

DCF TRANSFORMATION UPDATE
March 6, 2006

- **Self-Directed Teams** – The department's Assistant Secretary for Substance Abuse and Mental Health charged three groups with meeting to improve department functions in three key areas: contracting and financing, information technology, and managing entity development. These three groups have reviewed issues and submitted recommendations for consideration by Secretary Hadi. Priority recommendations will be implemented, with emphasis on recommendations that directly relate to transformation.
- **Contract Workgroup** – The department is developing a new cost center, Comprehensive Community Intervention Teams. This bundled activity would combine several treatment and supportive services to promote recovery and resiliency for individuals, children, and their families. This contract improvement will enhance the flexibility of services provided, and provide individuals, children and their families with greater choice in the type, intensity, and duration of services and supports based on their needs. This contract change will allow providers to be responsive to individual and system needs and will result in less frequent contract amendments. (Refer to additional details from Amy Johnson – attached).
- **Chief, Office of Consumer and Family Affairs** - A search team consisting primarily of individuals with mental illnesses, family members, advocates, and one department staff screened 20+ applications received from Florida and other states, interviewed six candidates, and recommended the top two, well-qualified candidates for final selection by the Director of Mental Health. Final selection is expected this week. The chief will report to the Director of Mental Health, and will help ensure that the interests, needs, preferences, choices, and personal outcomes of customers of the public mental health program drive service delivery.
- **Transformation Coordinator for The Mental Health Program Office** - The Mental Health Program Office has established a full-time position to coordinate, track, and facilitate transformation activities. Letty Ballard has accepted this position, and she will work closely with the Chief of Consumer and Family Affairs, the Recovery and Resiliency Taskforce, the Corporation, and other partners within and outside of the department to effect transformation.
- **Electronic Service/Recovery Planning Taskforce** - The electronic service/recovery planning taskforce was established last year by the Mental Health Program Office. It is charged with developing a customer-friendly, recovery-oriented service planning process that customers and providers can

use regardless of the level or location of care. The process will enhance continuity when customers move between levels of care and providers. The taskforce is composed of a broad range of stakeholders and has met twice.

- **Mental Health Voice of Florida Statewide Summit** -The Department participated in the Children's Mental Health Voice of Florida Statewide Summit in January which focused on transforming the system of care. Families, family advocates, providers, and agencies participated in workgroups on mental health prevention, early identification, and early intervention. Two initiatives were advanced by all three workgroups:
 1. the need for a Children's Cabinet to address prevention, identification and early intervention across child/serving agencies; and
 2. the need to improve understanding and availability of evidence-based practices by families, payers, and providers for children with mental health needs.
- Children's Mental Health staff plan to attend a **Federation of Families** family forum in West Palm Beach on March 13th and a **Families Invested in Support and Health (FISH)** family forum in Ft. Lauderdale on March 14th. These meetings and others will provide opportunities for families to discuss the strengths, weakness, and needs of the public mental health system.
- **FMHI Engagement to Support Transformation** - Follow up discussions with Jim Winarski and Dr. Shern resulted in FMHI supporting Florida's transformation efforts by allocating a portion of Mr. Winarski's time to assist DCF and TWG in planning and implementing transformation.
- **Case for Transformation Brochure** - Drafted and finalized transformation brochure as a communication tool for the public, Legislature, and various constituencies.
- **District Transformation Workshop** - Statewide meeting on Tuesday, January 31, with district/regional program supervisors to initiate transformation strategic planning and implementation. Includes plan for contracting changes and expanding purchase of additional recovery and resiliency services for FY 06-07.
- **Customer Satisfaction** – During state fiscal year 2006-2007, the department intends to establish a mechanism to assess satisfaction with services provided through Mental Health contracts and service providers. We envision using the Office of Consumer Affairs and the newly establish Peer Network to assist with establishing this capacity.
- **Contract Workgroup – Comprehensive Community Intervention Teams – Additional Details** - The current SAMH performance contract cost centers

do not provide flexibility to allow providers to easily transform to a recovery approach in supporting individuals with mental health needs and their families. Under the current system, delivery of specific units of service has become paramount in earning contract dollars. Establishing a new cost center for Comprehensive Community Intervention Teams will better enable alignment of services with customer preferences and needs.

- Services would include Assessment, Case Management, Intensive Case Management, Supported Housing, Aftercare, Supported Employment, Outreach, Individual Outpatient, In-Home and On-Site, Intervention, Information and Referral, as negotiated and authorized by the contract. The services will be designed to assist and guide individuals, children, and their families in reintegrating with their community and rebuilding skills for identified roles in their environment.
- Incidental expenses for each person may be used by Comprehensive Community Intervention Teams to purchase needed supports and services to assist them in meeting their recovery goals.
- Choices for individuals, children, and their families may be expanded to include unique and non-traditional services and supports.
- This new bundled cost center will allow providers to bill by staff hour rather than by service units, resulting in more individualized service delivery.
- Collapsing and bundling cost centers will allow for the collection of costs to move to a case rate/capitated rate.
- The need for contract amendments will be reduced.