

Southeast Florida Behavioral Health Network



Consumer Handbook

Administrative Office

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561-203-2485

Funding Provided by:



Southeast Florida Behavioral Health Network is pleased to provide our 2018-2019 Consumer Handbook for persons eligible to receive substance abuse and/or mental health services in Palm Beach County, the Treasure Coast and Okeechobee. We trust this handbook will provide you with useful information as you seek services through our network of community provider organizations.

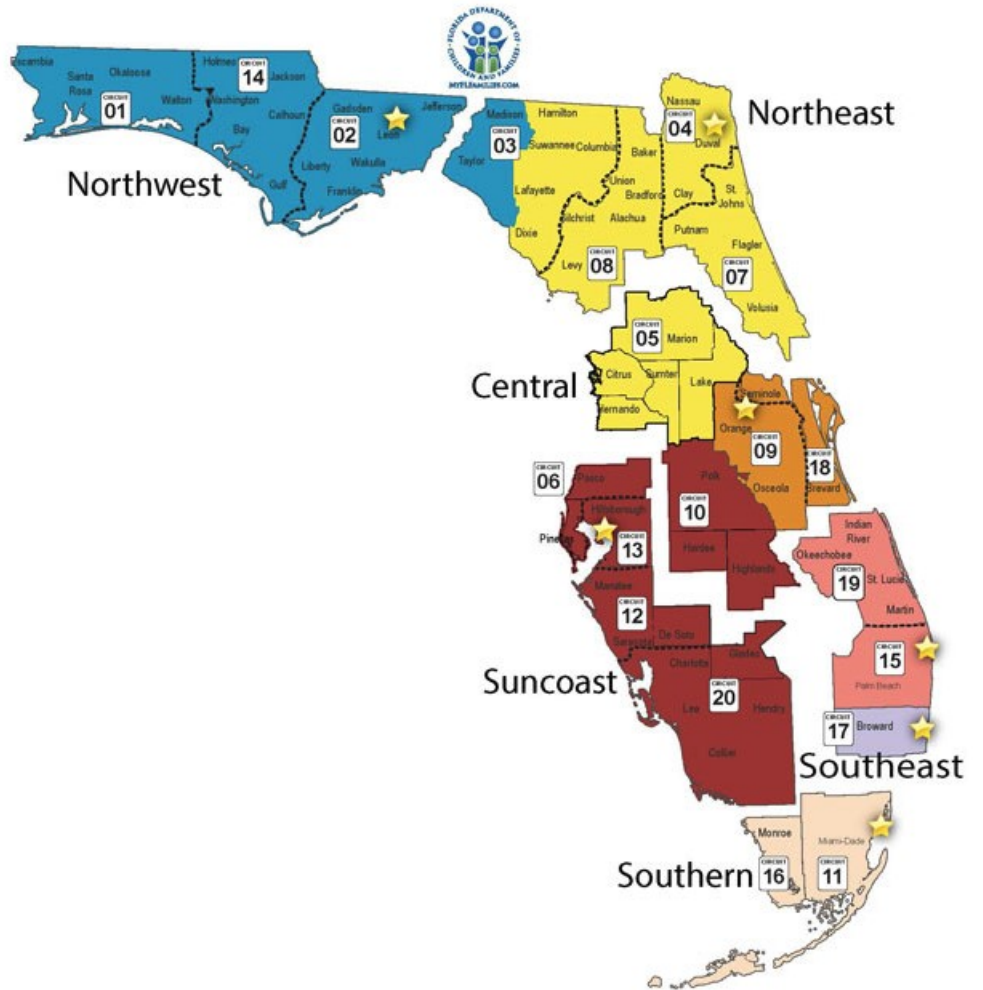
Our mission is to develop, support and manage an integrated network of behavioral health services to promote the emotional well-being and drug-free living of children and adults in Indian River, Martin, Okeechobee, Palm Beach and Saint Lucie Counties.

Our vision is a seamless, accessible, recovery-oriented system of behavioral health care, driven by consumers, providers and other stakeholders, in which innovation and collaboration are the norm and diversified financial resources comfortably support an array of prevention and treatment practices, leading to excellent outcomes for individuals served, providers, and the community.

SEFBHN ensures quality services and best practices are provided to consumers and families who are eligible to receive SAMH services throughout its network of providers. SEFBHN network providers employ the principles of recovery. Services must be provided regardless of race, religion, color, national origin, age, sex or sexual orientation.

This manual will provide you with general information only. Should you need assistance and/or have questions related to substance abuse or mental health services managed by SEFBHN, please call 561-203-2485.





ABUSE HOTLINE

The abuse hotline is the phone number you can call to report abuse, neglect and/or mistreatment for all children and vulnerable adults.

Telephone number: 1-800-96-ABUSE
(22873)

TDD (Hearing Impaired) number: 1-800-453-5145

If an emergency situation occurs where an individual appears to face immediate risk of abuse or neglect likely to result in death or serious harm;

CALL 911 FIRST

Contact the abuse hotline SECOND

Consumer Rights

While receiving treatment at a facility, your rights as a consumer of services are guaranteed to you under Florida law. When you request or receive services, the network provider should give you written information regarding your rights. Your rights are as follows:

Right to Individual Dignity:

- Be treated with respect at all times
- Be free from abuse and neglect
- Be free from exploitation, retaliation and humiliation
- Have freedom of movement, unless it has been restricted as a part of your treatment or by a judge.
- Have freedom of religion and practice.

Right to Treatment:

- Appropriate treatment, regardless of your ability to pay.
- Receive treatment in the least restrictive setting.

Right to Express and Informed Consent:

- Consent or not consent to treatment, unless restricted by a judge or in an emergency. If you are under 18 years of age, your guardian must also be asked to give expressed and informed consent.
- Be informed about the reason for your admission, your proposed treatment, any potential side effects of any treatment, your approximate length of stay, and other possible treatments.
- Take back any consent to treatment, either verbally or in writing, by you, your guardian or guardian advocate.
- If necessary, to be provided, though court, a guardian advocate to make decisions regarding your treatment.

Right to Quality Treatment:

- Receive services that are skillfully, safely, and humanely administered.
- Receive appropriate medical, vocational, social, educational, and rehabilitative services.

Right to Care and Custody of Personnel Effects:

- Have your personal clothing and belongings, unless restricted as part of your treatment.
- Have written inventory of any of your personal clothing or belongings that are taken from you.

Right to Communication, Abuse Reporting and Visits:

- Have visitors at reasonable hours, unless visits are restricted as part of your treatment.
- Send and receive mail and use the telephone, unless restricted as part of your treatment.
- Have access to a private telephone to report any possible abuse or neglect to the Florida Abuse Hot-line at 1-800-962-2873.

Right to Vote in Public Elections:

- Vote in all public elections, if eligible.
- Be assisted in registering to vote and in voting.
- Know there is a procedure for you to obtain a voter registration form and application for absentee ballots.

Right to Ask for a Court Order (A Writ of Habeas Corpus):

- Question the cause and legality of your being detained.
- Ask the circuit court to order your release.

Right to Clinical Records:

- Have reasonable access to your own records.
- Authorize release of information to people or agencies.
- Have your records kept confidential.

Right to Education for Children:

- Receive educations as appropriate and in the least restrictive setting possible in accordance with Chapter 232.0(1)€, Florida Statutes.

Right to Designate Representatives:

- Designate a person to receive any required notices.

Right to Participate in Treatment and Discharge Planning:

- Help make decisions about your treatment and provide written comments on your treatment plan.
- Informed consent or refusal of expression of choice regarding the composition of the service delivery team.
- Help make plans for your discharge.

Services our Network Providers Offer

Substance Abuse

A variety of substance abuse treatment centers and programs are available in Indian River, Martin, Okeechobee, Palm Beach and Saint Lucie County for both adults and children. Listed below are types of services available.

Detoxification:

This program uses medical and clinical protocols to assist consumers with withdrawal from the physiological effects of substance abuse. Services include emergency screening, evaluation, short-term stabilization and treatment in a secure environment.

Outpatient:

Therapeutic and support services designed to improve functioning or prevent worsening of individual mental health or substance abuse disorders. Services must be face-to-face between the staff member and the client.

Day/Night Treatment:

Services provide a structured schedule of non-residential services for four hours a day. Activities for substance abuse program emphasize rehabilitation, treatment, and education services using multidisciplinary teams to provide combined programs of academic, therapeutic, and family services.

Residential Treatment:

These services provide a structured, live-in, non-hospital setting for children or adults with supervision 24 hours a day, 7 days a week, 365 days a year.



Services our Network Providers Offer

Mental Health

A variety of treatment centers and programs are available to provide assistance for adults and children experiencing mental health issues in Indian River, Martin, Okeechobee, Palm Beach and Saint Lucie County. Below, are the various services available (services may differ by county). For a full listing of mental health services, please contact our office at 561-203-2485.

Community Mental Health Treatment Centers – Adults and Children

Community treatment centers receive state funds through Central Florida Cares Health System, Inc. to provide emergency mental health services, psychiatric services, residential treatment (adults only), and support services. As Public Baker Act facilities, community treatment centers can provide adults and children emergency mental health services, either on a voluntary or involuntary basis.

Mental Health—Drop In Centers

Provides a range of opportunities for persons with severe and persistent mental illness to independently develop, operate, and participate in social, recreational, and networking activities.

Outpatient / In-Home and On-Site Services – (IHOS) – Children

Therapeutic and support services are designed to improve or prevent worsening of individual mental health services must be face-to-face between the staff member and the client. In-Home and On-Site services are offered in residences, schools, detention centers, commitment settings, foster homes, and other community settings.

Florida Assertive Community Treatment (FACT) Team

The FACT Team program is a community-based treatment, rehabilitation, and support services provided by a multi-disciplinary team to assist persons with severe and persistent mental illness.

Case Management – Children

Provides a combined process consisting of identifying the individual's needs, planning services, linking the service system with the person, coordinating the different service options, monitoring the service delivery, and evaluating the effects of the services received.

Residential Treatment – Adults and Children

These services provide a structured, live-in, non-hospital setting with supervision 24 hours a day, 7 days a week, 52 weeks a year.



Information and Referral

211 Programs

Connecting People To Community Resources

211 is an easy to remember 3-digit number for the residents of Palm Beach, Martin, St. Lucie, Indian River, and Okeechobee Counties to access crisis intervention and suicide prevention services, information, assessment, and referral to community services. 211 helpline and crisisline are available to individuals of all ages and are free, confidential, and available 24/7.



To reach 211 HelpLine: simply dial 2-1-1 or (561) 383-1112, Text your concerns and zip code to 898211, or Chat Online at www.211palmbeach.org or www.211treasurecoast.org. You can also email: Help@211pbtc.org.

Priority Populations

There are several categories of individuals and families who designated to receive priority for services that are funded through general revenue or federal funding.

- Children and parents who are not Medicaid eligible or who need services that are not covered by Medicaid, and who are in or placed from households that DCF Child Protective Investigators determined that children were “unsafe” without additional services; will have priority for substance abuse and mental health services.
- IV drug users are to be placed into treatment within 14 days of their request for treatment
- Pregnant women are to be placed in treatment within 48 hours of their request for treatment

Provider Directory by Location

SEFBHN contracts with a variety of service providers throughout Circuit 15 and Circuit 19. The best resource to determine which organization provides services in your area is to access the SEFBHN services tab via our website at: <https://sefbhn.worldsecuresystems.com/public-map.html>

Provider organizations can be searched based on location, it shows what services they offer and displays contact information. If you need more detailed information, please do not hesitate to contact our office at 561-203-2485.

Complaints and Grievances:

SEFBHN has a policy and procedure for filing a complaint or grievance if you are not satisfied with the services you receive. We do recommend you discuss the situation with the Director of Quality or a Supervisor at the agency in which you are looking to file a complaint against first. You should also request a copy of your provider’s grievance policy and follow those instructions as well.

If you are not satisfied with the results, please call SEFBHN at 561-203-2485 and we will assist you in the complaint or grievance.

