

Specialized Community Care Team (SCCT)

Winter Haven Hospital
Center for Behavioral Health
June 17, 2016



Program Information



- The SCCT was initiated in March 2016 after signing of the contract in February 2016.
 - Two staff have been hired for the positions with one starting in March and the second one in late April. We are still hiring for the 3rd position (case manager).
 - Referrals started in April 2016. Due to the data only being obtained for the last 75 days and not yet compiled for the quarter- April- June 2016, we have limited financial and outcome data.
 - These behavioral health services can be provided in the homes or the CBH office for Polk County residents who have behavioral health problems interfering in their daily lives.
 - They meet criteria by being: uninsured, underinsured or receiving the Polk HealthCare Plan.
 - They must also be below 200% of the Federal Poverty Level

Funding

- This program relies on the Indigent Health Care funds for the services it provides.
- WHH-CBH as a whole under BayCare Health System is funded through state, federal, local, insurance and private funding.
- We do assist clients who are uninsured in determining eligibility for the Polk HealthCare Plan and other funding/financial assistance.



Partnerships

- *We have established referral relationships with:*
- The Florida Department of Health in Polk County sites and also recently received referrals for residents visiting Osceola County sites who reside in Polk.
- Haley Center, Lake Wales Free Clinic, LVIM
- Central Florida Healthcare sites
- Inpatient psychiatric units and crisis units in the local hospitals and behavioral health organizations.

Services



- Services can be requested by calling the program secretary at 863-291-3611 during regular business hours, M-F 8:00am to 4:30pm. Self referrals are also accepted.
- The SCCT staff consists of a Licensed Mental Health Professional, a Master's level counselor and a Bachelor's level case manager.



Initiating Services

- The SCCT staff member will attempt the first telephonic contact with the client within hours of the referral.
- The initial screening appointment is offered within 2 business days.
- This screening appointment is designed to provide immediate help and suggestions to the client as well as determine eligibility for services
- The 2nd home visit is conducted by the Licensed Professional who completes a comprehensive mental health assessment and treatment plan.
- The frequency of services and type of services is determined and agreed upon by the client and the therapist.



Ongoing services



- Services can consist of individual therapy, family therapy, group therapy, referrals to other services at CBH or the community, housing and employment support, all case management services and guidance.
- An evaluation for implementing or maintaining psychotropic medication can be completed through a visit to the CBH office to see a psychiatric ARNP. Ongoing medication management can then continue.
- Office based case reviews of each client are done weekly with the SCCT staff, CBH management and the psychiatric ARNP as needed.
- Use of Evidence Based tools to evaluate depression symptoms and quality of life assessment are utilized monthly

Services through May 31, 2016

(2 months of client services provided)

- Our data is limited based on the short timeframe, but is showing positive trends.
- We have provided services to 13 clients. Only 1 client declined services and we referred to another service.
- We have provided 33 therapy services, 65 case management services and 3 clients have had psychiatric evaluations.
- Geography – referrals so far---Eastern Polk County

- June referrals



Improvement by Evidence Based tools

- Out of 6 clients having completed a 4th therapy session, 4 of the 6 had a decrease in their depression scale score. 2 client's scores remained the same.
- All originally scored in the moderate to severe range of depression.



Success Stories



- **51 year old divorced female diagnosed with Major Depressive Disorder and General Anxiety Disorder is a mother of two and domestic violence survivor has had difficulty adjusting to life changes. She has been divorced for almost eight years and her children are now young adults and attending college. She has history of employment but was a homemaker during most of her marriage. She is unemployed and is receiving alimony from her ex-spouse. In (April 2016), she requested to receive counseling to help her with adjusting to life changes and was referred to the SCCT program by Polk County Health Department – Haines City. Her treatment plan includes: behavioral health treatment and domestic violence. She is participating in a support group for domestic violence survivors at the agency called, Help Now. She showed LMHC her Affirmation Board that she completed as an assignment for the domestic violence support group. She refers to her Affirmation Board daily and tries to accomplish each goal identified on her Affirmation Board. Due to having to adjust to life changes, she found it very difficult to move forward in life and to change the way she see herself, as a victim of domestic violence. At the beginning of her participation in the Individual Therapy sessions, she viewed herself as hopeless, helpless and not being able to get passed the years of domestic violence during her previous marriage. Her willingness to participate in the Individual Therapy sessions and to move forward in life and not continue to view herself as hopeless, helpless and as a victim of domestic violence allowed her to be open minded and accepting to life changes. During each Individual Therapy session, she continues to develop self-confidence, motivation and improve self-esteem to maintain positive thinking about adjusting to life changes and the willingness to focus on moving forward and less on the past. She has completed each homework assignment and continues to practice each coping skills learned. She continuously states to LMHC and the Master Level Practitioner how the Individual Therapy sessions have helped her move forward in life and she doesn't take the Individual Therapy sessions lightly. LMHC reminds her that she is the one who has done and continues to do the hard work and she deserves all the credit for making progress in moving forward with life changes.**

More Success



- A 49 year old male diagnosed with Major Depressive – Anxiety Disorder, who is also challenged with Substance Abuse problems, requested to participate in the Specialized Community Care Team to address his mental and substance abuse problems. The patient mentioned he needed help, and was embarrassed to ask for help in the past because he believed himself to be a tough guy. However, he knew that this problem wouldn't go away unless he got help. This patient has also battled his feelings over the belief that his life stopped when an incident occurred involving the patient's brother, family friend, and former girlfriend. This incident led to the patient's self-esteem, self-worth, motivation, and outlook on life becoming severely diminished. The patient was informed recently that he has cirrhosis of the liver and two active warrants in the state of Michigan. The news of the legal and medical problems has caused the patient major anxiety and to become severely depressed. This patient is currently living with his mother. He has no income and is heavily reliant on her income to survive. The mother's health is declining. Through in-home therapy, the teaching of coping skills, and affirmation of the patient's worth and value, this patient's anxiety has reduced. This patient has taken the steps to move forward with his life through treatment. Through the patient's consistency in treatment, he has practiced coping skills and problem solving which continues to reduce his anxiety and depression. His self-esteem and confidence continues to improve each session. The patient has made contact with his brother and family regarding the incident, and is currently working with them to put this matter behind them. The patient has tasked himself with the obligation of taking care of his mother as her health rapidly declines. Through the Specialized Community Care Team, this patient has been referred to the Polk HealthCare Plan for medical insurance to address the medical issue. The therapists involved with the patient's treatment are encouraging the patient to seek and secure employment to thrive in the community.

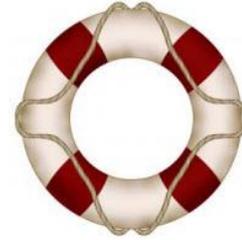
Co-location with Tri-County

- Tri-County Human Services has moved into the CBH building.
- They are available for consultations as well as assessments and treatment.
- They provide services to adolescents and adults.
- This co-location will increase continuity of care and collaboration toward meeting the needs of the clients.





Value



- SCCT could not exist without IHC funds.
- We cannot yet establish a value to the services based on the short timeframe and not yet completing the April-June quarter.
- These clients have no other resources to receive home based services and most would over utilize ER visits. Additionally, they would have a diminished quality of life and diminished contribution to society without these home-based services.
- This program is new, but will continue to expand and the exact long term effects socially, financially and personally will be more apparent to not only those of us implementing the program and Polk County, but especially to the clients and their family members.

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