

CONSUMER AND FAMILY RESOURCE MANUAL

MIAMI-DADE
AND
MONROE
COUNTIES



DECEMBER 2014

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Table of Contents

INTRODUCTION	4
ABUSE HOTLINE	5
AGENCY FOR HEALTH CARE ADMINISTRATION (AHCA)	5
AIDS FOR PERSONS WITH DISABILITIES AND PERSONS WITH LIMITED ENGLISH PROFICIENCY	5
BIRTH CERTIFICATES	6
BUS PASSES	7
CLUBHOUSES	8
COMMUNITY MENTAL HEALTH CENTERS (CMHC)	9
COMPLAINTS/GRIEVANCES	10
CONSUMER NETWORK	10
CONSUMER RIGHTS	10
COST OF SERVICES	11
COURT/LEGAL SYSTEM	12
CRISIS SUPPORT	13
DROP-IN CENTERS	15
EMERGENCY SERVICES (PRIVATE BAKER ACT FACILITIES)	16
EMERGENCY SERVICES (PUBLIC BAKER ACT FACILITIES)	17
EMPLOYMENT AND HOUSING	18
FLORIDA IDENTIFICATION CARDS AND DRIVER LICENSES	18
FOOD BANKS	19
FOOD STAMPS	20
FORENSIC SERVICES	20
HEALTHCARE CENTERS	21
HOMELESS HELPLINE	25
HOUSING AND EMPLOYMENT	26
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)	26
MEDICAID AND MEDICARE	27
NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)	27
OMBUDSMAN	27
OSS (OPTIONAL STATE SUPPLEMENTATION)	28

PEER SPECIALISTS	28
PROVIDER SELECTION AND CHOICE	29
SENIOR MEDICARE PATROL (SMP)	29
SOCIAL SECURITY DISABILITY BENEFITS	29
SPECIAL TRANSPORTATION SERVICE (STS)	30
SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT	31
SUPPORT GROUPS.....	32
TELEPHONE WIRELESS SERVICES	33
TRAUMA.....	33
VOCATIONAL REHABILITATION	34
WELLNESS AND RECOVERY	34
WELLNESS RECOVERY ACTION PLAN (WRAP)	35
PROVIDER DIRECTORY OF SFBHN FUNDED SERVICES.....	36

INTRODUCTION

Welcome to the Consumer and Family Resource Manual for individuals in Miami-Dade and Monroe Counties who receive mental health and/or substance abuse services from community agencies. This Consumer and Family Resource Manual is dedicated to the consumers, their families and their support systems. A consumer is the person receiving services from an agency.

This manual is also dedicated to the many individuals, agencies and stakeholders that share their time and energy working with consumers, their families, and support systems to improve their health and quality of life. We especially want to thank the consumers and Peer Specialists of the Consumer Network of Miami-Dade for giving us their support, suggestions and ideas for this manual.

The Substance Abuse and Mental Health (SAMH) Program Office of the Department of Children and Families contracts with South Florida Behavioral Health Network, Inc. (SFBHN) to manage the SAMH system of care. SFBHN ensures that quality and best practices are provided to consumers and families seeking services in Miami-Dade and Monroe Counties.

This manual will give you information and direction on who to contact for more specific information. If you need assistance and/or have any questions related to mental health, substance abuse and/or other community services, **please call the Consumer Hotline at 1-888-248-3111**. You will also learn ways to be more involved in your services and community. Please read through the following pages and keep this manual for future use. We hope your experience with South Florida Behavioral Health Network, Inc. (SFBHN) is positive and beneficial to you.

ABUSE HOTLINE

Abuse can come in many forms, such as verbal, physical or sexual mistreatment. The Abuse Hotline is the phone number you can call to report abuse, neglect and/or exploitation (unfair treatment) for all children and vulnerable adults in Florida. The Florida Abuse Hotline accepts calls 24 hours a day and 7 days a week.

Telephone Number: 1-800-962-2873 (1-800-96-ABUSE)

Use 711 for Florida Relay Services

An emergency situation occurs when someone appears to face immediate risk of abuse/neglect that is likely to result in death or serious harm. If your concerns are an emergency, FIRST CALL 911; SECOND contact the Abuse Hotline.

AGENCY FOR HEALTH CARE ADMINISTRATION (AHCA) **CONSUMER HOTLINE**

If you have a complaint and/or need licensing information about an Assisted Living Facility (ALF), nursing home and/or hospital, please call the phone number listed below.

1-888-419-3456

You can also call this toll-free telephone number to get information about the Statewide Medicaid Managed Care Medical Assistance Program. Questions regarding Medicare, your HMO (Health Maintenance Organization), Provider Service Networks and the Children's Medical Services Network can also be directed to AHCA.

AIDS FOR PERSONS WITH DISABILITIES AND PERSONS WITH LIMITED ENGLISH PROFICIENCY

If you have a disability and/or have limited English proficiency, the mental health and substance abuse agencies will provide appropriate help (auxiliary) aids, including qualified or certified language interpreters, to you and/or your companion at no cost. These agencies are listed in the **Provider Directory of Services** at the end of this Consumer and Family Resource Manual. **You need to request the appropriate help (auxiliary) aids when you first contact the agency so the staff has time to prepare and provide you with the best services.**

If you are deaf or hard of hearing, your communication options may include but are not be limited to the CART (Communication Access Real Time) Translation, Florida Relay Service, TDDs (Telecommunication Devices for the Deaf), FAX (Telephone Facsimile Transmittal), phone amplifiers, qualified or certified sign language interpreters, flash cards, lip-reading, written notes, supplementary hearing devices, charts or a combination of these, as appropriate.

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If you have low vision or are blind, it is important that you and agency staff discuss the best method of communication for you. Staff will document in your file the type of help (auxiliary) aids and service provided during their contact with you.

If you have sensory, speech or mobility limitations, information will be included in the meeting notices, conference and seminar announcements to let you know that you will be provided with the necessary help (auxiliary) aids at no cost to you. The information will include the name of a contact person and a date by which you must request such assistance. This process will include discussing the type of personal assistance or accommodation that you need. **If you need assistance in getting help (auxiliary) aids from the agency from which you receive mental health and/or substance abuse services, please call the Consumer Hotline at 1-888-248-3111.**

Florida Relay is the communications link for people who are Deaf, Hard-of-Hearing, Deaf/Blind, or Speech Impaired. Through the Florida Relay, people who use specialized telephone equipment can communicate with people who use standard telephone equipment.

To call Florida Relay, dial 7-1-1, or use the following toll free numbers:

- 1-800-955-8771 Text Telephone (TTY)
- 1-800-955-8770 (Voice)
- 1-877-955-8260 Voice Carry Over (VCO-Direct)
- 1-800-955-5334 Speech to Speech (STS)
- 1-877-955-8773 (Spanish)

BIRTH CERTIFICATES

You may apply for a birth certificate in person at any County Health Department location if you were born in the State of Florida. If you choose to mail in your application, please address it to the Central Dade office or the Monroe County office (see next page for addresses). You may also apply on the internet at www.miamivitalrecords.com. You must meet one of the following criteria:

- Be the child named on the certificate AND over 18 years old, OR
- Be the parent, guardian or legal representative of the person named on the certificate.

ALL APPLICATIONS MUST INCLUDE THE FOLLOWING:

- The applicant's PICTURE ID (such as a valid driver's license, state identification card, passport or military identification card). A photocopy of your PICTURE ID is required for mail-in applications.
- The applicant's full name at birth, date and place of birth, mother's maiden name and father's name.
- The applicant's full name, address and telephone number.

The fee for each certified copy of a Florida birth record is \$30.00. When purchased at the same time, additional copies of the identical birth record are \$16.00 each. These fees are subject to change.

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For Walk-In applications, fees are payable either in cash, by money order or cashier's check. For Mailed-In applications, fees are payable by money order or cashier's check only. **DO NOT SEND CASH BY MAIL.** Money orders/cashier's checks should be made payable to Vital Records Unit.

Locations for the Miami-Dade and Monroe County Health Departments:

North Dade

18680 NW 67 Avenue
Hialeah, Florida 33015
(305) 628-7227
(WALK-IN APPLICANTS ONLY)

South Dade

18255 Homestead Avenue #113
West Perrine, Florida 33157
(305) 278-1046
(WALK-IN APPLICANTS ONLY)

Central Dade

1350 NW 14 Street, Room 3
Miami, Florida 33125
(305) 575-5030
(WALK-IN AND MAIL APPLICANTS)

Monroe County (Florida Keys)

1100 Simonton Street
Key West, Florida 33040
(305) 293-7500
(WALK-IN AND MAIL APPLICANTS)

BUS PASSES

If you receive benefits from Social Security and are a permanent Miami-Dade County resident, you are eligible to ride free on the buses and on the Metrorail with a **Golden Passport EASY Card**. **The Golden Passport EASY Card is FREE.** To obtain this card, you must apply in person at the **Transit Service Center located on the second level of the Government Center Metrorail station at 111 N.W. 1st Street, Miami, FL, 33128. (**First Floor-Main Entrance)**

You must present:

- **Documentation from Social Security stating how much money you receive**
- **A current valid Florida ID**

The best time to go to the Transit Service Center is on Wednesday and Thursday as it is less crowded on these days.

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All **honorably discharged veterans** who are permanent residents of Miami-Dade County and whose annual income is \$22,000 or less, are eligible to ride on the buses and on the Metrorail for free with the **Patriot Passport EASY Card**. To obtain this card, you must apply in person at the **Transit Service Center**.

You must present:

- **A current valid Florida ID**
- **Proof of income**
- **The DD214 or VA 1010 form as proof of an honorable discharge**

If you have any questions, you can call 786-469-5028 Monday through Friday, 8 a.m. to 4:30 p.m. To renew by mail or fax, copies of the required documents must be forwarded to Miami-Dade Transit. The fax number is 305-375-1192. You can mail documents to Miami-Dade Transit, Special Pass Programs, P.O. Box 01-9005, Miami, FL, 33101.

If you live in the Florida Keys (Monroe County), you can apply for a reduced fare bus pass at the City of Key West, 627 Palm Avenue, Key West, FL, 33040. Please call 305-809-3910 first so that you have the necessary documents and are aware of the reduced fare.

CLUBHOUSES

Clubhouses provide non-clinical services which include a work-ordered day and peer-to-peer recovery support, services and assistance. Clubhouses promote recovery from mental illness and provide structured, community-based services designed to strengthen and/or regain the consumer's interpersonal skills, meaningful work, employment, education and help them do well in the community.

Citrus Clubhouse

106 W. 9th Street
Hialeah, FL 33010
(305) 572-7142

Fellowship House

Club Fellowship
9827 E. Hibiscus Street
Palmetto Bay, FL 33157
(305) 740-2420

Key Clubhouse of South Florida

1400 NW 54th Street, Suite 102
Miami, FL 33142
(305) 374-5115

Monroe County

Personal Growth Center
Guidance Care Center Clubhouse
3000 41st Street Ocean
Marathon, FL 33050
(305) 434-7660

COMMUNITY MENTAL HEALTH CENTERS (CMHC)

A Community Mental Health Center (CMHC) is a publicly funded, not-for-profit center which contracts with South Florida Behavioral Health Network, Inc. (SFBHN) for the provision of inpatient, outpatient, day treatment, or emergency services.

- 1. Jackson CMHC**
Adult Outpatient
(786) 466-2800
15055 NW 27th Avenue
Opa Locka, FL 33054

Jackson CMHC
Administration/Children's Services
(786) 466-2700
20201 NW 37th Avenue
Miami Gardens, FL 33056
Service Zip Codes: 33054, 33055, 33056, 33160, 33162, 33169, 33179, 33180
- 2. Citrus Health Network, Inc.**
(305) 825-0300
4175 West 20th Avenue
Hialeah, FL 33012
Service Zip Codes: 33010, 33011, 33012, 33013, 33014, 33015, 33016, 33018, 33122, 33166, 33172, 33178, 33182, 33192
- 3. New Horizons CMHC**
(305) 635-0366
1469 NW 36th Street
Miami, FL 33142
Service Zip Codes: 33109, 33127, 33132, 33136, 33137, 33138 (south of 79th Street), 33142, 33147 (south of 79th Street)
- 4. Douglas Gardens CMHC**
(305) 531-5341
1680 Meridian Avenue, 5th Floor
Miami Beach, FL 33139

(305) 403-0654
1150 NE 125th Street
North Miami, FL 33161
Service Zip Codes: 33138 (north of 79th Street), 33139, 33140, 33141, 33147 (north of 79th Street), 33150, 33154, 33161, 33167, 33168, 33169, 33181
- 5. Banyan Health Systems (formerly Miami Behavioral Health Center)**
(305) 774-3300
3850 Flagler Street
Miami, FL 33134
Service Zip Codes: 33125, 33126, 33128, 33129, 33130, 33131, 33133, 33134, 33135, 33136, 33144, 33145, 33146, 33149, 33155, 33165, 33172, 33174, 33175, 33182, 33184, 33185, 33192, 33194
- 6. Community Health of South Florida, Inc. (CHI)**
(305) 252-4840
10300 SW 216th Street
Miami, FL 33190
Service Zip Codes: 33030, 33031, 33032, 33033, 33034, 33035, 33039, 33143, 33156, 33157, 33158, 33170, 33173, 33176, 33177, 33183, 33186, 33187, 33190, 33193, 33196
- 7. Guidance Care Center (Monroe County)**
(305) 434-7660
Upper Keys
Middle Keys
Lower Keys
Service Zip Codes: 33001, 33036, 33037, 33040, 33041, 33042, 33043, 33044, 33045, 33050, 33051, 33052, 33070

COMPLAINTS/GRIEVANCES

Each agency that serves consumers and families in Miami-Dade and Monroe Counties has its own procedure for consumers to file a complaint or grievance explaining their dissatisfaction with the agency's staff and/or services. This procedure includes investigating, tracking, managing and responding to the complaint. Please give your complaint in writing to staff within your agency. If your complaint is not resolved with the agency, you may present the complaint to South Florida Behavioral Health Network, Inc. (SFBHN).

You can do this by calling SFBHN at 1-888-248-3111 or 305-858-3335 and asking for the QA/QI Risk and Compliance Manager. If you have a complaint about SFBHN, the QA/QI Risk and Compliance Manager can help you with this process too.

CONSUMER NETWORK

The Consumer Network of Miami-Dade is led by consumers who share a commitment to making a difference in mental health and/or substance abuse recovery. The Consumer Network of Miami-Dade meetings are held on the second and fourth Tuesday of every month from 10am-12pm at 401 N.W. 2nd Avenue, Suite N-423, Miami, Florida, 33128. At each meeting, approximately fifty consumers, Peer Specialists and stakeholders within the mental health and substance abuse community meet to discuss advocacy issues, education, training, and peer support.

The Consumer Network of Miami-Dade was established to promote recovery, leadership and advocacy training for consumers. The Consumer Network of Miami-Dade provides education and empowerment to adults with mental health and/or substance abuse issues. For related events and resources, please visit: www.consumernetworkmiami.blogspot.com. You may also reach the Consumer Network Coordinator at Fresh Start of Miami-Dade, Inc. at 305-623-9937.

The Department of Children and Families and South Florida Behavioral Health Network, Inc. (SFBHN) are actively involved with the Consumer Network of Miami-Dade and promote consumer-driven leadership, activities and ideas within all of our agencies.

CONSUMER RIGHTS

Your rights as a consumer while receiving treatment at a facility are protected under Florida law. When you request or receive services, your agency should give you written information regarding your rights. You have the right to:

1. Be treated with kindness and respect.
2. Be given services based on your individual needs and regardless of your ability to pay. You will be involved in developing your recovery plan where medical, vocational, social, educational and rehabilitative services are individualized to meet your needs.
3. Sign documents showing that you understand the services that were explained to you and you can decide to discontinue services at any time unless you are court-ordered to receive treatment at a facility or involuntarily hospitalized.

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4. Live in a safe and decent living environment.
5. Complain regarding the use of restraint, seclusion, isolation, emergency treatment orders, physical management techniques and increased levels of supervision.
6. Communicate freely and privately with individuals if you are in a facility, whether voluntarily or involuntarily. You have the right to communicate by phone, mail or visitation. You have the right to call the Abuse Registry at 1-800-962-2873 (1-800-96-ABUSE) or your attorney. If your communication is restricted, written notice must be provided to you.
7. Keep your own clothing and personal belongings unless they are removed for safety or medical reasons. If your personal belongings are taken from you, a witnessed inventory is required.
8. Register and to vote in any election for which you are a qualified voter.
9. Ask the court to review the cause and legality of your detention or unjust denial of a legal right or privilege or an authorized procedure if you are involuntarily admitted.
10. Participate in your treatment and/or recovery and discharge planning. You are also guaranteed the opportunity to seek services from the professional or agency of your choice upon discharge.
11. Choose a representative who will be notified if you are involuntarily admitted. Your representative or advocate will be advised of all proceedings and restrictions of your rights. They will receive a copy of the inventory of your personal belongings, have immediate access to you, and is authorized to file legal documents on your behalf. However, this representative cannot make any treatment decisions, cannot access or release your clinical record without your consent, and cannot request your transfer to another facility.
12. Confidentiality which ensures that all information about you in a mental health and/or substance abuse facility remains confidential and is only released with your consent. However, certain information may be released to your attorney, in response to a court order, after a threat of harm to others or other very limited circumstances. You also have the right to access your clinical records.
13. Adequate and appropriate health care consistent with established standards within the community.
14. An opportunity for regular exercise several times a week and to be outside for frequent intervals except when prevented by inclement weather.

COST OF SERVICES

If you do not have money or health insurance, mental health and/or substance abuse services will still be provided to you. Community mental health centers that receive funds from the State provide treatment and services based on what you can afford to pay. This is called a sliding-scale or sliding fee basis of payment. Every person is responsible to pay for some of the cost of their care but if you have very little money or no money, services are still provided.

In addition, the Federally Qualified Health Centers (FQHC) listed on page 20-24 provide medical care regardless of a person's ability to pay. **Please call the Consumer Hotline at 1-888-248-3111 if you have questions and/or issues.**

COURT/LEGAL SYSTEM

Dade Legal Aid

123 NW 1st Avenue, Suite 214 (Main Office)
Miami, FL 33128
305-579-5733

To be eligible, client income may not exceed 150% of the Federal Poverty Guidelines. Legal assistance with cases involving: immigration, domestic violence, family law, child and teen advocacy, guardianship and probate, housing and foreclosure, bankruptcy and consumer, employment, arts and intellectual property, non-profits and start ups.

175 NW 1st Avenue, Floor M (Courthouse Center – Domestic Violence Unit)
Miami, FL 33128
305-349-5824

27112 S. Dixie Highway (South Dade – Domestic Violence Unit)
Naranja, FL 33032
305-247-9562

Jail Diversion Program

1351 N.W. 12th Street
Miami, FL 33125

This program is designed to divert individuals with Serious Mental Illness (SMI), or co-occurring SMI and substance use issues from the criminal justice system into community-based treatment and support services. The program assists participants to navigate the requirements of the criminal justice process as well as to develop individualized transition plans to the community. Linkages to necessary psychiatric treatment, medication, supportive services and housing will be arranged prior to community re-entry.

Misdemeanor Cases
Contact: Lourdes Mata
305-548-5324

Felony Cases
Contact: Alejandro Aristizabal
305-548-5735

Legal Services of Greater Miami (FREE LEGAL SERVICES)

Serving Miami-Dade County North of Kendall Drive
3000 Biscayne Boulevard, Suite 500
Miami, FL 33137

Serving Miami-Dade County South of Kendall Drive
11285 SW 211th Street, Suite 302
Miami, FL 33189
305-576-0080 for both locations

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Miami-Dade County Public Defender's Office

1320 N.W. 14 Street

Miami, FL 33125

305-545-1600 (felony)

305-545-3348 (misdemeanor)

The public defender's office provides legal representation, principally in criminal and mental health cases, to persons in jeopardy of losing their liberty. Representation is contingent upon the court finding the individual indigent and appointing a Public Defender.

Legal Services of the Florida Keys (Monroe County) (FREE LEGAL SERVICES)

Call with your legal question and they will provide you with free legal information over the phone

Monday-Friday

1-877-715-7464

Monroe County Public Defender's Office

801 Eisenhower Drive

Key West, FL 33040

305-294-2501

CRISIS SUPPORT**ARE YOU OR SOMEONE YOU KNOW EXPERIENCING ANY OF THE FOLLOWING?**

- Suicidal thoughts
- Thoughts about hurting yourself or someone else
- Feelings and thoughts of sadness, hopelessness, depression
- Feelings and thoughts of anxiety, nervousness, paranoia
- Problems with alcohol, prescription drugs, and/or illegal drugs
- Problems with your feelings and behavior that are interfering with work, school and/or relations with others
- Hearing voices and/or seeing things that do not exist

PLEASE CALL:

- **911 in case of a medical and/or psychiatric emergency**

Tell the operator if the emergency involves a person with mental illness so the **Crisis Intervention Team (CIT) Police** can respond to the situation. They can provide an evaluation of the situation, and if needed, de-escalate and transport individuals experiencing a crisis to the appropriate facilities. Evaluation, treatment, and referrals are provided as necessary by the receiving facilities.

- **National Suicide Prevention Lifeline**

24 hours a day/ 7 days a week

1-800-273-8255

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- **Mobile Crisis Team - Miami-Dade County
Banyan Health Systems (formerly Miami Behavioral Health Center)**

This is an outreach service that provides mobile crisis intervention and assessment for adults.

24 hours a day/ 7 days a week

305-774-3616

305-774-3617

- **Switchboard of Miami
Children's Trust 211 Helpline**

Dial 211 for adult and children's social services information and referrals, and crisis counseling.

24 hours a day/ 7 days a week

305-358-4357 (HELP)

305-644-9449 (TTY)

- **311 Helpline – Miami-Dade community resources and transportation information**

Monday-Friday 7am-7pm

Saturday 8am-5pm

- **Helpline, Inc. - Monroe County**

This is a crisis and information hotline for individuals in the Florida Keys.

24 hours a day/ 7 days a week

305-296-4357

- **South Florida Behavioral Health Network**

Call the Consumer Hotline at 1-888-248-3111 for information, access to services and peer support between the hours of 8:00am-4:30pm.

DROP-IN CENTERS

Drop-In Centers are intended to provide a range of opportunities for individuals with severe and persistent mental illness to independently develop, operate, and participate in social, recreational and networking activities.

Miami-Dade County

Banyan Health Systems (formerly Miami Behavioral Health Center)

“Villa Esperanza” Drop-In Center

1566 SW 1st Street
Miami, FL 33135
(786) 378-5565

Citrus Health Network

Kiva Drop-In Center

1339 SE 9th Avenue
Hialeah, FL 33010
(305) 884-1382

Douglas Gardens Drop-In Center

1150 NE 125th Street
North Miami, FL 33161
(305) 403-0654

Fresh Start of Miami-Dade Drop-In Center

18441 NW 2nd Avenue, Suite 106 and 108
Miami Gardens, FL 33169
(305) 623-9937
Toll-free 1-877-854-8781

New Hope Drop-In Center

1714 NW 36th Street
Miami, FL 33142
(305) 635-2297

Monroe County

Guidance Care Center Drop-In Center

3000 41st Street Ocean
Marathon, FL 33050
(305) 434-7660

EMERGENCY SERVICES (PRIVATE BAKER ACT FACILITIES)

A Baker Act is a means of providing individuals with emergency services and temporary detention for mental health evaluation and treatment when required, either on a voluntary or an involuntary basis. Private Baker Act facilities are funded by private insurance.

Aventura Hospital & Medical Center

20900 Biscayne Boulevard
Aventura, FL 33180
(305) 682-7000
(305) 682-7241

Jackson South Community Hospital

9333 SW 152nd Street
Miami, FL 33157
(305) 251-2500
(305) 256-5310

Kendall Regional Medical Center

11750 SW 40th Street (Bird Road)
Miami, FL 33175
(305) 223-3000 ext. 5901

Larkin Hospital

7031 SW 62nd Avenue
Miami, FL 33143
(305) 284-7500
(305) 284-7575

Mercy Hospital

3663 South Miami Avenue
Miami, FL 33133
(305) 854-4400
(305) 285-2180

Miami Children's Hospital

3100 SW 62nd Avenue
Miami, FL 33155
(305) 666-6511 ext. 1075

Miami Veterans Affairs (VA) Healthcare System

1201 NW 16th Street
Miami, FL 33125
(305) 575-7000

Mount Sinai Medical Center

4300 Alton Road
Miami Beach, FL 33139
(305) 674-2000
(305) 674-2941

North Shore Medical Center

1100 NW 95th Street
Miami, FL 33150
(305) 835-6000
(305) 835-6112

Palmetto General Hospital

2001 West 68th Street
Hialeah, FL 33016
(305) 823-5000
(305) 364-2121

Southern Winds Hospital

4225 West 20th Avenue
Hialeah, FL 33012
(305) 558-9700

University of Miami Hospital

1400 NW 12th Avenue
Miami, FL 33136
(305) 689-5511
(305) 689-4444

Westchester Hospital

2500 SW 75th Avenue
Miami, FL 33155
(305) 264-5252 ext. 1114

EMERGENCY SERVICES (PUBLIC BAKER ACT FACILITIES)

A Baker Act is a means of providing individuals with emergency services and temporary detention for mental health evaluation and treatment when required, either on a voluntary or an involuntary basis. Public Baker Act facilities (crisis stabilization units) are funded by the State.

Miami-Dade County

Banyan Health Systems (formerly Miami Behavioral Health Center)

3800 W. Flagler Street
Miami, FL 33134
(305) 774-3600
(305) 774-3616

Citrus Health Network

4175 West 20th Street
Hialeah, FL 33012
(305) 825-0300 ext. 1300

Community Health of South Florida, Inc. (CHI)

10300 SW 216th Street
Miami, FL 33190
(305) 253-5100
(305) 252-4865

Jackson Behavioral Health Hospital

1695 NW 9th Avenue
Miami, FL 33136
(305) 355-7777

Jackson Community Mental Health Center

15055 NW 27th Avenue
Opa-Locka, FL 33054
(786) 466-2800
(786) 466-2834

Monroe County

Guidance Care Center, Inc.

3000 41st Street Ocean
Marathon, FL 33050
(305) 434-7660

Lower Florida Keys Health System (DePoo Hospital)

1200 Kennedy Drive
Key West, FL 33040
(305) 294-5531

EMPLOYMENT AND HOUSING

If you have questions regarding employment and housing opportunities, please ask the case manager or other staff at the community agency from which you are receiving services. Many of the mental health and/or substance abuse agencies have programs which may begin with sobriety and medication management and then progress to employment and housing assistance. If you are not linked to a community mental health center, refer to the section titled “Community Mental Health Centers (CMHC)” in this manual.

CareerSource SOUTH FLORIDA is the largest employment agency in the Southern Region. There are fourteen locations throughout Miami-Dade and Monroe counties. Their website, www.careersourcesfl.com, lists these locations as well as career and training opportunities. Resume development and interview preparation are also provided. In addition, Vocational Rehabilitation (VR) is a Federal-State Program that works with people who have physical or mental disabilities to prepare for, gain or retain employment. Please refer to the section titled “Vocational Rehabilitation” in this manual.

South Florida Behavioral Health Network, Inc. (SFBHN) has developed a **Housing Directory** which lists the housing programs provided at each community agency. Please go to www.sfbhn.org to access the **Housing Directory**. If you are homeless or need rental assistance, please refer to the section titled “Homeless Helpline” in this manual.

FLORIDA IDENTIFICATION CARDS AND DRIVER LICENSES

For Department of Motor Vehicle (DMV) visits, you **must** bring original documents that prove:

- **Your identity**
- **Your social security number**
- **Your residential address**

To visit a Florida DMV office, it is suggested that you make an appointment. The website to do this is www.gathergoget.com. Click on FAQs (Frequently Asked Questions) and then click on OASIS (Online Appointment Service and Information System) to schedule an appointment. The current cost for a Florida Driver’s License is \$48.00 and the cost for a Florida Identification Card is \$25.00, but these are subject to change. These costs are different for renewals. The following payment methods are accepted: cash, check, money order, ATM/debit cards, Visa, Mastercard, Discover, and American Express.

FOOD BANKS

****CALL FIRST FOR DISTRIBUTION HOURS****

- Curley's House of Style Inc./Hope Food Bank
6025 N.W. 6th Court
Miami, FL 33127
(305) 759-9805
- Farm Share
14125 SW 320th Street
Homestead, FL 33033
(305) 246-3276
- Feeding South Florida
2501 S.W. 32nd Terrace
Pembroke Park, FL 33023
(954) 518-1857
- First Horeb Baptist Church
14710 W. Dixie Highway
Miami, FL
(786) 529-8770
- Food of Life Outreach Ministries, Inc.
957 N.W. 3rd Avenue, Suite #3
Florida City, FL 33034
(786) 243-0115
- Jewish Community Services
2056 N.E. 155th Street
North Miami Beach, FL
(305) 947-8093
- Pass It On Ministries
14617 N.W. 7th Avenue
Miami, FL
(305) 681-1594
- Rayfield Family Literacy
427 State Road 7
Hollywood, FL 33023
(800) 913-5481
- Sembrando Flores, Inc.
162 SW 1st Avenue
Homestead, FL 33030
(305) 247-2438

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- **Florida Keys**

Southernmost Homeless Assistance League, Inc. (SHAL)

Mobile Outreach Project

305-240-5993 or 305-292-2744

FOOD STAMPS

Florida offers a Food Stamps program through the Florida Department of Children and Families. This program is designed to assist low-income households with the purchase of nutritious food for the family. **To obtain information about Food Stamps, call:**

ACCESS FLORIDA INFORMATION LINE

1-866-762-2237

You may apply for Food Stamps online using the ACCESS Florida system at the website www.dcf.state.fl.us/programs/access/. This system will take all of the information needed for your application and is the fastest way to receive Food Stamps. The Florida Department of Children and Families will approve or reject your application within 7-30 days. If you need assistance with applying, you can go to the Community ACCESS Network Participants. These participants are located in the community and include aging resource centers, child advocacy centers, community centers, county public health units, domestic abuse centers, faith-based organizations, food banks, homeless organizations, libraries, and Workforce One centers. Go to www.dcf.state.fl.us/programs/access/ for a complete listing of locations.

FORENSIC SERVICES

Forensic services is a service delivery system of mental health and substance abuse for adults age 18 and over who are diagnosed with a severe and persistent mental illness and because of their mental illness have a legal status indicating that they are 916 Not Guilty by Reason of Insanity (NGI) or 916 Incompetent to Proceed (ITP) in their criminal process.

Forensic services are most often incorporated within the other mental health/substance abuse services in our community. The biggest difference is that the Forensic Team of South Florida Behavioral Health Network, Inc. (SFBHN) provides additional oversight of these individuals and reports any changes in their treatment/behavior to the court. In addition, there are several forensic specific programs that are only available for individuals that are Not Guilty by Reason of Insanity (NGI) or Incompetent to Proceed (ITP).

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These programs include competency restoration and forensic residential treatment services which are comprised of: Short Term Residential Treatment (SRT) which includes Miami-Dade Forensic Alternative Center (MD FAC) and Citrus Safe Transition and Access to Recovery (STAR) Program. Other programs include Residential Treatment Level II and Level IV, and Crisis Support/Emergency. If you have questions about forensic services, call the Forensic Services Manager at 786-507-7459.

HEALTHCARE CENTERS

Federally Qualified Health Centers (FQHC) are community-based organizations that provide comprehensive primary medical care and preventative medical care, including health, oral, and mental health/substance abuse services to persons of all ages, regardless of their ability to pay or health insurance status.

These health centers receive federal funds to provide treatment and services based on what you can afford to pay. This is called a sliding-scale or sliding fee basis of payment. Every person is responsible to pay for some of the cost of their care but if you have very little money or no money, services are still provided.

Locations include:

**Banyan Health Systems (formerly Miami Behavioral Health Center)
(Adult and Elderly)**

3850 West Flagler Street
Miami, FL 33134
(305) 774-3400

**Banyan Health Systems (formerly Miami Behavioral Health Center)
(Women and Pediatrics)**

10 N.W. Le Jeune Road, Suite 500
Miami, FL 33126
(305) 643-7800

**Banyan Health Systems (formerly Miami Behavioral Health Center)
(Elderly Care Center)**

1905 N.W. 82 Avenue
Doral, FL 33126
(786) 260-0160

**Banyan Health Systems (formerly Miami Behavioral Health Center)
(Children Health Center)**

10720 Caribbean Boulevard, Suite 400
Cutler Bay, FL 33189
(786) 293-9544

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Banyan Health Systems (formerly Miami Behavioral Health Center)
(Casa Nueva Vida)
Residential Monolingual Program for Co-Occurring or Substance Abuse Disorders
1560 S.W. 1st Street
Miami, FL 33135
(305) 644-2667 / (305) 644-2675

Banyan Health Systems (formerly Miami Behavioral Health Center)
(Recovery Unit)
1566 S.W. 1st Street
Miami, FL 33135
(786) 390-6281

Banyan Health Systems (formerly Miami Behavioral Health Center)
(Crisis Stabilization Unit)
3800 West Flagler
Miami, FL 33134
(305) 774-3300

Borinquen Health Care Center, Inc.
3601 N. Federal Highway
Miami, FL 33137
(305) 576-6611

Camillus Health Concern, Inc.
336 N.W. 5th Street
Miami, FL 33128
(305) 577-4840 ext. 106

Care Resource
Miami-Dade Primary Care Center
3510 Biscayne Boulevard
Miami, FL 33137
(305) 576-1234

Care Resource
Miami Beach Primary Care Center
1701 Meridian Avenue, Suite 400
Miami Beach, FL 33139
(305) 673-3555

Children's Wellness Center
1190 N.W. 95th Street, Suite 304
Miami, FL 33150
(305) 835-6980

Citrus Health Network Medical Primary Care Clinic
4125 West 20th Avenue
Hialeah, FL 33012
(305) 424-3120

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Citrus Health Network Palm Center Clinic

60 East 3rd Street, Suite 102C
Hialeah, FL 33010
(305) 441-5330

Citrus Health Network Pediatric and Family Health Center

705 East 26th Street
Hialeah, FL 33013
(305) 835-1551

Citrus Health Network Maternal and Child Health Center

551 West 51 Place
Hialeah, FL 33012
(305) 817-6560

Community Health of South Florida, Inc. (CHI)**Coconut Grove**

3831 Grand Avenue
Miami, FL 33133
(305) 252-4820

Community Health of South Florida, Inc. (CHI)**Doris Ison South Dade Health Center**

10300 S.W. 216th Street
Miami, FL 33190
(305) 253-5100

Community Health of South Florida, Inc. (CHI)**Martin Luther King Jr. Site****Clinica Campesina**

810 West Mowry Street
Homestead, FL 33030
(305) 248-4334

Community Health of South Florida, Inc. (CHI)**South Dade Health Center**

13600 S.W. 312th Street
Homestead, FL 33033
(305) 242-6069

Community Health of South Florida, Inc. (CHI)**West Perrine Health Center**

18255 Homestead Avenue
Perrine, FL 33157
(305) 238-2438

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Community Health of South Florida, Inc. (CHI)
Naranja Health Center
13805 S.W. 264th Street
Naranja, FL 33032
(305) 258-6813

Community Health of South Florida, Inc. (CHI)
Everglades Health Center
19300 S.W. 376th Street
Florida City, FL 33030
(305) 246-4607

Dr. Rafael A. Penalver Clinic
971 N.W. 2nd Street
Miami, FL 33128
(305) 545-5180, ext. 184 or 185

Flamingo Medical Center
901 E. 10th Avenue, Bay # 39
Miami, FL 33010
(305) 887-0004

Jackson Health System – North Dade Health Center
16555 Northwest 25th Avenue
Opa Locka, FL 33054
(786) 466-1500

Jefferson Reaves Sr. Health Center
1009 N.W. 5th Avenue
Miami, FL 33136
(786) 466-4100

Jessie Trice Community Health Center (JTCHC)
5361 N.W. 22nd Avenue
Miami, FL 33142
(305) 637-6400

**Jessie Trice Community Health Center North
Women's Center**
1190 N.W. 95th Street, Suite 110
Miami, FL 33142
(305) 637-6400

Miami Beach Community Health Center (MBCHC)
Stanley C. Myers Building
710 Alton Road
Miami Beach, FL 33139
(305) 538-8835

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Miami Beach Community Health Center
11645 Biscayne Boulevard, Suite 103 & 104
North Miami, FL 33181
(305) 538-8835

Miami Beach Community Health Center
Beverly Press Building
1221 71st Street
Miami Beach, FL 33141
(305) 538-8835

Rosie Lee Wesley (South Miami)
6601 S.W. 62nd Avenue
Miami, FL 33143
(786) 466-6900

For medical assistance in the Florida Keys (Monroe County), check with the Southernmost Homeless Assistance League, Inc. (SHAL) at 305-240-5993 or 305-292-2744 and the Monroe County Health Department at 305-293-7500.

HOMELESS HELPLINE

If you are homeless or need rental assistance in Miami-Dade County call:

1-877-994-HELP

OR

1-877-994-4357

If you need rental assistance, press option #1.

If you need assistance with homelessness, press option #2.

Follow the other prompts as instructed.

Housing and other services can be provided to help you get out of the streets, prevent homelessness and improve your quality of life.

No walk-ins will be accepted at the Homeless Assistance Center, Salvation Army, Miami Rescue Mission or Camillus House. Placement requires a referral obtained through the Homeless Helpline.

The Southernmost Homeless Assistance League, Inc. (SHAL) offers services throughout the Florida Keys. Their Mobile Outreach Project can be reached at 305-240-5993 or 305-292-2744. The website is www.shalkw.org. Their services include: food and hygiene, housing assistance, medical assistance, substance abuse, job services and training, transportation, identification and social security card, and veteran services.

HOUSING AND EMPLOYMENT

South Florida Behavioral Health Network, Inc. (SFBHN) has developed a **Housing Directory** which lists the housing programs provided at each community agency. Please go to www.sfbhn.org to access the **Housing Directory**. If you are homeless or need rental assistance, please refer to the section titled “Homeless Helpline” in this manual.

If you have questions regarding employment and housing opportunities, please ask the case manager or other staff at the community agency from which you are receiving services. Many of the mental health and/or substance abuse agencies have programs which may begin with sobriety and medication management and then progress to employment and housing assistance. If you are not linked to a community mental health center, refer to the section titled “Community Mental Health Centers (CMHC)” in this manual.

CareerSource SOUTH FLORIDA is the largest employment agency in the Southern Region. There are fourteen locations throughout Miami-Dade and Monroe counties. Their website, www.careersourcesfl.com, lists these locations as well as career and training opportunities. Resume development and interview preparation are also provided. In addition, Vocational Rehabilitation (VR) is a Federal-State Program that works with people who have physical or mental disabilities to prepare for, gain or retain employment. Please refer to the section titled “Vocational Rehabilitation” in this manual.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

The Low Income Home Energy Assistance Program (LIHEAP) is a federally funded program that issues benefits to supplement a household's annual energy cost. The program also offers an emergency benefit for households in a heat or heat related energy emergency. LIHEAP offers a heating equipment repair and/or replacement benefit for homeowners with inoperable heating equipment.

To qualify for Florida LIHEAP, you must be enrolled in a qualifying social service program such as Temporary Assistance, Supplemental Security Income (SSI) or Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamp) benefits. You must be a resident of the state of Florida and you must need financial assistance for home energy costs. Please call 786-469-4640 in Miami-Dade and Monroe counties for information.

MEDICAID AND MEDICARE
AGENCY FOR HEALTH CARE ADMINISTRATION (AHCA) INFORMATION
CONSUMER HOTLINE

Call the toll-free telephone number below to get information about the Statewide Medicaid Managed Care Medical Assistance Program. Questions regarding Medicare, your HMO (Health Maintenance Organization), Provider Service Networks and the Children's Medical Services Network can also be directed to AHCA.

1-888-419-3456

If you have a complaint and/or need licensing information about an Assisted Living Facility (ALF), nursing home and/or hospital, please use the phone number listed above.

NATIONAL ALLIANCE ON MENTAL ILLNESS (NAMI)

NAMI of Miami is part of the National Alliance on Mental Illness. NAMI is friends, families and individuals with mental illnesses who offer information, support, advocacy and resources for each other.

The mission of NAMI is:

- To educate, comfort and support families
- To work for funding and establishment of comfortable, supportive residential facilities conducive to recovery
- To initiate and support public education for elimination of the stigma surrounding mental illnesses
- To collaborate with other organizations in achieving these goals

For information in English and Spanish, call:

305-665-2540

www.namiofmiami.org

For information on NAMI of the Florida Keys, call:

305-849-1278

OMBUDSMAN

An ombudsman is a specially trained and certified volunteer who has been given authority under federal and state law to identify, investigate and resolve complaints made by, or on behalf of, long-term care facility residents. Ombudsmen respond to resident complaints and concerns ranging from issues with medication and care administration to matters of dignity and respect. It is the ombudsman's role to protect the legal rights of residents and assure that they receive appropriate treatment and quality care. All investigations are confidential and provided at no charge.

Telephone Number: 1-888-831-0404 (toll-free)

OSS (OPTIONAL STATE SUPPLEMENTATION)

Optional State Supplementation (OSS) is a cash assistance program. Its purpose is to supplement a person's income to help pay for costs in an assisted living facility, mental health residential treatment facility, and adult family care home. It is NOT a Medicaid program.

To be eligible for OSS, a person must:

- Be 65 years or older, or 18 years of age or older and blind or disabled
- Be a U.S. citizen or qualified noncitizen
- Be a Florida resident
- Have a Social Security number or file for one
- File for any other benefits to which they may be entitled
- Disclose other third party liability (i.e., health insurance)
- Be certified by Adult Services or Mental Health case manager as needing placement in a licensed facility: Adult Family Care Home (AFCH), Assisted Living Facility (ALF), or Mental Health Residential Treatment Facility (MHRTF).

Only an Assisted Living Facility (ALF), Adult Family Care Home (AFCH), Mental Health Residential Treatment Facility (MHRTF), or case manager can apply for OSS. For more information, call Christina Dominguez at 786-257-5341.

PEER SPECIALISTS

South Florida Behavioral Health Network, Inc. (SFBHN) encourages agencies to employ Peer Specialists as part of their treatment and recovery programs. Peer Specialists are individuals that have progressed in their own mental health and/or substance abuse recovery and are willing to self-identify as a peer and work to assist other individuals with mental health and/or substance abuse issues. Because of their life experiences, these individuals have expertise that professional training cannot replicate.

There are many tasks that Peer Specialists can perform including assisting you in establishing goals for recovery, learning and practicing new skills, modeling effective coping skills based on the Peer Specialist's own recovery experience and supporting you in advocating for yourself to obtain effective services.

Certified Recovery Peer Specialists are Peer Specialists that are certified through the Florida Certification Board. Please see the website: www.floridacertificationboard.org for more information. Peer Specialists employed by agencies that provide mental health and/or substance abuse services should be working towards their certification. **Please feel free to contact the Consumer Hotline at 1-888-248-3111 for support, training and information.**

PROVIDER SELECTION AND CHOICE

If you are uninsured and need a provider, go to the list of Community Mental Health Centers and find your residence zip code. The Community Mental Health Center listed above your zip code is the provider that can give you services. It is best to call the Center and make an appointment before going there in person. Each Community Mental Health Center has multiple doctors so if you are not comfortable with one of the doctors, you can ask the staff for a different doctor. **If you need assistance with this process or wish to change providers, call the Consumer Hotline at 1-888-248-3111.**

If you have Medicaid and/or HMO (Health Maintenance Organization) insurance, call the Agency for Health Care Administration (AHCA) at 1-888-419-3456 to find out information about your provider.

SENIOR MEDICARE PATROL (SMP)

The Senior Medicare Patrol (SMP) was developed to empower seniors to prevent healthcare fraud. Seniors are defined as those aged 65 and older. Fraud consists of intentional deception or misrepresentation that someone makes, knowing it is false, that could result in the payment of unauthorized benefits. Fraud can also be misusing the system through unacceptable or non-standard medical or business practices such as prescribing unnecessary medical tests.

The SMP is a group of highly trained volunteers who help Medicare beneficiaries avoid, detect, and prevent health care fraud. SMP volunteers teach Medicare beneficiaries how to protect their personal information, identify and report errors on their health care statement, recognize scams and report fraud and abuse to the proper authorities.

If you suspect fraud, please call:

1-866-357-6677

SOCIAL SECURITY DISABILITY BENEFITS

The first step in the Social Security application process is determining whether you are eligible to apply for Social Security Disability Benefits based on the qualification criteria and strict definition of disability provided by the Social Security Administration. Please see the website www.ssa.gov for more information.

In order to qualify for SSDI (Social Security Disability Income):

- You must suffer from a permanent condition that prevents you from working
- Your disability must have lasted, or be expected to last a minimum of twelve months
- You must be unable to earn an income greater than \$1000 per month

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The SSDI application process can be overwhelming so it is helpful to have your Case Manager assist you with the process. Many case managers in Miami-Dade and Monroe Counties have been trained in the SOAR (SSI/SSDI Outreach, Access, and Recovery) Initiative. It is important that you mention this to your case manager because it will help to make the application process quicker.

You are a SOAR candidate if you have:

- No history of approval for benefits
- Disability benefits suspended over one year
- A claim denied due to lack of medical evidence

It is helpful for your Case Manager to obtain and forward medical records to the Social Security Administration. You will need to sign a number of releases for the Case Manager to do this. The more information that you can remember and give to your Case Manager for documentation, the more successful your SSDI application process will be.

SPECIAL TRANSPORTATION SERVICE (STS)

In Miami-Dade and Monroe Counties, Special Transportation Service (STS) is available for individuals with a physical, mental, or intellectual disability who cannot ride the buses, Metrorail, or Metromover. Any resident whose disability prevents them from riding regular transit vehicles qualifies for STS. Residents with temporary disabilities may also be eligible for this service. To enroll for the STS Program, you must complete the STS application form (google “miami dade county special transportation service” and download application form). You may also call Miami Dade Transit at 786-469-5000 (305-263-5459 for TTY users or the hearing impaired) and request that an enrollment application be mailed to you.

STS offers:

- Shared-rides
- Door-to-door travel
- Accessible vehicles
- 7 days a week, 24 hours a day, call for holiday schedule
- \$3.50 per one-way trip
- Call 305-264-9000 or 305-871-1111 to make reservations

STS is available throughout most of Miami-Dade County, in some parts of South Broward County, and in the Monroe County Upper to Middle Keys. Use STS for trips to medical appointments, school, work, shopping, business, or recreation. Air- conditioned minivans, small buses, lift-equipped vans, and sedans transport passengers with disabilities safely in a clean, smoke-free environment. Pickups are usually within 30 minutes of the scheduled time but you need to call to confirm.

SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT

Many individuals have both substance abuse and mental health issues. In order to fully recover, you need treatment for both problems. Alcohol and other drugs may be used as a form of self-medication to alleviate the symptoms of the mental health issues. In some cases, substance abuse occurs before the development of mental health problems. For example, anxiety and depression may be brought on as a response to stressors from broken relationships, lost employment and other situations directly related to a drug-using lifestyle.

A Marchman Act is a means of providing individuals with emergency services and temporary detention for substance abuse evaluation and treatment when required, either on a voluntary or an involuntary basis.

**TO OBTAIN A WALK-IN ASSESSMENT FOR
ADULT SUBSTANCE ABUSE TREATMENT,
PLEASE CALL CENTRAL INTAKE AT:
305-693-3251**

**FOR INFORMATION REGARDING ADULT SUBSTANCE ABUSE TREATMENT, PLEASE CALL
SOUTH FLORIDA BEHAVIORAL HEALTH NETWORK AT:
1-866-833-7477**

SUPPORT GROUPS

- **Al-Anon** is for friends and families of individuals with alcohol issues.
305-663-1432 www.alanonsofla.org
- **Alcoholics Anonymous**
305-461-2425 www.aamiami.net
Call 305-296-7888 for groups in Monroe County
Alcoholics Anonymous is a group of men and women who share their experiences, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.
- **Depression Bipolar Support Alliance**
The contact person for Depression Bipolar Support Alliance (DBSA) South Florida is Elizabeth Parr. Her contact number is 305-763-3871. The email address is dbsakendall@yahoo.com. There are two websites: www.dbsakendall.webs.com and www.selffl.webs.com
- **Double Trouble in Recovery** is a twelve step fellowship of men and women who share their experiences, strengths and hopes with each other so that they solve and receive support for their particular substance abuse issue and mental health issue.
A Double Trouble Meeting is hosted by Better Way from 7pm-8pm every Friday night in the west wing building at 810 NW 28th Street in Miami, Florida, 33127. The phone number is 305-634-3409. It is open to the community.
- **Naranon** is for friends and families of individuals with narcotic issues. www.nar-anon.org
- **Narcotics Anonymous** 305-265-9555 www.namiami.org
Call 305-664-2270 for groups in Monroe County
Narcotics Anonymous is a group of men and women who share their experiences, strength and hope with each other that they may solve their common problem and help others to recover from addiction.
- **Switchboard of Miami** Dial 211 www.switchboardmiami.org

TELEPHONE WIRELESS SERVICES

Assurance Wireless Service

Assurance Wireless is a Lifeline Assistance program brought to you by Virgin Mobile and supported by the Federal Universal Service Fund. Please call 1-888-898-4888 or go to www.assurancewireless.com to see if you qualify.

Safelink Wireless Service

SafeLink Wireless makes wireless telephone service more affordable by offering Lifeline service for qualified individuals. Qualified individuals will receive a free SafeLink Wireless handset and free monthly minutes with no commitments, contracts, or bills. If you need additional minutes, you can buy TracFone Airtime Cards at any TracFone retailer (Walmart, CVS, Kmart, Target, Radio Shack, Walgreens, Family Dollar, Dollar General and Rite Aid stores).

You qualify for Lifeline service in your area if you already participate in one of the following assistance programs:

- Federal Public Housing Assistance/Section 8
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Medicaid

If someone in your household is receiving Lifeline Assistance, you must cancel the service before applying for Lifeline service through Safelink Wireless. In order for you to receive your FREE phone you must live at a residence that can receive mail from the U.S. Post Office. P.O. Boxes cannot be accepted. If you want to apply for Safelink Wireless, call 1-800-723-3546 or go to their website at www.safelinkwireless.com.

TRAUMA

Trauma can be defined as a deeply distressing or disturbing experience. Many of us have experienced trauma at some point in our lives. Trauma Informed Care involves understanding, recognizing, and responding to the effects of all types of trauma. It also emphasizes physical, psychological and emotional safety for both consumers and providers, and helps survivors rebuild a sense of control and empowerment. A Trauma Informed Care Referral Directory is located on the SFBHN website. It lists the contact information for the person at each agency that assists with Trauma Informed Care. Go to www.sfbhn.org, click on Resources for Providers, click on Quality Assurance and Quality Improvement and then scroll below "Trauma Informed Care" and click on TIC Referral Directory.

VOCATIONAL REHABILITATION

Vocational Rehabilitation (VR) is a Federal-State program that works with people who have physical or mental disabilities to prepare for, gain or retain employment. VR is committed to helping people with disabilities find meaningful careers. In addition to the general customer employment program, VR has additional specific programs designed to help eligible people with disabilities become employed.

Examples of VR Services:

- Medical and Psychological Assessment
- Vocational Evaluation and Planning
- Career Counseling and Guidance
- Training and Education After High School
- Job-Site Assessment and Accommodations
- Job Placement
- Job Coaching
- On-the-Job Training
- Supported Employment
- Assistive Technology and Devices
- Time-Limited Medical and/or Psychological Treatment

Vocational Rehabilitation has offices throughout the State. Call 305-643-7600 for information or visit www.rehabworks.org to find the location closest to you.

WELLNESS AND RECOVERY

South Florida Behavioral Health Network, Inc. (SFBHN) supports a culture of wellness and recovery within each agency that serves consumers and families in Miami-Dade and Monroe Counties. The Substance Abuse and Mental Health Services Administration (SAMHSA) defines recovery as a process of change through which individuals improve their health and wellness, live a self-directed life and strive to reach their full potential.

It is important to have hope as this makes recovery possible. Our agencies work to instill hope so that you can start to believe in yourself and your recovery. A key component of recovery is a “recovery plan” or “treatment plan.” Staff at your agency can work with you to develop and start your personal recovery plan. Your plan should include your overall health and well-being, not just your mental health and/or substance abuse issues. Components of your plan may include support groups and individual therapy, basic health care maintenance, stable housing, improvements in your family life and personal relationships as well as community connections. Your plan may also include educational goals, occupational development, volunteer work and job seeking goals.

WELLNESS RECOVERY ACTION PLAN (WRAP)

WRAP is a self-management and recovery system developed by Dr. Mary Ellen Copeland and a group of individuals who had mental health challenges and who were struggling to incorporate wellness tools and strategies into their lives. WRAP is designed to:

- Decrease and prevent troubling feelings and behaviors
- Increase your emotional strength
- Improve your quality of life
- Assist you in achieving your life goals and dreams

The five key concepts of WRAP are:

- Hope
- Personal Responsibility
- Education
- Self-Advocacy
- Support

Anyone can develop a personal Wellness and Recovery Plan (WRAP). You may choose to have supporters and health care professionals help you create your WRAP. South Florida Behavioral Health Network, Inc. (SFBHN) encourages staff at the agencies to be trained in facilitating WRAP groups for you. This can help you with your recovery process in the community. **Please call the Consumer Hotline at 1-888-248-3111 if you are interested in WRAP groups or training in this area.**

PROVIDER DIRECTORY OF SFBHN FUNDED SERVICES

OUTPATIENT SERVICES

Outpatient services are designed to improve the functioning of individuals with mental health and/or substance abuse problems. These services are usually provided through regularly scheduled appointments, with arrangements made for non-scheduled visits during times of increased stress or crisis. The following providers offer outpatient services. **If you need additional assistance, please call the Consumer Hotline at SFBHN at 1-888-248-3111.**

AGAPE Family Ministries (South Florida Jail Ministries)

Adult Mental Health, Adult Substance Abuse

305-235-2616

Banyan Health Systems (formerly Miami Behavioral Health Center)

Adult Mental Health, Adult Substance Abuse

Children's Mental Health, Children's Substance Abuse

305-774-3400

Better Way of Miami, Inc.

Adult Substance Abuse

305-634-3409

Camillus House, Inc.

Adult Mental Health, Adult Substance Abuse

305-374-1065

Care Resource

Adult Substance Abuse, HIV/AIDS Early Intervention Services

305-576-1234

Citrus Health Network

Adult Mental Health, Children's Mental Health

Children's Substance Abuse

305-825-0300

Community Health of South Florida, Inc. (CHI)

Adult Mental Health, Adult Substance Abuse

HIV/AIDS Early Intervention Services

305-253-5100

Concept Health Systems, Inc.

Adult Substance Abuse, Adult Mental Health

Children's Substance Abuse, Prevention

HIV/AIDS Early Intervention Services for Children

305-751-6501

Douglas Gardens Community Mental Health Center of Miami Beach, Inc.

Adult Mental Health

305-531-5341 (Beach)

305-403-0654 (N. Miami)

Guidance Care Center, Inc. (Monroe County)

Adult Mental Health, Adult Substance Abuse,

Children's Mental Health, Children's Substance Abuse

Prevention, HIV/AIDS Early Intervention Services

305-434-7660

Here's Help, Inc.

Adult Substance Abuse, Children's Substance Abuse - North
South 305-685-8201
305-238-8500

Institute for Child and Family Health, Inc. (ICFH)

Children's Mental Health 305-685-0381

Jessie Trice Community Health Center, Inc.

Adult Substance Abuse, HIV/AIDS Early Intervention Services 305-637-6400

King David Foundation, Inc. /CLAPA

Adult Substance Abuse (HIV/AIDS Early Intervention Services) 305-935-6726

Kristi House, Inc.

Children's Mental Health 305-547-6800

Miami-Dade County Community Action Human Services Department

Adult Substance Abuse 305-694-2734

Miami-Dade County Juvenile Services Department

Children's Substance Abuse (Assessments) 305-755-6200

New Horizons Community Mental Health Center, Inc.

Adult Mental Health, Adult Substance Abuse,
Children's Mental Health, Children's Substance Abuse 305-635-0366

**Psychosocial Rehabilitation Center, Inc. d/b/a
Fellowship House**

Adult Mental Health, Adult Substance Abuse 305-667-1036

Public Health Trust (PHT)/Jackson Health System

Adult Mental Health, Adult Substance Abuse
Children's Mental Health, Children's Substance Abuse 305-355-7148

Sembrando Flores, Inc.

Adult Substance Abuse, Children's Substance Abuse,
HIV/AIDS Early Intervention Services Only 305-247-2438

St. Luke's Center at Catholic Charities of the ADOM

Adult Substance Abuse 305-795-0077

Switchboard of Miami, Inc.

Children's Mental Health 305-358-1640

The Center for Family and Child Enrichment, Inc. (CFCE)

Children's Mental Health, Children's Substance Abuse, Prevention 305-624-7450

The Village South, Inc./Westcare Florida

Adult Mental Health, Adult Substance Abuse,
Children's Mental Health, Children's Substance Abuse, Prevention
HIV/AIDS Early Intervention Services

305-573-3784**FLORIDA ASSERTIVE COMMUNITY TREATMENT (FACT)**

These non-residential care services are available twenty-four hours per day, seven days per week, and include community-based treatment, rehabilitation and support services provided by a psychiatrist, case managers, nurses and peer specialists. These services are provided to individuals with severe and persistent mental illness or to individuals with substance abuse issues and a severe and persistent mental illness. Enrollment on the FACT Team is through referrals only.

Citrus Health Network

Adult Mental Health, Adult Substance Abuse

305-825-0300**Psychosocial Rehabilitation Center, Inc. d/b/a
Fellowship House**

Adult Mental Health, Adult Substance Abuse

305-667-1036**RESIDENTIAL SERVICES****AGAPE Family Ministries (South Florida Jail Ministries)**

Adult Mental Health, Adult Substance Abuse

305-235-2616**Banyan Health Systems (formerly Miami Behavioral Health Center)**

Adult Substance Abuse

305-774-3400**Better Way of Miami, Inc.**

Adult Substance Abuse

305-634-3409**Camillus House, Inc.**

Adult Mental Health, Adult Substance Abuse

305-374-1065**Citrus Health Network**

Adult Mental Health, Children's Mental Health

305-825-0300**Concept Health Systems, Inc.**

Adult Substance Abuse, Adult Mental Health

305-751-6501**Douglas Gardens Community Mental Health Center of
Miami Beach, Inc.**

Adult Mental Health

305-531-5341**Guidance Care Center, Inc. (Monroe County)**

Adult Mental Health

305-434-7660**Here's Help, Inc.**

Adult Substance Abuse, Children's Substance Abuse

305-685-8201

Jessie Trice Community Health Center, Inc. Adult Substance Abuse	305-805-1700
Miami-Dade County Community Action Human Services Department Adult Substance Abuse	305-694-2734
Passageway Residence of Dade County, Inc. Adult Mental Health	305-635-9106
Psychosocial Rehabilitation Center, Inc. d/b/a Fellowship House Adult Mental Health	305-667-1036
St. Luke's Center at Catholic Charities of the ADOM Adult Mental Health, Adult Substance Abuse	305-754-2444
The Village South, Inc. Adult Mental Health, Adult Substance Abuse, Children's Mental Health, Children's Substance Abuse	305-573-3784

SUBSTANCE ABUSE DETOXIFICATION

Banyan Health Systems (formerly Miami Behavioral Health Center) Adult Substance Abuse	305-774-3400
Community Health of South Florida, Inc. (CHI) Adult Substance Abuse	305-252-5100
Guidance Care Center, Inc. (Monroe County) Adult Substance Abuse	305-434-7660
Public Health Trust (PHT)/Jackson Health System Adult Substance Abuse	305-355-8234

SUPPORTIVE HOUSING/LIVING

Supported Housing/Living services assist persons with substance abuse and mental health issues in the selection of housing of their choice. These services also provide the necessary services and supports to assure their continued transitioning and successful living in the community.

Guidance/ Care Center, Inc. Adult Mental Health	305-434-7660
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PREVENTION

Prevention programs involve strategies aimed at the individual and/or community level which try to prevent the development of substance abuse problems and promote healthy development of individuals, families and communities.

Citrus Health Network	305-424-3100
Concept Health Systems	305-751-6501
D-FY-IT, Inc.	305-971-0607
Family and Children Faith Coalition, Inc. d/b/a Hope for Miami	786-388-3000
Gang Alternative, Inc.	305-391-2375
Guidance Care Center, Inc. (Monroe County)	305-434-7660
Hosanna Community Foundation, Inc.	305-637-4404
Human Services Associates, Inc.	407-422-0880
Informed Families/The Florida Family Partnership, Inc.	305-856-4886
Institute for Children and Family Health, Inc. (ICFH)	305-685-0381
King David Foundation, Inc. /CLAPA (Coalition)	305-935-6726
Monroe County Coalition, Inc.	305-849-5929
Switchboard of Miami, Inc.	305-358-1640
The Abriendo Puertas Governing Board of East Little Havana, Inc.	305-649-6449
The Center for Child and Family Enrichment, Inc.	305-624-7450
The Miami Coalition for a Safe and Drug-Free Community, Inc.	866-305-7365 ext. 200
The Non-Violence Project, USA, Inc.	866-305-7365
The Village South, Inc.	305-573-3784