



MERIDIAN BEHAVIORAL HEALTHCARE
ANNUAL REPORT
TO OUR COMMUNITIES

2020

*The Resilience Edition:
Onward, Upward,
Together*





THE ONLY PLACE **SUCCESS**
COMES BEFORE WORK
IS IN THE DICTIONARY

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EXECUTIVE SUMMARY

OUR MISSION AND VISION

OUR VALUES

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

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 VISION

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

OUR COMMUNITY IMPACT

Meridian **INCREASED** access to treatment during the pandemic.

NO Meridian employees were **FURLOUGHED** or **LAID-OFF** during the pandemic; Meridian hired additional staff to meet increased demand.

Leadership shifted and revamped **ACCESS, SERVICE DELIVERY**, and **SAFETY PROTOCOLS** rapidly, in order to keep clients and staff safe, while continuing to provide essential healthcare.

Meridian saw **23,322** clients in treatment, resulting in **>694K** service visits.

9,608 clients participated in **31,047** Telehealth visits.

Meridian **ACUTE CARE SERVICES** increased **8%** over last year.

Meridian surpassed **\$50,000,000** in **REVENUE** for the first time in our history.

EXECUTIVE TEAM

RESILIENCE IS
EMBRACING
CHANGE
EVEN WHEN IT'S
CHALLENGING



ALAN PAULIN
LCSW
SENIOR VP/CLINICAL
& COMMUNITY
SERVICE



JOHN CORNELSON
MBA
SENIOR VP/CHIEF
FINANCIAL OFFICER

JOY RIDDLE
MA, CFRE
SENIOR VP/CHIEF
DEVELOPMENT
OFFICER



DON SAVOIE
PRESIDENT/
CHIEF EXECUTIVE
OFFICER



RICHARD ANDERSON
MHS, CAP
SENIOR VP/CHIEF
CLINICAL OFFICER

KIM ABBOTT
MPA, MA, PHR, PHD
SENIOR VP/CHIEF
HUMAN RESOURCES
OFFICER



LAUREN COHN
EXECUTIVE VP/CHIEF
OPERATING OFFICER



BOARD OF DIRECTORS

LEADING WITH
INTENT

**DEBORAH
GORDON**

CHAIR
UNION

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ALLEN**

DIXIE

**KINDALL
CRUMMEY**

AT-LARGE
BAKER

**PATRICIA
KNIGHT**

GILCHRIST

**BOB
MILNER**

BRADFORD

**BECKY
SHARPE**

LAFAYETTE

**SUSAN
SUMMERS**

VICE- CHAIR
COLUMBIA

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BENNETT**

ALACHUA

**JEFF
FELLER**

AT-LARGE
ALACHUA

**STEPHANIE
MCCLENDON**

SUWANNEE

**ANGELA
PATE**

AT-LARGE
ALACHUA

**SINOMA
BROWN**

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**CHRISTINA
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SECRETARY
COLUMBIA

**JASON
CASON**

LEVY

**JODI
IRVING**

ALACHUA

**PAUL
METTS**

ALACHUA

**IRMA
PHILLIPS-
MAXWELL**
ALACHUA

**ROSLYN
SLATER
'94-'20**

EMERITUS

A MESSAGE OF RESILIENCE



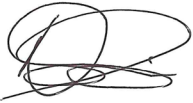
As we begin this new decade with a focus toward hope, recovery, and wellness, we do so in the midst of a global pandemic that continues to influence each and every one of us in ways we could not have imagined possible. All the growth, innovation, and resilience that Meridian has strived to build over its history is being challenged to meet the exponential demands for care we have seen this past year. I am proud to state that Meridian and the selfless dedication of our staff have met and continue to meet the needs our communities.

Through the height of the pandemic, community shutdown, rising infection rates and personal risk of illness, the team of people that are Meridian continued to provide essential healthcare services to our communities. Their selfless commitment and dedication have given me a new understanding and gratitude for what it means to care for others during a critical time of need. The staff of Meridian are truly **Healthcare Heroes!**

While we continue to be faced with this unprecedented challenge, we must remain focused to meet the demands of today while also focusing on future needs and how to be best prepared to meet them for our families, friends, and neighbors.

This past year has certainly been one of significant disruption; however, it has also inspired change and innovation in how we provide critical healthcare services to our community. No more should rural communities lack behavioral health services due to transportation or access. Nor should the norm for access to assessment and treatment be two to four weeks! Access to care can and must be immediate and accessible 24x7 for all who seek Meridian's essential, transformative, and lifesaving treatments.

Through the reinvention of our Mobile Response Teams and our Access Center, Meridian is now available 24x7x365 for all levels of access and engagement for those seeking our help. Regardless of the level of care needed, Meridian's staff are now available at all times, for community-based crisis, Telehealth, walk-in evaluation, assessment, and treatment. We believe that being available with quality care and treatment is essential, and that this level of accessibility can and will save lives, as well as build on our goal for a healthier community.



Don Savoie
CEO/President



Deborah Gordon
Board Chair

RESILIENT GROWTH IN THE FACE OF THE PANDEMIC

June 2020 - Began the elimination of the use of Benzodiazepines and stimulants for adults, in support of newer, safer, less addictive medication protocols in outpatient psychiatry (will be completed by January 2021)

June 2020 - Won two competitive bids for new Medication Assisted Treatment Clinics (Suwannee and Putnam Counties)

June 2020 - Developed new model of school-based service funding and access for the '20-'21 school year (Gilchrist and Baker Counties)

June 2020 - Alachua County Sheriff's Office / Meridian Co-Responder team added (more teams to come)

June 2020 - Meridian Care Connection - 24x7x365 walk-in access for non-acute care in Alachua County (currently expanding with Telehealth to serve all counties)

May 2020 - Expansion of Medication Assisted Treatment (MAT) methadone services to Levy County

May 2020 - Addition of \$150,000 Telehealth grant to serve those effected by COVID-19

April 2020 to present - Launched tablet program to provide those without connectivity a device and necessary data to sustain video Telehealth visits

May 2020 - Created free virtual community resources, "Supporting Our Children During a Global Pandemic," webinar series, to support the community

February 2020 - Conversion of Inpatient Detox Unit to a licensed Addictions Receiving Facility

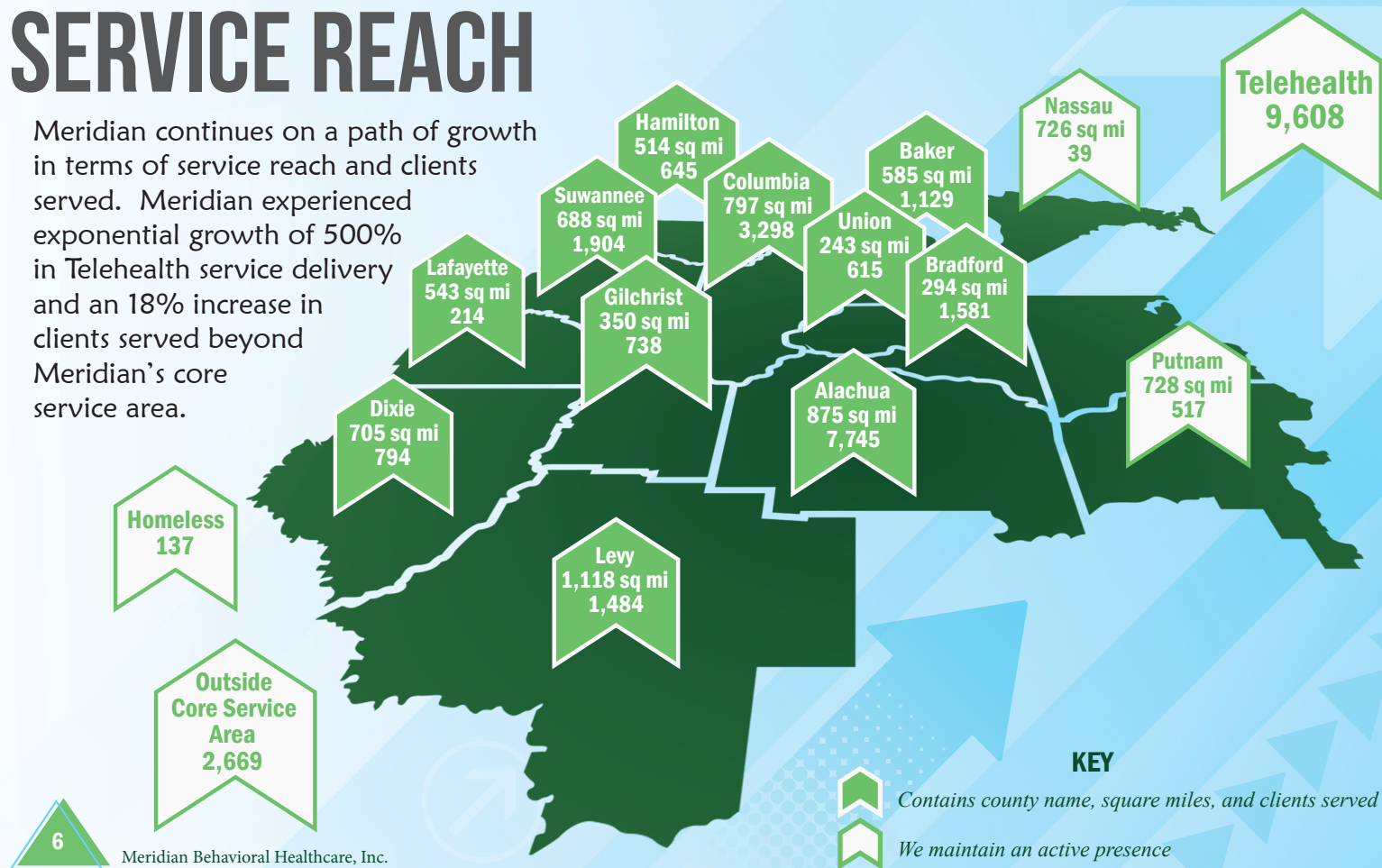
March 16th - March 31st - Scaled up Telehealth services from 30 per day to over 400 per day in a two week period

July 2019 to present - Added additional care line to serve clients discharged from the CSU and further reduce recidivism of clients in crisis through follow up care at client's location within seven days by clinician and coordination with peer specialists or care coordinators

October 2019 - Addition of Respite to Recovery Center for children

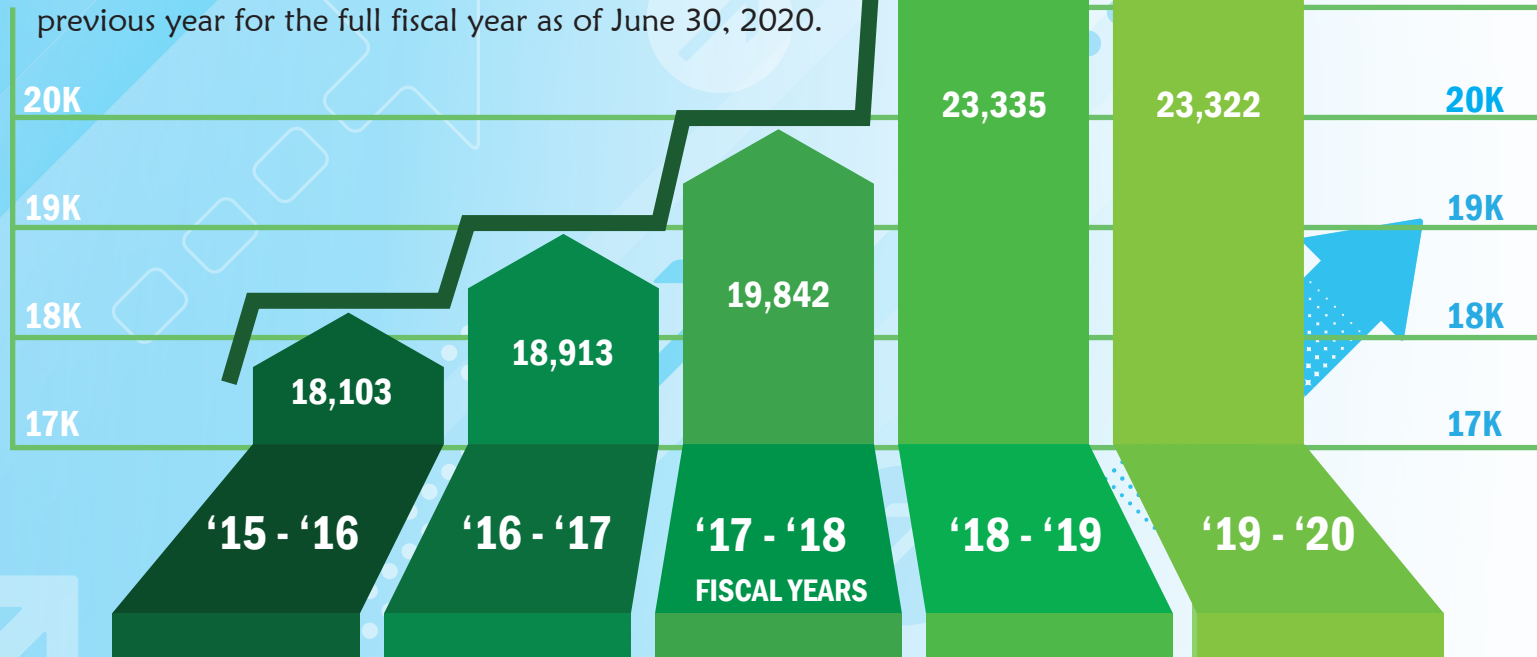
SERVICE REACH

Meridian continues on a path of growth in terms of service reach and clients served. Meridian experienced exponential growth of 500% in Telehealth service delivery and an 18% increase in clients served beyond Meridian's core service area.



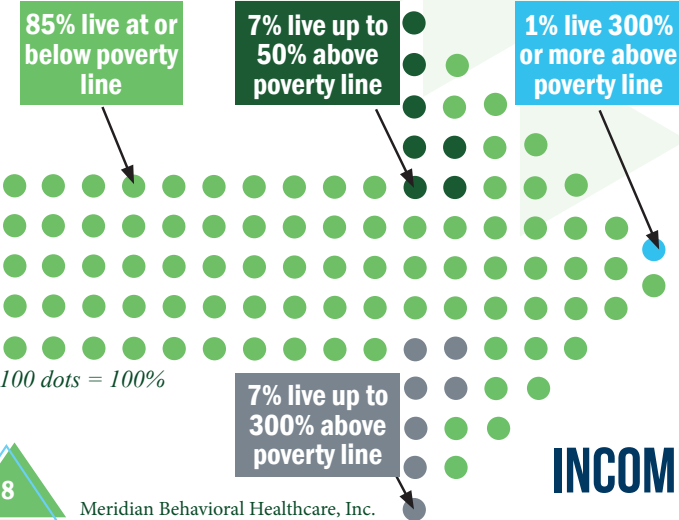
CLIENTS SERVED

On March 16, 2020, the initial shutdown date, Meridian was 4.5% above the number of clients served for the same period in the prior year. Meridian continued to serve clients through Telehealth, in-person at our facilities, and at the client's location throughout the shutdown serving virtually the same number of clients from the previous year for the full fiscal year as of June 30, 2020.

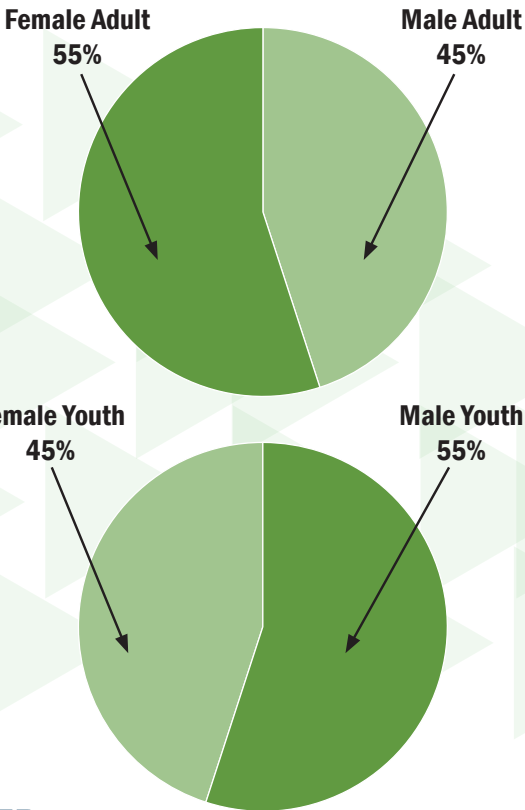


CLIENT DEMOGRAPHICS

With the assistance of our partners, we continue to serve as North Central Florida's safety net behavioral healthcare provider.



INCOME



GENDER

RACE

White/
Caucasian
55%

Unspecified
25%

Black/African
American
17%

Hispanic
3%

Asian
.36%

Native
American/
Alaska Native
.27%

Pacific
Islander
.07%

AGE

0-17 years
26%

18-39 years
40%

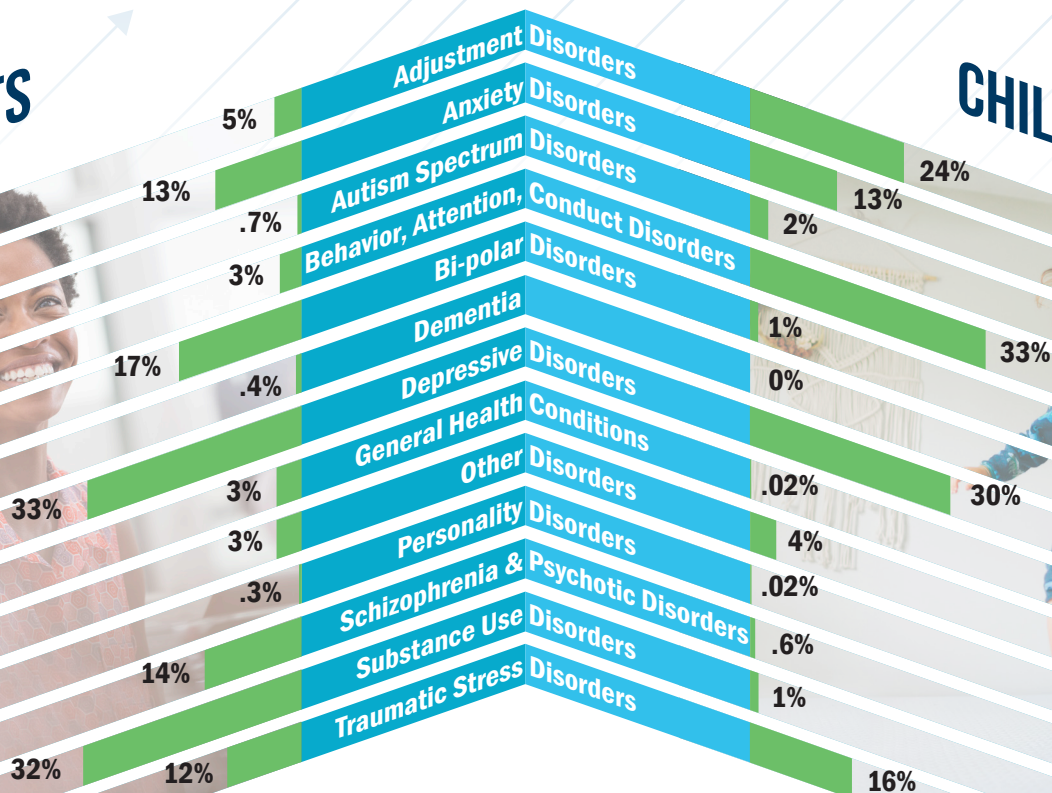
40-64 years
30%

>=65 years
4%

DIAGNOSES TREATED

ADULTS

CHILDREN



SERVICES PROVIDED

Services provided increased by 11% over last year

COUNSELING/THERAPY
125,177

OUTPATIENT TOTAL = 431,274

MEDICATION
ASSISTED
TREATMENT
116,253

ACUTE CARE TOTAL = 201,617

ADULT CRISIS
STABILIZATION
95,753

PSYCHIATRIC
SERVICES
68,224

RESIDENTIAL TREATMENT TOTAL = 17,748

BRIDGE HOUSE
10,755

CHILD CRISIS
STABILIZATION
50,656

CCAT*
27,436

CASE
MANAGEMENT
25,846

SUPPORTED HOUSING TOTAL = 11,960

FORENSIC
24,490

PSYCHOSOCIAL
REHAB
18,617

FAMILY SERVICES
13,145

INTENSIVE
OUTPATIENT
4,509

CARE
COORDINATION
4,384

PRIMARY CARE
3,193

THE LODGE
5,021

TRANSITIONS
GROUP HOME
4,613

ADDICTIONS
RECEIVING
FACILITY
26,899

MIST*
3,918

EMERGENCY
SCREENING
23,245

RECOVERY
3,075

MOBILE
RESPONSE
TEAMS
5,064

JOYCE HOUSE
2,326

SOCIAL SUPPORTIVE SERVICES

HOMELESS
RECOVERY
12,515

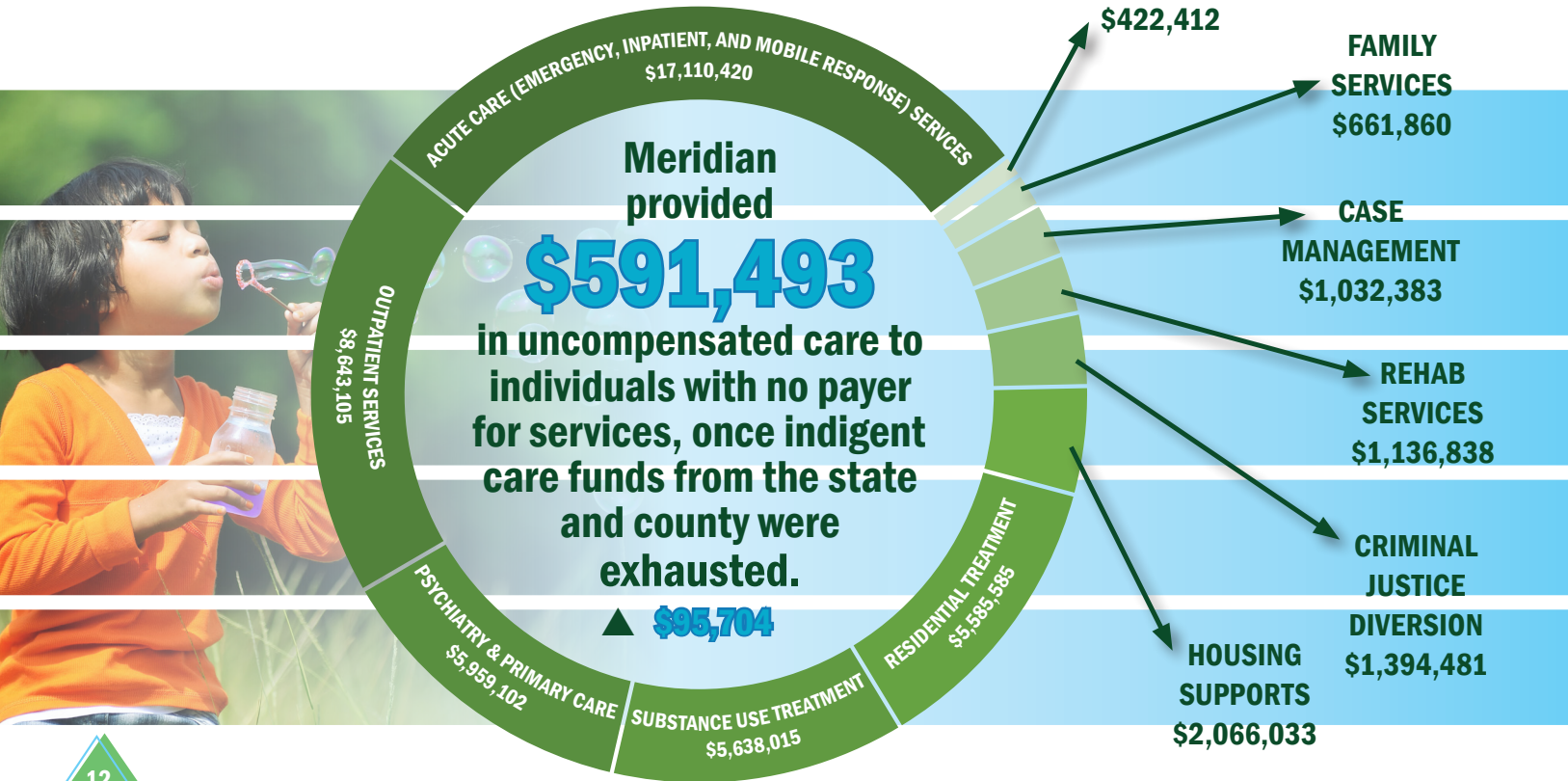
SUPPORTIVE SERVICES FOR
VETERAN FAMILIES
275 Families

*MIST = Mother & Intensive Support Treatment

*CCAT = Children's Community Action Team

NOTE: numbers represent units of service provided

COMMUNITY INVESTMENT



ORGANIZATIONAL HEALTH

FINANCIAL SUMMARY

REVENUE

\$52.82M

▲ \$6.13M

EXPENDITURES

\$51.43M

▲ \$5.28M

ASSETS

\$28.59M

▲ \$5.91M

LIABILITIES

\$14.92M

▲ \$4.59M

NET ASSETS

\$13.67M

▲ \$1.32M

▲ denotes increase over last fiscal year

WORKPLACE OF CHOICE



PERKS

Cell phone plan discounts, travel and entertainment discount programs, pet insurance, and more!



TIME-OFF

Generous PTO accrual for vacation, sick leave, and holidays.



WELLNESS

Participation in the Vitality wellness program can significantly reduce the cost of your healthcare insurance and offers valuable incentives to stay healthy.



GROWTH

Opportunities for growth and career advancement. Tuition reimbursement, Public Service Loan Forgiveness, and Free Clinical Supervision.



COMPENSATION

Competitive salaries and 403(b) retirement savings with company match.



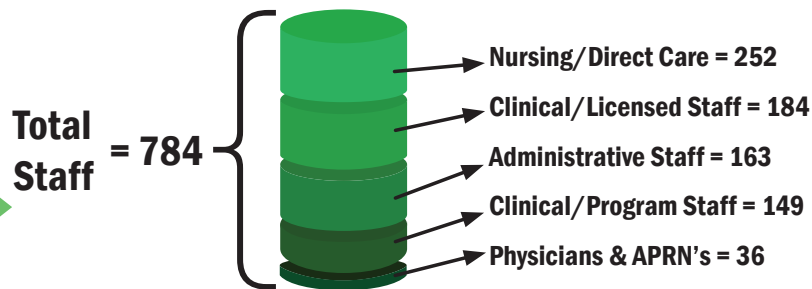
HEALTHCARE

Several health insurance plan options available including tax sheltered health savings account. Vision, dental, retirement, life insurance, and AD&D also available.

"I love working for Meridian because I love assisting the clients with the resources that Meridian provides. Because, I too, have received assistance from Meridian for mental health and substance use. The quality of care that Meridian provides is just outstanding."

"We have fantastic managers who have put together a team that is the best I've ever worked with in my career."

"I enjoy watching how clients can make changes to improve their life or situation. It is a good feeling to see them flourish from a crisis situation to a balanced and healthy lifestyle."



OUR STAFF

**By
Location**

Alachua = 501
Baker = 18
Bradford = 23
Columbia = 183
Dixie = 3
Gilchrist = 20
Hamilton = 2
Levy = 19
Suwannee = 13
Union = 2

*Write your
reason here!*

I SUPPORT MERIDIAN BECAUSE
no one has to struggle
alone.



I SUPPORT MERIDIAN BECAUSE
We GRATEFULLY Care !!



I SUPPORT MERIDIAN BECAUSE
Everyone's mental
health is a priority.



I SUPPORT MERIDIAN BECAUSE
of the Community + Compassion.

I SUPPORT MERIDIAN BECAUSE
OF The Wonderful Staff
and Many Services Provided

THANK YOU TO OUR DONORS!

The following is a compilation of donors who made gifts during the 2019-2020 fiscal year.

\$10,000 & Above

Kenneth & Denise Bennett
The Gildard Bennett
...Charitable Fund

\$5,000 to \$9,999

Anonymous

\$3,000 to \$4,999

Anonymous

Richard & Sharon Jones
Dr. Maggie M. Labarta
Quinn Family Charitable
...Foundation
University of Florida
...Campaign for Charities
WellFlorida Council - Jeff
...Feller
Judy Williams
Willis Towers Watson - Eric
...Parker

\$1,000 to \$2,999

Anonymous

Dr. John H. Abernethy, III
Dick and Patricia Berne
B'Nai Israel Community
...Day School

CAMPUS USA Credit Union

CDS Family & Behavioral
...Health Services, Inc.
Datis
Rick Davis
Charles and Marrienne
...DeBolt
Dex Imaging - Sam Guess
Florida Food Service - Joel
...Islam
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Gainesville Regional Utilities
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Karen Sprague
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Dr. Tonia L. Werner
Women's Group of North
...Florida

\$500 to \$999

Anonymous
Accent Aesthetics*
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AG Klaus Jewelers*
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BOARD OF ASSOCIATES

This advancement advisory group advocates for mental health, and helps to secure resources for Meridian's mission.

▶ Denise Bennett ▶ Steve Datkuliak
▶ Sam Guess ▶ Cathy Ipser ▶ Jim Ipser
▶ Joel Islam ▶ Kevin Marshall
▶ Chad Paris ▶ Eric Parker

WE CAN'T THANK YOU ENOUGH!

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Pamela Zarem
Debbie Zeak
Kayla Zobel

MASK MAKERS

At Meridian, we are fortunate to be a friendly and supportive community that extends beyond our walls to our supporters and partners. Numerous employees and community members came together to help protect our staff and clients by hand-making over 3,000 double layer, tightly woven cotton face masks when unprecedented demand couldn't keep up with available supply.



Kimberly Abbott
Mary Alford
Jana-Lee Bair
Heidi Barriger
Vickie Carver
Marti Corbette
Susan Eickhoff
Stephanie Esposito
Tina Harkness
Betty Jackson
LeeQuisha Johnson
Maggie Labarta
Judy McDonald
James Oliver

The Gainesville Mask Makers Group

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Stephanie Metts
Julia Murchinson
Joy Riddle
Donna Rowland
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Karen Savoie
Linda Skalsky
Ezra Stone
Susan Summer
Melisa Urritia
Leah Vail Compton
Pamela Whitehead
Rosemarie Bailey-Wright
Rose Cottage Quilting Group
Hardeetown Baptist Church
Daughters of the American Revolution



TABLETS & TELEHEALTH

As a long-term strategy to increase access to care through technology, Meridian Behavioral Healthcare had already been using Telehealth for over five years. Ready for what was ahead and armed with significant experience, when the time came, Meridian was able to scale up to a 10x increase in a two week period to meet the influx of demand. By the end of the fiscal year, just under three months later, the increase was over 500%. Also, through a tablet program, Meridian provides qualified clients with a tablet and the data package needed to participate in Telehealth.

OVER
500%



"A year and a half ago, I was sexually assaulted. It impacted not only me, but my family unit as well. During the COVID-19 pandemic, I was able to receive treatment with Meridian using Telehealth. These sessions helped me immensely, especially when my boyfriend decided to end our long-term relationship. The moment it happened, I was able to video chat with my therapist instantaneously, and she helped me de-escalate the situation. Now I'm stabilized and can't thank Meridian enough."

- Rachael



The tablet program was made possible by the generosity of Meridian Board Member, Denise Bennett and her husband Kenneth Bennett. Here the Bennett's are pictured with a few of the tablets that they donated to help the community access services during the COVID-19 pandemic.

352-374-5600 | mbhci.org | 800-330-5615

CHILDREN & FAMILY SERVICES

Meridian has a variety of programs designed to meet the needs of your children.

Meridian offers the **Social Emotional Development (SED)** program services to children and early learning center staff in partnership with the Child Advocacy Center and Partnership for Strong Families. Using the strengths of each individual organization to enhance early childhood learning experiences, strengthen families, and improve outcomes for children ages 0-5, along with their siblings of any age.

SED Quicks Facts

- 0 children expelled/suspended due to classroom behaviors
- 100% of families linked to services
- 2,801 hours of program time spent with participants

"My daughter participated in the Parent Child Interaction Therapy (PCIT) program and is close to graduation. Because of this treatment, the expectations are now so clear for everyone and discipline has been much less exhausting. My daughter is behaving better and has been making really good choices. I know if an issue comes up, we will be okay because we have a plan in place and will keep going. My daughter is much happier now."

- Tracy

PROGRAMS DESIGNED FOR OUR KIDS
Learn more at mbhci.org

- Acute Care (Crisis Stabilization Unit)
- Community Action Teams
- Family Services (Family Intervention Services, Family Intensive Treatment Team)
- Mental Health First Aid
- Mother's Intensive Support Treatment
- Mobile Response Team
- Children's Outpatient
- Recovery Center (residential, respite)
- All Stars program
- Girls Circle™
- Guiding Good Choices



Our clinicians are using Telehealth to reach students who have chosen a virtual learning option. Maintaining mental health services at home, along with providing care at the schools and in our offices.

CHIEFLAND **MAT** CLINIC

Medication **A**ssisted **T**reatment



"The MAT program at Meridian changed my life. It has allowed me to be successful in my recovery, as of now I have been opioid and prescription free for over three years. I have my own home, steady income, and I've built a relationship with my kids. Recovery has helped me be a real mom, take care of myself, and enjoy life." - Sandy

Uses an evidenced-based practice that combines medications, such as methadone, buprenorphine, and vivitrol, either onsite or by prescription, and in conjunction with counseling.

Counseling is required and available on site and through Telehealth.

Funding is available to help those who need assistance for a substance use disorder diagnosis of opioid dependence, alcohol dependence, or both.

1,200 patients served in our MAT clinics.

Prior to opening in May 2020, patients from Gilchrist and Levy counties were traveling to Gainesville or Lake City for MAT services at Meridian. Opening the clinic in Chiefland provides access to care and MAT treatment in this under-served community.

Narcan, a medication that can reverse an overdose is provided, free of charge.

75 people in an overdose have been successfully reversed with Narcan (since program initiation).

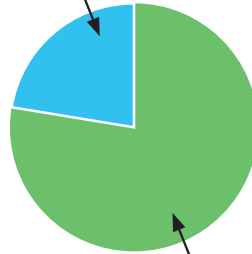
2,094 Narcan kits distributed to the community this year.

MOBILE RESPONSE TEAMS (MRT)

**24/7 CRISIS
RESPONSE AT
YOUR LOCATION**

Mobile Response Teams are sponsored by Meridian Behavioral Healthcare, LSF Health Systems, and the State of Florida, Department of Children and Families.

**2018/2019*
323 Clients**



**2019/2020
1,110 Clients**

Clients served who are between
0 – 25 years of age



Clients served who are in crisis



Clients who are NOT admitted to
Crisis Stabilization Unit within
one month of MRT engagement



**As a new program, MRT operated for six months*

Robert, a father of six, escaped an abusive situation, leaving his abusive wife behind. His children were traumatized and scared when he called MRT for help and support. While working with MRT, they addressed the trauma from domestic violence and resulting behavioral concerns. Although Robert and his family moved out of the area, he didn't hesitate to turn to MRT when issues arose once again. Robert said he would not have wanted to work with any other team, and that they were his family's "angels." Through Meridian's support, Robert was able to regain the trust of his children and build a healthier and stronger family.

CO-RESPONDER TEAM LAUNCH

Meridian launched a new Co-Responder team in partnership with the Alachua County Sheriff's Office (ACSO). Meridian's first team was launched in 2018 in partnership with the Gainesville Police Department (GPD). Co-Responder teams pair a Crisis Intervention Trained officer with a master's level clinician that respond to calls in the community that involve a mental illness, mental health crisis, and/or calls involving emotionally charged situations. Data below represents GPD metrics for July 1, 2019 to June 30, 2020.

Calls for Service

763

Contacts

628

Diversions

Baker Act Diversions

72

Jail Diversions

70

(Contacts who could have been arrested or Baker Acted were diverted to outpatient services or voluntary inpatient treatment)

Special Population Totals

Homeless

19%

Veterans

7%

Diagnoses

Of the calls for service received,

51%

had a current mental health and/or substance use disorder diagnosis.

Most Commonly Seen Diagnoses

Depressive Disorders = 21%

Schizophrenia Disorders = 19%

Bipolar/
BP Affective Disorders = 16%

Trauma Disorders = 12%

Anxiety Disorders = 11%

The ACSO team operated only during the month of June for this fiscal year. ACSO outcomes are strong and we are excited to report a full year of the team's data to you in the next Annual Report.



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SUPPORTIVE SERVICES FOR VETERAN FAMILIES (SSVF)

Meridian is proud to serve those who served. In partnership with the Veterans Administration, our goal is to provide veterans and their families with rapid housing and support services when they are at-risk of homelessness.

Support Services:

- Job Training/Education
- Case Management
- Financial Management Classes
- Temporary Financial Assistance

275 Families Served



OVERALL MERIDIAN CLIENT SATISFACTION FOR ALL PROGRAMS

95%

Percentage of people who gave us a 4 or 5 (out of 5) when asked if we were **“helpful.”**

94%

Percentage of people who gave us a 4 or 5 (out of 5) when asked if they would **“recommend us”** to someone else.

HEALTHCARE HEROES

While many providers struggled to serve clients during the initial phase of the pandemic, the individuals that make up Meridian came together, stronger than ever, with commitment and unparalleled perseverance to ensure care during an unprecedented time. They bonded together to support each other and provide exceptional care while the day-to-day delivery model was rapidly changing. The commitment and compassion that Meridian is so well known for shined through to demonstrate to our communities that Meridian is critical, essential, and will never turn our backs on them. #MeridianByYourSide



Meridian Behavioral Healthcare,
Inc. is an affiliate of:

PROGRESS
HEALTH SYSTEM

Meridian is funded in great part by:



CARF accredited since 2003



Address

**ADMINISTRATION
1565 SW WILLISTON RD
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HEALTH OR GO TO: MBHCI.ORG/100VOICES**