

CHARLOTTE BEHAVIORAL HEALTH CARE

*2023-2024
Annual Report*

LOCATIONS

Charlotte Behavioral Health Care's main campus is located in Punta Gorda, Florida. We also have a number of satellite offices and locations to better serve our patients.



Punta Gorda Campus
1700 Education Avenue
Punta Gorda, FL 33950

Family Services Center
21500 Gibraltar Drive
Port Charlotte, FL 33952

Phone: 941-639-8300
Toll Free: 877-703-5267
Fax: 941-639-6831



The Selby House
513 E. Hickory Street
Arcadia, FL 34266

Phone: 941-639-8300
Toll Free: 877-703-5267
Fax: 941-639-6831



Charlotte County Location
1700 Education Avenue, Building B
Punta Gorda, FL 33950

Desoto County Location
The Selby House
513 E. Hickory Street
Arcadia, FL 34266

Phone: 941-347-6411

SOCIAL MEDIA



<https://www.facebook.com/charlottebehavioralhealthcare/>
https://www.facebook.com/pg/DeSotoPsych/about/?entry_point=page_nav_about_item&ref=page_internal
<https://www.facebook.com/NorthsidePsych/?ref=pf>



<https://www.youtube.com/channel/UC-t1eGh05eR7Nifj20OKyUg>



<https://www.linkedin.com/company/charlotte-behavioral-health-care>



<https://www.pinterest.com/charlottebehav/>



<https://twitter.com/cbhcfi>



Follow us on
Instagram

<https://instagram.com/charlottebehavioral/>

Mission Statement & Core Values

Partnering to instill hope, inspire growth, and embrace life.

Integrity & Character:

We resolve to do the right things for the right reasons, even when it is difficult. We treat others the way we want to be treated – with compassion, dignity, and respect.

Welcoming:

We are privileged to serve our community and act accordingly, respecting diversity and differences. We design an environment that is safe, comfortable, inviting, and friendly.

Warrior Spirit:

We have courageous hearts. We are here because of a passionate belief in our mission and an intense drive to do something meaningful and strengthen our community. The individuals we serve inspire us every day to advocate, persevere, and never give up.

Togetherness & Adventure:

Together with our patients and community, we solve problems that seem impossible. We embrace the adventure, including the setbacks that come with the journey toward recovery and resiliency. We bring joy, positivity, and optimism with us to work each and every day.

Learning as a Group:

We commit to finding the best solutions to complex problems. We strive to follow the research and offer our patients, their families, and our communities the very best practices our industry has to offer. When we make mistakes, we humbly acknowledge them, strive to learn from them, and become better.

The Power of Now:

Our mission is not only life-changing but is lifesaving as well. When an individual or family needs us, they need us now. We commit to creativity and the relentless pursuit of quick service access. Likewise, we advocate and work to remove arbitrary barriers to our community getting the services they need.

Fiscal Year

Quarter 1: July—September

Quarter 2: October—December

Quarter 3: January—March

Quarter 4: April—June

Introduction

At Charlotte Behavioral Healthcare, Inc. (CBHC) we are dedicated to restoring hope and committed to enhancing the quality of life for the members of the community that we serve. We strive to be the leader in providing high quality and compassionate services in Charlotte County and surrounding areas. To ensure we provide the highest quality of services, we measure and evaluate performance data from a variety of sources, ranging from patients, families of patients, to staff and external stakeholders. Data is analyzed to identify areas of strength, areas for improvement, longitudinal changes, and other trends that may influence performance. This report includes performance data gathered over the past fiscal year and summaries from all relevant sources, including any performance improvement plans identified as necessary along with suggestions for growth and improvement.



AGENCY STRATEGIC INITIATIVES

1. Evaluate and Implement Technology that improves efficiency, customer experience, and safety.
2. Promote Excellence through Optimizing the CBHC Workforce & through Leveraging existing Assets.

BOARD INITIATIVES

1. Leverage organizational assets to stabilize the workforce.

PROGRAM INITIATIVES AND CHANGES

November

- The Community Service programs launched an annual landlord appreciation lunch to honor the landlords who support our patients by providing homes, despite the challenges that can arise in this role. Our inaugural luncheon took place on November 16, 2023.

December

- FACT established the FACT Advisory Council in December 2023 to ensure ongoing compliance with the guidance document

January

- The Selby House S.H.A.R.E. Spot reopened offering weekly peer support to members with consistent attendance and positive feedback from the community.
- The IT department began upgrading all agency laptop not compatible with Microsoft Windows 11. Windows 10 sunsets in October 2025.

February

- The IT department began upgrading all agency cell phones 3 years old or greater. This adds to efficiency, access to 5G signals, and security patches for newer devices.

March

- S.H.A.R.E. Spot introduced a schedule for one-on-one peer appointments. These 30-minute self-reflection sessions allow members to work individually and privately with a peer support specialist.
- The CRF launched ObservSmart software. ObservSMART is a proximity based patient check system used to ensure that patient checks are being completed and mitigating risk of sentinel events.
- The IT department began upgrading all agency workstations not compatible with Microsoft Windows 11. Windows 10 sunsets in October 2025.
- Hospital Bridge program started and the goal of this program is to bridge the gap for individuals struggling with substances that are surpassing LEO, therefore, missing IRIS and their ability to connect them with outpatient services. The peer in this position is also available for individuals who are not quite ready for treatment, but may be getting there and want to have a contact or someone to talk to about their experiences.
- CBHC was awarded the FL LEADS grant for our area. The FL LEADS project is a five-year, federally funded grant seeking to transform and improve suicide care practices, standards, and outcomes in health/behavioral health systems

May

- S.H.A.R.E. Spot Peers received training and became certified WRAP (Wellness Recovery Action Plan) Facilitators

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BY THE NUMBERS



CBHC Employees

230



Number of Patient Served
(in primary programs):

8788



Number of Services Delivered

16,000



Number of Patients with
Mental Health Diagnosis

5346



Number of Patients with
Substance Use Diagnosis

2806



Number of Patients
with Dual Diagnosis

2447



Number of Treatment
Beds at CRF

30



Marchman Admission Recidivism
Rate

4.33%

Decrease from prior FY



Crisis Stabilization Admission
Recidivism Rate

6.78%

Increase from prior FY



Patient Satisfaction Rate

88%



Employee Satisfaction

87%

of employees believe there is
opportunity for growth within the
agency



Employee Turnover rate

4.6%

reduction from previous FY

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PATIENTS SERVED

From July 2023 through June 2024 CBHC provided services to 12,189 individuals who were enrolled in a primary program in our medical record. CBHC uses four categories when estimating patients served: primary program, CONNECT/Healthy Start, Screening and Referral, and S.H.A.R.E. Spot. “Primary Program” patients are those that receive mental health and/or substance use services – either inpatient or outpatient – and have an electronic medical record, which allows accurate identification of individuals served each year. In addition, patients served in Desoto were tracked by the program name based on the patient’s address and services were completed by telehealth.

Behavioral Health Consult (BHC) (Lee and Charlotte Counties, FIS (Lee, Charlotte, and other surrounding counties), Connect/Healthy Start, S.H.A.R.E. Spot, and Screening/Information and Referral served 15,212 individuals in 2023-2024. There is always the possibility for duplication in these services, as they are not tracked through the medical record.

CBHC offers evidenced-based therapeutic inpatient and outpatient treatment of mental health and substance use disorders for adults and children, including community-based services. In reality, many of the patients served at CBHC are receiving an integrated treatment program. CBHC is committed to identifying and reducing treatment barriers for both current and new patients in order to provide services to anyone seeking or needing treatment. CBHC leadership has begun to identify ways to allow easier access to services for next fiscal year in hopes to continue to reach anyone who needs or reaches out for services.



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PATIENTS SERVED BY PROGRAM AND LOCATION

Punta Gorda					
(Patients may participate in more than one program)					
Program	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total Unduplicated 2023-2024
Anger Management	22	23	30	32	63
Behavioral Health Consult (poss. duplication)	212	279	169	281	941
Care Coordination – AMH	5	4	6	7	14
Care Coordination - ASA	7	6	6	6	13
Case Management – Adult	180	165	155	159	228
Case Management – Child	31	28	30	25	42
Case Management – Marchman Act	20	21	19	8	59
CAT	38	36	40	40	56
CCSO Adult	450	513	553	523	1663
CCSO Child	66	66	76	62	201
CCSO CM	101	103	107	146	360
CCSO Jail Program	176	140	147	141	410
CRF – Baker Act – Adult	348	345	353	359	1183
CRF – Baker Act – Child	105	118	109	109	343
CRF – Marchman Act – Adult	129	103	114	95	382
CRF – Marchman Act – Child	2	1	-	-	3
Drug Court	27	30	25	34	58
DCSO Adult	99	115	107	105	261
FACT	102	93	92	91	105
FIS	32	31	38	50	151
Charlotte FIT	13	22	33	29	64
Charlotte Intern	4	8	50	68	104
CONNECT/Healthy Start (May Have Duplicate Numbers)	642	679	711	741	2773
Homeless Services - Adult	80	78	77	67	115
Hospital Bridge	-	-	17	8	18
MAT Case Management ASA	56	58	57	58	100
Medication Administration – Adult	1276	1184	1040	1210	2009
Medication Administration – Child	383	335	286	321	623
Medication Administration - ASA	246	241	226	259	398
Mental Health Court	21	29	20	26	48
Outpatient – Adult	516	441	459	499	1011
Outpatient – Child	265	280	279	291	608
Residential ASA	60	16	-	-	64
Screening, Information, and Referral (poss. duplication)	1689	1242	1500	1529	5960
School	24	40	41	47	91
S.H.A.R.E. Spot AMH (poss. Duplication)	460	510	647	581	2198
SOR	152	149	149	171	219
Substance Use – Adult	150	128	123	132	343
Substance Use - Child	26	31	30	27	75
TBOS - CMH	7	-	-	-	7
TBOS - CSA	9	-	-	-	9
TFC	19	20	18	16	20

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Family Services Center					
(Patients may participate in more than one program)					
Program	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total 2023-2024
Outpatient – Adult	40	46	60	45	96
Outpatient – Child	-	22	39	54	76
Substance Use – Adult	10	5	3	7	17
Substance Use - Child	-	2	3	2	4
TBOS CMH	9	-	-	-	9
TBOS CSA	13	1	-	-	13

Desoto					
(Patients may participate in more than one program)					
Program	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total 2023-2024
Case Management – Adult	17	18	16	15	22
Case Management – Child	5	5	2	4	6
Hospital Bridge	-	-	-	2	2
Medication Administration – Adult	69	58	60	67	114
Medication Administration – Child	59	54	36	37	93
Outpatient - Adult	25	26	25	32	58
Outpatient – Child	44	46	31	29	85
Substance Use – Adult	2	3	3	5	9
Substance Use – Child	-	5	8	12	16
TBOS - CMH	17	9	-	-	18
TBOS - CSA	11	4	1	-	12

Lee County					
(Patient may participate in more than one program)					
Program	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total 2023-2024
Behavioral Health Consult (poss. Duplication)	194	98	80	81	453
FIS	62	49	52	55	218
FIT	30	39	51	64	104
TFC	14	15	14	14	14

Agency Wide Unduplicated Patients in Primary Programs					
Program	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total 2023-2024
Total Unduplicated Served in Primary Programs	5300	5079	4925	5245	8788

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PATIENT DEMOGRAPHICS

Summary and Analysis

Measure: Patient Demographics

Source: Website with FL Data - <https://worldpopulationreview.com/states/florida-population>

Race	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County	Desoto County	Lee County	Florida
White	65.77%	73.3%	100.0%	85.71%	72.36%	74.34%	67.71%
Black/African-American	4.10%	18.6%	0.0%	5.16%	12.4%	8.04%	15.74%
Asian	0.31%	0.7%	0.0%	1.29%	0.16%	1.66%	2.8%
American Indian/Alaskan Native	0.49%	0.0%	0.0%	0.16%	0.45%	0.23%	0.26%
Native Hawaiian/Pacific Island	0.26%	0.0%	0.0%	0.05%	0.01%	0.07%	0.06%
2 or More	3.88%	1.1%	0.0%	5.87%	7.44%	11.51%	9.38%
Other	13.76%	6.3%	0.0%	1.77%	7.18%	4.15%	4.06%

Gender	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County	Desoto County	Lee County	Florida
Male	50.51%	26.3%	50.0%	49.24%	56.14%	49.25%	49.15%
Female	48.71%	73.7%	50.0%	50.76%	43.86%	50.75%	50.85%

Primary Language	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County	Desoto County	Lee County	Florida
English	95.94%	100%	100%	90.1%	77.16%	76.02%	70.18%
Spanish	1.13%	0%	0%	5.45%	21.62%	18.41%	22.1%
Other	2.93%	0%	0%	4.45%	1.22%	5.57%	8.22%

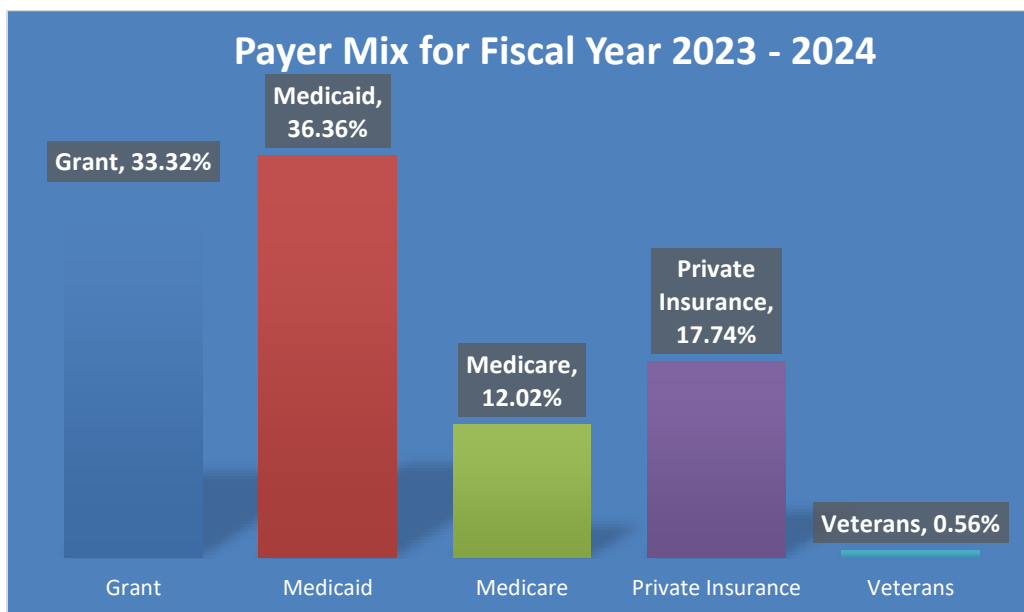
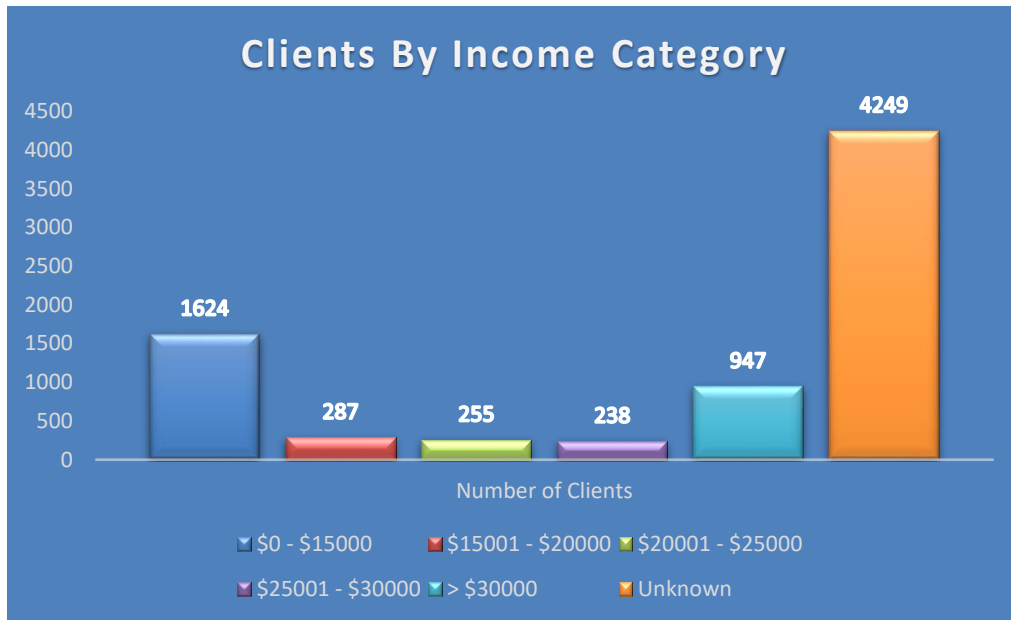
Age	CBHC Patients	CBHC Staff	CBHC Board	Charlotte County	Desoto County	Lee County	Florida
0-9	2.93%			6.01%	9.01%	9.02%	10.37%
10-19	18.02%			7.28%	11.80%	10.39%	11.59%
20-59	60.47%			36.87%	50.54%	44.26%	50.47%
60-69	9.90%			20.47%	13.01%	15.12%	12.79%
70+	8.65%			29.37%	15.64%	21.21%	14.78%

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Summary and Analysis

Measure: Patient Demographics

Source: Smart Care



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INITIAL ASSESSMENT TRACKING

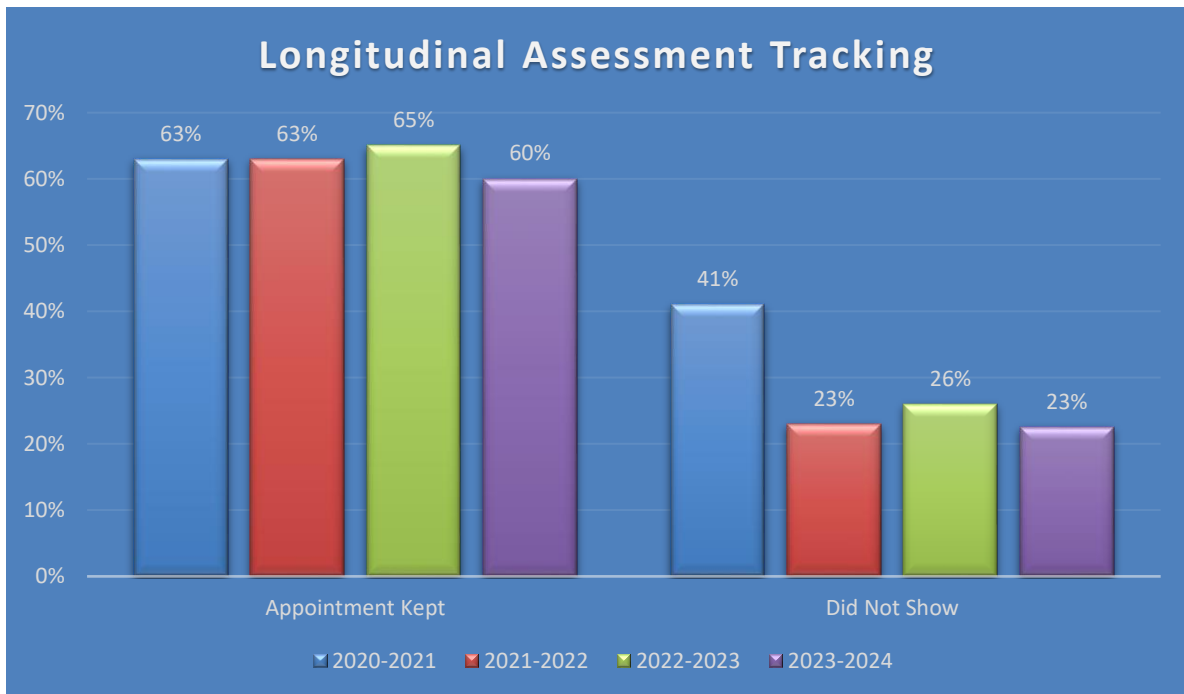
Summary and Analysis

Measure: Assessment Tracking's

Source: SmartCare

CBHC is able to use our electronic medical record, SmartCare, to measure the percentage of Initial Assessment appointments kept. For FY 23-24 the "did not show" rate was 23%. At an agency-wide level, there continues to be a collaborative effort to increase access to services for initial assessments for new or returning patients and to minimize patient no show rates. On a daily basis, the front desk and screening departments manage the scheduler, filling appointment slots, which have opened because of cancelations or no shows. CBHC also utilizes a text appointment reminder service. This text service, along with the telephone appointment reminder service, notifies patients three days in advance of their scheduled appointments to allow ample time for rescheduling. CBHC offers walk-in comprehensive assessments for adults and children seeking services. This allows patients immediate access to services instead of a wait time between screening and the initial appointment.

CBHC is committed to reducing barriers to service and a quality improvement process that allows for enhanced data collection. With production standards, our therapists proactively inform the scheduling staff about cancellations and offer extended hours such as lunch hours. CBHC will continue implementing new procedures through the next fiscal year to increase the amount of services provided and decrease barriers to services and no shows.



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STAKEHOLDER SATISFACTION

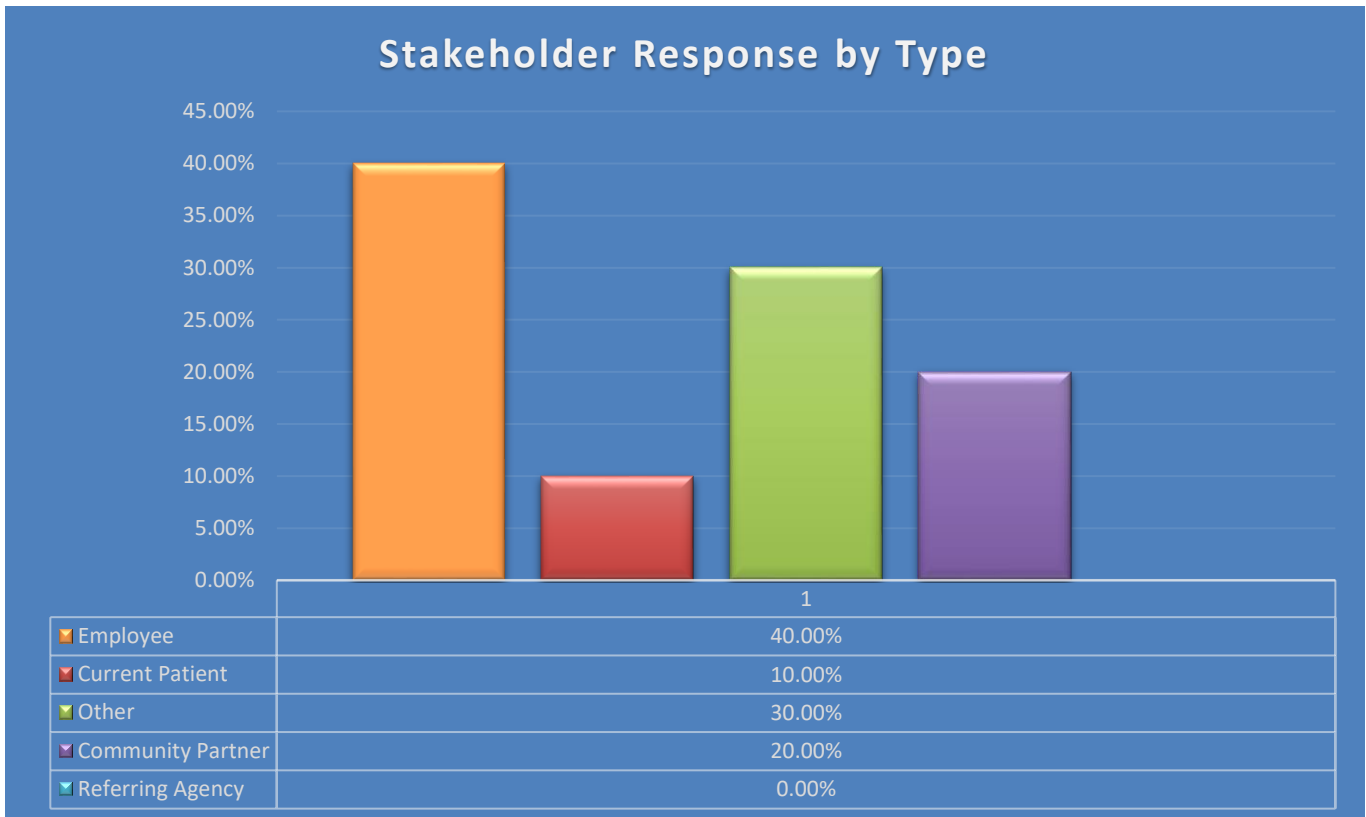
Summary and Analysis

Measure: Stakeholder Satisfaction Survey

Source: Survey Monkey

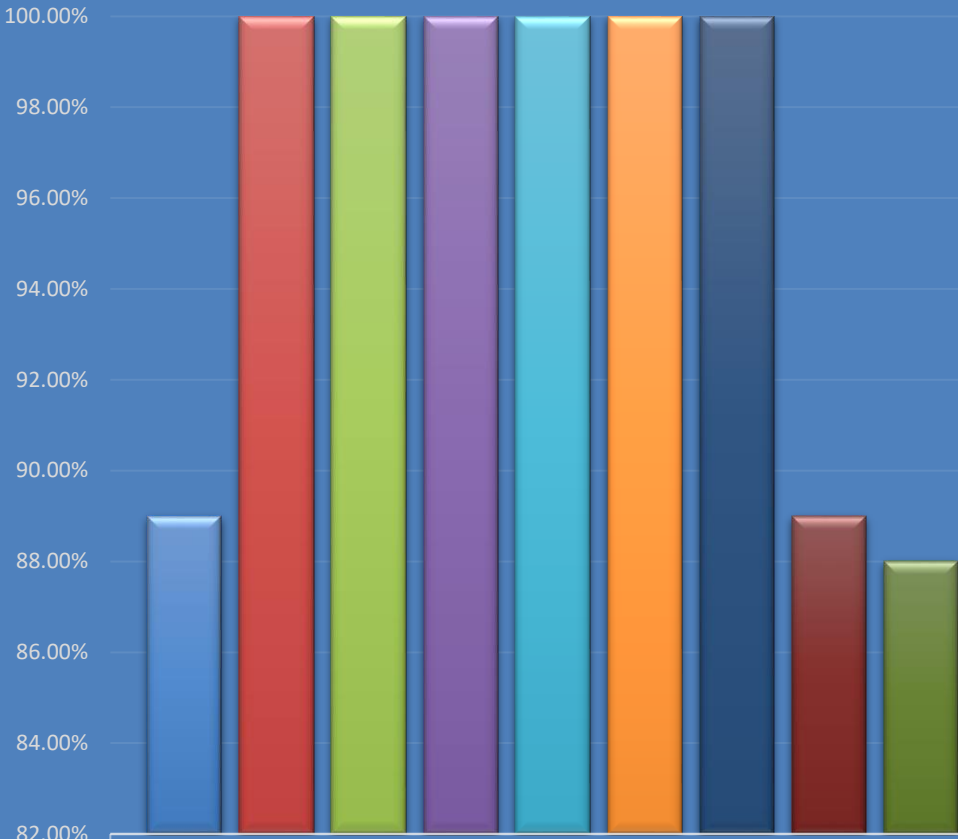
CBHC encourages stakeholders to complete a survey to let us know how we are doing. The link to the survey is on the website and emailed to stakeholders throughout the year.

In the 2023-2024 fiscal year, 10 stakeholders completed the survey compared to 15 stakeholders last fiscal year. Our stakeholders feel that our staff are helpful, knowledgeable, provide successful resolutions and are overall very satisfied with our services. Without a statistically representative sampling from our stakeholders, it is difficult to determine if the scores are accurate and true of our stakeholders. Quality Management and the Executive team continue to explore creative ways to encourage stakeholder participation.



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Stakeholder Response by Question



	Percent
Received The Service/Assistance You Needed: Yes	89.00%
Accessibility: Excellent or Good	100.00%
Courtesy/Helpfulness of CBHC Staff: Excellent or Good	100.00%
Knowledge/Expertise of CBHC Staff: Excellent or Good	100.00%
Successful resolution of your need/issue: Excellent or Good	100.00%
Overall satisfaction with CBHC: Very Satisfied or Satisfied	100.00%
CBHC's reputation within the community: Excellent or Good	100.00%
Phone system: Excellent or Good	89.00%
Returned Calls Were Timely: Excellent or Good	88.00%

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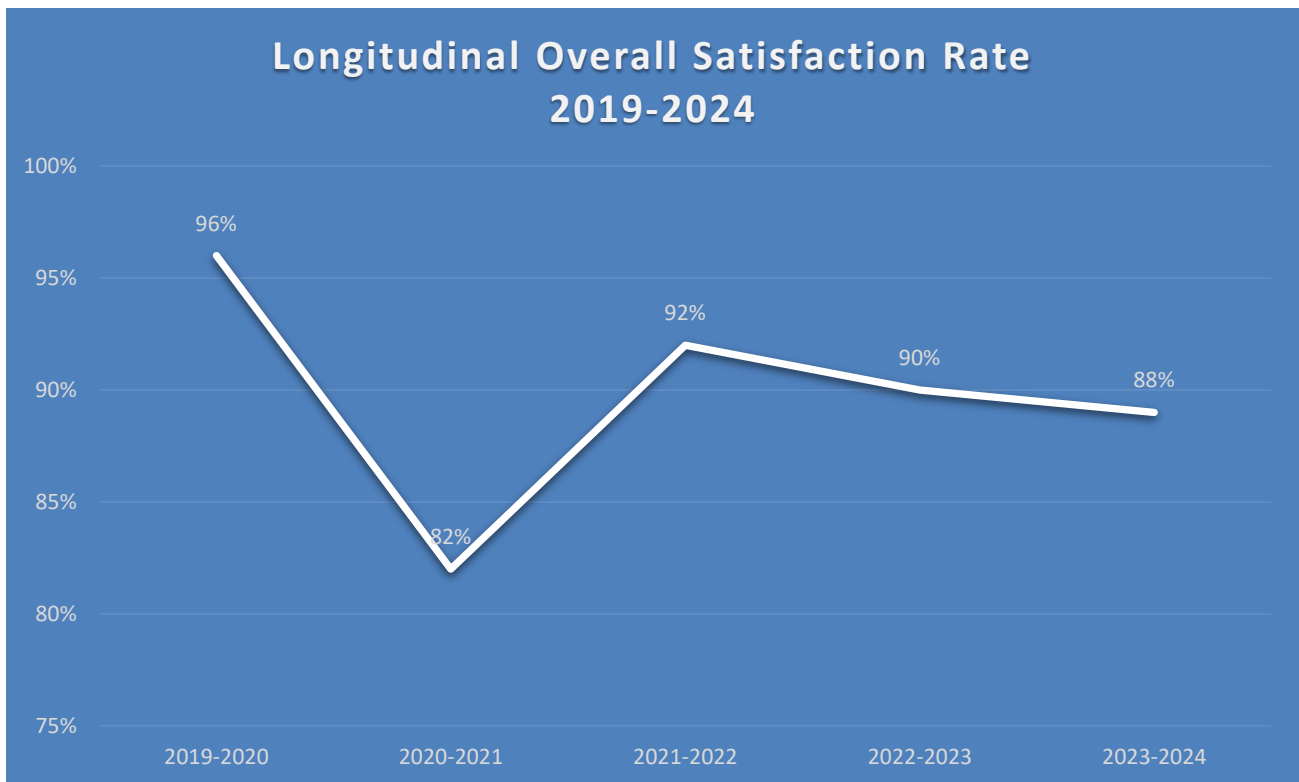
PATIENT SATISFACTION

Summary and Analysis

Measure: Patient Satisfaction

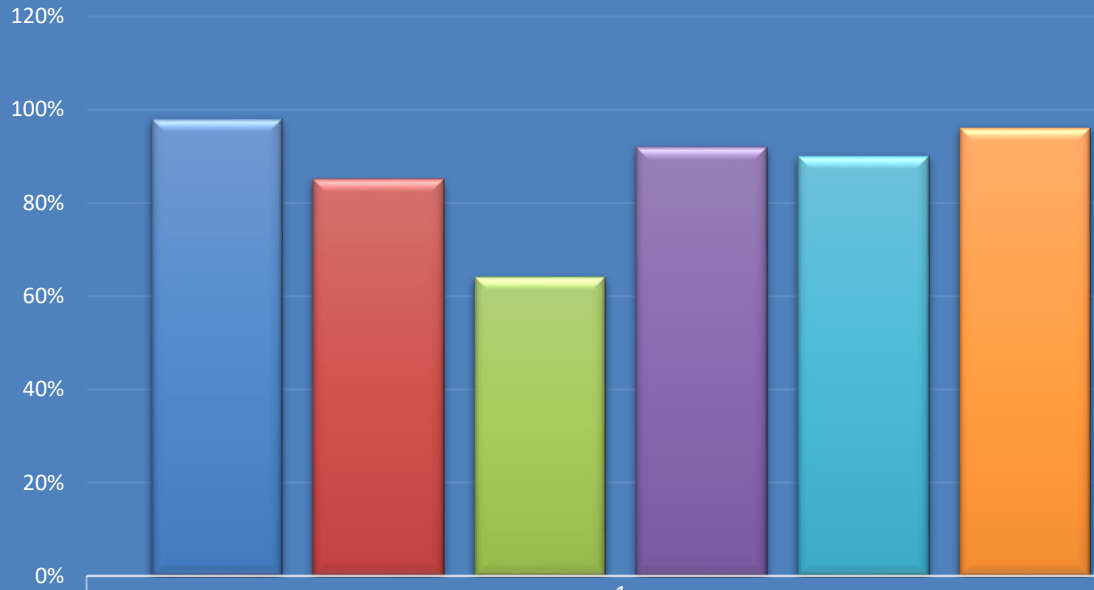
Source: Survey Monkey

We believe it is important to involve our patients in the services they receive, which is why CBHC obtains regular feedback from them. This is an effective means of evaluating the services we provide. Surveys are conducted regularly, but a patient can request one at any time. Satisfaction rates are calculated by counting incidents of “Strongly Agree” and “Agree” in the overall sample. Agency-wide, the overall satisfaction rate for the year was 89%, which is only a 1% decrease from the previous fiscal year (90%). Again, based on the representative sample size of patient satisfaction surveys, it is difficult to determine if this is an accurate reflection of satisfaction in these programs. CBHC continues to work with staff and patients in an effort to obtain a statistically representative sampling size based on the number of patients served in each program, which will provide statistically valid results that will be consistent with CBHC’s emphasis on compassionate services to the population that we serve.



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Overall Patient Satisfaction by Program

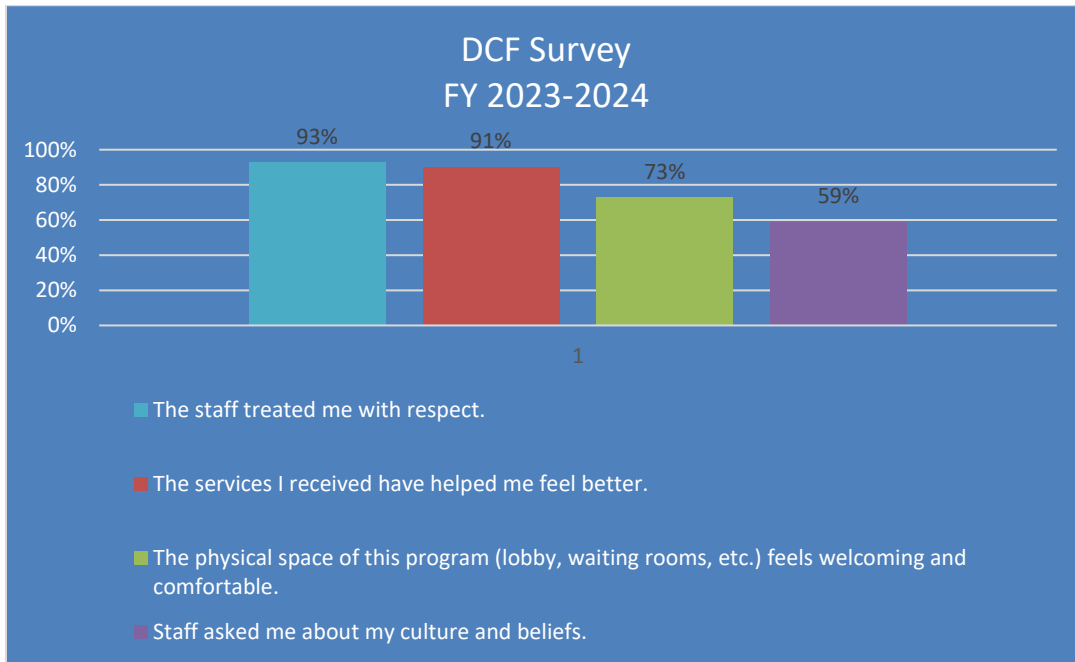


	1
▣ S.H.A.R.E Spot	98%
▣ Case Management	85%
▣ CRF	64%
▣ Recovery Center	92%
▣ Medication Administration	90%
▣ Outpatient Mental Health	96%

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Department of Children and Families Survey

This fiscal year, we focused heavily on collecting the required Department of Children and Families (DCF) survey. Developed by DCF, this survey is crucial for accountability, as our managing entity, CFBHN, requires CBHC to collect a specific number of responses. It provides us with valuable insights into our patients' perceptions of our services and our facility. Below, you will find a sample of survey items and the ratings CBHC received from our patients.



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