

Consumer

Handbook

- Circuits 15 & 19
- Southeast Florida Behavioral Health Network
- Fiscal Year 2023-2024

Overview



Southeast Florida Behavioral Health Network is pleased to provide our 2023-2024 Consumer Handbook for persons eligible to receive substance abuse and/or mental health services in Palm Beach County (Circuit 15), the Treasure Coast and Okeechobee (Circuit 19). 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 substance use disorder and mental health services throughout its network of providers. SEFBHN network providers employ the principles of recovery-oriented care. 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.

Consumer Rights

Right to Individual Dignity

- Be always treated with respect
- 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, through 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 Personal 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.

Consumer Rights

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 Hotline 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.

The Recovery

Oriented System of

Care (ROSC)

The Florida Department of Children and Families (DCF) is committed to transforming its substance use and mental health system into a recovery-oriented system of care.

ROSC is a network of clinical and nonclinical services and supports that sustain long-term, community-based recovery, where recovery is expected and achieved through meaningful partnerships and shared decision making with individuals, communities and systems.

Top 5 Priorities for ROSC Delivery:

1. Collaborative service relationships
2. Cross-system partnerships
3. Community integration
4. Community health and wellness
5. Peer-based recovery support

Network Services:

Crisis Support

There are 2 agencies offering Mobile Response Team (MRT) services in the Southeast Region. The MRT's offer assessment of crisis situations, referral and linkage to community resources, support in difficult/stressful times, information about services and resources in the community, and education about mental illness to those in need. These services are free and offered 24/7 to people of all ages. All teams are mobile - they can go to you. They can come to your home, go to schools, or wherever the crisis is happening.

The goal of MRT is to prevent any unnecessary psychiatric hospitalizations. There are teams in the following areas:

South County Mental Health Inc. (Palm Beach)

- **Address:** 16158 S. Military Trail, Delray Beach, FL 33484
- **Phone:** 561-637-2102 (or call 2-1-1 for MRT)

New Horizons of the Treasure Coast

(St. Lucie, Indian River, Martin, and Okeechobee counties)

Address: 4500 Midway Road, Fort Pierce, FL 34981

- **Phone:** 772-468-3909 (or call 2-1-1 for MRT)

Network Services:

Substance Use

A variety of substance use 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.

Network Services:

Mental Health

A variety of treatment centers and programs are available to aid with 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).

Community Mental Health Treatment Centers – Adults and Children

- Community treatment centers receive state funds 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.

Network Services:

Mental Health

More mental health services available through the SEFBHN network also include:

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 Referrals

- **CALL 2-1-1**
- 211 is a community helpline and crisis hotline that provides suicide prevention, crisis intervention, information, assessment, and referral to community services for people of all ages.
- Caring staff will listen to everyone's situation to provide information on available social services, community services and resources that include food assistance, medical clinics, foreclosure prevention, parenting info on developmental concerns (Help Me Grow) & special needs, senior services that include free "Sunshine" daily calls, services for teens and more.
- [211 Helpline Palm Beach and Treasure Coast \(211palmbeach.org\)](http://211palmbeach.org)

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@211pbt.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 Locations



SEFBHN contracts with a variety of service providers throughout Circuit 15 and Circuit 19. Please access the SEFBHN Provider Locator tab via our website at:

<https://sefbhn.org/providerlocator>



Provider organizations can be searched based on location and what services they provide.



If you need more detailed information, please do not hesitate to contact our office at 561-203-2485.

Complaints & 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 or email Tracee Diaz at tracee.diaz@sefbhn.org and we will assist you in the complaint or grievance.

Accessibility and

Other Information

If you require any special accommodations or need further information about accessibility through the network, please contact Tracee Diaz at 561-203-2485 or via email at:

Tracee.Diaz@sefbhn.org.

You can also access information on meetings that SEFBHN has facilitated, as well as policies and procedures, throughout the network at [BoardDocs® LT Plus](#).

SEFBHN's website is always accessible with a variety of information on the network at www.sefbhn.org.

SEFBHN's main phone number is **561-203-2485**.