

Here's Help, Inc.

# PERFORMANCE ANALYSIS

2022-2023



# MISSION & VISION

Founded in 1969, Here's Help, Inc. is a 501(c)(3) non-profit organization, which has become South Florida's premiere provider of residential and outpatient substance use disorder treatment. Serving hundreds of individuals annually, Here's Help, Inc. is a campus style environment with a unique approach to substance use disorder recovery, incorporating traditional methods of drug rehabilitation with alternative therapy programs and education.

Here's Help, Inc.'s mission is to maintain a high standard of care and provide quality services to people who need substance use disorder treatment. We recognize the need for integrated approaches that address co-occurring disorders. We strive to maintain excellence in providing services that meet the needs of those served, during and after treatment. Here's Help, Inc. believes individuals served can recover their lives and deserve a chance to succeed. To this end, Here's Help, Inc.'s vision is to provide high-quality programs and services to help individuals served meet their treatment goals and objectives, and to provide a work environment that will retain qualified and competent staff.

Here's Help continues to successfully meet and exceed our completion goals for treatment in both residential, outpatient, and in-home programs; increasing employment and education post-discharge for individuals served and maintaining a high level of satisfaction with program services.

# 2022-2023 HIGHLIGHTS

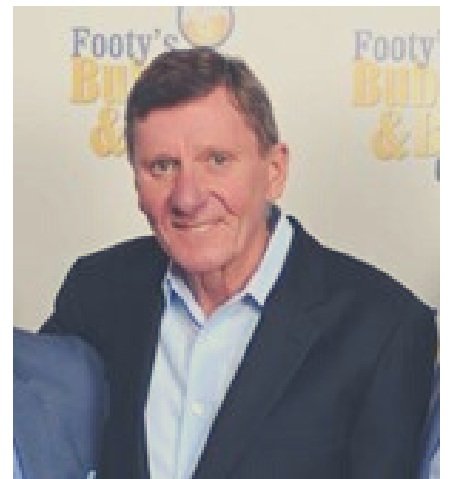
## Leadership Transition

### *New CEO Appointed*

Steven B. Safron was named the new Chief Executive Officer at Here's Help. Safron has been in an executive administrative leadership role with Here's Help for almost 50 years. A certified public accountant, he holds a master's degree in administration and a bachelor's degree in psychology. Safron has chaired the agency's executive committee and spearheaded numerous projects for the agency for many years.



Safron replaced John (Footy) Kross, who was the CEO of Here's Help since 1969. For over 35 of those years, Kross was also a major radio personality on Y-100. He helped raise millions of dollars to fund programming at Here's Help through Wing Ding and Bubbles and Bones events. Here's Help and the community is appreciative of the significant contributions Kross has made for 54 years.



### *New COO Appointed*

Liz Beaton was named the new Chief Operating Officer at Here's Help. Beaton has been with the organization for over 15 years, most recently in the role of Director of Business Operations. Beaton has also been a member of the agency's Executive Committee for over 5 years. Beaton has been recognized for her ability to expertly perform and supervise business operations for Here's Help. She has also been an integral part of the accounting and administration department, as well as spearheading numerous fundraising activities.



# 2022-2023 HIGHLIGHTS



## **OAS Visit to Here's Help**

In June 2023 Here's Help hosted a visit from the Honorable Orlando A. Prescott and 50 delegates from Colombia and Mexico (part of the Organization of the American States). The distinguished visitors, which included a supreme court judge from Colombia, toured our north campus. That was followed by a presentation by our staff and a question-and-answer session. The visit went extremely well, and the post event feedback was phenomenal to the extent that they've asked for another visit later in 2023.

***Funding has  
been secured for  
Plumbing  
School classes.  
Classes should  
begin in August  
2023.***

# 2022-2023 HIGHLIGHTS



## Residential Program

- 69% OF JUVENILES AND 61% OF ADULTS POSITIVELY COMPLETED THE PROGRAM.
- 100% OF JUVENILES WERE IN SCHOOL AT DISCHARGE.
- 94% OF ADULTS AND 100% OF JUVENILES WERE “SATISFIED” WITH RESIDENTIAL PROGRAM SERVICES.

## Outpatient Program

- 78% OF JUVENILES AND 71% OF ADULTS POSITIVELY COMPLETED THE PROGRAM.
- 79% OF JUVENILES WERE IN SCHOOL AT DISCHARGE.
- 100% OF ADULTS AND 97% OF JUVENILES WERE “SATISFIED” WITH OUTPATIENT PROGRAM SERVICES.

## IHOS/In-Home Program

- 100% OF JUVENILES AND 100% OF ADULTS POSITIVELY COMPLETED THE IHOS PROGRAM.
- 81% OF JUVENILES WERE IN SCHOOL AT DISCHARGE.

***100% of  
completion  
and program  
satisfaction  
objectives  
were met***

# PROGRAM DESCRIPTION

Here's Help, Inc is a 501 (c) (3) nonprofit rehabilitation agency providing a complete continuum of care, including residential treatment for male adults and adolescents ages 13 -35 and outpatient treatment (or In-Home) for persons 13 years and older. Services take place in either a residential, outpatient, or community-based setting and provide youth/adults with substance use disorder assistance in identifying goals and making choices to promote resiliency and facilitate recovery. In-home services are provided for people that have transportation or mobility barriers. Here's Help is licensed by the Florida Department of Children and Families and accredited by the Commission on Accreditation and Rehabilitation Facilities (C.A.R.F.).

## **RESIDENTIAL PROGRAM**

Here's Help operates under a self-help behavior modification treatment philosophy addressing drug and alcohol addictions of every variety. Evidenced based best practices are used. Substance use disorder issues are dealt with through a comprehensive continuum of care including, but not limited to, case management, individual and group therapy, family counseling, psycho-educational programming, full-time accredited schooling, G.E.D. preparation classes, alternative therapies (music, visual arts, culinary instruction, sports, and computer literacy), job-readiness assistance and vocational placement, referral options, medical and psychological care, relapse prevention, continuing care counseling, emergency services, and a foundation in a 12-step or other support system.

In 2022-2023 treatment tracks were delivered in four-to-six months and managed by a team of highly qualified, licensed and degreed treatment specialists that link individuals served to a variety of beneficial services provided by Here's Help or through the agency's extensive community partnerships.

## **OUTPATIENT PROGRAM**

The outpatient program works with individuals who, for a variety of reasons, are not functioning in a healthy and productive manner, but do not meet the criteria for residential. The OP treatment modalities include one or twice-weekly group therapy, individual counseling a minimum of 2 times a monthly, and home-based therapy and/or case management as needed.

The OP program offers a variety of group topics and activities designed to help individuals gain insight and self-awareness and learn positive ways in which to deal with the stress of life's challenges. The program is based on evidenced based practices, such as motivational counseling (MET) and cognitive/behavioral therapy (CBT), with interventions and therapies

# PROGRAM DESCRIPTION

applied as needed depending on the individual. An individual served is eligible for outpatient completion after earning 40 points, and achieving at least 75% of their treatment plan goals.

Occasionally the program will be structured specifically towards a particular need, and the program may be reduced or extended accordingly. The length of stay in treatment ranges from six weeks to six months, with the average length of treatment being three to four months.

## **IN-HOME/ON-SITE PROGRAM**

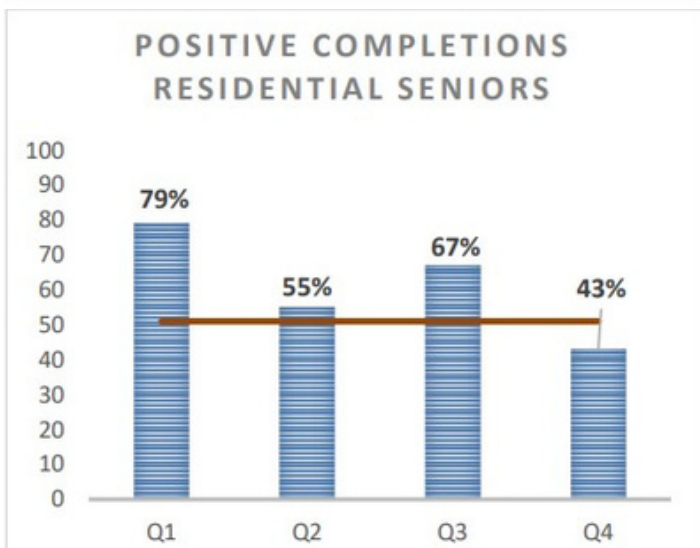
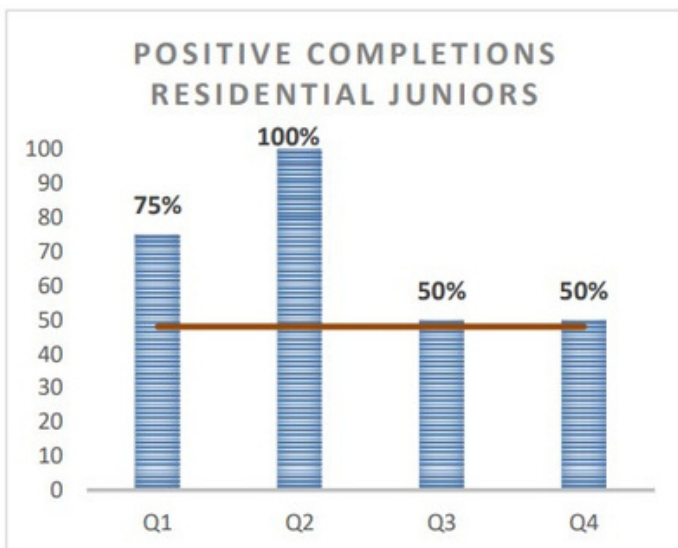
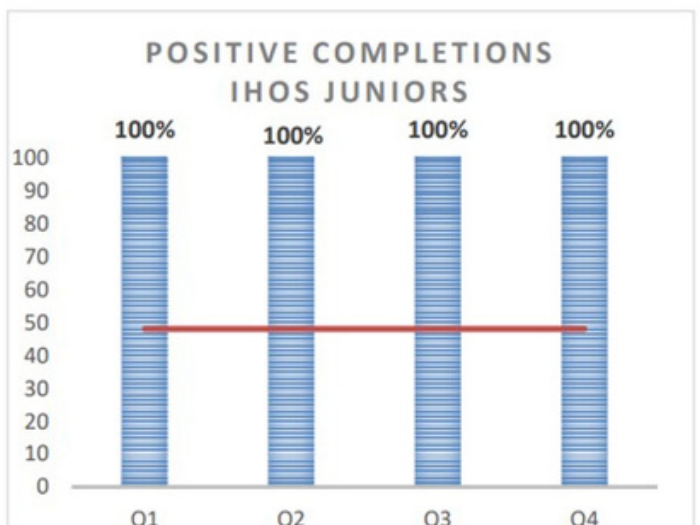
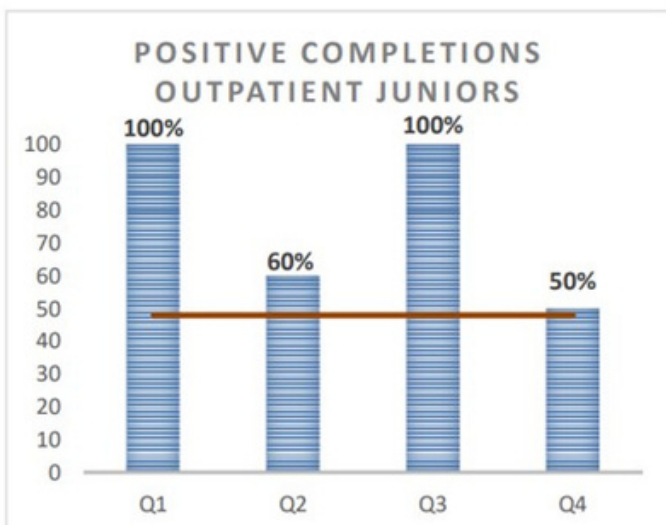
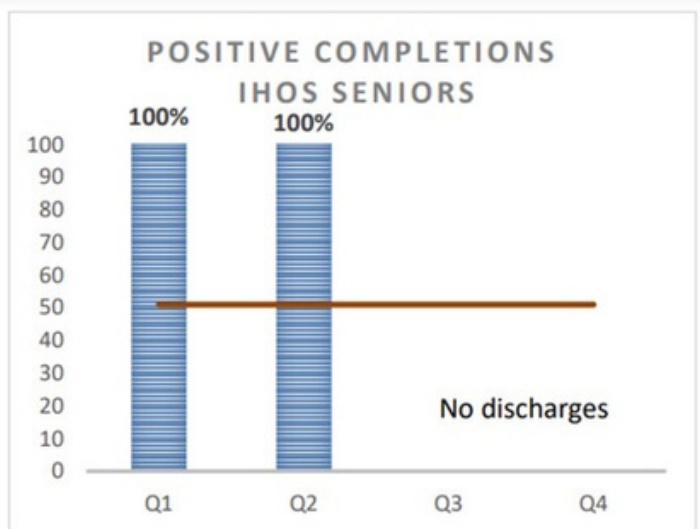
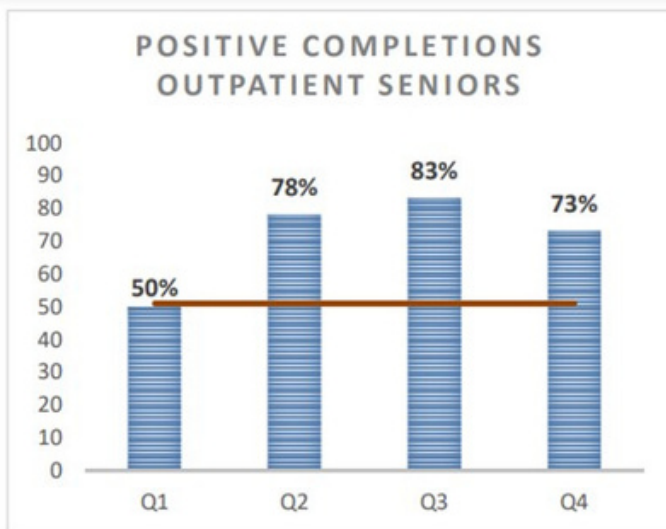
Therapy is offered to individuals ages 13 and older, who exhibit mild to moderate alcohol abuse, drug abuse and/or co-occurring problems. The program treatment is always person focused and may include the family when the person served feels it will benefit an element of their recovery. Therapy emphasizes skill building, parent and adolescent relationship building, therapeutic interaction, and crisis intervention, as needed.

The program builds on family strengths, working from points of strength rather than weaknesses. Services provided through In-Home/On-Site (IHOS) therapy include comprehensive assessment, service and treatment planning, case management, individual and family therapy, and random drug tests. Services are individualized to meet the individual's needs. Individuals served are seen at least weekly.

On occasion, as an alternative to meeting in a home environment, a different location may be utilized, such as a community center, park, or library. In-home services are ideal for those that are unable to attend one of our OP offices due to transportation or other barriers. The average length of participation is 3-4 months. Participation assists individuals in stopping their alcohol and drug use and improving their overall quality of life. Families benefit from enhanced functioning and cohesiveness and reduction in conflict and dysfunction.

# PROGRAM OUTCOMES

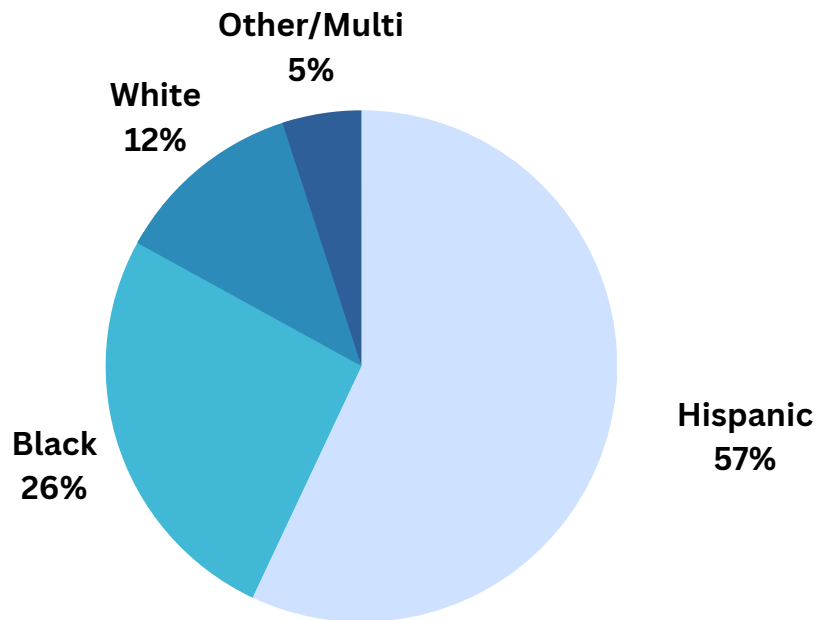
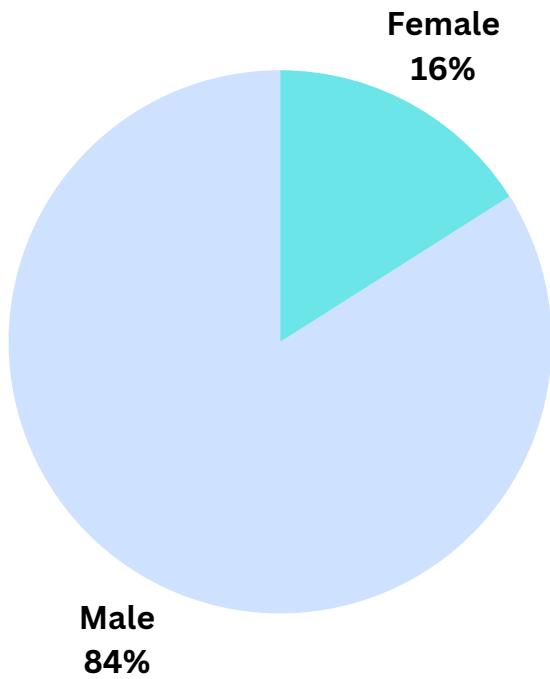
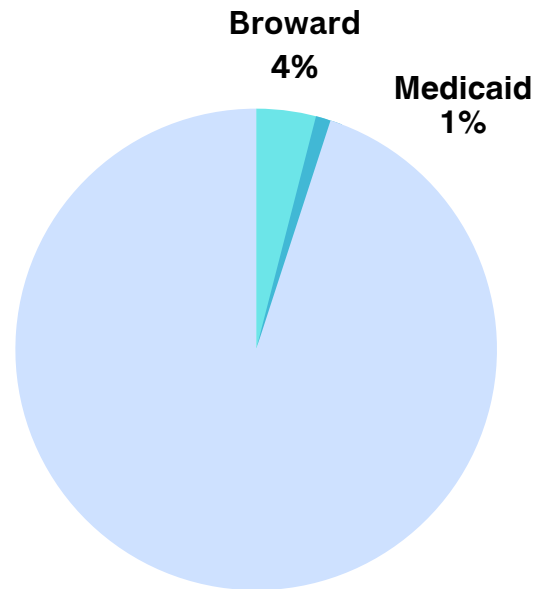
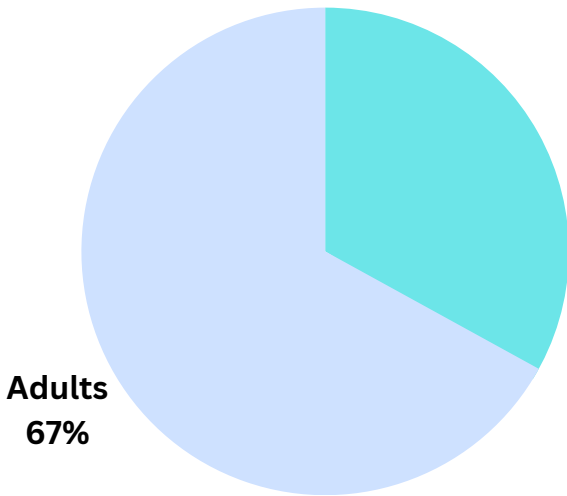
POSITIVE COMPLETIONS Target: 48% for Juniors and 51% for Seniors





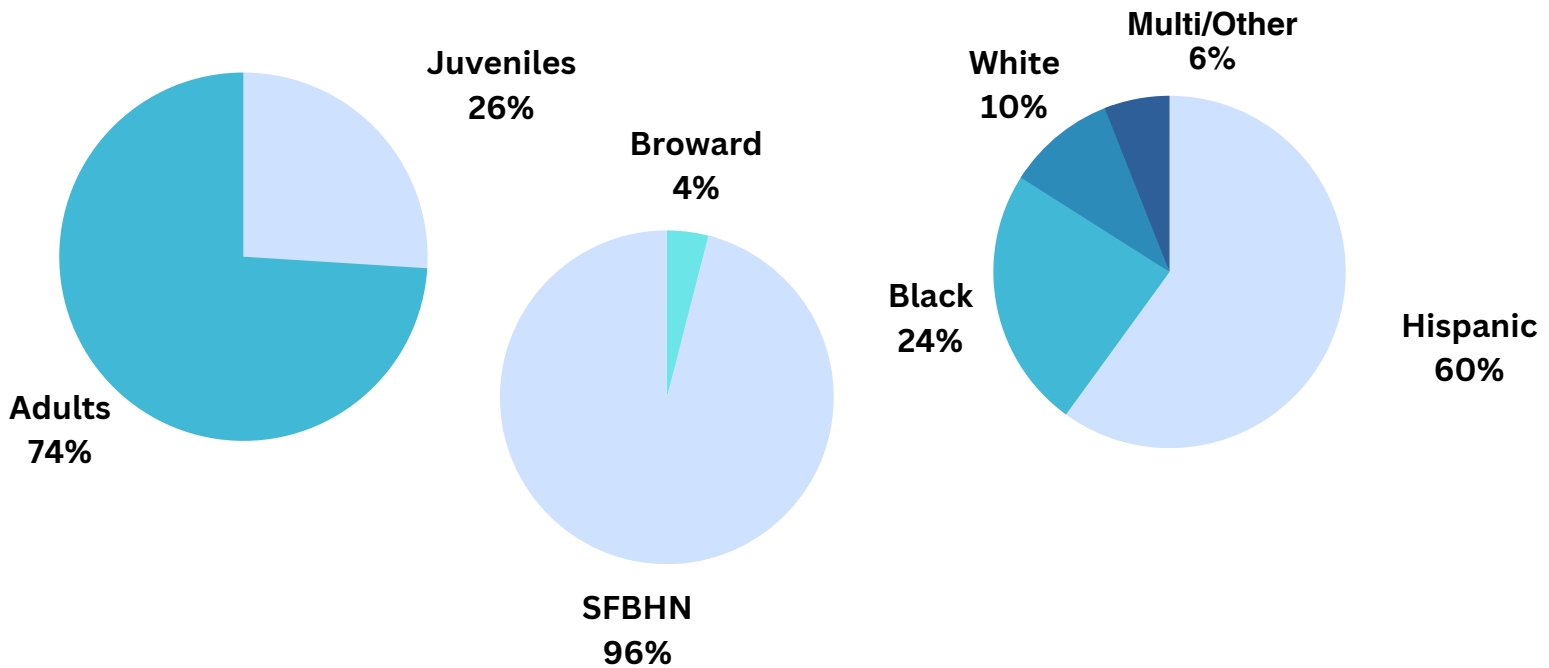
# DESCRIPTION OF PERSONS SERVED

## COMBINED PROGRAMS

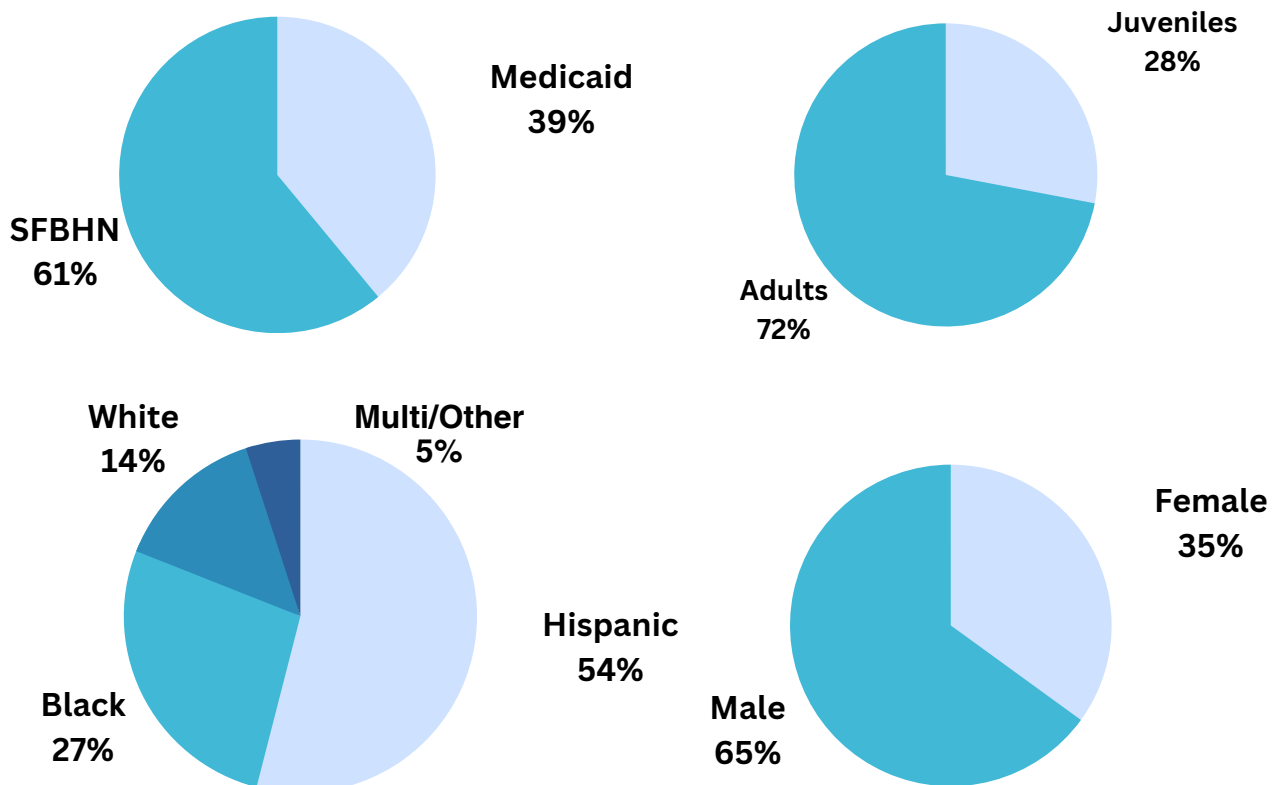


# DESCRIPTION OF PERSONS SERVED

## RESIDENTIAL PROGRAM



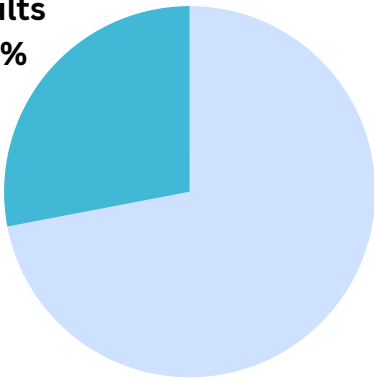
## OUTPATIENT PROGRAM



# DESCRIPTION OF PERSONS SERVED

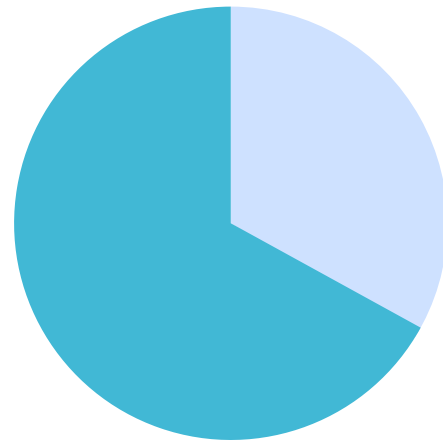
## IHOS/IN-HOME PROGRAM

Adults  
28%



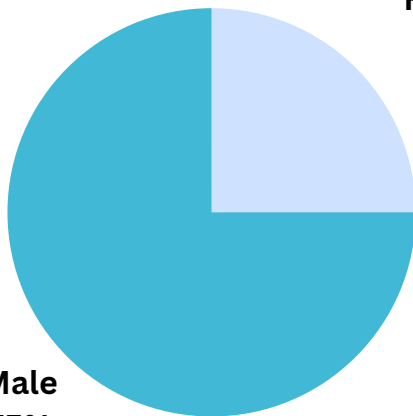
Juveniles  
72%

Medicaid  
33%



SFBHN  
67%

Female  
25%



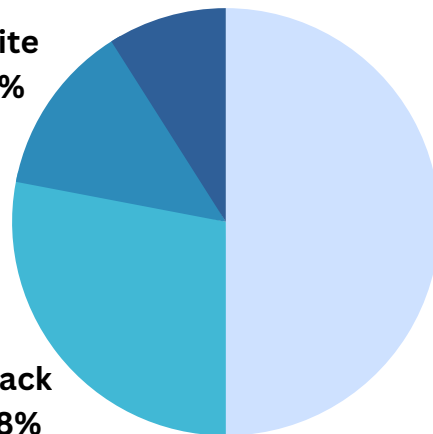
Male  
75%

Other/Multi  
9%

White  
13%

Black  
28%

Hispanic  
50%



# INPUT FROM STAKEHOLDERS

## 2022-2023 Community Survey

### Referrals:

Appointments given timely

- 92% Strongly Agree, 8% Agree

### Communication:

Courteous phone manner

- 100% Strongly Agree

Calls answered promptly

- 92% Strongly Agree, 8% Agree

Staff is responsive

- 100% Strongly Agree

Staff provides timely feedback

- 100% Strongly Agree

Staff sends treatment recommendations

- 100% Strongly Agree

After hours calls answered promptly

- 59% Strongly Agree, 8% Agree, 33% N/A

### Services:

Services meet the clients needs

- 100% Strongly Agree

Staff help clients find the right kind of services for their problem

- 92% Strongly Agree, 8% Agree

Staff courteous, knowledgeable and helpful

- 100% Strongly Agree

### Overall Satisfaction:

Satisfied with services provided

- 100% Strongly Agree

### Comments from Survey Participants:

- I have a great working relationship with the staff and they are very helpful. They also care about the wellbeing of the youths being served at the facility and take pride in providing quality services.
- Here's Help has been a great resource and asset to our youth in the community that are in need of treatment. Every referral has been properly treated and the youth reports great treatment while they are there.
- I've been using them for a month and have had no issues. They call the clients promptly and give us updates if there's any issues.

# INPUT FROM STAKEHOLDERS

## 2022-2023 Family Survey

The Family Survey conducted at the end of the 2022-2023 fiscal year evaluated responses from parents. The survey allowed respondents to assess Here's Help in terms of quality and effectiveness.

The 2022-2023 Family Survey results are as follows:

- 93% of respondents rated Good/Excellent on questions related to Quality.
- 100% of respondents rated Good/Excellent on questions related to Effectiveness.
- 93% of respondents agreed the group helped them learn about how substance abuse affects the whole family.
- 100% of respondents agreed the program helped them learn more about what they can do to help their loved one recover.
- 100% of respondents would recommend the program to others.

## 2022-2023 Follow-Up Survey

The follow-up survey evaluates responses from persons served who successfully completed the residential program. The evaluation is conducted three months post discharge. The survey collects information about employment, school, arrest/incarceration, and follow-up services/treatment.

The 2022-2023 follow-up survey results are as follows:

- 66% were employed or attending school.
- 9% required further legal intervention.
- 28% attended Here's Help Outpatient or In-Home programs.
- 31% attended a voluntary mutual support group.

# SERVICE ACCESS

Thriving Minds manages occupancy for all residential placements. Once Here's Help receives the referral, the admissions appointment is scheduled as soon as possible, with an internal goal of no later than five days.

Per a contract with Thriving Minds, Here's Help's gives priority admission to

- IV Drug Users
- Marchman Act clients
- Pregnant and Parenting Woman (outpatient) HIV positive
- TB positive
- Homeless
- Dependents of the State

The outpatient and in-home programs receive direct referrals from numerous entities and agencies in the community, such as DCF, Thriving Minds, probation, the courts, both criminal and civil, schools and hospitals. Occasionally a residential graduate will enter the outpatient program as aftercare to his residential stay. Individuals served are provided with an intake appointment within days, and if appropriate for the program, can begin therapy services almost immediately. Individuals served may elect to receive individual counseling only or participate in the group setting.

The pandemic negatively affected the outpatient program's numbers served over the past several years due to a number of factors, but we have recently started to see a significant return to normal for those wanting on-site services. In addition to our internal efforts of updating our outpatient flyer and distributing it throughout the community, and participating in various networking opportunities, it appears our regular referral sources have made a full return to normal and referrals have been active. Although In-Home referrals remain lower than pre-pandemic, the regular on-site outpatient program has already admitted 25% of last year's total served in just the first two months of this fiscal year. We hope to see this positive trend continue.

# TECHNOLOGY ASSESSMENT

1. Encryption of sensitive documents and files enabled via O365. Train users how to use and also on proper use of technology and security protocols and procedures in general (locking desktops, not sharing passwords or leaving in plain sight, use of strong passwords, etc.)
2. New modern PC's were purchased for all users and linked to secure domain network hosted in Boca Raton datacenter. Phased out use of older WYSE terminals and upgrading network infrastructure.
3. With implementation of new full PC's to replace terminals, attack surface inherently expanded as a result, thus obtained and installed network wide A/V solution for all machines, both physical and virtual, as well as installing high-end firewall security appliance at both HH campuses/offices. Also, phasing out direct access RDP and requiring use of VPN to connect first before RDP.
4. Backup solution is already in place in Boca datacenter as a separate physical server that backs up the entire production server on a nightly basis.
5. No needs or requirements to export or transport data from environment. Only such case where this is generally needed is to email potentially sensitive files to outside or 3rd party vendors via secure, encrypted email communications which is available via O365.
6. Terminals did not contain any data on them; they were used only to remotely and securely access systems and files that are hosted in the Boca Raton datacenter. Physical "dumb" terminals were replaced with new physical PC's.
7. Remote access is utilized via secure VPN from site to site and for a few mobile users; once connection established via VPN, RDP is then used. Strong password policy has been implemented.
8. Proposing additions of threat locker software on all physical and virtual computers for extra security handling.

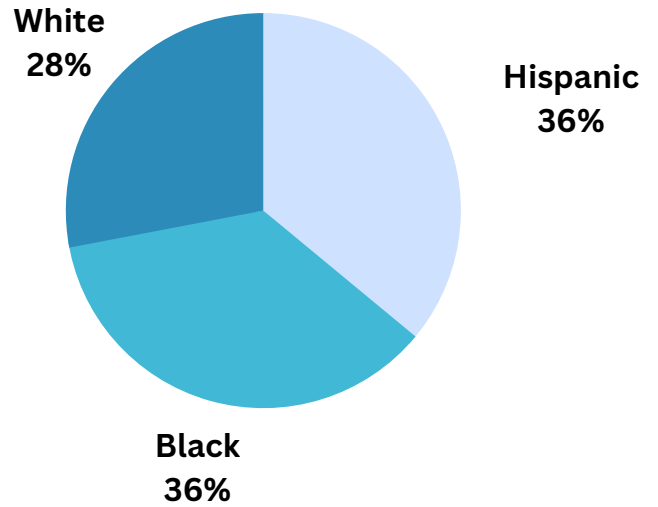
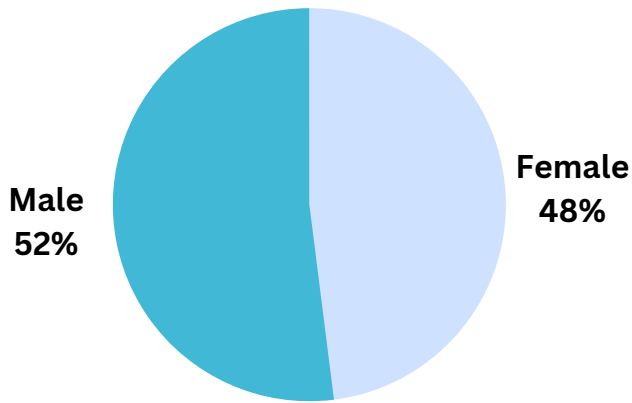
# ACCESSIBILITY STATUS REPORT

AREA	IDENTIFIED BARRIER	SOURCE	STATUS	SOLUTION	DATE REVIEWED
SAFETY	Supervision of school building during classes. Currently one staff member observes classes.	Feedback form Milieu staff	Ongoing	Installation of cameras in school building to eliminate the need for a staff member to observe live.	6/30/2023
SAFETY/ COMMUNICATION	Guests need a way to communicate from main entrance with Milieu desk after hours and weekends.	Staff feedback & observation	Delayed August 2023	Install an intercom system from the main entrance to Milieu desk.	6/30/2023
SAFETY	Back of buildings/property is an area of safety concerns.	Maintenance Manager observation	Ongoing	Add security cameras to back of building / property.	6/30/2023
	Staff safety in offices.	Executive Committee discussion	Ongoing	Looking into adding a panic button to phone system.	6/30/2023
	School buildings need better security.	Maintenance Manager observation	Ongoing	Install electronic keypad door entry system.	6/30/2023
FINANCES	Salaries staying competitive, existing staff and new hires.	Feedback from staff	Ongoing	Continue to explore all funding opportunities.	6/30/2023
TECHNOLOGY	Electronic Health Records (EHR) transition, simplify clinical record process.	Feedback from staff. Trend in the industry.	Ongoing	Knight Software working with us to install EHR and train staff.	6/30/2023

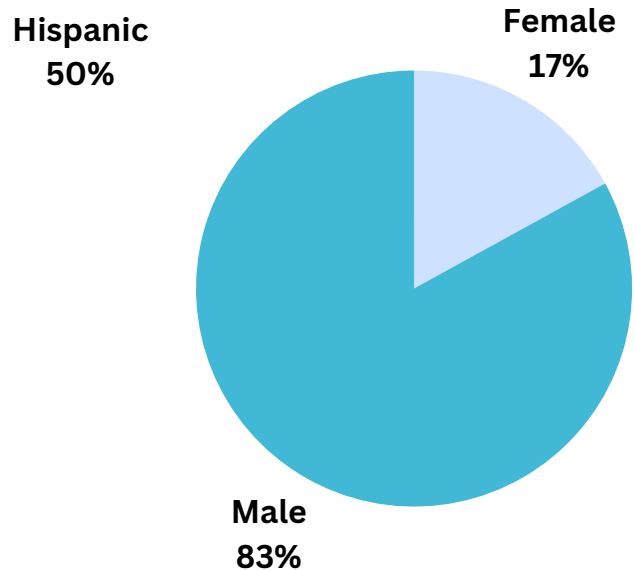
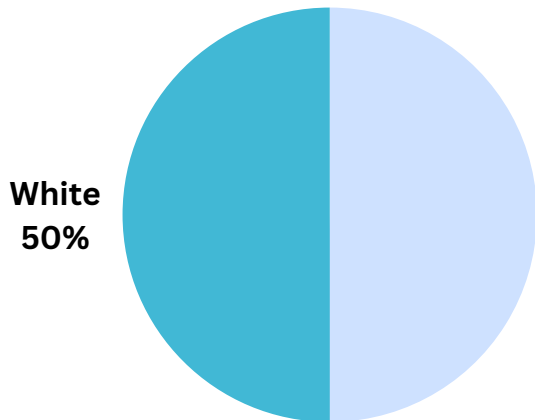


# CULTURAL COMPETENCY ANALYSIS

## Staff Demographics



## Board of Directors Demographics



# QUALITY OF CASE RECORDS

There were a few minor adverse findings this past year. We've modified our internal case record review tool to ensure that we're in compliance in the future.

# FINANCIAL STATUS

For the fiscal year 2022-2023, our residential referrals increased significantly and as a result we had a balanced budget and overall a successful year.

Here's Help was awarded \$250,000 by the Florida Legislature for the 2022-2023 fiscal year to allow us to continue our Juvenile Residential programming without cutting treatment capacity.

We successfully completed the building of our Plumbing School. We recently received a legislative award for funding Plumbing School Operations. We anticipate the classes will begin in August 2023.



# CONTRACT COMPLIANCE REVIEW

During the 2022-23 fiscal year, Here's Help received an annual contract compliance monitoring from South Florida Behavioral Health Network (SFBHN) that contained numerous corrective actions. Here's Help responded with a Corrective Action Plan that was accepted by SFBHN. A new quarterly internal audit has been implemented to ensure that any future monitoring's produce minimal findings.

Here's Help continues to score extremely well on the monthly SFBHN report card. The report card grades the following areas: Data, Fiscal, System of Care, Continuous Quality Improvement, Contracts and Monitoring.

Report card results for 2022-2023:

Month	Grade	Month	Grade
July 2022	A	January 2023	A+
August 2022	A+	February 2023	A
September 2022	A+	March 2023	A+
October 2022	A	April 2023	A+
November 2022	B	May 2023	A+
December 2022	A	June 2023	A+

In addition, all required new contract documentation, as well as monthly/quarterly reports, were submitted in a timely fashion.

# PERSONNEL STATUS

## TURNOVER ANALYSIS

Percentage breakdown for Staff Turnover Reasons:

Resignations	80%
Job Performance	20%
Terminated during Introductory Period	0%
Deceased	0%
Terminations (behavior related)	0%
Lay Off	0%

During the 2022-2023 fiscal year, 20% of our terminated employees lost their jobs due to poor job performance or quality – this is an improvement from the previous year, which was at 30%. Here’s Help always strives to assemble the best team, with the optimal skill set, that can effectively serve the needs of our persons served. For this reason, Here’s Help is always proactive with hiring the optimal candidate for every position and providing quality training to them. In addition, Here’s Help is also proactive in terminating any staff not performing up to the highest standards, especially during the probationary period. Each Department Supervisor remains focused on following Here’s Help’s Progressive Discipline Policy, to ensure that employees are reprimanded and/or terminated in a timely manner.

This year, the most significant turnover (80%) was attributed to “resignations”. The majority of these resignations were related to accepting jobs at better pay rates. Here’s Help was fortunate to maintain most of our employees during the past year, with only five employees leaving the company. It is an ongoing challenge to remain competitive with salaries and we are continuing to explore options in order to increase pay rates.

# INCIDENT REPORTS & FILED GRIEVANCES

Analysis for July 1st, 2022 through June 30th, 2023:

## **Incident reports**

5 Incident reports were filed (all for elopement).

## **Injuries**

There were no injuries.

## **Fatalities**

There were no deaths, overdoses and/or reportable issues.

## **Grievances**

No grievances were filed.

# RISK MANAGEMENT ASSESSMENT

Here's Help, Inc. is committed to ensure service continuity and has developed this Risk Management plan to identify loss exposures and strategies to be taken to counter any potential loss. This plan is reviewed annually by the Executive Committee to analyze and evaluate loss exposures, to provide ongoing management/governance oversight of the efficacy of decisions made regarding risk management/loss prevention activities and implement any necessary changes as may be dictated by a changing service and/or business environment.

Areas of potential loss exposure:

## 1. Service Impact

**Risk Level: Low** (increasing the age to 35 and taking on MAT has worked out well)

**Assessment:** Here's Help anticipated changes in the types of patients we serve and possible service modifications due to a residential age increase to 35 and requirement to do MAT. The organization does not anticipate reductions or exits/transitions precipitated by funding or other resources issues. Additional staff resources required to meet the transportation needs of MAT clients (2023).

**Strategies:** Due to the increased maximum age of residents, additional supervision overnight is needed. An additional night milieu has been hired. Looking to hire staff to transport and / or supervise MAT clinic visits. (2023)

## 2. Property Damage and Person served/Personnel Safety

**Risk Level: Low**

**Assessment:** Here's Help's physical plant at all locations provides reasonable security for patients and staff members. The organization maintains insurance coverage to protect its assets.

**Strategies:**

A. Safety/Surveillance:

- Video cameras were added in the South to enhance security; the video system was enhanced in the North.
- A numerical keypad is being considered for the back door of the facility, to enhance security. (2023)
- North and South cameras can be viewed through staff members' phones.

# RISK MANAGEMENT ASSESSMENT

## **Strategies continued:**

- A new phone system is being looked into that may include a panic button to alert everyone if a staff member is having an emergency situation. (2023)
- North campus electronic video entry system was installed in 2019.
- South staircase lighting enhanced after staff identified it as an issue.

B. Daily inspections of the organization's premises to identify potential safety hazards and scheduling of timely repairs based on priority/urgency.

## C. Insurance:

- The property manager assesses Here's Help's insurance coverage annually to protect the organization's assets in the event of an emergency situation (see item #3).
- Annually at the beginning of the fiscal year, the CEO has a meeting with the agency's insurance agent to review all assets and adequacy of coverage. In addition, a local builder has been asked to estimate the cost to rebuild all owned properties. Coverage is adjusted per the estimates provided.

## **3) Claims against directors and officers, employees and volunteers (including sexual harassment and assault), and professional services.**

### **Risk Level: Low**

**Assessment:** Here's Help, Inc. maintains employment policies, offers initial and ongoing staff development, and has adequate insurance coverage to cover any claims.

## **Strategies:**

### A. Insurance Coverage

Here's Help, Inc. insurance coverage provides protection against claims for:

- a. Person served: general and professional liability insurance (\$1,000,000 - \$3,000,000).
- b. Personnel: workers compensation (\$100,000/\$500,000/\$100,000) and directors and officers (\$1,000,000).
- c. Governance Authority: Directors and Officers insurance.
- d. Others associated with the organization: general and professional liability.

# RISK MANAGEMENT ASSESSMENT

All insurance is reviewed annually to ensure adequacy of coverage. Insurance coverage includes:

- Buildings: property coverage
- Equipment & Inventory: property coverage
- Workers Compensation: workers compensation insurance
- Bonding: employee dishonesty (\$75,000)
- Vehicles: Compensation/collision/liability

In the annual meeting to review our insurance program, all areas are addressed including professional liability, product or services, directors and officers and vehicles. On an annual basis South Florida Behavioral Health Network requires a certificate of liability prior to approving any contracts. The Board of Directors is informed of any material changes in the insurance coverage.

B. Initial and Ongoing training is provided to all Here's Help personnel. A new comprehensive online training program (Relias) was purchased to enhance our staff training. (2023)

C. Here's Help has policies and procedures that address business ethics, professional conduct, and harassment.

## 4) Equipment & Network Vulnerability

**Risk Level: Low**

**Assessment:** Here's Help's accountability system for office equipment, computers and other "high value" items is sufficient to protect against loss, theft, or inappropriate use.

Strategies:

- A. Security cameras, locked administration offices, and access to other offices is screened.
- B. A cloud computing system provides additional protection for monitoring and backing up computer data.

## 5) Health & Safety

**Risk Level: Low**

**Assessment:** Here's Help's health and safety plan appears effective in identifying possible risks and hazards and includes policies to address these concerns.

Strategies:

1. Annual Health and Fire inspections
2. Emergency Preparedness/Disaster plan
3. Health & Safety policies and procedures including an infection control policy signed by the Medical Director.



# RISK MANAGEMENT ASSESSMENT

## 6) Financial Misconduct/Misappropriation of Funds

### Risk Level: Low

**Assessment:** Here's Help has an adequate oversight system in place to minimize the risk of misappropriation of funds.

### Strategies:

A. Preventive measures include:

- A facial recognition time clock system.
- Cross check of subcontractor invoices with the facial recognition system.
- Locked entrance to administrative offices.
- Locked safes/drawers within admin for checks and cash.
- Security cameras throughout facility.

B. Here's Help has developed a corporate compliance program to prevent fraud, waste, and abuse.

C. External oversight includes multiple monitoring events and/or audits such as a CPA's independent audit and the annual SFBHN monitoring.

D. Additional internal controls include:

- Monthly bank reconciliations prepared by the COO and reviewed by the CEO.
- Dual control of cash (two staff members must be present for cash deposits).
- CEO reviews every cleared check daily through the bank's website.
- Monthly review of budget/actual reports
- Quarterly review of financial statements

# REVIEW OF STRATEGIC PLANNING ACTIVITIES

## **Goal 1: Regenerate Residential and Outpatient referral**

Due to the pandemic, there has been a serious decline in referrals for Residential and Outpatient treatment. The most significant decline is with juvenile referrals. There is a need to find transportation options for Outpatient persons served.

### **Progress Report on Goal #1:**

1. Flyers were printed and distributed (August 2023).
2. The CEO invited a juvenile court judge and the director and staff from the Juvenile Assessment Center to a brainstorming meeting (July 2023).
3. More adult groups and less juvenile groups were offered in the Outpatient program starting in May 2020. Accommodations were made to ensure the health and safety of participants during the pandemic and then adapted once the pandemic subsided. Due to parents not wanting to drive more than once a week, and limited consequences for non-compliance, it is an ongoing challenge to fill the juvenile groups. Health concerns related to the pandemic have also impacted in-home participation. We will continue to adjust as needed (2023).
4. Additional Telehealth has been limited due to no drug testing. Annual Zoom license to assist in this effort is being funded at \$150 per year.
5. Outpatient therapists have been focused on specialized training to meet community demand. All have completed trauma training, and two therapists have DBT training. One therapist just completed a training in New Orleans on Assessments that she enrolled (and paid for) on her own (2023).
6. Online training program (Relias) was added in May 2023. The annual cost is approximately \$3500.
7. A Newsletter is being developed (August 2021). The newsletter is being sent out to the community via email (2023).
8. Residential adult referrals significantly increased (January 2023)
9. Residential juvenile referrals increased (May 2023)
10. We have not yet created a list of transportation options (July 2023).
11. The Executive Committee decided to restart outreach via social media (July 2023).

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## Goal 2: Implement EHR

### Progress Report for Goal #2:

1. This has been dragging on for years without a finished product. The reason stated (FASAMS) is legit and has caused many delays. (March 2020).
2. Still delayed. Hopefully will launch by end of 2021.
3. Starting to have weekly meetings with KIS as of August 2021.
4. The Clinical Director, Admissions Coordinator, a therapist, and the CEO are meeting weekly with KIS-Knight Software. Does not feel like we're close to finalizing, but we are making progress (2023).

## Goal 3: Build plumbing School

With the funds obtained through a Florida Legislation Protect, Here's Help is building a plumbing School that will provide persons served in our Residential Program to learn a skill that is in high demand.

### Progress Report for Goal #3:

1. The building is two thirds complete with a target date for completion December 2021.
2. The building is complete (April 2022).
3. Florida Legislature approved funding for plumbing school operations, pending not being vetoed by the governor. (June 2023)
4. Allocation of personnel to assist this effort has been successful in that the Maintenance Director and CEO coordinated with the contractors, the CEO worked with the Department of Education, and he also worked with a lobbyist (already compensated for other projects so no additional funding was needed). (2023)
5. The Maintenance director is in the process of looking for an instructor to help oversee the school. However, hiring the person is contingent upon a grant from the Florida Department Commerce (2023).

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## **Goal 4: To further outline our succession planning**

As the upper management team has been with the organization close to 50 years and may want to retire or semi-retire sometime in the foreseeable future, we'd like to further outline our succession planning.

### **Progress Report for Goal #4:**

1. No definite timeline...Liz and Jenny are being groomed. Ongoing item. (March 2020)
2. The board voted for the CAO/CFO to be the new CEO (2023). The former CEO retired and his employment terminated in July 2023.

## **Goal 5: Periodic South Facility Upgrades**

Based on feedback from clients and the community, we have identified the need to make periodic upgrades to our South facility.

### **Progress Report for Goal #5:**

1. New hurricane shutters have been installed (5/2018)
2. New video security entry system was installed (3/2018)
3. Painting has been completed (March 2021)
4. More upgrades are needed. Difficult to coordinate North Campus maintenance crew to travel to South. (3/2020)
5. Flooring (4/2021)
6. Hand blowers removed (4/2021)
7. New furniture (6/2021)
8. It was determined that upstairs bathroom tiles were not needed after removing hand blowers and painting. The only remaining item is the air quality check. However, symptoms have improved for all staff so the issue may have resolved on its own (2023).
9. To-date \$23,500 has been spent on the upgrades with a remaining \$500 allocated for the air quality check (2023).

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## **Goal 6: Balance the Budget by Achieving Permanent and Adequate Funding**

Due to our desire to continually improve / upgrade our programming and to stay competitive in the marketplace (salaries), we seek new sources of funding that will meet this objective.

### **Progress Report for Goal #6:**

1. 2017 and ongoing - Broward Behavioral Health Coalition has been purchasing residential beds. Broward increased funding (October 2018).
2. Grants / Foundations has been very minimal focus. Private patients was explored but is not a good fit for us. Medicaid can't be for Residential (unless laws change...there's something called the IMD rule...if you have 16 beds or more you can't bill Medicaid for Res). So any Medicaid expansion would need to be OP / IHOS, and we discussed that challenge in goal. #1. BBHC increased funding is our greatest potential for additional funding. Also, for the final four months of this fiscal year we're going to receive some SOR Grant funding. There is a possibility that could continue into the 2020-2021 FY. (3/2020)
3. Added additional SOR funding (7/2021)
4. A balanced budget has been achieved (2023)
5. Rate increase for residential level II beds will allow us to more easily earn our contract dollars from SFBHN and seek additional funding. (June 2023)
6. We've been successful in increasing our budget with SFBHN. We've achieved a balanced budget. Strategy (C) is not needed at this time since the goal has been met successfully. (2023)

## **Goal 7: To plan for fundraising post John (Footy) Kross.**

Here's Help has been very fortunate to have John (Footy)Kross raise millions of dollars for the organization over the years, but after almost 50 years with Here's Help, we need to start to plan for the day his fundraising efforts will start to slow down.

### **Progress Report for Goal #7:**

1. Some planning meetings, nothing concrete yet (late 2017, early 2018)
2. Since the pandemic, fundraising efforts have been put on hold, with no changes to that anticipated in the near future (2021-2023)
3. Discussion has identified a need for a marketing/fundraising person to be hired in the future to assist with this goal. Approximately \$1,000 a month is needed. There are no immediate plans to proceed with this strategy (2023).

# SPECIAL PROGRAMS & ALTERNATIVE THERAPIES

**CULINARY ARTS PROGRAM:** This program includes hands-on culinary training, combining classroom with cooking experience in Here's Help's industrial kitchen. Individuals served learn the basics of cooking and baking. They progress through achievement steps, with tests assessing progress before moving to the program's next level. Part of their schooling also includes obtaining the Servsafe and Food Handlers certifications.

**THE INTENSIVE GED PROGRAM:** Is designed to reduce the amount of time necessary to prepare students for the GED by focusing instruction on essential GED skills.

At the conclusion of the program the individuals served will take their GED tests at Miami Dade Community College.

**COMPUTER GRAPHICS PROGRAM:** Designed to strengthen the participant's digital literacy skills and prepare them to pursue a career in the information technology industry. The curriculum covers the basics of computer operations, such as effectively using a keyboard, mouse, Windows programs, etc. They will also learn writing skills to create a business letter, resumes, brochures, etc. In addition, they will learn the process of transferring computer designs onto other objects, specifically t-shirts and banners. These skills will enable students to find internships and jobs in the applicable field upon graduation.



# SPECIAL PROGRAMS & ALTERNATIVE THERAPIES

**PLUMBING SCHOOL:** Here's Helps Plumbing School will begin classes in August of 2023. The new program will train individuals served to excel in a well-paying profession that is in high demand and can provide stable employment post treatment. We expect 25 young adults per year to participate in the program.

**PHOTOGRAPHY PROGRAM:** Here's Help's Photography class offers instruction on techniques that involve self-conducted and self-initiated photo-based activities, where a person or a group takes photos as a form of therapy. In such situations, there is no professional counselor or therapist working with the person in need of therapy. It is only the photos and the activity itself that provides the therapy, with the assistance and direction of the photography instructor. Photography allows for growth into the technology sector. Both film and digital photography requires elements of design, which easily cross over into the digital world. Digital editing teaches individuals served how to use computers and various software programs. Cameras, lighting and professional back-drops are part of the class. Individuals served learn the editing of photos on computer programs designed to enhance their work. Our class provides the technology for students to create, edit and enhance snapshots; transforming their pictures into a personal form of art, design and expression.

**MUSIC LITERACY PROGRAM:** Components include sessions on theory, voice enhancement activities, song writing, movement activities to strengthen physical coordination and a sense of rhythm, production techniques (recording and editing), as well as teaching musical notation and learning about musical instruments. Participants learn the techniques and tools of professional artists while experiencing education, artistic exploration, job opportunities, and hands-on entrepreneurship.