Life Management Center
Of Northwest Florida Inc.

Annual Report

FISCAL YEAR
JULY 2023 - JUNE 2024



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 Dinah Crayton and Frank Merritt, thank you for your many years of dedicated service to Life Management Center. We also express our sincerest gratitude for your unwavering support, guidance, and invaluable leadership.

BOARD OF DIRECTORS

Brian D'Isernia, Jr. – Chair
Dinah Crayton– Vice Chair
Ken Thomas- Treasurer
Ashley Shoaf- Secretary, Personnel Chair
Tony Bennett
Morgan Hurst
James Oenbrink
Frank Merritt
Amanda Byers

SENIOR MANAGEMENT

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

Penny Greene, M.S. NCC, LMHC
CHIEF OPERATING OFFICER

Bill Dawn, CPA, MBA
CHIEF FINANCIAL OFFICER

Retha M. Threatt
CHIEF HUMAN RESOURCES OFFICER

Linda Bullard, M.S., LMHC
PROGRAM DIRECTOR, ADULT SERVICES

Kristina Williams
DIRECTOR OF MARKETING & PUBLIC RELATIONS

MEDICAL STAFF

Barton Lewis, M.D.
MEDICAL DIRECTOR

FAMILY SERVICES:

Nadra Chaudhary, M.D.
Eneida Gomez, M.D.
Paul Villeneuve, M.D.
Joan Vojtkofsky, APRN

ADULT SERVICES:

Kevin Amiri, D.O.
Philip Burnett, D.O.
Chasity Cooper, APRN
Jennifer Davis, APRN
Cheryl Elder, APRN
Angelo Herbu, APRN
Eleetka "Lee" Morrell, APRN
Rickman Powers, APRN
Melissa Sims, APRN

Dear Friends,

As we celebrate another impactful year at Life Management Center, I am filled with pride and gratitude as we mark our 70th anniversary. Reflecting on seven decades of growth, service, and resilience, I am inspired by all we have accomplished together.

I want to extend my deepest appreciation to our dedicated team at Life Management Center. Your tireless efforts, commitment, and passion play a vital role in our success. It is your collaborative spirit that truly defines who we are as an organization.

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

1. **We provided mental health and counseling services to 8,768 adults and children, a 19% increase from last fiscal year.**
2. **Our Mobile Response Team Baker Act diversion success rate increased to 86%.**
3. **100% of the children in families completing the Healthy Families program were free of child abuse, neglect, and maltreatment.**
4. **We once again received CARF accreditation for 11 of our programs. We were first accredited by CARF in 1996. This recent 3-year accreditation further demonstrates our long-standing commitment to excellence.**
5. **We began an extensive renovation project on our Crisis Stabilization Unit (CSU) with a focus on upgrading security systems, enhancing safety protocols, and aesthetically redesigning the space to provide a more comfortable and therapeutic environment for clients and staff.**

This year, we reached another significant milestone with the groundbreaking of our new transitional housing complex, a testament to our commitment to expanding services and providing essential support to those in need.

While we celebrate our achievements, I want to emphasize that our journey is ongoing, and there is still work to be done. Our dedication to serving the community remains steadfast, and we look forward to building on our successes, learning from our experiences, and striving for excellence. Thank you for being part of this journey with us. I am excited to see what we will achieve together in the coming years as we continue to make a difference in the lives of those we serve.

Sincerely,

Ned Ailes

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



"There is so much to be proud of as we celebrate 70 years of providing behavioral health care in our community. Our future holds great promise, with exciting opportunities on the horizon. The future looks brighter than ever for Life Management Center."

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

Our IMPACT



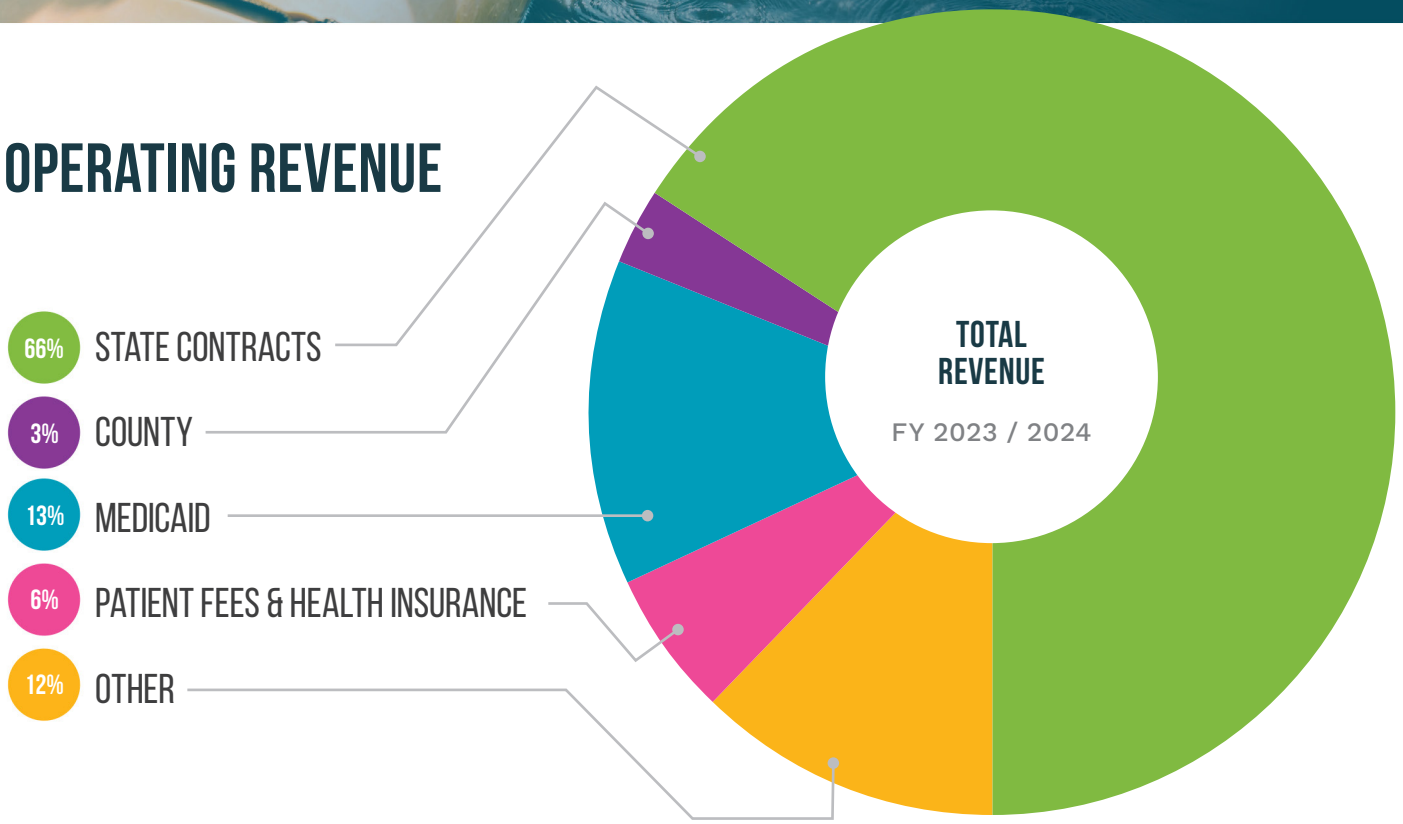
70
Years serving Northwest Florida

8,768
Total children and adults provided with mental health services

714
Total admissions to our Crisis Stabilization Unit

766
Total visits & calls to our Emergency Services

OPERATING REVENUE



FISCAL YEAR
JULY 2023 - JUNE 2024

4,425
Individuals receiving psychiatric services

52
Families served through Healthy Families and free of child abuse and neglect

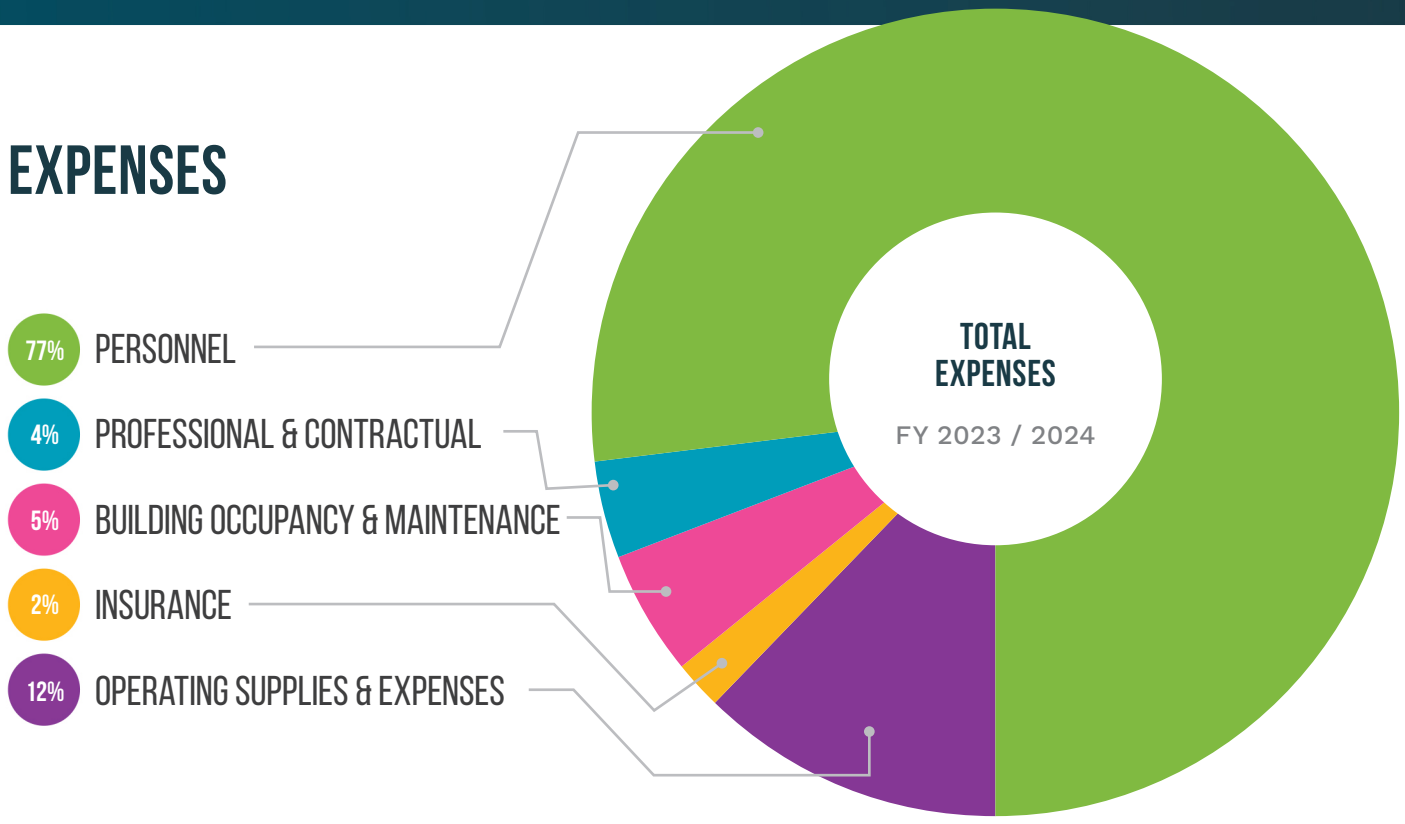
100%
Children in families completing the Healthy Families program with no signs of child maltreatment

11
Programs recognized with CARF International Accreditation

146
Individuals served in our FACT program

215
Children and Youth served by our three CAT programs

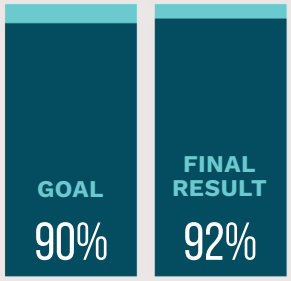
EXPENSES



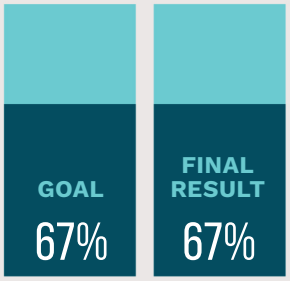
Delivering RESULTS

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.

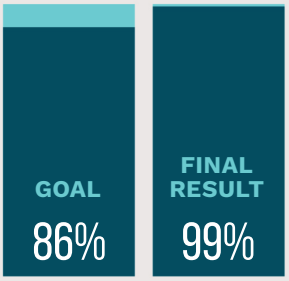
ADULTS WHO ARE LIVING IN STABLE HOUSING



Adults with chronic mental health problems

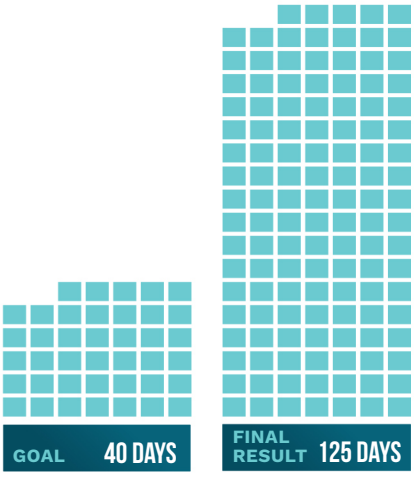


Adults involved with the courts

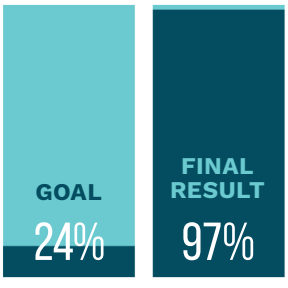


Adults in Crisis

ADULTS WITH EMPLOYMENT

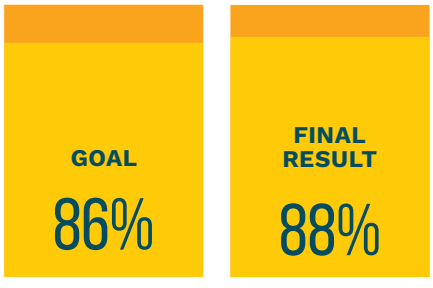


Annual average days worked for pay



Percent of individuals competitively employed

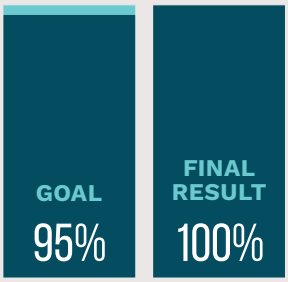
SCHOOL DAYS ATTENDED
BY CHILDREN



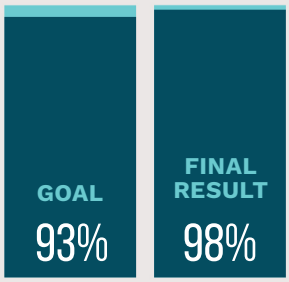
Children with severe emotional difficulties

MORE THAN
86%
OF PATIENTS SURVEYED WERE SATISFIED WITH THEIR CARE

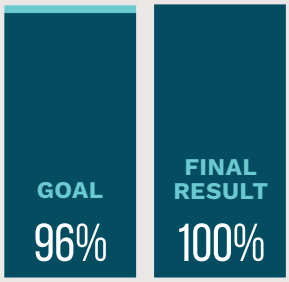
YOUTH LIVING IN STABLE HOUSING



Children with emotional difficulties



Children with severe emotional difficulties



Children at risk of developing emotional difficulties

MOBILE RESPONSE TEAM IMPACT

624
Total Calls

4%
MRT Baker Act Diversion Success Rate Increase from FY 2022-2023

40%
Night and Weekend Utilization Rate

7%
Night and Weekend Utilization Rate Increase from FY 2022-2023

329
Baker Act Diversions from Community Interventions

207
Baker Act Diversions from School Interventions

86%
MRT Baker Act Diversions Success Rate

536
Total Baker Act Diversions

Transitional Housing GROUNDBREAKING

BREAKING GROUND, BUILDING FUTURES

On Wednesday, September 20, 2023, Life Management Center ceremonially broke ground on a new transitional housing complex designed to support adults with mental illness. The complex will feature eight units, accommodating 16 residents, and aims to provide a safe and supportive environment for those transitioning back into the community.

The groundbreaking ceremony, which marked the official start of construction for the new facility, was attended by community leaders, Life Management Center staff and board members, local and state officials, and representatives from the Bay County Chamber of Commerce.

The transitional housing will serve clients with mental health conditions who do not meet the criteria for inpatient hospitalization but may still require additional support before living independently. These homes will provide an appropriate level of care close to their mental health care team, allowing clients to receive the treatment they need to stabilize and work toward reintegrating successfully into the community.

The construction of this new complex was made possible through a funding bill passed by the Florida Legislature and



Life Management Center President & CEO Ned Ailes



Senator Jay Trumbull



Life Management Center President & CEO Ned Ailes addresses the crowd at the transitional housing groundbreaking ceremony.



"This new transitional housing complex will provide a much needed and necessary continuum of care for Life Management Center clients. These apartment style units will provide an appropriate and supportive environment for individuals to receive services in a home-like environment as they stabilize in their recovery while receiving assistance with their transition back home and into the community."

- Ned Ailes, President & CEO

approved by the Governor. Representative Jason Shoaf and Senator George Gainer sponsored the bill during his final term in office, and then-Representative Jay Trumbull supported it. The Life Management Center Board of Directors also provided additional funding for the project.



Chairman of the LMC Board of Directors Brian D'Isernia



(Left to right) Victoria Williams, VBA Design, Commissioner Janice Lucas, Lori Bates, LMC Foundation Chair, Ashley Shoaf, LMC Board of Directors, Ned Ailes, LMC President & CEO, Senator Jay Trumbull, Brian D'Isernia, Chairman LMC Board of Directors, Commissioner Josh Street, Commissioner Brian Grainger, Garrett Anderson, Anderson Construction, Chris Forehand, Panhandle Engineering.

The LIFE MANAGEMENT FOUNDATION



Festival en Blanc scored a hole-in-one in style and success in its third year. Held at the Edgewater Executive Golf Course on hole number 3, guests dressed in their finest white attire experienced an unforgettable evening. The stunning venue, with its lush greens and elegant white décor, created a unique and sophisticated atmosphere for this one-of-a-kind event.

The event raised a record $60,000 to support the Life Management Center, proving once again that we can achieve great things when the community comes together.

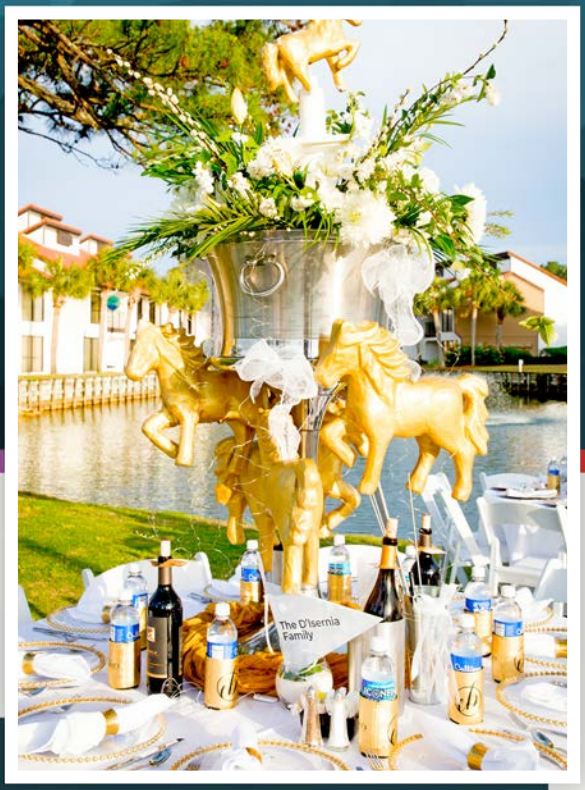
FESTIVAL *en blanc*



Watch the 2024 Festival en Blanc at https://youtu.be/MIAn3NRDn1s.



The Foundation presented LMC with a check for $50,000. These funds, raised at the Wine Tasting Dinner and the 2023 Festival en Blanc, will help the LMC Integrated Primary Care Clinic and purchase furnishings for the new transitional housing complex.



THANK YOU FESTIVAL EN BLANC *Sponsors*

PRESENTING SPONSORS

CARDIOVASCULAR INSTITUTE OF NORTHWEST FLORIDA
DR. & MRS. MIKE MORROW

FPL

FYFE FAMILY FOUNDATION

SPONSORS

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- Bill Cramer GM
- Blackwell Insurance
- Brown & Brown Insurance
- D'Isernia Family
- Elizabeth J. Walters
- George & Boopie McInnis Family Foundation
- Greg Abrams Seafood
- Hutt & Rising Families
- Kerigan Marketing Associates
- Lawnscapes
- Lori Bates Interiors
- McNeil Carroll Engineering
- Panhandle Engineering
- Panhandle Pediatric Dentistry
- Parrish Portable Toilets
- Perry & Young
- Regions Bank
- Sacred Heart Bay
- Scott Clemons
- Syfrett Family
- Triple J's Steaks & Seafood
- Walborsky Bradley & Flemming



Annual WINE TASTING DINNER



The Foundation's Annual Wine Tasting Dinner took place on November 6, 2023, at Firefly, where guests were treated to a culinary experience. The evening featured a 5-course menu, expertly prepared by the Firefly chef. Each course was thoughtfully paired with a selection of fine wines from DiBacco Imports, chosen to complement and enhance each dish perfectly.

Thanks to the generosity of our sponsors, attendees, and event hosts, the event raised over $23,000 for the Foundation. These funds provide critical financial support to Life Management Center in delivering essential mental health care to our community.



FOUNDATION BOARD MEMBERS

Lori Bates-Chair
Tricia Berry
Scott Clemons
Carolyn Cramer
Pam Cramer
Maria D'Isernia
Cara Hutt
Ben Lee
Boopie McInnis
Mary Margaret Rising

THANK YOU TO OUR 2023 WINE TASTING DINNER SPONSORS

CAROLYN CRAMER

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You could give your people
Culligan Water

BILLY STEVENSON OF RAYMOND JAMES

THE WHITEHEAD FOUNDATION

innovations
FINANCIAL CREDIT UNION

AndersonConstruction

VBA DESIGN

Primary CARE

MAKING AN IMPACT



The LMC Primary Care Clinic offers compassionate care to some of our community's most vulnerable individuals—those with mental health diagnoses who lack insurance or the financial means to receive essential preventive care elsewhere. One client, after losing their job and insurance, came to our clinic struggling with both physical and mental health challenges. After a thorough medical assessment, our provider discovered undiagnosed diabetes, a critical finding that could have led to severe consequences if untreated. With support from our primary care team and on-site pharmacy, the client received the necessary medications and was connected to additional resources, including diabetes education classes, through our partnership with the Health Department. This vital program is only possible because of the generous support of our community and is funded solely through donations and grants. Thanks to this support, we have saved lives and empowered clients to take control of their health and futures.

197 TOTAL ENROLLED PATIENTS

83 NEW PATIENTS

58%	42%	19-67	42
FEMALE	MALE	AGE RANGE	AVERAGE AGE



BAY HEALTH FOUNDATION

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

TYNDALL FEDERAL CREDIT UNION

Tyndall Federal Credit Union awarded $2,000.



United Way

United Way of Northwest Florida

UNITED WAY OF NORTHWEST FLORIDA

Provides a grant in support of Primary Care.

TOGETHER WE SHINE

Moments that Matter

The Staff Activity Committee (SAC) is dedicated to bringing joy and excitement to the LMC team, building camaraderie, and creating a supportive, fun workplace. The SAC planned monthly activities, including the Employee Appreciation Picnic, Chalk the Walk and Snow Cones Summer Fun, Halloween Costume Contest, Mardi Gras moon pie and bead delivery, a Super Bowl Soup Cookoff, Holiday Door Decorating Contest, and so much more! Each event was a great opportunity for everyone to come together, have fun, and strengthen our team.



TYNDALL ELEVATE BAY EXPO

LMC supported the Inaugural Tyndall AFB Elevate Expo, and Marketing Director Kristina Williams was a keynote speaker sharing with attendees the importance of self-care.

ANETRA JACKSON-RATCLIFF LEADERSHIP BAY

Congratulations to Healthy Families Component Director Anetra Jackson-Ratcliff on graduating from the Bay County Chamber of Commerce Leadership Bay Program.

















JENNIFER DAVIS WORK LIFE SYMPOSIUM

Psychiatric Nurse Practitioner Jennifer Davis was a breakout speaker at the annual PCB Chamber Women's Work Life Symposium.

PINWHEELS FOR PREVENTION

Planting hope, one pinwheel at a time. Raising awareness during Child Abuse Prevention Month.



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

https://www.facebook.com/lifemanagementcenter

https://www.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

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