

# CONSUMER HANDBOOK



*Funding provided by:*



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## INTRODUCTION

Central Florida Behavioral Health Network, Inc.'s (CFBHN) mission is to manage a quality behavioral health system of care that brings help and hope to individuals, families and communities. We are pleased to provide this Consumer Handbook for individuals eligible to receive substance use disorder and/or mental health services in the Suncoast Region that includes Charlotte, Collier, Desoto, Glades, Hardee, Hendry, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk, and Sarasota Counties.

As used in this handbook, the term “**Consumer**” refers to an individual receiving a service or services at a CFBHN Network Service Provider (NSP). Services provided through the CFBHN Recovery-Oriented System of Care (ROSC) is funded by general revenue dollars from the State of Florida and specialized federal funding. These services are **NOT** funded by other payers.

This handbook provides general information only, however CFBHN trusts this manual will provide useful information as you seek services through our network of service provider organizations. Should you need assistance and/or have questions related to substance use and/or mental health services managed by CFBHN that are not answered in this handbook, please call 813.740.4811.

Please feel free to print and keep this handbook for your reference and check back on our website for updates.

## BEHAVIORAL HEALTH TREATMENT AND SERVICES

Behavioral health is a term that is used to describe a person's state of being and how their behaviors and choices affect their overall health and wellness. Substance use and/or mental health disorders fall under this definition.

CFBHN supports a culture of wellness and recovery through its' Network Service Providers (NSP), and promotes the use of evidence-based programs and best practices to ensure that quality recovery-oriented behavioral health services are offered to individuals and families who are eligible to receive services through the network. CFBHN also encourages its NSP to implement the Substance Abuse and Mental Health Services Administration's (SAMHSA), 10 guiding principles of recovery in their framework for delivery of services. In addition, services must also be culturally and linguistically competent and are provided regardless of race, religion, color, national origin, age, sex or sexual orientation.

### RECOVERY

"Recovery", defined by SAMHSA, *"is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential."* Key components in this process are "**Treatment**" and "**Recovery**" plans. Provider staff are encouraged to work with each individual to develop a personal and unique recovery plan that addresses substance use and mental health challenges, as well as health and wellness goals. Furthermore, recovery plans may include educational and occupational goals, participation in support groups, individual therapy, basic health care maintenance, stable housing, development of family and interpersonal relationships, and community connections that are also helpful in achieving overall health and wellness goals.

### ACCESS TO CARE

#### Timeliness of Services

An important component of access is the availability of timely services. Our Network Service Providers are expected to do everything reasonably possible to meet the needs of those requesting services within the timeframe they require. The following are timeliness guidelines established by CFBHN:

- **Emergent/Life-threatening** - An individual who is in imminent danger of harm to self or others, or who requires immediate access to detoxification services, must be directed to the most appropriate care, which may include: an Emergency Room, Crisis Stabilization Unit (CSU), or Detoxification Services (DETOX) for evaluation, and/or treatment if indicated. Care is to be

rendered within six (6) hours.

- **Urgent** - An individual whose clinical situation is serious and is expected to deteriorate quickly if care is not provided (however the situation does not require immediate attention and assessment) and the individual is not a danger to self or others, does not need Detoxification Services, and is able to cooperate in treatment. These individuals are to be seen within forty-eight (48) hours.
- **Routine Care** - Individuals who submit service requests for symptoms that do not meet the criteria for emergent or urgent, and do not substantially restrict an individual's activity, but could lead to significant impairment if left untreated, are to receive services based upon seeking an assessment at a local Substance Abuse/Mental Health provider. For Adults involved with child welfare, the timeframe to receive services is seven days from time of referral.

### **Mobile Response Team (MRT)**

Mobile Response Teams (MRTs) provide crisis intervention services for individuals, children and families. They are available 24 hours a day, seven days a week and are staffed by a team of professionals and paraprofessionals trained in crisis intervention skills. MRTs address a wide variety of situations, including feelings of depression, anxiety, suicidal and homicidal behaviors, individuals experiencing hallucinations or unusual thoughts, and family/peer conflicts. The goals of MRTs are to lessen trauma, divert individuals from emergency departments, juvenile justice or criminal justice settings, and prevent unnecessary psychiatric hospitalizations. MRTs are intended to provide on-demand crisis intervention services in any setting in which a behavioral health crisis occurs, including homes, schools, and emergency departments. In addition to helping resolve the crisis, MRTs work with individuals, children and families to identify resources and develop strategies for effectively dealing with potential future crises. If you or a loved one is faced with a crisis and need assistance, contact an MRT in your area by logging on to CFBHN's website at <https://www.cfbhn.org/mobile-response-teams/> for contact information.

### **Locating Services**

CFBHN contracts with Network Service Providers (NSP) to provide a full array of publicly-funded substance use and mental health services within Charlotte, Collier, Desoto, Glades, Hardee, Hendry, Highlands, Hillsborough, Lee, Manatee, Pasco, Pinellas, Polk, and Sarasota counties. NSP's can be searched based on location and the services they offer. Contact information such as address, phone number, and website

links (if available) can be located on CFBHN's website: <https://www.cfbhn.org/service-locator/>

Once you are on the website:

- Click on *Locators* at the top of the page and choose *Service Locator* from the drop-down box
- Click on the box for *Adult* or *Child* and choose the service you are looking for by clicking on *Substance Abuse, Mental Health* or *Housing*
- Enter your zip code, radius, and the category you want to search
- Click *Search*, resources for support and services will appear on the map
- Click on the picture to learn more about the service or support

Our providers are available to answer your questions and provide you with the information you need to make an informed choice. Please give them a call and you are one step closer to starting your journey to recovery.

CFBHN is also available at (813) 740-4811 to answer your questions and support you as you make decisions regarding your recovery journey.

## **RISK OF ABUSE OR NEGLECT**

### **Emergency Abuse or Neglect**

If an emergency occurs, where an individual appears to face immediate risk of abuse or neglect and is likely to result in death or serious harm, **CALL 911.**

During a mental health crisis, for the safety of the individual and public, when contacting your local sheriff or police department, you may request the dispatcher to deploy a Crisis Intervention Trained (CIT) officer (where applicable) to assist in this crisis. Crisis Intervention Trained (CIT) officers are trained in mental health de-escalation skills. Remain calm to provide facts and information that may keep you, your loved one and the arriving officer safe in this situation.

### **Suspected Abuse or Neglect**

The Florida **ABUSE HOTLINE** accepts reports 24 hours a day and 7 days a week of known or suspected child abuse, neglect, or abandonment and reports of known or suspected abuse, neglect, or exploitation of a vulnerable adult. To make a report you can:

- Report online at <https://reportabuse.dcf.state.fl.us/>
- Call 1-800-962-2873.
- Call Florida Relay 711 or TTY 800-955-8771.
- Fax your report to 800-914-0004.

If you suspect or know of a child or vulnerable adult in **immediate danger, call 911**.

## **EMERGENCY SERVICES**

### **Crisis Stabilization Unit (CSU)**

If it is determined, that an individual is a risk to himself or herself or others, the individual can be admitted to a CSU for an examination. The individual can be admitted either voluntarily or involuntarily under the Florida Mental Health Act, commonly referred to as the Baker Act. Crisis Stabilization Units are available for both adults (CSU) and children (CCSU).

### **Detoxification Services (DETOX)**

Services can be provided in an inpatient setting where medical and clinical procedures allow adults and and/or children to withdraw from addictive substances.

- Adult Detox settings are known as Addictions Receiving Facilities (ARF).
- Children's Detox settings are known as Juvenile Addictions Receiving Facilities (JARF).

## **PRIORITY POPULATIONS**

Eligibility for publicly funded Substance Use and Mental Health Services:

To be eligible to receive substance abuse and mental health services funded by the Department of Children and Families, an individual must be a member of at least one of the following populations approved by the Legislature. Priority populations to be served through this funding are defined in Florida Statute 394.674 and include:

### **Adult Mental Health Services:**

1. Adults who have severe and persistent mental illness, as designated by the Department of Children and Families using criteria that include severity of diagnosis, duration of the mental illness, ability to independently perform activities of daily living, and receipt of disability income for a psychiatric

condition. Included within this group are:

2. Older adults in crisis.
3. Older adults who are at risk of being placed in a more restrictive environment (such as but not limited to a state mental health treatment facility) because of their mental illness.
4. Persons deemed incompetent to proceed or not guilty by reason of insanity under chapter 916.
5. Other persons involved in the criminal justice system.
6. Persons diagnosed as having co-occurring mental illness and substance abuse disorder.
7. Persons who are experiencing an acute mental or emotional crisis as defined in [394.67](#)(17) F.S.

**Children’s Mental Health Services:**

1. Children who are at risk of emotional disturbance as defined in [394.492](#)(4) F.S.
2. Children who have an emotional disturbance as defined in [394.492](#)(5) F.S.
3. Children who have a serious emotional disturbance as defined in [394.492](#)(6) F.S.
4. Children diagnosed as having a co-occurring substance abuse and emotional disturbance or serious emotional disturbance.

**Substance Use Treatment Services:**

1. Adults who have substance use disorders and a history of intravenous drug use.
2. Persons diagnosed as having co-occurring substance use and mental health disorders.
3. Parents who put children at risk due to a substance use disorder.
4. Persons who have a substance use disorder and have been ordered by the court to receive treatment.
5. Children at risk for initiating drug use.
6. Children under state supervision.
7. Children who have a substance use disorder but who are not under the supervision of a court or in the custody of a state agency.
8. Persons identified as being part of a priority population as a condition for receiving services funded through the Center for Mental Health Services and Substance Abuse Prevention and Treatment Block Grants.

## **Pregnant Women and Intravenous (IV) Drug Users Who Seek Substance Use Treatment:**

*Section 1923 of the Public Health Service Act (45 CFR 96.126):*

1. IV drug users are to be placed into treatment within fourteen (14) days of their request for treatment.
2. Pregnant women are to be placed in treatment within forty-eight (48) hours of their request for treatment.

## **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.

## **INDIVIDUAL RIGHTS AND RESPONSIBILITIES**

### **Individual Rights**

As an Individual in care, your rights are protected by law.

You have the right to:

Be treated with dignity and respect.

Have your privacy protected.

Have information about you, and your medical records, kept private and confidential, in accordance with the law, including the Health Insurance Portability and Accountability Act (HIPAA) and 42 CFR Part 2.

Let others know if you have concerns about your care, or if you feel your rights have not been respected.

Get treatment in the least restrictive setting possible.

Take part in decisions about your treatment and recovery care and planning.

You have the right to prepare a document (Advanced Directive/Psychiatric Advanced Directive), when competent to do so, that lists the mental health care that you want or don't want, and to name a person that can make decisions for you if you are unable to make those decisions for yourself.

You have the right to learn about, and say 'yes' or 'no,' to:

The services you receive and the treatment team that provides them.

Instances in which your information is shared with someone else.

If you would like to take part or not in a research study.

You have the right to request and be referred to:

- Self-help and peer support services.
- People or places that can advocate for your care.
- A lawyer or legal help.

You have the right to access:

- Your own records.
- The information you need to help make choices about your care.

You have rights while in care:

- Access to a phone to reach out to family, friends and other supports.
- Having your complaints or concerns investigated by CFBHN, or others, to help resolve them.
- Use of a phone at any time for the purpose of reporting abuse to the Florida Abuse Hotline, or to Disability Rights Florida.
- Accommodations for your needs if you have a disability.
- If eligible, the right to register and vote in federal, state and local elections.
- Treatment that is free from abuse, neglect, humiliation, retaliation from others, or financial exploitation.

### **Individual Choice**

You have the right to choose any substance use and/or mental health provider from within the Suncoast counties network service providers (NSP). You also have the right to discuss and request a change of your therapist. First, ask to speak to the therapist's supervisor and advocate to be reassigned to another therapist. Should you need further assistance, you may contact CFBHN's Network Development and Clinical Services (NDCS) department at **813.740.4811** or email to [ndcs@cfbhn.org](mailto:ndcs@cfbhn.org).

### **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 CFBHN's Network Development and Clinical Services (NDCS) department at **813.740.4811** or at [ndcs@cfbhn.org](mailto: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 be 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.

## Taking Responsibility

It is very important to take an active role in your recovery. Consider the following to help you on your recovery journey:

- Connect with peers in recovery for support. National Alliance on Mental Illness NAMI Florida <https://namiflorida.org/> Floridians for Recovery <https://floridiansforrecovery.org/>.
- Develop a Wellness Recovery Action Plan (WRAP). <https://mentalhealthrecovery.com/wrap-is/>.
- Develop a Psychiatric Advance Directive (PAD) or Mental Health Advanced Directive. [https://www.nami.org/Advocacy/Policy-Priorities/Improve-Care/Psychiatric-Advance-Directives-\(PAD\)](https://www.nami.org/Advocacy/Policy-Priorities/Improve-Care/Psychiatric-Advance-Directives-(PAD)) or <https://www.nrc-pad.org/states/florida/>.
- Share your Psychiatric or Mental Health Directive with your loved one, health care surrogate and treatment facility staff member.
- Let your treatment team know what you need, want, and expect in order to achieve the best results possible in your recovery journey.
- Talk to your provider about your progress, or lack of progress, towards meeting your recovery goals.
- If you are experiencing any medication side effects that are difficult to manage or your health history has changed, immediately let your doctor know.
- If you are dealing with any specific issues, let your treatment or recovery team know.
- Follow the rules of the program in which you are enrolled.
- Respect the confidentiality and privacy of your peers.
- Be on time for appointments and call your provider if you cannot attend or have barriers to getting transportation.
- Update your provider if there are any changes to your address, phone number, email address or payment method.

## COMPLAINTS AND GRIEVANCES

If you are not satisfied with the services you receive, CFBHN recommends that you discuss the situation with your therapist, case manager, psychiatrist, and/or the program supervisor/manager at the provider organization, request a copy of your provider's grievance policy, and follow those instructions before contacting CFBHN at 877.355.2377.

**QUICK REFERENCE**

**CARD**

Please clip and  
keep handy



Administrative Office  
813.740.4811  
[www.cfbhn.org](http://www.cfbhn.org)

Complaints & Grievances: 877.355.2377  
Network Development & Clinical Services: [ndcs@cfbhn.org](mailto:ndcs@cfbhn.org)

Abuse Hotline: 1.800.96.ABUSE (22873)  
TDD (Hearing Impaired) 1.800.453.5145

**For A Life Threatening Emergency Call 911**

For a list of all contracted providers in the Suncoast and Circuit 10 go to  
<https://www.cfbhn.org/service-locator/>