



Innovation Compassion Hope



2020/2021 IMPACT REPORT

Innovation Compassion Hope

Three simple but meaningful words in our Henderson Behavioral Health slogan have never resonated so strongly as they have during this past year amid the global COVID-19 pandemic.

Innovation

Recent challenging times made it clear that Henderson's focus needed to adapt to changing consumer attitudes and preferences, and that we had to explore innovative ways to improve our efficiency, effectiveness, and client access to services. Henderson embraced these challenges by creating and implementing several new initiatives and services. The expansion of telehealth services increased access through virtual technology and bridged gaps for continuity of care. As one of the first four organizations in Florida to receive funding to become a Certified Community Behavioral Health Clinic, Henderson was able to expand outpatient services and enhance ease of access.

The completion of our new Crisis Stabilization Unit, thanks to generosity of the Pulte Family Charitable Foundation, brings a state-of-the art facility to help meet the needs of individuals experiencing a behavioral health crisis. Selection to be part of the National Council for Mental Well Being Trauma Informed Resilience-Oriented Learning Community and the creation of an internal Diversity and Inclusion Committee are helping our team recognize that trauma impacts everyone.

Compassion

The pandemic has led to sweeping changes and disruptions in nearly every aspect of daily life including exacerbated feelings of stress, anxiety, isolation and depression. Recognizing the negative impacts of this public health crisis, our staff found ways to continue to go above and beyond, providing services with kindness and empathy, while many faced their own challenges. Through compassion, we are helping and supporting others – and ourselves.

We are thankful for the generosity of our community who has supported us by providing financial and in-kind donations, COVID-19 personal protective equipment, and donating the largest, private gift in our organization's history for our new Crisis Stabilization Unit.

Hope

The cornerstone upon which recovery happens. At Henderson, we have seen that people with behavioral health conditions can and do recover. By providing hope and encouragement to persevere when times are difficult, we offer motivation to individuals under our care to achieve personal goals, empower catalyst for change, and positively impact a person's quality of life.

We have all been through this life-changing pandemic together and will never forget our capacity to change course, adapt and overcome the challenges with which we have been faced. Henderson Behavioral Health and our team of professionals look forward to continuing to serve our community and to provide HOPE. HOPE for recovery, HOPE for stability, and HOPE for a brighter future.



Steven Ronik, Ed.D.
CEO



Katherine Koch
Board Chair

Our Mission

To be the premier provider of accessible, cost effective, and quality behavioral healthcare services to the people of South Florida in order to promote their mental health and well-being.

FY2020

By the Numbers

21,000+ individuals were served agency-wide at 20 locations across South Florida – more than **16,000+** adults and more than **5,000+** children.

7,800 trainings including evidence-based practices were provided to more than **760** staff to advance the knowledge of our workforce and enhance service delivery.

97% of consumers indicated a positive experience with services received at Henderson according to the Satisfaction Surveys provided in English, Spanish, and Creole.

626 new clients. Henderson Behavioral Health became one of the first four CCBHC organizations in Florida. The CCBHC model of care holds organizations to a high standard of care through providing person and family-centered integrated physical and behavioral health services. The model increases access to care, reduces wait times, and provides the needed treatment and recovery support services for those with the most serious and complex mental health and substance use disorders.

96% of individuals who received services from Henderson's Centralized Receiving Center (CRC) reported that services helped them deal more effectively with their problems.

70% of the **1,500+** individuals assessed by Henderson's Mobile Crisis Response Team were diverted from hospital admission.

97% of individuals linked to the Centralized Receiving Center (CRC) by local law enforcement were diverted from incarceration or hospitalization.

200 residential treatment beds were provided for adults in need of housing.

47 behavioral health programs – **26** for adults and **21** for youth.

68 years
committed to our
community and more than
1,000,000
persons served.

“

I was hospitalized 29 times after I was diagnosed with schizophrenia ten years ago. I now live in a Henderson apartment and manage my condition with medication and therapy.

– Pauline

”



Crisis Stabilization Unit & Centralized Receiving Facility at The Pulte Family Foundation Campus

Henderson Behavioral Health's new Crisis Stabilization Unit (CSU) and Centralized Receiving Facility (CRF) at The Pulte Family Foundation Campus will improve the lives of Broward County residents who find themselves in a behavioral health crisis.

The new CSU, which provides a safe, structured, therapeutic environment for individuals experiencing a behavioral health crisis, received a lead gift of \$3 million from The Pulte Family Charitable Foundation, in support of the \$14 million expansion of Henderson Behavioral Health.

"This is about a dream, this is about hope," said Henderson CEO Steven Ronik at the ribbon-cutting event.

"Henderson is the safety-net community mental health and addiction provider in our community, and it was so important for us to make sure our patients who are very often disenfranchised, disadvantaged and underserved, receive services in the right kind of facility."

The new state-of-the-art CSU is designed with large rooms in a non-institutional setting, with more privacy, open areas, and enhanced lighting. Additionally, the facility features serenity rooms, relaxing artwork, an outdoor courtyard, and a living green wall while offering more than twice as many beds and is easily accessible by all modes of transportation in a centralized location. It is open 24 hours a day, 7 days a week.



Mark Pulte and Nancy Pulte Rickard, The Pulte Family Foundation and Steven Ronik, Henderson Behavioral Health



Alan Goldberg, Leo Goodwin Foundation



Steven Ronik, Henderson Behavioral Health and Jennifer O'Flannery Anderson, Community Foundation of Broward



Broward Sheriff Gregory Tony, Senator Nan Rich



Gail Bouie, Henderson Board Member, Fort Lauderdale Commissioner Robert McKinzie



CSU and Centralized Receiving Center at The Pulte Family Foundation Campus



Eileen LaMarca, Henderson Board Member, Justine Morgan, Broward County Commissioner Dale Holness

Growing Strong Campaign

Henderson Behavioral Health offers a heartfelt thanks to each of our major donors* who contributed to our Growing Strong Campaign.

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List of Major Donors*

| | |
|--|---|
| The Robert Allard Family | Jen Klaassens Fondo & Jim Fondo |
| Amaturo Family Foundation | Katherine Koch |
| Robert & Laurie Barron | Eric Lachs |
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| Bill, Brent & Rebel Bowden Fund of the | Beth Linzner |
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| Kiwanis Club of Fort Lauderdale Charitable Fund of the | Gloria Stuart |
| Community Foundation of Broward | The Hartford |
| Jonathan Keith – Compass | David Walsh |

**We sincerely apologize for any errors or omissions.*

“

Using drugs and being in jail was no place for someone living with schizophrenia. My case manager would not give up on me and now I am a peer specialist at Henderson.

– Michael

”

Be Part of Our Life-Changing Work



Henderson Behavioral Health invites you to join our **Growing Strong Campaign**. Opportunities are below. Thank you in advance for your support!

| | |
|------------|---------------------------------------|
| \$ 100,000 | Waiting Areas/Quiet Social Spaces (2) |
| \$ 100,000 | Nurses Station (1) |
| \$ 50,000 | Activity Rooms (4) |
| \$ 50,000 | Patient Rooms – Adult and Youth (24) |
| \$ 25,000 | Elevator (1) |
| \$ 15,000 | Office/Interview Rooms (6) |

Henderson Behavioral Health: Serving Broward County Since 1953

Henderson Behavioral Health is ready to provide immediate intervention and assistance for those experiencing a behavioral health crisis. Henderson provides a continuum of high-quality, community-based prevention, education, treatment, and rehabilitation services based on best practice and evidence-based treatment models. These accelerate and maximize each individuals' recovery.

Founded in 1953, Henderson Behavioral Health is **South Florida's oldest and largest nonprofit behavioral healthcare system**, providing healthcare, housing and hope for more than 21,000 people with behavioral health conditions each year. Accredited by the esteemed Commission on Accreditation of Rehabilitation Facilities (C.A.R.F.), Henderson is dedicated to being the premier provider of accessible, cost-effective, and quality behavioral healthcare services in South Florida.

Henderson ensures clients are treated with the highest level of care and respect, through comprehensive staff training in cultural competency (including military culture), person-centered and family-centered planning and care coordination, trauma-informed and recovery-oriented care, evidence-based practices, primary/behavioral healthcare integration, risk assessment, suicide prevention and suicide response, and the roles of families and peers.

Henderson is committed to providing accessible services in a sensitive manner, regardless of race, ethnicity, age, gender identity, sexual orientation, disability, beliefs or economic status. With programs and facilities throughout Southeast Florida, Henderson Behavioral Health provides a comprehensive array of accessible services, including (see column at right):

SERVICES PROVIDED

- Acute care services 24/7/365 via mobile crisis teams, crisis stabilization and detox
- Medicated Assistance Treatment
- Walk-in crisis services 24/7/365 through Henderson's Centralized Receiving Center
- Screening, assessment and diagnosis
- Housing services offering supervised and independent living
- Conveniently located psychosocial rehabilitation and supported employment programs
- Outpatient centers for children, adults and families
- Substance use disorder services
- Case management for all ages
- Care coordination
- Emergency and permanent housing with support services for homeless persons
- Transitional housing for young adults
- Family preservation, reunification and community-based services
- VICTORY (Veterans in Counseling to Obtain Recovery) program offering therapeutic services for military personnel and their loved ones
- Integrated primary health care
- Student counseling
- Person and family-centered treatment planning
- Peer and family supports





Corporate & Foundation Supporters

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R. & S. Weil Charitable Foundation
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Simply Healthcare
State Farm -David Cooley, Agent
TD Bank
The Advertising Department
The Hartford
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Foundation
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United Way of Broward County
Westat
William Watts Foundation

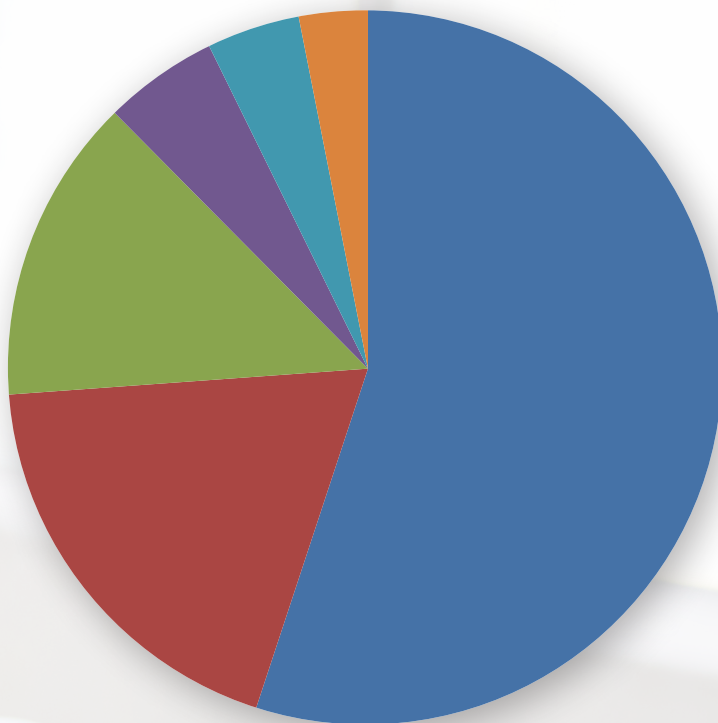
**We sincerely apologize for any errors or omissions.*

Thank You to Our Henderson First Responders!



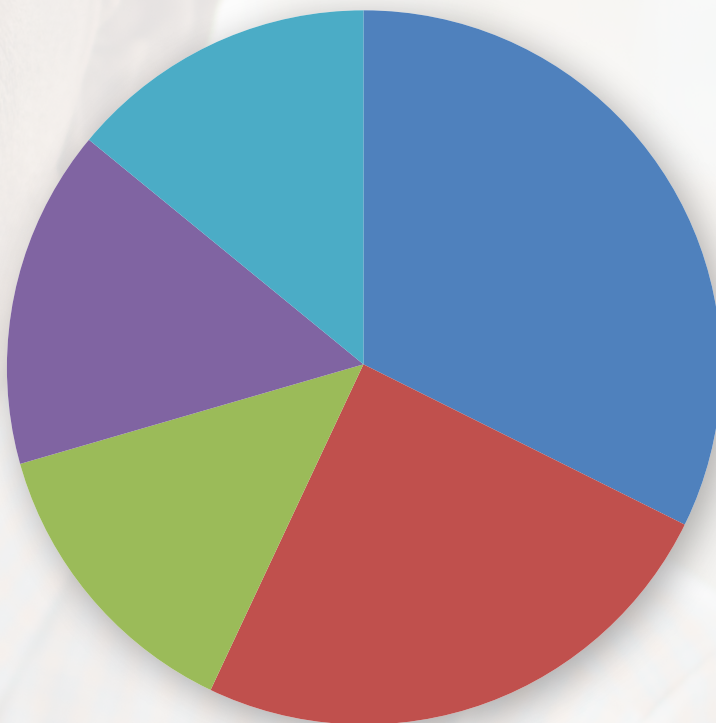
SOURCES OF REVENUE

| | |
|-----------------------------------|-----|
| ■ State of Florida | 55% |
| ■ Other Governmental Entities | 19% |
| ■ Medicaid, Medicare & Insurances | 14% |
| ■ Other Grants & Contracts | 5% |
| ■ Rental & Interest Income | 4% |
| ■ Donations/Special Events | 3% |



EXPENSES BY PROGRAM AREA

| | |
|---|-----|
| Children's Mental Health | 32% |
| Adult Mental Health | 25% |
| Crisis Services | 14% |
| Housing Services | 15% |
| Centralized Receiving System & Certified Community Behavioral Health Clinic | 14% |



Behavioral Health issues are more prevalent than you might think.

Did you know?

Approximately
47,500 Americans
take their own lives
each year – including
6,769 under the
age of 25

1 in 4 people
will suffer from
a diagnosable
mental disorder in
a given year

Mental disorders
are the leading cause
of disability
in the U.S.

Evidence-based services, like those available at Henderson Behavioral Health, are successful in helping people recover.

You Can Help

Make a difference by supporting Henderson Behavioral Health in the following ways:

- Become a **monthly donor**
- Become a **corporate partner**
- Make a **planned gift**
- Make a financial donation **in honor or in memory** of a special someone
- Host a **volunteer project** (painting, gardening, fundraising, special events, team-building, collection drives)
- Sponsor a **back-to-school drive**
- Sponsor a family with a **Thanksgiving food basket** or conduct a **food collection project** at your company
- **Sponsor a child/children** during the holidays
- **Organize community service projects** for middle and high school students
- **Donate items** such as new or gently used clothing, shoes, toiletries, household items, or age-specific toys
- **Donate gift cards** (Publix, Winn Dixie, Wal-Mart, Target)
- **Donate services** (graphic design, printing, painting, landscaping, other professional services)

How to Help

To discuss how you can help improve the lives of people in need, please contact Henderson's Director of Development at **954-777-1624**

To make a contribution, please visit:
<https://www.hendersonbh.org/donate/online-donations/>

“

**Henderson has helped
me with housing and
good decision making.**

– Michelle

”

Board Leadership



Board members at the CSU groundbreaking: Joel Gustafson, Robert Field, Gail Bouie, Katherine Koch, Steven Ronik, Eric Lachs, Sam Morrison, Gloria Stuart and Jonathan Keith



Community leaders and funders at the CSU groundbreaking: Elliot Borkson, Alan Goldberg, Senator Nan Rich, Representative Chip LaMarca, Steven Ronik, Katherine Koch, Fort Lauderdale Commissioner Robert McKinzie, Fort Lauderdale Vice Mayor Heather Moraitis and Linda Carter

Katherine Koch, Chair
David Cooley, Vice Chair
Carolyn Lee, Treasurer
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Robert A. Field
Representative Joe Gibbons
Jon E. Gundlach
Jonathan Keith
Jen Klaassens Fondo
Eric Lachs
Eileen LaMarca
Gerry Litrento
Samuel A. Morrison
Gloria Stuart

Steven Ronik, Ed.D.
Chief Executive Officer

“

I have been homeless on and off for years and have bipolar disorder. Henderson gave me a home and helps me manage my life.

– Larita

”



Administration

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