



Life Management Center
Of Northwest Florida Inc.



ANNUAL REPORT

2018-2019

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A special thank you to the following board members who also served during the 2018-2019 year:
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Dear Friends,

This past year was one unlike any we have ever encountered. Hurricane Michael devastated our communities and the impact to our facilities was catastrophic. Despite this unexpected obstacle, we never stopped serving our community. In spite of suffering their own devastating losses, our staff worked tirelessly from tents, trailers, sidewalks, temporary service sites and even their cars, to ensure clients and families received the services they needed. Our resiliency during this difficult time would not have been possible without the ongoing help and support of people like you. For that, we say **THANK YOU!**



Edwin (Ned) Ailes
President & CEO

We hope this report will give you a better picture of our response after the disaster, while also updating you on current services, including a few new services. Here are just a few things accomplished in the last fiscal year that we would like to highlight:

- Provided crisis counseling services for 15,608 individuals after Hurricane Michael,
- Began providing inpatient services 15 days after the storm,
- Delivered psychiatric medical care for 11,140 individuals,
- Provided support for 83 foster homes,
- Helped 693 individuals in mental health crisis through our Crisis Stabilization Unit,
- Certified 184 community members in Mental Health First Aid,
- Placed 138 children in adoptive homes,
- Provided Primary Care services to 350 of our current clients,
- Expanded our CAT program into 5 additional counties with two new teams,
- Introduced Mobile Response Teams in all 6 counties we serve,
- And **much more.**

This report is only a small glimpse into the services provided by Life Management Center. We hope this gives you an overview of the essential work that continues to be performed in our community. **All of this** was accomplished despite a devastating natural disaster and through the dedication and hard work of our nearly 300 staff. As you browse through the report, we believe you will be abundantly proud of the work Life Management Center is able to accomplish through your continued kindness, consideration and help.

Thank you for your continued support.

Edwin R. (Ned) Ailes, M.S., LMFT
President & CEO

PRE & POST HURRICANE MICHAEL TIMELINE

8-Oct | Began preparing for hurricane's landfall, including getting medications to clients who needed them

9-Oct | Moved Group Home clients to a shelter with staff member

9-Oct | Evacuated patients in Crisis Stabilization Unit



LMC LIST OF SERVICES

CHILD/ADOLESCENT SERVICES

Outpatient

- Individual, Group & Family Therapy
- Crisis Intervention & Support Services
- Home-Based Counseling
- Substance Abuse Counseling
- Psychiatric Care
- Pharmacy Services

24-Hour Emergency Care

- Emergency Screening
- Crisis Stabilization
- Mobile Response Team

Child and Family Safety

- Foster Parent Support Services
- Therapeutic Foster Care
- Adoption Services
- Family Empowerment
- Family Intensive Treatment (FIT)
- Healthy Families/Positive Parenting
- Supported Visitation Services

Case Management and Support

- Community Action Team (CAT)
- Project H.O.P.E. Crisis Counseling

ADDITIONAL SERVICES

- Crisis Intervention Team (CIT) Training
- Mental Health First Aid (MHFA) Training

ADULT SERVICES

Outpatient

- Individual, Group & Family Therapy
- Crisis Intervention & Support Services
- Substance Abuse Counseling
- Psychiatric Care
- Pharmacy Services

24-Hour Emergency Care

- Emergency Screening
- Crisis Stabilization
- Detoxification
- Mobile Response Team

Rehabilitation and Support

- Case Management
- Early Psychosis Intervention & Care (EPIC)
- Florida Assertive Community Treatment (FACT)
- Skills Acquisition Training
- Supported Employment Services

Case Management and Support

- Employee Assistance Program
- Forensic Competency Restoration and Monitoring
- Forensic Case Management
- Medication Assisted Treatment (MAT)
- Peer Support
- Primary Care Clinic
- Project H.O.P.E. Crisis Counseling

9-Oct | Began providing services in shelters

12-Oct | Began communicating with community through social media

10-Oct | Foster Parent support staff began calling foster parents to check on them immediately after the storm passed

Reaching Out for Support

IN DIFFICULT TIMES

As if dealing with domestic violence, financial issues, and medical issues was not enough, Melissa lost her home due to Hurricane Michael. As Melissa waited for a counselor from Project H.O.P.E. to arrive to help her and her children cope with the loss they suffered from Hurricane Michael, she had no idea that someone she had relied on before the storm would be the one who showed up that day.

Melissa had been seeing a counselor at Life Management Center prior to the hurricane to help her cope with the PTSD she suffered from as a result of trauma from domestic violence. After the hurricane, Melissa again reached out as she and her children lost their home in the storm and were having trouble coping. She did not know that her previous counselor, Jamaica, had moved into the role of team leader for one of our Project H.O.P.E. crisis counseling teams, created to provide counseling for those impacted by Hurricane Michael. Jamaica explained that she would not typically be the person who would have made this visit, but the person assigned to the visit was not available at the time, so Jamaica stepped in to fill the role. She was just as surprised as Melissa when she walked in the door.

Melissa explains that, prior to the hurricane, she had been through a domestic violence situation and suffered from PTSD, along with some other medical issues. While she was at a safe house for those in

domestic violence situations, it was recommended that she speak to someone at Life Management Center and she is glad she did.

She believes that having someone to go to for support is important. "I couldn't say enough about the staff at Life Management," said Melissa. "I would like the staff that we have encountered to know that we are very grateful. They have offered stability when we didn't have it. This has been a time when we haven't had a lot of kindness in our life so we really appreciate them."

Today, Melissa and her children are living with others as they work with insurance to determine what will be done with her decimated home. Melissa says they have nowhere to go but up from here. "We are at the bottom now. We just want to improve and have a bit of normalcy."



Individuals provided with crisis counseling by Project H.O.P.E. in response to Hurricane Michael

Bay | 9,020
Calhoun | 499
Gulf | 971
Holmes | 1,088
Jackson | 2,673
Washington | 1,357



After Hurricane Michael devastated our community, Life Management Center began providing Project H.O.P.E. services to those in need. Staff began their work in shelters, providing support for those in those facilities. Staff also provided assistance by canvassing neighborhoods, attending events, and being present at the Disaster Recovery Centers and Community Recovery Centers. By June 30, 2019, Project H.O.P.E. staff had made contact with 34,191 individuals, providing individual crisis counseling to 3,878 individuals, and group counseling or other public education to 11,730. The program continues to provide these services in our communities as we all recover from the disaster. To reach Project H.O.P.E., call us at (850) 522-4485, ext. 1840.

13-Oct | Restoration crews were on site to begin work at main campus

18-Oct | Home visits with foster families began

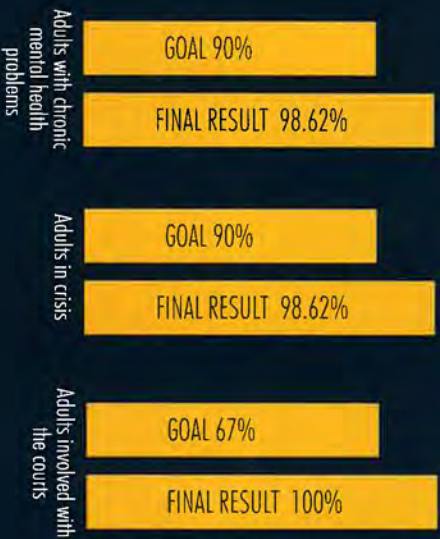
17-Oct | Bonifay offices reopens

Accountability

2018-2019

Each year we have targets to reach as we provide services to the community. These targets help ensure our clients are receiving services in a way that is most beneficial to them. Here are last year's goals and results.

ADULTS WHO ARE LIVING IN STABLE HOUSING



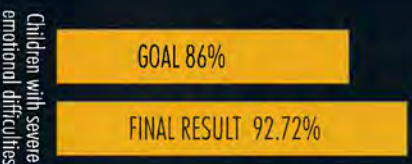
ADULTS WITH EMPLOYMENT



PERCENT OF CHILDREN WHO FUNCTIONED BETTER AT HOME, SCHOOL & IN THE COMMUNITY



PERCENT OF SCHOOL DAYS ATTENDED BY CHILDREN



CLIENT SERVICE APPRAISAL



18-Oct Goal Pharmacy began delivering medications from Ft. Walton location so we could get medication refills to current clients

19-Oct Staff began driving to clients to deliver medications and other essentials

Finding Forever HOMES



Brian and Scout Adams are not your typical couple. Like a lot of couples that participate in the foster parent training class, they say they felt God was leading them to do this. However, they had no idea where the journey would take them. They received their foster care license on December 19, 2013, and welcomed their first foster child less than a month later. Soon after Scout gave birth to their first biological child. This was just the start of their full house. Since that time, they have had over twenty children enter their home.

Their first foster child quickly stole their hearts. When the goal for the child changed to a goal of adoption, the Adams had cared for the child for 2 years and wanted to adopt him. However, a relative also wanted to adopt the boy. Although it broke their hearts, the Adams say they left it to God's will. They helped the child with a smooth transition into the home of his uncle, despite the pain this caused them.

Soon after, another foster child came to their home. While he presented them with many challenges, they grew to love him and he would become the first of many children they would adopt. In April 2018, they were made aware of two young boys who had been in and out of the system for the past 9 years. After praying about the decision, they

decided to begin the long adoption process. Finally, the boys left the comfort of their group home, where they had lived for the past two years, and moved into their forever home in August 2018. The adoption was to be finalized on National Adoption Day, but Hurricane Michael would disrupt those plans.

The Adams had eight children in their home when the hurricane hit. Even though National Adoption Day festivities were cancelled, the boys were adopted on November 15. Since that day, the couple has adopted more children and Scout has also given birth to another child, expanding them to a family of 12.

On National Adoption Day, Brian said, "I have been blessed beyond all measure. Today we welcomed Chloe, Shyla, Zoe and Nick to our forever Adams Crew. We aren't perfect. Scout and I argue, Brayden cries because he is hungry and doesn't want his picture taken, sometime Joseph stands like a flamingo, Chloe is a "tweenager" and usually has a nasty look on her face, Colton can't stay focused long enough to say cheese, Shyla was so nervous she got sick in the car on the way down to the adoption, Zoe and Nick fight like cats and dogs, Cejay thinks he is an alien. But I would not have it any other way."

OUR VISION:

To inspire confidence and respect as a provider of comprehensive behavioral health care and family counseling services. To be a valued partner in alliances that promotes the health and quality of life of our community and its members.

LIFE MANAGEMENT CENTER EMPLOYEE MILESTONES

LMC employees are essential to the success and continuous improvement in services at the Center. Several of those employees reached milestones in their career with us this past year. Congratulations to the following employees!

5-Year Anniversary

Dianna Andres
La Tyra Baker
Michael Bond
Jennifer Johnson
Donovan Murphy
Haywood Shealy
Joe Thibault
Claire Tiglao

10-Year Anniversary

Mary Alsobrooks
Tekisha Collins
Maria Fonseca
Jolie Gillis
Cathy Marcus
Carolyn Harrell
Lois McGill
Patricia Rudd
Jamie Tedtaotao
Dilma Walker
James Weaver

15-Year Anniversary

Donna Davis
Nancy Gibson
Denise Lee
Patty Hand

30-Year Anniversary

Deborah Mobley
Diane Robinson

40-Year Anniversary

Julie Kitzerow

LIFE MANAGEMENT CENTER is dedicated to the overall health of our community and our employees are active in our community year round. Here are just a few of the organizations and activities we participated in last year:

Rebuild Bay County
Citizens of Gulf County Recovery Team
North Florida Inland Long Term Recovery Group
Washington County Long Term Recovery Organization
Bay County Health Task Force
Child Abuse Prevention Month
Florida Council for Community Mental Health
National Alliance on Mental Illness (NAMI)
Mental Health America
National Adoption Day
SPARE, Suicide Prevention Coalition
Suicide Prevention Month
Local Chambers of Commerce



Staff support many events each year. Pictured here is staff at the 2018 SPARE Bridge of Hope Walk for suicide prevention.

OUR MISSION:

To provide comprehensive, integrated care that promotes the health and quality of life of our community members.

Thank You
**TO OUR
SUPPORTERS**

Life Management Center would like to thank the following supporters for their generous gifts to our Annual Giving Campaign and our Hurricane Relief Fund in FY 2018-2019.

Ned and Joy Ailes
Pat Allen
The Allergan Foundation
Melanie Brown-Woofter
Jacquelyn Canning
Tracy Cash
Joey and Pamm Chapman
Greg and Denise Clubbs
Gail Cordial
Lisa and John Corneilson
Dedee Costello & Paul Jones
Salie B. Cotton
Renee Davis
Linda Durrance
Ellen Fitzgibbon
Florida Alcohol & Drug
Abuse Association
Florida Behavioral Health
Association
Mark Fontaine
Fyfe Family Foundation

The Glad River Congregation
Peter and Cheryl Hampton
Deborah Hunt
Mario Jardon
Brent and Jane Johnson
Bret and Sandra Johnson
Carolyn Jones
Ron and Sandra Kersh
Margarita Labarta
Constance Leete
Mack & Eleanor Lewis
Family Foundation
LocumTenens.com
Meridian Behavioral
Shane and Brian Messer
Carmen Miller
Andrea Morris
Eugene Nakamura
Larry Overton
Bob and Tricia Pearce
Chris Peterson

Michael Rose
Donald and Karen Savoie
Diana Schmidt
Rebecca Smith
The St. Joe Community Foundation
United Way of Northwest Florida
Gerald Wennlund
Julie Young

Other Donations Bay Health Foundation

In addition, thank you to the numerous groups who provided lunch to our staff as they returned to work after Hurricane Michael. You helped make a difficult time a bit easier.



FYFE DONATION:

In addition to the support they give on an annual basis, the Fyfe Family Foundation also donated \$5,000 to our Employee Support Fund to help our staff recover from Hurricane Michael.



UNITED WAY: United Way of Northwest Florida supported us after Hurricane Michael with multiple donations from hurricane relief donations they received. Pictured here was the first donation of \$5,000.

31-Oct | Event for Foster Families, in partnership with Big Bend Community Based Care. Necessity kits were distributed to 50 foster families

2-Nov | First adoption completed since landfall of storm

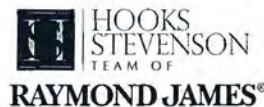
Thank You
TO OUR
SUPPORTERS

Thank you to those who contributed to the Life Management Foundation's ANNUAL Wine Tasting Dinner held April 2019. The Foundation was created to sustain Life Management Center programs in the future.

PRESENTING SPONSOR



GOLD SPONSORS



ADDITIONAL SPONSORS

Firefly and DiBacco Imports

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Mr. & Mrs. Steve Bates
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Mr. and Mrs. Henry Breland
Ms. Lois Byrd
Charles A. Whitehead
Foundation
Mr. & Mrs. Joseph Ciccarelli
Mr. Gerry Clemons
Mr. & Mrs. Scott Clemons
The Clemons Company
Hon. Dedee Costello &
Mr. Paul Jones
Ms. Judy Dickey
Florida Blue
Mr. & Mrs. John Mallary
Mr. & Mrs. Karl McAfee
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Dr. & Mrs. Owen Reese, Jr.
Dr. & Mrs. Michael Rohan
Mr. Floyd Skinner
Mr. & Mrs. David Smith
Mr. & Mrs. Ken Thomas
Mr. & Mrs. Jay Trumbull, Sr.

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Gerry Clemons – Chair
Lori Bates
Scott Clemons
Carolyn Cramer
Mike Duncan
Lee Lapensohn
Aviva Mallary
Nathan Miller
Gene Nakamura
Ray Palmer
Thelma Rohan



ST. JOE DONATION: The St. Joe Community Foundation donated \$10,000 to our Employee Support Fund after Hurricane Michael.



ALLERGAN DONATION: The Allergan Foundation donated \$10,000 to assist with our hurricane recovery.

We need your help to ensure that we will continue to be here to provide the services you have come to expect in our community. Here are a few ways that you can help.

Ways To Help LIFE MANAGEMENT CENTER

- Gifts of Cash
- Bequest - You can include LMC in your estate. These gifts can be either specific dollar amounts or a percentage of the estate. If you do this, please let us know that you have done so.
- Life Insurance or IRA's - Simply name LMC as a beneficiary and owner of a policy or an IRA.

To discuss making a charitable donation that will improve the lives of people in need, please contact Life Management Center at (850) 522-4485.

Yes, I want to help support my Community!

Here is my tax deductible contribution to ensure the people of Northwest Florida receive the mental health care they need.

Name _____

Spouse's Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

My Gift Amount \$50 \$100 \$500 \$ _____

My gift is enclosed Please charge my gift to my credit card

Visa Mastercard

Card Number _____ Exp. Date _____

Signature _____

I wish for my gift to remain anonymous.

I would like to discuss planned giving or estate contributions with you.

Please make your check payable to: Life Management Center of Northwest Florida, Inc.

525 East Fifteenth Street • Panama City, Florida 32405

Donations may also be made online at www.lmccares.org, or for more information call 850.522.4485 ext. 1107.



Staff serving lunch to co-workers

Many groups donated food for our staff when we first returned to work after Hurricane Michael and most businesses, including restaurants and grocery stores were still closed. Pictured here are volunteers with High Praise Panama City loading one of our staff's SUV with lunch for 200 staff.



**The Bay Health Foundation
continued their support of our
Primary Care services with a
\$10,000 donation.**



Life Management Center

Of Northwest Florida Inc.

525 East 15th Street
Panama City, FL 32405

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LOCATIONS:

Bay County - Main Campus

525 East 15th Street | Panama City, FL 32405

Calhoun County

16869 N.E. Pear Street | Blountstown, FL 32424

Gulf County

311 Williams Avenue | Port St. Joe, FL 32456

Holmes/Washington County

310 Byrd Avenue | Bonifay, FL 32425

Jackson County

4094 Lafayette Street | Marianna, FL 32446

(850) 522-4485 | TOLL-FREE (888) 785-8750

Website: www.lmccares.org

Facebook: www.facebook.com/lifemanagementcenter | Twitter: @LmcCares



Sponsored by Life Management Center of Northwest Florida, Inc., Big Bend Community Based Care and the State of Florida, Department of Children and Families.

Life Management Center of Northwest Florida, Inc. operates in the state of Florida as a 501(C)(3) charitable organization and is registered with the Florida Dept. of Agriculture & Consumer Services. Life Management Center does not engage outside solicitors, and one hundred percent (100%) of contributions are received by Life Management Center.