

2021 - 2022 ANNUAL REPORT



NWF Health
Network

TWENTY YEARS OF SERVICE

FROM THE DESK OF CEO MIKE WATKINS



With little more than a copy machine, a handful of hand-me-down desks and a “can-do” attitude, Big Bend Community Based Care, Inc. (BBCBC) was formed twenty years ago through the vision of Disc Village, Camelot Community Care, and Children’s Home

Society. The idea was bold and was widely debated as we were charged with creating local solutions to the problems facing Florida’s most vulnerable.

The Big Bend. Canvassing the original District 2B, BBCBC began serving families under a local governance model. Soon we were asked to absorb the care of children in District 2A. Led by a local Board of Directors, we focused on creating community-based solutions that demanded accountability in a competitive marketplace. The “community table” grew and we organized into manageable workloads as we were able to keep more children at home while reducing the length of time children spent in foster care.

As a result of the shift from state-run to locally governed care, today there are 40% fewer children in foster care across the panhandle.

Fulfilling Our Commitment to Excellence.

Our network values excellence and our commitment to succeed is seen in our continued accreditation through the Council on Accreditation and the fact that we were awarded the Governor’s Sterling Award in 2016, becoming the only network to be recognized in this way. We continue to push the envelope of innovation by hiring the most talented leaders resulting in our team being routinely recognized by DCF, the Governor’s office, and other stakeholders for unwavering excellence.

Integrating Our Care. In 2014, BBCBC was the first Community Based Care agency to also be awarded a Managing Entity contract to provide substance abuse and mental health care for indigent and crisis populations. To this day, we remain the *only* lead agency in Florida to hold both contracts! This unique structure allows us to work efficiently and effectively with local schools, law enforcement, and local communities on ongoing challenges and to respond to mental health and substance abuse needs for priority populations. These challenges include Hurricane Michael recovery, opioid



addiction response, drug abuse prevention, and COVID-19 — all of which demanded unique collaborations and local solutions. Our network’s understanding of the people we serve has resulted in innovations like in-school telehealth, AI mental health through Cass, a drug prevention campaign, medically assisted treatment in jails, and continuity of service delivery through catastrophes. Today we deliver more rural access points to meet those we serve where and how they need to be served.

For twenty years, we have accepted responsibility for serving an ever-changing landscape and our way of providing the highest level of service and the best use of resources. We attribute our successes to the strength of our network and the talent of our team. We will always prioritize those directly caring for others while maintaining the lowest administrative overhead in the state. **As we look forward to the next two decades, we will strive to further increase access for those in need, grow our partnerships at the local level and invest in our network and in our team.**

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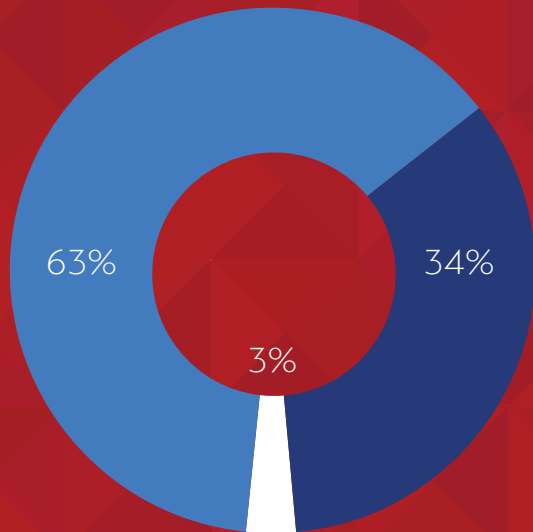
Gerald Waters, Director

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FINANCIAL UPDATE

Expenditures during the 2021-2022 fiscal year were incurred for the following purposes:



63% Mental Health and Substance Abuse Managing Entity

34% Community Based Care Lead Agency

3% Other: Operational and Administrative

2021-2022 was a record-breaking year for NWF Health Network. With a budget of approximately \$144 million, NWF Health was able to renegotiate the CBC Lead Agency contract with the Department of Children and Families for circuits 2 and 14 during the 2021-22 year. In addition, nearly all of our staff that had worked remotely due to COVID-19 returned to service centers and offices across our 18-county area.

NWF Health Network is excited to report that even on the heels of significant disruption to business from COVID-19, administrative service expenses remain at rates less than 3% (unaudited). Management at NWF Health takes pride in the ability to maintain these administrative service expenses at such low levels, especially considering the ever-increasing administrative requests and programmatic service mandates with no additional administrative funding. NWF Health Network has been able to consistently maintain administrative expenses at these low levels for more than ten years while providing high-quality, innovative services.

Due to historic legislative funding, the CBC Lead Agency contract for circuits 2 and 14 will increase by approximately \$8.5 million for the 2022-2023 fiscal year. In addition, in August of 2022, NWF Health was awarded the transition contract with DCF to provide Lead Agency services to Circuit 1. Much focus for 2022-2023 will be on transitioning the Circuit 1 Lead Agency functions into NWF Health operations,

including the onboarding of approximately 100 new employees and multiple system partners. The award of the Circuit 1 contract makes the NWF Health Network covered population larger than eleven states. Full implementation of the Circuit 1 contract will occur November 1, 2022. The annualized impact of the Circuit 1 contract on NWF Health's budget is anticipated to be \$79 million. For the 2022-2023 fiscal year, the budgetary impact is anticipated to be approximately \$56 million.

NWF Health Network continues to provide fiscal accountability through presentation of bi-monthly financial statements to its board of directors. Fiscal operating plans are reviewed by the finance committee and then forwarded to the full board for approval. An annual audit committee of the board of directors reviews the results of the Independent Auditors' Audit Report. James Moore & Co serves as the independent auditor for NWF Health Network and issued an unmodified opinion on the most recent audited financial statements.

LORI GULLEDGE



Lori Gulledge joined NWF Health Network (then Big Bend Community Based Care) when the organization was first formed. Twenty years later, Lori is retiring and passing on the reigns to our new Chief Financial Officer, Rae Kerr. As I look back on twenty years of NWF Health Network, an essential part of that history is the role Lori played in making NWF Health into what it is today.

Though Lori began her career in the private sector, she had experience working in several non-profits before joining NWF Health, including the FSU Foundation, Elder Care Services, Capital Area Community Action, and Children's Home Society. Originally from Tallahassee, Lori spent some time in Atlanta before coming home to attend Florida State University.

In looking back on her career, Lori reminisced about balancing the organization's finances with just a checkbook and all five of the agency's employees getting together around a conference table once a month to stuff checks in envelopes to send to foster families. Those five employees worked out of borrowed office space - now NWF Health has hundreds of employees and owns several offices across the now-18 county coverage area. I remember those days fondly and am certain that we could not have grown the way we did without Lori's steady leadership and guidance.

Lori also oversaw the growth of the organization from an annual budget of \$12 million to \$140 million by the time she retired (which is now more than \$200 million). Because of her diligence and dedication, I'm proud to say that NWF Health has only ever received clean audit reports in its two decades of operation. In fact, our new CFO Rae Kerr was initially recruited by Lori from her work auditing the organization.

In early 2022, Lori told me it was time for her to transition to a new role within NWF Health and support Rae's promotion to Chief Financial Officer. After working together for so many years, the transition was seamless. We have another fantastic leader on the executive team in Rae Kerr and we were able to keep Lori within the organization in a role that allows her more time for her family. Lori remains part of our vision for the future of NWF Health and I look forward to continuing to work together for decades to come!

Mike Wotkin

CONTINUE THE MISSION

In March, NWF Health Network set its focus on recruiting veterans and military spouses to fill open positions in child protection. Signing bonuses were offered to qualified applicants and a communications campaign was deployed to raise awareness. The project was named “Continue the Mission” to represent the continuation of one’s service to our country, from serving in the military to serving the children of our community.

First Lady Casey DeSantis was inspired by the program and took the initiative statewide in collaboration with the Florida Department of Children and Families and the Florida Department of Veterans Affairs. Together, the agencies are actively recruiting veterans, military spouses, and former law enforcement officers for flexible career opportunities in the child and family well-being system. They are also identifying candidates to serve as mentors to children in need, as new case managers, and as child protective investigators.

“Our veterans, military spouses and former law enforcement officers are a group of men and women who have dedicated their lives to serving our country and keeping our communities safe,” said First Lady Casey DeSantis. “I am excited there is a new pathway for these heroes to ‘Continue the Mission’ through rewarding career and mentorship opportunities protecting Florida’s children. We are not only helping children across the state, but also helping veterans and retired law enforcement with their mental and emotional well-being who may feel as though they’ve lost their purpose once they’ve left active duty or have retired.”



NWF HEALTH NETWORK LAUNCHES TESS

NWF Health is always looking for new tools and technologies to support our community and clients. To provide more comprehensive support to middle and high school students specifically, we sought out and found a cutting-edge technology that we hope will have a unique appeal to Generation Z.

NWF Health is excited about our engagement with X2AI, a company that has developed a self-help chatbot powered by artificial intelligence called Tess.

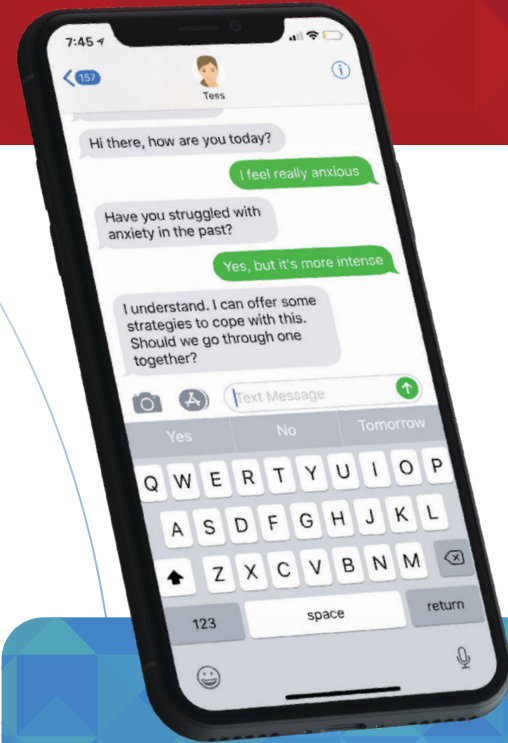
Built by a team of clinical psychologists, Tess is a mental health chatbot that provides self-help chats through texting messaging – just like texting a friend or mentor. Tess is a data-driven approach to supporting a new generation of teens, having been the subject of numerous research studies including nine peer-reviewed studies, four randomized controlled trials, and eleven ongoing research projects. Chatting with Tess has been shown to reduce symptoms of depression by 27% and symptoms of anxiety by 30% in users with severe symptoms.

Tess supports students by listening to their concerns and delivering psychoeducational

content and mental health coping techniques that apply to each student's unique circumstances. The program is trained to detect urgent crises and intervene at critical moments when needed. To date, Tess has de-escalated over 9,000 acute mental health crises across the many communities where it has been deployed. When a crisis is detected, Tess puts students in direct contact with our local mental health support partners to increase support and provide a higher level of care with trained professionals.

During the first conversation with a new user, Tess will triage the user to determine the right tools to use and the proper level of care to provide. Assessments including the GAD-7 and PDQ-9 are often used in users who report experiencing symptoms of anxiety or depression, and the results of these assessments informs how Tess can best support the user.

Since the rollout of Tess in March of 2022, it has been used by more than 1,000 individuals and so far, has received an astonishing 100% helpfulness rating by users in our community.



As Tess is available 24 hours a day, 7 day a week, 365 days a year, our reach has expanded in ways that were unimaginable just a few short years ago.

S.M.A.R.T. METH PREVENTION PROJECT

NWF Health Network partnered with the Franklin County Sheriff's Office, DISC Village, and 211-Big Bend to create SMART: Stopping Methamphetamine Among our Teens. The project aims to prevent methamphetamine use among rural teens in Holmes, Washington, Calhoun, Franklin, Jefferson, Madison, and Taylor counties.

SMART includes outreach to teens on how and why to stay meth-free and outreach to adults with information on resources available if they suspect a teen in their life is at risk of trying methamphetamine. While rates of methamphetamine use have dropped nationwide over the last decade, they have increased dramatically in rural communities, including those in North Florida.

Messaging for the project was developed after an academic literature review, a poll of residents in the target counties, interviews with current inmates incarcerated for methamphetamine-related charges, interviews with former methamphetamine addicts, and interviews with substance abuse counselors who work with people addicted to methamphetamine.



"I am proud to spearhead this effort to protect our teens and raise awareness about the dangers of methamphetamine addiction," said NWF Health CEO Mike Watkins. "NWF Health has brought together leaders and experts from across North Florida to develop an evidence-based, comprehensive solution to methamphetamine use among teens and young adults. I am grateful for the support of Franklin County Sheriff A.J. Smith, DISC Village, and a host of other local entities and individuals that lent their expertise and support to this effort."

The project was initially conceived of during a conversation with Franklin County Sheriff A.J. Smith. "Throughout my tenure as Sheriff of Franklin County, my officers and I have worked tirelessly to make our community safer by getting methamphetamine off our streets and rehabilitating those addicted to the drug so that they can become healthy, productive members of our community," said Sheriff Smith. "We provide support in the jail, but I would much prefer these young folks never try methamphetamine and end up in my jail in the first place."

Along with mass communications to the targeted communities, the effort includes an in-school curriculum that has been distributed to the schools in the initial target geography as well as other nearby school districts that requested it. The curriculum includes videos featuring subject matter experts and inmates in jail on methamphetamine-related charges. Tess, an artificial intelligence chatbot, was also integrated into the curriculum. Tess will provide a free, 24/7 resource to teens to help them develop healthy coping mechanisms and connect them to live care as needed.

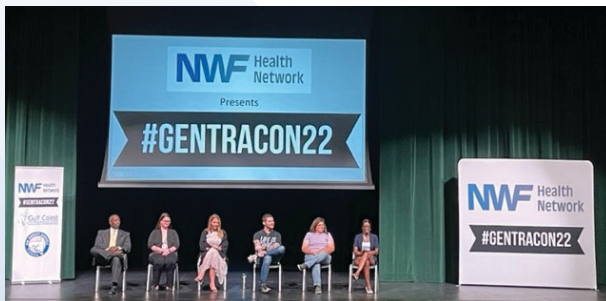
GENTRACON 2022

Inspired by the trauma brought on by Hurricane Michael and its lasting impacts, NWF Health Network developed and hosted its inaugural GENTRACON! The Generational Trauma Conference (GENTRACON) focused on educating child welfare employees on how to manage and support individuals through generational trauma.

Generational trauma is the adverse effects on children and grandchildren resulting from extreme, prolonged stress among adults. Generational trauma can be silent and unrealized by families, surfacing only through nuance or taught or implied throughout a child's life from an early age. While the destruction caused by Hurricane Michael initially inspired NWF Health to develop this conference, a number of ongoing events make it especially timely, including COVID-19.

With all the fanfare imaginable, GENTRACON 2022 took place on June 7th and 8th in Panama City, Florida, at the Gretchen Nelson Fine Arts Auditorium at Mosley High School. The atmosphere was electric with the expectations of lives being changed by this amazing conference! There were several nationally-recognized keynote speakers. The presenters included Paris Goodyear-Brown, Tonier Cane, Johnny Crowder, Julie Radlauer, Keith Bostick, Julia Grimm, and Dana Clah. The subject matter presented included the traumatic experiences of Native Americans, historical racism found in the child welfare system, the link between trauma and sexual abuse in children, the benefits of play therapy in children who have been abused, and powerful personal stories of triumph over adversity.

NWF Health looks forward to hosting GENTRACON 2023 next summer and keeping up this annual conference!



YOUTH CARE COORDINATION

In fiscal year 2021-2022, NWF Health Network Managing Entity transitioned to region-wide roles in an effort to increase consistency and improve services through specialization and best practices.

Regional Youth Care Coordination Specialist, Mark Sherrod, was hired in November to support this transition. Youth services are led by Circuit 1 Network Manager, Janice George, and have branched across northwest Florida to include all of NWF Health's service areas, which includes 18 counties across circuits 1, 2, and 14, as well as Madison and Taylor counties. There were several efforts and initiatives to assist in coordination of care for youth, including the Local Review Team and Family Team Staffing's School & Community collaboration and discharge planning for youth deemed incompetent to proceed in court litigation through the Department of Juvenile Justice.

Youth Care Coordination is a 90-day intensive program for minors geared towards linking them to services, connecting them to a clinical home, and to provide community supports and mentoring. Admission criteria includes children with 3 or more acute care admissions in 180 days, Department of Juvenile Justice

involvement, the child being at risk of lockout, and/or child welfare involvement in the child's behavioral health needs. The goal is to complete an assessment that encompasses the needs of the family and develop a care plan that empowers the family and child to navigate our system of care.

The multi-disciplinary team staffing (Family Team Staffing) is part of the larger local review team, which provides a process to identify and remove gaps in support and advance to the region or state level as necessary. NWF Health has conducted training with school personnel about the teaming process and utilization of SEDNET (Multiagency Network for Students with Emotional/Behavioral Disabilities) to assist with Tier One Family Team Staffings.

In circuits 1, 2, and 14, a Local Review Team meets monthly and NWF Health Network facilitates this meeting. Leadership of key agencies and organizations (DCF, FFN, SEDNET), community behavioral health providers (AHCA/Managed Care, Agency for Persons with Disabilities, post-adoption services, Children's Medical Services, Early Learning Coalition, and domestic violence services)

attend to discuss cases that are complex and have significant challenges or barriers. Trends in current cases include significant disruptive behavior (aggression or inappropriate sexual behaviors), youth with an autism diagnosis, and youth who have co-occurring medical or developmental disabilities.



SUCCESS STORIES

■ **A minor in Leon County with ongoing behavioral health issues was placed at Capital City Youth Services (CCYS) by her adoptive mother.** The mother was refusing to pick up the youth and indicated she was willing to have her parental rights terminated in order for the child to not return to her home. There was an effort to change the mother's decision, but this was initially unsuccessful. The mother did not speak to her child or engage in any family counseling sessions during the youth's 21 day stay at CCYS. After another attempt to connect the two, the youth was very remorseful for her actions by the time they spoke and had time to process her poor choices and behavior. While on her way to pick up her daughter from CCYS, the mother reached out to the youth services team at NWF Health Network and extended her gratitude for supporting her and her daughter through such a tumultuous and difficult time. NWF Health Network Youth Services Team was able to secure the youth an intake appointment with Apalachee Center for a psychiatric evaluation and ongoing case management services.

■ **A 15-year-old youth with a diagnosis of ASD, ODD, and ADHD was referred to Youth Care Coordination services due to a significant increase in verbal and physical aggression, property destruction, and self-injurious threats.** The adoptive parents were experiencing difficulty managing the youth's behaviors and feared that they wouldn't be able to continue to care for him in their home. Therapeutic services and respite at CCYS didn't seem to impact his behaviors. The youth care coordinator was able to link the youth to a new provider for medication management, which will also serve as his clinical home. Additional services the youth and his parents were linked to include ABA therapy, a mentor, and targeted case management. With these new services, the youth's behavior is more stable and the family now feels like they have the therapeutic services in place to assist with their needs.

■ **A 15-year-old youth with significant behavioral health needs was discharged from a residential placement facility and sent home to reside with her family and receive community services.** The youth had resided in an intensive behavioral group home through the Agency for Persons with Disabilities for approximately three years. It quickly became apparent that the youth was unable to safely reside in the community without significant guardrails. Within a month she had displayed ongoing episodes of verbal and physical aggression requiring police response. During the month and a half of living back at home, she was subject to multiple Baker Act placements as a result of suicidal and homicidal threats and attempts. While in the Baker Act placements, facility staff were challenged to manage her behaviors with non-chemical restraints. Youth Care Coordination worked diligently with the youth's mom as well as representatives from DCF, NWF Health Network, and APD to locate a more appropriate residential placement. A placement was identified, and the youth was transferred to the residential facility for more appropriate therapeutic interventions.

COMMUNITY ACTION TREATMENT (CAT) TEAMS

CAT Teams provide community-based behavioral health and support services to children and young adults with serious behavioral health conditions who are at risk of out-of-home placement.

LAKEVIEW CENTER

While continuing to overcome the challenges of COVID-19 Lakeview continues to provide wraparound services and a number of evidence-based interventions (i.e. TF-CBT/Motivational Interviewing) to support clients and their families. They believe in supporting the whole family by utilizing a multi-systemic approach: providing resources/referrals, employment assistance, and academic stabilization.

CHAUTAUQUA HEALTHCARE SERVICES

While providing wraparound services to clients, Chautauqua prides itself on family engagement success and additional services offered to the families served. This past year they were able to provide home supplies, hygiene items, and helped with back-to-school clothes shopping.

APALACHEE CENTER

The Apalachee Community Action Team was able to assist a high schooler with extreme social anxiety from missing so much school that he nearly failed his senior year. Recently, after graduating, he obtained full-time employment at an animal rescue facility and has been successful ever since! He has been interacting well with people all day and every day and taking care of animals (dogs and cats) since he started this employment in June! The team is very proud of him!

BRIDGEWAY CENTER

Each summer, the Bridgeway CAT teams hosts a large event for families and school staff of their clients. This year, they decided to host a two-day workshop in Conscious Discipline. CAT teamed up with the district's student services liaison and word spread like wildfire among teachers and school staff. Approximately 100 district staff were in attendance. All were given a dose of what Conscious Discipline could provide to the school family. Bridgeway CAT is continuing to grow this collaboration with the school district, helping schools develop connections needed for keeping kids engaged, and less at-risk of behavioral referrals and accept alternative placement.

LIFE MANAGEMENT CENTER

The Circuit 14 area has been particularly challenged with the pandemic that followed Hurricane Michael. With grace, hard work, and dedication over the last several months, they have been able to build up the program with new staff and increase the enrollment of their clients. They have been doing extensive outreach within the schools and communities that has allowed them to reintroduce themselves into the area, provide information on available services, and build positive relationships.

MENTAL HEALTH FIRST AID

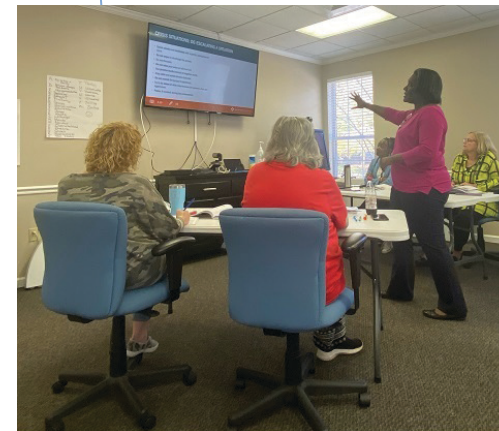
Mental Health First Aid (MHFA) is an 8-hour, evidence-based course that teaches participants how to identify, understand, and respond to signs of mental illnesses and substance use disorders. The training gives the skills needed to reach out and provide initial support to someone who may be developing a mental health or substance abuse problem or experiencing a crisis. For many, Mental Health First Aid is held in the same regard as CPR. Just as with CPR, MHFA is a very vital tool, and in some instances the difference between life and death. There are currently three MHFA curricula: Adult, Youth, and Teen.

At NWF Health Network, we understand the importance of education and awareness, and how the two contribute to prevention and improves the outcome of intervention. During the 2021-2022 fiscal year, NWF Health Network funded five Mental Health First Aid Instructor trainings throughout the northwest Florida region: 2 Adult, 2 Youth, and 1 Teen. Participants include NWF Health staff, network service providers, and stakeholders. Stakeholders included child welfare professionals, school district staff, peers, law enforcement, and regional DCF staff.

With these trainings, the region has been able to increase its MHFA instructor capacity and build sustainability in the community. The goal is to strengthen the community through these trainings, which will promote an increase in prevention and early intervention efforts. The NW Florida region now has 57 new Mental Health First Aid instructors. Together, these instructors have trained over a hundred individuals in NW Florida.

This is very exciting and it is important to have the NW Florida community equipped with the tools needed to identify signs and symptoms of mental illness and substance use crises. Mental Health First Aid promotes empowerment and encourages the community to support and seek the help of the appropriate professionals when individuals in our community experiences a behavioral health crisis.

NWF Health's certified trainers: Tracie Moorer (Adult & Youth), Ann Wing (Adult, Youth, and Teen), Lyn Masslieno (Youth & Adult), Sophia Whaley (Adult), Chloe Brown (Adult), Kuakii James (Youth).



INDEPENDENT LIVING OVERVIEW

One of the ways that NWF Health provides comprehensive support to those we serve is through our Independent Living Program. This program serves young adults with experience in foster care and helps equip them with the tools needed for a successful and healthy life as adults.

Teens can enter the program at the age of 16 and spend time developing their Success Plan which serves as a roadmap for them to develop the life skills they will need as they transition into adulthood.

Each teen's Success Plan is self-driven and focuses on helping them achieve their goals in areas such as housing, employment, education, obtaining a driver's license, and developing support systems. Independent Living Program staff works with each client to develop their plan, which has led to better outcomes and goal achievement.

One of the core beliefs of the Independent Living Program is that change is accomplished through relationships. This has been a focus of the team over the past year through building the Youth/Young Adult Council, holding in person events with youth and young adults, and creating support networks through social media.

L.O.V.E., or Lifting Our Voices Everywhere, is a council established with and for youth and young adults with lived foster care experience with a goal of affecting change within the system by incorporating youth voices.

In 2021, NWF Health was awarded a total of \$769,000 in pandemic relief funds to disperse to caregivers, youth, and young adults. Funds were to be dispersed to youth and young adults as assistance for living expenses and transportation and for completing specific incentives, such as life skills programs or education. At the end of the fiscal year, NWF Health was the only CBC in the state to have provided all funds allotted to caregivers, youth, and young adults. Processing this amount of funds required a significant effort from multiple departments but the reward was seeing youth and young adults' excitement in purchasing

items such as laptops or vehicles with the money they received.

The Independent Living Program is excited for future growth in the upcoming year, which includes formalizing outcome measurements, increasing the amount of host homes available for extended foster care, increasing support to youth ages 16 and 17, and formally developing a life skills program.



INDEPENDENT LIVING CLIENT FEATURES



ANGEL WILLIAMS is a young adult who has exhibited great strength and resilience. Angel and her younger sister were removed from their parent when Angel was 15 and she has moved around a quite bit since then. She started out living between family friends, but later moved into a group home setting a great distance from her familiar surroundings. Angel recounts it being difficult for her being so far away from her family. As she aged out of foster care,

Angel was able to complete her high school diploma. She initially transitioned into the Independent Living Program after aging out of foster care, but there was a period when she was not involved with the program. She had a difficult time on her own with things such as interpersonal relationships and maintaining her finances. Angel reengaged with Independent Living and gives credit to her Independent Living Specialist, Ashley Bowers, for helping her learn to manage her money and be self-sufficient.

Angel currently maintains her own residence with her son and is driven to reach her goals of completing a cosmetology program and owning her own full-service salon. Angel takes pride in now having her own vehicle and, most importantly, being able to provide for her son. Her Independent Living Specialist, Ashley, describes Angel as a great mother and is very proud of the strides she has made. As a single mother who has been in the foster care system and is a survivor of domestic violence, Angel relies on her faith in God to keep her motivated. Angel's advice to others who are going through similar experiences is to "always put yourself first and be aware of people who might not mean you well."



KATELYN DAY, a former foster care youth, is an example of strength and determination. Katelyn entered the system of care at the age of 15. She describes feeling confused about why she had to leave her mother's home, as she was always "clothed and fed." Katelyn's time in foster care was not without difficulty. She recalled moving around frequently between group homes and spending significant amounts of time on the run, losing a lot of her items in the process. During her time as a runaway, Katelyn learned to "fend for herself" and became more independent; however, education was still very important to her and being a runaway did not make receiving education easy. One of her biggest worries at the time was not being able to complete high school.

Determined to succeed, Katelyn completed credit recovery and graduated from high school early at the age of 17. Upon turning 18, Katelyn was able to move to Tallahassee, find her own place, and enroll in school on her own prior to entering the Postsecondary Education Services and Supports (PESS) program within Independent Living. Katelyn's Independent Living Specialist, Carole Johnson, noted she is "one of the [youth] that you just know will make it and be a success." Currently, Katelyn is close to successfully completing barber school and plans to seek further certifications in HVAC and diesel maintenance. Katelyn stays motivated to succeed with the support of her girlfriend and the desire to keep a roof over their heads. She would advise youth within the foster care system to listen to their foster and house parents, not run away, and stay in school. In the words of Katelyn, "you can get anywhere you want to go in life with education."

CHRISTMAS ADOPTIONS

NWF Health Network is the only public entity in the nation to conduct annual Christmas adoptions, ensuring that the families in its care have an even more special holiday. This is the fifth year that NWF Health has conducted its annual Christmas adoption ceremony.

"Formalizing adoptions is one of the greatest joys in our line of work," said NWF Health Network CEO Mike Watkins. "There is no better gift on Christmas than the gift of a family. We are so grateful for the families that stepped up when needed and are adopting these children."

Five children, including two sibling groups, were formally adopted on Christmas 2021.



EXCEEDING ADOPTION GOALS

NWF Health Network is proud to have exceeded its adoption goal once again but, more importantly, 208 children achieved permanency through adoption during the last fiscal year. There has been an increase in relative adoptions in the last two years, allowing more children to remain in their biological families and continue to celebrate family traditions and cultural values, which is a priority for NWF Health Network. From 2006 through June of 2022, there have been more than 2,860 children who have achieved permanency through adoptions through NWF Health.



KINSHIP CARE

NWF Health Network's Level 1 Licensing/ Kinship Care Team continues to "Bust Barriers." Named NWF Health Network's 2021 Team of the Year, the Kinship Program continues to push forward and overcome obstacles for our relative and non-relative placements. The Kinship Program becomes involved with families during the first days of receiving a child into their home. The program works quickly to license the family as a Level I child-specific foster home which provides the family with much needed resources early on, ensuring placement stability and success.

Currently, the Kinship Program has licensed nearly 50 percent of the children in out-of-home care with caregivers that they have a familial or kinship connection to. This hardworking team provides support to relative and non-relatives by advocating for and gathering resources in the community, ensuring that caregivers have beds, book bags, diapers, clothing, and the support they need to successfully provide for our children. Our program's goal is to empower kinship caregivers by removing barriers and providing needed resources to ensure that the well-being and welfare needs of children in care are met.



HEART GALLERY



Antwan



Brinson



Chase



Javan



Jyer



LaGerald



Laskye & Alaysha



Leah



My'Kale



Serita



Ta'Nayjah



Tate



Valley



Alexandra

BRENT & TYLER MOYER C14 FOSTER FAMILY

Tyler and Brent Moyer are rockstar foster and adoptive parents in Panama City who began their journey with NWF Health in 2021. They excel at helping children with autism and varying special needs thrive. They work closely with birth families to maintain relationships and specialize in sibling relationships among their foster children. They currently have 3 boys in their home that require a great deal of one-on-one care and attention. People who see their family in the community often say things like: "They are really great at showing the boys that regardless of any diagnosis, they are capable!" The kids in their home are not just sitting at home all day but are out living life to the fullest and enjoying all the adventures the Moyers take them on. They celebrate the boys and take them on vacation, including them in every part of their life!

In addition to taking excellent care of the children placed in their home, the Moyers take pride in being all-around advocates for the children in their care. They make sure to be a voice for the child if they are unable to advocate for themselves. The Moyers stated, "We want to give kids a chance and opportunities that they otherwise might not have. Just because a child is disabled doesn't mean they aren't capable of great things." They are a strong and loud voice for each of the children in their home.

Thank you, Moyer family, for every YES and for being the voice for those who can't advocate for themselves.



STAFF FEATURE: ROSHANNON JACKSON



For 18 of NWF Health Network's 20 years in operation, Roshannon Jackson has been an integral part of the team.

Roshannon joined the organization in 2004 as an intake supervisor when NWF Health Network had only 9 other employees and everyone worked out of one shared conference room. She was part of the 3-person team who wrote the policies and procedures for Centralized Placements and trained all of the Circuit 2 staff, Child Protective Investigators, and Case Managers.

Today, Roshannon serves as the Out of Home Care Director, supervising

program managers, acting as a liaison to manage community and stakeholder relationships, overseeing High End Placement Staffings, managing programs serving NWF Health's entire service area, and ensuring compliance and quality assurance within the Out of Home Care department.

Roshannon said, "I have always felt that NWF Health is my home away from home. I have experienced several personal losses during my tenure, and everyone has always supported me, from executive leadership on down. We are a family!"

"NWF Health has been lucky to have Roshannon as part of our team for the last 18 years. With her steady leadership and dedication to those we serve, each area she has worked in has grown and succeeded due to her commitment and competence."

-Mike Watkins, CEO

PARENT-CHILD INTERACTIVE THERAPY

Parent-Child Interactive Therapy (PCIT) is a family-centered treatment approach proven effective for abused and at-risk children ages 2-7 and their caregivers – birth parents, adoptive parents, foster parents, or kinship caregivers. PCIT is ranked number one by the California Evidence-Based Clearinghouse for Child Welfare, an organization committed to advancing the implementation of evidence-based practices for children and families involved in the child welfare system.

Therapists coach parents while they interact with their children, teaching caregivers strategies that will promote positive behaviors in children who have disruptive or externalizing behavioral problems. Research has shown that as a result of PCIT, parents learn more effective parenting techniques, the behavior problems of children decrease, and the quality of the parent-child relationship improves.

Through the Hurricane Michael Grant funding, the Children's Advocacy Center has trained 5 therapists in PCIT Agency Trainer capacity, thus making the continuation of this valuable service available after Hurricane Michael funds expire. The agency has also added some core components of Circle of Security Parenting, a trauma-informed program to promote secure attachment. This model plus PCIT will be used with children and families involved in the Child Welfare System. While Hurricane Michael produced trauma in children in and of itself, families involved in the Child Welfare System often also have additional trauma brought on by child abuse, domestic violence, and substance use and mental health conditions of parents.

"After my first PCIT session, I felt so hopeful. I had such concrete explanations of what was going well and where I could strengthen my parenting and connection to my child. Unlike other therapy experiences, PCIT put me – the parent – in front of my child and gave me real-time input on what I could do to help them."

-Kelly B.



COMMUNITY ENGAGEMENT

This year, NWF Health Network participated in a number of community engagement activities. The most exciting events were in support of our foster families, NWF Health Network Staff, and Sheriff's Offices.

FOSTER FAMILIES

We initiated and participated in back-to-school supplies collection in July and August. We received both supplies and money to purchase supplies for the initiative and highlighted some of our contributors on social media. In addition, we took the opportunity to recognize School Resource Officers and show our appreciation for the great work they do in advancing safety in our schools.

Our annual Christmas toy drive for children in care is also always an exciting time of year. We collected toys and gift cards from hundreds of individuals, several churches, and local organizations. We would not be able to make Christmas morning a special day for the kids in our care without the support of all these wonderful community partners.

Since May was National Foster Care Month, we took advantage of the month and Mother's Day to spotlight more than 30 of our amazing foster moms who were nominated by their community. In addition, we collected over \$10,000 in prizes and gifts from community partners and businesses, then conducted a drawing from our families for the winners. And, finally, we spotlighted some of our amazing foster dads during the month of June for Father's Day.

NWF HEALTH NETWORK STAFF

One of the most anticipated events of the year is when we conduct our company wide AllStaff gathering. AllStaff is when the NWF Health Network team has an opportunity to come together and highlight agency updates, successes, or any barriers we need to overcome. This year's AllStaff was in Marianna and was led by our CEO, Mike Watkins, and our leadership team. It was good to bring our NWF Health Network team together and we were glad to have board directors and other community leaders join us at the event.

SHERIFF OFFICES

We continue to work with Sheriff's Offices throughout the 18-county coverage area. An important initiative NWF Health Network offered this year to Sheriff's Offices is the funding of care coordinators who help people dealing with substance abuse, receive help. Bay County Sheriff Tommy Ford held a press conference to announce our partnership to fund care coordinators within his office. In addition, we funded a care coordinator position for Sheriff AJ Smith in Franklin County. We were also excited to attend the groundbreaking of the new Franklin County Human Services Center in Apalachicola. NWF Health Network is proud to partner with the Franklin County Sheriff's Office and DISC Village for this much needed investment in the community. The center is scheduled to open in late 2022.



SAMHSA GRANTS

In April 2020, Substance Abuse and Mental Health Services Administration (SAMHSA) awarded NWF Health Network its first ever direct federal grants in two \$1,000,000 grants to operate two high-fidelity Wraparound programs, Project RISE (Recovery Interventions and Service Enhancements) and Project THRIVE (Together a Healthy Recovery is Vitality Enhanced). Local conditions after Hurricane Michael informed our selection of the Wraparound model for both of our grants. Wraparound is an evidence-based, strength-based, team-supported planning process to help achieve a highly individualized plan to address an individual's complex emotional and behavioral needs, including durable connections to the behavioral health services.

PROJECT RISE

Our main goal was to utilize Project RISE funding to fill a significant post-disaster gap by implementing evidence-based Wraparound with 160 adults impacted by Hurricane Michael with child welfare system involvement, including Independent Living (IL) status, to reduce barriers that prevent them from accessing mental health and substance use disorder treatment, crisis counseling, and other related supports (housing, health, peer support, transportation, employment, childcare, etc.) central to their long-term recovery. Twin Oaks was selected to Provide the Wraparound services in Project RISE and entered into the contract with enthusiasm and have provided very valuable and successful services. When comparing how long it takes to achieve permanency with Bay County child protection services to those who graduated from the RISE Program, there is a **66% decrease in time spent in the child welfare system**. As a result of this very promising outcome and the ending of Federal Funding on April 30, 2022, Northwest Florida has elected to continue funding with state dollars. Project RISE will be known as Wraparound Bay going forward.

PROJECT THRIVE

The scope of work for this grant was dedicated to school-based services in the four counties impacted the most by Hurricane Michael. This grant allowed us to provide high-fidelity Wraparound services to youth that remain in need in these affected areas. Those counties are Bay, Jackson, Calhoun, and Gulf. Again this year Twin Oaks was our provider and has risen to the task and provided very valuable services to the youth referred by juvenile justice, case management, schools, and any other organization that has a youth that needs the services provided by high-fidelity Wraparound services. This program will continue to be funded by state dollars after the federal grant is gone.



HISTORY OF NWF HEALTH NETWORK

Florida's community based care system was built on the premise that allowing communities to develop local solutions for the challenges inherent to child protection would improve outcomes for abused and neglected children and their families. NWF Health Network was founded in 2002 in response to this legislative initiative to provide improved child protection services. Working in response to the challenges and opportunities of the transition to community based care, a group of local providers – Camelot Community Care, Children's Home Society, and DISC Village – pooled their collective resources and expertise and developed a new non-profit agency, NWF Health Network, Inc., a 501(c)(3) corporation. Our agency's initial purpose was to develop community based child protection services and supports for the eight counties within DCF District 2B. A start-up contract between DCF and NWF Health Network was signed on April 23, 2003. NWF Health became fully operational as the lead agency providing foster care and related services in District 2B in July 2004.

In December 2004, NWF Health Network was presented with a new opportunity and challenge.

Partnership for Families, Inc., the community based care Lead Agency in DCF District 2A, had moved to terminate their contractual relationship with DCF and dissolve the corporation. In response, DCF Administration approached NWF Health Network's Board of Directors with a proposal that it expand its services and lead agency status to include the six counties in District 2A. The one-year emergency contract became effective on March 1, 2005. Subsequently, this contract was extended for five years. The addition of District 2A expanded the NWF Health service area to 14 Florida panhandle counties.

Also in 2005, NWFHN's original provider-based Board of Directors ended its term of service and a new community-based board of directors was selected and installed to guide the agency.

DCF's District Service Area structure was changed in 2007 to mirror the state's 20 judicial circuits. As a result, the agency's child protection service area changed slightly to include the twelve counties in Florida's Judicial Circuits 2 and 14, with Madison and Taylor counties having shifted to Circuit 3.

The 2008 Florida Legislature began the initiative toward community based substance abuse and mental health services by amending subsection 394.9082, Florida Statutes, authorizing the establishment of Behavioral Health Managing Entities (BHME). NWF Health Network's selection as the Managing Entity for Florida's Northwest Region (via competitive bid process) in 2013 completed the state's transition to community based behavioral health services. NWFHN's Managing Entity services contract encompasses the 18 counties that make up Florida Judicial Circuits 1, 2, 14 and Madison and Taylor counties from Circuit 3.

Through these changes, we, along with our DCF partners, are committed to consumer and community involvement in improving the lives of the children, adults, and families that we serve. NWFHN is focused on providing high-quality child protection and behavioral health services that make life better for all.

ORGANIZATION TIMELINE



Big Bend Community Based Care forms and bids to be the Lead Agency for Leon, Franklin, Gadsden, Jefferson, Liberty, Madison, Taylor, & Wakulla counties.

2002

BBCBC is awarded an emergency contract for services in Bay, Calhoun, Gulf, Holmes, Jackson, & Washington counties.

2005



BBCBC earns Florida Governor's Sterling Award for Excellence.

2016

NWF Health Network is selected as the Lead Agency for Escambia, Okaloosa, Santa Rosa, and Walton counties, unifying the panhandle under a single network of care for the first time.

2022

2004

Full foster care case management, adoptions, and related services are fully operational.



2013

BBCBC becomes the Managing Entity for substance abuse and mental health in 18 counties from Escambia to Madison and Taylor and the only Managing Entity and Lead Agency in the state.

2020

BBCBC is rebranded as NWF Health Network to reflect the array of health services provided to the entire Florida panhandle.

NWF Health Network

CBC CONTRACT EXTENSION

NWF Health Network was selected by the Florida Department of Children and Families (DCF) to serve as the Community Based Care Lead Agency for Circuits 2 and 14 in late 2021.

NWF Health has served as the Lead Agency entrusted with the responsibility of providing foster care and other related services in this area for the last two decades. In early 2021, due to a ten-year statutory time limit on the contract, DCF advertised a notice of Intent to Negotiate for the service.

This gave NWF Health Network an opportunity to highlight its established system of care and to lay out plans for taking child protection to the next level in our 12-county area. Areas highlighted included:

- NWF Health's strategy on foster home recruitment, licensing, and support. Established in 2018, the team provides 24/7 support to caregivers, enhanced training, partnership with families of origin, and ensures licensed caregivers have a voice at the table. The lived experience of staff, customer service approach, and success of the program has garnered attention statewide and nationally.

- Success in licensing of our Kinship Caregivers as Level I Licensed foster parents is a key achievement for the stabilization of our placement array. The Kinship Program is continuously ranked at the top statewide for ensuring relatives and non-relatives caring for children are licensed and equipped with the tools and resources need to ensure a safe, stable placement.

- The implementation of a Medicaid Enhancement Plan (MEP) to ensure fiscal accountability within the system of care for service delivery. The MEP is multi-phased and includes accurate enrollment of children and parents in Medicaid plans, requirement of network providers to be Medicaid providers and support to achieve this status, and a system for subcontract providers and internal programs to ensure referrals and financial approvals made are to providers within the approved network.

- NWF Health developed the Enhanced Services Tiered Matrix when approving ancillary services to facilitate a child's placement in a foster home and/or when the child's level of need requires additional support provided by the licensed out-of-home caregiver. When surveyed, foster parents cited the cost of childcare and afterschool care as one of their biggest barriers to taking infants and preschool-aged children. The financial burden of providing for teenagers is the most cited reason for not taking teens. This matrix is focused on providing an enhanced rate for those families who are two parent working households and families who accept children with significant behavioral health needs and other needs that make these children difficult to place.

The proposal led to a unanimous vote by DCF to award NWF Health Network the Lead Agency contract for another ten years. The NWF Health team is honored to be chosen, once again, to serve the families of northwest Florida in this important role.

STAFF AWARDS

TODD GAINEY
Administrative
Employee of the Year



NATASHA PETERSON
Operations Employee
of the Year

**KINSHIP CARE/LEVEL 1
LICENSING TEAM**
Program Team of the Year



NATIONAL ACCREDITATIONS

During the 2021-2022 fiscal year, NWF Health Network achieved its fourth national accreditation designation through the Council on Accreditation (COA). NWF Health has pursued and achieved national accreditation through COA since 2009, demonstrating its implementation of best practice standards in the field of human services as a *Network Administrator* since that time. In addition to its *Network Administration* accreditation, NWF Health also became accredited for the first time under the Family Foster Care and Kinship Care Standard this year.

COA is an independent, not-for-profit accreditor of the full continuum of community-based behavioral health care and social service organizations in the United States and Canada. Accreditation is an objective, independent, and reliable validation of an agency's performance. All aspects of NWF Health Network's programs, services, management, and administration were evaluated against international standards of best practice to achieve COA accreditation. The standards driving accreditation ensure that NWF Health's services are well-coordinated, culturally competent, evidence-based, outcomes-oriented, and provided by a skilled and supported workforce. COA accreditation demonstrates an agency's accountability in the management of resources, sets standardized best practice thresholds for service and administration, and increases accountability by offering a framework for ongoing quality improvement.

COMMUNITY SPONSORS

INDIVIDUALS

Suzanne Adinolfi
Devonte & Nicole Alexander
Christie Anderson
Laurie Anderson Messer
Heather Askew
Terri Austin
Kandis Bainter
Bobbie Bassett
Rachel Bassett
Emily Bates
Amber Baumbach
Taylor Behl
Katie Beitler
Erik Bergstrom
Kimberly Berry
Sheila Blue
Kerry Boatwright
Linda Bowers
Shane & Stephanie Boyett
Mary Brady
Abigail Bridges
Caitlyn Broglin
Victoria Brown
Randall & Sophia Brunson
MaryEmma Bunch
Kendra Burrus
Amanda Bush
Kim Caldwell

Shellie Camp
Lauren Camp
Denise Cannan
Tyler & Emily Cassavore
Becky Cassell
Courtney Chasteen
Beth Childree
Rae Childs
Stacey Churchill
Hannah Clay
Amy Clibum
Molly Clore
Melanie Coats
Parmy Cobb
Dany & Bridgett Cohen
Shanna Collier
Jhaismen Collins
Christa Colvin
Brittini Conger
Josh & Melody Corbitt
Leslie Cothran
Robert & Julie Culver
Angela Cummings
Holly Cummings
Briana Cunningham
Ann Marie Curry
April Curry
Aimee Dale
Melissa Dancel
Karissa Davidson
Ashley Davis
Michael & Kelly Davis
Nathalie Davis
Haven Diaz
Luisa Dick
Elizabeth Brooks Dickens
Farrah Dieujuste
Curtis Donaldson

Dianna Drake
Carla Drummond
Lizzi Durham
Phyllis Duss
Denise Dyal
Lindsey Dye-Wallis
Dixie & Val Edwards
Amber Eells
Valerie Emhof
Jaryn Emhof
Kelly Faircloth
Katie Fanning
Hege Ferguson
Laura Ferguson
Vania Ferreira
Matthew Fischer
Jane Fleming
Samone Franklin
Christy Fulater
Madeline Fulton
Deborah Furrow
Bobbie Gaddis
Sherrie Gainer
Tina Gardner
Emily Garretson
Michelle Gautreaux
Stacey Gay
Emily Geyer
Rhonda Gibbs
Jacqueline Giddens
Jenny Gilliam
Alyssa Gomillion
Michelle Good
Susan Grimes
Marisa Groom
Terri Gross
Alyssa Grundon
Missy Guynn

Cornelia Haegele
Brandy Haiman
Emily Hall
Erika Hall
Frankie Hall
Jamie & Sabrina Hall
Sarah Halsell
Olivia Hand
Cathy Harcus
Allie Hardee
Sherri Hardy
Macy Harper
Carolyn Harris
Melissa Harris
Katie Hautamaki
Lolita Hawkins
Sarah Henning
Roger Hewitt
Brandi Hignight
Dan & Alicia Hilyard
Orit Hines
Sharon Hinsley
Anglie Holmes
Shante Holmes
Micah Holt
Katelyn Hommel
Tiffany Hood
Tammy Lee Horton
Stephanie Houser
Laura Huckabay
Sean Hunt
Caroline Ilardi
Amber Jackson
Cheryl Jackson
Katrina Jackson
Latrenda Jackson
Cynthia James
Priscilla Jefferson

Channon Johnston
Thomas Jones
Laura Jordan
Sherri Kemp
Glenda Kennedy
Jeren Kerr
Jaime Kershaw
Audrey Kidwell
Erica Kohler
Donna Krisko
Sara Labonte
Corie Langland
Irina Lanko
Casey Laurienzo
Elizabeth Leach
Stacey Leavins
Taylor Leavins
Stacey Legg
Beth Levitt
Melissa Levy
Victoria Linton
Shontina Livingston
Kenya Lloyd
Lockamy Family
Lori Loesche
Alex Looke
Sonya Lowe
Giancarlo & Maggie Mafiol
Jennifer Mahoney
Stephanie Mahoney
Tiffany Malone
Maggie Maloney
Alexandria Maloy
Rob & Em Manning
Tammy Manning
Courtney Marsh
Valerie Mason

Marcia Mathis
Sabrina Maynard
Chelsea McClellan
Catherine McCloy
Jennifer McCord
Billie McCosh
Holly McGahee
Chelsea McGowin
Linda McInnis
Val McInnis-Mason
Trish McKenzie
Dorothy Meadows
Dottie Meadows
Nicole Merkel
Sara Miller
Amy Mitchell
Joni Mock
Mary Faith Mook
Alicia Morey
Kristin Morgan
Samantha Motyl
Jessica Mumford
Nancy Murphy
Kayla Myers
Oranetta Myers
Janine Myrick
Nance Nadeau
Suzy Nadler
Jenny Nash
Alyssa Nelson
Nikki Nicolas
Barb Novelly
Paris Null
April Odom
Lorie Odom
Stephanie Origer
Marisah Overway
Jennifer Owen

Leslie Palmer
Camille Park
Kirsten Parrish
Jessica Patton
Laura Payne
Lisa Peerson
Renee Pelache
Erin Peschl
Jeanette Peterson
Amy Pfau
Monica Phillips
Lorey Pipkorn
Heather Pitts
Anita Pope
Linda Powell
Emily Pritchard
Susan Pruitt
Pam Quimuyog
Kelsey Quinn
Daniel & Danielle Raffield
Easton &
Stephanie Ramer
Stephanie Rehberg
Susan Reid
Suzanne Remedies
Kimberly Renspie
Brittany Rivas
Michelle Roberts
Tremmie Robinson
Melissa Robinson
Raven Robinson
Adam Rose
Mechelle Rowland
Andrea Runk
Brandie Rutherford
Michelle Rutherford
Patricia Rutherford
Sandy Sallinger

Natasha Samuels
Sheri Sanders
Julie Scarboro
Shelley Scarborough
Lauren Scribner
Debbie Self
Becky Senn
Mary Sham
Kristyn Sherrrod
Alicia Shook
Amanda Shores
Heather Shrout
Ashlyn Sigler
Jessica Simmons
Carita Sims
Christi Skiles
Brittany Smith
Bambi Smith
Ashley Smith
Mary Helen Smith
Stacey Smith
Dyshenique Snell
Hary Snider
TJ Snider
Tammy Snow
Florence Snyder
Erica Spangler
Jenna Spittler
Josie Stacy
Courtney Stanford
Robin Steinle
Suzanne Stetson
Sarah Stevens
Sabrina Stewart Melvin
Nicole Strickland
Donovan & Lara Swafford
Brandy Swett
Wanda Syfrett

Taryn Tasker
Thomas Terrell
Ruth Thibodaux
Janice Thomas
Leah Thomas
Monika Thompson
Ellen Thorp
Donna Tischler
Ellie Tullis
Vickey Tyus
Ashley Vlieg
Tamara Vogel
Samantha Wainright
Della Wallace
Crystal Ward
Meriann Warner
Michael & Jennifer
Warren
Waters Family
Lindsey-Joy Watson
Telisha Watson
Sheila Watson
Amy Waymire
Kristy Webb
Valerie Welch
Jenny Whitaker
Jordan Whitley
Brandi Wilkins
Anne-Elizabeth Williams
Kelli Williamson
Ann Wing
Taylor Witherow
Kristin Woodward-
Feuerwergen
Juliet Yaques
Annette Young
Courtney Young
Michelle Young

Alison Younis
Kristina Zimmern
Nathalie L. Davis
Andrew Carl Babcock
Martha Clemons
Kristina Zimmern

BUSINESSES

850 Nails
American Charlie
Grill & Tavern
Angry Tuna
ASF Photography
Back Beach BBQ
Barberitos
Beef O' Brady's
Book that Condo
Business Casual
Productions
Carabba's
Celebration Place
Century 21
Commander Realty
Chili's - Waymire
Christo's Sports
Bar & Grill
Color Street Nails
Cook Girls' Bakery
Creamer's Tree Service
Culver's
CVS - Store 6809
DACO Electric
Darden - Waymire
Domino's
Edge Up Barber &
Style Shop
Eppes Photography

GAL Program
Generations Church
Golden Corral
Grease Pro
Hall Insurance
High Praise
Home Depot
ISR
Jungle Golf
Just Jump
Kirksey Life Group
Kiwanis Club of
Panama City
Lighthouse Church
Los Rancheros Edgar
Lowe's
Lynn Haven
United Methodist
Margaritaville
Masonic Lodge
MDC Electric
Mission BBQ
Newk's
Noma Assembly of God
North Star Church
Olive Garden
Outback
Panama Jack's
Panera
Panhandle Engineering
Paparazzi Gourmet Deli
Pep Boys
Pineapple Willy's
Pirate's Island
Rock'it Lanes
Rudy's BBQ
Sam's Club
Sand Hills

Assembly of God
Sassy Sisters GTAG
ServPro
Shipwreck Island
Water Park
Sigma Gamma
Rho Sorority
Sleep Center
Slim Chickens
Sonic
St. Andrews Lodge
Starbucks
Telford Reynolds Electric
The Craft Bear
The Growing Room
Troy University
Trump Store
Truth Church
Tuffy - Lynn Haven
Vicki Young Photography
Zeta Phi Beta Sorority
Zoe's Kitchen
Premier Pools of
Tallahassee
Hue Salon & Boutique
Selfless Love
Foundation, Inc.
Intact Technology



2021-2022 PROVIDERS

211 Big Bend
A Turning Point
Ability 1st
Anchorage Children's Home
Apalachee Center
Baptist Hospital
Bay County Sheriff's Office
Bay County Schools
Boys Town
Bridgeway Center
C.A.R.E.
Calhoun County Sheriff's Office
Camelot Care
Capital City Youth Services
CDAC Behavioral Healthcare
CW Safety Solutions
DISC Village
Circuit 2 Public Defender, Leon County
ECHO
Escambia County Board of County
Commissioners
Families First of Florida
Find Help
Floridians for Recovery
Franklin County Sheriff's Office
Franklin County School District

Gadsden County Sheriff's Office
Gulf County Children's Advocacy Center
Gulf County Sheriff's Office
Habilitative Services
Holmes County Sheriff's Office
Inspire
Jackson County Sheriff's Office
Jefferson County Sheriff's Office
Lakeview Center
Language Line
Leon County Drug Court
Leon County Sheriff's Office
Liberty County Sheriff's Office
Liberty County School District
Life Management Center
Madison County Sheriff's Office
Mental Health Association of Okaloosa &
Walton Counties
Okaloosa County Board of County
Commissioners
Okaloosa County Mental Health Pre-Trial
Program
Ounce of Prevention
Pancare
Panhandle Behavioral Services
Solutions of Substance

Stephen Group
Taylor County Sheriff's Office
Thompson Reuters
Turn About
Twin Oaks
United Way of West Florida
Wakulla County Sheriff's Office
Washington County School District
Whole Child Leon
X2AI
Youth Law Center



SERVICE CENTERS

NWF Health Network, Inc. Administrative Office

525 N. Martin Luther King Blvd, Tallahassee, FL 32301
(850) 410-1020

Bay County Service Center

910 Harrison Avenue, Panama City, FL 32401
(850) 747-5755

Holmes/Washington County Service Center

1352 South Boulevard, Chipley, FL 32348
(850) 415-5146

Leon County Service Center

1000 W. Tharpe Street, Suite 15, Tallahassee, FL 32303
(850) 488-0506

Gadsden County Service Center

305 W. Crawford Street, Quincy, FL 32351
(850) 627-7009

Jackson County Service Center

4120 Jireh Court, Marianna, FL 32448
(850) 482-9568

Wakulla County Service Center

69 High Drive, Crawfordville, FL 32327
(850) 926-0021

CATHERINE WYNNE

Hi Team,

With deep sorrow and a heavy heart, we wanted to inform everyone our dear Board Director, Catherine Wynne, passed away yesterday, February 10th.

Throughout her work career, Catherine had been a social worker, teacher, principal, and concluded her career as a victim advocate with the Holmes County Sheriff's Office. In addition, Catherine served on several organizations and boards which focused on the improvement in the lives of Florida citizens.

Catherine was a champion for our families and children, and once said, "The children are our future, and we need to protect the children's future."

Let's keep Catherine's family in our thoughts and prayers during this time of loss.

And let us remember Catherine Wynne for her contribution to society, NWF Health Network, and the difference she made in our communities. May she Rest in Peace.





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850.410.1020
NWFhealth.org



NWF Health
Network