



**Tri-County Human
Services, Inc.
Executive
Summary
Of the
Management Report**

1/1/14 - 12/31/14

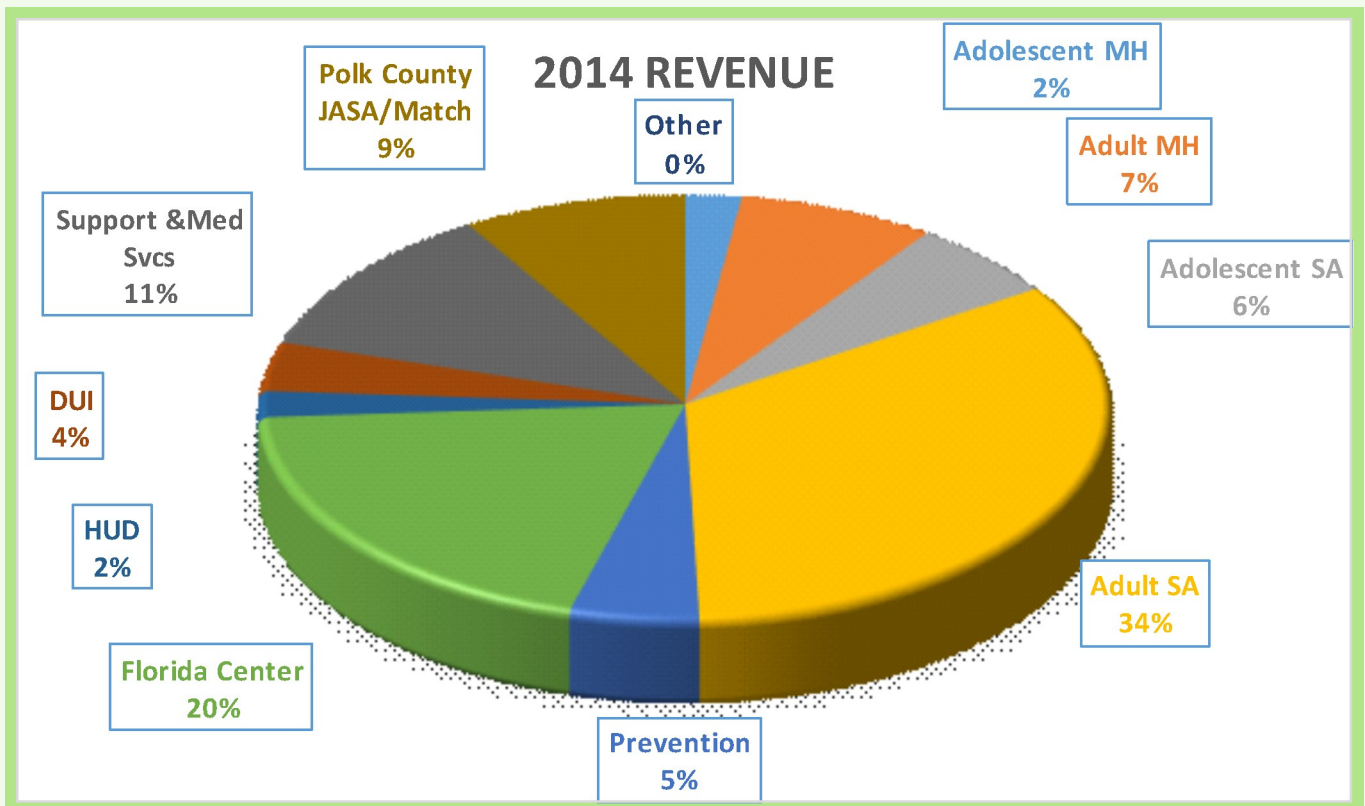
TCHS has completed an extensive (47 Page) analysis of the agency programs serving the three areas of Polk Highland and Hardee Counties. The analysis depicts overall success of programs, effective financial management and recognition of areas to further improve. This summary highlights the major areas of service and outcomes.

Our dedicated staff consistently strive to meet our Core Values and Mission Statement to achieve “Positive Change through Positive Support” for each and every client we serve throughout the year.

This annual management report is designed to capture information relative to activities and achievements during calendar year 2014. This review includes the agency operations and program plans, specific fiscal year related goals and objectives, review of data obtained from the Agency Outcomes Measurement System, State of Florida objectives and outcomes related to state/agency contracts, review of a variety of inputs from agency, community stakeholders, and the person served.

2014 Revenues -

Revenue in 2014 exceeded \$12,000,000.00 which includes regular program revenue and support services revenue. A break down by major programs at Tri-County indicated the percentage of total revenues that were derived by each noted program. In 2014 expenses exceeded revenues due to Medicaid payback and non-payment of co-payments due the agency by the person served. Other challenges are flat wages, replacement of capital items and technology upgrades that impact our current financial status.



TCHS news worthy accomplishment for 2014

TCHS adds two new directors to staff. – Heather Kaufmann and Becky Razaire were added into the administration department to be responsible for the electronic health record, expanded outpatient responsibilities, and budgeting for the agency.

TCHS develops new insurance department – In order to take advantage of more opportunities to bill health insurance companies, Tri-County expanded the insurance department to be able to add new health insurance companies and bill Medicaid faster than in previous years.

Agape House undergoes a new facelift – Agape was awarded monies from Give Well to upgrade interior space for furniture, curtains, paint, and bathroom upgrades for both the big and little house on the Agape property. All persons served and Agape staff contributed to this improvement.

TCHS Board Adds New Members – In 2014, the TCHS Board of Directors added Keith Edwards, and Mike Hickman to the Board of Directors. The board also welcomed back Barbara Cook from a prolonged sabbatical

Bob Rihn appointed to CFBHN Regional Council Chair – CEO Bob Rihn was elected by the providers in C-10 to be the Chair of the Regional Council and board representative for the CFBHN Board of Directors

Credible recognizes Tri-County efforts at Annual provider meeting – During the 2014 Credible providers meeting in Baltimore, MD, Tri-County was recognized as the provider who had more direct input with regard to compliance to State of Florida billing requirements and leading the way to develop a delete function for reported data that the State of Florida required. Eric Velazquez and Jennifer LeMay were identified as contributing to this effort.

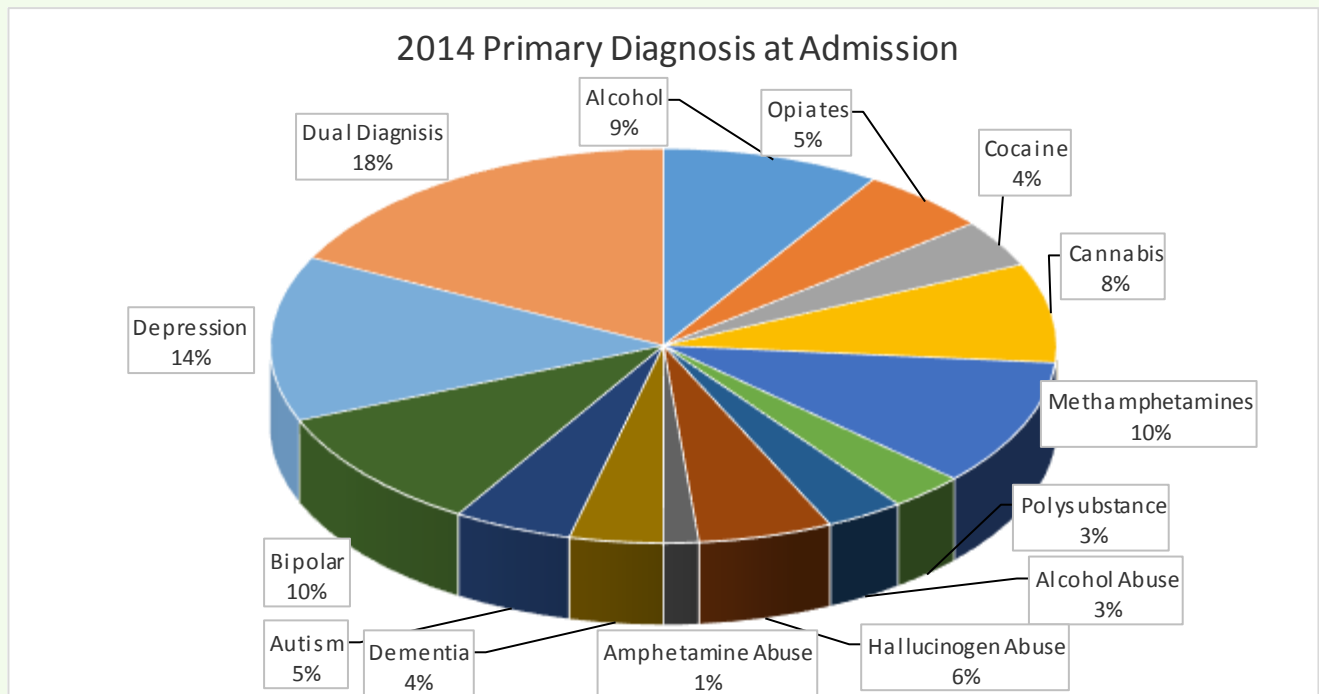
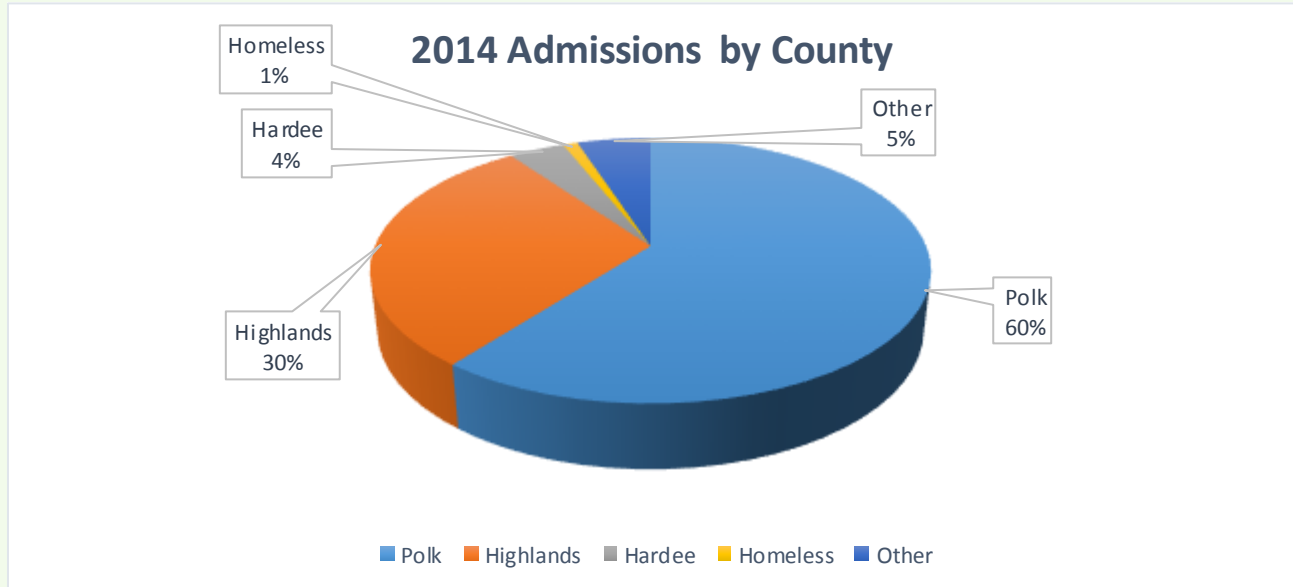
Tri-County expands Credible software for clinical use – In 2014, TCHS purchased more forms, increased storage capacity and other software upgrades needed to assist the clinical team in documenting services within the E.H.R system.

New jail medical contract awarded for Hardee jail – TCHS was awarded the contract from Hardee County Jail to provide medical health services to the jail's inmates.

New jail medical contract initiated for Okeechobee jail and added paramedics to that staff – TCHS was also awarded the contract for medical services for Okeechobee County jail. We also now employ paramedics to assist the nursing staff in the jail with medical services.

Tri-County increases Credible software utilization in 2014 – Tri-County increased its utilization of the Credible software in 2014 that has resulted in more efficient use of the electronic health record as well as added new reporting capabilities for management review.

TCHS treatment services by County and Admission Diagnosis



Because Tri-County treats substance abuse and mental health persons served, we have documented many different admission diagnosis that require individualized treatment for every person served. We are proud to be able to offer as many services as necessary to meet those needs.

FY 13-14 Ending June 30, 2014 Performance Measures Achieved Central Florida Behavioral Health Network Contract

As you will note in this chart and the one following, Tri-County is meeting or exceeding in every performance indicator contained within our contract with the exception of several indicators noted Tri-County has developed a new reporting mechanism, initiated in FY 2015/16 which will allow the agency to monitor these numbers by program, by counselor and by payer source through the use of technological advances and efficiencies. A minus number represents the percentage change of the target number to the actual number, which is good. If it was a positive number it represents more people than the target.

Target Population and Performance Measure Description		Target	TOTAL
Adults Community Mental Health			
a .	Percent of adults with severe and persistent mental illnesses who live in stable housing environment	93	98.52
b .	Average annual days worked for pay for adults with severe and persistent mental illness	30	185
c .	Percent of adults in mental health crisis who live in stable housing environment	90	97.01
d .	Percent of adults with serious mental illness who are competitively employed	15	36.38
e .	Percent of adults in forensic involvement who live in stable housing environment	70	100
Children's Mental Health			
a .	Percent of children with serious emotional disturbance (SED) who live in a stable housing environment	95	100
b .	Percent of children with serious emotional disturbances (SED) who improve their level of functioning	65	100
c .	Percent of school days seriously emotionally disturbed (SED) children attended	86	87.08
d .	Percent of children with emotional disturbance (ED) who live in a stable housing environment	95	100
e .	Percent of children with emotional disturbances (ED) who improve their level of functioning	64	86.47
Adult Substance Abuse			
a .	Percent of adults who successfully complete substance abuse treatment services	50	59.71
b .	Percentage change in clients who are employed from admission to discharge	20	27.41
c .	Percent of adults with substance abuse who live in a stable housing environment at the time of discharge	80	96.81
d .	Percent change in the number of adults arrested 30 days prior to admission versus 30 days prior to discharge	35	-43.4
Children's Substance Abuse			
a .	Percent of children who successfully complete substance abuse treatment services	55	48.08
b .	Percent change in the number of children arrested 30 days prior to admission versus 30 days prior to discharge	20	-17.39
c .	Percent of children with substance abuse who live in a stable housing environment at the time of	85	98.75

Target Population and Numbers Served		Target	TOTAL
Adults Community Mental Health			
a	Number of Adults with Forensic Involvement Served	11	25
b	Number of Adults with Severe and Persistent Mental Illness Served	360	415
c.	Number of Adults with Mental Health Problems Served	325	112
Children's Mental Health			
a	Number of Children with Serious Emotional Disturbances (SED) Served	13	10
b	Number of Children with Emotional Disturbances (ED) Served	41	26
Adults with Substance Abuse Problems Served		2,420	2,142
Children with Substance Abuse Problems Served		601	392
Regular Prevention Services			
a	Number of Children Participating in Prevention Services	7,000	13,036
b	Number of Children Participating in Level 1 Prevention Programs	700	798
c.	Number of Children Participating in Level 2 Prevention Programs	185	175
Prevention Partnership Grant Services			
a	Number of Children Participating in Prevention Services	2,260	8,497
b	Number of Children Participating in Level 2 Prevention Programs	176	148
The Florida Center – Adults with Substance Abuse and Co-Occurring Problems Served		132	199

Employee Relations

2014 saw several changes in our health and benefit changes. Health Savings Accounts (HSA) continues to allow for the affordability of health insurance, and increased participation of employees in their health care options. The agency was able to maintain the deductible amount on the HSA and PPO plans.

Our staff continues to complete over 20 hours of training for clinical employees and 16 hours of training for all other staff, within the first 6 months of employment with TCHS. The staff is also required to complete Corporate Orientation, a 26 hour program designed to provide formal information regarding the Policy and Procedures of the agency as well as meeting the initial training requirements of DCF and CARF Standards and other agency required education. With the advent of the Deaf/Hard of hearing requirement by CFBHN, some trainings now have to be completed after 60 days of hire.

The Board of Directors provides positive support for the direction of the organization. An expanded service description outlining the expectations was published by the Board to attract support from the communities we serve.

Resources for data—A variety of instruments were used in the gathering of this information; including a yearly Community needs Assessment Questionnaire, a Client Needs Assessment Questionnaire, State of Florida performance Audits, Internal Utilization Audits, Annual CPA financial audit, Quality Assurance Indicators from the QAI Committee Minutes, Safety Committee Minutes, Training Committee Minutes, Retention and Recruitment Committee Minutes, Client Satisfaction Surveys, 90-Day Post Discharge Treatment Surveys, MIS Data Reports, Management QAI meeting minutes, Administrative Directors meeting minutes and the Annual Operational Program Plan and the Strategic Plan.

Further details beyond this Executive Summary are available upon request