Northeast Florida State Hospital
Annual Report
Fiscal Year 2008-2009

Charlie Crist
Governor

George H. Sheldon
Secretary
ABOUT OUR FACILITY

Northeast Florida State Hospital (NEFSH), under the purview of the Florida Department of Children and Families (DCF), is a 633-bed, mental health treatment facility consisting of 53 climate-controlled buildings and numerous other structures situated on 310 serene acres in Macclenny, Florida. It is the largest state-operated provider of psychiatric care and treatment to civil commitment adults in Florida, serving 32 of 67 counties, employing 1213 employees, and managing an annual operating budget of $74,509,471.

NEFSH is the only treatment facility in Florida that is also a licensed, comprehensive community mental health provider. The NEFSH Community Behavioral Healthcare Services (CBHS) is nationally accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and provides a full array of emergency, recovery and resiliency services to citizens of Baker County, Florida.

In addition, NEFSH is Florida’s only state-operated mental health treatment facility recognized by the Centers for Medicare and Medicaid Services (CMS) as a teaching hospital. NEFSH maintains eight agreements with area colleges and universities and has an on-site American Psychology Association (APA) residency program that is nationally recognized.

Since 1959, NEFSH has provided continuous quality services to people whose mental health needs cannot be met in community-based programs or whose assessed needs require a residential environment with specialized treatment programs and services. NEFSH strives to provide comprehensive rehabilitative programs that are person-centered and place primary focus on the individual’s needs and preferences. Services are provided in an environment that fosters normalization and maximizes opportunities for successful community reintegration.

NEFSH became the proud recipient of the Governor’s Sterling Award in 2000 for outstanding efforts in organizational performance excellence. As such, we continue to strive for improvement and serve as a key stakeholder in an integrated continuum of mental health treatment and recovery services for individuals residing in Northeast and Central Florida.

NORTHEAST FLORIDA STATE HOSPITAL

EXECUTIVE MANAGEMENT TEAM

FISCAL YEAR 2008-2009

Joseph A. Infantino
Administrator

Toribio Duhaylungso, M.D.
Acting Medical Executive Director

Linda G. Williams
Assistant Institution Superintendent for Administration

Alice K. Oswald
Assistant Institution Superintendent for Programs

Cheryl Y. Brantley
Assistant Institution Superintendent for Residential Operations

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MESSAGE FROM THE ADMINISTRATOR

During this fiscal year, Northeast Florida State Hospital (NEFSH) realized many goals in service to persons suffering from severe and persistent mental illness. Our strategic planning process and performance based management approach enabled us to achieve 64% of our established targets, which meets or exceeds goals established by DCF. Our team’s major accomplishments are measured on several key indicators; however, our most important indicator is customer satisfaction. We are very happy to report that this year’s outcome is an overall 95% customer satisfaction rating.

NEFSH served 823 individuals while concurrently realizing a two percent increase in discharges and a recidivism rate of only 10% based on one-year post-discharge data. Our recovery efforts are highlighted by several milestones and new initiatives:

◆ A new curriculum was developed for use in the Recovery Centers based on persons served requests and content areas recommended by various service team members and service providers.

◆ A Masters Level Art Therapist joined the Shady Oaks Recovery Center, providing a valuable therapeutic option for geriatric individuals.

◆ The Community Skills training approach was expanded following an extremely successful pilot of a delivery method suited for persons with severe social and cognitive limitations.

◆ A complete plan was developed for monitoring the NEFSH campus from an environmental standards perspective.

◆ A utilization review process was developed for use in the Distinct Part, the hospital’s only unit sanctioned by CMS.

◆ Six different action plans to improve performance and processes were developed and are monitored based on feedback received during a variety of external reviews.

Clinically, our forensic team completed over 150 forensic court evaluations for the Florida Court System with, once again, a 99% judicial acceptance rate. We also expanded our on-campus outpatient clinics resulting in 2,759 completed appointments.

NEFSH continues to provide advanced learning opportunities. Our Psychology Internship and Licensed Clinical Social Worker Internship programs consistently attract top candidates from around the United States. In addition, our partnership with the University of Florida’s Department of Psychiatry continues to afford medical students in training on-site development and mentoring by our medical staff.

The Friends of NEFSH, Inc., 18th Annual Mental Illness Awareness Golf Tournament donated $24,472 to the NEFSH Client Welfare Trust Fund. Our community and volunteer network also contributed $376,891 in cash and in-kind donations for the people we serve. The NEFSH Finance and Accounting team collected $6,130,952 in Medicare, Medicaid and third party reimbursements and consistently ranks number one among all treatment facilities. Our employees, as always, were active with the Florida State Employees Charitable Campaign and contributed $17,548.

We are indebted to our local community and the Friends of NEFSH, Inc., for their ongoing and tireless support of NEFSH. The outpouring of community support during the past legislative session served as an inspiration to all NEFSH staff. On behalf of the Executive Management Team, we would like to extend our heartfelt appreciation throughout the year.
VISION

NEFSH will be a nationally recognized leader in providing comprehensive treatment and rehabilitation programs to Florida’s persons with severe persistent mental illness. These recovery services will be provided based on individual needs and preferences in an environment that fosters normalization and maximizes opportunities for community reintegration. The people we serve and staff will be empowered to reach their maximum potential and will be satisfied with their living, treatment, and working environments, respectively.

MISSION

The mission of NEFSH is to provide comprehensive mental health recovery services to ensure timely transition to the community.

VALUES

People: All people have intrinsic value and merit dignity, courtesy and respect. We help people we serve overcome problems by building hope, self-respect and self-sufficiency and by developing the skills and resources needed to serve them well.

Partnership: We are partners with families, individuals and communities to help them to be safe, stable and self-sufficient. As partners in our communities, we work to solve problems and create opportunities to deliver services more efficiently and effectively.

Quality: Our work is vital and we take pride in doing it well. We are committed to delivering quality services, producing positive results and achieving customer satisfaction. We support continuous learning and professional growth, and to provide services that are customer driven, community integrated, cost effective, and outcome oriented.

Accountability: We are accountable to the people of Florida. The public has a right to be informed of our successes and failures and to examine our decisions and actions. We freely admit our mistakes and learn from them to improve our services and results.

Teamwork: Our most valuable asset is dedicated, well-trained staff, working together to meet any challenge. We work as a team to coordinate and integrate services for our clients. We respect differences of opinion and recognize that the best ideas result from open and honest communication.

Integrity: We are fair, open and honest in our daily work with our fellow employees, the people we serve and our community. We do not allow our personal biases to influence our professional judgment.
The NEFSH Advisory Board was established in 1994. Members are appointed by the Circuit Administrator/Region Director and include an administrator designee, a community provider representative, a consumer representative, and community representatives from each geographical circuit served by NEFSH.

The purpose of the Advisory Board is to carry out roles and functions delineated for state mental health treatment facilities; assist in policy development; participate in quality assurance processes; and provide direction and advice regarding the delivery of services provided by the community and NEFSH. In addition to these very important functions, the Board assists NEFSH in many other ways.

This year, the Advisory Board supported the local community’s efforts to resist legislative efforts to privatize the facility. The Chairperson submitted a letter to Governor Crist on behalf of NEFSH, and other members placed articles in their local newspapers and sent letters to their legislators. At least two Advisory Board members attended the legislative session and spoke on behalf of NEFSH.

Advisory Board members are frequently invited to assist with judging Continuous Quality Improvement (CQI) projects at our annual Expo. Participating members this year were Tim Camp and Bev White.

The NEFSH Advisory Board is a key partner in addressing the needs of persons diagnosed with mental illness, both at NEFSH and in the community.
Friends of NEFSH, Inc., is a group of family and friends who are united in an effort to raise consciousness of the fact that severe and persistent mental illness is a medical, neurobiological disease that is not chosen by persons who are ill; to advocate for the needs of people with mental illness; and to support the continuing needs of long-term care for the most seriously disabled in the State of Florida. Their vision is to see the day when there is an end to discrimination against persons with brain disorders.

Objectives:

- Improve the quality of life of the individuals served.
- Keep legislators aware of the human and economic impact of serious and persistent mental illness, the importance of the services provided by NEFSH, and the financial needs of the facility.
- Monitor NEFSH services and report observations to management.
- Strengthen and enlarge the organization by encouraging more families and friends to join and to provide current educational materials to families and the community at large.
- Strengthen relations with surrounding communities and the National Alliance on Mental Illness-Florida and its affiliate chapters.
- Host the Annual Mental Illness Awareness Golf Tournament.
- Encourage family members to become involved in relevant hospital committees and events.

Accomplishments:

- Hosted the 18th Annual Mental Illness Awareness Golf Tournament, grossing over $24,472 to distribute to programs and living areas that directly benefit the individuals served at NEFSH.
- Sponsored a NEFSH team at the 18th Annual Mental Illness Awareness Golf Tournament.
- Provided funding for the NEFSH CQI Expo event.
- Provided $633 for Holiday Happiness, a program that guarantees that every individual receives a holiday gift.
- Provided $200 to the Jeanine L. Harvey Scholarship Fund. This fund provides financial assistance to a selected Baker County High School student for pursuit of higher education.
- Sponsored the Friends Holiday Luncheon, an event that brings individuals and families together to enjoy the holidays and festivities.
- Awarded the Friends Volunteer of the Year Award to Ms. Hazel Bergeron.
- Continues to support the tree project and beautification of the NEFSH campus.

Please visit www.friendsofnefsh.org to obtain more information about or to join the Friends of NEFSH, Inc.
NEFSH Community Behavioral Healthcare Services (CBHS) provides emergency services, acute crisis stabilization treatment, outpatient mental health therapy, medical services, case management, forensic services, and rehabilitative activities to the residents of Baker County. Those services include the Drop-In Center for clients to use on a daily basis.

On March 9, 2009, the Drop-In Center moved from Doctors Circle to Lowder Street beside the CBHS Clinic. This allows greater and easier access to the facility and its activities, and more program oversight. Individuals may visit the Drop-In Center before and after appointments at the Clinic. Staff members are able to walk new members to the Drop-In Center, give them a personal tour, and introduce them to staff and others participating in activities there. The Drop-In Center is more centrally located within the city limits, allowing convenient access to local stores and restaurants. The move has resulted in a positive impact for the community, families, and participating members.

Performance Outcome Measures:

- Medical/Psychiatric Services – 221 individuals were assisted through psychiatric services.
- Outpatient Therapy – 275 individuals participated in Outpatient Mental Health Therapy.
- Drop-In Center – 91 individuals participated in activities throughout the years.
- Rehabilitation Services – 51 individuals participated in skill building treatment through supportive housing and vocational programs.
- Case Management – An average of 27 individuals a month were served through Civil Case Management; 18 individuals were served through Forensic Case Management.
- Emergency Services – Emergency Services conducted 212 emergency evaluations from July 1, 2008 through June 30, 2009.
- Medication Assistance – Staff assisted individuals in receiving medications valued at $56,041 through community-based medication assistance programs.
SEEKING CARF ACCREDITATION

In June 2008, NEFSH CBHS received a three-year accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF). In the winter of 2008/2009, the NEFSH Executive Management Team (EMT) decided to pursue accreditation for its main campus and inpatient services. Pursuing recognition for meeting internationally recognized standards of care is of strategic importance to the hospital, and selecting CARF as an accrediting body was deemed the appropriate choice based on the hospital’s mission to provide comprehensive mental health treatment services to ensure timely transition to the community. While CARF has numerous expectations for facility and infrastructure excellence, the depth of the standards for programmatic offerings matches the emphasis placed on recovery and rehabilitation in the daily treatment approaches for persons served at NEFSH.

Numerous improvements were made during 2009 in anticipation of a site visit by a CARF survey team. Additions were made to the content of clinical assessments to address the standards set forth by CARF. Many staff training opportunities that previously had been delivered only to new employees were expanded in content and scheduled to meet the requirement for repeat exposure in subsequent years. CARF standards call for a robust approach to testing safety responses and disaster scenarios. To meet these standards, NEFSH responded with greater frequency and variety in disaster/emergency drills. Clarifications and additions were called for in many of the hospital’s operating procedures to meet the requirements set forth in both the administrative and programmatic components of CARF Behavioral Health Standards. Formal hospital plans were developed including an information technology plan, an accessibility plan, a cultural competency plan, a risk management plan, and a restraint/seclusion plan. In addition, annual reports on person served complaints and on critical incidents have been added as standard inclusions to the Strategic Planning cycle.

Upon completion of the site visit, survey team members will provide verbal feedback to the hospital about their observations. The team will then present its findings to CARF who will make the final determination on accreditation.

We are very proud of the progress made at the facility and on behalf of individuals served as NEFSH prepares for a site visit from the CARF survey team.

NEFSH EXTERNAL REVIEWS

AGENCY FOR HEALTH CARE ADMINISTRATION REVIEW

As a condition of licensure, NEFSH is reviewed annually by the Agency for Health Care Administration (AHCA). The annual review examines risk management, safety, treatment services, environment, and persons served rights. This year our review took place from June 17 to June 19, 2009. NEFSH received four recommendations and submitted a quality improvement plan to AHCA on July 7, 2009 with no further action required.

CIVIL RIGHTS COMPLIANCE REVIEW

The Office of Civil Rights conducted a comprehensive review from May 11 to May 13, 2009. This review is required in accordance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and DCF Operating Procedure 60-17, Monitoring Requirements and Monitoring Process. During this review, employees, employee files, clinical records, and employee training records were reviewed. NEFSH received a successful review with no recommendations or deficiencies.
NEFSH BUSINESS MODEL PROJECT

In November 2008, EMT identified the need for a readily accessible, written business model to reflect the day-to-day operations of the facility. This model would be designed to depict the services provided by every department; provide an in-depth analysis of the facility’s staffing and salary issues; and enable management to identify operating costs down to the lowest budgetary detail, which is Level 5 of the organizational code structure.

EMT designated four staff representing the major areas of the facility to serve as the project team with key support provided by Accounting and Human Resources. Bob Williams, Anita Hines, Nekita Russell-Lee, and Barbara Tomlin worked diligently for six weeks. The result was an outstanding product that achieved its stated objectives.

NEFSH now has a live reference that is adaptable to our business needs. It provides a clear picture of our current status and is a great tool for strategic planning purposes.

EMERGENCY PREPAREDNESS

FY 2008-2009 was a very busy year for emergency preparedness and disaster planning. The NEFSH Emergency Planning Committee was responsible for updating and merging our disaster and emergency plans, coordinating the final plan with the DCF statewide Continuity of Operations Plan (COOP), integrating (for the first time) a joint city and county response drill, and identifying future needs for CARF compliance.

The NEFSH Disaster Plan now includes the role of the City of Macclenny and Baker County in the event of a major disaster, as well as our role in providing a centralized emergency operations center for DCF. In addition, NEFSH has been designated a receiving location for other DCF departments required to evacuate in an emergency. To meet those needs, we currently have a 64-bed emergency capacity as well as a centralized operations facility for other DCF agencies.

Integration of the emergency plan and making this plan an integral part of the DCF COOP broadened the scope of responsibility for NEFSH, and provided a bigger picture of emergency response issues. Development of a mock drill plan to include CARF requirements, construction of an incident command structure, and separate responsibilities for internal and external disasters has prepared NEFSH for future opportunities to support the community and the people we serve in time of disaster.

CAPITAL IMPROVEMENT PROJECTS

Fixed Capital Outlay (FCO) projects are state funded projects designed to extend the life and usefulness of major buildings and infrastructure within our 300+ acre campus. NEFSH received $2,344,896 in FCO funds and immediately put this to use in roof replacement, living area upgrades, and fire/safety and emergency notification systems. Projects completed include new metal roofs on Building 43 and Building 1, and the Mirage Mall area (RT 2 Gym, Mirage Bank, Friendship Cafe, Hair Nest, and activities area). Window replacements were completed in the Cafeteria, Friendship Cafe, Building 32 and Building 1.

Additional FCO projects included an upgrade of Building 32 with new air conditioning and infrastructure improvements that will allow Medicare/Medicaid certification. Utilities were improved in the kitchen area of Building 11 by upgrading plumbing and steam piping systems, and a campus-wide fiber optic cable project providing full communication from all occupied buildings to a central fire/safety panel in Building 1. Primary electrical 5KVA switchgear was replaced as a Phase I project to provide campus-wide stand-alone power for emergency preparedness.

As part of a State of Florida initiative to reduce energy consumption, NEFSH completed a two-year energy management project to reduce electrical power demand through improving air conditioning and lighting hospital-wide. Funding for this project was provided by a ten-year payback agreement with energy suppliers based on savings that will be realized in reduced power consumption over the next ten years.
Each year NEFSH implements a Strategic Planning process that identifies Long-Range Strategic Objectives and associated Annual Business Objectives. Critical issues in need of performance improvement are identified and Continuous Quality Improvement (CQI) projects are implemented following a prescribed format. These projects can be directed by EMT or may be volunteered by hospital staff. This process culminates each year with the CQI Expo, during which the completed projects are showcased to the hospital staff and to community partners. Projects are formally judged on their merit, business results, content and presentation, with awards presented to the winner in each category.

In 2008, the CQI Expo date was changed to have the ceremony occur after the end of the fiscal year, with the prior year’s projects presented. On October 14, 2008, the CQI Expo featured projects from FY 2007-2008 quality cycle, with 13 projects presented. In the Problem Solving Division, Merredith Oakes of the Nursing Department took first place honors for her project on Improving Nursing Documentation for PRN Medications. Jane Hartenstein and Phyllis Thomas, both from Residential Operations, took second and third place awards respectively for Reducing Staff Turnover and Revitalizing the Living Area Advocate System. Mae Merritt of Residential Operations was recognized for Best Innovation Project for Implementing the Liberman Curriculum on Grooming. Jane Hartenstein also received the award for Best Overall Poster Appearance.

The Prudential Financial-Davis Productivity Awards recognize and reward state government employees whose work significantly and measurably increases productivity, promotes innovation to improve the delivery of state services, and saves money for Florida taxpayers and businesses. The program is a major government improvement initiative sponsored by Florida TaxWatch, The Florida Council of 100 and the State of Florida.

NEFSH has received 224 Davis Productivity Awards over the past 21 years. This year, we were honored to receive recognitions for CQI projects that benefited the people we serve and saved money for the citizens of Florida. Our Certified Public Manager Class, consisting of Carolyn Spooner, Linda Williams, Bob Williams and Michelle Wise, received a plaque for its project titled Monitoring Individuals on Continuous Observation that resulted in a cost savings of $738,628. In addition, our In-house Clinic Scheduling Team, consisting of Anne Green, Norma Davis, Rhonda Raulerson and Lavon Bass, received a Certificate of Commendation for its cost-savings initiative to provide on-grounds medical clinic services, which realized a cost savings of $323,754.
NEFSH’s Psychology Internship Program is completing its 17th year of providing quality training to Doctoral Level Psychology students who are beginning their careers in mental health. The Psychology Internship Program was re-accredited by the American Psychological Association in 2006, signifying that our training program meets the highest standards of the profession. In awarding its re-accreditation, the American Psychological Association gave the program a full seven-year accreditation status, an achievement matched by only a select few internship sites.

Dr. Susan Recinella directs the Psychology Internship Program, with primary training provided by members of the Psychology Department and ancillary training provided by staff in virtually every clinical department of the facility. The Psychology Internship Program’s emphasis on services for severely mentally ill individuals makes it a particularly sought-after training experience. In 2008, the program’s reputation for training excellence resulted in over 40 individuals vying for the four positions.

The 2008-2009 Psychology Interns:

- Abigail Patterson
  Clinical Psychology
  Nova Southeastern University
  Ft. Lauderdale, Florida

- Victoria Callahan
  Clinical Psychology
  La Salle University
  Philadelphia, Pennsylvania

- Susana Lozada-Murray
  Clinical Psychology
  Argosy University Tampa
  Tampa, Florida

- Kiana Wright
  Clinical Psychology
  Argosy University Atlanta
  Atlanta, Georgia

Since 2005, the NEFSH Social Services Department Internship Program has offered professional supervision for graduate students seeking a Master’s Degree in Social Work or in Counseling. In addition, clinical supervision is available for post-graduate professionals seeking licensure as a Licensed Clinical Social Worker or a Licensed Mental Health Counselor.

Senior Human Services Counselor Supervisor Dianne Borrelli coordinates the Social Services Internship Program where students work under the supervision of a professional with a Master’s Degree in Social Work. The students experience a wide variety of clinical opportunities, including participating in service team meetings, conducting one-on-one and group counseling sessions, conducting psychosocial groups, and completing assessments and clinical progress notes. Each participant also receives weekly consultations with his/her mentor. This year’s graduate interns were Sherrie Little, Ted Moorehouse and Angela Witherspoon.

Under the Licensure Supervision Program, administered by Social Services Director William Nauman, Licensed Clinical Social Workers who are qualified supervisors under Florida Law, provide weekly consultation for students with a Master’s Degree in Social Work or Counseling. These students receive a total of 1,500 hours supervision over a two-year period, and are required to have 15 hours per week direct clinical contact with individuals in treatment at NEFSH. Upon completion of this program, participants sit for a national exam for Licensed Clinical Social Worker or a Licensed Mental Health Counselor. The year’s licensure interns were Lynne Marie Murphy, Kendra Crossway, Dyan Timmerman, Norma-Owens Hixon, Michelle Louisville and Theresa Malin.

Social Services works closely with Florida State University, Webster University, and Nova Southeastern University. The length of an internship varies based on the specific requirements of each university.
The Community Reintegration Program (CRP) continues to provide quality vocational training opportunities for individuals served in a wide variety of work sites. Employment Services provided part-time jobs to an average of 105 and as many as 111 individuals at a given time. In addition, CRP offered monthly employee meetings, as well as individual vocational counseling.

During FY 2008-2009, this therapeutic approach experienced many positive changes in the development of new vocational training opportunities. Each work site provided new and innovative projects including the retail job site at the Sand Dollar Boutique. The Boutique enjoyed a 45% increase in sales this year, indicating that customers are very satisfied with the merchandise carried in the store. The Yorkshire House food service work site, our deli-style restaurant, increased the number of customers served by promoting and offering new menu items, meal deals, and a handy pocket-sized menu. The Work Crew site expanded the recycling program to include pickup of cardboard and recycling toner cartridges. In addition, Work Crew employees began delivering 60 daily newspapers throughout the hospital campus. The Sunbelt Quality Services program continued a close working relationship with the Work Crew to facilitate the hospital-wide recycling and newly implemented laminating services at the job site. The Woodshop was instrumental in planning, construction and installation of a shade arbor located near the Nature’s Touch Greenhouse. Horticulture Services initiated a new large vegetable garden project that spurred the interest of new workers to the program. The garden provided fresh produce for dishes prepared at the Yorkshire House.

The skills learned in these work sites are carried over when individuals leave NEFSH and enter community life. The program empowers individuals to achieve their personal goals and reach their maximum potential.

The Recreation Department offers a variety of fun and exciting events to enrich the lives of the individuals we serve. An Art Show was hosted in July with 38 individuals submitting over 100 pieces of artwork in eight categories. In October, the annual Halloween costume party had a record attendance of 294 individuals, most of whom wore costumes provided by the Fashion Nook. At the Fall Festival held in November, 200 individuals enjoyed carnival games, music and refreshments. The 17th Annual Mirage Mall Anniversary was celebrated in December. This celebration included a sale at the Sand Dollar Boutique, manicures at the Hair Nest Beauty Salon, candy give-away at the Mirage Mall bank, and Christmas card making at Krafty Kritters. This was followed by two weeks of holiday activities with a Christmas Party sponsored by the American Legion who provided an assortment of refreshments. The final event of 2008 was the New Year’s Party where individuals enjoyed hamburgers, pizza and soda, dancing, playing ping-pong and board games, bowling, and a jigsaw puzzle contest.

Special events for 2009 began in February with the annual Valentine’s Dinner and Dance featuring a new Italian themed menu. Individuals enjoyed a restaurant style dinner served by staff volunteers, and a Valentine’s Day King and Queen were crowned during the dance from those nominated by each living area. In April, we hosted the annual Sunshine Games with more than 300 of our individuals and over 200 visitors from six community agencies participating. They competed in walking and running races, as well as throwing and team sport competitions, with ribbons awarded for first, second and third place. Carnival games with prizes were provided and lunch was served by staff volunteers. The day concluded with a softball game that included both individuals served and staff.

Special events are an important part of the recovery process at NEFSH. They are wonderful opportunities for the people we serve to interact with others in a positive manner while having fun. Staff and individuals alike look forward to each event.
The Friends of NEFSH, Inc., once again hosted this annual event designed to bring mental illness awareness to the community and to help shatter stigmas associated with mental illness. The tournament was held on October 6, 2008 at the Country Club of Orange Park. Participants included 108 golfers, 39 business partners and 65 volunteers who enjoyed a day of fellowship, food and golf. We were fortunate to have Michelle Saunders, Executive Director of Florida’s Partners in Crisis, and Dr. Bruce Stevens, Professor, University of Florida College of Medicine, Department of Physiology and Functional Genomics, as guest speakers. These individuals have worked for many years on behalf of Florida’s citizens who have been diagnosed with mental illness.

This year, the Shatter The Stigma Award was presented to the City of Macclenny for its dedicated support of NEFSH. Over the years, City representatives have served as members of the Jeanine L. Harvey Scholarship Selection Committee, participated in various events such as the Veterans Day Parade, and assisted with administrative committees as well as other countless acts of kindness and generosity. City Manager Gerald Dopson and Assistant City Manager Roger Yarborough accepted the award on behalf of the City.

This event could not take place without the support of our community partners. This year’s key business partners were:

- Wal-Mart Distribution Center 6099
- J. M. Family Enterprises
- Underwood Jewelry
- Macclenny Equipment and Tractor Sales
- Osceola Supply
- Trane Air Conditioning
- First Florida Credit Union

Title Sponsor  
Benefactor Sponsor  
Hole-in-One Sponsor  
Hole-in-One Sponsor  
Platinum Sponsor  
Platinum Sponsor  
Platinum Sponsor

NEFSH looks forward to continuing these important partnerships for many years to come.
Commendations for Volunteer Service

**NEFSH Volunteer Recognition**

Mr. **Darryl Register** has shown exemplary leadership in promoting and supporting NEFSH. He has demonstrated an eagerness to learn more about the individuals served and the types and quality of services provided by the hospital. He was extremely effective in educating the community and legislators and building partnerships between NEFSH and other key community representatives. He is the Executive Director of the Baker County Chamber of Commerce and an essential partner to NEFSH.

**JEANINE L. HARVEY Volunteer Service Award**

Mr. **Greg Sheppard** has been volunteering for the past ten years contributing over 5000 volunteer hours in Baker County. He has been the driving force for scouting, ensuring survival of the Cub Scouts and introducing the Venturing Program to Baker County. Under Mr. Sheppard’s guidance, many youth now have leadership skills and a greater appreciation for their community. He assists with hosting the annual Thanksgiving Dinner for Moose Haven and delivers Christmas meals and gifts to the elderly. He is now leading Venture Crew 150 for area teens. This program provides positive experiences that help young people prepare to become responsible and caring adults. As past president of the Tractor Club, he has established two semi-annual rural celebrations honoring rural lifestyles. As Hunter Safety/Hunt Master, he has taught several participants about hunting, hunter safety, game laws, and ethics.

Mr. Sheppard brings family oriented fun and pride to the entire community, and continues to lead and perform community service by renewing our youth’s commitment to helping others through hard work, self-sacrifice, dedication, and leadership.

**Heart of Gold Award**

Mr. **Willie Merrell** has unselfishly supported NEFSH for more than 20 years. He goes beyond the call of duty to serve individuals diagnosed with mental illness. Each month, Mr. Merrell gathers several boxes of donations from local Disabled American Veteran Chapters, American Legion Posts and Veterans of Foreign War units to provide for the needs of persons served at NEFSH. These donations include items such as socks, cards, puzzles, magazines and toiletries just to name a few. Not only does he collect these items and deliver them to our hospital, he goes out of his way to stack these items in the appropriate storage areas. In addition to making material donations, he participates in and supports the annual Veterans Day Ceremony and Parade. Mr. Merrell directly improves the quality of life for the individuals served at NEFSH.
NEFSH VOLUNTEER RECOGNITION (Continued)

FRIENDS OF NEFSH, INC., AWARD

Ms. Hazel Bergeron has been actively involved with the Friends of NEFSH, Inc., since its inception in 1989. She has served as president and vice president of the Friends organization. She has been instrumental in increasing the awareness of the devastating effects of mental illness by speaking at public engagements such as the annual Mental Illness Awareness Golf Tournament, legislative sessions, and various community meetings. In addition, Ms. Bergeron has been an excellent resource for monitoring NEFSH services, reporting observations and making suggestions for improvements. She has served on a variety of hospital committees such as the Golf Proceeds Committee, is an active member of National Alliance on Mental Illness, and always goes beyond the call of duty to advocate on behalf of those with mental illness.

NEFSH COMMUNITY INVOLVEMENT

NEFSH enjoys having the opportunity to foster relationships with families, friends, businesses, schools, and other organizations. Community partners are encouraged to participate in the various community and hospital-wide events.

Veterans Day Celebration/Homecoming Parade: The theme for the annual Veterans Day Ceremony on November 6, 2008 was “Freedom is not Free”. District 12 House Representative Janet Adkins and Dr. Vinnie Ferrieria of Andrew Jackson High School joined NEFSH in honoring our local veterans with 11 living awards and two posthumous awards. Elementary, junior and senior high schools, as well as other organizations from around the area participated in the parade to celebrate both Veterans Day and Homecoming for the local high school, Baker County High School.

Night of Nativity: On December 11, 2008, the Night of Nativity story was open to the public. Local children entertained the audience, and each guest received a fruit and candy bag at the end of this special event. The evening ended with a visit from Santa Claus.

Holiday Happiness: The holidays are a special time of the year. Through the kindness and generosity of businesses, families and friends, NEFSH provided a holiday gift for each of the individuals served. Holiday Happiness encourages individuals to prepare a gift wish list. Volunteer Services worked hard to fulfill those wishes with gift items that included clothes, wallets, purses, makeup, hats, and other items.

Volunteer Appreciation: NEFSH celebrates National Volunteer Week each year with Volunteer Appreciation Day. This year’s celebration was held on April 29, 2009 in the John J Crews Activity Center. The theme “Hands that Serve, Hearts that Care” perfectly described the 800 volunteers and community partners who were recognized by guest speaker Judy Smith, President of Volunteer Jacksonville.

Independence Day Celebration: The Independence Day Celebration was held on June 26, 2008 with over 3,000 people in attendance from surrounding counties. Highlights included lots of food, drawings, and local talent. Children were entertained with pony rides, train rides, inflatable bouncy houses and slides. A beautiful fireworks display culminated the event.
The Employee of the Year is selected from 12 Employees of the Month who represent the best of our many outstanding staff members. Kenneth Vest, Productions Publications Specialist II, is NEFSH’s 2008 Employee of the Year. He was selected for his professionalism, dedication, diversity, quality work products, and excellent customer service.

Mr. Vest has been employed by NEFSH for ten years and has made public service his life’s work. He worked in public television in Alabama and Florida for 20 years. While working in the Engineering Department at the University of Florida’s WUFT-TV, he earned a Bachelor of Science degree in Broadcasting from the university’s College of Journalism and Communications. After receiving his degree, he taught himself computer graphics. He also worked briefly in commercial radio at WLVO-FM in Live Oak, Florida, where he wrote, performed, and digitally edited commercials.

Mr. Vest’s supervisor describes him as someone who always goes above and beyond the call of duty. He takes great pride in his work and consistently presents a team spirit that we all appreciate. His areas of expertise are varied and far-reaching. The many services he provides for NEFSH include:

- Creating, editing, and managing the electronic storage of clinical and nonclinical forms.
- Serving on the Annual Report Committee and creating the final draft of each NEFSH Annual Report.
- Assisting CQI project managers in creating Expo presentation boards.
- Producing over 100 pamphlets describing NEFSH living areas, departments, and services provided to the people we serve.
- Producing five major publication products that promote NEFSH programs.
- Serving as volunteer photographer and videographer at Staff Appreciation Day, Awards Ceremonies, NEFSH Advisory Board, Annual Expo, and other hospital functions to document the great work accomplished.

<table>
<thead>
<tr>
<th>MONTH</th>
<th>EMPLOYEE</th>
<th>UNIT/DEPARTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2008</td>
<td>Deborah Lee</td>
<td>Cypress Village</td>
</tr>
<tr>
<td>August 2008</td>
<td>Charlene Chestnut</td>
<td>Security</td>
</tr>
<tr>
<td>September 2008</td>
<td>Marie Bell</td>
<td>Staff Relations</td>
</tr>
<tr>
<td>October 2008</td>
<td>Eva Ellis</td>
<td>Oakridge Village</td>
</tr>
<tr>
<td>November 2008</td>
<td>Anne Downing</td>
<td>Social Services</td>
</tr>
<tr>
<td>December 2008</td>
<td>Warren Lee</td>
<td>Walden Village</td>
</tr>
<tr>
<td>January 2009</td>
<td>Patricia Spencer</td>
<td>Oakridge Village</td>
</tr>
<tr>
<td>February 2009</td>
<td>Sharlene Thomas</td>
<td>Moss Grove Village</td>
</tr>
<tr>
<td>March 2009</td>
<td>Darron Robinson</td>
<td>Walden Village</td>
</tr>
<tr>
<td>April 2009</td>
<td>Nekita Russell-Lee</td>
<td>Contract Management</td>
</tr>
<tr>
<td>May 2009</td>
<td>Kimberly Padgett</td>
<td>Shady Oaks Village</td>
</tr>
<tr>
<td>June 2009</td>
<td>Catha Blue</td>
<td>Moss Grove Village</td>
</tr>
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NEFSH RETIREEES

<table>
<thead>
<tr>
<th>NAME</th>
<th>YEARS OF SERVICE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joann Wilcox</td>
<td>37</td>
</tr>
<tr>
<td>Freddie Griffin</td>
<td>35</td>
</tr>
<tr>
<td>Lester Griffis</td>
<td>34</td>
</tr>
<tr>
<td>Clarence Jefferson</td>
<td>34</td>
</tr>
<tr>
<td>Sateria Gunter</td>
<td>34</td>
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<tr>
<td>Deborah Sapp</td>
<td>32</td>
</tr>
<tr>
<td>Henerietta Luckie</td>
<td>32</td>
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<tr>
<td>Melvina Douglas</td>
<td>31</td>
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<tr>
<td>Sandra Rigdon</td>
<td>31</td>
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<tr>
<td>Ronald Rutledge</td>
<td>29</td>
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<tr>
<td>Mary Young</td>
<td>27</td>
</tr>
<tr>
<td>Harrie Evans</td>
<td>24</td>
</tr>
<tr>
<td>Irma Givens</td>
<td>21</td>
</tr>
<tr>
<td>Reatha Burnsed</td>
<td>17</td>
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<tr>
<td>Delleanor Raulerson</td>
<td>15</td>
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<tr>
<td>Mary Davies</td>
<td>13</td>
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<td>Virginia Bishop</td>
<td>11</td>
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<tr>
<td>Jenelle Holt</td>
<td>8</td>
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<tr>
<td>Johnnie Watson</td>
<td>8</td>
</tr>
<tr>
<td>Robert Simpson</td>
<td>4</td>
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</tbody>
</table>

COMMUNITY CHOICE AWARDS

The Community Choice Award is given to an employee who is nominated by the individuals served at NEFSH. Staff members are recognized for service above and beyond normal expectations.

<table>
<thead>
<tr>
<th>MONTH</th>
<th>EMPLOYEE</th>
<th>UNIT/DEPARTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 2008</td>
<td>Stephanie Davis</td>
<td>Oakridge 7</td>
</tr>
<tr>
<td>August 2008</td>
<td>Charlene Coleman</td>
<td>Oakridge 10</td>
</tr>
<tr>
<td>September 2008</td>
<td>Amanda Walker</td>
<td>Oakridge 10</td>
</tr>
<tr>
<td>October 2008</td>
<td>Dr. Timothy Damiani</td>
<td>Shady Oaks M1</td>
</tr>
<tr>
<td>November 2008</td>
<td>Deborah Lee</td>
<td>Cypress 57W</td>
</tr>
<tr>
<td>December 2008</td>
<td>Beverly Gaskins</td>
<td>Cypress 57W</td>
</tr>
<tr>
<td>January 2009</td>
<td>Stacey Evett</td>
<td>Walden 8</td>
</tr>
<tr>
<td>February 2009</td>
<td>Lynn Murphy</td>
<td>Shady Oaks M1</td>
</tr>
<tr>
<td>March 2009</td>
<td>Catherine Magwood</td>
<td>Oakridge 10</td>
</tr>
<tr>
<td>April 2009</td>
<td>Robert Phillips</td>
<td>Cypress 58W</td>
</tr>
<tr>
<td>May 2009</td>
<td>Donna Williams</td>
<td>Oakridge 10</td>
</tr>
<tr>
<td>June 2009</td>
<td>Fretta Barnwell</td>
<td>Moss Grove 32S</td>
</tr>
</tbody>
</table>

HOSPITAL MANAGEMENT TEAM AWARD OF EXCELLENCE

The Hospital Management Team Award of Excellence is presented quarterly to a department or unit for outstanding achievement in quality management in the areas of Leadership, Strategic Planning, Customer and Market Focus, Information and Analysis, Human Resource Focus, Process Management and Business Result. This year, the Infection Control Department received the Summer 2008 Award for its sustained exceptional service to persons served and employees.

Debbie Vance and Gary Holemon
SUMMARY OF BASIC PERSON RELATED DATA

Total Number of Persons Served 823
Total Annual Admissions 218
Total Annual Discharges 225
Average Cost Per Person Served $89,864

PERCENTAGE OF PERSONS ADMITTED PER DCF CIRCUIT

Circuit 3 5%
Circuit 4 10%
Circuit 5 12%
Circuit 7 18%
Circuit 8 7%
Circuit 9 22%
Circuit 10 13%
Circuit 18 13%

PERSONS SERVED BY DIAGNOSIS*
FY 2008-2009

Schizophrenia 86%
Serious Medical Condition 75%
Substance Abuse 49%
Personality Disorders 30%
Dementia 4%

*Percentages are based on population as of June 30, 2009 and include duplicated counts for individuals who may have multiple diagnoses.
NEFSH OPERATING BUDGET FOR FY 2008-2009

BUDGET CATEGORIES

*OPS: Other Personal Services  **OCO: Operating Capital Outlay  ***CPS: Contracted Professional Services

ANNUAL REPORT COMMITTEE

MEMBERS
Linda Williams, Chairperson
Barbara Tomlin, Coordinator
Carolyn Spooner
Tracy Padgett
Peggy Keves
Bill Joyce
Kenneth Vest
Rick Hewett
Barbara Aboumrad
Jeff Bellamy
Helen Lutke
Nekita Russell-Lee
Teresa Yost
Bill Nauman
Susan Canaday
Toni Raulerson
Korina Barber

EDITORIAL
Barbara Tomlin
Carolyn Spooner
Peggy Keves
Korina Barber
Susan Canaday
Toni Raulerson
Teresa Yost
Barbara Aboumrad
Jeff Bellamy
Bill Nauman

LAYOUT AND PHOTO
Barbara Tomlin
Kenneth Vest
Peggy Keves
Helen Lutke
Jeff Bellamy
Thank you for reading about Northeast Florida State Hospital. We are proud of our facility and invite you to visit us. To arrange a visit and tour call us at (904) 259-6211. You are always welcome.