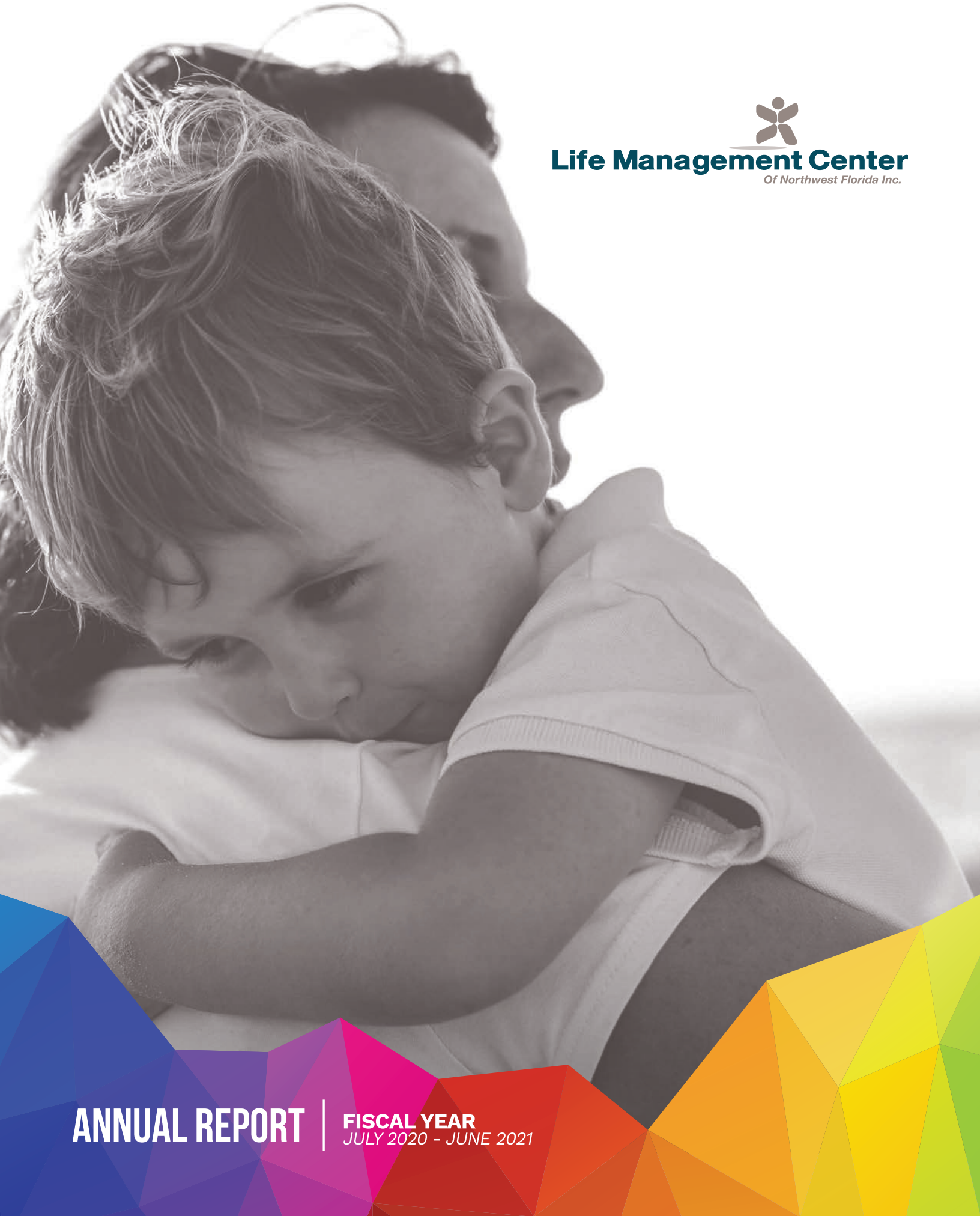

Life Management Center
Of Northwest Florida Inc.

ANNUAL REPORT

FISCAL YEAR
JULY 2020 - JUNE 2021

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.

BOARD OF DIRECTORS

Dinah Crayton, Chair
Dr. Bret Johnson, Vice Chair
James McCalister, Secretary
Judy Harris, Treasurer
Karl McAfee, Personnel Chair
Brian D'Isernia, Jr.
Frank Merritt
Timothy Myers
Thelma Rohan
Ashley Shoaf
James Sims

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Ned Ailes, M.S., LMFT
President and Chief Executive Officer

Wesley Berry
Chief Financial Officer

Eileen Booth, M.S., LMHC
Program Director, Children Services

Theresa McDonald, M.S., LMHC
Chief Operating Officer, Adult Services

Julie Moulder, M.S.W.
Program Director, Adoptions and Family Empowerment

Jennifer Davis, PMHNP-BC, APRN
Program Director, Crisis and Access Services

Retha M. Threatt
Chief Human Resources Officer

MEDICAL STAFF

Barton Lewis, M.D.
Medical Director

Children Services
Dr. Susan Balk
Dr. Eneida Gomez
Doris Jones, APRN
Joan Vojtkofsky, APRN

Adult Services
Dr. Kevin Amiri
Dr. Philip Burnett
Dr. Kelechi Ogbuji
Dr. Sylvester Smarty
Pam Faille, APRN
Patricia Franko, APRN
Nancy Gibson, APRN
Jerris Grover, APRN
Angelo Herbu, APRN
Rickman Powers, APRN

Dear Friends,

One of the most gratifying parts of my job as President and CEO of Life Management Center of Northwest Florida is watching the successes we achieve each year. Despite the obstacles and setbacks our community has faced in recent years, our dedicated team of professionals continue to persevere, adapt and overcome in order to provide critical and compassionate behavioral and mental health services to our community.



In 2020, COVID-19 brought a new set of challenges that the world was not prepared to handle. Technology played a vital role in the continuum of care for those we serve. As providers nationwide scrambled to implement virtual options, Life Management Center was already offering telehealth visits and quickly expanded this virtual offering to meet the needs of our patients. Through the support of community partners and private donations we were able to secure Personal Protective Equipment (PPE) for our team members who continued in-person visits in situations where virtual was not an option or in the best interest of the patient.

We are pleased to provide you with this annual report, which is a glimpse into the services we provide, reflects on our successes, and showcases our continued commitment to providing comprehensive, integrated care that promotes the health and quality of life of our community members. Here are just a few things we accomplished in the last fiscal year that we would like to highlight:

- **Despite the COVID-19 Pandemic, we never ceased providing care and services to the individuals we serve.**
- **Delivered psychiatric care to 4,707 individuals.**
- **Helped 528 individuals in mental health crisis through our Crisis Stabilization Unit.**
- **Placed 126 children in adoptive homes.**
- **Our Primary Care Clinic, which provides preventative care for indigent patients with mental illness, saw a 9% increase in clients served and exceeded the annual goal by 10%.**
- **Utilization of our Mobile Response Team services increased by 18.7% with 78% of the cases resulting in successful Baker Act diversion.**
- **Successfully implemented a COVID-19 vaccine initiative by offering immunizations to employees and their loved ones, community partners and clients resulting in 65.9% of staff being fully vaccinated and providing vaccines to 124 community members.**

To our staff, donors, friends and partners, thank you- you are at the core of everything we do. Thank you for your support, for your confidence in our work, for furthering our mission and for affecting positive changes in the lives of the thousands we serve each year. On behalf of our Board of Directors and dedicated employees, we thank you for your continued support of Life Management Center of Northwest Florida.

Sincerely,

Ned Ailes

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

"This year our team showed tremendous resilience, responsibility and resolve to support one another, our clients, and the communities we serve. However, we couldn't have done it without you. To our supporters, thank you for your continued support, kindness and your trust."

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

OUR IMPACT

67
Years serving Northwest Florida

9,220
Total children and adults provided with mental health services

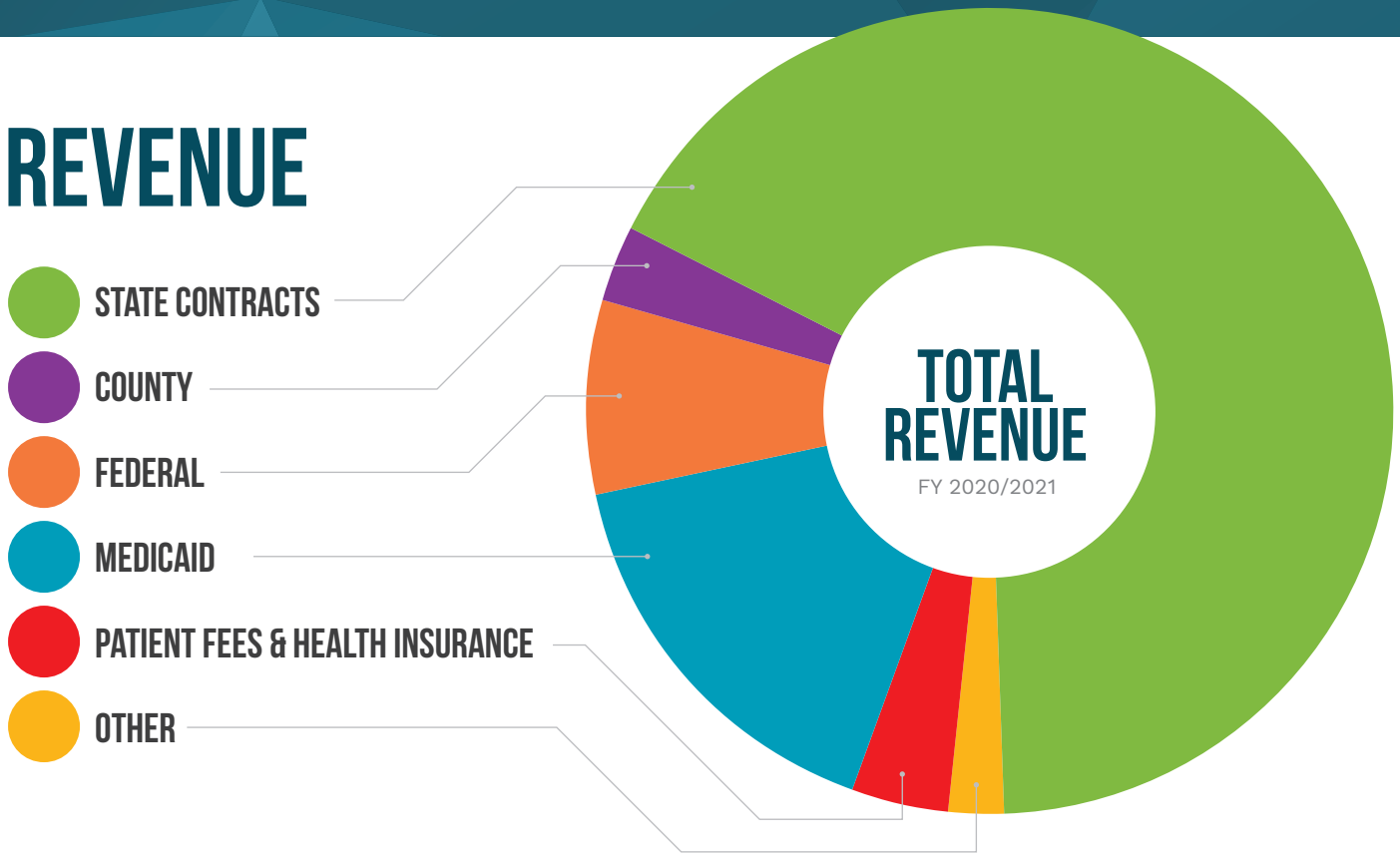
4,507
Individuals receiving psychiatric services

528
Total served in our Crisis Stabilization Unit

1,234
Total visits & calls to our Emergency Services

805
Total Mobile Response Team services

REVENUE



95
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

17
Programs recognized with CARF International Accreditation

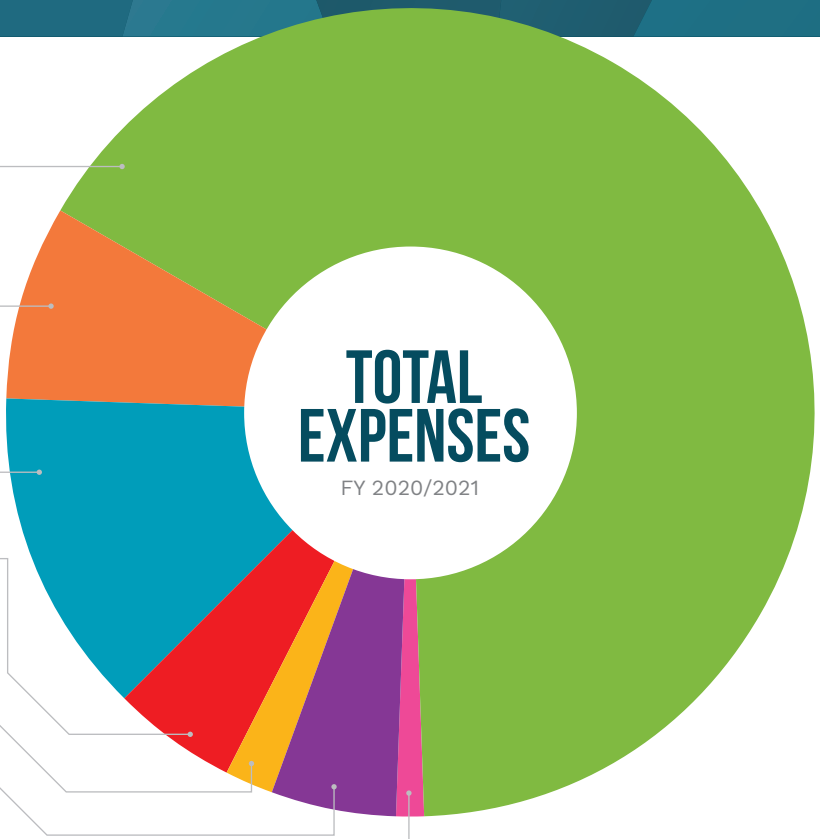
104
Individuals served in our FACT program

164
Total served in our Primary Care Clinic

A HEALTHIER MIND. A BETTER YOU.

EXPENSES

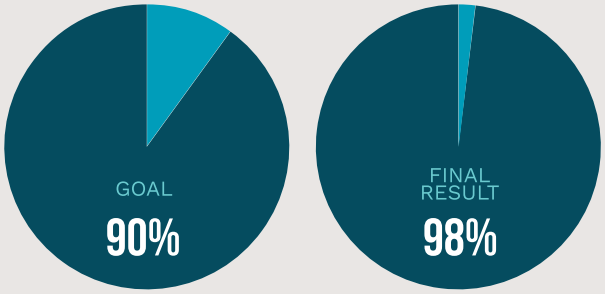
- 8% PERSONNEL (ADMINISTRATIVE)
- 66% PERSONNEL (DIRECT SERVICES)
- 13% PROFESSIONAL & CONTRACTUAL
- 5% BUILDING OCCUPANCY & MAINTENANCE
- 2% INSURANCE
- 5% OPERATING SUPPLIES & EXPENSES
- 1% OTHER



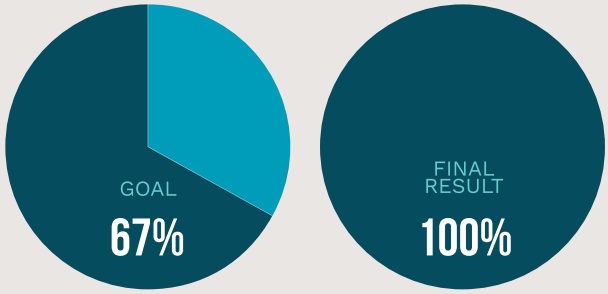
DELIVERING RESULTS

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

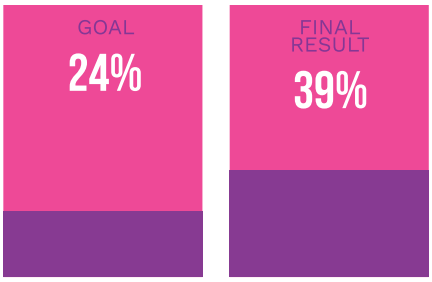


Adults involved with the courts

ADULTS WITH EMPLOYMENT

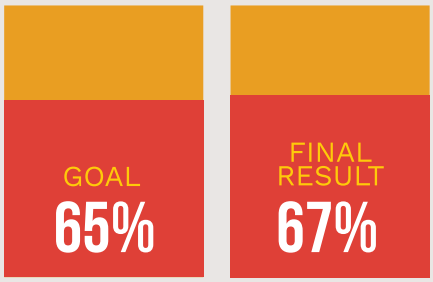


Annual average days worked for pay



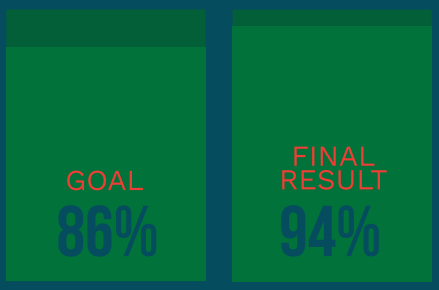
Percent of individuals competitively employed

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



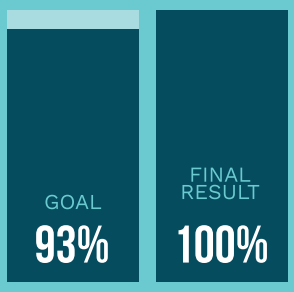
Children with severe emotional difficulties

PERCENT OF SCHOOL DAYS ATTENDED BY CHILDREN

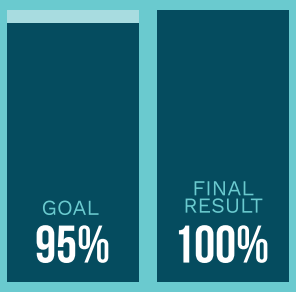


Children with severe emotional difficulties

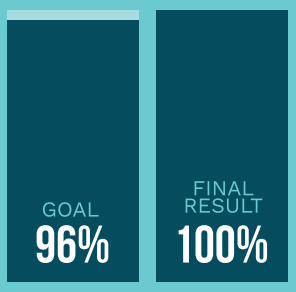
YOUTH LIVING IN STABLE HOUSING



Children with emotional difficulties



Children with severe emotional difficulties



Children at risk of developing emotional difficulties

CLIENT SERVICE APPRAISAL GOAL



Percent of clients who were satisfied with their service quality



Percent of clients who report that their access to care was good



Percent of clients who thought the quality of their care was good

ADOPTION SPOTLIGHT

The DeGarmo Family



Jennifer and Dan Degarmo knew they wanted to grow their family. They had two boys from Jennifer's first marriage, 10-year-old Evan and 16-year-old Damian, whom Jennifer and her first husband adopted from Guatemala.

The DeGarmo's completed their home study and started discussing the next steps. At first, they were going to seek approval for one child, but something told them to get approval for two. They requested to be matched with a young girl, around 10-12 years old, like their youngest son. However, during the match process, the adoptions specialist mentioned sisters Sabrina and Savannah as a possible match for their family.

The girls were in a group home not far from where they lived, so they started visiting and getting to know each other. They immediately felt connected and knew these sisters were meant for their family. They started making plans to spend the holidays together with an anticipated move in date of March 2021. However, in November 2020 visits were stopped due to the COVID-19 crisis.

The DeGarmo's couldn't imagine not being able to spend Christmas together as a family. The Life Management Center adoptions team worked diligently in cooperation with the out of county adoption specialist to expedite the process. The Monday before Christmas, Sabrina and Savannah moved to their new home with the DeGarmo's and they spent their first Christmas together as a family of six. The following March, their adoption was finalized and their family was complete.

> *"Everyone is afraid to adopt teenagers, but teens need parenting as much as younger children. It's a different type of parenting, they need guidance to help them navigate and learn from their life experiences, it's what makes them who they are."*
>
> **—Jennifer DeGarmo**

Sabrina and Savannah are thriving in their new home. They are enjoying being typical teenagers. Sabrina is looking forward to finishing her senior year of high school and finding a part-time job. Savannah is a sophomore, is learning to drive and recently made her school's cheerleading team.

Life Management Center believes that every child deserves a permanent, loving and stable home. We are so excited for the DeGarmo family and all the others we were able to assist this year with adoptions!



ADOPTIONS

Life Management Center provides adoptions through contracts with Northwest Florida Health Network. In the last fiscal year, a total of 126 children were placed in forever homes with assistance from our adoptions team.

NUMBER OF CHILDREN PLACED IN ADOPTIVE HOMES *BY COUNTY*

91 Bay

7 Calhoun

7 Jackson

3 Gulf

6 Washington

1 Holmes

11 Out of County/State

THANK YOU SUPPORTERS



We are deeply grateful to all our donors who make our work possible. A special thank you to those who serve on our Foundation Board of Directors. Your commitment is vital to our success and makes our organization stronger.

FOUNDATION BOARD MEMBERS

Lori Bates-Chair
Scott Clemons
Gerry Clemons
Carolyn Cramer
Thelma Rohan
Mimi Morrow
Ray Palmer
Tricia Berry
Boopie McInnis





2020 ANNUAL WINE TASTING DINNER

Now in its fifth year, our Wine Tasting Dinner, held annually at Firefly Restaurant, has become the Foundation's signature event where the funds raised help support and sustain Life Management Center's programs.

PLATINUM SPONSOR

BILL CRAMER GMC

GOLD SPONSORS

HOOKS STEVENSON TEAM OF RAYMOND JAMES®
GAC CONTRACTORS
BUBH
You could give your people Culligan Water
Florida Blue In the pursuit of health
CLEMONS COMPANY Employee Benefits Group
innovations FEDERAL CREDIT UNION

Special thanks to event hosts Firefly and Dibacco Imports



BAY HEALTH FOUNDATION CHECK PRESENTATION

The Bay Health Foundation presenting CEO Ned Ailes with the $20,000 grant award

CENTRAL PANHANDLE ASSOCIATION OF REALTORS DONATION

The Central Panhandle Association of Realtors presented a donation of $7,080 from proceeds of their annual Festival of Trees Event





ST. JOE PRIMARY CARE CHECK PRESENTATION

The St. Joe Community Foundation presenting $20,000 grant award

GRANT AND FOUNDATION PARTNERS

Bay Health Foundation
Central Panhandle Association of Realtors
Mack and Eleanor Lewis Family Foundation
The St. Joe Community Foundation
Tyndall Federal Credit Union
United Way of Northwest Florida
Charles A. Whitehead Foundation

IN MEMORIAM

Life Management Center extends its deepest sympathy to the family and friends of Mr. Lee Lapensohn and Mrs. Aviva Mallary, past foundation board members. We are grateful for their many years of support and contributions to our work. They will be dearly missed.

MOBILE RESPONSE TEAM

Making an Impact



A mental health crisis can occur any hour of any day to anyone. When it does, Life Management Center is here to help. One of the ways we are offering immediate crisis support is with our Mobile Response Team (MRT). The MRT is the first-of-its-kind in our area and was created to provide on-demand behavioral health crisis intervention in any setting — most often at schools, but also in homes, ERs and other locations. The MRT is a team of behavioral health professionals with specialized crisis training who can provide intervention for children and adults who are experiencing a mental health or substance use crisis. Their goal is to prevent a psychiatric crisis from becoming an emergency situation that requires law enforcement involvement or involuntary hospitalization (Baker Act).

SUCCESSFUL SCHOOL INTERVENTION

The MRT was called to a local school situation involving a child who verbalized suicidal thoughts and made gestures of self-harm. Through the MRT Counselor's assessment and intervention, it became clear that the student was stressed and emotionally unstable, but not suicidal. Thoughts of suicide should always be taken seriously. In this situation, the student's statements were the result of an inability to cope with their stress and anxiety and was the child's way of asking for help.

Normally, the student's actions would have prompted an immediate Baker Act, a 72-hour involuntary hold in a mental health treatment facility. However, the school chose to call MRT for further assessment and guidance and the student was able to get the help needed without hospitalization.

SUCCESSFUL COMMUNITY INTERVENTION

The MRT was called by the Panama City Police Department to assist with a standoff involving a potentially suicidal veteran. After hours of providing crisis counseling, MRT Counselor Janet Thompson was eventually able to resolve the situation peacefully. This was the first time the PCPD had involved the MRT and a civilian counselor in this type of crisis situation.

Thompson was later recognized by the Panama City Police Department for her outstanding performance during a crisis situation.





"Adding MRT services to our area was a critical step in the emergency care continuum and provides 24/7 immediate access for individuals in our area experiencing a mental health crisis. We can respond to these calls with the goal of de-escalating the situation safely and connecting the person with care and mental health resources."

— Melissa Chambers, LMHC
MRT Team Leader



77.88%
MRT Baker Act Diversion Success Rate

850 **Total Calls**

662 **Total Baker Act Diversions**

16.59%
Night & Weekend Utilization Rate

25.37%
MRT Utilization Increase from FY 2019-2020

282
Baker Act Diversions from Community Interventions

380
Baker Act Diversions from School Interventions

SUCCESSFUL OUTREACH

Educating the schools, law enforcement and the community about the availability of the MRT is crucial. The MRT Liaison works to ensure the communities we serve know about the MRT, our mission and how to contact us when a crisis arises. Here are a few highlights showing the successes of the team:

Relationships established between 17 individual law enforcement agencies across 6 counties to create awareness of the MRT.

The Calhoun County Sheriff's Office established a direct link to MRT's website from their website's resource page.

Lynn Haven P.D. and Panama City P.D. have both established new protocols for their patrol officers to contact MRT in situations involving mental health.

Cooperation between mental health providers, school officials and law enforcement has proven to be a vital resource in treating those suffering from a mental health crisis. Working together, we can help those in need obtain treatment and resources necessary to ensure the best possible outcome.



Patient Spotlight

MARK'S STORY

SPRAVATO Patient

Depression is hard. Mark, like so many others, has struggled with it for years. He would isolate from his friends and family, not answering or returning phone calls. He experienced excessive sleeping, so much that he was missing work. He was visibly affected, even being told by others that he had a "sad look."

Realizing he needed help, Mark began treatment at Life Management Center. Over the years, he's seen different counselors and psychiatrists, tried different medications, therapy and interventions. While some treatment options worked for a while, he never had success managing his depression. He was discouraged and ready to give up until Dr. Lewis diagnosed him with treatment-resistant depression and prescribed a new medication called SPRAVATO. Mark quickly began seeing success with the treatment and his depression is successfully managed. He is grateful to Dr. Lewis and all of the team members who have, and continue to help him on his journey.

"No matter what, I'm better than I was before. I am so thankful to Life Management Center. The sad look I had, it's gone. People see me again. Not only do I feel different, but the people who know me best say the old Mark is back. Having my depression symptoms improve after so many years of struggling has been outrageously amazing for me. I get my treatment. It works. I live my life."

Life Management Center is the only certified outpatient SPRAVATO treatment center in our area.

MAKING A DIFFERENCE

Client Testimonials

"Some people deserve more than just a thank you, just like the CAT Team! But I would like to say thank you anyways. Your team is amazing to work with, we are forever grateful for every text, email, group meeting and zoom call. Our son has a different mindset and it shows. We are hopeful for an awesome school year. Thank you for everything!"

–Mother of a child in the CAT Program

"I'm thankful I couldn't turn the safety off. I realized I needed help. I knew I needed to come see you and that you would help me. You saw me right away. I'm glad I did, you saved my life"

–Anonymous, receiving treatment for attempting suicide



Pictured (L–R): Secretary Harris, Life Management Center President and CEO Ned Ailes, Molly McKinstry, Chief of Staff, and Walter Sachs, DCF NW Regional Managing Director. Florida Department of Children and Families

SECRETARY HARRIS VISIT TO LMC

Life Management Center was proud to host newly appointed Florida Department of Children and Families' Secretary Shevaun Harris at our Panama City location on April 22. During Secretary Harris' visit she was able to see and discuss the vital services LMC provides to the communities we serve.



CHILD ABUSE PREVENTION AWARENESS MONTH

In recognition of Child Abuse Prevention Awareness Month in April, our staff wore blue on Fridays and planted pinwheels for prevention at the entrance of our main campus. This was a reminder to everyone to advocate for healthy families and safe environments for all children.



MENTAL HEALTH AWARENESS MONTH

Many of our community municipalities partnered with Life Management Center to recognize Mental Health Awareness by officially proclaiming May as Mental Health Month. By publicly issuing these proclamations, our community leaders are showing their commitment to increasing awareness and understanding of mental health.

CARF CERTIFICATION

Life Management Center is proud to announce it received another 3-year accreditation from CARF International. First accredited by CARF in 1996, this recent award reinforces our conformance to the CARF standards and dedication and commitment to improving the quality of the lives of the persons served by our programs.

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
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

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

facebook.com/lifemanagementcenter

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