

# CONSUMER AND FAMILY RESOURCE MANUAL

MIAMI-DADE  
AND  
MONROE  
COUNTIES



September 2018

THIS PAGE IS LEFT BLANK INTENTIONALLY

## 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
RECOVERY ORIENTED SYSTEMS OF CARE (ROSC) .....	29

SENIOR MEDICARE PATROL (SMP).....	29
SOCIAL SECURITY DISABILITY BENEFITS .....	30
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 (behavioral health) 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 our consumers of behavioral health services 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.

**(continued on next page)**

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](http://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.

**(continued on next page)**

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**

Senior citizens and Social Security beneficiaries can ride Transit **free** with a Golden Passport EASY Card. **Applications must be done in person at a Transit Service Center, 311 Service Center or City of Miami NET office.** When you apply, your photo will be taken. Your image will appear on your new card.

**You must present:**

- **A current valid Florida ID**
- **Social Security Card**
- **A current printout from the Social Security Administration verifying eligibility. Proof of continued eligibility must be provided annually.**
- **Eligible children must have a school ID or Florida ID**

**(continued on next page)**



All **honorably discharged veterans** who are permanent residents of Miami-Dade County and whose annual income is \$29,454.00 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 a **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**
- **Social Security card**
- **A service-connected disability letter if you are disabled**

If you have any questions, you can call 786-469-5151 Monday through Friday, 8 a.m. to 4:30 p.m. or visit [www.miamidade.gov](http://www.miamidade.gov) If you live in the Florida Keys (Monroe County), visit [www.monroecountyem.com](http://www.monroecountyem.com) Please call 305-294-4641 if you have questions.

## **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. 9<sup>th</sup> 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 54<sup>th</sup> Street, Suite 102  
Miami, FL 33142  
(305) 693-3508

### **Monroe County Personal Growth Center Guidance Care Center Clubhouse**

3000 41<sup>st</sup> 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 crisis services.

- 1. Jackson CMHC**  
**Adult Outpatient**  
**(786) 466-2800**  
  
**Jackson CMHC**  
**Administration/Children's Services**  
**(786) 466-2701**  
Service Zip Codes: 33054, 33055, 33056, 33160, 33162, 33169, 33179, 33180  
  
**15055 NW 27<sup>th</sup> Avenue**  
**Opa Locka, FL 33054**
- 2. Citrus Health Network, Inc.**  
**(305) 825-0300**  
Service Zip Codes: 33010, 33011, 33012, 33013, 33014, 33015, 33016, 33018, 33122, 33166, 33172, 33178, 33182, 33192  
  
**4175 West 20<sup>th</sup> Avenue**  
**Hialeah, FL 33012**
- 3. New Horizons CMHC**  
**(305) 635-7444**  
Service Zip Codes: 33109, 33127, 33132, 33136, 33137, 33138 (south of 79<sup>th</sup> Street), 33142, 33147 (south of 79<sup>th</sup> Street)  
  
**1469 NW 36<sup>th</sup> Street**  
**Miami, FL 33142**
- 4. Douglas Gardens CMHC**  
**(305) 531-5341**  
  
**(305) 403-0654**  
Service Zip Codes: 33138 (north of 79<sup>th</sup> Street), 33139, 33140, 33141, 33147 (north of 79<sup>th</sup> Street), 33150, 33154, 33161, 33167, 33168, 33169, 33181  
  
**1680 Meridian Avenue, 5<sup>th</sup> Floor**  
**Miami Beach, FL 33139**  
  
**1150 NE 125<sup>th</sup> Street**  
**North Miami, FL 33161**
- 5. Banyan Health Systems (formerly Miami Behavioral Health Center)**  
**(305) 774-3300**  
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  
  
**3850 Flagler Street**  
**Miami, FL 33134**
- 6. Community Health of South Florida, Inc. (CHI)**  
**(305) 252-4840**  
Service Zip Codes: 33030, 33031, 33032, 33033, 33034, 33035, 33039, 33143, 33156, 33157, 33158, 33170, 33173, 33176, 33177, 33183, 33186, 33187, 33190, 33193, 33196  
  
**10300 SW 216<sup>th</sup> Street**  
**Miami, FL 33190**
- 7. Guidance Care Center (Monroe County)**  
**(305) 434-7660**  
Service Zip Codes: 33001, 33036, 33037, 33040, 33041, 33042, 33043, 33044, 33045, 33050, 33051, 33052, 33070  
  
**Upper Keys**  
**Middle Keys**  
**Lower Keys**

## **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. 2<sup>nd</sup> 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](http://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.

**(continued on next page)**

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 startups.

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: Michelle Espinosa-Clark  
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

**(continued on next page)**

**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**

**(continued on next page)**

- **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

- **JCS Access: Information and Referral Service**

Jewish Community Services

305-576-6550

- **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**

305-631-4211

- **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**

1-800-955-5504

- **The Trevor Project – LGBTQ Support and Education**

**24 hours a day/ 7 days a week**

1-866-488-7386

- **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 1<sup>st</sup> Street

Miami, FL 33135

(786) 378-5565

#### **Douglas Gardens Drop-In Center**

1150 NE 125<sup>th</sup> Street

North Miami, FL 33161

(305) 403-0654

#### **Fresh Start of Miami-Dade Drop-In Center**

18441 NW 2<sup>nd</sup> 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 36<sup>th</sup> Street

Miami, FL 33142

(305) 635-2297

### **Monroe County**

#### **Guidance Care Center Drop-In Center**

3000 41<sup>st</sup> 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 152<sup>nd</sup> Street  
Miami, FL 33157  
(305) 251-2500  
(305) 256-5310

### **Kendall Regional Medical Center**

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

### **Larkin Hospital**

7031 SW 62<sup>nd</sup> 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 62<sup>nd</sup> Avenue  
Miami, FL 33155  
(305) 666-6511 ext. 1075

### **Miami Veterans Affairs (VA) Healthcare System**

1201 NW 16<sup>th</sup> 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 95<sup>th</sup> Street  
Miami, FL 33150  
(305) 835-6000  
(305) 835-6112

### **Palmetto General Hospital**

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

### **Southern Winds Hospital**

4225 West 20<sup>th</sup> Avenue  
Hialeah, FL 33012  
(305) 558-9700

### **University of Miami Hospital**

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

### **Westchester Hospital**

2500 SW 75<sup>th</sup> 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 20<sup>th</sup> Street  
Hialeah, FL 33012  
(305) 825-0300 ext. 1300

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

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

#### **Jackson Behavioral Health Hospital**

1695 NW 9<sup>th</sup> Avenue  
Miami, FL 33136  
(305) 355-7777

#### **Jackson Community Mental Health Center**

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

### **Monroe County**

#### **Guidance Care Center, Inc.**

3000 41<sup>st</sup> 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](http://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](http://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](http://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. 6<sup>th</sup> Court  
Miami, FL 33127  
(305) 759-9805
- Farm Share  
14125 SW 320<sup>th</sup> Street  
Homestead, FL 33033  
(305) 246-3276 (FARM)
- Feeding South Florida  
2501 S.W. 32<sup>nd</sup> Terrace  
Pembroke Park, FL 33023  
(954) 518-1818
- First Horeb Baptist Church  
14710 W. Dixie Highway  
Miami, FL 33181  
(786) 529-8770
- Food of Life Outreach Ministries, Inc.  
200 NW 12<sup>th</sup> St. #6  
Florida City, FL 33034  
(786) 339-3494
- Jewish Community Services  
735 NE 125<sup>th</sup> St.  
North Miami, FL 33161  
(305) 947-8093
- Pass It On Ministries of South Florida  
14617 N.W. 7<sup>th</sup> Avenue  
Miami, FL 33168  
(305) 681-1594
- Sembrando Flores, Inc.  
162 SW 1<sup>st</sup> Avenue  
Homestead, FL 33030  
(305) 247-2438
- **Florida Keys**  
Southernmost Homeless Assistance League, Inc. (SHAL)  
5537 College Rd.  
Key West, FL 33040  
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/](http://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/](http://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).

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

**Banyan Health Systems (formerly Miami Behavioral Health Center)  
(Casa Nueva Vida)**

**Residential Monolingual Program for Co-Occurring or Substance Abuse Disorders**

1560 S.W. 1<sup>st</sup> Street  
Miami, FL 33135  
(305) 644-2667 / (305) 644-2675

**Banyan Health Systems (formerly Miami Behavioral Health Center)  
(Recovery Unit)**

1566 S.W. 1<sup>st</sup> Street  
Miami, FL 33135  
(786) 390-6281

**(continued on next page)**

**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. 5<sup>th</sup> 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. 95<sup>th</sup> Street, Suite 304  
Miami, FL 33150  
(305) 835-6980

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

**Citrus Health Network Palm Center Clinic**  
60 East 3<sup>rd</sup> Street, Suite 102C  
Hialeah, FL 33010  
(305) 441-5330

**Citrus Health Network Pediatric and Family Health Center**  
705 East 26<sup>th</sup> Street  
Hialeah, FL 33013  
(305) 835-1551

(continued on next page)

**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. 216<sup>th</sup> 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. 312<sup>th</sup> 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

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

**Naranja Health Center**

13805 S.W. 264<sup>th</sup> Street  
Naranja, FL 33032  
(305) 258-6813

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

**Everglades Health Center**

19300 S.W. 376<sup>th</sup> Street  
Florida City, FL 33030  
(305) 246-4607

(continued on next page)



**Dr. Rafael A. Penalver Clinic**

971 N.W. 2<sup>nd</sup> Street  
Miami, FL 33128  
(305) 545-5180, ext. 184 or 185

**Flamingo Medical Center**

901 E. 10<sup>th</sup> Avenue, Bay # 39  
Miami, FL 33010  
(305) 887-0004

**Jackson Health System – North Dade Health Center**

16555 Northwest 25<sup>th</sup> Avenue  
Opa Locka, FL 33054  
(786) 466-1500

**Jefferson Reaves Sr. Health Center**

1009 N.W. 5<sup>th</sup> Avenue  
Miami, FL 33136  
(786) 466-4100

**Jessie Trice Community Health Center (JTCHC)**

5361 N.W. 22<sup>nd</sup> Avenue  
Miami, FL 33142  
(305) 637-6400

**Jessie Trice Community Health Center North  
Women's Center**

1190 N.W. 95<sup>th</sup> 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

**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 71<sup>st</sup> Street  
Miami Beach, FL 33141  
(305) 538-8835

(continued on next page)

**Rosie Lee Wesley (South Miami)**

6601 S.W. 62<sup>nd</sup> 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) 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 305-292-2744. The website is [www.shalkw.org](http://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](http://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](http://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**

Applications for Medicaid are made through the Department of Children and Families (DCF). Call the toll-free number (866) 762-2237 or visit [www.myflorida.com/accessflorida/](http://www.myflorida.com/accessflorida/). A person who moves here from another state, who had Medicaid in the prior state, has to apply for Medicaid in Florida. Medicaid recipients who qualify and become enrolled in the Managed Medical Assistance (MMA) Program, will receive all health care services (other than long-term care) from a managed care plan. Call (877) 711-3662 to talk to a choice counselor or visit [www.flmedicaidmanagedcare.com](http://www.flmedicaidmanagedcare.com).

If you have questions about Medicare, call the toll-free number (800) 633-4227 visit [www.Medicare.gov](http://www.Medicare.gov).

## **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 establish comfortable residential facilities that support 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.namimiami.org](http://www.namimiami.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 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](http://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.**

## **RECOVERY ORIENTED SYSTEMS OF CARE (ROSC)**

Recovery oriented systems of care (ROSC) support person-centered and self-directed approaches to care that build on the strengths and resilience of individuals, families, and communities to take responsibility for their sustained health, wellness and recovery from alcohol and drug problems. The state of Florida is transforming its behavioral health system of care to be more recovery oriented. ROSC includes the following elements: person-centered, family and other ally involvement, individualized and comprehensive services across the lifespan, systems anchored in the community, continuity of care, partnership-consultant relationships, strength-based, culturally responsive, responsiveness to personal belief systems, commitment to peer recovery support services, inclusion of the voices and experiences of recovering individuals and their families, integrated services, system-wide education and training, ongoing monitoring and outreach, outcomes-driven, research-based, and adequately and flexibly financed.

## **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](http://www.ssa.gov) for more information.

In order to qualify for SSI/SSDI (Supplemental Security Income/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 \$1180 per month

The SSI/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 SSI/SSDI application process.

## **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 at [www.miamidade.gov/transit/special-transportation](http://www.miamidade.gov/transit/special-transportation). 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
- Call 786-469-5000 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:  
305-694-2766**

**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](http://www.alanonsofla.org)
- **Alcoholics Anonymous**  
305-461-2425 [www.aamiamidade.org](http://www.aamiamidade.org)  
Call 305-296-8654 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.
- **Double Trouble in Recovery** is a twelve step fellowship of men and women who share their experiences, strengths and hopes with each other to receive support for their substance abuse and mental health challenges.  
A Double Trouble Meeting is hosted by Better Way 810 NW 28<sup>th</sup> 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.naranonfl.org](http://www.naranonfl.org)
- **Narcotics Anonymous** 305-265-9555 [www.namiami.org](http://www.namiami.org)  
Call 1-866-584-2411 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.jcsfl.org/services/switchboard-211/](http://www.jcsfl.org/services/switchboard-211/)  
211 is also called Jewish Community Services (JCS) Helpline Services. It is operated by Jewish Community Services of South Florida.

## **TELEPHONE WIRELESS SERVICES**

### **Assurance Wireless Service**

Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin Mobile and supported by the federal Universal Service Fund. Please call 1-888-321-5880 or go to [www.assurancewireless.com](http://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. The Lifeline program is available to eligible consumers.

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)
- Supplemental Nutrition Assistance Program (SNAP) Food Stamps
- Supplemental Security Income (SSI)
- Medicaid
- Veterans and Survivors Pension Benefit

If you want to apply for Safelink Wireless, call 1-800-Safelink (723-3546) or go to their website at [www.safelinkwireless.com](http://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](http://www.sfbhn.org), click on Consumer Resources then click on Trauma Informed Care Directory.

## **VOCATIONAL REHABILITATION**

The Division of Vocational Rehabilitation (VR) is a part of the Florida Department of Education. It 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 include:

- Transition Youth
- Deaf, Hard of Hearing, and Deaf-Blind Services
- Supported Employment
- Ticket to Work
- Independent Living Program
- Mental Health Programs
- Migrant and Seasonal Farmworker
- Florida Alliance for Assistive Services and Technology (FAAST)

Vocational Rehabilitation has offices throughout the State. Call 1-800-451-4327 for information or visit [www.rehabworks.org](http://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**

**Jewish Community Services**

Children's Mental Health  
**305-576-6550**

**King David Foundation, Inc. /CLAPA**

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

**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**

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

Adult Substance Abuse  
**305-795-0077**

**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**



## **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.

<b>Behavioral Science Research Institute</b>	<b>786-717-5599</b>
<b>Citrus Health Network</b>	<b>305-424-3100</b>
<b>Concept Health Systems</b>	<b>305-751-6501</b>
<b>Family and Children Faith Coalition, Inc. d/b/a Hope for Miami</b>	<b>786-388-3000</b>
<b>Gang Alternative, Inc.</b>	<b>305-391-2375</b>
<b>Guidance Care Center, Inc. (Monroe County)</b>	<b>305-434-7660</b>
<b>Informed Families/The Florida Family Partnership, Inc.</b>	<b>305-856-4886</b>
<b>Institute for Children and Family Health, Inc. (ICFH)</b>	<b>305-685-0381</b>
<b>Monroe County Coalition, Inc.</b>	<b>305-849-5929</b>
<b>The Hialeah Community Coalition, Inc.</b>	<b>305-785-6969</b>
<b>The Village South, Inc.</b>	<b>305-573-3784</b>