



Transforming Lives Through Hope and Healing



A MESSAGE FROM OUR CEO



IVAN COSIMI, CEO

for serving others and our dedication to reaching for excellence in all that we do. SMA was only one of four organizations in the entire state of Florida to be awarded a Federal grant to become a Certified Community Behavioral Health Center. This certification has given our agency the capability to continue to fill in the gaps in the continuum of care for our community. Expansion of our services, including additional adolescent mental health and primary care services, is just one of the many benefits of this new opportunity.

SMA's decision to become a Federally Qualified Health Center is yet another example of our continued evolution of services. Attaining this goal will allow us to continue to integrate our services and truly put our mental health and substance use disorder services on par with traditional healthcare services. After all, here at SMA we truly believe that healthcare encompasses the whole person.

I would be remiss if I didn't thank SMA's Board of Directors and their generous donation of their time and expertise. This organization is truly blessed to have such a dedicated group of professionals providing oversight and setting the strategic direction of the organization. I also want to thank the entire SMA Team for their commitment and never-ending work in helping to bring hope and healing for the thousands of individuals and families that we serve every year. I'm proud to be serving by their side, "The SMA Way"!

SMA FRIENDS AND FAMILY

I am very happy to present SMA Healthcare's FY 19-20 Impact Report!

This past year has brought monumental changes to both our organization and to the world. I am inspired by what has changed here at SMA, as much as I am with what has not. Our ability to adapt our services through new technologies without compromising our passion and commitment to excellence is a true testament to the culture of our organization. Our ability to maintain consistent operations while ensuring the safety of our staff and the people we've served during this pandemic is a true testament to the dedication of every individual team member to our mission. Put simply, SMA's ability to overcome the challenges of the COVID-19 outbreak has been truly

amazing, and I could not be more proud!

One of the most exciting accomplishments this year was a flawless on-site survey by the Commission on Accreditation of Rehabilitation Facilities (CARF), securing another three year accreditation. This comprehensive review demonstrates to external stakeholders the quality and excellence of our services. Also, for the second time in two years, we were recognized by the Daytona Beach News-Journal as one of the Best Places to Work in Volusia and Flagler Counties, which provides a barometer of how our staff at SMA is invested in the mission and vision of the organization.

What keeps the SMA Team energized and focused is our passion

SERVING VOLUSIA, FLAGLER, PUTNAM, AND ST. JOHNS COUNTY



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 comprehensive services for individuals

suffering from mental illness and/or addiction 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 our clients. Our high standards of care and unwavering dedication to the well-being of our clients help us obtain our main goal: changing their lives for the better.

YEAR AT A GLANCE



Services Provided Overview

SMA provided services to **22,218** clients

SMA provided education materials on mental health, addiction, and suicide prevention to more than **6,324** community leaders, families, etc.

SMA served another **26,038** clients through prevention programs

Demographics of Clients Served

47% Female | 53% Male
79% White | 14% Black | 4% Multi-Racial | 3% Other

Operations

Revenues: \$54,273,894 Expenses: \$53,617,733

Client Diagnoses

- 15% Bipolar
- 13% Depressive Disorder
- 16% Schizophrenia
- 17% Other Mental Health Diagnoses
- 12% Opioid Use Disorder
- 8% Alcohol Use Disorder
- 5% Cannabis Use Disorder
- 14% Other Substance Use Disorder Diagnoses

A MESSAGE FROM THE CHAIRMAN OF THE BOARD



TED SERBOUSEK, BOARD CHAIRMAN

I have had the privilege of being Chairman of SMA Healthcare for the last two years and for being on the Board of Directors for over 20 years. To put it mildly, this last year was one of the most challenging and unusual of any year that I have served because of the COVID-19 outbreak. The SMA team was more than up for the challenge and changed processes and procedures virtually overnight to continue services in a safe and effective manner for all concerned. At the same time, much progress has been made on all strategic items, including Telehealth and The Federally Qualified Health Center (FQHC) initiative. These two strategic items will propel our organization to new heights.

It is humbling to be a part of an organization that always places the mission, and therefore our clients, at the forefront. I see this in the Board Room, I see this in Management, and I see this in the Team, as a whole. We succeed as an organization because of this attitude and I am very confident that it will secure our future.

I pray for our continued success and that each of you has a happy and healthy year ahead.



CCBHC GRANT

SMA Healthcare was one of only four behavioral healthcare providers in the state of Florida awarded a two-year, \$4 million grant by SAMHSA (Substance Abuse and Mental Health Services Administration) to establish a Certified Community Behavioral Health Clinic (CCBHC) in Daytona Beach.

CCBHCs are specifically designed to provide a community with an all-inclusive range of substance use and mental health disorder services, especially for individuals who have the most complex needs. CCBHCs are responsible for directly providing nine types of services, with an emphasis on the provision of 24-hour crisis care, utilization of evidence-based practices, care coordination and integration with primary health care.

The new CCBHC will give SMA the expanded ability to provide a comprehensive collection of services needed to create access, stabilize people in crisis and provide the necessary treatment for those with the most serious, complex mental illnesses and substance use disorders. CCBHCs integrate additional services to ensure an approach to health care

that emphasizes recovery, wellness, trauma-informed care and physical-behavioral health integration. The comprehensive care provided through our CCBHC includes:

- 24/7/365 crisis services to help people stabilize in the most clinically appropriate, least restrictive, and most cost-effective settings.
- Immediate screening and risk assessment for mental health, addictions and basic primary care needs.
- Easy client access to care and timely services.
- Tailored care for active duty military and veterans.

With the establishment of our new Certified Community Behavioral Health Clinic, SMA will increase access to and improve the quality of community mental health and substance use disorder treatment to over 1,100 individuals.

PALATKA DROP-IN CENTER

In June 2020, SMA Healthcare opened a Drop-In Center in Palatka, Florida. The purpose of the Palatka

Drop-In Center is to provide a safe place for adults in the community with mental illness to learn, socialize, and support one another in their journey to healing. Adults age 18 and over who struggle with mental health symptoms are welcome to use the Drop-In Center Monday through Friday between 9 am and 5 pm (excluding holidays).

Some of the activities and groups offered by the Drop-In Center include psycho educational groups – mindfulness, cognitive behavior theory and identity – team building, and games and crafts. The Drop-In Center also offers clients assistance with the Florida Ready to Work Program.

Funding for the renovations of the Drop-In Center came from multiple sources, including \$36,000 from the SMA Healthcare Foundation and a generous \$15,000 Clay Electric Foundation grant. The SMA Foundation also contributed to the cost of fresh landscaping for the property. As a result of this type of support, SMA can continue to provide much needed services to the community. For more information regarding the Drop-In Center, please call 386-385-3933.

CARF ACCREDITATION

SMA Healthcare has once again received a three-year accreditation from CARF International! CARF accreditation recognizes SMA's commitment to continually improving services, encouraging feedback, and service to our community. Our healthcare staff put in a lot of hard work providing the documentation to make this happen, and it was another outstanding example of the SMA Way.

TELEHEALTH EXPANSION THROUGH ECARE

Due to COVID-19, SMA went through a rapid expansion of its telehealth services, eCare. This expansion enabled SMA to continue providing essential services in the midst of the pandemic.

Through eCare, SMA can continue to deliver exceptional personal care, connecting clients with their SMA Care Team no matter where they are. eCare bridges Care Team access and expertise across distances, that may otherwise separate clients from the service best able to help them, through real-time interactive video visits with clinicians.

eCare removes barriers that

may otherwise prevent clients from receiving the high-quality care they require. It allows clients to access care from their preferred location — from remote areas, at home, a clinic, or anywhere they may need it, through their mobile or digital device.

eCare not only has potential to improve quality of outpatient care to our current clients, it makes it accessible to more. So, what are the goals of this service?

- Make outpatient care accessible to people, no matter where they are.
- Make services more readily available or convenient for people with limited mobility, time or transportation options.
- Provide access to clinical specialists.
- Improve communication and coordination of care among members of a health care team and a patient.
- Provide support for self-management of health care.

SMA RE-BRAND

In October 2018, at the Annual Board Meeting, the re-brand from Stewart-Marchman-Act Behavioral Healthcare to SMA Healthcare was

announced. Since then, the re-brand remains in progress. Over the last fiscal year, we have continued to see the new logo and branding elements on signs, buildings, and even on the new website.

HURRICANE DORIAN

When Hurricane Dorian disrupted some operations in early September, the SMA Healthcare team kept trucking. The team at Reality House made sure that all clients and staff at residential and 24-hour facilities still received their daily meals, and staff across the four counties made necessary adjustments to ensure our clients were cared for before, during, and after the storm.

SAFE PLACE TO TALK, SAFE PLACE TO WALK

In October, the Volusia Rape Crisis Center hosted the Safe Place to Talk, Safe Place to Walk community event in Daytona Beach. This walk was in support of all survivors of sexual assault, along with their families. Volusia County Sheriff Mike Chitwood was in attendance for the event.

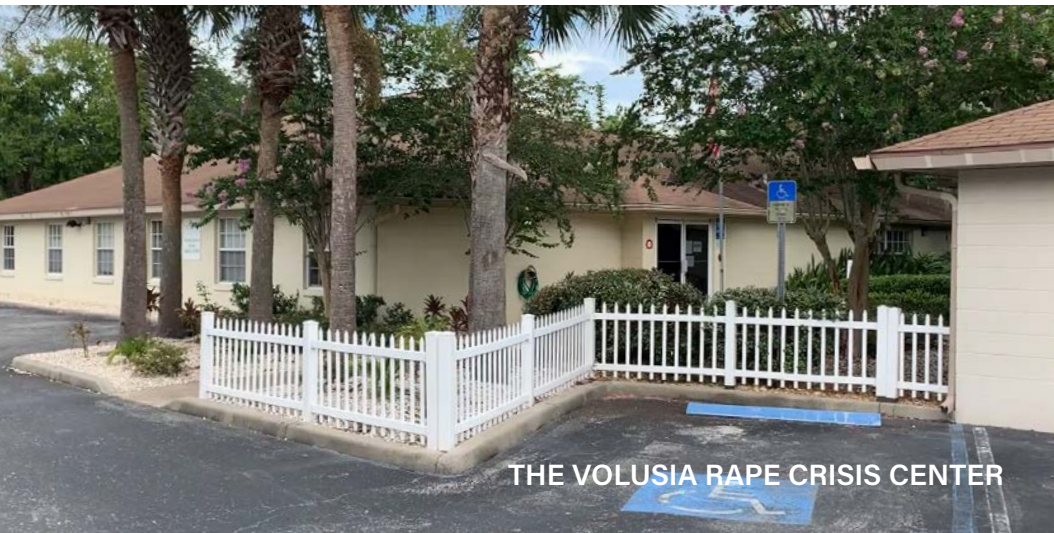
CRISIS PREVENTION



CHET BELL CRISIS CENTER



CBCC INTERIOR



THE VOLUSIA RAPE CRISIS CENTER



SMA Healthcare’s Crisis and Response Center provides 24/7 emergency screening and admission to mental health crisis stabilization, drug abuse detoxifications and/or referral to other services.

AT A GLANCE

Emergency Screenings: **5,248**

CSU: **907** clients served

Detox: **1,020** clients served

CTTU: **655** clients served

VRCC: **207** clients served

Phone Consults: **86,367**

QPR: **291** individuals trained

CHET BELL CRISIS CENTER

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

SMA’s 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 hot line 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 3,303 (KKDF) specialty license plates were sold, and more than 4,277 individuals used the resources of SMA’s KKDF Prevention Center.

MESSAGE FROM OUR COO



RHONDA HARVEY, COO

As the COVID-19 pandemic continues to affect our community late into 2020, we are very proud that we have taken the steps necessary to ensure continuity of service for our clients and community, and

the decisive action to slow the transmission of corona virus for the health of our employees and the communities we serve. After more than a year of setting the stage for our venture into telehealth, our IT Department was poised to transition our care delivery team to see our clients in their homes – virtually.

More than 5,000 telehealth services were delivered in April 2020, ensuring continuity of care to the most isolated and vulnerable citizens of our community. Our model of service, along with our foresight to prepare for extreme events like the Florida hurricane season, put us in a good position to remain agile during this unprecedented time. We strive for

personal connection and believe it is key to keeping our clients healthy, and we are thankful that technology has allowed us to continue to have that. The pandemic has had severe implications for individual and collective health and emotional well-being, and we now turn our attention to prepare for the certain surge of mental health needs in our community in the days yet to come. Scaling up treatment in the midst of this crisis takes creative teamwork, employee engagement, and an attitude of servitude.

I am confident that our SMA team is ready to meet the challenges of the upcoming year, whatever they may be!

RESIDENTIAL SERVICES



SMA Healthcare’s residential division is diverse, providing population-specific services along the continuum of care.

AT A GLANCE

WARM: **210** clients served

DMRT: **169** clients served

BEACH House: **231** clients served

RAP: **75** clients served

My Place: **36** clients served

Supportive Housing:
9 adults, **6** children

WOMEN ASSISTING RECOVERING MOTHERS

(WARM) at the Vince Carter Sanctuary is a residential treatment facility with an average stay of six 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

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.

RAP

The Residential Adolescent Program 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

This 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

One of the challenges in managing the financial resources of any company is guiding the direction of where dollars are spent. This is particularly challenging in a non-profit organization, where funding is typically lacking and often redirected

based on changing public policy. The popular decision is to increase the number of staff providing services and pay higher salaries. While this will produce short term benefits, a policy limited to this strategy can leave a company vulnerable to longer-term economic viability.

I am proud of the way we have balanced managing the costs of employing staff with enhancing technology, developing new programing, and maintaining our facilities. Investment in technology, enabling SMA to deliver services via telehealth, went from being a good idea to an invaluable clinical tool during COVID-19. Developing a Certified Community Behavioral Health Clinic model allowed SMA to obtain a \$4 million Health and Human

Services grant to integrate the delivery of behavioral health services with primary care services to the citizens of Daytona Beach.

SMA's \$2.2 million 2019/2020 capital budget addressed many facility-related needs. We were able to leverage SMA dollars with awards from local foundations to expand and modernize educational facilities at our Residential Adolescent Program campus, renovate and expand capacity at the Chet Bell Crisis Center, and bring a much a needed Drop-In Center to Putnam County. Our approach to financial management not only provides for current needs, but also positions SMA for the future so that we will always be there for the clients that depend on us.

OUTPATIENT



AT A GLANCE

Substance Use Outpatient Services:
2,583 Adult & Adolescent

Med Management: **7,070** clients served

ADI: **428** clients served
Drug Court: **204** clients served

CTDP: **485** clients served
\$976,448 average annual savings in cost of incarceration

SMA Pharmacy: **3,446** clients served & **40,267** prescriptions filled

MAT: **405** clients served

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

SUBSTANCE USE OUTPATIENT SERVICES

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

SMA's 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

Drop-In Centers in Putnam and St. Johns Counties are open to anyone with a mental health diagnosis and is 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

The SMA 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.

MESSAGE FROM OUR CIO



RICH CURLEY, CIO

2020 has been an interesting year when it comes to technology at SMA.

Over the past few years, we have been slowly implementing Telehealth

services, but once COVID-19 occurred, our implementation of Telehealth went from a slow adoption to an explosive adoption of Telehealth services. In fact, over the first 4 months, we saw a 2,510% increase in Telehealth services! In addition to this transition of providing services to clients in their home, we also had to transition many staff to be able to work from home. In the span of a few weeks, we were able to provide the capability to work from home to a significant number of our staff, while still ensuring that our data systems and our clients' information was still secure and confidential. On average, we now see 100+ staff working from remote locations during normal working hours.

In addition to the sudden explosive adoption of Telehealth, COVID-19 has significantly sped up the pace for our adoption of other technologies that are more conducive to remote workers, including our network, phone system, and our Electronic Medical Record (EMR).

In all, 2020 has offered some significant technology challenges, but I believe it will end up being a positive transformational year for SMA Healthcare and the technology that we use.

COMMUNITY BASED SERVICES & OUTREACH



AT A GLANCE

SOAR: **47** clients served

FACT: **219** clients served

Pathways: **38** clients served

PBHCI: **356** clients served

FIS/FIT: **770** clients served

CIT/MHFA: **450** professionals trained
314 general public trained

FEP: **960** adults served

ALC: **34** youths served

SMA is committed to transforming lives through the services it offers to the citizens of Volusia, Flagler, Putnam and St. John's counties

Some of the community-based services SMA provides 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

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

This 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.

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.

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.

ENRICHMENT



THE ENRICHMENT PROGRAM

Enrichment 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.

AT A GLANCE

More than: **167** individuals received services

More than: **303** individuals were employed

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

JUSTICE SERVICES



Work Release provides gradual reintegration back into the community, gainful employment educational programs, and accumulation of savings from paid employment.

THE SMA WORK RELEASE PROGRAM

Contracted through the Florida Department of Corrections, SMA's Work Release Program 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.

275 clients served

SMA FOOD SERVICE

This program 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.

439,200 meals served

115 Food Safety Manager
Certifications completed

VOLUNTEERS



Always Needed, Forever Appreciated

This year at SMA, volunteers provided over

10,591 hours of service
which translated to more than
\$256,725

Unfortunately, due to COVID-19, the Volunteer Luncheon was postponed until 2021.

STAFF RECOGNITIONS | THE SMA WAY



GUY CZAYKOWSKY BH PROFESSIONAL OF THE YEAR

SMA Healthcare's Dr. Guy Czaykowski was named the 2019 Behavioral Health Professional of the Year, in the Adult Practitioner category, by the Florida Behavioral Health Association. The award was presented to Dr. Czaykowski in August 2019 during the Florida Behavioral Health Conference in Orlando.



JENNIFER STEPHENSON

Finalist for DeLand Woman of the Year: Jennifer Stephenson, Senior Director of Outpatient Services, was nominated for DeLand Woman of the Year.



CHEF GALLAGHER & ALICIA VINCENT

At a Flagler Beach Rotary Meeting, Executive Chef Kevin Gallagher and the ladies of Project WARM were presented with the Dave Dalecki Volunteer of the Year Award! Alicia Vincent, VP of Flagler County Services, was also inducted as the Treasurer for 2019-2020.



RHONDA HARVEY - NAMED WOMAN OF THE YEAR

SMA's Chief Operating Officer Rhonda Harvey was named Volusia County Woman of the Year at the 2019 Women in Business Luncheon in October 2019.



DR. JAMES FENLEY

Dr. James Fenley, Director of Addiction Services, advanced to American Society for Addiction Medicine's (ASAM) Fellow membership category.



SHAWN PROCTOR - TOP MHFA INSTRUCTOR FOR Q2

Shawn Proctor, Mental Health Awareness Training (MHAT) Coordinator, was named a Mental Health First Aid Top Instructor of the Quarter (October 2019 to December 2019) by Mental Health First Aid USA.

SMA HEALTHCARE BOARD OF DIRECTORS



EXECUTIVE COMMITTEE

Ted Serbousek	Chairman
Jack Fisher	Vice Chairman
Austin Brownlee	Treasurer
Debbie Allen	Secretary
Howard Stange	Immediate Past Chairman

BOARD MEMBERS

Salman Ahmed
Benjie Bates
Alex Doberstein
Debbie East
Maryann Fields
John Graham
Kendell Hardwick
Brian Henderson
Michele Johnson
Bruce Page
John Reid
Connie Ritchey
James Rose
Joyce Shanahan
Robert Snyder
Rosaria Upchurch
Jakari Young
Ryan Will

DIRECTOR EMERITUS

Evelyn Lynn
Lawrence Kelly

SMA HEALTHCARE LOCATIONS

Administrative Services
150 Magnolia Avenue
Daytona Beach, FL 32114

Cantley Outpatient Center
702 S. Ridgewood Avenue
Daytona Beach, FL 32114

Chet Bell Crisis Center
1150 Red John Drive
Daytona Beach, FL 32124

**Daytona Beach
Work Release I**
3601 US Hwy 92
Daytona Beach, FL 32124

**Daytona Beach
Work Release II**
1341 Indian Lake Road
Daytona Beach, FL 32124

DeLand Care Center
105 W. Calvin Street
DeLand, FL 32720

**DeLand Men's
Residential Treatment**
1251 N. Stone Street
DeLand, FL 32720

**Dr. James E. Huger
Adolescent Campus**
3875 Tiger Bay Road
Daytona Beach, FL 32124

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

FACT Volusia & Flagler
207 San Juan Avenue
Daytona Beach, FL 32114

Flagler Care Center
301 Justice Lane
Bunnell, FL 32110

Four Townes Care Center
356 Englenook Drive
Debarry, Florida 32713

Northeast Care Center
1220 Willis Avenue
Daytona Beach, FL 32114

Palatka Drop-In Center
5211 31h Street
Palatka, FL 32177

Putnam Care Center
330 Kay Larkin Drive
Palatka, FL 32177

SMA Foundation
150 Magnolia Ave
Daytona Beach, FL 32114

St. Johns Care Center
200 San Sebastian View
St. Augustine, FL 32084

St. Augustine Drop-In Center
920 State Road 16
St. Augustine, FL 32084

Volusia Rape Crisis Center
311 N. Orange Street
New Smyrna Beach, FL 32168

SMA HEALTHCARE FOUNDATION



RYAN WILL (FOUNDATION VICE CHAIR), BRYN WILL, 2019 DINNER HONOREE, JEFF BURTON



GALE LEMERAND SHERIFF CHITWOOD



LESA FRANCE KENNEDY BILL CHRISTY



BEACH 5K



ANDREW GURTIS
Board Chairman



JENNIFER SECOR, CFRE
Executive Director

UNPRECEDENTED. A word used repeatedly over the past several months to describe the times, to the extent that it has become ordinary.

As the SMA Healthcare Foundation publishes our 2019/20 Impact Report, we are reminded how much our world has changed since the end of our last reporting year, how much remains unchanged, and the role and responsibility of philanthropy to address critical mental illness and substance abuse for us to realize our goal of a healthy community. The impact report offers the opportunity to reflect how the Foundation's Board of Directors and staff deployed our resources toward the Foundation's mission.

SMA Healthcare Foundation's fiscal year got the green flag in July 2019 with its Annual Dinner Celebration & Auction, presented by Brown & Brown Insurance, honoring retired NASCAR driver and NASCAR On NBC announcer Jeff Burton. The night's activity served not only as an outpouring of financial support, one of the most financially successful dinners on record, but also the launch of several bold initiatives undertaken by the Foundation.

Proceeds from the dinner went to improvements at the Chet Bell Crisis Center. The facility serves as a

resource on a daily basis to individuals, families, and our first responders for emergent substance use and mental health challenges. And, as we would learn in spring 2020, due to COVID-19, those services are needed now more than ever.

That night, we also announced the Larry and Joan Kelly Scholarship Fund. With a generous \$10,000 lead gift from the Perryman Family Foundation, the fund will support the education of future healthcare workers in the communities we serve.

On behalf of our Board of Directors and staff, we would like to thank every single individual and business who made a contribution this past year. Many of you made us aware of very personal reasons in offering your support, as many have been touched by friends and family who have been impacted by mental health or substance use challenges.



KOREY, SWEET, MCKINNON & SIMPSON CHRISTMAS PARTY



RITCHEY CADILLAC



TAG V BEAR

THE STRATEGIC OBJECTIVES OF THE FOUNDATION ARE STRAIGHT-FORWARD

- 1) Continue to diversify fundraising programs and build community relationships
- 2) Support SMA in becoming the go-to provider for healthcare both financially and relationally
- 3) Continue to strengthen the recruitment, retention and professional development of highly effective staff and board members
- 4) Evaluate and determine how to best support SMA Healthcare both long and short term

Our approach sounds simple, but the work is complex. We can't do it without the encouragement, exper-

tise, dedication, and support of many invested partners. We hope we will inspire you to become one of our partners by investing your time, talent, or philanthropic dollars to assist our friends and neighbors in Volusia, Putnam, Flagler, and St. Johns Counties.

Our success is our community's success. Even if we can halt the physical spiral of COVID-19, we still have to contend with the effects it has on mental health and substance misuse in the long term. With the on-going support of our donors, partners, board, and volunteers, the SMA Healthcare Foundation is ready for the challenges and achievements ahead. 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.

PHOTOS: this page

Hank and Susan Ashby were honored as SMA Healthcare Foundation's Agency Champion, at AFP Volusia/Flagler's 2019 National Philanthropy Day Awards Luncheon, for their work through the Jay's Hope Fund and with the Who is Jay? mental health awareness campaign.

The annual SMA Beach 5K and Sand & Sun Fest was held November 9, 2019 at the Ocean Deck. The event brought in 283 runners, up 13% from the previous year, raising much needed funds for SMA's adolescent services. Finishers received the second medal in a three-year awards series that featured the sea turtle.

Amazing Christmas party of the law firm of **Korey, Sweet, McKinnon & Simpson**, held annually, where all the donations go to support SMA Healthcare.

Ritchey Cadillac Buick GMC Holiday Donation. Just one example of the amazing support SMA receives through the holidays. Thank you to the staff at Ritchey Cadillac Buick GMC for making us part of their annual giving.

Tag V Bear Foundation Holiday Donation. Funds from Tag V Bear went to provide much needed support over the holidays for clients and their families in SMA programs like the Chet Bell Crisis Center, Work Release, DeLand Men's Residential Treatment and at the Huger Adolescent Campus.

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
Jack C. Fisher
Julie Giese
Jon Greaves
Dollicia Green
Mark Johnson
Teresa Rand
Heather Shubirg
Jill Simpkins
Colleen Connors Timko
Art Zimmet

DIRECTOR EMERITUS

Debra Berner
Lonnie Brown
Jimmy Foster
Frank Heckman
Peter Heebner
Larry Kelly

STAFF

Jennifer Secor, CFRE
Executive Director

Cyndi Hines
Public Relations & Event Specialist

Nancy Green
Donor Relations Coordinator



Kelli Probst, Daytona State College Nursing student, is the recipient of the first, Kelly Scholarship Award



Executive Director, Jennifer Secor, presents Letisha Tennant with the first, Kelly Scholarship for SMA Staff.



[BEFORE] PALATKA DROP-IN CENTER



[AFTER]



CHET BELL CRISIS CENTER



WARM @ VINCE CARTER
SANCTUARY



Chairman, Andrew Gurtis (left) presents former board member, Larry Kelly with his 2019 Director Emeritus award.



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 board began the year during our strategic planning process creating a new mission statement:

“To foster relationships to increase community awareness and support for services provided by SMA Healthcare.”

The change was not only to honor our founder, James Foster, but to re-emphasize our role in meeting SMA's needs.

KELLY SCHOLARSHIP FUND

The Larry and Joan Kelly Scholarship Fund was established in 2019 to honor Larry Kelly and his late wife, Joan. Mr. Kelly served many years as a Board member for SMA Healthcare and the Foundation, and continues to serve as a Director Emeritus member. He was instrumental in helping with the initial discussions between the Foundation and Michelle and Vince Carter for the capital campaign that built the Vince Carter Sanctuary, which now houses WARM. Mrs. Kelly was a beloved, long-time volunteer with the WARM program, where she loved the children and shared many stories from her career as a nurse with clients.

A lead gift was received from the Perryman Family Foundation to kick off the scholarship, and another \$6,900 was raised with an auction of teddy bears at the Foundation's Annual Dinner Celebration & Auction.

The fund will provide three (one specifically for SMA staff) scholarships, of \$1,500 annually, to a student pursuing a degree with a focus on behavioral health.

PHOTOS: this page

JUST A FEW OF THE WAYS YOUR DONATIONS HELPED THIS YEAR

The **Palatka Drop-In Center** is a newly created center and is open to anyone with a mental health diagnosis. The Foundation provided **\$38,000** for interior and exterior renovations and landscaping.






Chet Bell Crisis Center (\$115,000). Net proceeds from the annual dinner and auction helped to renovate the nurses' stations, client rooms and waiting area.

WARM at the Vince Carter Sanctuary (\$77,000). Donations from the Foundation included program assistance for women transitioning out of the program, new decking and replacement of furniture.

CONSOLIDATED STATEMENT OF FINANCIAL POSITION

Fund Bal. w/o Restrictions	5,400,582.00
Fund Bal. with Restrictions	510,377.00
Total Fund Balance	\$5,910,959.00
Current Liabilities	29,416.00
Non-Current Liab. (property)	897,826.00
Total Liabilities	\$927,242.00
Current Assets	2,657,634.00
Property, Plant & Equipment	4,180,567.00
Total Assets	\$6,838,201.00



-  @SMAHealthcare
-  @SMAHealthcareFoundation
-  @SMAHealthcare
-  @ivancosimi
-  @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

