



Smith Community Mental Health 2021 Performance Analysis

Who We Are:

Mission

The mission of Smith Community Mental Health is to provide an array of quality behavioral health services and to deliver sensitive, compassionate health care with a commitment to the preservation of human dignity.

Vision Statement

To play a leading role in the community by identifying needs and, in turn, developing and delivering quality mental health/substance abuse services and specialty programs that enhance the spectrum of services available in Broward County

To ensure the viability of its programming with a variety of funding streams

To employ and retain a full array of talented, ethical professionals who experience professional gratification and growth

Smith Community Mental Health will offer opportunities to enhance the skills and knowledge of its employees through continuing professional education

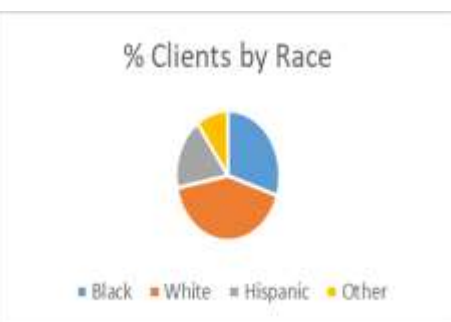
Person Centered Philosophy

All agency treatment and service planning will be directed by the values and principles of a Recovery Oriented System of Care (ROSC), which is an Evidence Based and Person Centered approach to mental health and substance abuse services. ROSC focuses on the process for planning and supporting the individual / family receiving services in a way that builds upon the individual's capacity to engage in activities that promote community life and honors the individual's preferences (ie, gender of therapist, convenient appointment times, therapist's ethnicity or language spoken, etc.), choices, and abilities. The process for planning and supporting the individual will also be reflective of any concurrent disorder/disabilities and any comorbidities. The ROSC and/or person centered planning process involves families, friends and professionals as the individual desires or requires.

Who We Serve

Total Clients Served in 2021
1379 Persons Served

Race 1	% Clients
Black	30%
White	42%
Hispanic	18%
Other	10%

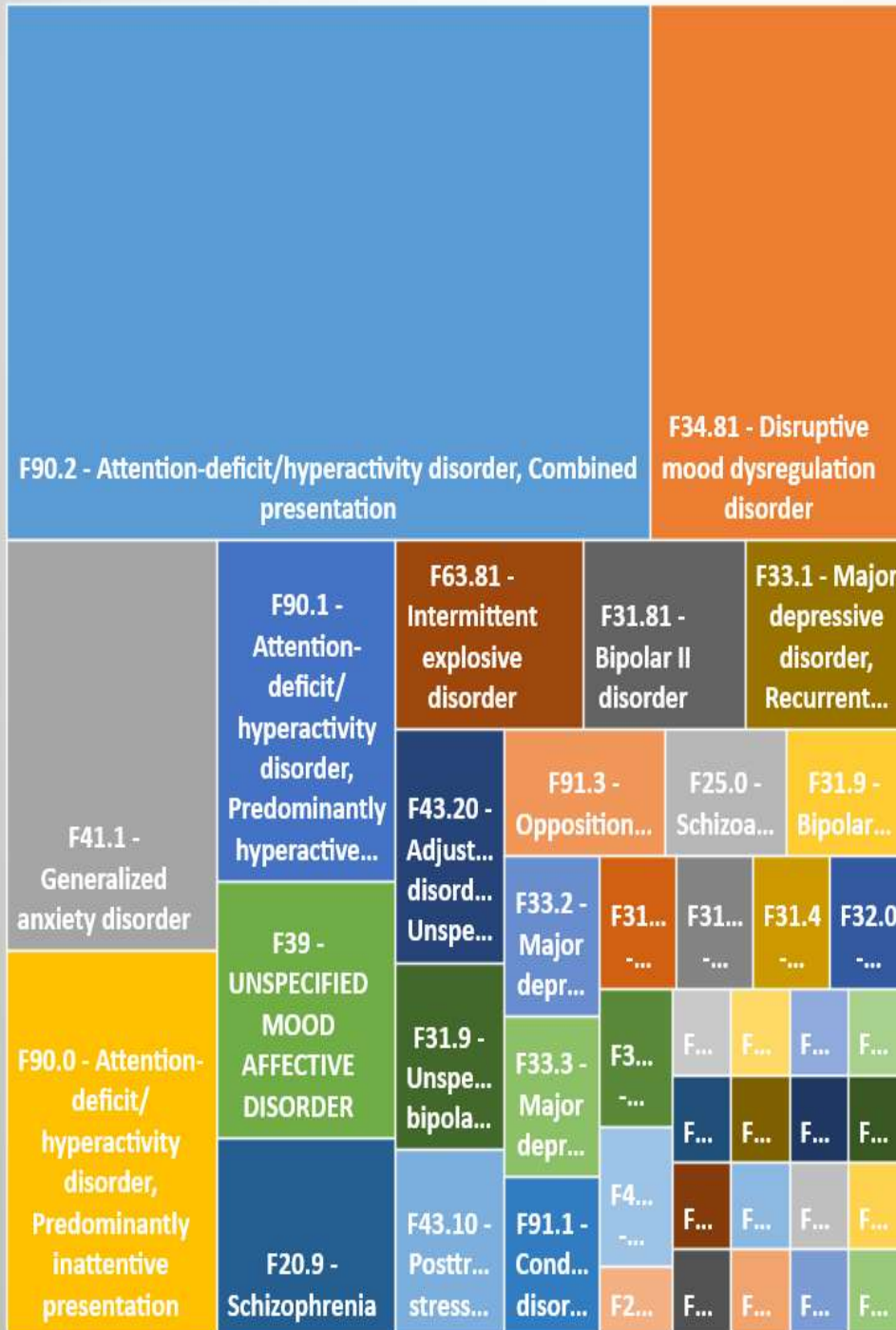


Gender	% Clients
Male	52.79%
Female	46.92%
Other	0.29%



Clients Served by Diagnosis

Clients Diagnosis Analysis



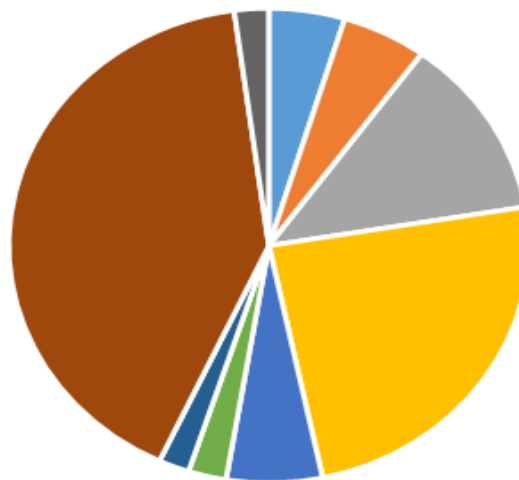
- F90.2 - Attention-deficit/hyperactivity disorder, Combined presentation
- F34.81 - Disruptive mood dysregulation disorder
- F41.1 - Generalized anxiety disorder
- F90.0 - Attention-deficit/hyperactivity disorder, Predominantly inattentive presentation
- F90.1 - Attention-deficit/hyperactivity disorder, Predominantly hyperactive/impulsive presentation
- F39 - UNSPECIFIED MOOD AFFECTIVE DISORDER
- F20.9 - Schizophrenia
- F63.81 - Intermittent explosive disorder
- F31.81 - Bipolar II disorder
- F33.1 - Major depressive disorder, Recurrent episode, Moderate
- F43.20 - Adjustment disorder, Unspecified



What We Do



Clients Served by Program



- Adult Broward County
- Case Management
- Family Strengthening
- Medical
- New Day
- Peer Support
- Therapy Day Treatment
- Therapy Outpatient
- TIP



Client Satisfaction



Client Comments

- “Thanks again Ms. Karen for all of your help 😊”
- “Intake process was easy”
- “Very good programs”
- “Very helpful”
- “Great service and treatment team of therapist, psychiatrists and support staff
- “Extremely pleased with service received today”
- “Thank you”
- “Amazing service from Scott so far, feeling that my therapist sessions will be great”
- “I’ve just started this with my son but Karen was extremely helpful and we are both pleased and excited to see what’s in store”
- “Ms. Karen was truly a gem. She was so informative. One can tell she’s very knowledgeable. I hope this helps my son.”
- “I LOVE THIS PROGRAM AND ALL THE PEOPLE WORK WITH US, I’M REALLY SO SATISFIED WITH THEM”
- “One thing I want to highlight is the great team collaboration to ensure all services are consistent. I love to see more clear review of goals and progress to qualify and quantify behavioral shift progress. If there is a virtual meeting, I would rather it gets schedule by providers to minimize the admin overhead on our family. Other than that, your team is super diligent and effective. Very happy with your services.”
- “Scott was very easy to speak with and made us feel very comfortable”
- “The intake was great and I’m very hopeful for the therapy and we are ready to get started.”
- “Great service, thank you”



Zero Suicide Initiative

Smith Community Mental Health has adopted the philosophy and guidance from the Zero Suicide Institute, adopting Zero Suicide best practices and evidenced based clinical care practices. The Zero Suicide model is based upon 7 elements.

1. Lead – From leadership throughout the ranks of the organization, all staff are committed and dedicated to learning and implementing Zero Suicide practices, including working within a blame-free environment.
2. Train – We continuously train and develop a competent, confident, and caring workforce who successfully engage and treat people in need of suicide care.
3. Identify – We screen and assess people using standardized tools to assess risk level and determine their course of treatment and next steps.
4. Engage – We engage all individuals at risk of suicide using a suicide care management plan.
5. Treat – We treat people with suicidal thoughts and behaviors directly using evidence based treatments.
6. Transition – We assist people to transition from one service or provider to another through supportively walking them through the steps and providing caring contacts and “bridge” appointments.
7. Improve – We improve our policies and procedures through continuous quality improvement.



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