency as innovative, responsive, and collaborative.

MANAGED WALK-INS

17

21 DAYS
until appointment

One excellent example of how Meridian ensured clients were receiving the best service possible came about after an extensive schedule utilization review. Based on the average number of no shows per day/week, the staff determined the ideal times for walk-in slots. After creating EIGHT managed walk-in slots per day, the median number of days before clients could be seen went from 21 down to just FOUR.

This initiative also decreased the no show rate by 30%!



☒ Excellent



Average



Poor

4 DAYS
until appointment



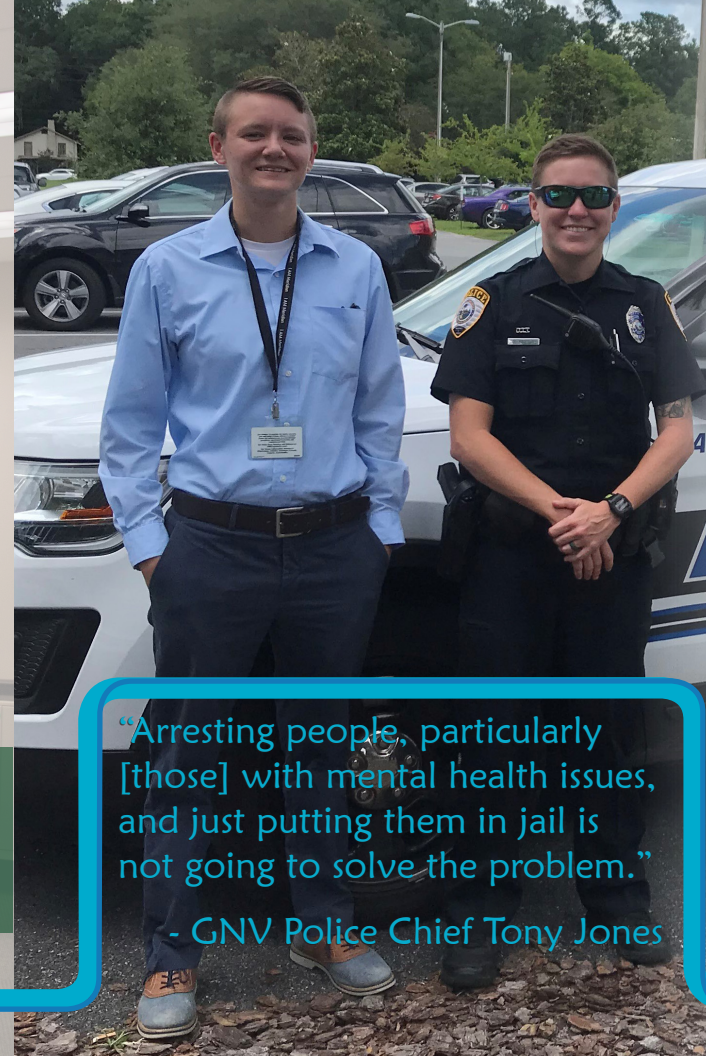
MENTAL
HEALTH
FIRST AID

MENTAL HEALTH FIRST AID

MHFA teaches participants a five-step action plan, ALGEE, to support someone developing signs and symptoms of a mental illness or in an emotional crisis:

- Assess for risk of suicide or harm
- Listen nonjudgmentally
- Give reassurance and information
- Encourage appropriate professional help
- Encourage self-help and other support strategies

During fiscal year 2018, Meridian equipped 1,349 members of the community with these life-saving credentials through 91 Mental Health First Aid training sessions.



“Arresting people, particularly [those] with mental health issues, and just putting them in jail is not going to solve the problem.”

- GNV Police Chief Tony Jones

JUST THE FACTS

Start Date:

April 2nd,
2018

1st QRT Calls:

149

Arrest
Diversions:

23

Crisis
Stabilization
Intakes:

24

MENTAL HEALTH TEAM (Co-Responder Program)

In fiscal year 2018, Meridian piloted a partnership with the Gainesville Police Department to implement a Co-Responder program, by which a licensed clinician is paired with a law enforcement officer in an effort to enhance the community's holistic response to mental health crises. A two-person team began ride-alongs on April 2nd, 2018, in a marked police vehicle, responding to calls involving persons with mental illnesses, mental healthcare crises, and other emotionally charged situations, all while building positive relationships in the Gainesville community.

EXPANDING ACCESS & CAPACITY

Meridian is constantly looking for ways to innovatively expand its ease of access and service capacity, through both logistical and technological means, in order to effectively care for the entire North Central Florida community.



Meridian Behavioral Healthcare, Inc.

Infrastructure Enhancements

- Increased utilization of Therapy Assistance Online (TAO) and Telehealth greatly facilitates support, especially for clients in rural areas.
- Call Center implementation increased call volume, improved call routing, and decreased time-on-call averages.
- Phishing alert system and training strengthened network security, thereby preventing breaches of clients' sensitive health data.
- Renovations and expansions of The Lodge, Access Center, and Supportive Services for Veterans Families (SSVF).
- New locations in Chiefland and Macclenny.

NOTE: visit mbhci.org for a full list of our locations

ENDLESS EXCELLENCE

While we've reached the end of this report, Meridian's endless pursuit of excellence will go on. We'll close with highlights of our strategic plan in action and examples of our tireless commitment to meeting the community's unique challenges as we become a whole person, patient-centered medical home.

Outreach to Children

Meridian's outreach team in Hamilton became the only mental healthcare provider in the area to achieve its access to care target by: 1) implementing the First Steps Program to 1st and 2nd grades, 2) providing services to migrant students, and 3) opening psych services to cover the county.

Grants and Contracts

Meridian secured 5 grants and/or contracts, resulting in ~\$567K in funds meant to address community health, child safety, and substance use over the next three years.

Reaching Recovery Approach

Meridian is implementing a statistically valid, outcome-based, clinical solution to achieve true whole-person care that increases the likelihood of sustainable mental health, while reducing costs.



MAIN LINE: 352-374-5600 | WEBSITE: mbhci.org | TOLL FREE: 1-800-330-5615

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