

SUMMARY OF COMMENTS

Clint Fuhrman – EY Mental Health Task Force of Northwest Florida 12/3/2021

Introduction

- Clint is a Pensacola native – he was born at Baptist Hospital, grew up in East Hill, and graduated from Milton High School.
- Attended Florida State and spent 11 years working in Florida politics and government, including 4 years in the administration of Governor Jeb Bush and 2 years as Deputy Secretary of the Agency for Healthcare Administration.
- Clint moved to the Washington, DC area in 2009 and has served in private sector roles focused on the Health and Human Services and Commercial Health markets.
- He joined the Government and Public Sector Consulting Practice at EY (Ernst & Young) in January of 2020 and is part of the Health and Human Services market team.
- He specifically supports the State of Florida account and works at the state and local level here and nationally.
- Clint is joined by his colleague Jeri Culley, also part of the EY HHS team and a former Assistant Secretary with the Florida Department of Children and Families.

EY's Experience in Hillsborough County

- EY is focused on supporting public sector clients in transformation initiatives, and specifically Human Services Transformation both in the U.S. and globally.
- EY supports the Hillsborough County Family Preservation Collaborative, a County-sponsored community initiative aimed at prevention and program transformation within the area of child welfare.
- The vision of Hillsborough County was to have programs and organizations aligned in a way that broke down silos, put the individuals and their families at the center, and enabled prevention.
- Two key pieces were the establishment of a physical Assessment Center with co-located services as well as the Family Preservation and Assessment System, which EY built and supports.
- The Assessment System is a data integration and decision support tool that collates information from multiple systems across the community that come into contact with children and families — child protection investigations, social services, schools, police, justice systems, health providers, etc. The system provides both information and high-level analysis and allows the appropriate people to see the appropriate information at the appropriate times to identify the best ways to support the family and the child and prevent crisis events.
- While the area of focus is different, the dynamics are similar to those faced by Escambia County in the areas of mental and behavioral health. Breaking down siloed programs and information, creating a more seamless and uninterrupted network of support, focusing on prevention, and taking a community-driven approach are all opportunities present in Escambia County as they were in Hillsborough.
- These types of efforts at the local level provide examples of the potential for innovation that exists for lawmakers and state agency leaders, and a roadmap for larger transformation.

Thoughts for the Task Force

- Strategic planning is a critical first step to any undertaking of this magnitude. The Task Force has already made great strides in mapping the landscape and identifying needs. A formal framework can be helpful to establishing an effective and sustainable approach. Steps could include:
 - Defining the ideal end state for continuity of support and closure of gaps within the mental wellness and behavioral health population.
 - Re-affirming and clarifying population segment and service priorities that have been discussed:
 - Access
 - Continuity of Support/Care
 - Workforce
 - Reviewing state and national initiatives and activities to identify opportunities and potential alignments
 - Determination of the scope of the effort required to meet stated goals.
 - Identification of an appropriate governance model and “owners” of ongoing initiative
 - Establishment of a performance measurement and feedback model
 - Consideration of tools that can support and enable coordination, gap closure, and prevention such as a community data sharing and decision support system.
 - Development of a data framework, architecture, and plan to support performance monitoring and data sharing
 - Identification of data points required to support decision making, analytics, performance monitoring, data sharing, and reporting
 - Focus on community, organizations, family, and individuals.
 - Identify and assess existing data sources, infrastructure, points of integration, reporting capabilities, and quantify as-is state
 - Assess availability of data, appropriateness, privacy and regulatory considerations and best practices, with focus on “quick wins”
 - Identify data use and data sharing agreements, gathering of necessary consent etc. to accomplish the desired end state
 - Conduct stakeholder listening sessions as part of above tasks to ensure detailed collective input, stakeholder engagement, and transparent decision making, with a strong emphasis on the voice of those being served.
 - Development of a Strategic Plan detailing priorities and established goals, incorporating all elements above and in alignment with Task Force direction.
 - Development of an annual project plan with identified priorities, actions, milestones, deliverables, owners, entry and exit gates, etc.