



CONSUMER HANDBOOK

March 2016



INTRODUCTION

Welcome to the Consumer and Family Resource Manual for individuals and families in Broward County who are seeking mental health and/or substance abuse services from community agencies.

What is BBHC?

Broward Behavioral Health Coalition, Inc. (BBHC) was created in 2011 and was selected by the Florida Department of Children and Families as Broward County's (Circuit 17) managing entity for mental health and substance abuse services. Its purpose is to coordinate and fund services, for and on behalf of adults and children in our community.

BBHC'S MISSION STATEMENT

To advocate and ensure that an effective and efficient behavioral health system of care is available in Broward County.

BBHC'S VISION STATEMENT

Ensuring a responsive and compassionate behavioral healthcare experience for people in our community.

BBHC'S VALUE STATEMENT

Consumer driven, cultural competence, compassionate service, efficient management, innovative system, fiscal integrity. (Value Statement)

The Substance Abuse and Mental Health (SAMH) Program Office of the Department of Children and Families contracts with Broward Behavioral Health Coalition, Inc. (BBHC) to manage the state-funded Substance Abuse and Mental Health system of care in Broward County. BBHC ensures quality and best practices are provided to consumers and families seeking services in Broward County.

Broward Behavioral Health Coalition's Website:

www.bbhcfloida.org



PURPOSE

This manual will give you information and direction on who to contact for more specific information. You will also learn ways to be more involved in your services and community. If you need assistance and/or have any questions related to mental health, substance abuse and/or other community services, please call the Consumer Relations Specialist at 754-227-4950. Please read through the following pages and keep this manual for future use. We hope your experience with Broward Behavioral Health Coalition, Inc. is positive and beneficial to you; if you need assistance.

PURPOSE:

- ❖ Spread the word that there is HOPE for persons living with mental illnesses!
- ❖ Mental Health and Substance Abuse Recovery is real and it is for everyone!
- ❖ Make it easier for you to know how to get public behavioral health services.
- ❖ Tell you about resources to help you live, learn, work and participate fully in the community.
- ❖ Help you make good choices about your care.
- ❖ Tell you your rights and responsibilities when you are receiving public mental health and substance abuse services.
- ❖ Invite you to let us know what you think about our services, your mental health/substance abuse care, or the care of your child or family member.

CONSUMER CHOICE

BBHC supports consumer choice. Consumers/family members may contact BBHC for any needed assistance in selecting or changing their behavioral health service provider to best meet their needs.



RESOURCES

CRISIS SERVICES

In the event of a Medical and/or Psychiatric Emergency call 911

**For help during a suicidal crisis please call:
The National Suicide Prevention Lifeline 1-800-273-TALK (8255)**

Helpful Numbers:

- ❖ **911 in case of a medical and/or psychiatric emergency**
Tell the operator if the emergency involves a person with mental illness so there can be an appropriate response to the situation.
- ❖ **First Call for Help of Broward, Inc.**
Information and Referral **Call 211**
- ❖ **Mobile Crisis Team**
954-463-0911
- ❖ **YES (Youth Emergency Services) Team**
954-735-4530
- ❖ **Alfonso Ruiz, BBHC Consumer Relations Specialist**
754-227-4950
- ❖ For all kinds of additional resources consult: **The Connections Guide Book**, available at the Mental Health Association located at 7145 West Oakland Park Boulevard, Lauderhill Florida 33313, telephone: 954-746-2055. The Internet Version is available at: <https://www.mhasefl.org/> under information and referral.
- ❖ **Disability Rights Florida**
1-800-342-0823
<http://www.disabilityrightsflorida.org>
- ❖ **Clear Statewide Mental Health Access Line**
1-800-945-1355
CLEAR@namicollier.org





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CONSUMER'S BILL OF RIGHTS

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:

- ❖ Be treated with kindness and respect.
- ❖ 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.
- ❖ Sign documents showing that you understand the services that were explained to you and you can decide to stop services at any time unless you are court-ordered to a facility or involuntarily hospitalized.
- ❖ Live in a safe and decent living environment.



- ❖ Report regarding the use of restraint, seclusion, isolation, emergency treatment orders, physical management techniques and increased levels of supervision.
- ❖ 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 1-800-96-ABUSE (22873) or your attorney. If your communication is restricted, written notice must be provided to you.
- ❖ 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.
- ❖ Register and to vote in any election for which you are a qualified voter.
- ❖ 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.
- ❖ 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.
- ❖ 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.



- ❖ Your representative 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.
- ❖ 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.
- ❖ Adequate and appropriate health care consistent with established standards within the community.
- ❖ An opportunity for regular exercise several times a week and to be outside for frequent intervals except when prevented by inclement weather.

Source: This Consumer Bill of Rights was developed from the Florida Mental Health Act section 394.459: Rights of patients.

COMPLAINTS/GRIEVANCES

It is the policy of Broward Behavioral Health Coalition (BBHC) to provide opportunity for any individual/concerned party to submit a complaint regarding the BBHC organization and/or subcontracted system of care. BBHC contracts with Concordia Behavioral Health (CBH) to handle complaints and grievances. Consumers may contact CBH by calling 1-877-698-7794 or via e-mail at: advocacy.bbhc@concordiabh.com to register their concerns. They may also call BBHC directly at 954-622-8121 and speak with any staff member to file a complaint and/or grievance. An email can also be sent to the staff and the addresses are listed on page 7 of this handbook.



BBHC STAFF CONTACT LIST

- ❖ **Alfonso Ruiz**
Consumer Relations Specialist
(954) 622-8121 ext. 1010
aruiz@bbhcflorida.org

- ❖ **Kerline Robinson**
Office Manager/Executive Assistant
(954) 622-8121 ext. 1014
krobinson@bbhcflorida.org

- ❖ **Norma Wagner**
Director of Operations/ System of Care
(954) 622-8121 ext. 1015
nwagner@bbhcflorida.org

- ❖ **Danica Mamby**
Director of Administration
(954) 622-8121 ext. 1018
dmamby@bbhcflorida.org

- ❖ **Emery Cowan**
Director of Clinical Services
(954) 622-8121 ext. 1020
ecowan@bbhcflorida.org

- ❖ **Silvia Quintana**
Chief Executive Officer
(954) 622-8121 ext. 1016
squintana@bbhcflorida.org



BBHC'S COST OF SERVICES

COST SHARING AND FEE PAYMENT REQUIREMENTS

COST OF SERVICES

If you do not have money or health insurance, mental health and/or substance abuse services may still be provided to you based on your eligibility. Community mental health and substance abuse agencies that receive funds from the State provide treatment and other 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 may still be provided.

To access services call Concordia at 1-877-698-7794 and select option 1.

AUXILIARY AIDS

BBHC is available to assist with auxiliary aids such as interpretation services and alternative communication systems. It is suggested that the BBHC's Consumer Relations Specialist is contacted for such assistance at (754) 227-4950.



BBHC'S PROVIDER NETWORK

Below is a list of the agencies that are funded by BBHC. If you would like additional information, call the agency directly or go to their website.

Service Legend:

- AMH – Adult Mental Health**
- ASA – Adult Substance Abuse**
- CMH – Children’s Mental Health**
- CSA – Children’s Substance Abuse**

Provider	Services	Main Phone	Website
Archways, Inc.	AMH ASA	954-763-2030	www.archways.org
Banyan Health Systems	AMH ASA CMH CSA	305-398-6100	www.banyanhealth.org
Broward County- Elderly and Veterans Services Division	AMH ASA	954-357-6622	www.broward.org
Broward Addiction Recovery Center (BARC)	ASA	954-357-4880	www.broward.org
Broward Housing Solutions	AMH	954-764-2800	www.browardhousingsolutions.org
Broward House, Inc.	ASA	954-522-4749	www.browardhouse.org
Broward Partnership for the Homeless, Inc.	AMH ASA	954-779-3990	www.bphi.org
Broward Regional Health Planning Council	AMH ASA	954-561-9681	www.BRHPC.org
Camelot Community Care	CMH	561-844-6400	www.camelotcommunitycare.org
Broward Sheriff's Office	AMH ASA CMH CSA	954- 831-8900	www.sheriff.org



Broward Behavioral

HEALTH COALITION

Provider	Services	Main Phone	Website
Covenant House of Florida, Inc.	ASA CMH CSA	954-561-5559	www.covenanthousefl.org
Foot Print to Success Clubhouse, Inc.	AMH	954-657-8010	www.footprintsuccess.org
Fort Lauderdale Hospital, Inc.	AMH ASA CMH CSA	954-463-4321	http://www.fortlauderdalehospital.org
Atlantic Shores Hospital	AMH CMH CSA	954-771-2711	http://www.atlanticshoreshospital.com
Gulf Coast Jewish Family and Community Services, Inc.	AMH ASA CSA	800-888-5066	http://gulfcoastjewishfamilyandcommunityservices.org
Henderson Behavioral Health, Inc.	AMH ASA CMH	954-777-1622	http://www.hendersonbehavioralhealth.org
House of Hope, Inc.	ASA AMH	954-524-8989	http://www.houseofhopeonline.org
Kids In Distress, Inc.	CMH CSA	954-390-7654	http://www.kidinc.org
Mental Health Association of Broward County	CMH AMH	954-746-2055	http://www.mhasefl.org
NAMI Broward County, Inc.	AMH	954-316-9907	http://www.NAMIBroward.org
Broward Health Medical Center	AMH	954-355-4400	http://www.Browardhealth.org
Our Children Our Future, Inc.	CMH	954-929-7515	www.ourchildrenourfuturefl.org
Silver Impact, Inc.	AMH	954-572-0444	N/A
Smith Mental Health Associates, Inc.	AMH CMH CSA	954- 321-2296	www.SmithCMH.com
South Florida Wellness Network	AMH CMH ASA CSA	954-533-0585	www.SFWN.org



Broward Behavioral

HEALTH COALITION

Provider	Services	Main Phone	Website
Memorial Healthcare System	CMH CSA AMH ASA	954-987-2000	www.mhs.net
Susan B. Anthony Center, Inc.	ASA	954-733-6068	www.susanbanthonycenter.org
Task Force Fore Ending Homelessness	AMH ASA	Call 2-1-1	N/A
Chrysalis Health, Inc.	AMH CMH	954-587-1008	www.chrysalishealth.com
United Way of Broward County	ASA CSA CMH	954-760-7007	www.drugfreebroward.org
Agencies Below are contracted by the United Way:			
2-1-1 First Call for Help	AMH ASA CMH CSA	2-1-1 or 800-442-8565 (information & referral)	www.firstcall211.net
Archways	CSA	954-763-2030	www.archways.org
Hanley Center Foundation	CSA	561-841-1166	www.hanleycenterfoundation.org
Children's Harbor	AMH ASA	954-252-3072	www.childrensharbor.org
Institute of Child & Family Health	CSA	305-685-8245	www.icfhinc.org
SunServe	AMH ASA	954-764-5150	www.sunserve.org
Hispanic Unity of South Florida	AMH ASA	954-965-8884	www.hispanicunity.org
Memorial Healthcare System	CSA ASA	954-985-7004	www.mhs.net
Broward House	AMH ASA	954-522-4749	www.browardhouse.org



THANK YOU for your interest in Broward Behavioral Health Coalition. We hope that this handbook is a source of hope and practical help to you on your recovery journey. BBHC and providers of Behavioral Health Services in Broward County are working together to help consumers achieve an improved level of independence, better coping skills, and new growth through evaluation, treatment, and focused rehabilitation.

Conclusion

Science has shown that having hope plays an integral role in a person's recovery. We want you to know that you can recover and live life fully in the community. We are here to support you when you need us in that journey. May this handbook be a helpful guide to you along the way.

