

Lee County Designated Receiving System and Transportation Plan

In accordance with

Senate Bill 12

Florida Statute 394, Florida Mental Health Act
Florida Statute 397, Hal S. Marchman Alcohol and
Other Drug Services Act

Three-Year Renewal

2020-2023

Submitted to:

Florida Department of Children and Families
SUNCOAST Region
Substance Abuse/Mental Health Program Office

For approval by:

Chad Poppel

Secretary

Florida Department of Children and Families

Lee County Designated Receiving System and Transportation Plan: 2020-2023

In accordance with the changes promulgated by Senate Bill 12 to Florida Statute 394.462 (4), commonly referred to as the Baker Act, Florida Statute 397.6795, commonly referred to as the Marchman Act, and Florida Statute 394.4573, Lee County in collaboration with Central Florida Behavioral Health Network (the Managing Entity) have completed this Designated Receiving System and Transportation Plan. This document serves as a vital component of the comprehensive plan for a Coordinated Receiving System in Lee County to meet the behavioral health needs of persons in crisis due to mental and/or substance use conditions and functions as a No-Wrong-Door Model for delivery of acute care services that responds to individual needs and integrates the services of various providers.

The Lee County designated receiving system consists of one or more faculties responsible for assessment and evaluation, both voluntary and involuntary and treatment of patients who have a mental health, substance use disorder or co-occurring disorder. There are two Adult Designated Receiving Facilities and one Children's Designated Receiving Facility in Lee County. An inventory of current service Providers, including the Designated Receiving Facilities, is included in Attachment A.

This Transportation Plan describes how the community shall support and facilitate access to the Designated Receiving Facilities. This includes the circumstances to guide selection of the most appropriate transportation method, e.g., law enforcement, medical services, contracted non-emergency provider, or family/friends; how transportation between participating facilities is handled. Approval of this plan allows DCF and its community partners the authority to continue to provide immediate access to emergency services for persons in need of help for behavioral health disorders, supporting a comprehensive and successful system of acute care.

Florida Statute 394.4573 requires counties to plan a designated receiving system using a process that includes the Managing Entity and the participation of individuals with behavioral health needs and their families, service providers, law enforcement agencies, and other stakeholders; and to document the designated receiving system through written memoranda of agreement or other binding arrangements. Lee County has chosen to use the tiered receiving system model that consists of multiple entry points to meet the Florida Statute requirements, some of which offer only specialized or limited services. Each service provider shall be classified according to its capabilities as either a designated receiving facility or another type of service provider, such as a triage center, a licensed detoxification facility, or an access center. All participating service providers shall, within existing resources, be linked by methods to share data, formal referral agreements, and cooperative arrangements for care coordination and case management. There will be a coordinated system of transportation and access to psychiatric services for children and adults under a Baker Act order and substance abuse services for children and adults under a Marchman Act order in Lee County.

This Transportation plan is developed to address transportation to designated receiving facilities within the designated receiving system, congruent with the 2016 Florida Statutes Chapter 394.462 (4), and 397.6795.

The Plan describes arrangements for safe and dignified transportation that supports the designated receiving system, as required under F.S. 394.461(5).

Describes methods of transport to a designated receiving facility within the designated receiving system for individuals subject to involuntary examination under s. 394.463 or involuntary admission under s. 397.6772, s. 397.679, s. 397.6798, or s. 397.6811. Specifies how persons shall be transported to, from, or between participating facilities when necessary and agreed to, including persons unable to pay the expense of transportation, pursuant to s. 394.462(2).

Complies with the transportation provisions of s. 394.462 and ss. 397.6772, 397.6795, 397.6822, 612 and 397.697.

Designates all law enforcement agency(s), as defined by FS 943.101(1), within the county, or portions thereof, to take a person into custody within their respective jurisdiction upon the entry of an ex parte order or the execution of a certificate for involuntary examination by an authorized professional and to transport that person to the appropriate designated receiving facility within the designated receiving system for examination, per s. 394.462(1)(a).

The plan, along with an accurate inventory of designated receiving facilities and related public resources to provide care for persons in need of behavioral health acute care services, shall be maintained and available to law enforcement and to first responders, per s. 394.4573(2)(b).

System Oversight

A subcommittee of community organizations was established to develop a Designated Receiving System and Transportation Plan that aligns with the intent and requirements of the changes to F.S. 394 and Under 394.462(4), all current Transportation Exceptions expire June 30, 2017 and no new exceptions shall be granted after that date. This Transportation Plan has been developed, reviewed and approved by members of the Subcommittee on February 14, 2017. The updates provided in this three year renewal plan were reviewed and approved by a subcommittee and expire June 30, 2023.

Subcommittee member organizations are listed below:

Department of Children and Families
Central Florida Behavioral Health Network (CFBHN)
Lee County Sheriff's Office
City of Fort Myers Police Department
Florida Gulf Coast University Police Department
Cape Coral Police Department
Sanibel Police Department
Lee County Port Authority
SalusCare, Inc.
Lee County Emergency Medical Services
Park Royal Hospital
Florida SouthWestern State College
Center for Progress and Excellence
Centerstone
Lee County Department of Human Services

In addition to the subcommittee members listed above, the Designated Receiving System and Transportation Plan were written with input from the Lee County Acute Care Behavioral Health Planning Board and the Lee County Public Safety Coordinating Council. The ongoing collaboration with these two prestige groups will assist in ensuring the goals of this plan are being met satisfactorily and updated as required.

The Designated Receiving System and Transportation Plan: 2020-2023 Renewal

This plan takes effect on September 1, 2020. Objectives for the Plan are to:
Utilizing the Tiered Receiving System Model, Lee County will be able to meet the following objectives:

- Support the designated receiving system for acute care to provide screening and triage, comprehensive assessments and immediate access to services at a designated receiving facility in Lee County.
- Assist law enforcement and Emergency Medical Services in the efficient transport of individuals in need of services to the most appropriate designated receiving facility.
- Enhance the ability to fully utilize the capacity of acute care services in the county and reduce the unnecessary delay of transfers between facilities.
- Provide a dignified, humane, and efficient method of transportation to and among acute care and medical facilities, including for persons from nursing homes, assisted living facilities, or other residential settings.
- Ensure continuity and coordination of care among providers.
- Provide a range of acute care services to treat persons in the least restrictive setting in the community, avoiding state psychiatric civil or forensic hospital admissions.

Medical Treatment/Clearance:

These community guidelines are used to ensure that when medically necessary, persons are treated for high-risk physical health care conditions at an emergency department or appropriate health care facility. Once a person is medically cleared, the person will be transferred to the closest appropriate designated receiving facility for Adults and Youth that meet Baker Act criteria. Hospitals in Lee County are not designated receiving facilities. The only designated receiving facilities for Baker Act are SalusCare CSU (adult and children) and Park Royal CSU (adult only).

LeeHealth's Social Services Team will coordinate all transportation needs with local law enforcement and may transport nonviolent patients or other uncompromised patients, Monday through Friday, 8 am to 5 pm, from Lee Memorial, HealthPark and Gulf Coast Hospital to the local Baker Act Receiving Facilities.

Initial Transportation and if needed Transportation between Facilities:

Initial transportation shall be provided by law enforcement, the County contracted transportation provider, or family/significant others. Transportation to, from, or between facilities may be required due to several factors, including medical necessity, inpatient acute care capacity, or individual choice. The receiving facility and the facility that the person is being transported to or from shall coordinate these transportation arrangements.

The designated receiving facility is responsible to accept all persons brought for involuntary examination by law enforcement, an emergency medical transport service, or a private transport service, unless the person requires medical assessment and clearance, or, pursuant to 397.462(1)(h), the person has been arrested for a felony and the facility documents that it is not able to provide adequate security. In those cases, the designated receiving facility shall arrange to provide examination and treatment to the person where he or she is being held.

As described in 394.455(12), all designated receiving facilities are by definition responsible to provide, at a minimum, emergency screening, evaluation, and short-term stabilization for mental health or substance abuse disorders.

Under 394.462(1)(m), each law enforcement agency designated to take persons into custody upon the entry of an ex parte order or execution of a professional certificate is responsible to establish a policy that reflects a single set of protocols for the safe and secure transportation and transfer of custody of the person. Each law enforcement agency shall provide a copy of the protocols to the managing entity.

THE TRANSPORTATION PLAN FOCUSES ON THE FOLLOWING FOR BAKER ACTS

LeeHealth's Social Services Team will coordinate all transportation needs with local law enforcement and may transport nonviolent patients or other uncompromised patients, Monday through Friday, 8 am to 5 pm, from Lee Memorial, HealthPark and Gulf Coast Hospital to the local Baker Act Receiving Facilities.

Children and Adolescents Who Are Age 17 and Under

The Transportation Plan addresses the needs of children and adolescents under a Baker Act. Law enforcement agencies in Lee County transport individuals age 17 and younger to *Children's Crisis Stabilization Unit, 10140 Deer Run Farms Road, Fort Myers, 33966*. In order to expedite the screening and assessment process, law enforcement agencies in Lee County call the facility at 239-275-4242, if possible, prior to arrival to provide personal information that includes, if known, name, age, birth date, social security number, apparent medical concerns, and any substance abuse concerns such as level of intoxication.

Adults Who Are Age 18-64

The Transportation Plan addresses the needs of adults that are age 18-64 under a Baker Act. Law enforcement agencies in Lee County transport individuals that are age 18-64 to the closest appropriate designated receiving facility for Adults; being either the *Adult Crisis Stabilization Unit at SalusCare, 10140 Deer Run Farms Road, Fort Myers, 33966* or *Park Royal Hospital, 9241 Park Royal Drive, Fort Myers, 33908*. In order to expedite the screening and assessment process, law enforcement agencies in Lee County call the facility at 239-275-4242, for SalusCare or 239-984-9859 for Park Royal, if possible, prior to arrival to provide personal information that includes, if known, name, age, birth date, social security number, apparent medical concerns, and any substance abuse concerns such as level of intoxication.

Individuals Who Are Age 65 and Older

The Transportation Plan addresses the needs of individuals who are age 65 and older under a Baker Act. Law enforcement agencies in Lee County transport individuals 65 and older to *Park Royal Hospital, 9241 Park Royal Drive, Fort Myers, 33908*. In order to expedite the screening and assessment process, law enforcement agencies in Lee County call the facility at 239-984-9859, if possible, prior to arrival to provide personal information that should include, if known, name, age, birth date, social security number, apparent medical concerns, and any substance abuse concerns such as level of intoxication.

Marchman Act Transportation

The TP also addresses and clarifies Marchman Act transportation by law enforcement as the same protocols as the Baker Act Transportation requirements. Lee County does not have any adult lockdown Marchman Act Facilities but there is one (1) Juvenile lock down Marchman facility operated by SalusCare. After the individual is medically cleared, an adult individual being detained by a Marchman Act order will be transported by law enforcement directly to a safe environment where the person can be stabilized and assessed for treatment needs which may include, depending on availability: home, the SalusCare Residential Detoxification Center, The Triage Center or Lee County Jail if no other alternative is available. Youth (17 and under) will be transported to the Juvenile Addiction Receiving Facility (JARF), Colonial Campus for Youth.

Mobile Crisis Response Teams

Mobile Crisis Responses Teams (MRTs) improve behavioral health services by providing on-demand crisis intervention services in any setting in which a behavioral health crisis is occurring, including homes, schools, and emergency departments. MRTs are available 24/7 to provide on-site crisis intervention within 60 minutes, ensure timely access to supports and services, and resolve crises. Services include evaluation and assessment, development of safety or crisis plans, providing or facilitating stabilization services, supportive crisis counseling, education, development of coping skills, and linkage to appropriate resources. *The Center for Progress and Excellence Mobile Crisis Unit number is 844-395-4432.*

A primary goal of MRTs is to prevent unnecessary psychiatric hospitalizations. MRTs can also serve as a mechanism of jail diversion in reducing arrest of criminal offenders who have a mental health disorder, are experiencing serious emotional distress, and/or threatening self-harm.

MRT intervention during a developing mental health crisis can reduce over-reliance on law enforcement responses to less-urgent, non-life-threatening emergencies. MRTs are comprised of clinicians who have the formal training and expertise to effectively resolve mental health crises and potentially reduce use of the Baker or Marchman Act and law enforcement transport when an individual is experiencing a psychiatric crisis.

Individual Disputes and Grievances

The Acute Care Committee has an ad hoc subcommittee on transportation that serves as a means for strategic planning, communication, and resolution of systemic problems related to emergency transports. As noted, the Acute Care Committee serves as a public/private forum to oversee and coordinate the operational system. All members of the public are welcome to attend and bring acute care issues or problems to the committee for resolution.

Individuals served, their family members, or other representatives designated by the individual may also file complaints or grievances with a specific provider through their established grievance policy, or directly to DCF, the Managing Entity, or a third party funder if applicable. Providers are responsible to address complaints or grievances through their internal procedures, and are expected to finalize grievances related to the designated receiving system within 30 days. In the event the provider is unable to resolve the issue to the satisfaction of the grievant, DCF or the Managing Entity may intervene and work with the person, family, and/or provider to bring the issue to a satisfactory resolution.

Index of Attachments to the Lee County Designated Receiving System & Transportation Plan:

Attachment A:

Acute Care Services Available in Lee County

Attachment B:

Definitions

Inventory of Acute Care Services Available in Lee County

Attachment A

Designated Receiving Facilities
Accepts Designated Receiving System referrals

CHILDREN'S PROGRAMS

Children's Crisis Stabilization Unit (CCSU)

SalusCare

10140 Deer Run Farms Rd., Fort Myers, 33966

(239) 275-4242

Licensed Capacity: 16

The CCSU is an inpatient treatment program, which provides 24-hour medically supervised treatment in a therapeutic environment for children who are in crisis. The CCSU serves children between 5–17 years of age. Using a multi-disciplinary approach, a treatment team of Board Certified child/adolescent psychiatrists; master level clinicians; registered nurses with psychiatric expertise; certified education teachers and case managers work with each child and family to identify challenges and develop a treatment plan.

Juvenile Addiction Receiving Facility (JARF)

SalusCare

10140 Deer Run Farms Road, Fort Myers, 33966

(239) 275-4242

Bed Capacity: 16

JARF offers short-term stabilization for youth in mental health/substance abuse crisis; receives both voluntary and involuntary admissions for mental health and substance abuse. This is the only Baker Act/Addictions Receiving Facility and the only Addictions Receiving facility in Lee County.

ADULT CRISIS STABILIZATION UNITS (CSU)

SalusCare

10140 Deer Run Farms Rd., Fort Myers, 33966

(239) 275-4242

Licensed Capacity: 30

Park Royal

9241 Park Royal Dr., Fort Myers, 33908

(239) 984-9859 OR (855)-564-0136

Licensed Capacity: 12

Crisis Stabilization Units are public receiving facilities that provide crisis stabilization in a secure inpatient setting to individuals 18 years of age and older who are medically stable. Individuals who are in an acute mental health crisis are screened, assessed and admitted for stabilization based on meeting Baker Act criteria on either a voluntary or involuntary basis, regardless of ability to pay. Individuals are provided 24-hour observation, medication prescribed by a physician or psychiatrist, and other appropriate services.

**Other Lee County Service Providers Non-Designated
Receiving Facilities**

Residential Detoxification Program

SalusCare

3763 Evans Ave., Fort Myers, 33901

(239) 275-3222

Licensed Capacity: 29

Detoxification Services is an inpatient facility, under the direction of a physician, and serves adults undergoing acute withdrawal from alcohol and/or drugs. Detoxification Services are available 24/7 in the only detoxification facility in Lee, Glades, and Hendry counties. Duration of care ranges from 3 to 10 days, depending upon the severity of the withdrawal symptoms. The facility is located near a major hospital, which is available for any critical physical complications.

Bob Janes Triage Center/Low Demand Shelter

2789 Ortiz Avenue, Building K, Fort Myers, 33905

(239) 791-0110

Provides temporary shelter, case management, life skills, and referral to programs for substance abuse and mental health to individuals exhibiting a behavioral health issue who are at risk for arrest or prolonged incarceration. A partnership between Lee Memorial Health System, SalusCare, The Salvation Army, United Way, Lee County BOCC and all local law enforcement. Referral only. Referrals accepted from Law Enforcement; Lee Memorial Health System and Court system. Must meet nursing assessment to ensure safe placement.

SUBSTANCE ABUSE/MENTAL HEALTH TREATMENT SERVICES

SalusCare

2789 Ortiz Avenue, Fort Myers, 33905

(239) 275-3222

- **Access Center - Ortiz Campus**

Mental health and substance abuse services. Face-to-face intake screenings for routine, urgent and emergent behavioral health substance abuse assessments. Evaluation and referral to other SalusCare programs. Referral to community treatment providers. Integrated treatment recommendations for individuals with co-occurring disorders. Coordinated electronic system with Emergency Services for after-hours and emergency needs.

- **Forensics Diversion**

Forensic Diversion seeks to divert individuals with serious mental illnesses (including those with co-occurring substance abuse disorders) from unnecessary institutionalization and/or criminalization. It seeks to offer the courts viable alternatives and assists in expediting resolution of legal matters complicated by issues related to mental illnesses. Services include case management/advocacy/support, state-approved competency restoration training, and collaboration with Mental Health Court, Traditional Court and Probation.

- **Outpatient Therapy**

Integrated treatment to adults and children with mental health, substance abuse and co-occurring disorders. These are office-based therapy services including screening, assessment, group, individual, family therapy and other services related to therapy such as coordination of care. Urine screens are provided to patients with a substance abuse diagnosis. Many evidenced based modalities are used including Motivational Interviewing/Stages of Change, Rational Emotive Behavioral Therapy (REBT) and Cognitive Behavioral Therapy (CBT) techniques.

- **Psychiatric (Medical) Services**

Psychiatric evaluation done by an M.D. / D.O., board certified or board eligible psychiatrist or Advanced Registered Nurse Practitioner, Physician Assistant or Behavioral Pediatrician. Medication management, patient education, Clozaril clinic, urine drug screening, medication injections, insurance over rides done for medication for which insurance companies do not automatically authorize payment, phone consultation for symptom concerns. Tele-psychiatry is also provided.

- **Case Management**

Outpatient programs provide substance abuse and mental health treatment for adults and children. This includes coordination and linkage to care with other service providers. Basic living skill training and education is also provided. This may include collateral contacts/coordination of care with external professionals or internally within the agency.

Park Royal Hospital – Behavioral Health Services - Private Care

9241 Park Royal Drive, Fort Myers, 33908

(239) 985-2700

- **Adult Inpatient Treatment Program**

Adult inpatient program serves patients who have been diagnosed with a mental health illness who may need help with a primary health disorder.

- **Seniors & Geriatric Treatment Program**

Older patients may be prone to additional mental illness such as depression, anxiety and dementia. Treatment involves multi-disciplinary teams, including psychiatrists, social workers, therapists, primary care physicians, physical therapists, dietitians and around-the-clock clinical and nursing staff.

- **Co-Occurring Disorders Treatment Program**

Multi-disciplinary teams made up of psychiatrists, social workers, therapists, primary care physicians, physical therapists, and nurses available 24 hours a day are fully trained to identify those who are suffering from co-occurring disorders.

- **Intensive Outpatient Therapy (IOP)**

This program supplies care for men and women, aged 18 and older, who have treatment needs due to the presence of a mental health condition(s) and/or substance use disorder(s).

Centerstone**FACT Team Provider****4350 Fowler Ave****Fort Myers, 33901****(941) 782-4150**

The mission of the Florida Assertive Community Treatment Team (FACT) is to promote, develop, and support high quality assertive community treatment services that improve the lives of people with serious and persistent mental illness by promoting recovery and empowerment through partnering, self-determination and personal choices. The FACT Team is dedicated to assisting severe and persistent mentally ill people who do not respond to traditional services such as outpatient or day treatment. Individualized care includes Activities and life skills Case management Housing assistance Individual and group therapy Linkage to primary care and dental services Medication management, administration and monitoring Psychiatric services

Other Lee County Providers**NAMI of Lee, Charlotte & Hendry Counties****7275 Concourse Drive Suite #300, Fort Myers, 33908****(239) 337-9024**

- **NAMI Connection Recovery Support Group**
Free weekly recovery support group for people living with mental illness in which people learn from each others' experiences, share coping strategies, and offer each other encouragement and understanding. Eligible participants are individuals with mental illness or dual diagnosis.
- **NAMI Basics**
An education program for parents and other caregivers of children and adolescents living with mental illnesses. The course is taught by trained teachers who are the parent or other caregivers of individuals who developed the symptoms of mental illness prior to the age of 13 years. The course consists of six classes, each lasting for 2 ½ hours. Classes may be offered weekly for six consecutive weeks, or may be offered twice per week for three weeks to accommodate the hectic schedules of participants.
- **NAMI Family Support Group**
Free weekly local meetings for individuals 18 years old and older who are family members, or care about someone with a mental illness. Support groups are a place that offers respect, understanding, encouragement and hope.

County Contracted Transportation Provider

Lee County does not currently have an executed contract with a Transportation Provider. However, there may be an executed contract in the future.

Attachment B: Definitions

"Access center" means a facility that has medical, mental health, and substance abuse professionals to provide emergency screening and evaluation for mental health or substance abuse disorders and may provide transportation to an appropriate facility if an individual is in need of more intensive services.

"Addictions receiving facility" is a secure, acute care facility that, at a minimum, provides emergency screening, evaluation, detoxification, and stabilization services; is operated 24 hours per day, 7 days per week; and is designated by the department to serve individuals found to have substance abuse impairment who qualify for services under this part.

"Behavioral Health" refers to either mental illness as defined in chapter 394, or substance abuse as defined in chapter 397, or co-occurring mental and substance use disorders.

"Designated receiving facility" means a facility approved by the department which may be a public or private hospital, crisis stabilization unit, or addictions facility; which provides, at a minimum, emergency screening, evaluation, and short-term stabilization for mental health or substance abuse disorders; and which may have an agreement with a corresponding facility for transportation and services.

"Detoxification facility" means a facility licensed to provide detoxification services under chapter 397.

"Facility" means any hospital, community facility, public or private facility, or receiving or treatment facility providing for the evaluation, diagnosis, care, treatment, training, or hospitalization of persons who appear to have a mental illness or who have been diagnosed as having a mental illness or substance abuse impairment. The term "Facility" does not include any program or an entity licensed under pursuant to chapter 400 or chapter 429.

"Incompetent to consent to treatment" means a state in which that a person's judgment is so affected by a mental illness or a substance abuse impairment he or she lacks the capacity to make a well-reasoned, willful, and knowing decision concerning his or her medical, mental health, or substance abuse treatment.

"Involuntary examination" means an examination performed under s. 394.463, s. 397.6772, s. 397.679, s. 397.6798, or s. 397.6811 to determine whether a person qualifies for involuntary services.

"Involuntary services" means court-ordered outpatient or Inpatient services for mental health treatment pursuant to s. 394.4655 or s. 394.467.

"Patient" means any person, with or without a co-occurring substance abuse disorder, who is held or accepted for mental health treatment.

"Receiving facility" means any public or private facility or hospital designated by the department to receive and hold or refer, as appropriate, involuntary patients under emergency conditions for mental health or substance abuse psychiatric evaluation and to provide treatment or transportation to the appropriate service provider. The term does not include a county jail.

"Triage center" means a facility that has medical, mental health, and substance abuse professionals present or on call to provide emergency screening and evaluation for mental health or substance abuse disorders for individuals transported to the center by a law enforcement officer.