



Life Management Center
Of Northwest Florida Inc.

ANNUAL REPORT

2016-2017

PROUDLY SERVING 6 COUNTIES

Bay | Calhoun | Gulf | Holmes | Jackson | Washington

LMC BOARD OF DIRECTORS (2017-2018)

Thelma Rohan | Chair
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*A special thank you to the following
board members who also served during
the 2016-2017 year:*

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Charles Kovalski
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LMC SENIOR MANAGEMENT

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Adoptions, Family Empowerment, Foster Parent
Support Services*

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Phillip Burnett, M.D.
Susan L. Balk-Kradel, M.D.
Edward Gibson, M.D.
Charles E. Mathis, M.D.
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Karen Lipford, ARNP
Kay Norris, ARNP
Dawn Shepard, ARNP
Vickie Stephens, ARNP
Joan Vojtkofsky, ARNP

Dear Friends,

Thank you for supporting Life Management Center! Through your thoughtfulness, assistance and support, we continue to provide critical and compassionate services for our community. You are an integral part of our success, so we are very proud to share some of our accomplishments with you. During our last year, we provided mental health services to 12,664 individuals and offered \$912,294 in charity care. None of this would be possible without you and our generously supportive community.

Life Management Center continues to see improvement and growth. Some of the most significant accomplishments seen in the last fiscal year are:

- Delivered outpatient psychiatric medical care for 5,768 individuals,
- Provided support for 90 foster homes,
- Helped 822 individuals in mental health crisis through our Crisis Stabilization Unit,
- Certified 115 community members in Mental Health First Aid,
- Placed 100 children in adoptive homes,
- Provided Primary Care services to 350 of our current clients,
- And much more.

This report is only a small glimpse into the services provided by Life Management Center. We hope this gives you an overview of the essential work that is being performed within our community. As you browse through the report, we believe you will be abundantly proud of the work Life Management Center is able to accomplish through your kindness, consideration and help.

~ Thank you for your continued support.



Edwin (Ned) Ailes
President & CEO



Thelma Rohan
2017-2018 Board Chair



LMC LIST OF SERVICES

CHILD/ADOLESCENT SERVICES

Outpatient

- Individual, Group & Family Therapy
- Crisis Intervention & Support Services
- Home-Based Counseling
- Substance Abuse Counseling
- Psychiatric Care
- Pharmacy Services

24-Hour Emergency Care

- Emergency Screening
- Crisis Stabilization

Child and Family Safety

- Foster Parent Support Services
- Therapeutic Foster Care
- Adoption Services
- Family Empowerment
- Family Intensive Treatment (FIT)
- Healthy Families/Positive Parenting
- Single Point of Access for Child Assessment & Referral

- Supported Visitation Services

- Case Management and Support

- Community Action Team (CAT)

ADULT SERVICES

Outpatient

- Individual, Group & Family Therapy
- Crisis Intervention & Support Services
- Substance Abuse Counseling
- Psychiatric Care
- Pharmacy Services

24-Hour Emergency Care

- Emergency Screening
- Crisis Stabilization
- Detoxification

Rehabilitation and Support

- Case Management
- Group Home
- Early Psychosis Intervention & Care (EPIC)
- Florida Assertive Community Treatment (FACT)
- Skills Acquisition Training
- Supported Employment Services
- Friendship Center (Drop-In Center)

- Case Management and Support

- Employee Assistance Program

- Forensic Case Management

- Primary Care Clinic

- Medicated Assisted Treatment (MAT)

ADDITIONAL SERVICES

- Crisis Intervention Team (CIT) Training

- Mental Health First Aid Training

Regaining Hope AFTER ALL HOPE WAS LOST

“*I don't know the girl I was when
I walked through these doors.
I now stand a strong woman.*”

“I don't know the girl I was when I walked through these doors. I now stand a strong woman.”

Those are the words of one of the first graduates of our Family Intensive Treatment program. The FIT program began in 2016 to provide targeted treatment to parents with behavioral health conditions who come in contact with the child welfare system. The goal is to reunify families who have been affected by a substance use disorder. The treatment includes motivating parents to enter and remain in substance use services, routine screening and assessment, individualized treatment, building coping skills, joint planning and case management, comprehensive community services and flexible financing strategies.

For their graduation the women completing treatment were asked to reflect on their past, their present, and their future. Take a look at what they had to say.

Amanda

PAST - I was in a very abusive relationship with my children's father, who beat me up and emotionally abused me in front of our children. We had a home and two cars, but we lost it all. My children's father went to jail and my kids were taken to be sheltered. It left me homeless and I was in survival mode. I became a dancer as I had no skills, and took drugs

to a whole new level.

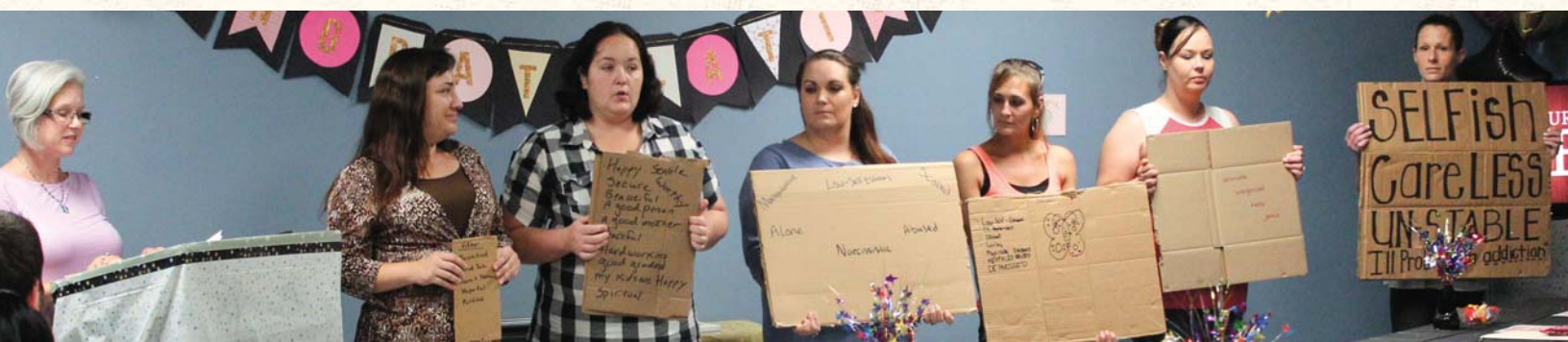
PRESENT - In October 2016 my baby boy came home, followed by my baby girl in November. So, I became a full-time Mommy, held down a full-time job and maintained the house. In July 2017, DCF terminated my case, awarding me sole custody. I just got my first three bedroom home and my driver's license.

FUTURE - Now things are settling down and I want to get my CNA license to make more money to support all of my family's needs. This whole experience taught me to be brave, courageous and independent. And also to be a better mother.

Jessica

PAST - Before FIT I was hopeless, I could never see me getting my kids back, even though I was completely devastated without them. I was alone and empty. All I've ever been was a daughter, a mom and a wife. That was all stripped from me. My kids were gone, my marriage was over and my Daddy, who was my best friend, was in the hospital dying. I wanted to die with him, but God had a different plan for me.

PRESENT - Now as I sit here, almost two years have gone by. My children have been home six months. I have a great job and a beautiful home. I am a survivor! I did this; I conquered my demons by the grace of God. Without the FIT team I would have



Regaining Hope AFTER ALL HOPE WAS LOST

died. They saved my life (literally).

FUTURE - I look forward to my future, watching my babies grow. I don't know what it holds for me but I know I will trust in God and he will lead me through it. I don't know the girl I was when I walked through these doors. I now stand a strong woman.

Monica

PAST - I was completely unstable, living anywhere I could. My daughter only saw me on scheduled visitations. I was miserable, depressed, hopeless, even suicidal at times.

PRESENT - FIT helped me find work, leading to confidence to find a better job. They helped me remain clean and find shelter, giving me the ability to be reunified with my daughter. FIT also supported me through the reunification process to deal with the challenges.

FUTURE - Now I see a future for my daughter and me that is normal. That once was never going to be. I can even see her Grandma and I having a relationship that I never thought possible. For the first time I can remember, I am hopeful about the future.

Tiffany

PAST - Before getting clean my children and I were living in hotels, friends' houses, family's houses, just about anywhere we could go for as long as we could stay. I was lost and afraid on the inside but on the outside I was tough and determined. I would manipulate, steal and hustle whatever I needed to, so I could get high. I brought my children with me to places they should have never been, I left them with friends and family whenever I could so I could run the streets and get high.

PRESENT - Getting clean and finding FIT was the best thing that could have ever happened to me. FIT helped me find a clean environment for me to go, so I could work my case plan to get my children back. I am now coming up on two years clean, on November 19th. I have been reunified with my boys and my case is closed with DCF. I no longer have to worry about a place for my kids and me to lay our heads at night because we have our own home. I have a full time job with a company I have been with for almost two years.

FUTURE - Family vacations, buying a home. Watching my kids grow in trust for me.

The stories above have been edited for length. To see the full stories and more from other graduates, please visit our website at www.lmccares.org.

Photos below are of the FIT participants presenting their stories at their graduation.



Support Leads to **RECOVERY AND SERVICE TO OTHERS**



Life can be difficult for someone with a severe mental illness. But with proper support the individual can have a fulfilling life and be a contributing member of society. Dean is an example of how important proper support can be to a person and now, he is not only in recovery himself, but he is also giving to others through his volunteer work.

Today you might find Dean serving meals at the Rescue Mission or providing some help at their Klothes for Kids event, but it was a long road for him to learn that people could be kind to one another. Through his life he had experienced a lot of cruelty, including being threatened with violence and even experiencing his parents pulling a gun on him. He always felt that he needed to protect himself and his younger brother due to the domestic violence that occurred in his home. At the age of 18, his parents kicked him out of the house. Trust in others was hard to come by based on the world he knew.

According to Dean, he had suffered with both manic and depressive symptoms of schizo-affective disorder for most of his life, sometimes experiencing suicidal thoughts. He began seeing a psychiatrist when he was 14 years old and his illness resulted in hospitalization on more than one occasion. Before seeking help at Life Management Center, he was

living on the streets, surviving on a social security check he received at the post office through general delivery, sleeping at bus stops, and spending the day in the library where he could use a computer to seek services.

That's when he learned about Life Management Center and called us to see what help he could receive. In addition to ensuring he received the mental health care he needed, his case manager quickly helped him get placement in an Assisted Living Facility that could support him while he focused on his recovery. As part of his overall treatment plan, Dean began receiving psychiatric care, medication management, peer support services and more. Dean also began attending Celebrate Recovery meetings, a self-help support group based on religious beliefs.

He explains that he learned to trust through interactions with mental health staff. "I grew up not understanding that people could be nice," said Dean. "People at LMC go above and beyond. They take care of every problem before it starts." He goes on to explain that our staff are always intent on helping him and points toward the way they assisted him in applying for a Safe Link phone as an example of how they help in any way possible. Even the small gestures of kindness are appreciated by Dean.

Today, Dean is not only doing well in his own recovery, but also helping others who are having difficulties. Seeing his desire to volunteer his time, his case manager referred him to the Rescue Mission where he volunteers to serve meals and has helped with the annual Klothes for Kids event. As you sit and talk to Dean you find an individual who is eager to enjoy life and be as healthy as is possible. It took the support of the right people to get him to the point where he can do that and he is quick to show gratitude for all that has been done for him.

Life Management Center provides adoptions through a contract with Big Bend Community Based Care.

In the last fiscal year, a total of 118 children were placed in

"Forever Homes."

NUMBER OF CHILDREN PLACED IN ADOPTIVE HOMES BY COUNTY:

Bay | 80
Calhoun | 2
Gulf | 3
Holmes | 6
Jackson | 22
Washington | 25

NUMBER OF FOSTER HOMES IN OUR COMMUNITY:

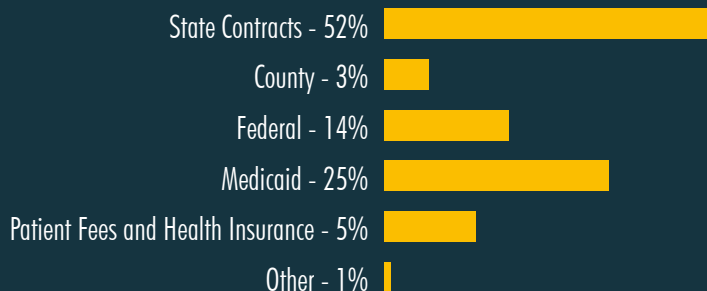
Bay | 42
Calhoun | 0
Gulf | 0
Holmes | 6
Jackson | 9
Washington | 5

Photo: The fine print on this 8-foot list shows the more than 300 children placed in out-of-home care in our six counties.

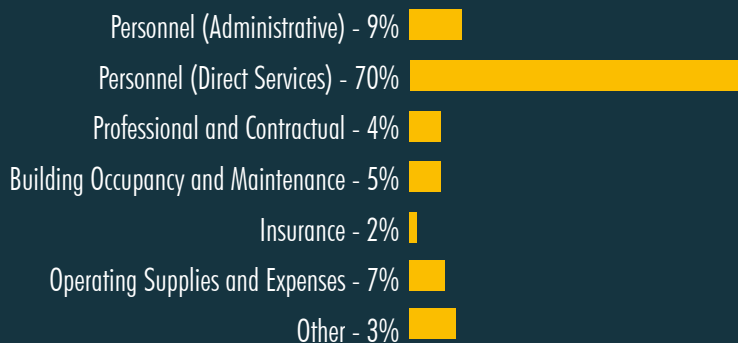


FINANCIAL HIGHLIGHTS:

REVENUE:



EXPENSES:



STATISTICAL DATA FOR LMC (Fiscal Year 2015-2016)

Years serving Northwest Florida | 63
Total children and adults served | 12,664
Charity Care provided | \$912,294
Individuals Receiving Psychiatric Services | 5,768
Foster homes provided with support services | 90
Total served in our Crisis Stabilization Unit | 822
Total visits & calls to our Emergency Services | 2,292
Families served through Healthy Families and free of child abuse and neglect | 132
Children in families completing the Healthy Families program with no signs of child maltreatment | 94%
Programs recognized with CARF International Accreditation | 17
Individuals served in our FACT program | 128
Total served in our Primary Care Clinic | 350
Individuals certified in Mental Health First Aid | 115
Clients expressing overall satisfaction with the services received from LMC | 95%

A part of the COMMUNITY

LIFE MANAGEMENT CENTER is dedicated to the overall health of our community. As a result, our employees are active in our community year round. Here are just a few of the organizations and activities we participated in last year:

Bay County Health Task Force
Child Abuse Prevention Month
City of Panama City Leisure Services Annual Fishing Workshop
Florida Council for Community Mental Health
National Alliance on Mental Illness (NAMI)
Mental Health America
Mental Health Awareness Month
National Adoption Day
SPARE, Suicide Prevention Coalition
Suicide Prevention Month
Local Chamber of Commerces



OUR VISION:

To inspire confidence and respect as a provider of comprehensive behavioral health care and family counseling services. To be a valued partner in alliances that promotes the health and quality of life of our community and its members.

OUR MISSION:

To provide comprehensive, integrated care that promotes the health and quality of life of our community members.

PEER SPECIALIST - *individuals who use their lived experience and skills learned in training to help others build mind-body recovery and resiliency skills related to mental health and/or substance use conditions.*

Cathy Baker is a Certified Peer Recovery Specialist and was recently recognized by the Florida Council for Community Mental Health as the Peer Specialist of the Year for the State of Florida. In her tenure at Life Management Center, Cathy has maintained one unwavering goal: to serve consumers, the community, and to be an active voice and guide for those on the path to recovery. Cathy worked tirelessly to help develop the role of the Peer Specialist for our EPIC program, where she was working when she received the award. She has recently moved into a position as a Wraparound Specialist for Children Services where she is able to continue her work as a peer specialist.



Through her hard work and willingness to go above and beyond what is expected, Cathy has become a recognized advocate and peer within the treatment and peer community. She serves as an active board member of the local National Alliance on Mental Illness (NAMI), facilitates a peer

led depression support group, has worked with local law enforcement by participating in peer panels and role playing for local Crisis Intervention Techniques Training (CIT), and has recently become a certified Mental Health First Aid instructor.

We are proud to have Cathy on our team and congratulate her for the much deserved recognition as Peer Specialist of the Year!

Allen Recognized for Community Work

Congratulations to Jasmine Allen, Healthy Families Assistant Director, who was recognized by the local Girl Scouts with a nomination for Women of Distinction. The Girl Scout Council defines the Women of Distinction awards as honoring women who truly demonstrate their commitment to the community. Jasmine was recognized for her work with Life Management Center as well as volunteer work with the Boys and Girls Club, Junior Achievement and many other organizations.

Life Management Center **EMPLOYEE MILESTONES**

5-Year Anniversary

Marie Henderson
Christina Khuanman
Martin Monical
Karen Self
Donna Skeens
David Spillane
Tanya Varnum

10-Year Anniversary

Michelle Cutler

15-Year Anniversary

Tonya Hamilton
Carolyn Harrell
Leo Shealy

20-Year Anniversary

Tamera McGlamory
Deborah Sutton

25-Year Anniversary

Carolyn Nettles
James Weaver



Thank You TO OUR SUPPORTERS

Life Management Center would like to thank the following supporters for their generous gifts through our 2016-2017 Annual Giving Campaign.

Mr. & Mrs. Ned Ailes
Mr. & Mrs. Rob Blue
Ms. Lois Byrd
Mr. Gerry Clemons
Mr. & Mrs. Scott Clemons
Mr. & Mrs. Greg Clubbs
Ms. Salie B. Cotton
Mr. Donald R. Crisp

Mr. & Mrs. John Darrah
Mr. & Mrs. Jim Fensom
Mr. & Mrs. Cliff Higby
Mr. & Mrs. Roger Leete
Mr. & Mrs. Ray Likely
Mack & Eleanor Lewis Family Foundation
Mr. Mel Magidson Jr.
Mr. and Mrs. Dan Mitchell

Mr. Eugene Nakamura
Mr. & Mrs. Robert Pearce
Mr. & Mrs. Mike Skeen
Smith, Miles & Company, P.A.
Mr. & Mrs. Joseph Tannehill
Mr. & Mrs. Calvin Woodson



Attendees of our Wine Tasting Dinner

Thank you to those who contributed to the Life Management Foundation's ANNUAL Wine Tasting Dinner held February 2017. The Foundation was created to sustain Life Management Center programs in the future.



Mr. & Mrs. Ned Ailes
Mr. & Mrs. Steve Bates
Dr. Elizabeth Berman
Mr. & Mrs. Wesley Berry
Mr. & Mrs. Robert Blue
Charles A. Whitehead Foundation
Mr. & Mrs. Joseph Ciccarelli
Mr. Gerry Clemons
Mr. & Mrs. Scott Clemons
Hon. Dedee Costello & Mr. Paul Jones
Ms. Carolyn Cramer
Mr. & Mrs. Michael Duncan
Mr. & Mrs. Brian Dusseault
Mr. & Mrs. Eugene Evans
Dr. & Mrs. Peter Hampton
Dr. & Mrs. Michael D. Hanson
Harrison, Rivard, Duncan & Buzzett
Mr. & Mrs. Henry Hooks
Mrs. Margaret K. Lewis
Mr. & Mrs. Ray Likely
Mr. Rayford Lloyd, Jr.
Mr. & Mrs. John Mallary
Mr. & Mrs. Karl McAfee
Mr. & Mrs. Donald McCoy
Mr. & Mrs. George McInnis
Mr. & Mrs. John Middlemas
Mr. & Mrs. Nathan Miller
Dr. & Mrs. Michael Morrow

Ms. Ada Mullis
Mr. & Mrs. Steven Mullis
Mr. Eugene Nakamura
Mr. & Mrs. Ray Palmer
Dr. & Mrs. Owen Reese, Jr.
Dr. & Mrs. Michael Rohan
Mr. Fred Scott
Mr. & Mrs. Billy Stevenson
Mr. & Mrs. Joseph Tannehill
Mr. & Mrs. Ken Thomas
Mr. & Mrs. Jay Trumbull, Sr.
Dr. & Mrs. Curtis Williams

Life Management Foundation Board Members

Gerry Clemons – Chair
Lori Bates
Scott Clemons
Carolyn Cramer
Mike Duncan
Lee Lapensohn
Aviva Mallary
Nathan Miller
Gene Nakamura
Ray Palmer

We need your help to ensure that we will continue to be here to provide the services you have come to expect in our community. Here are a few ways that you can help:

- Gifts of Cash
- Bequest - You can include LMC in your estate. These gifts can be either specific dollar amounts or a percentage of the estate. If you do this, please let us know that you have done so.
- Life Insurance or IRA's - Simply name LMC as a beneficiary and owner of a policy or an IRA.

To discuss making a charitable donation that will improve the lives of people in need, please contact Tricia Pearce at (850) 522-4485, ext. 1107 or tpearce@lmccares.org.

Ways To Help LIFE MANAGEMENT CENTER

Yes, I want to help support my Community!

Here is my tax deductible contribution to ensure the people of Northwest Florida receive the mental health care they need.

Name _____

Spouse's Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

My Gift Amount ☐ \$50 ☐ \$100 ☐ \$500 ☐ \$ _____

☐ My gift is enclosed ☐ Please charge my gift to my credit card

☐ Visa ☐ Mastercard

Card Number _____ Exp. Date _____

Signature _____

☐ I wish for my gift to remain anonymous.

☐ I would like to discuss planned giving or estate contributions with you.

Please make your check payable to: Life Management Center
525 East Fifteenth Street • Panama City, Florida 32405

Donations may also be made online at www.lmccares.org, or for more information call 850.522.4485 ext. 1107.



Thank you to the Junior League of Panama City for recognizing our staff and the work they do in the community with a gift of a cookbook for each staff member.



Thank you to First Baptist Church of Panama City for spending some time sprucing up the grounds of our Group Home. This group helped out on the church's Serve First day.



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Panama City, FL 32405

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LOCATIONS:

Bay County - Main Campus

525 East 15th Street | Panama City, FL 32405

Calhoun County

16869 N.E. Pear Street | Blountstown, FL 32424

Gulf County

311 Williams Avenue | Port St. Joe, FL 32456

Holmes/Washington County

310 Byrd Avenue | Bonifay, FL 32425

Jackson County

4094 Lafayette Street | Marianna, FL 32446

(850) 522-4485 | TOLL-FREE (888) 785-8750

Website: www.lmccares.org

Facebook: www.facebook.com/lifemanagementcenter | Twitter: @LmcCares



Sponsored by Life Management Center of Northwest Florida, Inc., Big Bend Community Based Care and the State of Florida, Department of Children and Families.

Life Management Center of Northwest Florida, Inc. operates in the state of Florida as a 501(C)(3) charitable organization and is registered with the Florida Dept. of Agriculture & Consumer Services. Life Management Center does not engage outside solicitors, and one hundred percent (100%) of contributions are received by Life Management Center.