

Henderson  
Behavioral Health

**HILL Project  
Broward County, FL  
Cohort V**

*Tips from the Graduating Class*

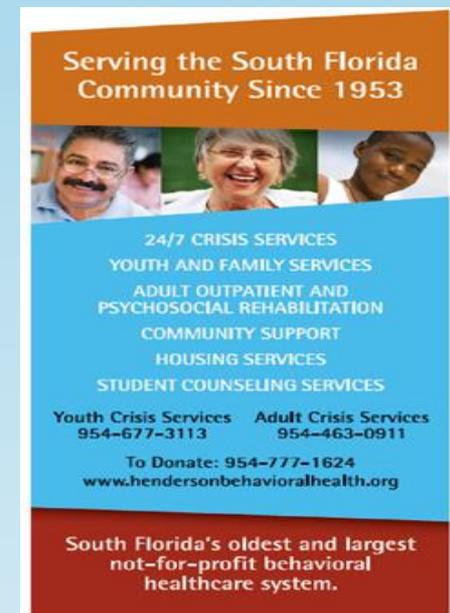
# General Overview

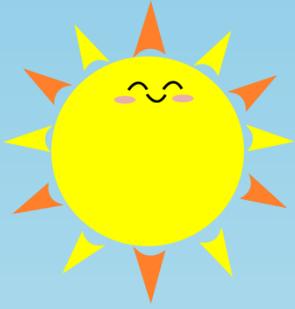
Henderson Behavioral provides a full continuum of behavioral health services to adults, youth and families:

- 680 staff
- Population of over 30,000
- IPAT level—5-6

HILL Project (Helping Individuals Live Longer)

- Staff physician and ARNP
- LPN who does phlebotomy
- Care Manager
- Peer Support Specialist
- Office Manager
- Care Coordinator
- Funded by SAMHSA PBHCI Grant, other grants, and Henderson





# Accomplishments

- Provided services to almost 900 indigent clients who had not received medical care for chronic conditions.
- Assured Primary Care was integrated with the Behavioral Health services provided.
- Developed resources to address the severity of the complicated medical conditions of participants
- Implemented strategies to address severity of problems in basic living needs for indigent, sometimes undocumented individuals (financial, housing, food, phone, transportation).
- CARF accreditation as a Health Home.

# Lessons Learned



- ✓ Start out the way you intend to continue (Health Home Model)
- ✓ Play to your strengths (supportive Psychiatrists/Nurses, creative staff)
- ✓ Co-location is as important for providers as it is for participants
- ✓ Community resources/partners are vital! You can't make it alone
- ✓ Everything changes all the time
- ✓ Everyone is really helpful when you bring muffins

# Moving Forward

## ▶ Changes

- No longer serve only indigent clients
- Expand to Medicaid HMO
- Will continue to treat complicated medical conditions and coordinate specialist care

## • Challenges and sustainability

- Medicaid approval
- Managed Care Approvals
- New referral resources
- Billing and Compliance

