

March 2011

CHARLOTTE



Behavioral Health Care

# Monthly Highlights

## *A Message from the CFO,*

"Numbers" -- it's the main part of what we do in the accounting and data information area I supervise. I loved the TV show of the same name. Bad guys were trapped in complex web of mathematical algorithms conjured on the fly by the genius brother of an FBI agent (with a romantic sub-plot involving an equally genius and lovely young female math meister). Numbers tell a stories; not all are pleasant. I took an advanced statistics course at the University of South Florida where the professor, an energized doctor of engineering with a genuine appreciation, not just for numbers, but for the stories they tell, assigned us to analyze the terrible 1986 Challenger spacecraft disaster using applied statistics. She obtained all the data from NASA through the Freedom of Information Act. My conclusion, as well as that of all my classmates and the professor after a couple weeks of number crunching: the probability of the Challenger disaster happening was nearly 100%. The data clearly showed that an "O-ring" was near certain to fail at the near-freezing temperatures at liftoff. Seven astronauts died in the accident. It could have, and should have, been averted.

As an aside, you should know that our COO, Vickie D'Agostino, is indeed numerically savvy; she was a math major at the University of Florida before she began a focus in the social work field. Here's a few numbers for you to ponder:

5,035 - Number of consumers, unduplicated, who presented for treatment last year (excludes Mobile Crisis, Healthy Families/Healthy Start and those who contacted CBHC but were not admitted for whatever reason - all contacts would total about 9,000 or more).

1,300 (or more) - Number of people served by Mobile Crisis in a year.

1,552 --- The number of numbers in the 52-page monthly CBHC financial statement.

\$28,000,000 - the insured value of all the vehicles in the Punta Gorda Muscle Car Museum.

7.8 - Number of suicides per day in Florida - the ninth leading cause of death in this state.

13,582 - Average number of hours worked by CBHC employees every two weeks.

6,500 - Number of hours med admin staff (all psychiatrists and ARNPs) will spend face to face with consumers this year.

171,000 - Miles presented to CBHC for mileage reimbursement in a year.

13 - Florida's WORLD ranking in suicides per year.

26.2 - percentage of Americans over 18 with a mental health problem. This is about the same percent of the country's prison population with a serious mental illness.

35,000 - Deaths from suicide last year in the United States.

Over 1,000 - Number of youths 17 and under who will be arrested this year in Charlotte County.

Over 100 - Number of Charlotte County youths 13 and younger who will be arrested this year.

5,700 - Total days consumers will spend in the CSU this year.

8,513,352 - CBHC annual payroll.

626,000 - Annual CBHC pays annually for employee health insurance.

190 - Paychecks distributed every two weeks by CBHC.

7,285 - CBHC monthly phone bill.

73,714 - Cost of Workers Compensation for CBHC.

\$1,000 -- Monthly reduction in workers compensation insurance effective this July

1 - a special thanks to staff in all areas, but particularly at the CSU.

1 - The number of people it takes to make a difference. You. Thank you all for working to save lives and make them better.



# Strategic Planning Update:

Objective D – Attain stakeholder input about CBHC clinical services and gaps and identify strategies for meeting unmet needs.

Champion: Don Reimer

Members: Jessica Boles, Gina Wynn, Christina Brown, and Sharon Salter (since retired)

## Progress Made

### Ongoing Survey Needed

The workgroup met several times to formulate a process whereby stakeholder input could be gathered. The group decided that developing a formal survey of CBHC stakeholders effectively identify the community need and the perceived service gaps.

### Identifying CBHC Stakeholders

The workgroup also took on the task of identifying all community stakeholders for CBHC. A list was made and was broken into several categories such as law enforcement, hospitals, psychiatrists, other behavioral health agencies, etc. This list is mostly completed. However, more review is needed along with identifying contact persons and associated emails.

## Follow up Issues and Plan

### Completion of Stakeholders List

The list of stakeholders still needs to be reviewed by the workgroup. The full list of stakeholders needs to be finalized along with identifying a contact person for each group. Because we will use an electronic survey, email addresses will also be needed.

Projected Completion – April 15, 2011

### Completion of Final Survey

The survey questions need to be finalized along with the questions being put into the Survey Monkey format.

Projected Completion - June 1, 2011

### CBHC Policy for Ongoing Stakeholders Surveys

The goal of this group has been to develop the Stakeholder Survey to gather community data for CBHC about service gap needs. This group is recommending that the survey be implemented at the time of the year that would best serve the agency in its budget planning and strategic planning needs. The work group recommends that the Stakeholder Survey be repeated in the future and ongoing. The work group has some general recommendation on the continuation of the survey process. First, ensure that the survey cycle meets accreditation cycle requirements. Second, it is recommended that the Fall and the Spring time are the times of the year that stakeholders have higher rates of participation. Third, the group cautions that yearly administration of this survey might be too short of a time frame. Since the purpose of the survey is to identify service gaps, the timeframe for addressing and eliminating these gaps often takes more than one year. With this in mind, the workgroup sees benefit in the survey administered each two years rather than each year. In other words, asking stakeholders to respond to a survey each two year period would more likely allow stakeholders to see “results” of their participation rather than experience frustration that problems are the same each year and nothing is being gained by their participation. This will need to be decided by the CBHC Executive Administration.

Decision by - June 1, 2011

*~ The word impossible is not in my dictionary ~*

# Above & Beyond Awards



**Gene Burkhart** has been employed at CBHC for approximately 11 months now as an LPN in outpatient meds. For the past 11 months, his performance in this role has been exemplary... He is a true self starter, maintaining a solid performance with minimal supervision. He is very efficient, and highly productive. He regularly shows a high capacity for dealing with heavy workloads and extra duties. The quality of his work is excellent and thorough. He is a natural organizer, with a good, practical, 'no fuss' approach to the most demanding work situations.

Gene also proves to be a very valuable team member and exhibits high professionalism. He is an excellent team builder and contributor to his peers and to the clients of this organization. His regular assistance to new team members has been particularly useful and helpful. He is very popular with both staff and clients. His professionalism has created a welcoming atmosphere in what can become a stressful environment. He is an extremely reliable person, with a well developed ability to create and promote good workplace relationships. He shows many good motivational and morale building skills, creating a positive work environment. He exhibits strong professional ethics and good moral character.

Ginny Moore and I would therefore like to nominate him for the above and beyond award.

Dr. Katina Matthews

## Attention Managers:

If you would like to nominate a member of your staff for their "Above & Beyond" attitude and work, please submit your nomination to Shelly Terruso, Exec. Asst to Jay Glynn, Ext. 245, Bldg A, for the upcoming month's selection.

# Above & Beyond Awards



*I would like to nominate Stephanie Joseph, LPN in Med Admin. Monday December 20, 2010 we had 4 Med Providers and 3 nurses to cover. It was Ginny's first day back and she and I had a full schedule and lot of work to catch up. Stephanie was assigned to cover Tina for the day. She stepped up and covered both Tina and Billy handling both providers and both had a heavy schedule. She did it without complaint. I was only able to help her with one patient the whole day. Billy always has a heavy load, as Donys can attest, but Stephanie managed both all day without a complaint. She is a true team player always willing to step up when help is needed. When the waiting room was full she kept her cool and kept things flowing. I would like to nominate her for above and beyond.*

#### Attention Managers:

If you would like to nominate a member of your staff for their "Above & Beyond" attitude and work, please submit your nomination to Shelly Terruso, Exec. Asst to Jay Glynn, Ext. 245, Bldg A, for the upcoming month's selection.

*Thanks,*

*Gene Burkhart, LPN*

# We will miss you Sharon!



# Update from Healthy Families



## HEALTHY FAMILIES

### *Identifying and Addressing Risk Factors*

Parenting is a difficult job and most people never receive any training for it. Many parents have not even had helpful role models nor are they aware that they are their child's first teacher.

The factors that place children at risk for abuse and/or neglect are many. For instance, the economic downturn can cause families to be so stressed that discipline can be harsh or inconsistent. Multiple children under five in the household or children with special needs can also increase the stress and the chance of child maltreatment.

Besides finances, other things that place children at risk are related to lack of knowledge or cultural differences. Unsafe sleep environments account for 32% of Florida's infant deaths according to the 2009 Death Review Committee's report. That same report showed that unintentional drowning in Florida is on the rise with 77 children under the age of five dying from such in 2008-2009. Children can drown in as little as 2 inches of water, which increases the risks beyond swimming pools to bath tubs and standing water out of doors.

Many parents are unaware of the supervision children require. Until age 8, children need repeated reminders of acceptable and unacceptable behavior as their reasoning abilities are still developing. Issues such as substance abuse or untreated mental illness can result in inadequate supervision. Substance abuse is a leading factor in substantiated child maltreatment in Florida.

Crying, something all babies do, especially around times of illness or immunizations, can lead to brain injury as a result of a frustrated parent shaking a baby in order to stop the crying. The baby may become quiet, however the shaken child can have serious injury and life long impairment both physically and mentally. It is never okay to shake a baby or child, especially if age three or younger. The neck muscles are not strong enough to handle the force of the shaking.

Children who live in a home with an unrelated adult are 9 times more likely to suffer abuse and neglect than those living with biological parents. Lack of attachment to the child or jealousy of time spent between mother and child may be factors that lead to the maltreatment. Domestic violence also increases the risk of child maltreatment. Children living in homes where violence occurs are three times more likely to be abused physically, and twice as likely to suffer psychologically or emotionally.

Whether risk factors include inappropriate expectations of child development, a lack of empathy, a reversal of parent/child roles, use of power that hinders the child's independence, or use of harsh or inconsistent discipline, prevention programs can help to reduce risk factors while equipping families with protective factors.

An ounce of prevention is worth a pound of cure, as the saying goes. There are quality prevention programs proven to reduce child abuse and neglect that are making a difference.

Healthy Families is a statewide program proven to build in protective factors to such a degree that risks are reduced and 98% of high risk participants are considered free from child maltreatment—that's about 21,000 children helped annually.

Other prevention services such as Healthy Start, Nurturing Dads, and Community Parenting not only offer linkage to needed community resources that address identified risks, but also provide information and support that assures access to the help as well as information on parenting and safety topics.

Participants in prevention programs learn to problem solve, set and attain goals, and build on their family's strengths. Many parents improve education and self-sufficiency because of the support and encouragement they receive. Most parents want to be the best they can be and CBHC's Family Safety and Prevention Services are helping them succeed.

*~ Don't expect a miracle ; Be the miracle ~*



## March is Poison Control Month

### CHILD SAFETY

Poisoning is *the* most common form of childhood injury, especially for children 8 months to 6 years old. Young children need constant supervision and parents are encouraged to use safety latches on cabinets where medicines, alcohol, cleaning supplies, and pesticides are kept to ensure child safety in the home. However, poisonous substances can also be found outdoors. Many plants can have toxic effects on small children and pets. So, children need to learn not to put things into their mouths without first asking. In addition, many commonly used medicines look very similar to children's candy and gum. So, use childproof medicine bottles especially when carrying prescriptions in a purse.

Whenever babysitters are used, be sure the poison control number is by the phone along with the child's age, weight, and any known allergies. Also, have the pediatrician's name and number there as well as your emergency contact number. This information just makes good sense to have by the phone anyway. Remember, it very easy to touch, smell, drink, or eat something that can make you sick.

Poison Control Center: 1-800-222-1222

### POISON ALERT

U.S. Poison Centers are raising the alarm regarding a toxic substance known as "Bath Salts" that some people seek to use to get "high". It is said to have the combined effect of LSD and Cocaine. So far in 2011, there have been 373 calls to Poison Control Centers. The calls have ranged in symptoms from increased heart rate, elevated blood pressure, agitation, extreme paranoia, and delusions. They effects are so strong that they can cause users to harm themselves or others. Most of those abusing the substance snort it, however some are injecting it. It can be found on the internet under many code names and cost 25-35 dollars for half gram packages. The UK, Louisiana, and Florida have banned the sale of the substance in stores. Other states are considering following suit. Congress also is considering a nationwide ban.

American Association of Poison Control Centers [www.aapcc.org](http://www.aapcc.org)

### TIPS FOR HEALTHY LIVING FOR PREGNANT WOMEN

Relax, if only for 10 minutes.

Sleep seven to nine hours every day.

Share your problems with someone.

Recognize when your are stressed.

Write down your feelings.

Exercise.

Limit strenuous activity. Only do what you can handle.

Accept help. Let people know when you can use a hand.

Keep all your prenatal care appointments.

Connect with other moms and moms-to-be. Understand your are not alone.

*~Seventy percent of success in life is showing up ~*

# A little bit of this, A little bit of that...

## Satisfaction Survey Comments

- **Mental Health Court**-These classes have helped me stay focused. I no longer feel do down on myself.
- **Mental Health Court**-This program is exactly what I need to help me find the tools to improve the quality of my life, mental health and relationships.
- **Mental Health Court**-I am satisfied with my needs being met in this program. I feel that the staff are dedicated in helping not only mine but everyone's needs and are extremely caring.
- **Drug Court & SA**-The counselors are great and drug court has really helped me stay sober and gain anew found freedom in my life.
- **Drug Court & SA**-I think that the Drug Court team is doing an amazing job and I am so happy to be a part of the program that is saving my life.
- **Recovery Center**-CBHC is a big part of my recovery. I knew I needed help because I can't do it alone. With the help from staff I can now see a future. Thank you very much.
- **Recovery Center**-This was the nicest detox treatment center that I have been in. Hopefully I don't come back but I would recommend to someone else struggling with addiction. Everyone was really nice. Thank you.
- **Recovery Center**-I was terrified of coming here but the staff, food, accommodations and groups were excellent and exceeded my expectations tenfold. I do believe this experience saved my life. Thank you.
- **Recovery Center**-The treatment was really a great thing for me. So now I can walk out of these doors with my head held high. All the staff was really good to me. Ziggy was awesome and a big inspiration to me.
- **Adult CM**-I am very happy with the service and attention my case worker provides.
- **Adult CM**-Wendy Ladd is a very strong and good case manager. She helps me tremendously. A caring person at her work.
- **Adult CM**-I have had good experience here and Megan Burkhard is the best lady in the world. "She truly helps big time."
- **Adult CSU**-The staff is very helpful and professional and full of compassion and fortitude and tenacity to help others. Thanks for everything.
- **Adult CSU**-Everyone here was very kind, well trained and in their role in the facility. I thank everyone here for all the help and kindness that they have shown me during my stay here.
- **Adult CSU**-Pleased and everyone on the staff was helpful and available. Counseling was do good and it was needed. I appreciate all the kindness and words of courage. Thank you for helping me get through another difficult moment.

# EMPLOYEE NEWS, KUDOS & CONGRATULATIONS

★ WARM WISHES TO RYAN WHITE , Behavioral Health Tech at CSU, ON THE ARRIVAL OF HIS NEW BABY GIRL, 6 LB. 12 OZ BORN ON VALENTINE'S DAY

★ My biggest thanks to the money mongers Chris Gentry and Kathy Mucchio! They recently worked on an internal audit where a large number of Medicaid dollars would be at risk if the documentation wasn't done timely. Both of them sat on this issue as if the Medicaid revenue was their own cash, and worked closely to support the cleanup. In clinical, we truly appreciate the auditors and billing for making sure we cross our T's and dot our I's! Please take this as my sincerest THANKS for all the help/harassment. Keep up the great work! Vickie D'Agostino

★ PLEASE JOIN US IN CONGRATULATING RICHARD WHITTON IN OBTAINING HIS LMHC EFFECTIVE FEBRUARY 23, 2011 !!!!!!!

Dave Thompson

★ (*Richard Whitton* ) Congratulations on completing your LMHC. I know it's a long tough job but one that will be well worth the effort. I appreciate all of your hard

## Welcome New Hires to CBHC

Start Date	Dept Name	Last Name	First Name
2/7/2011	MHC	Thomas	Stefanie
2/14/2011	CSU	Mullen	Karen
2/14/2011	CSU	Patrick	Melissa

Contact Jessica Boles, Director of Community Relations & Development with your suggestions, photos, quotes or good news! [jboles@cbhcfll.org](mailto:jboles@cbhcfll.org) or 941-639-8300 Ext. 275.

**CHARLOTTE**



Behavioral Health Care

~Be someone you would be proud to know~

# Staff Celebrating Years of Service

## HAPPY ANNIVERSARY!



Start Date	Dept. Name	Last Name	First Name
3/14/2005	Admin	Muccio	Kathryn
3/20/2006	CSU Mobile	Talbott	Gary
3/20/2006	CSU Mobile	Vaughn	Robert
3/5/2007	OP	Grossman	Molly
3/5/2007	CSU	Nelson	Amy
3/12/2007	Case Mgt.	Zinck-Ladd	Wendy
3/13/2007	CSU	Cousins	Florine
3/10/2008	OP	DiCocco	Barbara
3/10/2008	Dietary	Inman	Rene
3/31/2008	CSU	Izzillo	Randall
3/31/2008	CASU	Cousins	Sherwin
3/17/2009	Med Records	Milligan	Debora
3/2/2010	CSU	Branco	Joseph
3/8/2010	CSU	Brutus	Marie
3/8/2010	Dietary	Suggs	Isaiah
3/8/2010	CSU	Trought	Calvin
3/12/2010	Med Clinic	Joseph	Stephanie
3/22/2010	Case Mgt.	Guerra	Harold

## HAPPY BIRTHDAY!!!

Last Name	First Name	Birth Month	Birth Day	Division Code
Talbott	Gary	March		1 CSU
Emery	Molly	March		3 Case Mgt
Parrish	Miranda	March		5 TFC
Zinck-Ladd	Wendy	March		6 Case Mgt
Fichthorn	Kerry	March		8 County Drug Court
Patrick	Melissa	March		8 CSU
Post	Matthias	March		8 TFC
Reimer	Donald	March		8 CSU
Sillas	Hidequel	March		9 HFC
Worthen	Melissa	March		10 OP Juvenile
Glynn	Ralph	March		11 Admin
Worthen	Cheryle	March		12 HFC
Houser	Shelia	March		13 OP Juvenile
Tait	Anita	March		14 CSU
Carey	Rachelle	March		16 HFC
Izzillo	Randall	March		16 CSU
Branco	Joseph	March		17 CSU
Stone	David	March		17 CSU
Wharton	Cheryl	March		17 CSU
Joseph	Tasandra	March		18 CSU
Dumont	Patricia	March		19 SA
Palm	William	March		20 CSU
Holdsworth	Bonnie	March		22 CSU
Kossick	Rose	March		25 Med Clinic
Molieri	Vicente	March		25 CSU
Ennis	Dwayne	March		29 CSU
Muccio	Kathryn	March		30 Admin



# Restoring Hope...

*Mental health court program gave her back her life*

Standing in front of a judge with her hands shackled and wearing "jail dress greens," Jane Doe had become a person she didn't recognize.

"If you had told me I would be a person who would steal and lie the way I was doing, I wouldn't have believed it," Doe said recently, looking back on that day in July 2010.

In her mid-fifties, married and with a master's degree in special education, she never imagined she'd end up in jail for shoplifting or any other crime.

"People think that something like this doesn't happen to people like them; but it does," she said.

What led Doe into the criminal justice was a combination of depression and alcoholism that blossomed after she and her husband moved from their northern home to sunny Charlotte County.

Ironically, Doe was working for the Southwest Florida Addictions Services when her life started to spiral out of control.

She was going to AA meetings but "not getting really involved" and continuing to drink. She managed to hide her drinking at work but hit the chardonnay bottle after work hours.

The shoplifting started innocently enough, she recalled. She had lost her driver's license and was waiting for a new one. When checking out at a WalMart, she had only a paper copy to verify her identification. The cashier refused to accept it.

Angry, Doe went back into the store a short time later and stole the items she had been shopping for. She was spotted by store personnel and arrested.

Her first time in court resulted in a sentence of six months probation. She quit her job after the arrest but not the alcohol. Her depression deepened: "I was not suicidal, but I wanted to die because I didn't want to live anymore."

"I started a career of shoplifting from Publix," she said. The "career" soon ended with another arrest and a sentence of two weeks in jail for violating her probation.

While in jail, members of the Charlotte County Mental Health Court program visited her and assessed her for referral to the program which offers court-monitored treatment as an alternative to jail or probation. They recommended her for the program and she was accepted.

When she showed up in court in last July, Doe said she wasn't really sure what the diversion program would be like.

"I was told mental health court was hell, but I just hoped it would be a way out of the hell I was in my own head," she said.

At her first class at Charlotte Behavioral Health Center, which provides counseling and other services for the jail diversion program, Doe said she was both "terrified and overwhelmed."

What she feared was that the program would force her to tackle issues she had been avoiding for years. "I spent the next few months for the very first time really looking into myself and dealing with issues I had shoved down so deep that I didn't know they were controlling me."

The mental health court isn't an easy way to avoid serving time, she said.

"It's a lot of work. It's more stringent than probation, and the rules are much stricter. There are sanctions and they are fair, but there was never any question in my mind that if I didn't follow the rules, I'd be out."

Doe added that the behavioral health center staff went out of their way to work with participants who were having problems and to help them remain in the program.

"The people in the (mental health) court are the most caring people I've met," Doe said. "I credit AA and the mental health court for showing me how to get my life back."

Now, Doe said, "I will fight tooth and nail to stay healthy and stay sober."

Doe graduated from the mental health court program at the end of January.

She hopes to go back to work soon, but for now is volunteering at the local drop-in center serving people with mental illnesses.

"I feel I have a future," she said. "I didn't have a future before."

*~Be what you are. This is the first step toward becoming better than you are ~*

CHARLOTTE



Behavioral Health Care

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