



# Thriving Mind South Florida

# ANNUAL REPORT

Fiscal Year  
2024-2025



Serving Miami-Dade and  
Monroe Counties

[WWW.THRIVINGMIND.ORG](http://WWW.THRIVINGMIND.ORG)



# ON THE COVER

**Sandra McQueen, Chief Executive Officer of Fresh Start of Miami-Dade, poses during the annual Friendship Games. The annual event saw participation from more than 12 agencies and attendance from more than 500 people.**

**See story and photos on page 10.**





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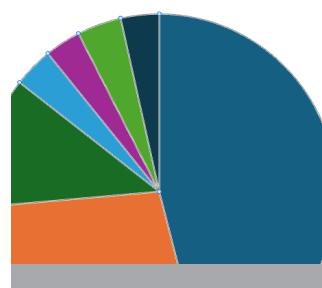
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# MESSAGE FROM THE CEO



Laura M. Naredo, President and CEO

It is truly an honor to serve as the new President and CEO of Thriving Mind South Florida, Inc.

Thriving Mind oversees the safety-net system for mental health and substance use services for more than 3 million residents across Miami-Dade and Monroe counties, serving over 140,000 individuals each year with an annual operating budget of approximately \$140 million. We are funded by the Florida Department of Children and Families, along with other federal, state, county, and private partners who share our commitment to improving the lives of those we serve.

Fiscal Year 2024–2025 was another strong and meaningful year for Thriving Mind South Florida.

In July, we proudly began our new five-year contract with the Department of Children and Families, valued at \$650 million, with a non-compete option for an additional five years. This important renewal allows us to continue providing vital behavioral health funding across Miami-Dade and Monroe counties and reflects our strong track record in evidence-based practices and

measurable outcomes.

Also, in partnership with the Behavioral Science Research Institute, we completed our three-year Needs Assessment (with key outcomes highlighted on page 9 of this report). This critical work is now guiding our Strategic Planning process, which is now underway and will help shape the future direction of our organization.

A key priority moving forward is to re-engage with our community stakeholders and providers — rebuilding trust, strengthening collaboration, and re-establishing the partnerships that are essential to delivering high-quality, accessible behavioral health services. We recognize that our success is deeply tied to the strength of these relationships, and we are committed to being an open, responsive, and reliable partner across our network.

To further align with our contract and our mission, the Thriving Mind Board of Directors voted in July to formally change our corporate name to Thriving Mind South Florida, Inc. This update was reflected across all systems, from contracting and business registration with the State of Florida to our tax identification at both the state and federal levels. While we rebranded as Thriving Mind in 2019, we continued to use SFBHN in contracting; this change represents the final step in fully solidifying our brand and our identity in the community.

Our team remains deeply committed to engaging with our community through live events, speaking engagements, and our social media platforms, as well as through our newly upgraded website. These efforts help us stay connected, transparent, and responsive to the communities we are proud to serve.



# WHAT IS THE NEED

Florida is ranked #48 in per capita funding for mental health treatment. Serious mental illnesses (SMI) and substance use disorders (SUD) are strongly associated with poverty.

Miami-Dade and Monroe counties, with a known population of 2.8 million, have approximately 987,040 individuals at less than 200% of the federal poverty level. This translates to approximately 207,070 individuals with SMI and SUD in the region. Of that 207,070 in need, 25,993 annually receive treatment services through Thriving Mind South Florida's safety net system of nonprofit providers capped at 10 percent overhead. A total of 140,086 receive treatment and prevention throughs through our behavioral health care network of providers.

SMI and SUD are highly responsive to evidence-based treatment. These conditions have response rates comparable to treatments for blood pressure, diabetes and heart disease, but remain underutilized. Underuse of effective treatment is due to multiple factors including limited access to care. For many individuals, treatment is complicated by lack of stable housing.

## 987,000 of 2.8 million

in Miami-Dade and Monroe Counties are below 200% of the Federal Poverty Level



**207,270**

Of those 987,000 approximately 21%, an estimated 207,270, have **serious mental illness or substance use disorder**.

**25,993**

Of the 207,270 who have **serious mental illness or substance use disorders AND are uninsured or underinsured**, Thriving Mind's network treated 25,993 in FY 24-25.

**140,086**

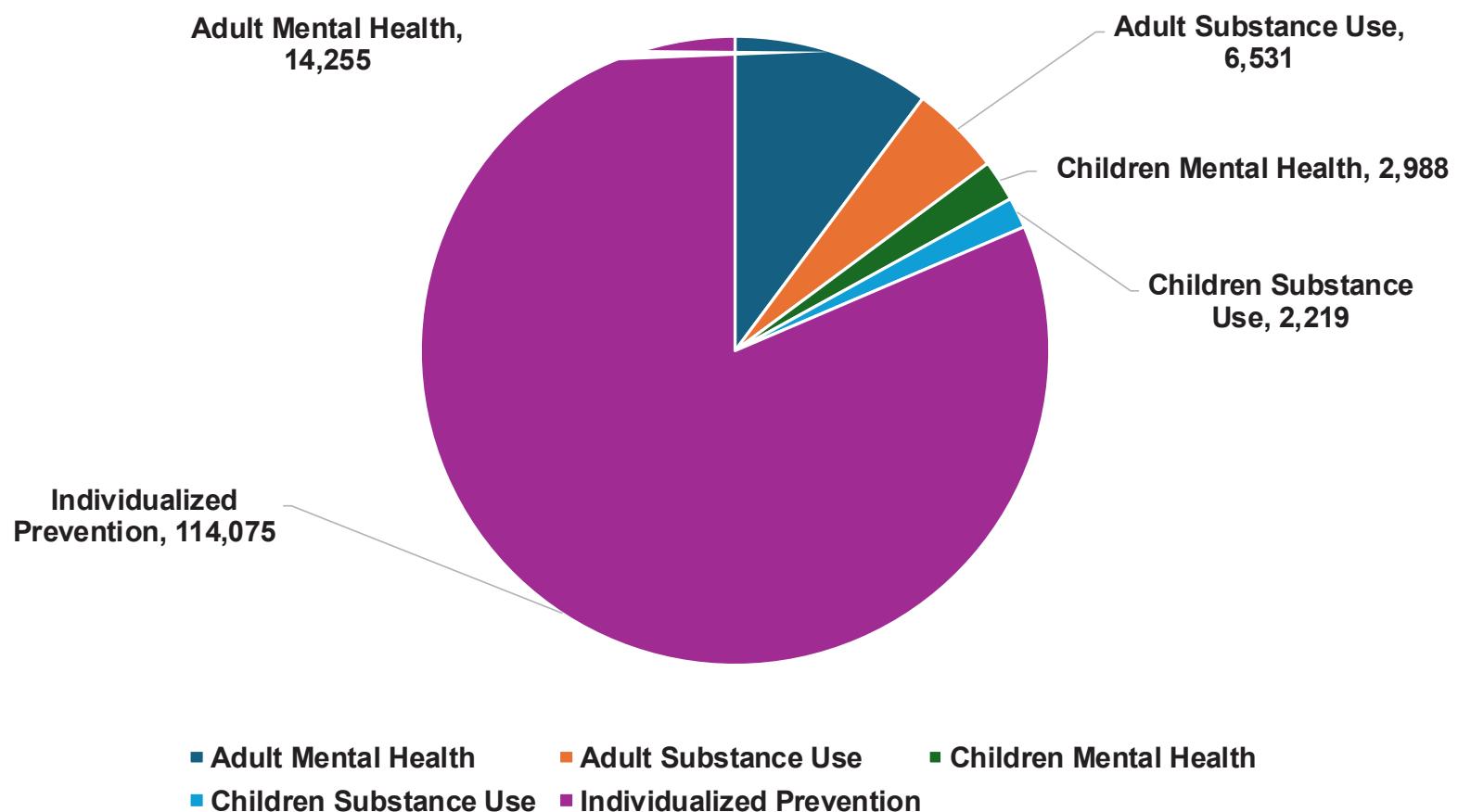
In addition, Thriving Mind's network reached 140,086 individuals in FY 24-25 including treatment and prevention, not including those reached through advertising, marketing and social media.



# PEOPLE SERVED

Thriving Mind serves individuals in Miami-Dade and Monroe counties who are uninsured or underinsured. Those individuals -- from children to youth to adults -- receive treatment in our network of healthcare provider organizations for mental illness and/or substance use treatment. [In addition, our prevention team raises awareness, fosters collaboration, and enhances the efforts of community programs and coalitions for the enrichment of youth, families, and communities.](#)

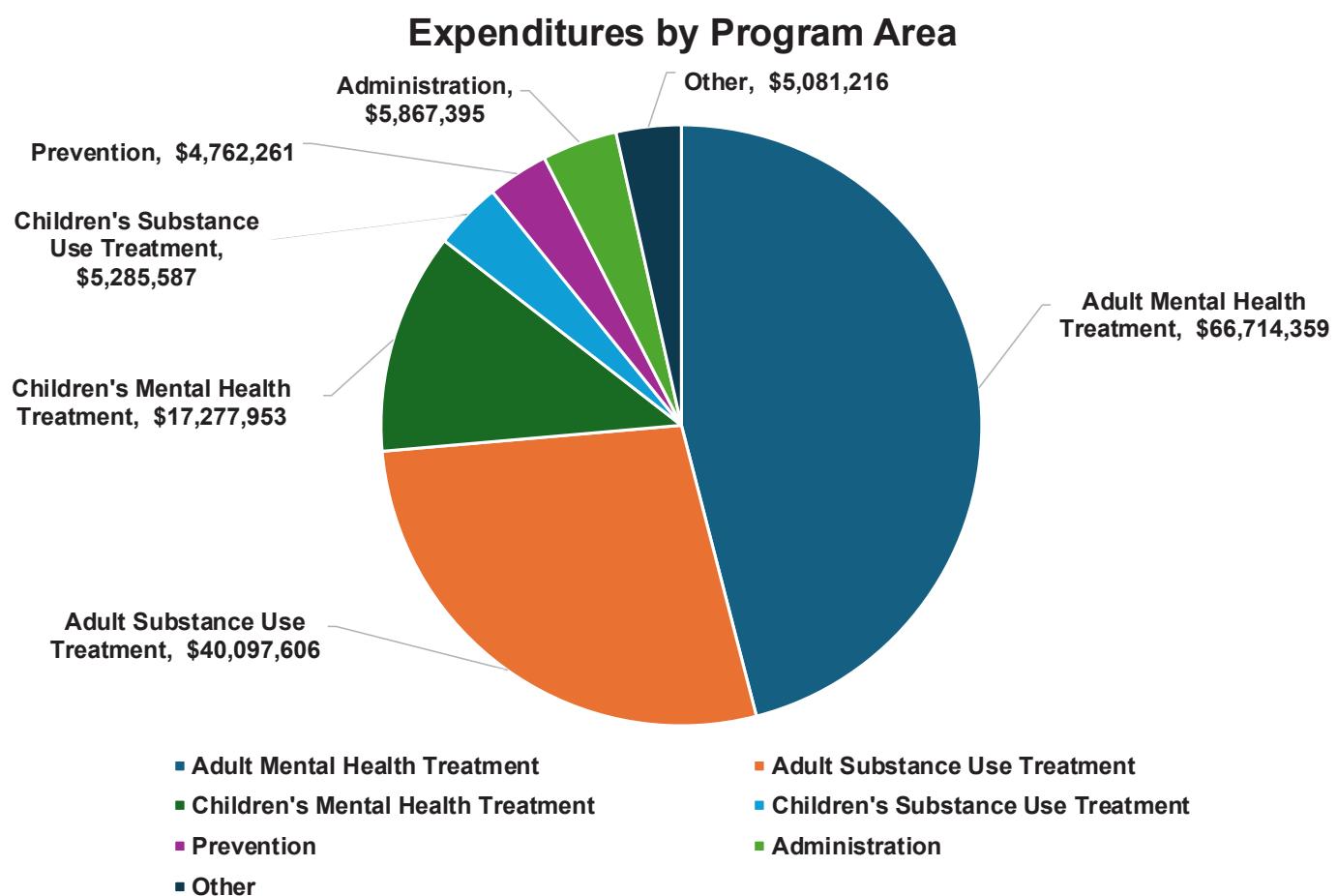
**Number of Individuals Served by Program Area**





# EXPENDITURES

Thriving Mind funds services in our region throughout mental health and substance use areas, both inpatient and outpatient. Our overhead, or administrative rate, is less than 5%, much lower than our counterparts in managed Medicaid. [In addition, our prevention efforts reach tens of thousands and are the most cost-effective part of our budget.](#)





# SEN. ROUSON'S VISIT

## Mobile Response Team, Living Room and Children's Short-Term Residential featured

Senator Darryl Rouson, a Democrat who represents the 16th District of Florida, visited South Florida in August to meet with Thriving Mind South Florida, as well as teams from WestCare Village South, New Horizons Community Mental Health Center and Citrus Health Network Inc. He hopped inside the Mobile Response Van, operated by the Village, and toured New Horizon's Living Room as well as Citrus' Children's Short-Term Residential Program. The Living Room and the Children's SRT are the only programs like theirs in the State of Florida. The MRT program was recently expanded from one unit to four to better serve Miami-Dade County.

Rouson, an individual in recovery, spoke openly about his personal recovery journey and his support of mental health and substance use treatment programs in our community.

*"The work you do is extremely important to people like me,"*  
Rouson said.





# NEEDS ASSESSMENT RELEASED

Between fiscal years 2020-2024, Thriving Mind-funded organizations served more than 106,000 individuals served for treatment services, the majority residing in Miami-Dade county. Adults represented nearly 80 percent of individuals served, with higher engagement in adult mental health and adult substance use programs. The individuals-served population is

racially and ethnically diverse, with over half identifying as Hispanic, though this proportion remains below the service area's overall Hispanic representation. Individuals served experience disproportionately high unemployment and lower educational attainment compared to the general population; 6 percent reported being unhoused at the time of service.

**The 2025 Needs Assessment was conducted in collaboration with Behavioral Science Research Institute.**

## Key findings

**Awareness and stigma:** Surveys and focus groups revealed low public awareness of available behavioral health services, particularly outside crisis situations. Stigma, cultural barriers, language access limitations, and mistrust of institutions hinder help-seeking.

**Access and referrals:** Strengths include strong perceptions of thriving mind as a resource hub and effective referral coordination within the ME network. Barriers include transportation, housing instability, insurance complexity, long waitlists for certain services (especially youth), and limited multilingual capacity.

**Care coordination:** Providers reported high agreement on having strong coordination processes, but gaps remain due to underfunding for evidenced-based care coordination, siloed operations, inconsistent communication, and high staff turnover, especially in high-cost areas such as Monroe County.

**Children's services:** Schools serve as key access points, and embedded services are valued. Barriers include lengthy enrollment processes, limited services for neurodivergent youth, and shortages of specialized staff.

**Suicide prevention:** While multiple prevention resources exist, gaps in adult public awareness and peer-specific outreach persist. Significant underfunding exists for suicide prevention.



BSRI conducted the Needs Assessment over 6 months.

**Peer support:** Highly valued for engagement and continuity of care, but peers face role confusion, underutilization, and stigma within organizations.

**Behavioral health and Housing:** Housing instability is seen as both a barrier to and determinant of behavioral health outcomes. Providers describe systemic eligibility challenges, high costs, and limited supportive housing options.



# 2025 FRIENDSHIP GAMES

**Go to <https://www.freshstartmiami.org/> to learn more about Fresh Start of Miami-Dade and the work they do with peers.**

The 2025 Friendship Games, held on Valentine's Day, February 14th, marked its 40th year with a wonderful celebration of food, fellowship, and fun at Topeekeegee Yugnee (TY) Park in Hollywood, Florida. This memorable event saw participation from more than 12 agencies and attendance from more than 500 people. The day was truly a celebration of the strength and unity within the community, bringing together people to share in the joys of friendship and camaraderie.

The Games are organized by Thriving Mind provider Fresh Start of Miami-Dade. Among the highlights were the Hero of Hope awards, which were bestowed upon several distinguished individuals for their exceptional contributions to our community.

Thriving Mind's Peer Services Manager Derek Moore emceed the event.





# SUCCESS STORIES

**Care Coordination ensures that individuals with the highest level of need are being linked to community-based care and provided the appropriate supports.**



## New Hope CORPS Client Gets New Start

We are pleased to share that Princess Diaz and her three children have successfully moved into their new three-bedroom home.

Ms. Diaz, who previously experienced homelessness while residing in her vehicle and temporarily staying with others, expressed her deep gratitude for the support received through Care Coordination services. To assist with this important transition, the family was provided with furniture, beds, household essentials, and food to ensure a safe and comfortable new beginning.

This move represents an important milestone in Ms. Diaz's journey, and we celebrate this accomplishment alongside her and her children.

## Care Coordination Client Finds New Home

Care Coordination client Anthony Ferguson received his key for his permanent supportive housing unit at Camillus House Verde Gardens. Mr. Ferguson had been incarcerated for 17 years.

Upon release, Mr. Ferguson became a single father of two boys. He has resided at the Chapman Partnership Homeless Shelter for over a year. He was due to be discharged with no housing plan. Care Coordination was able to take on the case and secure him with this permanent supportive housing opportunity through the Homeless Trust.

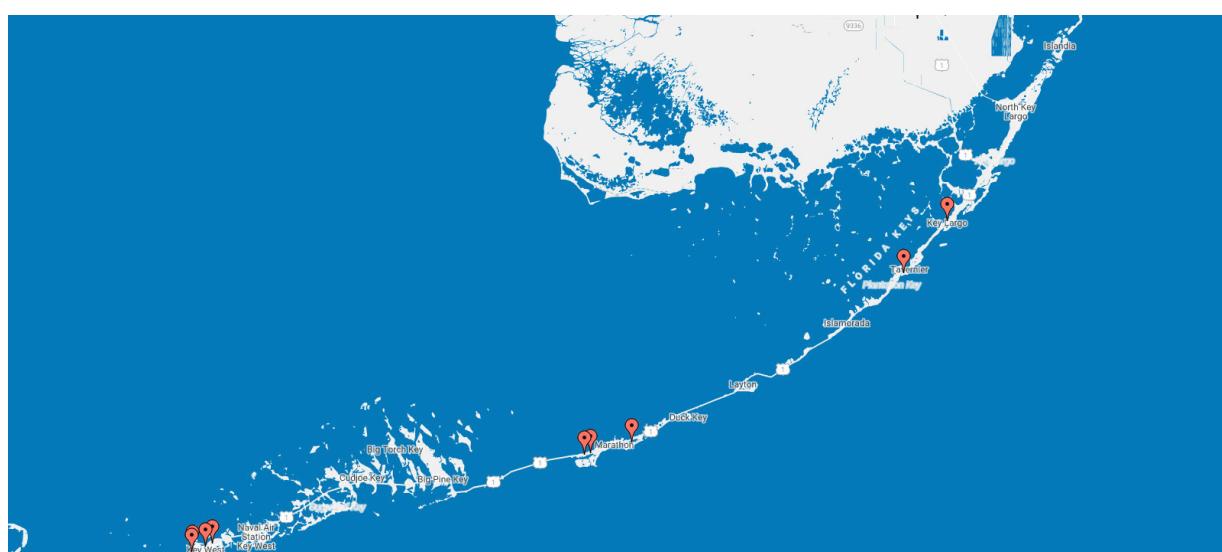
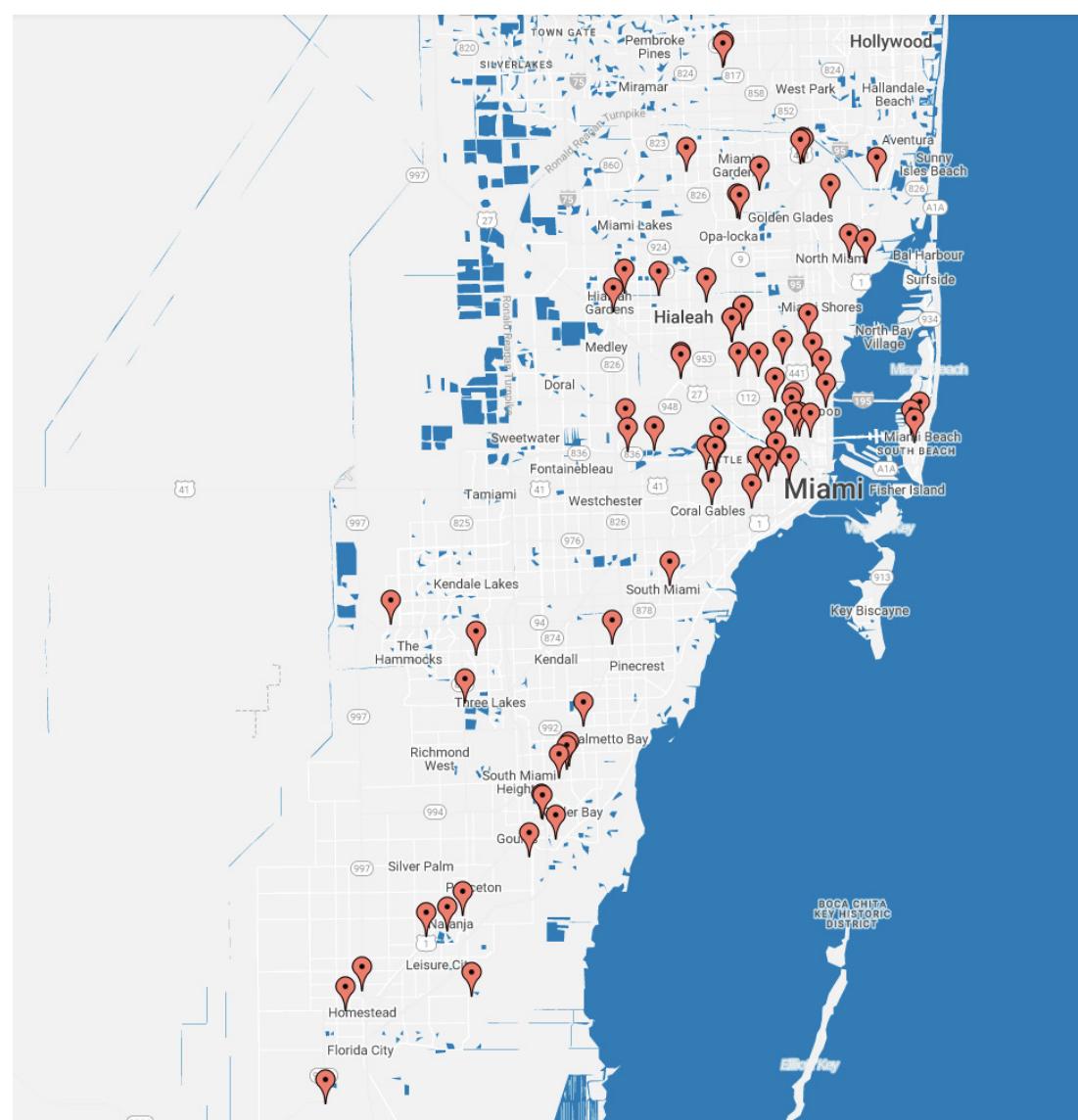
This is his first apartment. He was so excited. The family will have access wrap-around services moving forward.





# PROVIDER LOCATIONS

This map shows our providers' locations throughout our region. More than 40 contracted providers are spread out and accessible to the public in both Miami-Dade and Monroe Counties.





# FISCAL YEAR 24-25 PROVIDERS

Advocate Program, Inc.  
Agape Network, Inc.  
Comprehensive Psychiatric Center  
Banyan Health Systems, Inc.  
Behavioral Science Research Institute, Inc.  
Better Way of Miami, Inc.  
Camillus House, Inc.  
CARRFOUR Supportive Housing, Inc.  
Catholic Charities of The Archdiocese of Miami, Inc.  
Center for Family and Child Enrichment, Inc.  
Citrus Health Network, Inc.  
Community Health of South Florida Inc.  
Concept Health Systems, Inc.  
Devereux Advanced Behavioral Health, Inc.  
Douglas Gardens Community Mental Health Center of Miami Beach, Inc.  
Federation of Families Miami Dade Chapter, Inc.  
Fellowship House  
Florida Methodist Children's Home  
Fresh Start of Miami-Dade, Inc.  
Gang Alternative, Inc.  
Guidance Care Center, Inc.  
Healthy Start Coalition of Miami Dade, Inc.  
Here's Help, Inc.  
Hialeah Community Coalition, Inc.  
Homeless Trust of Miami-Dade County  
Jessie Trice Community Health System, Inc.  
Jewish Community Services of South Florida, Inc.  
Key Clubhouse of South Florida, Inc.  
Lotus House Women's Shelter  
Miami-Dade County Community Action and Human Services Dept.  
Miami Dade County Fire Rescue Department  
Miami-Dade County Juvenile Services Department  
Miami Recovery Project, Inc.  
Monroe County Coalition, Inc.  
NAMI Miami Dade County, Inc.  
New Hope CORPS, Inc.  
New Horizons Community Mental Health Center, Inc.  
Passageway Residence of Dade County, Inc.  
Public Health Trust of Miami-Dade County, Florida  
Sandy Pines  
South Dade One Voice Coalition  
South Florida Wellness Network  
University of Miami - Miller School of Medicine  
WestCare/The Village South



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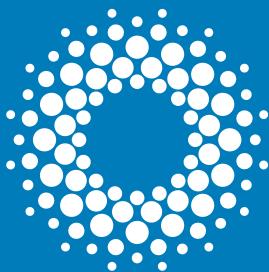
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**THRIVING MIND**  
SOUTH FLORIDA®

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Thriving Mind South Florida is a managing entity contracted with the Department of Children and Families.

Thriving Mind also receives support from other Federal, State, County and private sources.

