

April, 2009

**General Information:**

The FCSOC has three Full-time Assessors, four System Navigators and one Access Specialist (Screener). The Access Specialist is a new addition to the FCSOC in recognition of the complex needs of our referral base. The Assessor/Navigator Team, contracted to PEMHS, is located at their Honeywell office, 6351 126<sup>th</sup> Ave. N. Suite 200, Largo.

Screening Line: 888-592-3762

PEMHS Line: (727) 362-4240

FAX Line: (727) 456-0639

\*\*\*School personnel have been provided with a referral form that may be faxed. School-based referrals are through each school's child study team.

Screening/Referral Line Hours:

Monday – Friday 8:30am – 5:00pm

<u>Supervision:</u>	<u>System Navigators:</u>	<u>Assessors:</u>
Marianna Kritsberg (Team Leader) <a href="mailto:mkritsberg@pemhs.org">mkritsberg@pemhs.org</a> ext. 2256	Cassandra Washington (System Nav.): <a href="mailto:cwashington@pemhs.org">cwashington@pemhs.org</a> cell (727) 565-3966	Margaret Green (Assessor): <a href="mailto:mgreen@pemhs.org">mgreen@pemhs.org</a> cell (727) 520-3986
Cheryl Hart (Team Leader) <a href="mailto:chart@pemhs.org">chart@pemhs.org</a> cell (727) 851-5361	Jessie Shelhamer (System Nav.): <a href="mailto:jshelhamer@pemhs.org">jshelhamer@pemhs.org</a> ext. 2258 cell (727) 565-6473	Dana Swain (Assessor): <a href="mailto:dswain@pemhs.org">dswain@pemhs.org</a> (727) 565-3590
	Jetta Hennings (System Nav): <a href="mailto:jhennings@pemhs.org">jhennings@pemhs.org</a> ext. 2313 cell (727) 565-7987	Annie Vilanova ( <i>Bi-lingual</i> Assessors) <a href="mailto:avilanova@pemhs.org">avilanova@pemhs.org</a> cell (727) 565-3411
	Noel Vazquez (Bi-Lingual Systems Nav.) <a href="mailto:nvasquez@pemhs.org">nvasquez@pemhs.org</a> cell (727) 687-6874	<u>Access Specialist:</u> Paul Needles <a href="mailto:pneedles@pemhs.org">pneedles@pemhs.org</a> (727) 362-4240

The screening service includes a scripted decision tree and a “warm transfer” process to assist families to access care through their insurance source if benefits match their needs. However, families with insurance are not being turned away from the FCSOC. We are tracking the number of families that present with insurance to assist in the development of financial criteria.

Upon completion of the screening, families are offered an assessment appointment at the place of their choosing (primarily in-home). The FCSOC is utilizing *The Family Partnership Plan (Family Assessment)*. The assessment covers 10 domains that assess total family functioning.



719 US Highway 301 South  
Tampa, FL 33619



Phone: 813-740-4811 SC: 514-5441  
Fax: 813-740-4821 SC: 514-5451

## Assessment and Referral Statistics:

Year to date November 1, 2008 to April 30, 2009:

Referrals: 1090  
Screenings: 895  
Assessments: 504 (new families)

New client referrals to agencies: 470

There were 118 FCSOC referrals to the provider agencies this month. 80 of those referrals reported having no insurance. In addition to the referrals in the system, the screening/assessment process produced 25 referrals out of the FCSOC but to our provider agencies utilizing their insurance benefits in other programs. Additional, "As Needed", staff are being mobilized by PEMHS to ensure the goal of no more than three business days lapse between screening and assessment. CFBHN staff are also available to offer time slots for assessment as needed to bring wait times in line with the goals. Three FTE are also being added to the team: a Team Leader/Assessor, a System Navigator, and Second screener.



Central Florida Behavioral Health Network

Breakdown by month (past 3 months):

February 2009

March 2009

April 2009 (*new format/ KIS data*)

<p>Total Referrals: 240</p> <p>Total Screenings this month: 187                  Variance (Ref. vs. Screen): 53                  Re: Unable to contact e.g., third party referral, incorrect contact information, Inappropriate referral.</p> <p>Total Assessments Scheduled: 111 (80 in February, 30 in March)                  Variance (Screen. vs. Assess): 76                  Re: utilized Insurance, declined services, unable to verify legal guardianship, lost contact with family, inappropriate referrals.</p> <p>Average weekly Screenings: 47 (based on 4 weeks)</p> <p>Average Weekly Assessments: 20 (based on 4 weeks)</p> <p>Average number of days between screening and assessments: 8.5***</p> <p>(Introduction of The KIS System for electronic recording</p>	<p>Total Referrals: 238</p> <p>Total Screenings this month: 185                  Variance (Ref. vs. Screen): 53                  Re: Unable to contact e.g., third party referral, incorrect contact information, Inappropriate referral.</p> <p>Total Assessments Scheduled: 94                  Variance (Screen. vs. Assess): 91                  Re: utilized Insurance, declined services, unable to verify legal guardianship, lost contact with family, inappropriate referrals.</p> <p>Average weekly Screenings: 46 (based on 4 weeks)</p> <p>Average Weekly Assessments: 23 (based on 4 weeks)</p> <p>Average number of days between screening and assessments: 9.8***</p>	<p>Total Screenings: 135</p> <p>Eligible for Assessment: 115                  18 - Not eligible                  7-Suncoast                  4-Directions                  3-Private Ins                  1-Camelot                  1-Health Kids                  2-Unknown                  2 - incomplete</p> <p>Total Intakes: 200                  118 <i>new families</i>                  82 additional family members</p> <p>2 determined ineligible for the program</p> <p>Average days between screening and assessment: (goal is 3 days)</p> <p>10.82 Between Screening and Scheduled Assessment</p> <p>Insurance (reported at screening): 66                  Breakdown by type:                  11 Health Kids                  37 Medicaid</p>
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of the assessments reducing the efficiency of the Assessors while they became familiar with the software. In addition, the total number of referrals increased. An additional assessor has been hired in the month of March and should bring the average down to within our 3 day goal over the next two months.)

**Insurance :** 166

Insurance Provider	Number
Amerigroup	15
Atena	6
AV- Med	1
BCBS	10
Champus	1
Cigna	4
Citrus	4
Difinity Health	1
Healthease	5
Healthy Kids	5
Humana	1
Kidcare	3
Medicaid Unspecified	45
Medicare	2
Medipass	7
Unknown	38
Private Unspecified	1
Staywell	3
Sunshine State Health	1
Tricare	1
United	11
United Behavioral	1

**Insurance :** 166

Insurance Provider	Number
Private:	3
Medicaid:	34
BCBS:	10
Cigna:	3
Amerigroup:	17
United Healthcare:	9
Unknown:	41
VA Tricare:	2
Humana:	2
Citrus:	4
Cobra:	1
Medipass:	12
Medicare:	3
Staywell:	3
Healthease:	6
Kidcare:	8
CMS? :	1
Atena:	7

18 Private Insurance

No Insurance (reported at screening): 80

Referral Source:

Child Protective Investigation Count	9
Dept of Health - Childrens Medi Count	2
Dept of Children & Families-Dev Count	2
Dept of Health - Pin Co Health Count	1
Dept of Juvenile Justice Count	3
Counseling Program Count	51
Friend Count	2
Housing Program Count	1
Juvenile Justice	8
Law Enforcement Count	2
Mental Health Services Count	13
Pinellas County School System Count	57
Pinellas County Human Services- Count	9
Relative Count	7
Self Count	15
Refugee/Immigrant Services Count	2
Advertising (any media) Count	6
Family Support Services Count	7
Dept of Children & Families-Adu Count	1

FCSOC Monthly referrals to agencies: 188

Pinellas Support Team	66	35%
Family Resources	53	28%
Family Service Centers	12	8%
Directions	38	20%
Suncoast	19	15%

Central Florida Behavioral Health Network

166	166			
No Insurance:	74	No Insurance:	71	
Monthly Referral Source: (240) Percent of total:		Monthly Referral Source: (238) Percent of total:		
Schools:	(105) 44%	Schools:	(107) 45%	
Providers:	(36) 15%	Providers:	(20) 12%	
Family/Self:	(7) 3%	Family/Self:	(2) 1%	
Advertising:	(17) 7%	Advertising:	(20) 8%	
Community Programs:		Community Programs:		
(Breath of life, Fiddler's,		(Hispanic Outreach Center,		
Catholic Charities, other:	(11) 5%	Healthy families, EYA other)	(14) 6%	
Legal System (courts, police)	(12) 5%	Legal System (courts, police)	(2) 1%	
CPI:	(8) 3%	CPI:	(4) 2%	
ERT:	(5) 2%	ERT:	(4) 2%	
211:	(9) 4%	211:	(7) 3%	
Other:	(30) 13%	Other:	(58) 24%	
Breakdown by School (3 highest):		Breakdown by School (2 highest):		
Skycrest	7	Westgate	6	
Meadowland	6	Bear Creek Elem, Bellair Elem,	5	
Southern Oak Sexton,		Skycrest Elem, Sandy Lane Elem, Cross Bayou		
Pinellas Park, New Heights, Carlisle	5			
Monthly Referrals to Agencies: (44) totals / %		Monthly Referrals to Agencies: (96 undup.) totals / %		
Children's Home (PSST):	(13) 30%	Children's Home (PST):	(31) 32%	
Directions:	(10) 23%	Directions:	(8) 4%	
Family Resources:	(9) 20%	Family Resources:	(40) 45%	
Family service Center:	(7) 16%			
				<i>Medicaid Referrals (Non-FCSOC): (25)</i>
				Directions: 9
				Family service Center: 0
				Suncoast: 9
				Other: 7

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<p>Suncoast: (5) 11%</p> <p><i>Medicaid Referrals (Non-FCSOC):</i></p> <p>Directions: 26</p> <p>Family service Center: 4</p> <p>Suncoast: 17</p> <p>Multitageny referral 6</p>	<p>Family service Center: (7) 4%</p> <p>Suncoast: (10) 10%</p> <p><i>Medicaid Referrals (Non-FCSOC): (57)</i></p> <p>Directions: 22</p> <p>Family service Center: 3</p> <p>Suncoast: 32</p>	
	<p><b><u>Variance Information:</u></b></p> <p>Total Screenings this month: 185</p> <p>Variance (Ref. vs. Screen): 53</p> <p>Re:</p> <ul style="list-style-type: none"> <li>Unable to contact (3 attempts) – 29</li> <li>Incomplete contact information – 4</li> <li>CL declined services – 1</li> <li>CL receiving counseling from: <ul style="list-style-type: none"> <li>Hospice – 1</li> <li>Suncoast – 1</li> </ul> </li> </ul>	

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	<p>PAR – 1 FR – 1</p> <p>Utilized Insurance:</p> <p>Directions - 1 Suncoast – 1 Other – 1</p> <p>CL stated CL would call back – 5 Out of County – 2 No children – 2</p> <p>Referred elsewhere:</p> <p>FETC – 1 Church – 2 per CL</p> <p>Total Assessments Scheduled: 94</p> <p>Variance (Screen. vs. Assess): 91</p> <p>Re:</p> <p>Declined Services - 2</p> <p>Insurance:</p> <p>Suncoast - 31 Directions – 21 Undetermined – 14</p> <p>CL to call back - 4 No children – 3</p> <p>Referred elsewhere:</p> <p>FSC – safe center – 3 PAR – 1 Other – 1 FETC – 2 TFS – 1 Camelot – 3 Rational Steps – 1</p>	
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	Student Development -1 Out of County – 2 Not child's guardian – 1	
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