

PARK PLACE BEHAVIORAL HEALTH CARE

2022-2023 ANNUAL REPORT





Our Community and Staff Make Our Work Possible

Jame A. Shanks, President and CEO

The past fiscal year has been a difficult one for the agency. At the beginning of the year, I believed we had experienced the worst of the Pandemic impacts and things were going to begin looking up. We had opened in Ocala, Marion County, Dillingham Apartments was once again beginning to move forward, and staff and those we serve were coming back to the office more regularly. Things were beginning to feel more 'normal'. By years end, the rising cost of doing business, in part due to inflation and higher wages without similar increases in funding or contract rates, lowered capacity due to capacity issues and individuals hesitancy to seek services, diminished our profit margin.

Despite our difficulties we have had a year filled with triumphs.

We expanded services in Marion County and provided services for those who are their most vulnerable citizens through withdrawal management, peer support expansions and the opening of a residential level 1 program.

We continued mobile crisis and have been able to re-start MAT services for community corrections. We have filled many of our open positions and are confident that we will be able to continue to fill those that still remain open.

We have begun working with MTM Consulting and are working with them to better prepare our agency for the transformational changes needed to enter a value based care marketplace.

We have begun construction on Dillingham Apartments and are in the planning and design stage of a June Street Project which will serve as our new Residential Level IV Long Term Substance Use Disorder Treatment program.

We have begun a shared cost saving pilot with Molina Health Care as well as a few other small insurance pilots which we expect to expand upon.

I have no doubt that we will emerge from this year stronger than ever and Park Place will continue to succeed.

OUR HISTORY

Established in 1976 as Osceola Mental Health, Inc. d.b.a. Park Place has served the Behavioral Health needs of thousands of individuals in and around Osceola County

Behavioral Health is an ever changing environment. The pace of change has picked up over the past few years, and it appears, the pace will continue to escalate as we look to the future.

OUR MISSION

To improve the
quality of life and
promote wellness
and recovery to
those we serve



Our Values

We put the needs and well-being of those we serve first

We honor the voices and strengths of those we serve

We care, finding ways to listen and respond

We recognize and respect that there is a need for information at all levels

We are driven to conduct ourselves in an open, ethical, and honest manner

We strive for excellence in all that we do

We pursue growth and embrace change

We adapt to the changing needs of those we serve and the community

We work as a team to accomplish our mission

Human Resources
&

The People Behind Our Services

BENEFITS



COMPENSATION: Hybrid and Work from Home opportunities for some positions, Competitive Salaries, Shift Differential, Pay for Performance for applicable positions, Staff Referral Bonus for Employees who refer new applicants who are hired.

TIME-OFF: Generous paid time off accrual based on tenure

HEALTHCARE: Several Health Insurance Options. FSA/ HSA, Vision, and Dental

WELLNESS: Humana Go 365 program for Humana members that makes it fun and easy to reach your health goals.

OTHER BENEFITS: 401K company match, Legal Shield, Life Mart Employee Discount Program Voluntary benefits such as hospital Indemnity, Short Term Disability, Accident Coverage, Life Insurance

Average Tenure of Park Place Employees 4.0 Years



According to the Bureau of labor statistics, the median tenure of workers ages 55 to 64 (9.9 years) was more than three times that of workers ages 25 to 34 years (2.8 years).

While Park Place is experiencing a staff shortage, we welcomed 138 new employees during this fiscal year.

0-11 Months: 138 Individuals

1-4 years: 68 individuals

5-9 years: 52 individuals

10-14 Years: 21 individuals

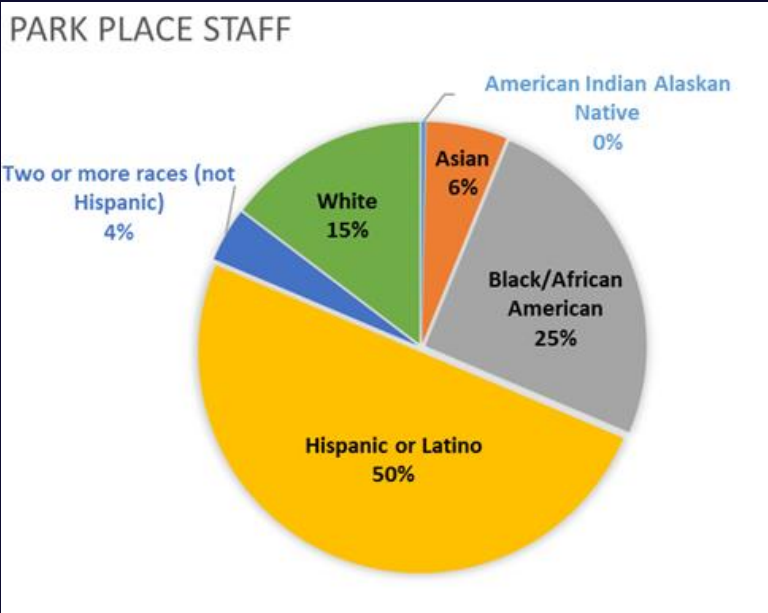
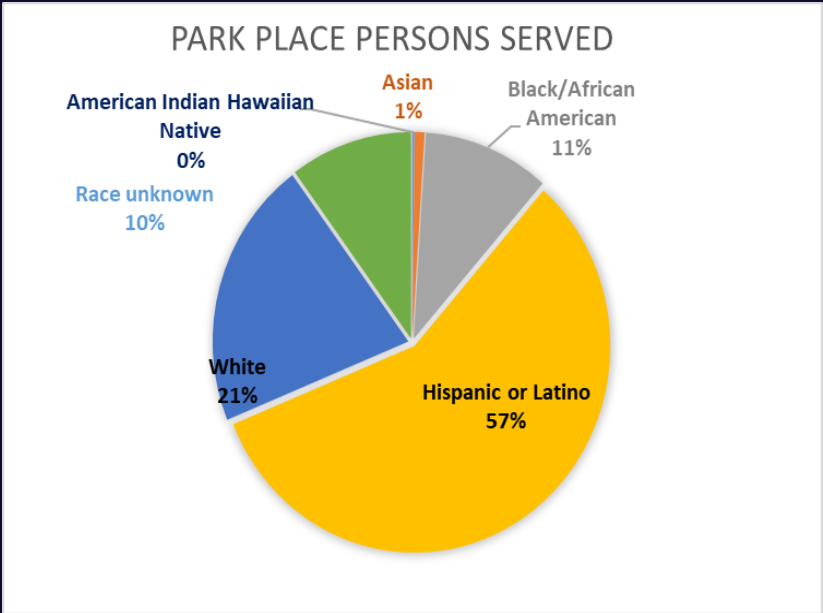
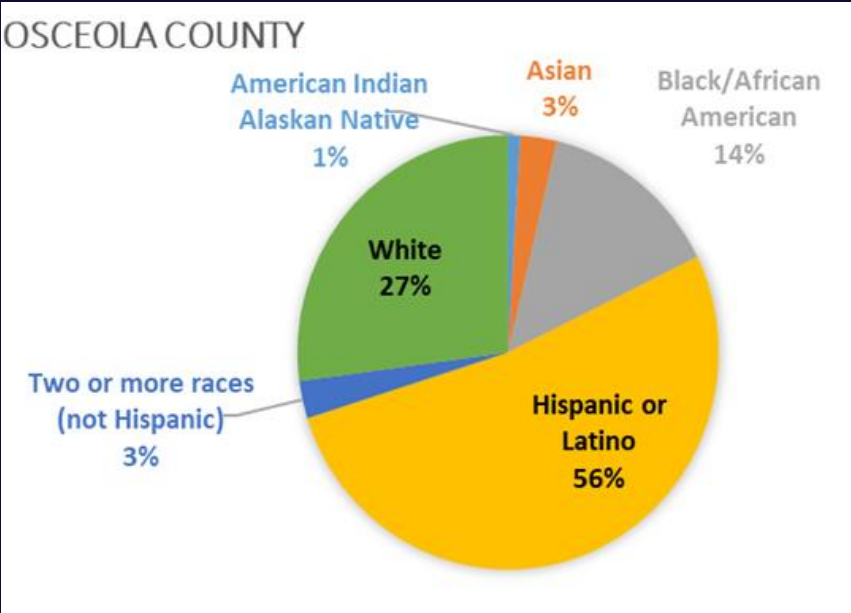
15-19 years: 19 individuals

20+ Years: 12 Individuals

Culturally and Linguistically Appropriate Services (CLAS).

We are committed to providing a person first approach to care. A key element to care is our focus on the provision of culturally and linguistically appropriate services and racial equity. This focus influences both the culture and the performance of the organization and we are committed to being culturally affirming and responsive, to implement recruitment, hiring, and promotional practices that allow us to more closely reflect and represent the communities we serve. We challenge ourselves to address health disparities and remove barriers to services.

DEMOGRAPHICS:



2022-2023

Service Highlights

206

**PARK PLACE BEHAVIORAL
HEALTH CARE**

Park Place Fast Facts



320 Employees



11,000 Individuals Served
Annually

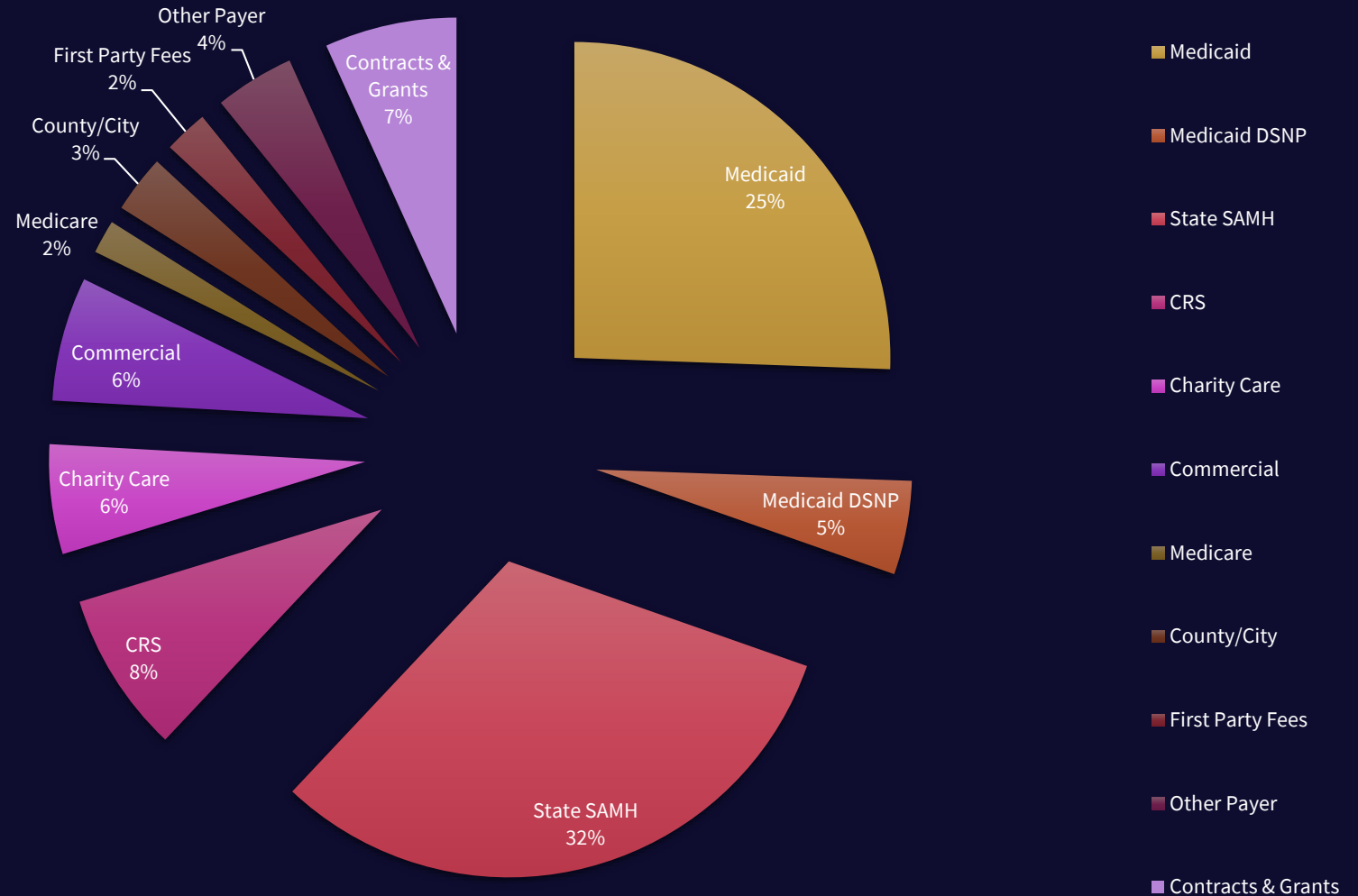


3 Locations

Kissimmee
Poinciana
Ocala

Fast Facts Continued

Year End Revenue Sources



Permanent Supported Housing Apartment Begins Construction Fall 2022

Dillingham Apartments, Osceola County's first 30 unit supported, affordable housing complex for individuals with Serious Mental Illness began construction on January 9, 2023.

Park Place, along with our development partner, Birdsong Housing Partners, have worked together to make this much needed project a reality. This nearly 10 million dollar project is funded through loans available from the Florida Housing Finance Corporation State Apartment Incentive Loan program, Osceola County Board of County Commissioner HOME ARP funds and the City of Kissimmee HOME funds.

Dillingham Apartments will be accepting applications beginning in the early Spring of 2024.



Beacon Point Detoxification, Short Term Substance Use Disorder Residential and Peer Recovery Services Continue in Ocala, Marion County



Our 18 bed Detox and Short Term Residential program continued to serve individuals in Ocala, Marion County throughout the year. Beacon Point, is a planned comprehensive substance use disorders treatment campus supported by the [Marion County Hospital District](#).

Park Place Peer Recovery Support expanded throughout the year. We continued to provide a bridge from the local hospital emergency rooms to treatment, partnered with the Department of Health to connect with pregnant and post-partum women to ensure that they were aware of the options available to them for treatment, and partnered with EMS and law enforcement as a part of the Community Opioid Recovery pilot for the state.

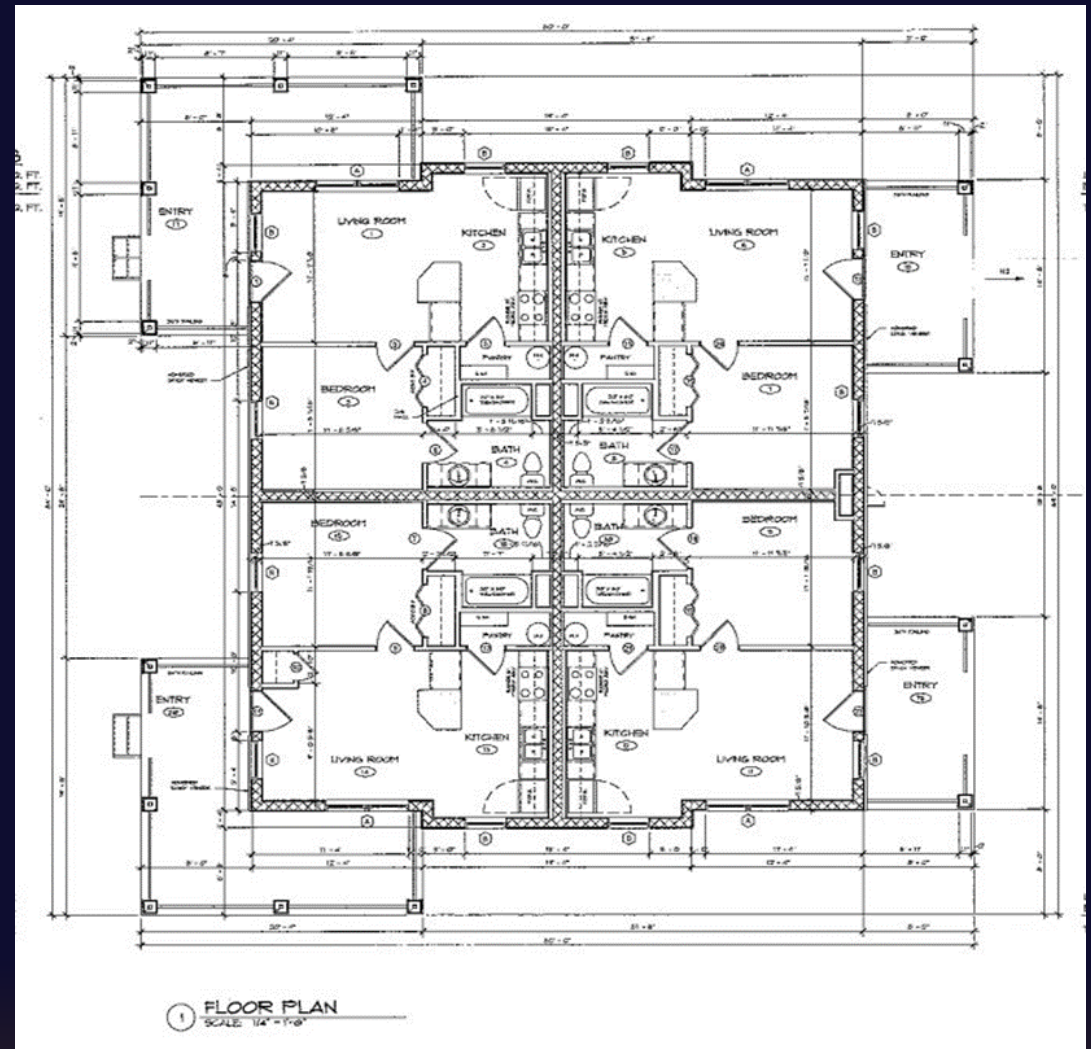
Park Place Behavioral Health has made the difficult decision to transition our Marion County services to Life Stream Behavioral Health on July 1, 2023.

Residential Level IV Substance Use Program Relocation to 880 Martin Luther King Blvd. in Kissimmee: Fellowship House and the June Street Residential IV Project

Our Residential Level IV program was relocated across the street to our Fellowship House building located across the street at 880 Martin Luther King Blvd in Kissimmee. We tore down the small units to make space for Dillingham Apartments. Fellowship house will serve as the temporary location for Res IV.

While not ideal, the Fellowship house is a true therapeutic community with individuals sharing household tasks, and living space, while working toward long term recovery goals.

The June Street Residential IV project has begun with design and planning work beginning during the fiscal year. The design includes 2 Quadruplex buildings which will house those being served in Residential Level IV.



MTM Consulting Transformation Project

Lutheran Family Services provided all of the providers within their region with an opportunity to participate in a transformation of their system of care project. The project offered opportunities for leadership training, Organization Analysis, Strategic Business Planning, Gap Analysis, Workforce Analysis and Back Office Revenue Cycle review.

MTM was able to provide feedback on efficiencies, cost associated with various service lines, identification of areas where we are in need of data to ensure we can make informed decisions about services moving forward. Participating in this project will enable us to better enter value based care contracts, as well as establish baseline information as we work toward becoming a Certified Community Behavioral Health Clinic (CCBHC).

Park Place has adopted a Just in Time Scheduling Model for our Outpatient Psychiatric Services which will begin during the next fiscal year. Just In Time Scheduling will improve access to care for those needing this critical service, will decrease no-shows, and provide a more stable work day for those providing psychiatric and medication management services.





AWARE: A Substance Use Intervention Program for Students referred by the Osceola County School District for a Substance Related Offense.

Park Place in partnership with the Osceola County School District has designed a 5 session Children's Substance Intervention Program designed to provide students and their guardians an opportunity to participate in a structured intervention group in lieu of a recommendation for expulsion or assignment to an alternative school.

During the 2022-2023 school year, nearly 300 students were referred to the program. Students and their families participated in a 5 week program designed to interrupt the cycle of experimentation and use, and prevent further school disruption and maladaptive behaviors. Students who participate in the program are able to return to school, allowing them to continue with their education. If it is determined that an individual needs services beyond the scope of the project, staff work with the guardian and individual in making referrals to the needed levels of care.

Students who choose not to participate or fail to complete the program are referred back to the School District and the disciplinary process continues.

Park Place Substance Use Program Expands Services: MAT and Outpatient Detox

Park Place was once again able to connect with Community Corrections for the provision of Vivitrol for individuals while they are in Community Corrections. The program had just begun when the program was interrupted by the COVID-19 Pandemic. In the past we were able to provide one injection for those who were preparing for discharge from corrections in order to protect them from overdose upon discharge and encourage treatment engagement. We have expanded the program to allow us to provide up to three injections for individuals with opioid use disorder while in corrections. Earlier intervention and injection, decreases craving, increases comfort while in corrections and allows for better engagement in ongoing, long term treatment.

We have also expanded withdrawal management services for those who have the support needed to participate in outpatient detoxification services. This expansion allows those with the ability to manage withdrawal symptoms on an outpatient basis with the support of family or assigned treatment modalities to have the option of outpatient detox. Outpatient detox allows the individual to successfully engage in treatment for their substance use disorder while remaining at home or in a less restrictive level of care.

