Life Management Center
Of Northwest Florida Inc.



Annual Report

FISCAL YEAR
JULY 2022 - JUNE 2023

LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA

Mission

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

Vision

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

WITH OUR GREATEST APPRECIATION

To our outgoing board members, Dr. Bret Johnson, Mr. James McCalister and Mr. Timothy Myers, thank you for your many years of dedicated service to Life Management Center. Our sincerest gratitude for your unwavering support, guidance, and invaluable leadership.

BOARD OF DIRECTORS

Brian D'Isernia, Jr., Chair
Bret Johnson, Vice Chair
Ken Thomas, Treasurer
James McCalister, Secretary
Ashley Shoaf, Personnel Chair
Judy Harris
Dinah Crayton
Timothy Myers
Frank Merritt

SENIOR MANAGEMENT

Ned Ailes, M.S., LMFT
PRESIDENT AND CHIEF EXECUTIVE OFFICER

Bill Dawn, CPA, MBA
CHIEF FINANCIAL OFFICER

Retha M. Threatt
CHIEF HUMAN RESOURCES OFFICER

Eileen Booth, M.S., LMHC
PROGRAM DIRECTOR, FAMILY SERVICES

Erin Gaal, EdD, LMHC, CAP
PROGRAM DIRECTOR, ADULT SERVICES

MEDICAL STAFF

Barton Lewis, M.D.
MEDICAL DIRECTOR

FAMILY SERVICES:
Nadra Chaudhary, M.D.
Eneida Gomez, M.D.
Joan Vojtkofsky, APRN

ADULT SERVICES:
Kevin Amiri, D.O.
Philip Burnett, D.O.
Jennifer Davis, APRN
Cheryl Elder, APRN
Patricia Franko, APRN
Angelo Herbu, APRN
Eleetka "Lee" Morrell, APRN
Rickman Powers, APRN



Dear Friends,

As we celebrate another impactful year at Life Management Center, I find myself reflecting on the great things we have accomplished together. I want to express my deepest appreciation to the resilient and compassionate community we serve. Your unwavering support and commitment to mental health has been instrumental in creating a nurturing environment for those in need. Together, we have shattered stigma, fostered understanding, and embraced a culture of empathy that continues to save and transform lives.

Our dedicated team of professionals at Life Management Center has been the backbone of our success. I extend my heartfelt thanks to each and every staff member for their tireless efforts, dedication, and unwavering commitment to our mission. Your passion for enhancing the well-being of our community is truly inspiring, and I am grateful for the collaborative spirit that defines our organization.

I am proud to share some of the key accomplishments and milestones we have achieved over the past fiscal year:

1. **Provided mental health and counseling services to approximately 7,400 adults and children.**
2. **Saw an 18% increase in successful Baker Act diversions by our Mobile Response Team.**
3. **Achieved a remarkable 95% overall patient satisfaction rating.**
4. **Expanded services to include three new specialty teams: Forensic Multidisciplinary Team (FMT) for adults with mental illness who are at risk for involvement in the criminal justice system, Functional Family Therapy (FFT) for children and youth with potential involvement in the juvenile justice system, and Family Crisis Care Coordination (FCCC).**

As we celebrate these achievements, I want to acknowledge that our work is far from over. Our commitment to serving the community remains resolute. In the coming year, we aspire to build on our successes, learn from our experiences, and continue striving for excellence in mental health care. Once again, thank you for your trust, support, and collaboration. Together, we are changing and saving lives.

Sincerely,



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

"As we reflect on the past year at LMC, our success lies in the support of our community and the dedication of our compassionate staff. We look ahead with a clear vision and unwavering commitment to those who entrust us with their mental wellness."

NED AILES, M.S., LMFT
President & CEO

Our IMPACT

FISCAL YEAR
JULY 2022 - JUNE 2023



69
Years serving Northwest Florida

7,376
Total children and adults provided with mental health services

4,764
Individuals receiving psychiatric services

72
Families served through Healthy Families and free of child abuse and neglect

93%
Children in families completing the Healthy Families program with no signs of child maltreatment

759
Total served in our Crisis Stabilization Unit

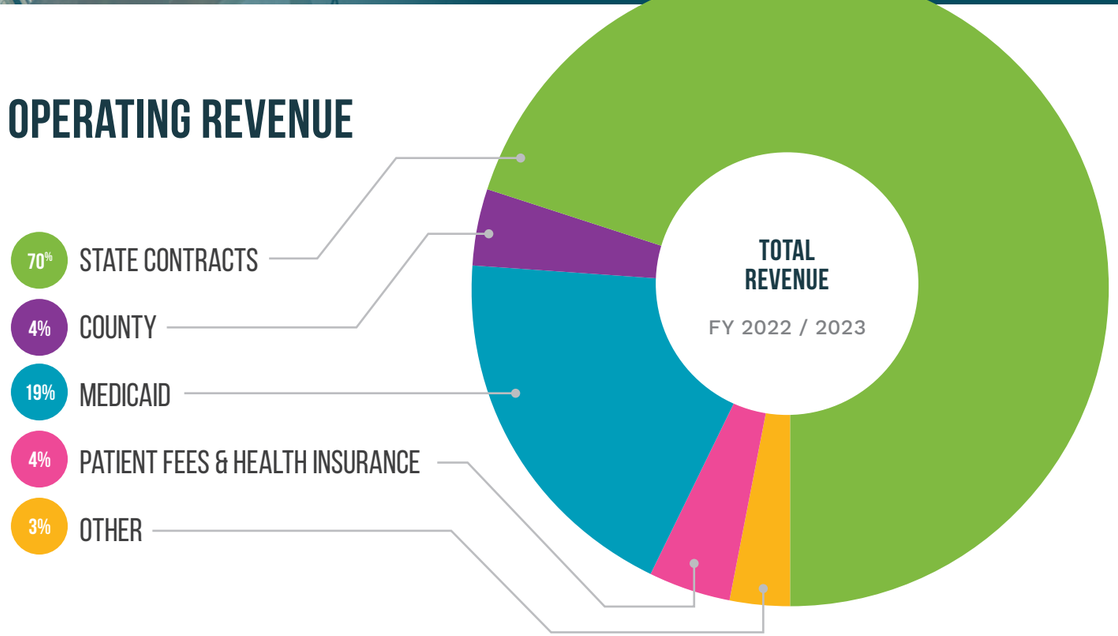
1,619
Total visits & calls to our Emergency Services

11
Programs recognized with CARF International Accreditation

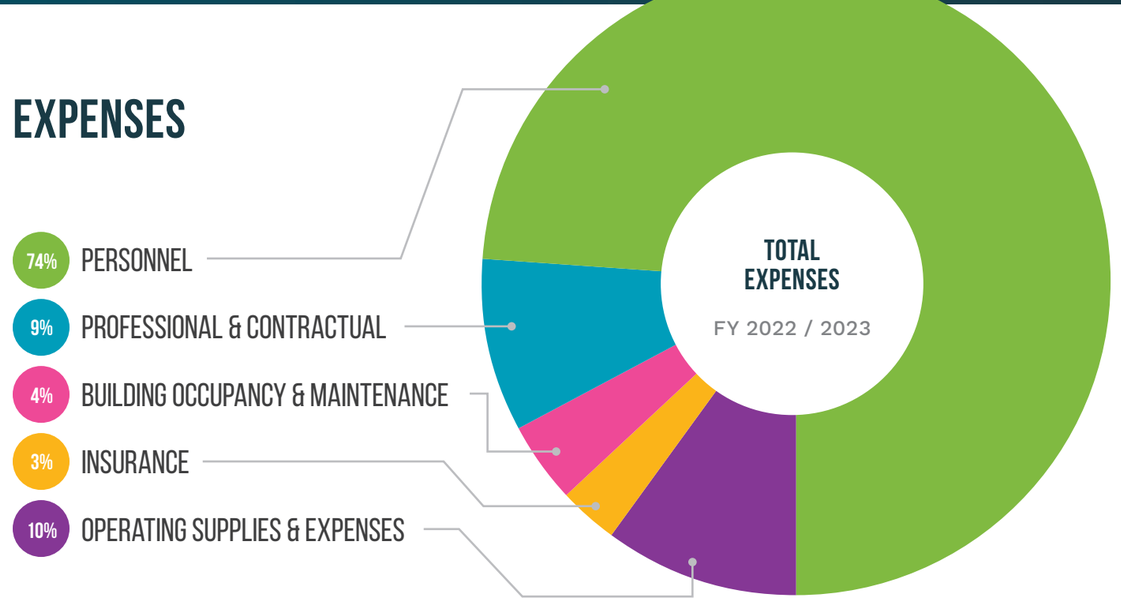
150
Individuals served in our FACT program

206
Children and Youth served by our three CAT programs

OPERATING REVENUE



EXPENSES

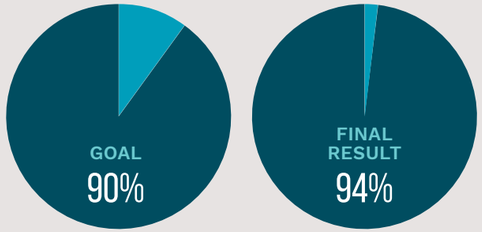


Delivering RESULTS

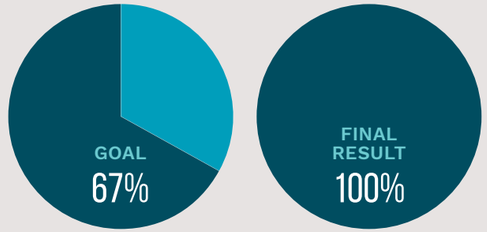
Each year we have targets to reach as we provide services to the community. These targets help ensure our clients are receiving services in a way that is most beneficial to them.

MORE THAN **95%** OF PATIENTS SURVEYED WERE SATISFIED WITH THEIR CARE

ADULTS WHO ARE LIVING IN STABLE HOUSING

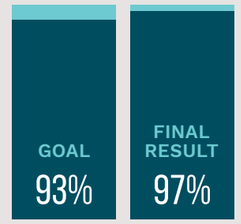


Adults with chronic mental health problems

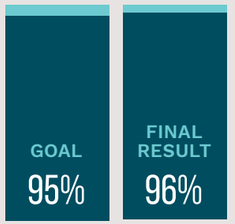


Adults involved with the courts

YOUTH LIVING IN STABLE HOUSING

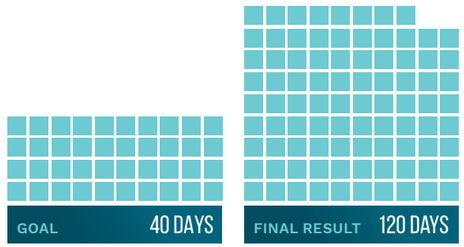


Children with emotional difficulties



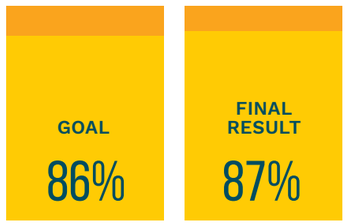
Children with severe emotional difficulties

ADULTS WITH EMPLOYMENT



Annual average days worked for pay

SCHOOL DAYS ATTENDED
BY CHILDREN



Children with severe emotional difficulties

MOBILE RESPONSE TEAM IMPACT

1,073
Total Calls

18%
MRT Utilization Increase from FY 2021-2022

33%
Night and Weekend Utilization Rate

669
Total Baker Act Diversions

430
Baker Act Diversions from Community Interventions

239
Baker Act Diversions from School Interventions

82%
MRT Baker Act Diversions Success Rate

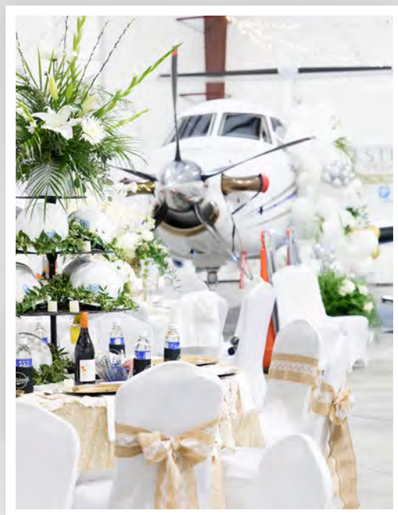
The LIFE MANAGEMENT FOUNDATION



The Life Management Foundation's signature event, Festival en Blanc reached new heights of sophistication in its second year. Event guests, adorned in their finest white attire, gathered at Northwest Florida Beaches International Airport in the St. Joe Company's private airplane hangar. The unique venue provided a captivating setting for the evening. Against an aviation backdrop filled with sparkling lights and white tables filled with breathtaking table displays, attendees experienced the magic of this one-of-a-kind event.

This memorable occasion reinforced the Foundation's commitment to making a positive impact in the most extraordinary way. The event soared to success, raising nearly $50,000 to help support Life Management Center.

FESTIVAL *en blanc*





The Foundation presented LMC with a check for $50,000. These funds, raised at the Wine Tasting Dinner and the inaugural Festival en Blanc, will help fund two invaluable LMC programs, the Integrated Primary Care Clinic and Healthy Families, a child abuse prevention program.

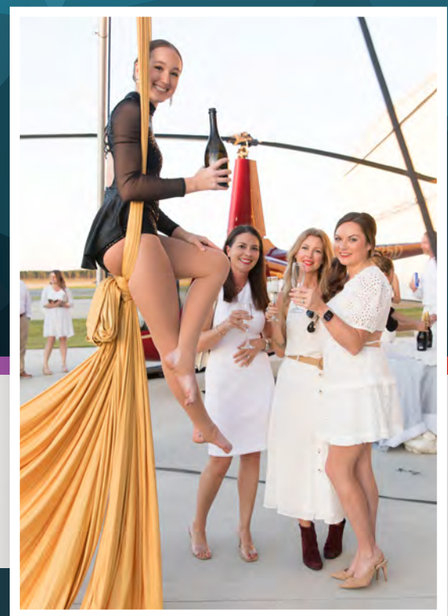


TABLE SPONSORS

Ascension Sacred Heart Bay
Blackwell Insurance
The Cramer Family
Clemons Company
Bay Smile Docs
The D'Isernia Family
Glass Ventures
Kerigan Marketing Associates
Laura & Tradd McDaniel
Lori Bates Interiors
McInnis Builders
Panhandle Engineering
Parrish Portable Toilets
Peoples First Insurance
Region Bank
Sharon & Robert Carroll
Stamps Family Dentistry
Tonie's Dance Workshop
Triple J's Steaks & Seafood
Trustmark

THANK YOU FESTIVAL EN BLANC *Sponsors*

PRESENTING SPONSORS

corcoran REVERIE SOSTHEIM GROUP

ST. JOE

FPL

Culligan Water

Whitehead

Panhandle Pediatric Dentistry

Hancock Whitney

rc

RISH REAL ESTATE GROUP

PERRY YOUNG THE LUXURY FIRM

Suzanne Vickers Construction, Inc.

MIMI & MICHAEL MORROW

Brown & Brown Insurance



Annual WINE TASTING DINNER



The Foundation's Annual Wine Tasting Dinner was held on October 27, 2022, at Firefly. Here guests experienced a delectable 5-course meal expertly crafted by the chef at Firefly. From appetizers to desserts, each course was thoughtfully paired with a selection of exquisite wines from DiBacco Imports. Each wine was specifically chosen to enhance the flavors and create a truly unforgettable dining experience.



FOUNDATION BOARD MEMBERS

Lori Bates, Chair
Tricia Berry
Scott Clemons
Carolyn Cramer
Pam Cramer
Maria D'Isernia
Ben Lee
Boopie McInnis
Thelma Rohan

THANK YOU TO OUR 2022 WINE TASTING DINNER SPONSORS

PLATINUM SPONSOR

CAROLYN CRAMER

GOLD SPONSORS

United Healthcare

You could give your people Culligan Water

innovations FINANCIAL CREDIT UNION

BILLY STEVENSON OF RAYMOND JAMES

CLEMONS COMPANY Employee Benefits Group

THE WHITEHEAD FOUNDATION

Making a DIFFERENCE

"I wanted you to know how much I appreciate your partnership and willingness to offer LMC staff members to be available to counsel our employees who responded and were deployed during Hurricane Ian. I value the relationship between our two agencies, and it is great working with you."

- Bay County Department of Health official, MRT Counselors provided Crisis Support

When a crisis or natural disaster occurs, our LMC counselors step up to help. They're there to lend a listening ear and provide the emotional support needed during tough times. These counselors are behind the scenes, making sure our community partners get the mental health boost they deserve after facing the storm. Following Hurricane Ian, our MRT counselors provided much needed emotional support to those who were the first into the disaster zone.

CLIENT TESTIMONIALS

"My son's therapist is exceptional and has done wonders for my son's mental health. Just wanted to express our gratitude."

- MOTHER OF CHILD RECEIVING OUTPATIENT THERAPY SERVICES

"My therapist has helped me so much to realize that what happened to me was never my fault. I was falling apart but I am so much better and happier now. Everyone here is so friendly and helpful and makes for good day when I come to LMC."

- CURRENT LMC CLIENT

"The front desk staff was so kind, she made me comfortable. Thank you for making the start of my experience easy."

- CURRENT LMC CLIENT

"She was so nice and made me feel so comfortable. She is easy to talk to and helped me with my depression, anxiety and anger problems. I look forward to our visits."

- CURRENT LMC CLIENT

"You guys saved me and are angels. I knew I was in crisis but couldn't explain it and didn't know what to do. I've never struggled like this before and was at the end of my rope. My friend told me to come here and I am so glad I did. You are all so kind and I am forever grateful."

- PATIENT IN THE CRISIS STABILIZATION UNIT

Primary CARE

MAKING AN IMPACT



The LMC Integrated Primary Care Clinic serves over 200 patients a year. Having primary care on site creates easier access and encourages compliance with both physical and mental health treatments. This clinic provides an invaluable service to the patients we serve. We are very thankful for the community's continued support of our Integrated Primary Care Clinic.

217 TOTAL PATIENTS SERVED

56 NEW PATIENTS

61%	39%	20-70	44
FEMALE	MALE	AGE RANGE	AVERAGE AGE



BAY HEALTH FOUNDATION

The Bay Health Foundation awarded a $20,000 grant.

CENTRAL PANHANDLE ASSOCIATION OF REALTORS

The CPAR donated $18,500 proceeds for the Annual Festival of Trees Event.





TYNDALL FEDERAL CREDIT UNION

Tyndall Federal Credit Union awarded $2,000.



ST. JOE COMMUNITY FOUNDATION

The St. Joe Foundation Awarded two grants, totally $55,000.



MENTAL HEALTH FIRST AID *Matters*

Most of us would know how to help if we saw someone having a heart attack—we'd start CPR, or at the very least, call 9-1-1. But too few of us would know how to respond if we saw someone having a panic attack or if we were concerned that a friend or co-worker might be showing signs of alcoholism.

WHAT IS MENTAL HEALTH FIRST AID?

Mental Health First Aid (MHFA) is an evidence-based training program administered by the National Council for Mental Wellbeing that teaches you how to identify, understand and respond to signs of mental health and substance use challenges. The training gives you the skills to reach out and provide initial help and support to someone who may be developing a mental health or substance use challenge or experiencing a crisis.

Mental Health First Aid takes the fear and hesitation out of starting conversations about mental health and substance use problems. After successful completion of the training, participants will be certified in Mental Health First Aid, which is valid for 3-years.

As part of our vision of growing awareness of mental health issues and driven by our commitment to reducing the stigma surrounding mental health challenges, Life Management Center is proud to offer MHFA courses in our community.

When more people are equipped with the tools they need to start a dialogue, more people can get the help they need. Mental Health First Aiders can even save lives.

Mental Health FIRST AID
from NATIONAL COUNCIL FOR MENTAL WELLBEING

WHAT IT COVERS

- **Common signs and symptoms of mental health challenges**
- **Common signs and symptoms of substance use challenges**
- **How to interact with a person in crisis**
- **How to connect a person with help**

THIS PAST FISCAL YEAR, LMC TRAINED:

- **145 individuals in MHFA**
- **79 individuals were trained in Adult MFHA**
- **66 individuals were trained in Youth MHFA**

MENTAL HEALTH *Awareness Month*

In celebration of Mental Health Awareness Month in May, the LMC Staff Activity Committee organized an employee picnic to foster a supportive workplace culture that prioritizes mental health and a sense of community for our dedicated staff. This event was an opportunity for employees to unwind, connect with colleagues, and engage in fun activities. The afternoon was filled with music, dancing, giant Jenga, cornhole, egg races, water balloons, tug of war, a photo scavenger hunt and lots of prizes! A very special thank you to our friends at Buffalo Rock Pepsi for the sodas and water and Regions Bank for the wonderful lunch and signature Regions green bicycle that was a special prize for one lucky LMC employee!















S.P.A.R.E. SUICIDE PREVENTION WALK

LMC team members and their families participated in the 10th Annual SPARE Bridge of Hope Walk which brings awareness to Suicide Prevention. The Mobile Response Team was on hand to distribute resources and important crisis information.

PINWHEELS FOR PREVENTION

Every April LMC participates in Pinwheels for Prevention in recognition of Child Abuse Prevention Month by planting Pinwheels at the entrance of our main campus. The blue and silver pinwheel is a reminder of the happy childhoods and bright futures that all children deserve.





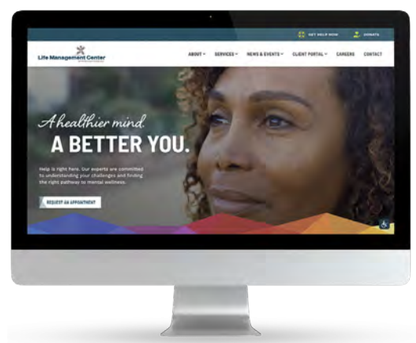
AHOY MATEY'S

Halloween isn't just a day; it's an opportunity for our incredible staff to magically transform from dedicated professionals into a spooktacular cast of characters, proving that even the most serious job can't resist a little Halloween magic!

NEW WEBSITE ALERT

Read success stories, keep up with news and events, view informational videos, and more at our updated website.

To visit website, open camera and hover over the coded image.



Life Management Center
Of Northwest Florida Inc.

Bay County - Main Campus
525 East 15th Street
Panama City, FL 32405

Calhoun County
16869 N.E. Pear Street
Blountstown, FL 32424

Gulf County
309 Williams Avenue
Port St. Joe, FL 32456

Holmes/Washington County
310 Byrd Avenue
Bonifay, FL 32425

Jackson County
4094 Lafayette Street
Marianna, FL 32446

LMCcares.org
(850) 522-4485
(888) 785-8750 Toll-Free

facebook.com/lifemanagementcenter

youtube.com/LMCCares









Sponsored by: Life Management Center of Northwest Florida, Inc., Northwest Florida Health Network and the State of Florida, Department of Children and Families

A COPY OF THE OFFICIAL REGISTRATION AND FINANCIAL INFORMATION MAY BE OBTAINED FROM THE DIVISION OF CONSUMER SERVICES BY CALLING TOLL-FREE (800-435-7352) WITHIN THE STATE. REGISTRATION DOES NOT IMPLY ENDORSEMENT, APPROVAL, OR RECOMMENDATION BY THE STATE. REGISTRATION #CH533