



Consumer Handbook

Circuits 15 & 19

Southeast Florida Behavioral Health Network
Fiscal Year 2024-2025

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Overview

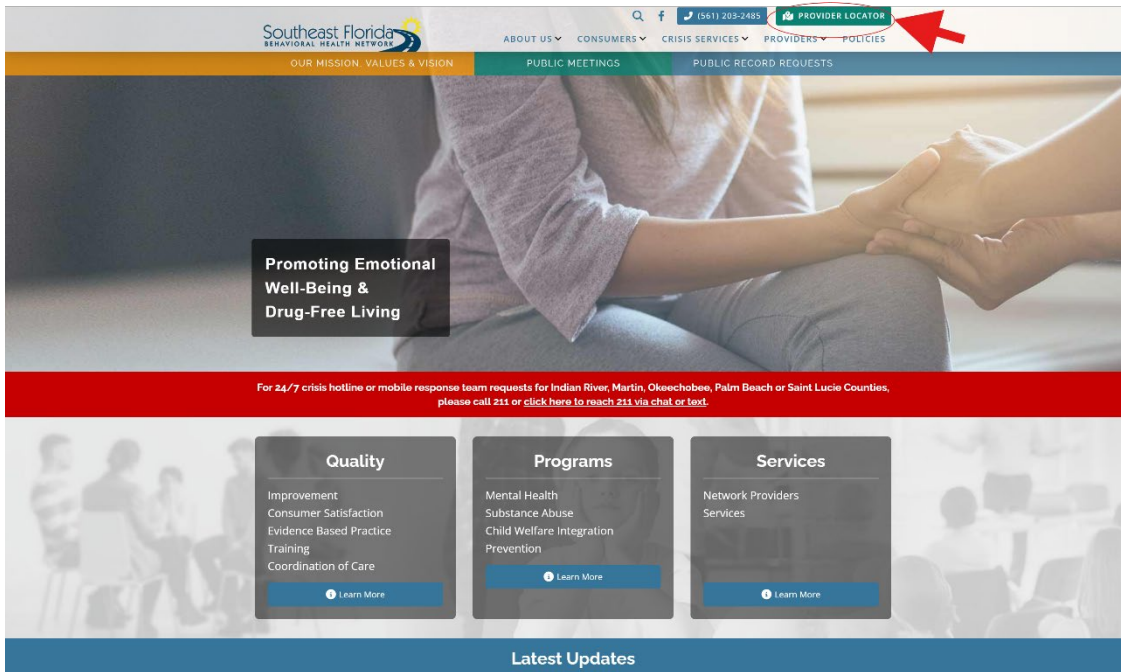
Southeast Florida Behavioral Health Network is pleased to provide our 2024-2025 Consumer Handbook for persons eligible to receive substance abuse and/or mental health services in Palm Beach County (Circuit 15), the Treasure Coast and Okeechobee (Circuit 19). We trust this handbook will provide you with valuable 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 is committed to ensuring 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.

Please check our website www.SEFBHN.org for continued updates to this handbook and more information about our agency. Our network service providers contact information is specifically available at [Provider Locater | Southeast Florida Behavioral Health Network](#).



This handbook 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. If you need immediate assistance outside of business hours, please call 2-1-1.

Consumer Rights

Right to Individual Dignity

- Always be treated with respect.
- Be free from abuse and neglect.
- Be free from exploitation, retaliation and humiliation.
- Have freedom of movement, unless restrictions are part of treatment or through a court order.
- 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 Give Informed Consent

- Consent or to not consent to treatment, unless restricted by a court order or an emergency. If you are under 18 years of age, your guardian will also be asked to give expressed and informed consent for treatment(s).
- 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.
- Revoke any consent to treatment, either verbally or in writing, by you, your guardian or guardian advocate.
- If necessary, to be provided a guardian advocate through a court order 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.
- Access to a private phone to report abuse/neglect. Florida Abuse Hotline at 1-800-962-873.

Right to Designate Representatives

- Designate a person to receive any required notices

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 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 informed consent.
- Expression of choice regarding the composition of the service delivery team.
- Help make plans for your discharge.

The Americans with Disabilities Act (ADA)

- The ADA, which became law in 1990, is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The ADA gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. It guarantees equal opportunity for individuals with disabilities in public accommodations, employment, transportation, state and local government services, and telecommunications.
- If you feel you have been discriminated against by one of our network service providers, please contact SEFBHN 561-203-2485 or you may submit an online grievance on our website at www.sefbhn.org or ndcs@cfbhn.org If you do not receive desired results, contact Disability Rights Florida <https://disabilityrightsflorida.org/>

Deaf and Hard of Hearing

- If you are deaf, hard-of-hearing or have limited English proficiency, and are requesting behavioral health services through one of our network service providers (NSP), contact the NSP directly to assist in providing you with appropriate communication resources, including qualified or certified language interpreters for you and/or your companion at no cost.
- Your communication options may include, but are not 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.
- 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)
- If you have visual impairment or are blind, it is important that you and agency staff discuss your communication needs and options. Staff will document your needed communication resource(s) and will utilize these resources to provide your services.

Payment Source

- Behavioral Health and Substance Use providers that receive funds from the Department of Children and Families (DCF) provide treatment and services based on what you can afford to pay. 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.

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 non-clinical 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. As local entities, ROSCs implement the guiding principles of recovery orientation while reflecting the unique variations in each community's vision, institutions, resources, and priorities.

Top 5 Priorities for ROSC

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 MRTs offer no cost 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 behavioral health to those in need. These services are free and offered 24/7 to individuals 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 County
 - 16158 S Military Trail, Delray Beach, FL 33484
 - Call 2-1-1 for MRT
- New Horizons of the Treasure Coast and Okeechobee
 - Indian River, Martin, Okeechobee and St. Lucie Counties
 - 4500 Midway Road, Ft. Pierce, FL 34981
 - Call 2-1-1 for MRT

Many SEFBHN NSP offer co-occurring services, which means they can meet both mental health and substance use disorder treatment needs. Services identified below suggest levels of care focused on a person's primary need. Often both needs can be met by one provider and in cases when they cannot, the provider can still help connect to a different provider who can further assist with individualized needs.

Network Services: Primary Substance Use Examples

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 some of the substance use services available. *For a current list of contracted providers all available levels of care within SEFBHN's network, please reference the provider locator tab on SEFBHN's website.*

Detoxification

- This program uses medical and clinical protocols to assist consumers with withdrawal from the physio- logical 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 sub- stance 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: Primary Mental Health Examples

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). Listed below are some of the mental health services available. *For a current list of contracted providers all available levels of care within SEFBHN's network, please reference the provider locator tab on SEFBHN's website.*

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)

Therapeutic and support services are designed to improve or prevent worsening of individual mental health. These services must be face to face between the staff member and individual served.

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

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, nonhospital 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 referrals to community services for individuals 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 information on developmental concerns and special needs, senior services include free "Sunshine" daily calls, services for teens and more.

Priority Populations

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

1. Pursuant to 45 CFR s. 96.131, priority admission to pregnant women and women with dependent children by Network Service Providers receiving SAPT Block Grant funding.
2. Pursuant to 45 CFR s. 96.126, compliance with interim services, for injection drug users, by Network Service Providers receiving SAPT Block Grant funding and treating injection drug users.
3. Priority for services to families with children that have been determined to require substance abuse and mental health services by child protective investigators. Such priority shall be limited to individuals that are not enrolled in Medicaid or another insurance program, or require services that are not paid by another payor source.
4. Parents or caregivers in need of adult mental health services pursuant to s. 394.674(1)(a)2., F.S., based upon the emotional crisis experienced from the potential removal of children.
5. Parents or caregivers in need of adult substance abuse services pursuant to s. 394.674(1)(c)3., F.S., based on the risk to the children due to a substance use disorder.
6. Individuals who reside in civil and forensic State Mental Health Treatment Facilities and individuals who are at risk of being admitted into a civil or forensic State Mental Health Treatment Facility.
7. Individuals who are voluntarily admitted, involuntarily examined, or placed under Part I, Chapter 394, F.S.
8. Individuals who are involuntarily admitted under Part V, Chapter 397, F.S.
9. Residents of assisted living facilities as required in ss. 394.4574 and 429.075, F.S.
10. Children referred for residential placement in compliance with Ch. 65E-9.008, F.A.C.
11. Inmates approaching the End of Sentence pursuant to Children and Families Operating Procedure (CFOP) 155-47: "Processing Referrals from the Department of Corrections;" and
12. In the event of a Presidential Major Disaster Declaration, Crisis Counseling Program (CCP) services shall be contracted for according to the terms and conditions of any CCP grant award approved by representatives of the Federal Emergency Management Agency (FEMA) and the Substance Abuse and Mental Health Services Administration (SAMHSA).

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.

You may also submit a complaint or grievance via our online secure portal using the link:

<https://sefbhn.org/grievance/>

If you are not satisfied with the results, please call SEFBHN at 561-203-2485 or email Tracee Diaz at Tracee.Diaz@sefbhn.org for assistance with your complaint or grievance.