



# CSC News January 2018

## Comprehensive Services Center

## Mental Health Resource Center

### WELCOME

The Mental Health Resource Center (MHRC) Comprehensive Services Center (CSC) continues to fill a critical need in the Jacksonville community. During the second quarter (October 1, 2017 - December 31, 2017) six hundred six (606) individuals presented to the CSC on a walk-in basis to request services. In addition to the individuals presenting for walk-in services, three thousand one hundred sixty eight (3,168) traditional outpatient service appointments were provided. These appointments include psychiatric evaluations, medication management and counseling sessions.

In September 2017, the outpatient CSC began offering extended hours of operation until 8:00 p.m., Monday through Friday. During this last quarter, only four (4) individuals presented to the CSC after 4:30 p.m.; therefore effective December 11, 2017 we changed the hours of operation to 8:00 a.m. to 4:30 p.m., except on Wednesdays when the CSC is still open until 8:00 p.m.

### PARTNERSHIPS

MHRC continues to subcontract with Gateway Community Services for the provision of substance abuse and peer recovery services at the CSC. Gateway provides two full-time Substance Abuse Specialists on-site and one full-time Peer Recovery Specialist.

Mental Health America of Northeast Florida continues to provide two full-time SOAR processors who work in conjunction with the MHRC full-time SOAR processor.

During the second quarter, thirty three (33) individuals were served by the MHRC partnership with DCF. The on-site ACCESS worker assisted with the completion of initial interviews for benefits including Medicaid and SNAP (food stamps). The worker also helped individuals understand why benefits had ended and then assisted them to have benefits reinstated when appropriate.

### GLADYS'S STORY

Gladys is a 36-year old woman diagnosed with Major Depressive Disorder, Post Traumatic Stress Disorder, and Alcohol Use Disorder, who has been "Baker Acted" multiple times, including three hospitalizations within a six-month period in 2017. In accordance with the LSF high utilizer program, Gladys was identified for care coordination services. A CSC care coordinator made contact with Gladys while she was an inpatient and she agreed to come to the CSC for services as an outpatient. Although she attended her first CSC medication management appointment, she then no-showed for her next scheduled appointment. The care coordinator continued to make outreach efforts and was able to re-engage her; she has now attended her last four medication management appointments. It was determined that she also needed substance abuse services and so the CSC ARNP encouraged her to participate in the substance abuse services available at the CSC. Gladys eventually agreed to participate and since October, 2017, she has attended the substance abuse groups two times per week. To ensure her continued success, she was also enrolled in the MHRC case management program, which will assist her with on-going services and supports. Gladys has made significant progress and has not been "Baker Acted" since June 2017.

### OUTCOME DATA

A key feature of the CSC is the availability of services on a walk-in basis; no appointment needed. During the period of October 1, 2017 - December 31, 2017, six hundred six (606) individuals walked into the CSC requesting services. Five hundred ten (510) of these individuals received an intake interview on the day they walked into the CSC.

Sixty-seven (67) of the individuals seen for same-day intake interviews were referred by local hospitals' emergency departments.

## DATA AT A GLANCE

The following table shows the sources of referrals to the CSC.

| 2017-2018 Second Quarter Referral Sources |     |
|---|-----|
| Crisis Stabilization Units                | 101 |
| Local Hospitals                           | 67  |
| PCPs                                      | 35  |
| Insurance Provider                        | 41  |
| Other                                     | 356 |

The table below shows the types of CSC services requested by individuals.

| 2017-2018 Second Quarter Services Requested |     |
|---|-----|
| Information and Referral                    | 40  |
| SOAR Services                               | 105 |
| Community Referrals                         | 234 |
| Medical/Psychiatric Treatment               | 543 |
| Counseling                                  | 363 |
| Substance Abuse Treatment                   | 73  |

For persons in crisis, the CSC offers emergent care (same day) appointments and urgent care (within 24 hours) appointments with a psychiatrist or psychiatric nurse practitioner. During the period of October 1, 2017 - December 31, 2017, thirty-seven (37) individuals received emergent appointments and thirty-one (31) individuals received urgent care appointments.

The following table demonstrates the same-day access to services provided by the CSC.

| 2017-2018 Second Quarter Data                                    |     |
|--|-----|
| Walk-ins   | 606 |
| Same-day intakes   | 510 |
| MD/ARNP Emergent Care Appointments (within 6 hours)              | 37  |
| MD/ARNP Appointments Urgent Care Appointments (within 24 hours ) | 31  |



In addition to the walk-in services shown above, the CSC provided the following services by appointment.

| 2017-2018 Second Quarter Data<br>Types of Services Provided |       |
|---|-------|
| Outpatient Psychiatric Evaluations                          | 320   |
| Outpatient Medication Management                            | 2,157 |
| Outpatient Counseling                                       | 691   |
| Community Resource Assistance                               | 383   |

### CSC – PROJECT SUPPORT

The Comprehensive Services Center serves individuals regardless of their ability to pay. The CSC is funded by the Florida Department of Children and Families through its regional managing entity, LSF Health Systems; the City of Jacksonville; patient fees; and donations. If you would like to donate to the CSC project, you can do so by visiting the Donations page of the MHRC website at [mhrcflorida.com](http://mhrcflorida.com), or by contacting, MHRC Administration, 10550 Deerwood Park Blvd., Suite 600, Jacksonville, Florida, 32256; 904-743-1883; [admin@mhrcflorida.com](mailto:admin@mhrcflorida.com).

Mental Health Resource Center, Inc. (MHRC) is a private, not-for-profit, 501(c)(3) corporation and your donation is fully tax deductible. If you use a check to make your donation, we will mail you a receipt. If you use a credit card to make your donation online, then PayPal, which handles the transaction, will provide you with a receipt. Either way, we greatly appreciate your support.

To donate by mail, please make your check payable to MHRC and mail to:

**Administration**  
**Mental Health Resource Center**  
**P.O. Box 19249**  
**Jacksonville, Florida 32245-9249**

If you are mailing us a check and would like to designate your donation for a specific purpose or program, you can print a Donation Form and include it with your check. The Donation Form is available on our website, [mhrcflorida.com](http://mhrcflorida.com) and click Donations.

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Thank you very much for your support!

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