

FISCAL YEAR 2018-19

Transforming Lives Through Hope and Healing



IMPACT REPORT

A MESSAGE FROM OUR CEO

SMA Friends and Family, I am pleased to present SMA Healthcare’s 2018-19 Impact Report. This year was filled with many changes across SMA’s four-county area, and presented our organization with new and exciting opportunities.

In October, we changed our name from Stewart-Marchman-Act Behavioral Health Services to SMA Healthcare. Although we’ve been providing care to the community since 1961, many are unaware of the abundant services that we provide. Our new name, along with the rebranding of our public image, provides us with an excellent opportunity to re-introduce our organization to the communities we serve.

Our strategic plan this year focused on diversifying and strengthening our financial stability, developing our infrastructure in people, facilities, services and technologies, and developing strategic partnerships in order to maximize the services we provide to the community. I am proud to announce that we made significant progress again this year.

Our grant funding this year allowed for more than \$5.7 million in community services. This funding provided specific services to the chronically homeless, seriously mentally ill, education to the general public on eliminating suicide, and the establishment of a mental health Drop-In Center in Putnam County – among others.

This year we dramatically increased our use of telehealth



IVAN COSIMI, CEO

services to our clients. Given the broad geographic footprint of the organization, we realize that this new technology provides us the tools necessary to increase access, given the scarcity of the resources we have. We expect to continue to expand these services well into the future to ensure that we serve the most clients possible.

Thanks to funding from a private foundation, we were able to enter into the final phase of renovations of our Tiger Bay campus, which houses our residential adolescent services. The SMA Healthcare Foundation also provided significant support, allowing us to begin necessary and modern renovations of the Chet Bell Crisis Center.

Furthermore, we have developed

strategic partnerships with hospitals and Federally Qualified Health Centers to provide better care and support for our clients. These partnerships will not only lead to increased access to SMA’s services, but will ultimately improve the lives of those we serve.

In closing, I would like to thank the SMA Board of Directors for their guidance and support. They provide leadership and inspire our team to continue to strive for excellence in all we do. I also want to thank the entire SMA team for their never-ending work in helping to bring hope and healing to those we serve. They are dedicated to our mission and I am proud to be serving by their side.

– Ivan Cosimi, CEO

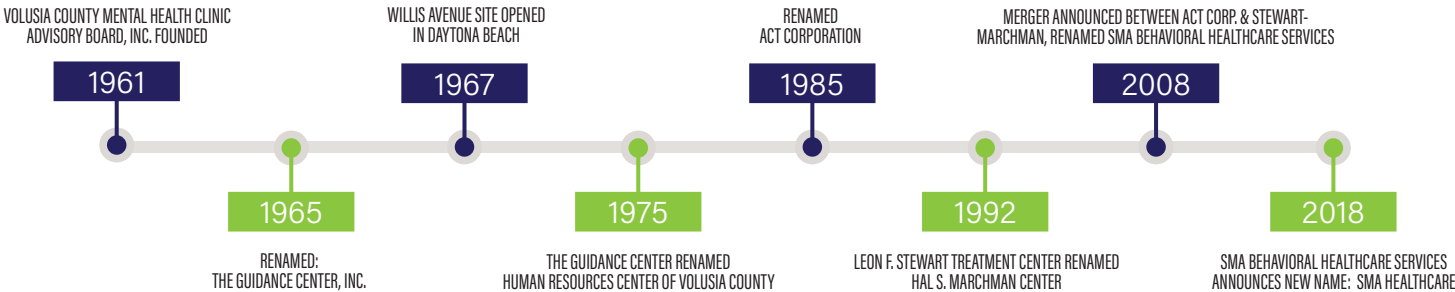
THE SMA STORY



SMA Healthcare is proud to be the leader of behavioral healthcare services in our communities. With more than 50 years of experience in the industry, SMA Healthcare provides a full continuum of exceptional and compre-

hensive services for individuals experiencing severe mental illness and/or substance use disorder in Flagler, Putnam, St. Johns and Volusia Counties. Our services are provided by a group of compassionate and committed professionals who use evidence-based treatment

practices and models to provide quality care and exceptional services for all of our clients. Our high standards of care and unwavering dedication to the well-being of our clients helps us achieve our main goal: changing their lives for the better.



During the Fiscal Year 2018-19,
SMA provided services to more than

16,500 Clients

SMA provided education and materials
on mental health, addiction and suicide
prevention to over

12,600

community leaders, families, law enforcement
personnel, and the general public.
SMA also served another

6,100

clients through its prevention
programs

Most frequently occur-
ring client diagnoses:

17%

Bipolar

15%

Depressive
Disorder

16%

Schizophrenia

21%

Other Mental
Health Diagnosis

9%

Opioid Use
Disorder

6%

Alcohol Use
Disorder

8%

Cannabis Use
Disorder

7%

Other Substance
Use Disorder
Diagnosis

Revenues

\$52,999,156

Expenses

\$52,169,650

Female Clients

47%

Male Clients

53%

The demographics of those clients
approximates that of the general
population of the four counties SMA
covers, with:

72%

White

4%

Multi-racial

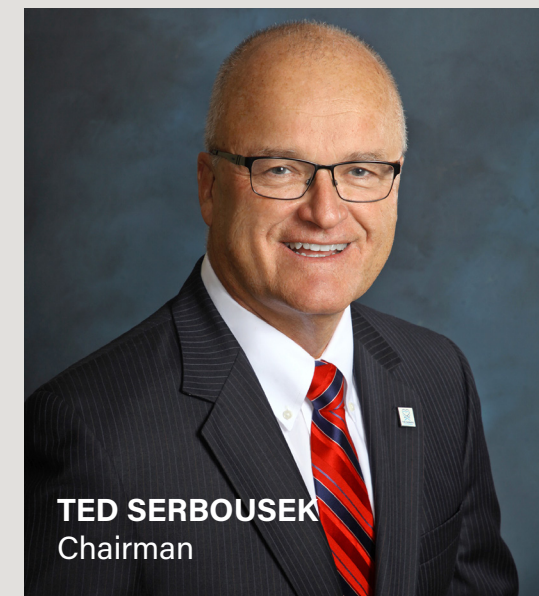
15%

Black

9%

Other

A MESSAGE FROM THE CHAIRMAN OF THE BOARD



TED SERBOUSEK
Chairman

It has been my privilege to serve as Chairman of SMA Healthcare over the last year. Having been on the Board for over 20 years, I have witnessed many positive changes to our organization. What hasn't changed is the unwavering commitment to provide the absolute best healthcare in a compassionate way. This is called the SMA Way, which is how we refer to our core values, namely: integrity, excellence, and service.

While we have impressive facilities distributed across many counties, our number one asset remains our dedicated employees. Along with an incredible group of volunteers, they come to work each day carrying the mission to heal members of our community and family that desperately need our services.

As witness to the quality of our organization, we were awarded a 3-year certification from our accreditation agency, CARF, this year. The award is wonderful, but the comments made by the reviewers were even better. We can all be proud.

I continue to be excited and optimistic about our future as we continue to transform lives through hope and healing.

—TED SERBOUSEK



CRISIS PREVENTION

SMA Healthcare's Crisis Services provides 24-hour emergency screening and admission to mental health crisis stabilization, drug abuse detoxification and/or referral to other services. Located at the **Chet Bell Crisis Center (CBCC)** in Daytona Beach, this is the central point for screening, referral and placement of voluntary and involuntary clients under the Baker and Marchman Acts.

Located together at the CBCC are the **Volusia County Crisis Stabilization Unit (CSU)** and **Detoxification (Detox) Services**, where individuals receive medication appropriate to their presenting problems, individual and group counseling, and discharge planning toward the next appropriate level of care.

The **Crisis Triage and Treatment Unit (CTTU)** is a crisis assessment service for Flagler and Putnam County residents experiencing a behavioral health crisis. This program saves valuable law enforcement time and brings crisis response services to the rural areas of our community.

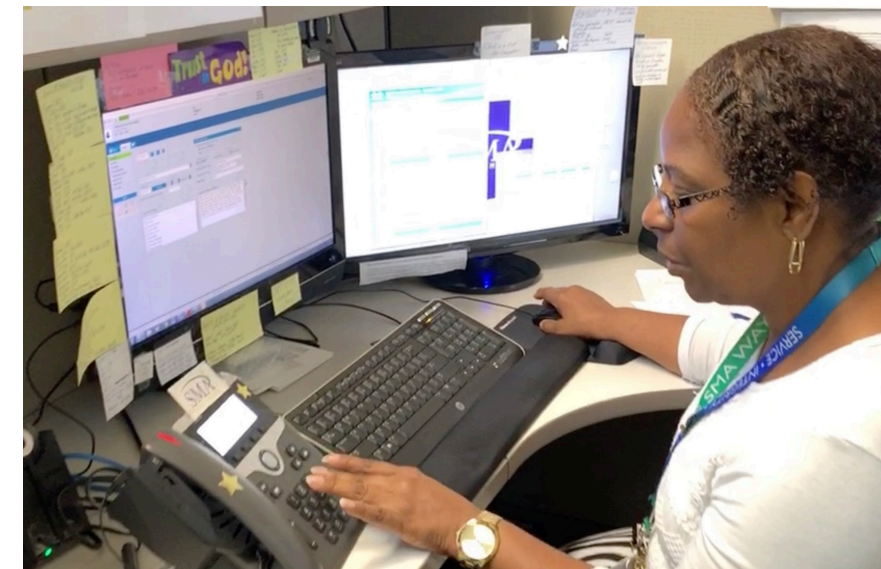
The **Volusia Rape Crisis Center (VRCC)** specializes in advocacy and crisis intervention for adolescents and adults who have experienced sexual assault as a primary or secondary victim. Advocates provide crisis intervention services, support groups, trauma focused individual counseling, assist victims in understanding their rights and options, and offer support throughout the medical and criminal justice process to ensure the victim's recovery.

The **Access Center** provides a 24/7 central point of entry for clients to SMA services via a toll-free number, 1-800-539-4228. Callers can obtain information and referral, placement screenings, and



solution focused crisis assistance for our community. The newly formed Crisis Response Team, as of January 2019, is a hotline to reach adults and teens under the age of 25.

SUICIDE PREVENTION SMA is committed to working with the community to prevent suicide. Through a Zero Suicide Grant, care coordinators in all four counties, provide countless training opportunities to community leaders



and the general public. This initiative includes **QPR** (Question, Persuade, and Refer) Training. To save lives and reduce suicidal behaviors by providing innovative, practical, and proven suicide prevention training, SMA Healthcare believes that quality education empowers all people, regardless of their background, to make a positive difference in the life of someone they know.

The East Central **Keep Kids Drug Free (KKDF)** delivers presentations and disseminates free prevention materials to the community on alcohol, tobacco and other drug abuse. In FY 2018-2019, more than 3,552 (KKDF) specialty license plates were sold, and more than 9,980 individuals used the resources of SMA's KKDF Prevention Center. ■

CRISIS PREVENTION AT A GLANCE

Chet Bell Crisis Center

5,282 Emergency Screenings

Crisis Stabilization Unit

3,349

Detox Services

1,543

Volusia Rape Crisis Center

205

Crisis Triage and Treatment Unit

643

24/7 Access Center

91,479 Telephone Consults

QPR Training was provided to

411

individuals that includes SMA staff, law enforcement, hospital staff and the general population

RESIDENTIAL

SMA Healthcare's Residential Division is diverse, providing population-specific services along the continuum of care.

Women Assisting Recovering Mothers (WARM) at the Vince Carter Sanctuary is a residential treatment facility with an average stay of 6 months for women exhibiting symptoms of drug and alcohol misuse, with beds designated for those women who are pregnant, post-partum, and parenting young children. Women live on campus in a therapeutic and supportive environment.

DeLand Men's Residential Treatment Program (DMRT) is a men's substance use treatment program for clients experiencing a wide variety of substance use issues. In addition to the primary focus on substance use disorders, the program is designed to effectively manage co-occurring mental health issues.

BEACH House is a shelter that provides short-term respite for youth ages 10 to 17 who have been identified as truant, ungovernable, runaway, or homeless. Referrals come from CINS/FINS (Children In Need of Services/Families In Need of Services), court, Safe Place sites, law enforcement, school personnel and parents. Shelter, meals, individual and group counseling, education, and family therapy are provided. Family reunification and the development of communication skills are goals of the program.

The **Residential Adolescent Program (RAP)** is a program serving substance use disordered youth ages 13 to 17, utilizing individual, group, and family interventions. The principles of AA/NA are the foundation for the clinical program. Cognitive Behavioral Therapy is an

important ingredient in treatment along with positive peer culture, experiential learning theory, and behavior modification systems.

My Place Apartments (MPA) is permanent supportive housing in partnership with the Volusia/Flagler County Coalition for the Homeless that houses chronically homeless individuals and provides supportive case management overlay services on site to enable clients to live independently. Case managers are stationed on site and provide



WARM @ Vince Carter Sanctuary



DeLand Men's Residential Treatment Program



Chef Kevin Gallagher
WARM @ Vince Carter Sanctuary



BEACH House & RAP Campus

RESIDENTIAL AT A GLANCE

WARM
266

Deland Men's
Residential Treatment
250

Clients
Served

My Place Apartments
40

Work Release Program
225

BEACH House
430

Youths
Helped

RAP
68

Supportive Housing Program
8 Adults **3** Children

Food Service
435,904 Meals

83 Students

63 Food Safety Managers

RESIDENTIAL CONT.

ongoing medication oversight and education, linkage to appropriate services, transportation, budgeting education and income assistance, group facilitation, and instruction on housekeeping, hygiene and other essential activities of daily living.

SMA's **Supportive Housing Program** provides a safe, sober, and supportive living environment for persons who are homeless. It specifically targets the chronically disabled, that are residing in unsuitable environments or treatment programs. ■



BEACH House & RAP Campus

JUSTICE SERVICES



The SMA Work Release program, contracted through the Florida Department of Corrections, allows selected inmates to work at paid employment sites in the community during the last months of their confinement. Services include: gradual reintegration back into the community, gainful employment, educational programs (GED), accumulation of savings from paid employment, preservation of family and community ties, culinary courses, participation in self-help programs, and outside referrals as needed. While the inmates are assigned to the work release programs, they have employment placement assistance and have

access to over 400 employers that have formed partnerships with SMA.

SMA Food Service is responsible for preparing and delivering breakfast, lunch, and dinner to nine separate SMA facilities, producing over 1,500 meals per day. Clients are afforded instruction in Nutrition, Restaurant Management, Food Production, Dining Room Apprentice, and Food Safety Management accredited through the University of Florida. Some gain culinary certification through the American Culinary Federation by earning distinction as a Certified Culinarian or Certified Pastry Culinarian. ■

OUTPATIENT

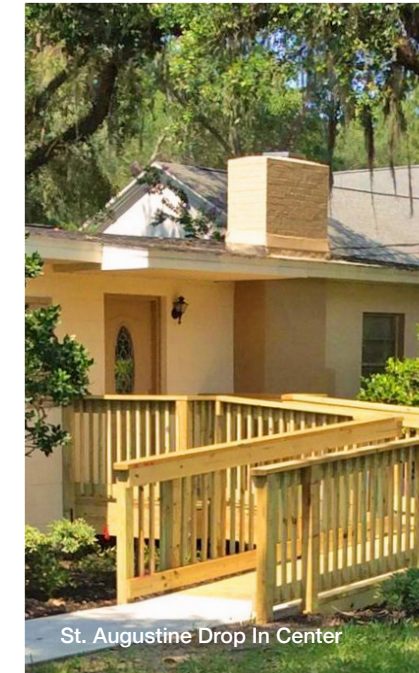
SMA Healthcare is committed to providing quality services to individuals experiencing substance use disorders and severe mental illness and much of this is done through outpatient counseling. Outpatient services allow individuals to remain active with work, family, and the community while participating in treatment.

Medication Management Services are provided at care center locations in Bunnell, Daytona Beach, DeLand, Palatka and St. Augustine, for individuals experiencing severe mental illness and co-occurring disorders. Goals include lessening or eliminating the symptoms of mental illness, rebuilding a person's skills to facilitate recovery, and reconnection to the community.

Anti-Drug Initiative (ADI) is a web-based diversion program for non-violent drug offenders and is offered to drug possession arrestees with no prior felony convictions. Successful completion of the program results in "no-filing" of the referring charge by the State Attorney's office.

Correctional Treatment Diversion Program (CTDP) is a collaborative project of Volusia County, the Seventh Judicial Circuit, Volusia County Division of Corrections and SMA Healthcare. The program is designed to serve adults who have been charged with a criminal offense, have demonstrated a substance use problem, are amenable to treatment and who would have to serve a jail sentence of more than 120 days, if not provided this opportunity.

The **Drop-In Centers** in Putnam and St. John's Counties are open to anyone with a mental health diagnosis and is currently receiving treatment. The drop-in centers provide an important change of



St. Augustine Drop In Center



The Cantley Center Outpatient Services

scenery for those with a mental health diagnosis and gives them a safe, friendly place to socialize and connect with needed services.

SMA's **Pharmacy** provides clients with quick and easy access to medications prescribed by our psychiatrists, physicians, and nurse practitioners. The Patient Assistance Specialist helps clients access new atypical, anti-psychotic medications that they otherwise could not afford.

Medication Assisted Treatment (MAT) for opioid use disorder was developed in response to the opioid crisis. This harm-reduction model of treatment began in May 2017 and employs the use of Vivitrol and Buprenorphine. ■



OUTPATIENT AT A GLANCE

Substance Use
Outpatient Services

2,572

Anti-Drug Initiative

629

Clients
Served

Mental Health
Medication Management

8,659

Drug Court

435

Medication
Assisted Treatment

361

Correctional Treatment
Diversion Program

492

Clients
Served

\$976,448

Average annual savings in costs of incarceration

Pharmacy

60,338

Prescriptions filled

4,420

Customers
Served

COMMUNITY BASED SERVICES AND OUTREACH

SMA Healthcare is committed to transforming lives through the services it offers to the citizens of Volusia, Flagler, Putnam and St. John's counties. Some of those community-based services include:

The **SSI/SSD Outreach And Recovery (SOAR)** services use the Stepping Stones to Recovery Model in processing disability applications in an expeditious manner that results in quicker acquisition of benefits for the individual.

The **Florida Assertive Community Treatment (FACT)** program provides comprehensive support services to individuals who have severe and persistent mental illness, and have had multiple psychiatric hospitalizations.

PATHWAYS is a SAMHSA-funded grant created to reduce or eliminate homelessness for individuals with serious mental illnesses or co-occurring substance abuse disorders who are homeless or at risk of homelessness.

The **Primary and Behavioral Health Care Integration (PBHCI)** clinic provides patient-centered, integrated care to adult SMA clients with severe mental illness who need basic medical care. The clinic offers wellness services and care coordination between medical, behavioral and community providers, chronic disease management, and more.

Family Intervention Services (FIS) and **Family Intensive Treatment Team (FITT)** workers engage with individuals that are involved with the child welfare system, and who are identified as experiencing or being at risk of substance abuse/mental health problems.

Targeted Case Management (TCM) services are provided to assist individuals suffering from symptoms of their mental illness or co-occurring disorders in the areas

of living, learning, working and socialization.

The **Forensic Program** provides a critical link between the Justice System and persons with a serious mental illness. Care managers help navigate the system of care prior to incarceration and upon release from a prison sentence.

SMA Healthcare offers extensive community outreach education, including the following:

Crisis Intervention Training (CIT): SMA is one of the community partners that make Crisis Intervention Training possible, along with NAMI and local law enforcement agencies. CIT is a law enforcement-directed training to improve LEO skills

when responding to mental health emergencies.

Mental Health First Aid (MHFA) is an eight-hour training certification course which teaches participants to assess a situation, select and implement interventions, and secure appropriate care for the individual.

Alcohol Literacy Challenge (ALC) for youth revolutionizes classroom-based prevention by changing alcohol expectancies and reducing the quantity and frequency of alcohol use amongst grade school and high school students.

Family Education Program (FEP) describes how substance use impacts the entire family, and the goal is to provide guidance to families struggling to cope with the impact of the addictive disease. ■



At SMA, volunteers provided over 21,000 hours of service this year, which translated to more than \$520,000! In April, volunteers were celebrated and recognized at the Annual Volunteer Appreciation Luncheon. At the luncheon, Staffel Burrell was honored as SMA Healthcare Volunteer of the Year and Palmer Chiropractic was named Volunteer Group of the Year. Thank you to all of our volunteers for your service to SMA! ■



COMMUNITY BASED SERVICES AND OUTREACH AT A GLANCE

SOAR
35

FACT
212

PBHCI
338

FIS/FITT
721

Forensic
292

MHFA/CIT
341 Professionals Trained
237 General Public Trained

Alcohol Literacy Challenge
1,232 Youths Served

Family Education Program
839 Adults Served

Clients Served



The Enrichment Program is a comprehensive psychosocial rehabilitation and adult day training for adults experiencing severe mental illness, developmental disabilities and/or co-occurring disorders.

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, basic math and reading education, as well as group and individual therapy.

The industrial component provides employment through janitorial contracts and the manufacturing of Enrichment products such as crab traps, safety glasses and goggles, ear plugs, and office wall clocks — among others — as well as contracts with companies to provide light manufacturing, assembling, packaging, and



promotional product services. The goal is to provide quality products and services while providing employment opportunities.

During FY 2018-19, more than 191 individuals received services, 308 individuals were employed, and sales and service contracts yielded more than \$3.2 million in revenue. ■

A MESSAGE FROM THE FOUNDATION



Carl Lentz IV
Chairman



Jennifer Secor
CFRE
Executive Director

This year, 521 donors supported numerous SMA programs and projects. We thank every single individual who wrote a check, made an on-line contribution, provided an in-kind donation or included the SMA Foundation in their estate plan. Many of you made us aware of very personal reasons in offering your support, as many have been touched by friends and family who live with a mental health condition or substance use disorder. At this year's annual dinner, a former WARM Program client looked directly at supporters and said profoundly, "Thank you for saving my life."

Your support of SMA really can change, or save, someone's life.

In 2018-2019, the SMA Foundation, with direction set by our Board of Directors, helped facilitate SMA Healthcare's and SMA Healthcare Foundation's rebranding efforts. The reason for the rebrand was simple: to make access to our services easier for the community and those we serve. Both organizations received a fresh look and feel with new logos and tag lines. We also simplified our names while still maintaining SMA's 50+ year history and stellar reputation. What does the new logo represent? Bright green and indigo blue were chosen carefully for the following reasons: the color blue represents strength, dependability, peace, and professionalism. The green represents growth & health.

The "swish" with the dot represents a person transforming — breaking free and moving upwards and outwards with their life.

As the Foundation transitioned from the work on the rebrand into our strategic planning for the next two years, our board really took our new logo's elements to heart. We asked: how can the Foundation truly assist SMA Healthcare in order to make the biggest impact on the health of our community? Ultimately, the answer comes down to one thing: continuing to build relationships in the communities we serve. Relationships support us, connect us, and allow us to progress in all aspects of our organization. Whether it's diversifying our funding, outreach and engagement, or board development, our committed focus to building connections with local businesses, partners, and individuals will help us to meet our goals and help create a healthier community.

Our success is the community's success. With the ongoing support of our donors, partners, board and volunteers, the SMA Foundation is ready for the challenges and achievements ahead. On behalf of our Board of Directors and staff, thank you for your continued support. We invite you to learn more about our work at smafoundation.com or on social media and join us in making a difference.

— Carl Lentz IV
— Jennifer Secor



Beach 5K and Sand & Sun Fest



Annual Dinner Celebration



4th Annual "Who is Jay?"
Mental Health Symposium



Jill Simpkins and
Gale Lemerand



Larry Kelly

Carl Lentz IV



Rusty Wallace

Jeff Burton



A FEW OF THIS YEAR'S ACCOMPLISHMENTS

Thank you to numerous sponsors and supporters who helped raise a record net amount of \$122,000 at the Foundation's annual dinner celebration benefiting SMA's programs. The event featured honoree, Jeff Burton, NASCAR on NBC Analyst and former NASCAR Driver. Brown & Brown Insurance served, once again, as the event's Title Sponsor. Proceeds from the dinner benefited much needed renovations at the Chet Bell Crisis Center, the only public crisis stabilization unit and detoxification unit in Volusia and Flagler Counties.

Former Daytona Beach Mayor and Board Member, Larry Kelly, received the Benny Parsons Award at this year's dinner. A surprise announcement was also made about the creation of the Larry and Joan Kelly Scholarship Fund with initial donations of \$17,500, raised in a few minutes by attendees that evening — and a lead gift from the Perryman Family Foundation. Two scholarships will be awarded annually to local students continuing their education with a focus on behavioral health.

Thanks to contributions from the 2018 Dinner Celebration & Auction, this year, updates were made and all outpatient services in Daytona were relocated to the Willis Avenue campus. The changes have dramatically improved the overall client experience. Now, as a fully integrated campus, clients can go to one location for all their behavioral health and primary needs.

To recognize National Mental Health Month in May, "Who is Jay?," the Foundation's campaign which provides mental health education and awareness, held its 4th annual symposium at the Ocean Center. This year's event themed, Transforming Lives through Hope and Healing, greeted 260 mental health professionals and community members who were able to hear from top national speakers on a variety of informative topics. Please visit www.whoisjay.org to find out more about Jay Ashby's story.

The SMA Beach 5K and Sand & Sun Fest was held in November at

the Ocean Deck in Daytona Beach. Roughly 280 participants helped raise funds for SMA's BEACH House and RAP (Residential Adolescent Program) while vying to beat SMA's CEO, Ivan Cosimi. A series of custom designed, sea themed medals was introduced: the Dolphin (2018), the Turtle (2019) and the Manatee (2020). Visit smabeach5k.org for more information. ■



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Transforming Lives Through Hope and Healing

SMA Healthcare is an equal opportunity, tobacco 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 legally protected status.

If you are a person with a disability who needs any accommodation, contact the office of our ADA Coordinator

150 Magnolia Ave. Box 78, Daytona Beach, FL 32114
Email: ADA.Coordinator@smahealthcare.org
Phone: (386) 236-1667 | Fax: (386) 236-1819

