

CONSUMER AND FAMILY RESOURCE MANUAL MIAMI-DADE AND MONROE COUNTIES

November 2020



Due to the current pandemic, some of the services and resources listed in this manual may experience service disruptions.

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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 Thriving Mind South Florida to manage the SAMH system of care. Thriving Mind 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 Thriving Mind South Florida 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.

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.

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**

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 If you live in the Florida Keys (Monroe County), visit 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.

Key Clubhouse of South Florida

1400 NW 54th Street, Suite 102
Miami, FL 33142
(305) 693-3508

Fellowship House

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

Monroe County

Personal Growth Center

Guidance Care Center Clubhouse

3000 41st Street Ocean
Marathon, FL 33050
(305) 434-7660 Ext. #3

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 Thriving Mind South Florida.

You can do this by calling Thriving Mind 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 Thriving Mind, the QA/QI Risk and Compliance Manager can help you with this process too.

ALLIANCE FOR CHANGE AND EMPOWERMENT (ACE)

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

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

The Department of Children and Families and Thriving Mind South Florida are actively involved with the Alliance 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.

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)

4343 West Flagler Street
Suite 100
Miami, FL 33134
www.legalservicesmiami.org

Serving Miami-Dade: 305-576-0080

Serving Monroe: 866-686-2760

Miami-Dade County Public Defender's Office

1320 N.W. 14 Street
Miami, FL 33125
305-545-1600

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.

Monroe County Public Defender's Office

1111 12th Street
Suite 311
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

- **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

- **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

(305) 774-3300

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

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

Mount Sinai Medical Center

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

Jackson South Community Hospital

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

North Shore Medical Center

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

Kendall Regional Medical Center

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

Palmetto General Hospital

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

Larkin Hospital

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

Southern Winds Hospital

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

Nicklaus Children's Hospital

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

Westchester General Hospital

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

Miami Veterans Affairs (VA) Healthcare System

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

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

Citrus Health Network

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

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 ext. 2001

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.

Thriving Mind South Florida has developed a **Housing Directory** which lists the housing programs provided at each community agency. Please go to www.thrivingmind.org to access the **Housing Directory** under the “Get Help” tab. 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 flhsmv.gov/locations/. Select your county of residence 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 (FARM)
- Feeding South Florida
2501 S.W. 32nd Terrace
Pembroke Park, FL 33023
(954) 518-1818
- Jewish Community Services
735 NE 125th St.
North Miami, FL 33161
(305) 576-6550
- Pass It On Ministries of South Florida
14617 N.W. 7th Avenue
Miami, FL 33168
(305) 681-1594
- **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/ 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 Thriving Mind South Florida 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)

(Main)

3733 West Flagler Street
Miami, FL 33134
(305) 774-3300

Banyan Health Systems (formerly Miami Behavioral Health Center)

3850 West Flagler Street
Miami, FL 33134
(305) 774-3300

Banyan Health Systems (formerly Miami Behavioral Health Center)

3800 West Flagler Street
Miami, FL 33134
(305) 774-3300

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

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

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

Care Resource

Miami-Dade Primary Care Center

3801 Biscayne Boulevard
2nd Floor
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

Citrus Health Network Palm Center Clinic *

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

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)

South Miami Health Center

6350 Sunset Drive
Miami, FL 33143
(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) 234-7676

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) 545-7737

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) 466-1900

Jefferson Reaves Sr. Health Center
1009 N.W. 5th Avenue
Miami, FL 33136
(786) 466-4000

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

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) 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. 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

Thriving Mind South Florida has developed a **Housing Directory** which lists the housing programs provided at each community agency. Please go to www.thrivingmind.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

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/. 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.

If you have questions about Medicare, call the toll-free number (800) 633-4227 visit 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 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, call:

305-665-2540

For information in Spanish, call:

786-308-9680

www.namimiami.org

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

Thriving Mind South Florida 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.

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:

1-877-808-2468

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 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/. You may also call Miami Dade Transit at 786-469-5000 (1-800-955-8771 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:
305-694-4880**

**FOR INFORMATION REGARDING ADULT SUBSTANCE ABUSE TREATMENT, PLEASE CALL
THRIVING MIND SOUTH FLORIDA 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.aamiamidade.org
Call 305-296-8654 for groups in Monroe County www.aafloridakeys.org
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.
- **Naranon** is for friends and families of individuals with narcotic issues. www.naranonfl.org
- **Narcotics Anonymous** 305-265-9555 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/helpline/
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 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.

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.

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 to find the location closest to you.

WELLNESS AND RECOVERY

Thriving Mind South Florida 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 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. Thriving Mind South Florida 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 THRIVING MIND 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

305-825-7770

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 -	305-685-8201
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
Miami-Dade County Community Action Human Services Department Adult Substance Abuse	786-469-4600
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	305-635-7444
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	305-585-5355
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 **786-469-4600**

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**

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 **305-253-5100**

Guidance Care Center, Inc. (Monroe County)
Adult Substance Abuse **305-434-7660**

Public Health Trust (PHT)/Jackson Health System
Adult Substance Abuse **305-585-6750**

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.

Behavioral Science Research Institute	786-717-5599
Citrus Health Network	305-825-0300
Concept Health Systems	305-751-6501
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
Informed Families/The Florida Family Partnership, Inc.	305-856-4886
Institute for Child and Family Health, Inc. (ICFH)	305-685-0381
Monroe County Coalition, Inc.	305-849-5929
The Hialeah Community Coalition, Inc.	305-785-6969
South Dade One Voice Community Coalition	305-307-1497
The Village South, Inc.	305-573-3784