



Celebrating Positive Change for Over 50 Years

# STEWART-MARCHMAN-ACT BEHAVIORAL HEALTHCARE

*"exceptional and comprehensive behavioral healthcare"*

## Annual Report

July 1, 2013—June 30, 2014

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## A Message from the SMA Board Chairman



Rosaria C. Upchurch  
Chairman of the Board

### MISSION

*To deliver exceptional and comprehensive behavioral healthcare to individuals and families in our community.*

In the opening canto of L'Inferno (Hell) of his work La Divina Commedia (The Divine Comedy, 1308-1321), my countryman Dante Alighieri wrote: "Midway upon the journey of our life I found myself within a dark forest, for the straight forward pathway had been lost ... Ah me! How hard a thing it is to say what was this forest ... savage, rough, and stern, which in the very thought renews the fear."

These words resonate with me because I do believe that life's ills result from our finding ourselves lost in a "dark forest." Mental illness and addictions place those who are afflicted in a dark forest, alone and afraid. The solution is to find our way back into the light.

We all have the capacity to understand human pain and suffering. What many of us have difficulty understanding though is living in the shadows of, and with the associated stigma of, a debilitating brain disease. Some still believe that people with mental illness and/or addictions just need to "straighten up." The reality is that achieving Recovery is a long and painful journey, and must be maintained for quality of life. At SMA, we work at facilitating the achievement of good quality of life. I am humbled to be among the team that makes the world better by being there.

As I end my two-year tenure as the chairman of the Board of SMA, I reflect on the rigorous and challenging work we do as a team ... with a commitment that is unparalleled. I am proud to be on this team! The world is a better place because of SMA!! Daily, we reach out in some dark forest and bring light.

I thank all the people who have worked behind me, in front of me or beside me. I especially thank our retiring CEO, Chet Bell, and his family, who have given much.

As I look forward, I know that our incoming chairman, Connie Ritchie, and our incoming CEO, Ivan Cosimi, will lead us towards wonderful things. Special thanks to my family and to all the staff, partners, and directors of the SMA Behavioral and SMA Foundation entities. May your lives have light in them and may you spread it into the dark forests you encounter in your life journeys.

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## A Message from the CEO

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Chet Bell  
CEO

### VISION

*A community where addiction and mental illness are treated promptly, comprehensively, and with respect for all.*

This has been a very dynamic year for SMA. Our mission to provide "exceptional and comprehensive behavioral healthcare" has taken us in a great many directions. We provide inpatient care to the most seriously ill. We counsel children and adolescents. We help families come to terms with how to respond when addiction or other severe and persistent mental illness is part of family dynamics. We help prisoners make the transition from a long period of incarceration to living in the community. We help moms and newborns get off to a "Healthy Start". We help people with disabilities find and retain meaningful employment. We help thousands of people in Flagler, Putnam, St. Johns and Volusia remain healthy and productive through our crisis, residential, outpatient and prevention services.

In doing those things we partner, partner partner! My concept of behavioral healthcare has evolved to an understanding that we are specialists. We are a specialty not only in physical healthcare, but a specialty... and a partner... with so many other systems in our community. Schools, churches, child welfare agencies, government, law enforcement, corrections, juvenile justice, employment services, private businesses, volunteer groups, hospitals, other non-profit clinics and providers, domestic violence shelters, homeless service providers – the list goes on and on. All are our partners in providing behavioral healthcare in our communities. And we are so thankful for those partnerships, because they result in more comprehensive and coordinated services to benefit those we serve.

This is my last report as CEO at SMA. I want to thank everyone in our communities for your "can do" spirit of collaboration and partnership. We have a synergy locally where the result of our joint efforts is many times better than what each of us could achieve alone. Most importantly I want to thank and acknowledge the work of SMA's 590 member team, who pursue our Mission and constantly improve the quality of the care we provide. My reflection is that we are all working together to the best of our abilities to make north central Florida a healthy place to live, work and play.

So I will end where I started in exhorting all of us to continue to Work Hard, Work Smart, Have Fun, Make a Difference... One Day at a Time!

## 2014-15 Board of Directors

**Chairman:** Connie Ritchey

**Vice-Chairman:** Howard Stange

**Secretary:** Matthew Foxman

**Treasurer:** Thomas O'Keefe

**Immediate Past Chair:** Rosaria Upchurch

**Director Emeritus:** James Huger, Lawrence Kelly,  
Evelyn Lynn, and Edmond Sanders

**Members:**

Salman Ahmed

Benjie Bates

David Beck

Darlinda Copeland

Paul Crow

Robert Feather

Jack Fisher

Charles Flavio

Andrew Gurtis

Robert Hardwick

Janet Miller

Melissa Murphy

Bruce Page

James Rose

Ted Serbousek

Garry Wood

Jakari Young

## Executive Management Team

W. Chester Bell, MPA

Ivan Cosimi, MA, CPA

Antonio Canaan, MD

Richard Curley, MS

Rhonda Harvey, JD

Patrick Miley, M.Ed, Ed.S, CAP, LMHC

Chester Wilson, Ed.D, CAP

Vicki Kirksey, SPHR

Chief Executive Officer

Chief Financial Officer - CEO Effective 1/1/2015

Chief Medical Officer

Chief Information Officer

Vice-President of Residential & Crisis Services

Vice-President of Outpatient Services

Process Improvement Director

Human Resources Director

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## The Year in Review/Agency Celebrations

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July 2013 – SMA had its best CARF accreditation review ever. SMA received only 9 “recommendations” from more than 2,200 standards surveyed. The recommendations were clustered in the general program standards. We were in compliance with all of CARF’s administrative standards and those specific to all of our program operations.

July 2013 - SMA expands its partnerships in Palatka through the collaboration with Lee Conlee House (Hope In Recovery Grant). Through the grant, SMA provides on site individual and group counseling for substance abuse issues to women who have experienced both domestic violence and addiction issues.

July 2013 - The Florida Department of Corrections awarded SMA a contract to expand residential treatment capacity, increasing the number of men receiving substance abuse treatment at Reality House by 60. Including work release, the program now provides residential recovery services to a total of 173 men daily.

September 2013 – Recovery Month activities win national award from SAMHSA (Substance Abuse Mental Health Service Administration). Vicki Kress, SMA’s Prevention Director, was recognized for her planning and execution of the best educational events in the nation. Locally Vicki is known for her work in leading an inter-agency volunteer team for Recovery Month events over the last 7 years.



October 2013— With funding from Street Outreach Grant from The Administration for Children and Families, BEACH House was able to expand its outreach efforts, putting them at community events throughout the county of Volusia and enhancing its SAFE Place efforts. Under the requirements of the grant, the program started their very own Facebook page to keep followers up to date on their services and activities.

November 2013 - Pinegrove’s Crisis Unit was retrofitted with a padded seclusion room. This adds to the safety and security for individuals who are physically aggressive while reducing the need for mechanical restraints. This was made possible through a grant provided by the SMA Foundation.



SAMHSA Award for Recovery Month Presented by Pamela Hyde, SAMHSA Administrator to Vicki Kress, SMA KKDF Director

December 2013 - Flagler County is awarded the DCF Criminal Justice, Mental Health and Substance Abuse Reinvestment Grant (1 of only 7 Florida counties to be awarded). This resulted in the May 2014 opening of SMA's Crisis Triage and Treatment Unit (CTTU) at the Vince Carter Sanctuary in Bunnell. Along with the CTTU services, the grant funds are also used to provide additional Crisis Intervention Team (CIT) training to law enforcement agencies in Flagler and additional Mental Health First Aid (MHFA) training for civilians.

January 2014—The Reality House Culinary Arts program made history when two Reality House clients were awarded the designation of "Certified Culinarian" by the American Culinary Federation (ACF). Since that time, another seven program participants have acquired ACF certification, with one designated as a "Certified Executive Pastry Chef." In addition, 118 culinary students obtained their Food Safety Manager cards. These achievements by our clients represent their personal commitment to hard work and self-sufficiency, and highlight the dedication of our staff to new and innovative ways of helping our clients sustain recovery.



Brian Conrad, Chefs Kirk Kief, Steven Galassi, and James Fryman, John Kent, and Andrew Williams

January 2014 - SMA rolls out a new brand... *Celebrating Positive Change for Over 50 Years*. SMA's website and social media sites were updated with the new look, along with all printed marketing materials and community presentations. SMA also moved forward with a social media campaign that has resulted in over 450 likes on Facebook and numerous videos about SMA programs on YouTube.

April 2014 – Drug Court services in Putnam County are relocated to SMA's outpatient care center in Palatka, resulting in a more cohesive outpatient team and improved treatment environment for the individuals receiving those services.



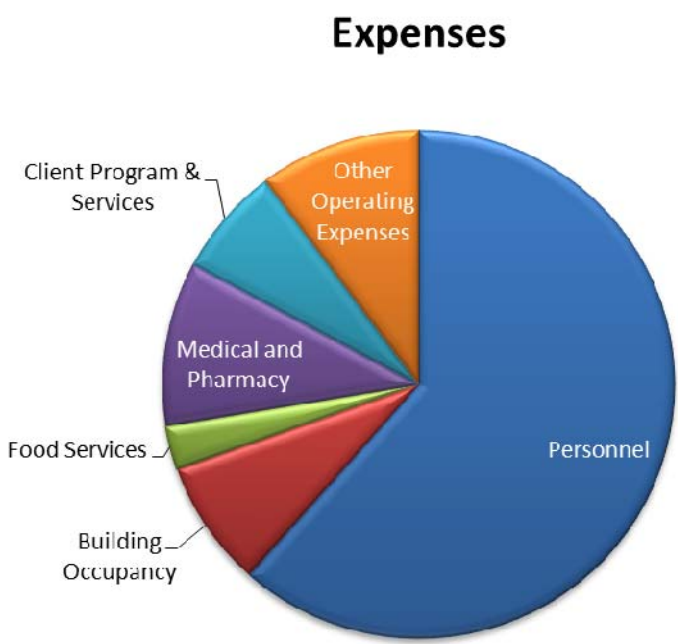
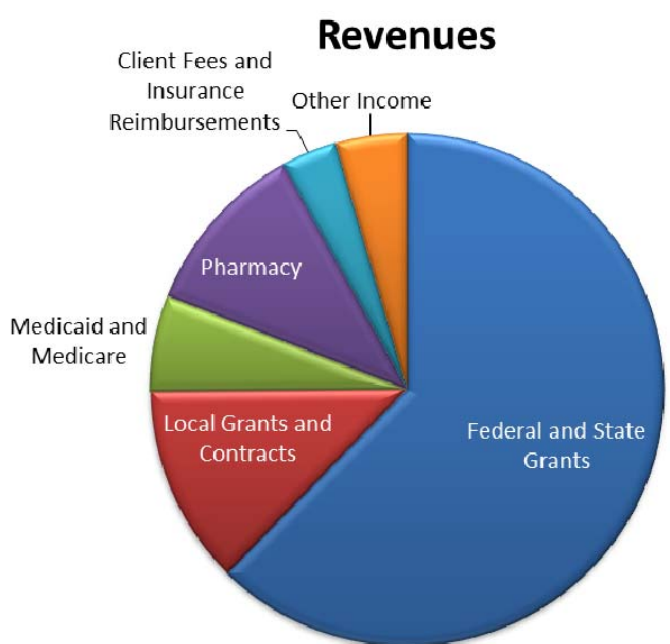
Michael Fuller, MD  
Presenter, Choices In Recovery, St. Augustine

April 2014 - St. Augustine services were enhanced with the addition of a second Psychiatric Advanced Registered Nurse Practitioner to serve St. Johns County.

May 2014 – SMA hosts its first Mental Health Month event in St. Augustine. SMA partnered with Janssen's Choices in Recovery and Flagler Hospital St. Augustine to present an educational seminar for the community. Dr. Michael Fuller, psychiatrist from Texas, was flown in to provide the presentation.

Janssen also provided MINDSTORM, a virtual tool that exposes the turbulent symptoms of schizophrenia, to staff and community members at several SMA sites during the month.

*Revenues FY 2013-2014 (Total revenues were \$40,796,512)*



*Expenditures FY 2013-2014 (Total expenditures were \$40,697,570)*



## Clients Served

Over 21,916 clients were served during fiscal year 2013-14. Of those, 51% were male and 49% female. Of these, 81% were White, 14% were Black, and 5% were American Indian or Alaska Native, Native Hawaiian or other Pacific Islander, or multi-racial. 8% described their ethnicity as Hispanic or Latino.

Age groups of those served were as follows: 23% were ages 21-30, 20% were 31-40, 19% were between 41-50, 20% were 51-64, 11% were under 18, 4% were 18-20, and 3% were over 65.

## Client Outcomes

SMA's client satisfaction for fiscal year 2013-2014 was 84%, receiving a response rating of good or excellent.

SMA's Comprehensive Community Support Team (CCST), located in Daytona Beach, DeLand, New Smyrna Beach, Bunnell, Palatka, and St. Augustine, serve people with severe and persistent mental illness. The teams provided care to 7,581 clients during the year and less than 3% of these clients required an inpatient psychiatric service during the year.

SMA's Florida Assertive Community Treatment Team completed an income study that evaluated cost savings to the 125 clients served in the program—those individuals with the most significant histories of mental illness, hospitalization, legal involvement, and homelessness. In comparing the number of days spent in jail, state hospitals, crisis units and homeless shelters in the year 2013 there was an annual system cost savings of approximately \$10 million.

93.5% of Project WARM clients that were contacted post-discharge have retained custody of their children.

ADI (Anti-Drug Initiative) had a successful completion rate for the fiscal year of 94.5%.

Drug Court had an 87% successful completion rate for the fiscal year.

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## Evidenced Based Practices Used in Treatment

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SMA clients have a broad range of clinical diagnoses. In fact, many individuals have multiple diagnoses, typically a substance use disorder combined with a thought disorder and a personality disorder. To treat these chronic illnesses, SMA uses clinical practices that have been proven effective through ongoing research. The following is a partial listing of the evidence based practices used by SMA to assure individuals receive the most effective clinical interventions.

### Evidenced Based Approaches Utilized in SMA Programming:

- Motivational Interviewing-Motivational Enhancement Therapy
- Moral Reconciliation Therapy
- Cognitive Behavioral Therapy
- Matrix Model – Social and Life Skills Building
- MANDT—Crisis De-Escalation Techniques
- Programs of Assertive Community Treatment
- Comprehensive Continuous Integrated System of Care
- Seeking Safety – Attainment of safety from trauma, PTSD and substance abuse
- Solution Focused Brief Therapy
- Systemic Family Therapy
- Living in Balance

### Most frequently occurring client diagnoses:

• Major Depressive Disorder/Depressive Disorder	21%
• Schizophrenia/Schizoaffective Disorder	17%
• Bipolar Disorder	16%
• Opioid Dependence/Abuse	9%
• Cannabis Abuse/Dependence	8%
• Alcohol Dependence/Abuse	8%



*Proudly Serving Flagler, Putnam, St. Johns & Volusia Counties*

**SMA MAIN CENTER & ADMINISTRATIVE SERVICES**  
1220 Willis Ave.  
Daytona Beach, FL 32114

**PINEGROVE CRISIS SVCS. & DETOXIFICATION**  
1150 Red John Dr.  
Daytona Beach, FL 32124

**REALITY HOUSE I**  
1341 Indian Lake Rd.  
Daytona Beach, FL 32124  
*RH II located at Pinegrove Campus*

**RESIDENTIAL ADOLESCENT PROGRAM (RAP)**  
3875 Tiger Bay Rd.  
Daytona Beach, FL 32124

**CANTLEY OUTPATIENT CENTER**  
702 S. Ridgewood Ave.  
Daytona Beach, FL 32114

**ENRICHMENT PROGRAM**  
200 Fentress Blvd., Suites C&D  
Daytona Beach, FL 32114

**BEACH HOUSE**  
1004 Big Tree Rd.  
South Daytona, FL 32119

**SMA FOUNDATION**  
1220 Willis Avenue  
Daytona Beach, FL 32124

**DELAND COUNSELING CENTER**  
105 W. Calvin St.  
DeLand, FL 32720

**FOUR TOWNES OUTPATIENT CARE CENTER**  
356 Englenook Dr.  
DeBary, FL 32720

**SE VOLUSIA OUTPATIENT CARE CENTER**  
311 N. Orange Street  
New Smyrna Beach, FL 32168

**FACT**  
207 San Juan Avenue  
Daytona Beach, FL 32114

**PROJECT WARM/ VINCE CARTER SANCTUARY**  
301 Justice Lane  
Bunnell, FL 32110

**STEP-UP (ENRICHMENT)**  
1 Corporate Dr., Bldg. 3  
Palm Coast, FL 32137

**PUTNAM OUTPATIENT, DETOX & RESIDENTIAL**  
330 Kay Larkin Dr.  
Palatka, FL 32177

**ST. JOHNS OUTPATIENT CARE CLINIC**  
1955 US 1 South, Suite C-2  
St. Augustine, FL 32086



**SMA is CARF accredited.**

**SMA Programs are sponsored in part by the State of Florida Department of Children and Families.**



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## Access to Services

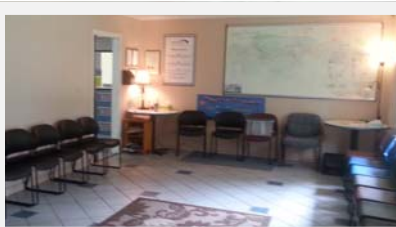
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**SMA's Access Center, (800) 539-4228**, provides a 24/7 central point of entry and intake and is staffed with Patient Care Coordinators who can handle crisis calls as well as a wide range of information and referral services. The Access Center follows the AIRS (Alliance of Information and Referral Services) Model and is accredited by the American Association of Suicidology. **During FY 2013-14, the Access Center answered 34,950 calls, including 1,593 Suicide Hotline Calls.**

## Prevention Services

The East Central Florida Keep Kids Drug Free Regional Prevention Center makes presentations and disseminates free materials to the community on alcohol, tobacco and other drug abuse prevention. KKDF RPC prevention strategies include educating the community on risk and protective factors related to drug abuse, promotion of life positive activities, networking with relapse prevention and recovery programs, implementing evidence based prevention programs for adults and kids, training and equipping community leaders with tools to prevent substance use and suicide, and promoting educational activities and opportunities for youth.



KKDF Prevention Center Group Room

The program is a leader in coordinating National Recovery Month activities in our community each September. The KKDF RPC is funded by the KKDF specialty license tag which can be purchased at all Florida State Tag Offices. During FY 2013-14 the Florida KKDF Prevention Center Network reported prevention contacts with more than 213,458 people. More than 57,449 of those contacts were made in our region by SMA's KKDF Prevention Center. Statewide in 2013 5,591 Keep Kids Drug Free specialty license plates were sold.

The KKDF relocated to SMA's Huger Adolescent Campus located at 3875 Tiger Bay Rd., Daytona Beach. The new location provides additional space for groups, small meetings and resources.

The mobile **Prevention on the Move (POM)** program brings services to communities where individuals might otherwise not be able to access services. POM's 37-foot RV travels throughout the community providing HIV "rapid test" and Hepatitis screening and testing, and linkages to care for participants who test positive for HIV or Hepatitis, or who have other unmet needs. Other prevention activities include information and referral, i.e. providing information regarding immunizations and food stamps. The POM team also participates throughout the year in health fairs, resource fairs and other events promoting awareness in our communities about the importance of healthy lifestyles and regular testing. **During FY 2013-14 POM had contact with 49,697 people and provided HIV testing services to 1,536 individuals.**



**Prevention on the Move Staff Never Give Up:** *The program has had one particular client who consistently visited the RV for testing, starting back in the early 2000's. She had serious risk factors, including use of crack cocaine and prostitution. In 2007 she had a reactive test result. POM staff began the process of linking her to care but, as with many clients, she refused to follow through at first. Months later she turned back to POM staff for help. Although the POM staff member was not on duty at the time approached, she still proceeded to gather the appropriate documentation from the office and took the client to the case management office to get her started in services. That client, thanks to POM never giving up, is now committed to staying in the system for care, continues to seek support from POM, and shared that she always knew POM was there for her.*



SMA's **Women's Intervention Specialist (WIS)** provides services to pregnant and postpartum women with children aged newborn to three with barriers in receiving treatment services they need. The WIS works with the pregnant and/or post partum client by connecting her to the services she needs to begin again and maintain a healthy drug-free lifestyle. Some of the services offered and/or provided are Healthy Start screening, home visits, linkage to services, and continued support. Linkage to community services includes, but is not limited to, referral to **Healthy Start** and/or **Healthy Families**, two voluntary, free programs for parents expecting a baby or with a newborn. Healthy Start and Healthy Families educate parents about prenatal care, immunizations, nutrition, well-baby care, mental health, housing, assistance, day care assistance, HIV testing, and career development. **During FY 2013-14, Healthy Start conducted 1,410 Initial Assessments and provided Care Coordination to 1,917 participants.**

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## Outpatient Services

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The **Anti-Drug Initiative (ADI)**, Level I Program is a web based diversion program for non-violent, first and second time drug offenders and is offered to drug possession arrestees with no prior felony convictions. ADI consists of an on-line intake session followed by 6 on-line sessions that are monitored by professionally qualified program staff. Participants are also required to provide urine specimens that are randomly scheduled. The on-line program is accessible 24 hours, 7 days a week, allowing participants to complete the sessions at their convenience. Successful completion of the program results in "no filing" of the referring charge by the State Attorney's Office. **During FY 2013-14 the Anti-Drug Initiative successfully diverted 897 drug offenders from the local criminal justice system.**



*"It (ADI) was a reality check, made me take a closer look inside myself. Enabled me to realize I was in denial about my problem." ~ Anonymous*

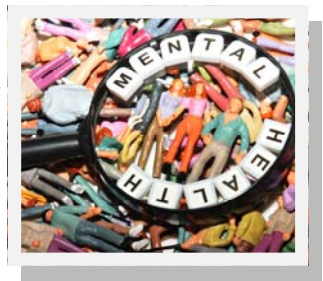
SMA provides **Adult Outpatient (AOP) Substance Abuse Counseling** including an enhanced outpatient treatment program for individuals participating in the DUI, adult and family dependency drug courts in Volusia, Flagler and Putnam counties. AOP Services provide individual sessions, weekly groups and monthly treatment plan reviews. Family participation in treatment is encouraged, and family educational and counseling services are provided to support the family in the recovery process. Outpatient services allow the individual to remain active with work, family, and the community while they participate in treatment. **During FY 2013-14, SMA served 1,659 adult clients in its outpatient substance abuse counseling programs.**



**Adolescent Outpatient Substance Abuse Counseling (ADOP)** services are provided at five locations by master level, licensed and/or certified professionals. Outpatient services include individual therapy with family involvement with options to include group therapy and other research based approaches to effect a positive change in the client. Treatment is specifically directed toward repairing disrupted relationships, reducing impulsivity, developing social and life skills, and providing treatment interventions for the youth to remain substance free. **During FY 2013-14, SMA served 1,296 adolescents in outpatient services.**



**Physician Services Medication Outpatient Program**, comprised of clinics in Bunnell, Daytona Beach, DeLand, New Smyrna Beach, Palatka and St. Augustine, provide medical and clinical support services to individuals with severe and persistent mental illness and co-occurring disorders. Goals include lessening or eliminating the symptoms of mental illness and rebuilding a person's skills to facilitate recovery and reconnection to the community. The teams are comprised of advanced registered nurse practitioners, nurses, therapists, case managers, a life skills coach and a site supervisor. Services include psychiatric evaluation, treatment planning, medication management, nursing services, therapy, and targeted case management. **During FY 2013-14 SMA served 7,581 clients in Physician Services.**



The **Forensic Comprehensive Community Support Team (FCCST)** provides forensic services to persons with severe and persistent mental illness in Volusia & Flagler Counties who have criminal charges. Forensic CCS team services include jail diversion, jail screening, and case management for persons being released from prison or deemed to be Incompetent to Proceed or Not Guilty by Reason of Insanity. **During FY 2013-14, the Forensic CCS team provided 158 clients with forensic case management and managed 43 clients in re-entry.**



The **Florida Assertive Community Treatment (FACT)** program provides comprehensive support services to 100 individuals who have severe and persistent mental illness, and have had multiple psychiatric hospitalizations. Members of the team double as specialists, and personally deliver a wide scope of services including vocational rehabilitation, psychiatric assessments, individual therapy, nursing services, medication delivery, housing negotiation, nutrition and diabetes education, smoking cessation support and education, ADL coaching, substance abuse treatment, and crisis assessment and intervention 24 hours a day, every day of the year. Since 75% of services are provided in the community, individuals who might otherwise be relegated to life-long hospital stays are able to maintain independent living in the community of their choice; and approximately half have established employment related goals.

*"I have recently been placed in my own apartment (first time living independently in 24 years). The amount of pride I have felt is unmeasurable. Everything was made available by the FACT team. Thank you and God bless!" ~ Robert W.*

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SMA's **Pharmacy** provides our clients with quick and easy access to medications prescribed by our **16** psychiatrists, physicians, and nurse practitioners. Our **Patient Assistance Specialists** help clients access new atypical anti-psychotic medications that they otherwise could not afford. **During FY 2013-14, SMA's Pharmacy filled 63,351 prescriptions.**

**Family Intervention Services (FIS)** works with families who are involved in the child welfare system who are experiencing substance abuse / mental health problems and who are at risk of losing their children. Family Intervention Specialists assess and link clients to treatment/services such as the SMA Family Intervention Treatment program, and provide case management services until the client is engaged in services. FIS staff members provide interventions in the home and in the community. **During FY 2013-14, FIS served 187 individuals.**

**Child and Adolescent Targeted Case Management (TCM)** services are provided in Putnam and St. Johns counties to assist the individual and their family in gaining access to needed medical, social, educational, and other related services. The goal of TCM is to promote independent functioning through coordination of the provision of quality treatment and support services. The TCM provides linkage between the client's home, school, and treatment environment to avoid out-of-home placement and promote independent functioning. **During FY 2013-14, there were 195 TCM clients served.**

**Community/Court Liaison (Outreach) Services-** Outreach workers in Volusia, Putnam, and St. Johns counties assure that assessments and recommendations are accurately reported to the courts. They also act as a liaison for the courts and other referral sources to help offenders access treatment services within SMA's service delivery system while also providing direct linkage to clients being discharged from CSU's and in need of follow up services.

*"We love that we have a direct line to be able to connect with you all at SMA through Melissa (SMA Community/Court Liaison), it makes working together seamless." ~ Student Services Department/St. Johns*

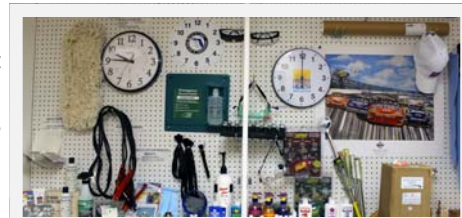
The **SMA Treatment Team at the Volusia County Department of Corrections** provides mental health screening, psychiatric services, crisis intervention, and discharge planning to inmates at the Volusia County Branch Jail and the Volusia County Correctional Facility.



## Enrichment Program/Enrichment Industries

The **Enrichment Program** encompasses Enrichment, Supported Employment and Enrichment Industries. Enrichment provides psychosocial rehabilitation and adult day training activities for adults with disabilities. These services are designed to help participants live and work more fully in the community and improve the quality of their lives. The groups offered by Enrichment target increasing independent living, social and/or employment skills and include pre-vocational training, coping, life and social skills trainings, Job Club, basic math, basic reading, as well as group and individual therapy. The **Supported Employment Program** provides assistance to individuals desiring competitive employment in the community. These services include screening and job matching, job development, job placement, on-site training assistance, and life-long follow-along services to help the individual maintain employment. **During FY 2013-14, more than 444 individuals received services in our Enrichment and Supported Employment programs.**

**Enrichment Industries (EI)** provides support to manufacturers and other companies with their light manufacturing, assembling, packaging, and promotional product services at Enrichment in Daytona Beach, and Step-Up, in Palm Coast. EI also manufactures their own line of products which are available for sale (crab traps, safety glasses and goggles, ear plugs, office wall clocks, dust mops and jumper cables) **During FY 2013-14 EI provided employment opportunities for 209 clients and had sales of \$339,397 from products and manufacturing support.**



Another component of EI is **Service Contracts**, which provides janitorial and lawn care services for public and private entities. The goal is to provide quality services while providing employment opportunities for individuals with disabling conditions. The service contracts maintain a 75% or better ratio of work being completed by individuals with a disabling condition at all sites. This component of Enrichment has 92 disabled employees who work at their Service Contract Sites, making up 78% of the workforce. **During FY 2013-14 there were 14 contract sites in 5 counties totaling \$2.7 million in revenues and employing 106 individuals.**



*Supported Employment had 38 successful employment placements reach their goal of six consecutive months of employment. The program goal is 25.*

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## Residential Services

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**Project WARM (Women Assisting Recovering Mothers) at Vince Carter Sanctuary** is a long term residential treatment facility for 52 women exhibiting symptoms of drug and alcohol dependence, with 32 slots designated for those women who are pregnant, post partum, and parenting young children. The women live on campus in a therapeutic and supportive environment. Those with children are able to have their children (under the age of 6) in residence with them. Children age 6 and over are able to visit overnight on weekends.

The program is a diverse multi-cultural program providing a broad range of therapeutic, wrap around interventions, which are based upon the client needs identified during the admission assessment. Strategies include: Moral Reconciliation Therapy, Motivational Interviewing Therapy, Cognitive Behavioral Therapy, Seeking-Safety Curriculum guided therapies, Stages of Change Model, Strengthening Families – Non-Violent Parent Education and Living in Balance Curriculum.



**During FY 2013-14, WARM at Vince Carter Sanctuary served 178 women and 91 children. A total of 15 drug free babies were born to mothers living at Vince Carter Sanctuary during the year.**

**Treatment = Results:** *We are proud to be able to report that over 170 babies have been born drug-free through the services at WARM.*

The **Putnam Adult Residential Treatment (ART) program** is a short-term intensive program for adult males and is designed to provide clients with the tools necessary to begin and maintain their recovery. The program philosophy is to create an atmosphere of safety and care, and to promote the stability of daily living in recovery through therapeutic interaction. Co-occurring capable, the program offers as needed psychiatric evaluation and the management of psychotropic medications. **During FY 2013-14 91 clients were served in the Putnam residential program.**

The **CCI Re-entry Transitional Program**, located within the Florida Department of Corrections' (FDOC) Columbia Correctional Institution Annex in Lake City, Florida, consists of two components: The first is an Intensive Outpatient Program (IOP) for criminal thinking & substance abuse treatment, as well as educational classes for basic literacy or GED achievement, or a vocational class. The second component is the Aftercare Program. **During FY 2013-14, the CCI/Annex program served 385 clients.**

**Reality House** is a 173 bed, adult male residential program, contracted through the Florida Department of Corrections in FY 2013-14. This facility provides a 9 to 12 month residential substance abuse treatment program and a Work Release Program. It is the only therapeutic community of its kind in Florida offered to inmates outside the walls of a prison. Milieu therapy and social learning theory provide the foundation for the recovery and reentry process. Services include culinary arts program, individual and group counseling, family education, recreation, spiritual services, self help groups, anger management, communication skills, daily living skills, domestic violence groups, family dynamics group, drug screening, and outside referrals as needed. **During FY 2013-14, a total of 319 clients were served at Reality House. The program continues to provide food service to most of SMA's residential programs through its Culinary Arts Program.**

**BEACH House** is a shelter that provides short-term respite for youth ages 10 to 17. These youth are truant, ungovernable or runaway/homeless. Referrals come from our **CINS/FINS Service Manager**, CINS/FINS (Children In Need of Services/Families In Need of Services) court, Safe Place sites, law enforcement, school personnel and parents. We provide youth in our care with shelter, meals, individual and group counseling, educational groups, and family therapy. Our goal is family reunification and assisting the family in building communication skills and relationships. Program staff also promote awareness activities related to youth at risk in our community. **During FY 2013-14 BEACH House programs served 439 youth and their families.**

Street  
Outreach



The **Residential Adolescent Program (RAP)** is a 24 bed facility serving substance dependent youth ages 13-17, utilizing individual, group, and family interventions. The average length of stay is 4-6 months. The proven principles of AA/NA are the foundation for the clinical program. Dialectical Behavioral Therapy is an important ingredient in treatment along with positive peer culture, reality therapy, outdoor therapeutic model, experiential learning theory, and behavior modification systems. Education services are provided by Volusia County Schools. The program is co-occurring capable, staffed by licensed and certified therapists, nurses, and youth specialists. **During FY 2013-14, the RAP program served 82 youth and their families.**

SMA's **Supportive Housing Program** provides a safe, sober, and supportive living environment for persons who are homeless. It specifically targets the chronically addicted, often dually-diagnosed who are residing in unsuitable environments or treatment programs. Permanent housing sites are currently in use for homeless persons with disabilities in six locations throughout Volusia County. Because SMA's Recovery Homes operate at capacity most of the time, a referral network has been developed with other supportive housing options in the community in an effort to address the housing needs of clients leaving SMA's Detox and Project WARM programs. **Currently SMA houses 16 residents, including 6 children.**

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## Crisis Services

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**SMA's Crisis Services** provide 24-hour emergency screening and admission to mental health crisis stabilization, drug abuse detoxification and/or referral to other services. Our crisis services are located at Pinegrove in Daytona Beach, the central point for screening, referral and placement of involuntary clients under the Baker Act and Marchman Act. A court liaison provides assistance to families filing Marchman Act petitions for involuntary assessment or treatment. **In FY 2013-14, 5334 screenings were conducted at Pinegrove.**

**The Volusia County Crisis Stabilization Unit (CSU) and Detoxification (Detox) Services** are licensed for 30 beds and 19 beds respectively. Our average length of stay in these units is 3.5 days for CSU and 3.3 days for Detox. Individuals receive medication appropriate to their presenting problems, individual and group counseling, and discharge planning toward the next appropriate level of care. Individuals can be safely medically detoxified from alcohol, opiates, prescription medications, and other physically addicting drugs. Registered nurses and behavioral health techs are on duty 24 hours a day, 7 days a week as is a Psychiatrist and/or Advanced Registered Nurse Practitioner to direct treatment. **During FY 2013-14, 1808 individuals were treated in our Detox Unit and 2395 individuals were treated in our CSU.**

**The Putnam Detoxification Unit** is a licensed 8-bed facility, serving the needs of Putnam and St. Johns counties. Individuals receive medications appropriate for their presenting problems, group and individual counseling and discharge planning. Alcohol and prescription drug abuse accounts for the majority of all admissions. The unit is staffed 24/7 with nursing care (Registered, and Licensed Practical Nurses), and is supervised by a Director of Nursing who is a licensed ARNP. **During FY 2013-14, 350 clients were served in the Putnam Detox Unit.**

The **Crisis Triage and Treatment Unit (CTTU)** is a crisis diversion service for Flagler County residents experiencing a behavioral health crisis and is located in the Brown and Brown Outpatient building at the Vince Carter Sanctuary. This program is funded through a grant awarded to Flagler County and is limited to individuals escorted to the program by law enforcement between the hours of noon and midnight daily. Law enforcement is able to transport these individuals to SMA to assess and determine the appropriate clinical disposition. When required and appropriate, SMA then transports to a receiving facility in Volusia County. **The CTTU program served 72 individuals from its start date on May 1 through June 30, 2014.**

To access crisis services at SMA, contact the Access Center 24/7 at 1-800-539-4228

## Community Outreach & Education

Our **Family Education Program (FEP)**, utilizing the evidence based Family Unit Matrix model, provides 12 educational sessions for family members. The family education program describes how addiction impacts the entire family and offers assistance. The goal is to provide information and guidance to families struggling to cope with the family impact of addictive disease. **Since the program's inception in 2011, over 550 lives have been touched.**



*"Thank you for all that you do for so many parents that are struggling. This drug awareness program, class is so helpful, powerful and understanding for so many parents. It has replaced fear with understanding and has helped me with better tools for support in the road of recovery for our daughter. I appreciate the program and you very much. My goal is to get more parents there to help make a difference in our community."*



SMA is one of the community partners that make **Crisis Intervention Training (CIT)** possible, along with NAMI of Volusia/Flagler County and the Volusia and Flagler County Sheriffs' Departments. The CIT program is a community effort designed to improve the skills of law enforcement to mental health emergencies with goals of assuring safety, understanding, and service to the mentally ill and their families. **To date this program has trained more than 922 first responders in Volusia and Flagler Counties including 32 officers in FY 2013-14.**

**Mental Health First Aid** is an 8-hour training certification course which teaches participants a five-step action plan to assess a situation, select and implement interventions and secure appropriate care for the individual. It introduces participants to risk factors and warning signs of mental health problems, builds understanding of their impact and overviews common treatments. **This program has trained more than 449 community members since its May 25, 2011, inaugural class, including (104 in FY 2013-14).**



SMA's **Speakers Bureau** offers presentations in the community on topics ranging from SMA services as a whole, specific programming, and/or behavioral health issues. Speakers are free and available for local special events and radio appearances

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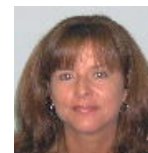
## Celebrating Staff

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SMA supports and encourages staff growth through programs like tuition reimbursement for staff wishing to further their education within the field of behavioral health and/or associated administrative degrees and longevity awards highlighting years of service. **During FY 2013-14, SMA paid out \$17,190 in tuition reimbursement.**

SMA is proud to recognize the following staff for obtaining their degrees:

- Joy Gerard, MA in Human Services
- Darryl Lee, AA
- Mark Pitts, MS in Justice and Security
- Brandy Stewart, MBA with specialization in Human Resources Management
- Fran Thomas, MA in Counseling
- Michael Torres, BA in Information Technology
- Jennifer Woodard, BA S



Joy



Darryl



Mark



Brandy



Fran



Mike



Jennifer

The following are also acknowledged for obtaining their Certificate/Licensure:

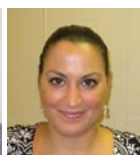
- Latoya Elliott, CAP & CMHP
- Kelly Johnson, LMHC
- Denise Otero, LMHC
- Jonathan Nelson, CAP
- Amy Miller, LMHC
- Allison Horn, LCSW
- Kirk Kief, Certified Executive Chef
- John Kent, Certified Pastry Culinarian



Latoya



Kelly



Denise



Jonathan



Amy



Allison



Kirk

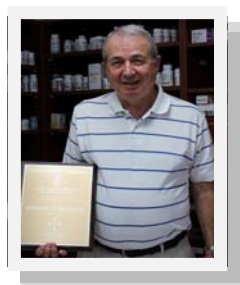


John

*Congratulations to each and every one of these staff - We appreciate your dedication to SMA and to furthering your education.*



**SMA is very fortunate to have staff with longevity with the agency.** During the fiscal year, there were numerous years of services awards, including 18 employees celebrating 5 years, 19 celebrating 10, 5 celebrating 15, 4 celebrating 20, 4 celebrating 25, and 2 celebrating 30 years. Our 30 years employees are Toni Potter (Customer Service Representative) and Ann Turley (Client Services Supervisor).



Weyman Ethridge

**SMA Employees have also received special recognition throughout the year so we acknowledge the following staff for being a part of a stand out team:**

- ◇ Weyman Ethridge, SMA's Consultant Pharmacist, received the Frank Toback Consultant Pharmacist Award from the Florida Pharmacy Association.
- ◇ Eddie Turner, First Contact Specialist in the Access Center, was awarded the Student Social Worker of the Year by the NASW (National Association of Social Workers).
- ◇ Enrichment employees, Debbie Price and Shaun Wright were acknowledged by RESPECT of Florida in April 2014 for going above and beyond with the services provided at St. Johns area rest areas. In September 2013 Robert Cutler and Mark Pooley were nominees for RESPECT's Employee of the Year Awards.

**SMA is proud to be a part of community events and activities supporting great causes and we are proud of the SMA employees who volunteer and support these events as well.**

Breast Cancer Awareness Walks

IDignity DeLand & Volusia

Mutt Strutt benefitting the Halifax Humane Society

United Way

- ◇ Positive Picketing
- ◇ Publix Thank You Events
- ◇ Power of the Purse
- ◇ Speaking Engagements

National Night Out Events

Recovery Month

Walk for Dignity for Mental Illness Awareness Week

Mental Health Month



Letisha Tennant, Alicia Vincent & Stephanie Magrich  
at United Way/Positive Picketing

Volunteer Jackie, Kate & Chet Bell,  
Daniel Magrich, Amy Miller, and  
Stephanie Magrich (& Family) at the  
2014 Mutt Strutt



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## Celebrating Volunteers

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SMA provides opportunities to volunteer, intern, or volunteer in groups in almost all of our programs. We have 46 registered volunteers, 21 interns, a large number of anonymous individuals from the recovery community, and 13 groups who donate their time, talent and treasure to enhance SMA programming and support client services every year. During FY 2013-14, volunteers donated over 27,000 hours, which translates to \$576,577 of in-kind match.

The **12-step community** is extremely active in SMA's programs. There are multiple AA and NA groups, as well as an Al-Anon group, facilitated weekly by volunteers from the community and provided at SMA sites.

In addition, SMA has a volunteer **Board of Directors** made up of 22 professionals from our community. Board members attend monthly Board meetings, serve on committees, participate in advocacy activities and work with the SMA Foundation on fundraising efforts. They put in numerous hours toward the governance of SMA, hours that are not included in the volunteer hours previously indicated.

There are also additional groups such as the **FACT Advisory Committee**, **WARM/Vince Carter Sanctuary Community Support Council**, **Adolescent Advisory Committee**, and **Enrichment Industries Community Support Council**, where community members participate to provide valuable feedback on SMA services.

In April 2014, volunteers were celebrated and recognized for their contributions to SMA at their **Annual Volunteer Appreciation Night** event at the Peninsula Club. The theme this year was "*Volunteers are Tea-riffic.*" Over 40 volunteers and staff attended and shared stories of their volunteer work and what it means to them. Members of SMA's management team worked together to serve our volunteers and make them feel special.

For FY 2013-2014, SMA honored **Operation Community Capture (OCC)** as Volunteer Group of the Year. Each year, OCC, a group of professional photographers, comes out to Project WARM to set up shop and take amazing portraits of the women and their children, which are then presented to them as gifts.



Vicki Kirksey & Ivan Cosimi



Chet Bell with JD Rouse of  
Operation Community Capture

## SMA would like to thank its community partners and funders\* for their part in SMA's success in FY 2013-2014



\* SMA partners with numerous agencies and organizations, all of which may not be included

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## Advancing Recovery and Resiliency from Addiction and Mental Illness

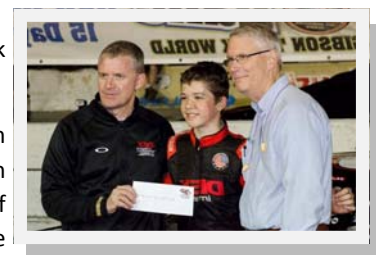
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The **Stewart-Marchman-Act Foundation** focuses on building the resources to compliment the programs of Stewart-Marchman-Act Behavioral Healthcare, conducting research, advocacy and community education. This past year, the Foundation has been busy in advancing recovery and resiliency through advocacy, education and various fundraising efforts to increase community awareness and reduce the stigma of addiction and mental illnesses.

Achievements over the past year include the **Mini-Grant Program** now in its second year of implementation. Earnings from Foundation invested assets are utilized to fund special projects at SMA that otherwise have no other funding source. This year a total of \$22,112 was used for a variety of projects: health and wellness funds for Adult Drug Court, an EKG machine for the Crisis Services Unit, Summer Fun scholarships for the TANF and co-occurring counseling participants, therapeutic group and community enhancements at FACT and Reality House, American Culinary Federation Certification Program fees for the SMA Food Service/Culinary Program, and a property beautification project for SMA's outpatient clinic located in DeLand.

Our **membership** is growing and we use 100% of the membership funds for the Mini-Grant Program! A big thank you to our members – and if you are not yet one please consider joining today ([www.smafoundation.com](http://www.smafoundation.com)).

During the 2014 Speed Week activities, SMA and the SMA Foundation were presented with a gift of \$1,000 from 13-year old race car driver **Harrison Burton**, the son of accomplished NASCAR driver Jeff Burton. The donation was made as part of the team's celebration of Harrison's success during the week and represented a portion of his winnings at New Smyrna Beach Speedway. Coming off the biggest win of his career, Harrison wanted to give back to the community and was linked to SMA by his primary sponsor, **DEX Imaging**, another supporter of SMA and the SMA Foundation.



Jeff and Harrison Burton presenting the check to Chet Bell, CEO of SMA





In July 2014, the Foundation held its **16th Annual Dinner and Gala** honoring Mike Skinner, a perennial star in the NASCAR racing series. This year's dinner was the most successful year yet in the 16 years of the event, raising in excess of \$140,000.

The Annual Dinner & Gala features on its live auction "Hot Laps" driven in the pace car by the honoree (or other racing celebrity). This year Mike Skinner gave SMA Foundation Board Member Alan Flores, his father-in-law and son the ride of their life!

In November 2011, the Foundation held its inaugural **Jay's Hope Fund** event. Floral and chocolate arrangements are sold to raise money to support individuals and families affected by mental illness. Today the Jay's hope fund has grown and to date has a value of \$58,144. The funds from the Jay's Hope Fund are helping our FACT Team clients and families as well as NAMI.

The Foundation has an annual operating budget of over \$800,000 and assets of \$9.6 million. Assets include equipment, property and buildings utilized by SMA including the Vince Carter Sanctuary in Bunnell, the Four Townes Care Center in DeBary, and the Cantley Outpatient Center in Daytona Beach.



## A Message from the SMA Foundation Board



Jon Greaves, SMAF  
Board Chair

I've been privileged to serve on the Foundation Board of Directors since its inception in 1997. It is a pleasure to serve with such a fine group of dedicated people. Our plans are to grow the investment account substantially in the next 5 years in order to increase our ability to support SMA programs and organization needs. We rely on the businesses and individuals in our four county area to help us reach this goal. I know we will.

~ Jon Greaves

**Chairman:** Jon Greaves

**Vice-Chairman:**  
Melissa Murphy

**Secretary:**  
Debra Berner

**Treasurer:**  
Maureen France

**Immediate Past Chair:**  
David Remy

**Founder and Director**  
**Emeritus:** James H. Foster

**Members:**  
Lonnie Brown  
Alan Florez  
Jimmy Foster  
Julie Giese  
Andrew Gurtis  
Frank Heckman  
Peter Heebner

Larry Kelly  
Carl Lentz IV  
David Perryman  
Richard Roberts  
Jill Simpkins  
Howard Stange  
Bob Wheeler  
Ryan Will

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Stewart-Marchman-Act Behavioral Healthcare is an equal opportunity and drug-free workplace and prohibits discrimination in all programming and activities on the basis of race, color, sex, age, religion, national origin, marital status, disability, veteran's status, or other legally protected status.

If you are a person with a disability who needs any accommodation, you should contact the office of our ADA Coordinator who is physically located at 3875 Tiger Bay Road in Daytona Beach, Florida - 32124 or through the mail via 1220 Willis Avenue, Box 30, Daytona Beach, FL - 32114.

You can also call, fax or e-mail your needs via Phone - (386) 236-3200, Fax - (386) 236-3140 or Email [DCoordinator@SMAbehavioral.org](mailto:DCoordinator@SMAbehavioral.org).

*SMA is CARF accredited and SMA programs are sponsored by SMA and the State of Florida Department of Children and Families.*

**Access Center 24/7**  
**1-800-539-4228**

Check out our website  
[www.SMAbehavioral.org](http://www.SMAbehavioral.org)



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<https://twitter.com/SMAbehavioral>

