# 2020/21



**Transforming Lives Through Hope and Healing** 

### A MESSAGE FROM OUR CEO









### Hello SMA Friends and Family,

I am proud to present SMA Healthcare's 2021 Annual Impact Report. This report is a snapshot of the incredible things our team members have done over the past year in our effort to uphold our mission of transforming lives through exceptional substance abuse, mental health and primary care services!

The last fiscal year proved to be a challenging one for our team, but I am grateful that we've had another milestone year at SMA. Our team has continued to navigate through the pandemic and the difficulties it has brought to everyone around the world.

In order to keep our programs successfully operating, we continuously

re-evaluated and adapted, remaining fluid with the constant changes that COVID-19 presented to us. We invested in our telehealth program and upgraded our systems to be able to provide over 27,000 virtual appointments last year. This ensured that clients who needed care would be seen. We modified our pharmacy operations for our clients to have access to necessary day-to-day medications. While many of our programs were faced with staffing shortages, staff remained dedicated and resilient, putting their own needs aside to show up every day and serve our clients. I could not be more proud of our selfless front line workers!

While managing the day-to-day operations of our organization during the pandemic, our executive team was able to effectively achieve two strategic initiatives this year which has truly taken SMA Healthcare to new heights now and will continue to into the future.

I am pleased to announce that on July 1, 2021, SMA Healthcare and The Centers officially merged. This merger was the result of months of consultation and due diligence that enabled the two organizations to come together as a system of care that serviced over 26,651 clients in the past year. This merger increased SMA Healthcare's service footprint,

adding Marion and Citrus Counties into the fold. SMA continues to be excited with the opportunity to be the premier behavioral healthcare provider to the citizens of Marion and Citrus Counties and will work to reestablish the necessary services in these communities.

The second strategic initiative achieved was the refinement of the primary healthcare program at our SMA Outpatient-Daytona campus. Not only were we able to complete a remodel of our clinic – installing state of the art machinery and adding many new services to our continuum of care – we have made great strides in providing primary care services to our

clients who struggle to find providers for the most basic services. These services are making a difference to our clients and are another way SMA is saving lives.

It is our goal to have our primary healthcare clinic oprating as a Federally Qualified Healthcare Center (FQHC) Look Alike in 2022. This clinic will serve individuals in need of quality healthcare who may be unable to afford or find providers willing to assist them. I am excited for the positive changes our FQHC will bring to our community.

I would be remiss if I did not thank SMA's Board of Directors for

their commitment, trust and guidance throughout my 23 year career at SMA. We are blessed to have an engaged team of professionals to guide us. Thank you for the confidence that you have instilled in me to lead this wonderful organization that has changed so many lives.

Thank you to everyone who has supported us throughout the years. As always, I am humbled to work beside a team of committed, mission-focused individuals. I wake up every day happy to work alongside team members I am proud to call my family, knowing our focus is serving our communities day after day, the SMA Way!

- Ivan

Serving Citrus, Flagler, Marion, Putn am, St. Johns, and Volusia Counties

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### YEAR AT A GLANCE









Services Provided Overview

SMA provided treatment services to

### 26,651 Clients

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

community leaders, families, etc. Due to COVID-19, some of the education resources were limited

SMA served another 26,088

clients through prevention programs

48% 52%

69% White 14% Black 4% Multi-Racial 13% Other

Revenues \$55,330,682

Expenses \$53,841,500

SMA HEALTHCARE

### Client Diagnoses

18% Bipolar Disorder

18% Depressive Disorder

SchizophreniaDisorder

Other Mental Health Disorders

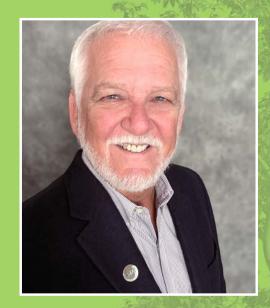
9% Opioid Use Disorder

6% Alcohol Use Disorder

5% Cannabis Use Disorder

Other Substance Use Disorders

### A MESSAGE FROM THE CHAIRMAN OF THE BOARD



JACK FISHER, BOARD CHAIRMAN

My first year as the Chairman of the Board of Directors saw tremendous progress in spite of the many challenges that were presented. The COVID-19 pandemic continued to put its stamp on our communities, but the staff at SMA Healthcare handled the difficulties that they faced with care, compassion, and commitment.

The Board of Directors voted on and approved a new set of values for the organization - Accessibility, Transparency, Leadership, Accountability, and Service that truly lined up with what staff brings to the table each day. The team at SMA Healthcare puts these on full display, taking the care we provide to clients to the next level.

With the addition of Marion and Citrus Counties into the fold and the expansion of our other services such as Primary Care and Telehealth I know that this organization will continue to reach new heights. Having the opportunity to watch this team live so selflessly is one of the many reasons I trust SMA Healthcare to continue being a leader in our six-county area. I look forward to another year of success and good fortune for SMA Healthcare.

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### HIGHLIGHTS | FY 2020-2021









### Transforming Lives Through Hope and Healing

### **INNOVATION IN CRISIS RESPONSE** fully resource a crisis response IPAD PROGRAM WITH DAYTONA **BEACH POLICE DEPARTMENT** AND VOLUSIA SHERIFF'S OFFICE

SMA Healthcare and the Volusia Sheriff's Office and Daytona Beach Police Department joined forces for a program that will provide services to those in need in the community. The law enforcement agencies will utilize iPads to connect the people in need with trained mental health professionals from the Virtual Mental Health Crisis Response Team. Using the secure telehealth platform allows law enforcement officers or the person in crisis to reach a live mental health professional 24/7, at the scene of the incident.

It is the intent of both SMA and the law enforcement agencies to

team to respond to non-criminal emergency 911 calls, in an effort to reduce confrontations involving police officers, save money and potentially lives, allowing police to concentrate on law enforcement.

The core elements of the program are as follows: 40-hour crisis intervention training for new recruits; mobile response training; a mental health professional who will be assigned to a substation; and, telehealth response, which will feature iPads with a secure telehealth platform to connect deputies with a live mental health professional. The iPads will help provide a safer, virtual approach for the mental health workers, particularly with the ongoing pandemic.

### **DART - SMA CRISIS RESPONSE TEAM, DAYTONA BEACH FIRE DEPARTMENT, AND DAYTONA BEACH POLICE DEPARTMENT**

DART (Drug Abuse Response Team) is a collaborative effort between the Daytona Beach Fire Department, SMA Healthcare and the Daytona Beach Police Department, aimed at helping individuals suffering from substance abuse and addiction. The goal is to identify drug users and assist in bringing them to recovery programs directly from the field.

### **SOUTHEAST VOLUSIA HOSPITAL GRANTS**

SMA Healthcare received two grants from the Southeast Volusia Hospital District (SEVHD), totaling \$135,000. The two awards will pay one year of service toward the following areas: a school-based counselor for Burns Science and Technology Charter School in Oak Hill, and an intervention bridge peer program for Advent Health in New Smyrna Beach.

The grant for the school-based counselor paid the salary, fringe benefits, and equipment costs of one Master's-level counseling position. Services provided include: behavioral health screenings, crisis response, outreach and prevention services, counseling services, Mental Health First Aid (MHFA), Youth MHFA, and teacher trainings.

The intervention bridge peer program partners SMA Healthcare with Advent Health to target individuals with opioid overdoses in the emergency department and opioidrelated presentations throughout the

hospital. When an individual comes to Advent Health New Smyrna Beach with an opioid overdose or other opioid-related presentations, they will be connected with a certified Peer Support Specialist.

### **OUTPATIENT PROGRAMS ON THE** MOVE

In August, staff from the SMA Outpatient-Daytona campus moved to the newly-renovated site at 702 Ridgewood Avenue in Daytona Beach. Services that moved to the Ridgewood Avenue site include:

**Adult DUI Court** 

**Corrections Treatment** Diversion Program (CTDP)

Family Intervention Services (FIS)

Temporary Assistance to Needy **Families** 

Counseling (TANF)

Family Intensive Treatment Team (FITT)

**Outpatient Marchman Act** Services

**Adult Outpatient Substance Use** Therapy (AOP)

**Adolescent Outpatient** Substance Use Therapy (ADOP)

Adult Mental Health Therapy

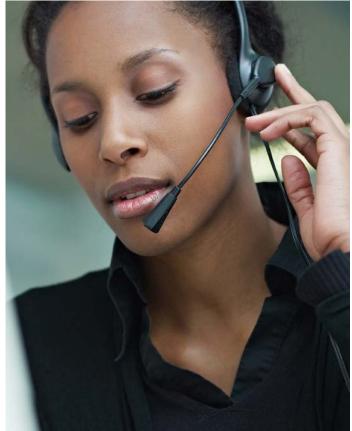
Adult and Adolescent Substance **Use Prevention Services** 

**Adult Drug Court** 

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### **CRISIS PREVENTION**







### Providing 24/7 emergency screening and admission to mental health crisis stabilization, drug abuse detoxifications and referral to other services.

SMA Healthcare's Crisis Services Services (Detox), where individuals 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

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 offers 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 referrals, placement screenings, and solution focused crisis assistance for our community. The newly formed Crisis Response Team, which was created January 2019, is a hot line to reach individuals who are experiencing a crisis.

### AT A GLANCE

Emergency Screenings: 4.611

CSU: 826 clients served

\* CSU Observations & Evals: 1,984 clients served

Detox: 1,601 clients served

CTTU: 728 clients served

VRCC: 219 clients served

Phone Consults: 68,832

\* CSU Observations & Evaluations numbers were added after the printing of the Impact Report

### MESSAGE FROM OUR COO



**RHONDA HARVEY, COO** 

I am so proud of our team! We have faced the greatest test of our system of care to date. Our ways of doing business and caring for our clients were shaken by the pandemic and now, the aftermath finds us with an unprecedented workforce shortage. Nevertheless, our mission-driven approach remains consistent no matter how challenging the conditions. We remain firmly positioned to serve our communities throughout it all. Undeterred and unleashed, our vision remains clear. Grounded in our fundamentals and committed to modern care delivery, we are pioneering new frontiers in behavioral health, and expanding the impact of our commitment.

I want to extend my gratitude to those who have worked tirelessly over this past year to serve our community in challenging situations drastically different than those we experienced just a short time ago. When the world shut down, we did not. More than once, I was called to remember the adage I repeated often when learning to type so many years ago: "When the going gets tough, the tough get going." Our team is tough, and together, we've had the privilege to offer those we serve a steady and comforting hand during this time of crisis. We found our strength where we always have—with one another. As we move into the uncertain future, I know that I am very certain that SMA Healthcare will continue to forge the way forward, keeping the safety and well-being of our clients and our staff as our top priority.

### RESIDENTIAL SERVICES









### AT A GLANCE

WARM: 241 clients served

DMRT: 151 clients served

BEACH House: 456 clients served

RAP: 51 clients served

My Place: 27 clients served

Supportive Housing:  $\bf 6$  adults,  $\bf 5$  children

## 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, postpartum, 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 care 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 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.

### **MESSAGE FROM OUR CFO**



**ERIC HORST, CFO** 

Fiscal Year 2020-2021 has been a time of change and adaptation. The path has been challenging. COVID-19 has altered the way we operate in many ways. We expected most of the changes like telehealth services, PPE supply shortages, elevated costs, virus outbreaks, and staffing challenges. However, the current level of difficulty in finding qualified staff

to fill positions has been particularly difficult to resolve. I look forward to Fiscal Year 2021-2022 and a year less impacted by virus concerns.

Our recent merger with The Centers has given SMA the opportunity to expand services into Marion and Citrus Counties. We are excited about that prospect and look forward to leveraging the good work of staff in those counties with SMA's ability to attract new funding sources and expand needed healthcare for the residents of Marion and Citrus Counties. The virus is now providing opportunity through the availability of stimulus dollars for new behavioral health related programing. Here's to the future!

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### OUTPATIENT



### Outpatient services allow individuals to remain active with work, family, and the community while participating in treatment

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 Ser**vices 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.

**Correctional Treatment Diver**sion 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. Johns Counties are open to anyone with a mental health diagnosis currently receiving treatment. The drop-in centers provide an important change of 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.

The Medication Assisted Treatment (MAT) Program serves adults with opioid use disorders in an outpatient setting. The program offers buprenorphine or naltrexone in combination with group and individual therapy, case management and peer







### **MESSAGE FROM OUR CIO**



RICH CURLEY, CIO

Over the past year, SMA saw rapid growth in the number of Telehealth services provided which allowed us to be responsive to both client and staff needs. We were able to offer service

delivery where it was convenient and appropriate for both clients and staff. We also began the process of merging with The Centers and have been able to successfully integrate new staff and systems into our systems and milieu of care. Through the acquisition of staff and technologies through this merger, SMA has begun the process of identifying the best processes and technologies to use moving forward in this new and ever-changing organization, so that we best meet our client and stakeholder needs.

### AT A GLANCE

Substance Use Outpatient Services:

3,034 Adults & Adolescents Served

Med Management: 6.912 clients served

Drop-in Centers: 83 clients served

Drug Court:  $1\,18$  clients served

CTDP: 457 clients served

\$976,448 average annual savings in cost of incarceration

SMA Pharmacy: 3,162 clients served and 45,269 prescriptions filled

MAT: 543 clients served

### **COMMUNITY BASED SERVICES & OUTREACH**







SMA Healthcare is committed to transforming lives through the services it offers to the citizens where we live. Some of those communitybased 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 cooccurring substance abuse disorders who are homeless or at risk of homelessness.

SMA Healthcare provides a comprehensive set of **Primary Care services**. This program provides access

SMA is committed to transforming lives through the services it offers to the citizens of Volusia, Flagler, Putnam, St. Johns, and now Marion and Citrus counties

to care to improve the quality of community health through an integrated and holistic approach. Services include health screenings, point of care testing, medication management, immunizations, preventative care, and chronic disease education.

SMA Healthcare has a number of Child Welfare services — Temporary Assistance for Needy Families (TANF), Family Intervention Services (FIS) and Family Intensive Treatment Team (FITT) — where staff engage with individuals 18 years and older who are involved with the child welfare system, and who are identified as experiencing or being at risk

to care to improve the quality of com- of substance abuse and/or mental munity health through an integrated health problems.

Targeted Case Management (TCM) services, including Care Coordination, 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.

### AT A GLANCE

SOAR: 7 clients served

FACT: 230 clients served

Pathways: 44 clients served

Primary Care: 933 clients served

FIS/FITT: 873 clients served

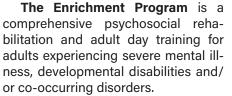
TANF: 31 clients served

TCM: 2,890 clients served

Forensic: 289 clients served

### **ENRICHMENT**

### Designed to help participants live and work more fully in the community



These services are designed to help participants live and work more fully in the community and improve the quality of their lives. The services 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 for our clients.

### AT A GLANCE

More than:  $1\,10$  individuals received services

More than: 268 individuals employed

Enrichment sales and service contracts yielded more than \$3.4 million in revenue.

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### **JUSTICE SERVICES**





Providing gradual reintegration into the community, gainful employment educational programs, and accumulation of savings from paid employment.

### THE SMA WORK RELEASE PROGRAM

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 selfhelp 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.

431 clients served

### THE SMA FOOD SERVICE PROGRAM

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.

409,905 meals served

67 ood Safety Ma

Food Safety Manager Certifications completed

### **VOLUNTEERS**

### Always Needed, Forever Appreciated





This year at SMA, our volunteers provided over

9,683

hours of service which translated to more than

\$182,500

### STAFF RECOGNITIONS | THE SMA WAY



### PRIMARY CARE PATIENT CARE AWARD

Julie Carter and the Primary
Care team received a Patient
Care Award from the Northeast
Florida AHEC. They were recognized for the work they have
done in referring patients over to
the Tobacco Free Florida AHEC
Cessation Program.



### SERVICE CONTRACTS TEAM PROGRAM OF THE YEAR

The Service Contracts Team, part of the Enrichment Program, was named the SMA Healthcare Program of the Year.



### **40 UNDER 40 HONOREE**

Aaron Taggart, Training Manager, was named a 40 Under 40 Honoree by the Daytona Beach News-Journal.



### **PANDEMIC HERO (FBHA)**

Colleen Colandrea, a registered nurse at the SMA Adolescent Residential-Daytona Campus, was named a Pandemic Hero by the Florida Behavioral Health Association.



### MEDICAL PROFESSIONAL OF THE YEAR

Kelly Jenkins-Gregory, Director of Nursing at the Chet Bell Crisis Center, was named the 2021 Medical Professional of the Year by the Florida Behavioral Health Association.



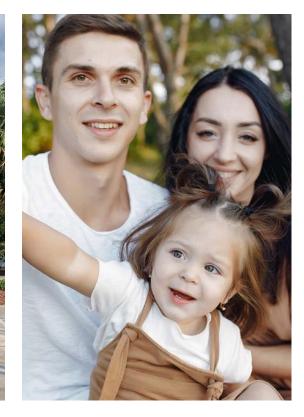
### RESPECT OF FLORIDA ROOKIE OF THE YEAR AWARD

Silvia Dozier, who works for SMA Healthcare's Enrichment Program at the Flagler Weigh-In Station, was named the recipient of the RESPECT of Florida Rookie of the Year award.

### MERGER | THE CENTERS & PRIMARY CARE









# Expanding The Scope And Delivery Of Healthcare Services

On July 1, 2021, SMA Healthcare's merger with The Centers, a behavioral health agency in Ocala, became official. The merger between the two organizations was the culmination of 10 months of hard work.

In August of 2020, SMA Healthcare entered into a consulting agreement

with The Centers to provide consultant and operational support to The Centers, and simultaneously engage in a process to explore and evaluate strategic alternatives to expand the scope and delivery of healthcare services in Central Florida.

In December of 2020, the Boards

of Directors of both organizations voted on and agreed to a Letter of Intent to Merge. Entering into a period of due diligence, collaboration, and exploration with the goal to sign a merger agreement that would expand and improve behavioral health services for individuals in Marion and Citrus Counties.

As a result of that process, in May, both boards voted and agreed to the merger, effective July 1, 2021. The two organizations would become one, operating under the name of SMA Healthcare.

CEO, Ivan Cosimi had this to say, at the time of the merger: "SMA Health-care has a long-standing history of changing lives in the communities that it serves, and we look forward to bringing that same level of commitment and compassion to Marion and Citrus Counties. Now that this is official, we are ready to introduce ourselves to the citizens in these communities and show them how much we care about the work that we do."

Services offered at the Ocala campus include those under the umbrellas of Residential, Outpatient, Crisis, and Community Based Services and will greatly expand SMA's scope and delivery of healthcare services to Ocala and Marion County.

### **CRISIS SERVICES**

CSU/Detox The Marion County Crisis Stabilization Unit and Detoxification Services is a short-term residential facility for individuals dealing with a mental health and substance abuse crisis.

Children's CSU The Children's Crisis Stabilization Unit provides 24-hour emergency screening and admission for mental health crisis stabilization and/or referral to other services for youth 5-18 years of age. CONT.

### MESSAGE FROM MARION COUNTY



ROBIN LANIER, VP, MARION COUNTY SERVICES

I am proud to be serving SMA Healthcare as the Vice President of Marion County Services. Back in August, when The Centers entered into

a consulting agreement with SMA Healthcare, it was to help us get back on track and overcome some of the struggles that we were facing as an organization - dwindling funding streams, numerous leadership changes, etc. In the process, the Boards of Directors for both organizations made a decision to agree to a merger on July 1, thus putting The Centers under the direction of the SMA Healthcare service umbrella. The last fiscal year was certainly one for the record books, but I am excited to see where we go in the coming months and years as we continue to serve the people of Marion and Citrus Counties.

In the months since the merger was finalized, the work put in by staff has been nothing short of extraordinary. The Finance, Human Resources and MIS teams have done a fantastic job integrating all systems and services. The Clinical and Compliance teams have been working together to ensure clients continue to receive the highest quality of care. The teamwork has been truly remarkable. As we move forward as one organization, I know the mission of SMA Healthcare will continue to be fulfilled in the years to come: transforming lives through exceptional substance abuse, mental health and primary care services.

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### MERGER | THE CENTERS



Mobile Response Team (MRT) The Mobile Response Team cares for children, adolescents and adults who are feeling depressed, alone, suicidal, or bullied.

### **RESIDENTIAL SERVICES**

Addie Rawls Recovery Center (ARRC) The ARRC is a residential treatment program for adults whose substance use is causing physical, emotional, and spiritual problems, for

Shelter Care is a 12-bed unit that is co-ed for children ages 10-17 years of age. Providing temporary placement for a minimum of two weeks, or as assessed by the Program Supervisor.

### **OUTPATIENT SERVICES**

MH Therapy Serves children, adolescents, and adults who have a mental health diagnosis. Therapy targets symptoms management, coping skills and improving healthy relationships and quality of life.

SA Therapy Adult Outpatient is for adults 18 years old and older who are participating in DUI, dependency drug courts, probation and voluntary. AOP Services provide individual therapy, group therapy, individualized treatment plans and treatment plan reviews.

Adolescent Therapy Adolescent Outpatient Program services include individual therapy with family involvement. Treatment is specifically directed toward repairing relationships, reducing impulsivity, developing social and life skills, and providing treatment interventions for the youth to remain substance-free.

Community Action Team The Community Action Team is an intensive outpatient wraparound program for eligible youth ages 11-21. Services include therapy, case management, therapeutic mentoring, nursing, and psychiatric services.

Medication Management The Physician Services Medication Outpatient Program provides medical and clinical support services to individuals with severe and persistent mental illness and co-occurring disorders.

**Medication Assisted Treatment** (MAT) The Medication Assisted Treatment Program serves adults with opioid use disorders in an outpatient

### **COMMUNITY-BASED SERVICES**

**Behavioral Health Network (BNet)** Behavioral Health Network is a comprehensive behavioral health care plan for children actively enrolled in Title XXI portion of Florida Kidcare, a statewide health care plan for children.

FIS The Family Intervention Services works with families involved in the child welfare system who are experiencing substance abuse and/or mental health problems and are at risk of losing their children.

**FITT** The Family Intensive Treatment Team is a comprehensive in-home treatment program that provides help to families involved with child welfare (DCF/CPC) due to substance misuse.

FITT Lite FITT Lite provides services to families who have substance abuse concerns, particularly parents of children age 0-1, involved in child welfare.

Case Management Adult Targeted Case Management services are provided in an outpatient and homebased setting to assist the individual in gaining access to needed medical, social, educational and natural support, and other related services.

### PRIMARY CARE











OVER THE LAST FISCAL YEAR, SMA healthcare has been refining the primary healthcare program at our SMA Outpatient-Daytona campus. SMA has made great strides in providing primary care services to those who struggle finding providers for the most basic services. These services are making a difference in 7. the lives, and in some cases saving

In order to provide the services at the highest level, the SMA Healthcare facilities team has taken Building 9 at the SMA Outpatient-Daytona campus from an old, dungeon-type building to a bright Primary Care Medical Office. Here are some features of the newly-renovated building:

6 exam rooms instead of 2.

the lives, of clients in our care.

- 2. Laboratory room for point of care testing services and equipment.
- 3. Office space for providers.
- Central Hub for Providers and nurses to work together, which

- utilizes and enhances flow and team work.
- Children's exam room.
- Children's lobby, an adult lobby, and a group room for SMA programs and outside partners to
- Every inch of the building is new, remodeled, and ready to serve our population as our primary care clinic site. The children's lobby will have painted wall murals and interactive wall systems. Each room will have televisions, that will display educational information about SMA or cartoons for the children.

Ultimately, this building will give SMA Healthcare the environment to provide the highest-quality of evidence-based care to clients. It is SMA's goal to have our healthcare clinic be a Federally Qualified Healthcare Center (FQHC) Look Alike in 2022. This clinic will serve a community that is in need of quality healthcare, but may be un-

able to afford or find providers that will assist them.

### **TIMELINE OF EVENTS:**

- May 2020: CCBHC Grant awarded
- July 2020: First Primary Care Clients
- November 2020: Received AHCA (Agency of Health Care Administration) licensure to become a certified Primary Care
- January 2021: Approved for point of care testing (POC) from CLIA (Clinical Laboratory Improvement Amendments)
- March 2021: Construction for new clinic
- April 2021: Application submitted to DCF for Ambulatory Outpatient Detox program
- July 2021: Care Coordination agreement with Florida Navigators signed to link clients with insurance

### BOARD OF DIRECTORS | LOCATIONS













### SMA BOARD OF DIRECTORS

### **EXECUTIVE COMMITTEE**

Jack Fisher Chairman of the Board
James Rose Vice-Chairman
Deborah Allen Secretary
Austin Brownlee Treasurer
Ted Serbousek Immediate Past Chairman

### **BOARD MEMBERS**

Salman Ahmed **Benjie Bates Alex Doberstein Debbie East Andre Fleming II John Graham Kendell Hardwick Brian Henderson** Michele Johnson **Mike Martin Gary Norman Bruce Page** John K. Reid **Connie Ritchey Joyce Shanahan Robert Snyder Howard Stange** Rosaria C. Upchurch **Ryan Will** 

### **DIRECTOR EMERITUS**

Evelyn Lynn Lawrence Kelly

### SMA HEALTHCARE LOCATIONS

### **SMA Healthcare Administrative Offices**

150 Magnolia Avenue Daytona Beach, FL 32114

### **SMA Foundation**

150 Magnolia Ave Daytona Beach, FL 32114

### SMA Outpatient - Daytona

1220 Willis Avenue Daytona Beach, FL 32114

### SMA Outpatient - Daytona

702 S. Ridgewood Avenue Daytona Beach, FL 32114

### **SMA Crisis - Daytona**

1150 Red John Drive Daytona Beach, FL 32124

### SMA Adolescent Residential - Daytona

3875 Tiger Bay Road Daytona Beach, FL 32124

### SMA Florida Assertive Community Treatment (FACT) - Daytona

207 San Juan Avenue Daytona Beach, FL 32114

### SMA Enrichment - Daytona

225 Fentress Blvd., Suite A Daytona Beach, FL 32114

### SMA Work Release - Daytona

3601 US Hwy 92 Daytona Beach, FL 32124

1341 Indian Lake Road Daytona Beach, FL 32124

### **SMA Outpatient - DeLand**

105 W. Calvin Street DeLand, FL 32720

### **SMA Men's Residential - DeLand**

1251 N. Stone Street Deland, FL 32720

### **SMA Outpatient - Inverness**

107 Dr. Martin Luther King Ave. Inverness, FL 34450

### **SMA Outpatient - Bunnell**

301 Justice Lane Bunnell, FL 32110

### **SMA Outpatient - Debary**

356 Englenook Drive Debary, Florida 32713

### SMA Outpatient - Ocala

5564 SW 60th Avenue Ocala, FL 34474

### **SMA Residential - Ocala** 5564 SW 60th Avenue

5564 SW 60th Avenu Ocala, FL 34474

### **SMA Shelter Care - Ocala**

5564 SW 60th Avenue Ocala, FL 34474

### SMA Crisis - Ocala

5564 SW 60th Avenue Ocala, FL 34474

### **SMA Outpatient - Ocala**

717 SW Martin Luther King Jr. Ave., Ocala, FL 34471

### SMA Drop-In Center - Palatka

5211 31h Street Palatka, FL 32177

### SMA Outpatient - Palatka

330 Kay Larkin Drive Palatka, FL 32177

### **SMA Outpatient - St. Augustine**

200 San Sebastian View St. Augustine, FL 32084

### SMA Drop-In Center - St. Augustine

920 State Road 16 St. Augustine, FL 32084

### **Volusia Rape Crisis Center**

702 S. Ridgewood Avenue Daytona Beach, FL 32114

### WARM (Women Assisting Recovering Mothers)

301 Justice Lane Bunnell, FL 32110

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### SMA HEALTHCARE FOUNDATION











ANDREW GURTIS
Board Chairman



JENNIFER SECOR, CFRE Executive Director



### We foster relationships to increase community awareness and support for services provided by SMA Healthcare

OUR COMMUNITY HAS BEEN THROUGH A LOT THIS PAST YEAR. No matter what they were enduring personally, professionally, and emotionally, our supporters unwaveringly continued to dedicate their time, expertise, and financial support to those who need it most. This philanthropic spirit is special; on behalf of the SMA Healthcare Foundation, we thank you.

The 2020-21 fiscal year began with the cancellation of our 2020 Annual Dinner and Auction. Even though we did not have an in-person event, our sponsors and donors rallied behind our efforts, and we were able to raise \$110,000 for the WARM (Woman

Assisting Recovering Mothers)
Program, right on target for the event proceeds.

Some exciting new initiatives came to fruition during the pandemic. The Heebner's Heroes Fund was created in memory of long-time board member, and well-known local attorney, Pete Heebner. A lead gift of \$25,000 was made, and matching gifts were committed quickly, to benefit SMA Healthcare's DeLand Men's Residential Treatment Program. The James Foster Heritage Society was also launched which recognizes those who have included a donation to SMAH Foundation in their estate plan. Chet Bell, former CEO of SMA



Healthcare and his wife, Kate, were the planned giving society's first members.

The SMAH Foundation is proud of the fact that we have earned a score of 100 out of 100 points on Charity Navigator, which researches and analyzes non-profits to provide donors four clearly-visualized indicators of impact: Finance & Accountability; Impact & Results; Community & Leadership; and Adaptability. A score of 75 or above indicates that a nonprofit is effective and transparent in the areas being assessed, based on Charity Navigator's criteria. This reassures our supporters that we



are using donations how they were intended while creating an impact in the community.

To each person who supports the SMAH Foundation - donors, staff, board members, and volunteers - we appreciate your efforts over the past year. Together, we are stronger. Together, we will continue to change lives and fulfill our critical mission to improve the overall health in the communities we serve. If you have not yet had the opportunity to donate, or if you would like to continue your support, we invite you to learn more about the Foundation at www.smafoundation.com.



The Who Is Jay? Mental Health Symposium was back live in May 2021 at the Ocean Center in Daytona Beach, FL. It was a sold out event and mental health professionals and community members enjoyed listening to the story of luncheon Key Note speaker, Kevin Hines.

Rotary Golf The DUI Court Program was selected as their charity of choice by the Daytona Beach Rotary to receive part of the proceeds from the annual golf tournament this year. It was a record setting event and allowed SMAH Foundation to educate participants about the SMA program.

**Sheriff Donation** On behalf of the Volusia Sheriff's Department, Sheriff Mike Chitwood presented a \$25,000 check to SMAH Foundation to benefit SMA Programs and services.

Scholarship recipients (Jennifer Sexton-SMA Staff and Tasia Martinez-DSC Student)- The Larry and Joan Kelly Scholarship awards committee were excited to present two \$1,500 scholarships this year to local students continuing their education in healthcare.

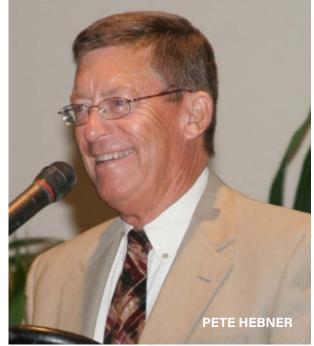
FPL Donation/Macy's Donations- FPL and Macy's donated \$10,000 each in order to launch SMA's Law Enforcement IPad Response Program, which allows law enforcement officers direct and immediate access to an SMA therapist when they are responding to a crisis situation in the community.

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### SMA HEALTHCARE FOUNDATION











### **DID YOU KNOW?**

The SMA Healthcare Foundation is a sole purpose foundation; we exist to support the needs of SMA Healthcare Services, 100% of donations, which are designated for programs or capital needs, go directly to support SMA initiatives.

### **OUR STRATEGIC GOALS AND OBJECTIVES REMAIN STRAIGHT FORWARD**

Continue to diversify fundraising programs and build community relationships

**Support SMA** in becoming the go-to provider for healthcare both financially and relationally

Continue to **strengthen** the recruitment, retention and professional development of highly effective staff and board

**Evaluate** and determine how to best support SMA Healthcare and its endeavors





### **PHOTOS**

Pete Heebner. The Heebner's Heroes fund was created in memory of long term board member, Pete the fund will support the DeLand Men's Residential

Mental Health Symposium. Needing to pivot due to COVID in 2020, the annual Who is Jay? Sympo-Nekeshia Hammond, former President of the Florida

sistant Professor, Dept. of Psychology at the University of Central Florida and Director at UCF Restores.

WARM Furniture purchase. Thanks to our sponsors Heeber, who we lost this past year. Proceeds from and donors, who still made significant contributions even though the event was canceled due to COVID, helped to replace all of the aging and damaged furniture in the client apartments at SMA's WARM Program.

Plastic Flamingo Donation. The Plastic Flamingo Tatsium went virtual with amazing speakers like Dr. too and Beauty Parlor held an event at their business to raise funds for the Volusia Rape Crisis Center. VRCC Psychological Association and owner of Hammond staff personally thanked the staff for the generous Psychology & Associates, and Dr. Amie Newins, As- contributions made by the Plastic Flamingo and their

For the most up to date information on foundation activities and how your donations are making an impact, please follow us on Facebook or contact us to be added to our newsletter list.



FPL Donation/Macy's Donations. FPL and Macy's donated \$10,000 each in order to launch SMA's Law Enforcement IPad Response Program, which allows law enforcement officers direct and immediate access to an SMA therapist when they are responding to a crisis situation in the community.

Sheriff Donation. On behalf of the Volusia Sheriff's Department, VSO Division Chief Brian Henderson presented a \$25,000 check to SMAH Foundation to benefit SMA Programs and services.

Chet and Kate Bell. Chet Bell, retired SMA CEO. and his wife Kate are the first official members of the newly created, James Foster Heritage Society. The society allows us to recognize donors for their commitment to the organization when they notify us of a gift made to SMA in their estate plan.

### CONSOLIDATED STATEMENT OF FINANCIAL POSITION

Fund bal, w/o Restrictions \$6,213,241 Fund bal. with restrictions \$ 639,419 \$6,852,660 **Total Fund Balance Current Liabilities** \$ 73,500 Non-current Liab. (Property) \$ 726,221 **Total Liabilities** \$ 799,721 **Current Assets** \$3,744,803 Property, Plant and Equipment \$3,907,580

**Total Assets** 



\$7,652,383

### **FOUNDATION BOARD OF DIRECTORS**

### **EXECUTIVE COMMITTEE**

Andrew Gurtis, Chairman Ryan Will, Vice-Chairman R. Brooks Casey, Secretary Lawrence J. McDermott, Treasurer Carl Lentz IV, Immediate Past Chair Maureen France, At Large David Perryman, At Large

### **BOARD MEMBERS**

**Hank Ashby Julie Giese Jon Greaves Dollicia Green Mark Johnson Teresa Rand James Rose Heather Shubirg Jill Simpkins Colleen Connors Timko Art Zimmet** 

### **DIRECTOR EMERITUS**

**Debra Berner Lonnie Brown Jimmie Foster** Frank Heckman **Larry Kelly** 

### STAFF

Jennifer Secor, CFRE-Executive Dir.

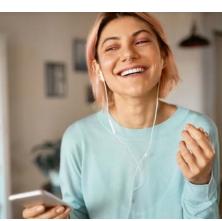
Cyndi Hines, Public Relations and **Events Specialist** 

Nancy Green, Donor Relations Coordinator

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- @SMAHealthcare
- @SMAHealthcareFoundation
- @SMAHealthcare
- @ivancosimi
- o @smahealthcare
- @SMAHealthcare

### **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







