



Mental Health Task Force Report from United Way

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December 3, 2021

The Process Design subcommittee of the Mental Health Task Force has:

- Received from 211 the listing of behavioral health, treatment and recovery programs in Escambia and Santa Rosa counties.
- Where appropriate, provider and resource information has been updated in the 211 database
- Identified opportunities for improvement in the areas of case management and the continuum of care - such as including insurance only providers and gathering a database of therapists from state agencies as another key component of mental health care opportunities
- Identified a systems issue involving lack of communication between health care and behavioral health providers when a client has been admitted and/or discharged from the hospital. Will connect key individuals to talk through the existing process and potential improvements
- Requested direct connection to suicide prevention lifeline calls in our area to be “housed” in Pensacola – currently housed in Pinellas County (application pending federal and state updates to current requirements)

The current 2 1 1 model is working very well in our area and expanding the services to the community’s mental health needs is a natural fit. Our local United Way and our Task Force committees all agree that using the 2 1 1 phone number to expand our “reach” to those in mental health need will help create a more “case management” approach.