



**CONSUMER
HANDBOOK**
July 2018





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.bbhcfllorida.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
- ❖ **Joshua Calarino, BBHC Consumer Relations Specialist**
954-622-8121 ext. 1030

- ❖ 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



Velva Millete's "Starving Marving" Courtesy of NAEMI Permanent Collection

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 below. The BBHC Complaint and Grievance Policy is located at the end of this handbook.

BBHC STAFF CONTACT LIST

- ❖ **Joshua Calarino**
Consumer Relations Specialist
(954) 622-8121 ext. 1030
jcalarino@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

- ❖ **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 (954) 622-8121 ext. 1030.



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 Addiction Recovery Center	ASA	954-357-4851	www.broward.org
Broward County Elderly and Veteran Services Division	AMH	954-357-6622	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
Care Resource	AMH ASA	954-567-7141	www.careresource.org
Citrus Health Network, Inc.	AMH	305-825-0300	www.citrushealth.org



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
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	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
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
TaskForce Fore Ending Homelessness	AMH ASA	For Homeless Services Call 954-563-4357	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



Provider	Services	Main Phone	Website
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	Wwwchildrensharbor.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.



BBHC Complaint and Grievance Policy

Policy: It is the policy of the Broward Behavioral Health Coalition, Inc. (BBHC) to provide opportunity for any person served/concerned party in the community to submit a complaint and/or grievance regarding the BBHC organization and/or subcontracted service providers.

Purpose: The purpose of this policy is to ensure an objective process and review for handling all complaints and/or grievances regarding BBHC's System of Care. This may include complaints and/or grievances regarding the BBHC organization, Concordia Behavioral Health (CBH), and/or subcontracted service providers.

Procedure: BBHC has contracted with CBH Behavioral Health to manage the Continuous Quality Improvement (CQI) for the provider network and is delegated to investigate complaints and/or grievances. BBHC's Continuous Quality Improvement (CQI) Department oversees and monitors to ensure that CBH provides follow up on reported complaints and/or grievances received and reports on action taken, outcomes, trends and recommendations, at least annually. In addition, BBHC staff are trained on the Complaints and Grievance Policy and process during their employee orientation and annually.

Complaint Process:

Origin of Complaints: A complaint may be received from any stakeholder in the community such as: Department of Children and Families (DCF), other state and local agencies, community representatives and organizations, subcontracted providers, persons served, and their families. Complaints that are investigated by BBHC/CBH include those pertaining to providers funded by BBHC and/or person served we serve. Complaints received about a provider and/or person served we do not fund, due to HIPAA and Privacy Laws, will be forwarded to the appropriate agency's CQI Department for investigation. BBHC/CBH will only accept and investigate complaints that have been filed within one (1) year of the date of the incident.



Complaints not filed within the established timeframe, may be accepted if CBH's Director of Analytics and Quality Improvement or BBHC determines there is an acceptable reason for not filing complaint in a timely fashion or if BBHC approves the exception.

Reporting Process: For complaints that are reported directly to any of the BBHC staff, the BBHC staff will complete the BBHC Complaint Form (see Attachment I) for tracking and monitoring purposes. The CQI Coordinator will then enter the complaint into the Complaint Log (Attachment II). Complaints may be received either in writing or verbally. The BBHC CQI Coordinator will be notified within one (1) business day of any received complaint.

The BBHC CQI Coordinator will review the received complaint and forward to CBH's Director of Analytics and QI and Quality Contractor within one (1) business day, using the BBHC Complaint Form for follow-up action.

For a complaint against the Managing Entity, the complaint must be filed in writing and directed to BBHC CEO for review.

For a complaint generated against the Managing Entity's CEO, the complaint must be filed in writing and directed to BBHC Board of Directors, Executive Board Committee for review.

Complaint Resolution Process: Upon receipt of complaint from BBHC, CBH contacts the provider and initiates a fact-finding inquiry. CBH leads the process and works in partnership with BBHC to review fact findings which may include:



- a. Request and review of documents that support the review of the complaint
- b. Interviews of person served with relevant information related to the complaint
- c. Review of contract, all relevant federal and state regulations, as well as, adopted policies
- d. Any other action deemed appropriate and/or necessary by the Quality Department with the purpose of verifying the complaint

Upon review, the communication containing the official resolution will be sent to the complainant within 30 business days of the receipt of the complaint.

Upon completion of sending the complainant the communication, the complaint will be closed, and documentation will be maintained in BBHC's Complaints File. CBH will log and track all complaints for analysis purposes.

Within the written communication, the complainant will be informed of their right to submit a grievance if they disagree with the resolution within 30 days of receiving the complaint by following BBHC's Grievance Process below.

BBHC CQI and CBH's Quality Contractor will hold weekly CQI calls to discuss all complaints/grievances, findings, and follow-ups on pending items.

Grievance Process:

If the complainant is not satisfied with the resolution, they may submit a grievance to BBHC or CBH, at which time the complaint will be re-opened. The BBHC CQI Coordinator will notify the Director of Administration and the Chief Executive Officer of any complaints not satisfactorily resolved which resulted in a grievance. CBH will lead the process and will work in partnership with BBHC to complete any necessary action or fact-findings within fifteen (15) business days of receipt. CBH will update the previous report to include a section on the grievance process and submit a new



letter of findings to the complainant. Upon submission of the letter, the grievance will be closed and documentation will be maintained in BBHC's Complaints File which is maintained by BBHC's CQI Coordinator.

For grievances generated from a complaint against the Managing Entity, the grievance must be filed in writing and directed to BBHC's CEO for review.

For grievances generated from a complaint against the Managing Entity's CEO, the grievance must be filed in writing and directed to BBHC Board of Directors', Executive Board Committee for review.

If the complaint is not satisfied with the decision rendered from the grievance, the complainant can indicate that in writing to BBHC's Chief Executive Officer, within five (5) business days, in which case, the grievance will be forwarded, along with a summary of the case, to the BBHC Board of Directors for consideration. The BBHC Board will review the materials and provide a formal response by the next Board Meeting or within thirty (30) days, whichever comes first. A resolution letter will be sent via certified mail to the complainant and a copy will be placed in BBHC's Complaints File. As part of the final resolution document, the complainant will be informed of his/her right to appeal the decision to the DCF Substance Abuse Mental Health (SAMH) Program if they are not satisfied with the resolution.

Record Retention: A record of all complaints and grievances shall be maintained for at least five (5) years by BBHC/CBH. The record shall include the initial complaint, the written reports of the review/investigation, and the correspondence reporting the decision.

Complainant Rights: No reprisals of any kind shall be taken by any party against any aggrieved person, any representative of an aggrieved person,



or any other participant in the grievance process. If it is determined that some reprisal has been attempted and implemented, it will warrant an immediate and severe response.

If at any time during this process if the complainant feels their rights and needs are not being met, a formal complaint of discrimination may be followed with the following:

- 1) Assistant Staff Director Civil Rights
DCF Office of Inspector General, Office of Civil Rights
1317 Winewood Blvd
Building 5, 2nd Floor
Tallahassee, FL 32399-0700
(850) 487-1901

- 2) United States Department of Health and Human Service (HHS)
Office of Civil Rights
Atlanta Federal Center, Suite 3870
61 Forsyth St. SW
Atlanta, GA 30303-8909
(404) 562-7881