

BBHC Quarterly Newsletter – JANUARY 2021



**BBHC Wishes You a Safe, Healthy and
Prosperous New Year!**



BBHC thanks all of the hardworking healthcare workers, hospital staff, first responders, restaurant and grocery employees, along with delivery drivers. Special thanks to all of our providers for their continuous support and dedication to the community.

Message From Our CEO - Silvia Quintana



As we enter 2021, I wish everyone health, financial stability, prosperity and the appreciation for ourselves, our family, our friends, and our way of life. This past year has taught us that life is unpredictable and that we must live and appreciate all that surrounds us.

The COVID-19 crisis has challenged our way of life. However, our resilience to continue with our mission of serving our community has allowed us to pivot our services to embrace technology via telehealth and telephonic means, to be generous and caring about those who are severely impacted by the virus. Looking at the collaboration and coordination in our community, BBHC staff, its network providers and system partners have continued to provide services. I praise the frontline staff: Peers, Case Managers, Clinical and Medical personnel who continued to work and juggle family life simultaneously, which included homeschooling their children.

Looking ahead, we look at vaccination as the possibility of normalizing operations as well as family and community life. Hopefully, using the technological knowledge gained this past year, it

will allow us to serve more families and individuals with more flexibility and consumer choice. We hope that everyone continues to recognize the value that BBHC and the Provider Network offers to the mental health of our community and continue to advocate for mental health as an essential aspect of our wellness.

Best Wishes for 2021,
Silvia Quintana, CEO

Words of Wisdom From BBHC Staff

BBHC staff recognized that 2020 was a year like no other. From working from home, to participating in virtual meetings, we have all had to adapt and adjust. When asked what is one realization or lesson learned in 2020 that you have taken into the New Year, here is what BBHC Staff had to say. **Latrice Richards**, our System of Care Clinical Integration Coordinator, shared that 2020 has shed a new light on the importance of human connection and appreciating relationships. For BBHC's System of Care Manager, **Celena King** the most important lessons learned in 2020 was that with time, all things shall pass and to be kind to others, for we do not know what others are going through.

PROGRAM UPDATES

SOAR (SSI/SSDI Outreach, Access, and Recovery)

William King, Housing and SOAR Entitlements Coordinator, shared that Florida has been named one of the 2020 SOAR Super Stars in SAMHSA's 2020 National Outcomes Issue Brief with over 3,000 cumulative decisions and 4,418 approvals. A special congratulations and thank you goes out to all SOAR specialists for all their hard work.

BYRP (Broward Youth Re-entry Program)

BYRP Project Director, Eleanor Weekes and BYRP Clinical Integration Coordinator, Aileen Bernard, announced that BYRP has reached its quarterly goal and has enrolled 75 youths in the program to date. Ms. Weekes and Ms. Bernard, along with Cassandra Evans, Chief of Probation, facilitated a presentation at the DJJ Statewide Transition Meeting about BYRP in order to promote communication with youth at the various Commitment Centers across the State of Florida.



New Additions to the Provider Network

BBHC is excited to welcome Tomorrow's Rainbow and Harmony Development Center to the Provider Network.



Tomorrow's Rainbow provides free grief support groups for ages 3 years old to high schoolers and their families. Their mission statement is as follows: The mission of Tomorrow's Rainbow is to nurture emotional wellness and resiliency for children, teens, and families, experiencing grief, loss or trauma.



The Harmony Development Center (HDC) provides services to at risk youth and their families in order to prevent violence, criminal behavior and victimization through educational programs, support groups and community involvement. Their mission statement is as follows: To empower the youth and families to thrive as productive and peaceful members of our community.



Gratitude For the Work BBHC and Providers Do For the Community

BBHC staff are not only grateful for the New Year, but we are also thankful for the work we have been able to do in partnership with the Provider Network for individuals and families within the community. **Katrina Gonzalez**, BBHC's Utilization Manager Coordinator, works hard to meet the needs of every client that we serve expressed her gratefulness to work at BBHC. **Marsha Brown**, BBHC's Care Coordination Manager, shared a similar sentiment saying she is thankful that BBHC can be the voice for the voiceless in our community. Ms. Brown continued to explain that she is grateful to be a part of an

organization that will walk beside people in need on their journey. BBHC's System of Care Manager, **Celena King**, shares that is grateful to BBHC and the Provider Network for the teamwork and ability to be creative with new programs. We are able to brainstorm and provide support to one another by way of our unique qualities and levels of expertise.



Hearing success stories from the individuals and families that we serve, continue to inspire and motivate us to keep working and creating new initiatives. **Anthony Davis**, an IPS Supervisor, from Footprint To Success Clubhouse shares a success story of an IPS client.

We had a jobseeker that came to Florida from Indiana. He was a client of Rebels and the first time we met with him he was very subdued and quite negative with his outlook about life. During the first several months with him, much progress wasn't being made in developing a working relationship with him. I inquired about his family and he began to share about his difficult family relationships.

There was an instance when I went by to visit him at home and found him

I asked him for family contacts so that I could make them aware of his condition. From that point I was able to assist him in reconciling with his family. He was able to obtain employment and at one point he worked two jobs.

The client eventually decided to move back to Indiana and over the Christmas holidays I received a text from his sister asking me to call him because their father had passed recently, and he wasn't doing well. I

nursing a deep wound on his foot that he got from stepping on a nail while walking outside. I convinced him to go to the hospital, where he was diagnosed with a couple of major ailments, including kidney failure which would require him to undergo dialysis.

made contact with him and we shared some laughs and greetings. A few days later I received a text from him thanking me for reaching out to him.

He stated in the text that he originally came to Florida to die but after developing a friendship with me it gave him a reason to live.



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Our mailing address is:

3521 W. Broward Blvd. Suite#206 Lauderhill, FL 33312

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