

THRIVING MIND RESOURCE MANUAL

2025/2027



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INTRODUCTION

Welcome to the Thriving Mind South Florida Resource Manual for individuals in Miami-Dade and Monroe Counties who receive mental health and/or substance use (behavioral health) services from community agencies. This Resource Manual is dedicated to the individuals we serve, their families, and their support systems. This manual is also dedicated to the many individuals, agencies and stakeholders that share their time and energy working with individuals served, their families, and support systems to improve their health and quality of life. We especially want to thank those who have received behavioral health services and the peer specialists of Miami-Dade County for giving us their support, suggestions, and ideas for this manual.

The Substance Abuse and Mental Health (SAMH) Program Office of the Florida Department of Children and Families contracts with Thriving Mind South Florida to manage the SAMH system of care in our region. Thriving Mind ensures that quality and best practices are provided to those we serve and families seeking services in Miami-Dade and Monroe Counties.

Thriving Mind is striving to be a **Recovery-Oriented System of Care (ROSC)**. A ROSC is a network of clinical and nonclinical services and supports that sustain long-term, community-based recovery. Thriving Mind has implemented the guiding principles of recovery orientation while reflecting the unique variations in our community. The vision, institutions, resources, and priorities of our behavioral health systems and communities are committed to:

- Promote good quality of life, community health, and wellness for all.
- Prevent the development of behavioral health conditions.
- Reduce the harm caused by substance use disorders and mental health conditions on individuals, families, and communities; and
- Provide the resources to assist people with behavioral health conditions to achieve and sustain their wellness and build meaningful lives for themselves in their communities.

This manual will give you information and direction on who to contact for more specific information. If you need assistance and/or have any questions related to mental health, substance use and/or other community services, **please call the Thriving Mind Helpline at 888-248-3111 between the hours of 8:30 a.m. -5 p.m..** You will also learn ways to be more involved in your services and community. Please read through the following pages and keep this manual for future use. We hope your experience with Thriving Mind is positive and beneficial to you.

ABUSE AND VICTIM SERVICES

The Department of Children and Families (The Department) is charged with providing protective services for *children* who are abused, neglected or at threat of harm and for *vulnerable adults* who are abused, neglected, or exploited in the state.

“Vulnerable adult” means a person 18 years of age or older whose ability to perform the normal activities of daily living or to provide for his or her own care or protection is impaired due to a mental, emotional, sensory, long-term physical, or developmental disability or dysfunction, or brain damage, or the infirmities of aging.

Any person who knows, or has reasonable cause to suspect, that a *child* is abused, abandoned, or neglected by a parent, legal custodian, caregiver, or other person responsible for the child's welfare should report the concern to the Florida Abuse Hotline. In addition, any person who knows, or has reasonable cause to suspect, that a

vulnerable adult has been, or is being abused, neglected, or exploited must also report these concerns to the Florida Abuse Hotline. The Florida Abuse Hotline accepts calls 24 hours a day/7 days a week.

Call 800-962-2873 (800-96-ABUSE). Or report online at
<https://www.myflfamilies.com/services/abuse/abuse-hotline/how-report-abuse>
Use 7-1-1 or 1-800-955-8771 for Florida Relay Services.

In the case of an emergency or when someone appears to face immediate risk of abuse/neglect that is likely to result in death or serious harm, FIRST CALL 911.

AGENCY FOR HEALTH CARE ADMINISTRATION (AHCA) HOTLINE

If you have a complaint and/or need licensing information about an Assisted Living Facility (ALF), nursing home and/or hospital, please call the phone number listed below.

888-419-3456

You may also call this toll-free telephone number to get information about the Statewide Medicaid Managed Care Medical Assistance Program. Questions regarding Medicare, your Health Maintenance Organization (HMO), Provider Service Networks and the Children's Medical Services Network can also be directed to AHCA.

AIDS FOR PERSONS WITH DISABILITIES AND PERSONS WITH LIMITED ENGLISH PROFICIENCY

If you have a disability and/or have limited English proficiency, the mental health and substance use agencies will provide appropriate help (auxiliary) aids, including qualified or certified language interpreters, to you and/or your companion at no cost. These agencies are listed in the **Provider Directory of Services** at the end of this Resource Manual. **You need to request the appropriate help (auxiliary) aids when you first contact the agency, so the staff has time to prepare and provide you with the best services.**

If you are deaf or hard of hearing, 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. If you have low vision or are blind, it is important that you and agency staff discuss the best method of communication for you. Staff will document in your file the type of help (auxiliary) aids and service provided during their contact with you.

If you have sensory, speech or mobility limitations, information will be included in the meeting notices, conference, and seminar announcements to let you know that you will be provided with the necessary help (auxiliary) aids at no cost to you. The information will include the name of a contact person and a date by which you must request such assistance. This process will include discussing the type of personal assistance or

accommodation that you need. If you need assistance in getting help (auxiliary) aids from the agency from which you receive mental health and/or substance use services, please call the Thriving Mind Helpline at 888-248-3111 between the hours of 8:30 a.m.-5 p.m.

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:

800-955-8771 (TTY)
800-955-8770 (Voice)
800-955-1339 (ASCII)
877-955-8260 (VCO-Direct)
800-955-5334 (STS)
877-955-8773 (Spanish)
877-955-8707 (French Creole)

BIRTH CERTIFICATES

You may apply for a birth certificate in person at any County Health Department location if you were born in the State of Florida. You may apply on the internet at <https://www.floridahealth.gov/certificates/certificates/birth/index.html>

You must meet one of the following criteria:

- Be the child named on the certificate AND over 18 years old, OR
- Be the parent, guardian or legal representative of the person named on the certificate.

All applications must include the following:

- The applicant's picture ID (such as a valid driver's license, state identification card, passport, or military identification card). A photocopy of your picture ID is required for mail-in applications.
- The applicant's full name at birth, date and place of birth, mother's maiden name and father's name.
- The applicant's full name, address, and telephone number.

The fee for each certified copy of a Florida birth record is \$20. When purchased at the same time, additional copies of the identical birth record are \$16 each. **These fees are subject to change.**

For walk-in applications, fees are payable either in cash, by money order or cashier's check. For mailed-in applications, fees are payable by money order or cashier's check only. **DO NOT SEND CASH BY MAIL.**

Money orders/cashier's checks should be made payable to Vital Records Unit.

For your convenience, you can process online requests through an independent company to provide you this service:

VitalChek Network, Inc.

www.vitalcheck.com

866-830-1906

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An additional fee is charged by VitalChek for using this service, and all major credit cards are accepted, including American Express®, Discover®, MasterCard® or Visa®.

To locate the Miami-Dade County Health Department closest to you, please visit <https://miamidade.floridahealth.gov/locations/index.html>

For Monroe County Health Department locations, please visit <https://monroe.floridahealth.gov/locations/index.html>.

CHILD WELFARE/COMMUNITY-BASED CARE

The Department of Children and Families (The Department) redesigned the Florida Child Welfare System to include a community-based care initiative. As a part of this redesign, the Department contracts with local Lead Agencies across Florida to develop and maintain a service delivery network. The community-based care Lead Agency is responsible for managing and delivering services to children and families in the child welfare and foster care systems.

The Lead Agency for Miami-Dade and Monroe Counties is Citrus Family Care Network (Citrus FCN)

401 NW 2nd Ave.
South Tower 10th Floor
Miami, FL 33128
305-455-6000

As a Lead Agency, Citrus Family Care Network contracts with other community agencies for full case management services for children and families involved in the child welfare or dependency systems. The contact information for these agencies is listed below. If you have been assigned a full case manager and are unsure of the agency, you can contact Citrus FCN directly for that information.

Name	Description	Contact
Center for Family and Child Enrichment	Full case management agency	1825 NW 167 th St., Suite 102 Miami Gardens, FL 33056 305- 624-7450 https://www.cfcecares.org/
Children's Home Society	Full case management agency	Children's Home Society 800 NW 15th St. Miami, FL 33136 305-755-6500 https://www.chsfl.org/

Family Resource Center	Full case management agency	Family Resource Center 1393 SW 1st St. Miami, FL 33135 305-374-6006 https://frcfloida.org/
Wesley House Family Service (Florida Keys)	Full case management agency	LOWER KEYS OFFICE 1304 Truman Ave. Key West, FL 33040 UPPER KEYS OFFICE 99451 Overseas Hwy. Suite 200 Key Largo, FL 33037 305-809-5000 https://www.wesleyhouse.org/
Wesley House Family Service (Miami-Dade County)		Miami-Dade Office 240 N. Krome Ave. Homestead, FL 33030 305-809-5000 https://www.wesleyhouse.org/
The Village South, Inc.	Full Case management agency	The Village South, Inc 5200 Blue Lagoon Drive Suite 445 Miami, FL. 33126 1-800-443-3784

Parental Assistance Contacts

Parent Helpline	24-hour support line	800-FLA-LOVE
Early Learning Coalition	Financial assistance for school readiness programs. Developmental screenings and assessments 0-5	Central 3250 SW 3rd Ave. Miami, FL 33129 305-646-7220 North 15100 NW 67th Ave. Suite 207 Miami Lakes, FL 33014 305-646-7220 South 18951 SW 106th Ave. Unit B-208 Miami, FL 33157 305-646-7220
Hope Florida	Hope Navigators	850-300-HOPE https://hopeflorida.com/

CLUBHOUSES

Clubhouses provide non-clinical services which include a work-ordered day and peer-to-peer recovery support services and assistance. Clubhouses promote recovery from mental illness and provide structured, community-based services designed to strengthen and/or regain the individual's interpersonal skills, meaningful work, employment, education and help them do well in the community.

Miami-Dade County

Key Clubhouse of South Florida
(Accredited by Clubhouse International)
1400 NW 54th St., Suite 102
Miami, FL 33142
305-693-3508

Key Clubhouse of South Florida
(Accredited by Clubhouse International)
Kendall Area
9000 SW 137th Ave., Suite 220
Miami, FL 33186
786-504-4374

Fellowship House Club Fellowship
9827 E. Hibiscus St.
Palmetto Bay, FL 33157
305-740-2420

Monroe County

Personal Growth Center
Guidance Care Center Clubhouse
3000 41st St. Ocean
Marathon, FL 33050
305-434-7660 Ext. 3

COMMUNITY MENTAL HEALTH CENTERS (CMHC)

A Community Mental Health Center (CMHC) is a publicly funded, not-for-profit center that contracts with Thriving Mind for the provision of behavioral health inpatient, outpatient, day treatment, or crisis services. Individuals and families can seek behavioral health assistance at one of these centers regardless of whether he/she has medical insurance. A sliding scale fee may apply. If you are uninsured and need a provider, find your residence zip code below to locate a provider. The Community Mental Health Center listed above your zip code is the provider that can give you services. It is best to call the Center and make an appointment

before going there in person. Each Community Mental Health Center has multiple doctors so if you are not comfortable with one of the doctors, you can ask the staff for a different doctor. **If you need assistance with this process or wish to change providers, call the Thriving Mind Helpline at 888-248-3111.**

If you have Medicaid and/or Health Maintenance Organization (HMO) insurance, call the Agency for Health Care Administration (AHCA) at 888-419-3456 to find out information about your provider.

Jackson CMHC

15055 NW 27th Ave.
Opa Locka, FL 33054
Adult Outpatient
786-466-2800

Jackson CMHC

Administration/Children's Services
786-466-2701
Service Zip Codes: 33054, 33055, 33056, 33160, 33162, 33169, 33179, 33180

Citrus Health Network, Inc.

4175 W. 20th Ave.
Hialeah, FL 33012
305-825-0300
Service Zip Codes : 33010, 33011, 33012, 33013, 33014, 33015, 33016, 33018, 33122, 33166, 33172, 33178, 33182, 33192

New Horizons CMHC

1469 NW 36th St.
Miami, FL 33142
305-635-7444
Service Zip Codes: 33109, 33127, 33132, 33136, 33137, 33138 (south of 79th Street), 33142, 33147 (south of 79th Street)

Douglas Gardens CMHC

1680 Meridian Ave., 5th Floor
Miami Beach, FL 33139
305-531-5341

Douglas Gardens CMHC

1150 NE 125th St.
North Miami, FL 33161
305-403-0654
Service Zip Codes: 33138 (north of 79th Street), 33139, 33140, 33141, 33147 (north of 79th Street), 33150, 33154, 33161, 33167, 33168, 33169, 33181

Banyan Health System

3850 Flagler St.
Miami, FL 33134

305-774-3300

Service Zip Codes: 33125, 33126, 33128, 33129, 33130, 33131, 33133, 33134, 33135, 33136, 33144, 33145, 33146, 33149, 33155, 33165, 33172, 33174, 33175, 33182, 33184, 33185, 33192, 33194

Community Health of South Florida, Inc. (CHI)

10300 SW 216th St.

Miami, FL 33190

305-253-5100

Service Zip Codes: 33030, 33031, 33032, 33033, 33034, 33035, 33039, 33143, 33156, 33157, 33158, 33170, 33173, 33176, 33177, 33183, 33186, 33187, 33187, 33190, 33193, 33196

Guidance Care Center (Monroe County)

Upper Keys, Middle Keys, Lower Keys

305-434-7660

Service Zip Codes: 33001, 33036, 33037, 33040, 33041, 33042, 33043, 33044, 33045, 33050, 33051, 33052, 33070

COMMUNITY RESOURCE CENTERS

Miami-Dade County Community Resource Centers offer a variety of social services to people at or below the poverty line. All locations are open Monday through Friday from 8 a.m. to 5 p.m., except on county-observed holidays. Please visit https://www.miamidade.gov/global/service.page?Mduid_service-ser1542309305236810 for more information.

COMPLAINTS/GRIEVANCES

Each agency that serves individuals and families in Miami-Dade and Monroe Counties has its own procedure for persons served to file a complaint or grievance explaining their dissatisfaction with the agency's staff and/or services. This procedure includes investigating, tracking, managing, and responding to the issue. Please give your complaint or grievance in writing to staff within your agency. If your concern is not resolved by the agency, or if you prefer, you can go directly to Thriving Mind.

Thriving Mind values the concerns of the public and offers a process by which to express and seek resolution to issues and concerns regarding any of its contracted network service providers. Thriving Mind seeks to ensure that complaints and grievances are handled and resolved in an appropriate, fair, transparent and timely manner. No person shall be subjected to discrimination or adverse treatment for participating in a valid complaint or grievance. Complaints and grievances may be submitted verbally or in writing and may be withdrawn by the filing person at any stage in the process by providing verbal or written notice. Confidentiality shall be maintained to the extent possible and in accordance with applicable law(s). Any complaint or grievance involving allegations requiring notification to a regulatory authority will be immediately reported. This includes, but is not limited to the Abuse Hotline, the Office of the Inspector General (OIG), the Florida Department of Health (DOH), the Department of Children and Families ("The Department"), and Health and Human Services (HHS).

A complaint or grievance may be filed verbally by calling (305) 858-3335 or in writing to the organization using the grievance@thrivingmind.org e-mail noticed on Thriving Mind's website at thrivingmind.org.

Thriving Mind Continuous Quality Improvement (CQI) designated personnel shall contact the reporting

party within five (5) business days of receiving the complaint or grievance for additional information to assist with the investigation and evaluation of the issue. Contact will also be made with the contracted network provider to obtain information for review. A meeting may be scheduled with the complainant/grievant upon his/her request.

Complaints and grievances will be resolved within 30 days of submission unless the complainant/grievant asks for an extension or it is documented that additional information is needed for the best interest of the complainant/grievant in resolving the issue. If additional time is needed, oral notice will be given to the complainant/grievant by the close of business on the day of determination or in writing within two (2) business days of the day of determination explaining the need for the delay. Any complaint or grievance that remains unresolved will be elevated to The Department.

COURT/LEGAL SYSTEM

The Public Defender's office provides legal representation, principally in criminal and mental health cases, to persons in jeopardy of losing their liberty. Representation is contingent upon the court finding the individual indigent and appointing a Public Defender.

Miami-Dade County Public Defender's Office

1320 NW 14 St.

Miami, FL 33125

305-545-1600

Monroe County Public Defender's Office

1111 12th St., Suite 311

Key West, FL 33040

305-294-2501

Dade Legal Aid/Put Something Back

123 NW 1st Ave., Suite 214

Miami, FL 33128

305-579-5733 (Telephonic Intake System)

Please visit <https://www.dadelegalaid.org/> for more information.

Types of Cases:

- Family Law (Initial filing of a divorce with children, paternity or custody case)
- Domestic Violence (Petitioners seeking legal representation for a restraining order)
- Guardianship
- Bankruptcy
- Housing

PUT SOMETHING BACK PRO BONO PROJECT & PATENT PRO BONO

Put Something Back: A referral service matching clients in matters of uncontested divorce, individual, civil legal matters, probate, wills, deeds, name change, liens, foreclosure, venture law, incorporation, and non-profit

305-579-5733
Fax: 305-372-7693
PSB@dadelegalaid.org

South Dade Guardianship Project 10700 SW 211 St., Room 1302 Cutler Bay, FL 33189 305-971- 5081	Child Advocacy Department Guardian Ad Litem Program Children's Courthouse 155 NW 3rd St. Miami, FL 33128
Legal Services of Greater Miami 4343 W. Flagler St., Suite 100 Miami, FL 33134 Serving Miami-Dade: 305-576-0080 Serving Monroe: 866-686-2760	Jail Diversion Program 1351 NW 12th St. Miami, FL 33125 Room 7200

This program is designed to divert individuals with serious mental illness (SMI) or co-occurring SMI, and substance use issues from the criminal justice system into community-based treatment and support services. The program assists participants to navigate the requirements of the criminal justice process as well as to develop individualized transition plans to the community. Linkages to necessary psychiatric treatment, medication, supportive services, and housing will be arranged prior to community re-entry.

Misdemeanor referrals come through jail or are screened by Thriving Mind. Felony referrals come from the Public Defender/Defense Attorney.

Misdemeanor Cases

Misdemeanor Jail Diversion Program
Eleventh Judicial Criminal Mental Health Project
Richard E. Gerstein Justice Building
1351 NW 12th St. Room 7200
Miami, FL 33125
305-548-5661

Felony Cases

Contact: 305-548-5735
Care Coordinator: 305-504-0900

BEHAVIORAL HEALTH CRISIS SUPPORT AND BAKER ACT

ARE YOU OR SOMEONE YOU KNOW EXPERIENCING ANY OF THE FOLLOWING?

- Suicidal thoughts
- Thoughts about hurting yourself or someone else
- Feelings and thoughts of anxiety, nervousness, paranoia
- Problems with alcohol, prescription drugs, and/or illegal drugs
- Problems with your feelings and behavior that interfere with work, school and/or relations with others

Crisis Support and the Baker Act

A Baker Act is a means of providing emergency evaluation, treatment, and short-term stabilization on an involuntary basis, for individuals, who due to their mental illness, are at risk of hurting themselves or others. Observation, diagnosis, and mental health treatment, on a voluntary basis, can be sought by anyone and would not require a Baker Act.

To initiate a Baker Act, a concerned family member, friend, or an individual in crisis can call the following places:

- **Mobile Response Team (MRT)** Available 24 hours a day, 7 days a week.
Miami-Dade County
WestCare/The Village South
800-HELP-YOU (800-435-7968)

Monroe County
Guidance Care/Center, Inc.
305-434-7660, option #8. The Mobile Response Team will provide immediate, on-site behavioral health crisis intervention services to individuals of all ages.
 - Response time within 60 minutes to a call where a crisis is occurring.
 - Triage calls 24/7 to connect individuals with care and services.
- **911** and request a Crisis Intervention Team-(CIT) trained police officer.
- **988 Florida Lifeline** connects individuals experiencing suicidal thoughts, substance use disorder, mental health crises, or any other kind of emotional distress to a crisis counselor in their immediate area.

An Ex Parte Petition for Involuntary Examination:

If this petition is granted, an individual may be detained and provided with emergency services, a mental health evaluation, and treatment when required.

When and where to file the Petition for Involuntary Examination:

You may file Petition for Involuntary Examination at the offices of the Clerk of Courts Monday through Friday from 8 a.m. to 4 p.m. at 73 W. Flagler St. Miami, FL 33130. There is no filing fee required to file a Petition for Involuntary Examination.

For more details, please visit <https://www.miamidadeclerk.gov/clerk/home.page>

For Crisis Support and Assistance, Individuals Can Also Call:

- **988 Florida Lifeline** 988 is a 24/7, free, support service for people in suicidal crisis or emotional distress through a confidential counseling line that connects individuals to a trained specialist in crisis intervention. One common misconception of the line is that people need to be suicidal to contact 988, yet that is not the case. Call, text, or chat 988 if you are feeling overwhelmed, upset, or worried about a suicidal loved one, and talk through the steps to take to feel better.
- **211 Helpline:**
 - 211 is a confidential helpline that connects people in need to community resources available in Miami-Dade and Monroe Counties. 211 Miami has an extensive database of more than 4,000 programs and resources for social service assistance addressing food insecurity, legal help,

homeless shelters, and financial assistance programs. 211 Miami also provides emotional support and crisis counseling to clients in emotional distress, available 24/7 in English, Spanish, and Creole.

- **Helpline, Inc. - *Monroe County*.**
 - This is a crisis and emergency management information hotline for individuals in the Florida Keys.
 - 24 hours a day/7 days a week, 800-955-5504
- **Veterans Crisis Line:**
 - 800-273-8255, Press 1. Text 838255 to get help.
- **LGBTQ Youth:**

Call 866-488-7386 24 hours a day and 7 days a week. Fridays, Text 202-304-1200 to Chat (The Trevor Project) available 7 days a week from 3 p.m.- 9 p.m.

LGBTQ HELPLINE and Suicide Awareness in Miami:

Call 305-646-3600 in English, Spanish, and Creole.

Private Baker Act Facilities

Aventura Hospital & Medical Center 20900 Biscayne Blvd. Aventura, FL 33180 305-682-7000 305-682-7241	Mount Sinai Medical Center 4300 Alton Road Miami Beach, FL 33139 305-674-2941
Jackson Behavioral Health Hospital 1695 NW 9th Ave. Miami, FL 33136 305-355-7777	Jackson South Community Hospital 9333 SW 152nd St. Miami, FL 33157 305-251-2500 305-256-5310
North Shore Medical Center 1100 N. 95th St. Miami, FL 33150 305-835-6000	Larkin Hospital 7031 SW 62nd Ave. Miami, FL 33143 305-284-7500
Southern Winds Hospital 4225 W. 20th Ave. Hialeah, FL 33012 305-558-9700	Nicklaus Children's Hospital 3100 SW 62nd Ave. Miami, FL 33155 305-666-6511
Keralty General Hospital 2500 SW 75th Ave. Miami, FL 33155 305-264-5252	Miami Veterans Affairs (VA) Healthcare System 1201 NW 16th St. Miami, FL 33125 305-575-7000

Public Baker Act Facilities – State-Funded Miami-Dade County

Banyan Health Systems 3800 W. Flagler St. Miami, FL 33134 305-774-3600	Citrus Health Network 4175 W. 20th St. Hialeah, FL 33012 305-825-0300
Community Health of South Florida, Inc. (CHI) 10300 SW 216th St. Miami, FL 33190 305-253-5100 305-252-4865	Jackson Community Mental Health Center 15055 NW 27th Ave. Opa-Locka, FL 33054 786-466-2800 786-466-2834
<u>Monroe County</u> Guidance Care Center, Inc. 3000 41 st St. Ocean Marathon, FL 33050 305-434-7660	<u>Monroe County</u> Lower Florida Keys Health System (DePoo Hospital) 1200 Kennedy Drive Key West, FL 33040 305-294-5531, ext. 2001

DEATH CERTIFICATES

The first step is to determine your eligibility to receive a death certificate.

Without cause of death information: Any person of legal age (18) may be issued a certified copy of a death record without the cause of death.

With cause of death information: Death records with the cause of death information may only be issued to the following individuals:

- The decedent's spouse or parent,
- The decedent's child, grandchild, or sibling, if of legal age,
- Any person who provides a will, insurance policy or other document that demonstrates his or her interest in the estate of the decedent, or any person who provides documentation that he or she is acting on behalf of any of the above-named persons.

All requests for certification of a death certificate, that includes the cause of death information must include the following:

- The applicant's picture ID (such as a valid driver's license (front and back), state identification card, passport, or military identification card). A photocopy of your picture ID is required for mailed-in applications
- Please note the applicant's signature IS REQUIRED
- The applicant's eligibility status (relationship to the decedent)
- The Decedent's full name, date, and place of death
- The applicant's full name, address, and telephone number(s)

Death records may be requested in the same manner and locations as birth certificates listed above. There is a fee for each certificate requested.

DOMESTIC VIOLENCE SURVIVOR ASSISTANCE

Coordinated Victims Assistance Program in Miami-Dade (CVAC): The Coordinated Victims Assistance Center in Miami is a free, walk-in center for all domestic violence and sexual abuse victims and their children. In order to make it easier for you to get the help that you need; many agencies are collocated in the Center. CVAC was created to eliminate the barriers faced by victims. CVAC is currently comprised of 33 on-site partners, who collectively offer a total of 33 services to the community. CVAC created a central assessment protocol and system, which allows the intake staff at the Center to evaluate the needs of clients as it relates to the onsite partners/services and to the approximately 20 off-site partners/services that collaborate with CVAC.

Coordinated Victims Assistance Center

2400 S. Dixie Hwy.

Miami, FL 33133

305-285-5900

https://www.miamidade.gov/global/service.page?Mduid_service=ser1502483183449106

Other Domestic Violence Supports:

Advocate Program/Domestic Violence Unit	305-704-0200 https://advocateprogram.org/
Coordinated Victims Assistance Center 2400 S. Dixie Hwy. Miami, FL 33133	305-285-5900 https://www.miamidade.gov/global/service.page?Mduid_service=ser1502483183449106
Domestic Abuse Shelter Sexual Assault Response Assistance	305-743-4440 https://domesticabuseshelter.org/
Domestic Violence Intake Unit / 24-Hour Hotline	800-500-1119
Domestic Violence Outreach Team	305-993-2055
Florida Coalition Against Domestic Violence	800-500-1119
Miami-Dade Police Department Domestic Crimes Bureau	305-418-7200 https://www.miamidade.gov/global/police/domestic-violence.page
Mother Teresa Home for Women in Distress	305-326-0032
M.U.J.E.R. (Direct services to victims (adult and children))	27112 S. Dixie Hwy. Naranja, FL 33032 305-247-1388
Safe Space	North: 305-758-2546 South: 305-247-4249 https://www.safespacefoundation.org/
Victim Assistance Program	305-758-2819
Victim Services Center	305-374-9990 https://www.miamidade.gov/global/service.page?Mduid_service=ser1522162875915641

Domestic Violence Courthouses

South Dade Office Domestic Violence Division

27112 S. Dixie Hwy.
Homestead, FL 33032
305-247-9562, Fax: 305-274-1362

Courthouse Center Domestic Violence Division

175 NW 1st Ave, Floor Mezzanine
Miami, FL 33128
305-349-5824, FAX: 305-372-7693

DROP-IN CENTERS

Drop-In Centers are intended to provide a range of opportunities for individuals with severe and persistent mental illness to independently develop, operate, and participate in social, recreational, and networking activities.

<u>Miami-Dade County</u> Banyan Health Systems “Villa Esperanza” Drop-In Center 1566 SW 1st St. Miami, FL 33135 305-774-3300	Douglas Gardens Drop-In Center 1150 NE 125th St. North Miami, FL 33161 305-403-0654
Fresh Start of Miami-Dade Drop-In Center 18441 NW 2 nd Ave., Suite 106 and 108 Miami Gardens, FL 33169 305-623-9937 Toll-free 877-854-8781	New Hope Drop-in Center 156 NE 8th Street Homestead, FL 33030 786-243-1003
<u>Monroe County</u> Guidance Care Center Drop-In Center 3000 41 st Street Ocean Marathon, FL 33050 305-434-7660	Guidance Care Center Drop-In Center 1205 Fourth Street Key West, FL 33040 305-434-7660 Option 4

EMPLOYMENT ASSISTANCE

If you have questions regarding employment opportunities, please ask the case manager or other staff at the community agency from which you are receiving services. If you are not linked to a community mental health center, refer to the section titled “Community Mental Health Centers (CMHC)” in this manual.

CareerSource SOUTH FLORIDA is the largest employment agency in the Southern Region. There are 14 locations throughout Miami-Dade and Monroe Counties. Their website, <https://www.careersourcesfl.com/>, lists these locations as well as career and training opportunities. Resume development and interview

preparation are also provided. In addition, Vocational Rehabilitation (VR) is a Federal-State Program that works with people who have physical or mental disabilities to prepare for, gain or retain employment.

Vocational Rehabilitation

The Division of Vocational Rehabilitation (VR) is a part of the Florida Department of Education. It is a program that works with people who have physical or mental disabilities to prepare for, gain, or retain employment. VR is committed to helping people with disabilities find meaningful careers. In addition to the general customer employment program, VR has additional specific programs designed to help eligible people with disabilities become employed.

Examples of VR Services include:

- Transition Youth
- Deaf, Hard of Hearing, and Deaf-Blind Services
- Supported Employment
- Ticket to Work
- Independent Living Program
- Mental Health Programs
- Migrant and Seasonal Farmworker
- Florida Alliance for Assistive Services and Technology (FAAST)

Vocational Rehabilitation has offices throughout the State. Call 800-451-4327 for information or visit <https://www.rehabworks.org/> to find the location closest to you.

Resumes For resume help, Career Builder offers resume help to people with disabilities. There is a link on the Thriving Mind website here: <https://thrivingmind.org/initiatives/peer-support-services>.

FINANCIAL SERVICES AND ASSISTANCE

Axis Helps Miami

Online resources for financial assistance including energy payments, groceries, rent, housing and healthcare. Please visit <https://www.axishelps.org/>.

Branches Financial Services

Branches provide life-changing opportunities to hardworking families and their children to help them break the cycle of generational poverty. Their mission is to serve, educate and inspire people through student, family, and financial wellness services in partnership with communities. Services include financial counseling and education, tax preparation services, and much more. For more information and locations, please visit <https://branchesfl.org>.

Emergency Home Energy Assistance for the Elderly Program (EHEAP)

The Emergency Home Energy Assistance Program for the Elderly (EHEAP) helps eligible older adults pay energy bills in an emergency. Through EHEAP, eligible households can receive up to \$5,000 for multiple energy bills while funds are available. For more information, visit: <https://ehelp.org/>

Low Income Home Energy Assistance Program (LIHEAP)

The Low-Income Home Energy Assistance Program (LIHEAP) is a federally funded program that issues benefits to supplement a household's annual energy cost. The program also offers an emergency benefit for households in a heat or heat related energy emergency. LIHEAP offers a heating equipment repair and/or replacement benefit for homeowners with inoperable heating equipment.

To qualify for Florida LIHEAP, you must be enrolled in a qualifying social service program such as Temporary Assistance, Supplemental Security Income (SSI) or Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamp) benefits. You must be a resident of the state of Florida and you must need financial assistance for home energy costs.

Please call 786-469-4640 in Miami-Dade or visit

https://www.miamidade.gov/global/service.page?Mduid_service=ser1504204216164378.

For Monroe County call 305-292-4408 or visit

<https://www.monroecounty-fl.gov/146/CommunitySupport-Services> for more information.

Emergency Rental Assistance

The Emergency Rental Assistance Program provides rental payment assistance if you meet certain income qualifications. Please visit

<https://www.miamidade.gov/global/government/mayor/building-blocks/homes-plan.page> (Miami-Dade) or <https://www.monroecounty-fl.gov/1220/CARES-Act-Funding> (Monroe) or call 305-723-1815 (Miami-Dade), 305-294-4641 (Monroe) for more information and eligibility requirements.

Optional State Supplementation (OSS)

Optional State Supplementation (OSS) is a cash assistance program. Its purpose is to supplement a person's income to help pay for costs in an assisted living facility, mental health residential treatment facility, and adult family care home. It is NOT a Medicaid program.

To be eligible for OSS, a person must:

- Be 65 years or older, or 18 years of age or older and blind or disabled
- Be a U.S. citizen or qualified noncitizen
- Be a Florida resident
- Have a Social Security number or file for one
- File for any other benefits to which they may be entitled
- Disclose other third-party liability (i.e., health insurance)
- Be certified by Adult Services or Mental Health case manager as needing placement in a licensed facility: Adult Family Care Home (AFCH), Assisted Living Facility (ALF), or Mental Health Residential Treatment Facility (MHRTF).

Only an Assisted Living Facility (ALF), Adult Family Care Home (AFCH), Mental Health Residential Treatment Facility (MHRTF), or case manager can apply for OSS. For more information, call 786257-5341.

Water Bill Assistance

The Miami-Dade County LIHWAP Program is providing crisis water assistance to qualified Miami-Dade County residents who are experiencing a hardship in paying their water bill due to the pandemic. Eligible households can receive up to \$1,000 within a 12-month period. Assistance is based on the availability of funds. Please call 786-469-4600 and/or visit https://www.miamidade.gov/global/service.page?Mduid_service=ser1619790483360584 for more information.

FLORIDA IDENTIFICATION CARDS AND DRIVER LICENSES

For Florida Department of Highway Safety and Motor Vehicles (FLHSMV) visits, you must bring original documents that prove:

Your identity

Your Social Security number

Your residential address

To visit a FLHSMV office, it is suggested that you make an appointment. The website to do this is <https://www.flhsmv.gov/driver-licenses-id-cards/>. Select your county of residence to schedule an appointment. The current cost for a Florida Driver's License is \$48 and the cost for a Florida Identification Card is \$25, but these are subject to change. These costs are different for renewals. The following payment methods are accepted: cash, check, money order, ATM/debit cards, Visa, Mastercard, Discover, and American Express.

FOOD BANKS

****CALL FIRST FOR DISTRIBUTION HOURS****

Curley's House of Style Inc./Hope Food Bank 6025 NW 6th Court Miami, FL 33127 305-759-9805 https://curleyshousefoodbank.com/	Farm Share 14125 SW 320th St. Homestead, FL 33033 305-246-3276 (FARM) https://www.farmshare.org/
Feeding South Florida 2501 SW 32nd Terr. Pembroke Park, FL 33023 954-518-1818 https://feedingsouthflorida.org/general-food-distribution/	Jewish Community Services 735 NE 125th t. North Miami, FL 33161 305-576-6550 https://jcsfl.org/programs/kosher-food-bank/
Pass It on Ministries of South Florida 14617 N.W. 7th Ave. Miami, FL 33168 305-681-1594	Florida Keys Southernmost Homeless Assistance League, Inc. (SHAL) 5537 College Rd. Key West, FL 33040 305-292-2744

FOOD STAMPS

Florida offers a Food Stamps program through the Florida Department of Children and Families. This program is designed to assist low-income households with the purchase of nutritious food for the family. **To obtain information about Food Stamps, call:**

ACCESS FLORIDA INFORMATION LINE

866-762-2237

You may apply for Food Stamps online using the ACCESS Florida system at the website <https://myaccess.myflfamilies.com/>. This system will take all of the information needed for your application and is the fastest way to receive Food Stamps. The Florida Department of Children and Families will approve or reject your application within seven to 30 days. If you need assistance with applying, you can go to the Community ACCESS Network Participants. These participants are located in the community and include aging resource centers, child advocacy centers, community centers, county public health units, domestic abuse centers, faith-based organizations, food banks, homeless organizations, libraries, and Workforce One centers. Go to <https://myaccess.myflfamilies.com/Public/CPCPS> for a complete listing of locations.

FORENSIC SERVICES

Forensic services are for individuals aged 18 and over who have been charged with a crime and are diagnosed with a severe and persistent mental illness (SPMI) and because of their mental illness have a legal status indicating that they are 916 Not Guilty by Reason of Insanity (NGI) or 916 Incompetent to Proceed (ITP) in their criminal process.

Forensic services are most often incorporated within other mental health/substance use services in our community. Community Health of South Florida (CHI) provides these services in Miami-Dade and Monroe County and reports any changes in their treatment or behavior to the court. Thriving Mind South Florida monitors CHI.

Forensic services goal is competency restoration. Services include forensic residential treatment, Short Term Residential Treatment (SRT), Miami-Dade Forensic Alternative Center (MD FAC), and Citrus Safe Transition and Access to Recovery (STAR) Program as well as Residential Treatment Level II and Level IV, and Crisis Support. If you have questions about forensic services, please email information@thrivingmind.org or call 888-248-3111.

HEALTHCARE CENTERS

Federally Qualified Health Centers (FQHC) are community-based organizations that provide comprehensive primary medical care and preventative medical care, including health, oral, and mental health/substance use services to persons of all ages, regardless of their ability to pay or health insurance status.

These health centers receive federal funds to provide treatment and 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 little money or no money, services are still provided.

Locations include:

Banyan Health Systems (Main) 3733 W. Flagler St. Miami, FL 33134 305-774-3300	Banyan Health Systems 3850 W. Flagler St. Miami, FL 33134 305-774-3300
Banyan Health Systems 3800 W. Flagler St. Miami, FL 33134 305-774-3300	Banyan Health Systems (Children Health Center) 10720 Caribbean Blvd., Suite 400 Cutler Bay, FL 33189

	786-293-9544
Borinquen Health Care Center, Inc. 3601 N. Federal Hwy. Miami, FL 33137 305-576-6611	Camillus Health Concern, Inc. 336 N.W. 5th St. Miami, FL 33128 305-577-4840
Care Resource Miami-Dade Primary Care Center 3801 Biscayne Blvd., 2nd Floor Miami, FL 33137 305-576-1234	Care Resource Miami Beach Primary Care Center 1701 Meridian Ave., Suite 400 Miami Beach, FL 33139 305-673-3555
Children's Wellness Center 1190 NW 95th St., Suite 304 Miami, FL 33150 305-835-6980	Citrus Health Network Medical Primary Care Clinic 4125 West 20th Ave. Hialeah, FL 33012 305-424-3120
Citrus Health Network Palm Center Clinic 60 East 3 rd St., Suite 102C Hialeah, FL 33010 305-441-5330	Citrus Health Network Maternal and Child Health Center 551 W. 51st Place Hialeah, FL 33012 305-817-6560
Community Health of South Florida, Inc. (CHI) South Miami Health Center 6350 Sunset Dr. Miami, FL 33143 305-252-4820	Community Health of South Florida, Inc. (CHI) Doris Ison South Dade Health Center 10300 SW 216th St. Miami, FL 33190 305-253-5100
Community Health of South Florida, Inc. (CHI) Martin Luther King Jr. Site Clinica Campesina 810 W. Mowry St. Homestead, FL 33030 305-248-4334	Community Health of South Florida, Inc. (CHI) South Dade Health Center 13600 S.W. 312th St. Homestead, FL 33033 305-242-6069
Community Health of South Florida, Inc. (CHI) West Perrine Health Center 18255 Homestead Ave. Perrine, FL 33157 305-234-7676	Community Health of South Florida, Inc. (CHI) Naranja Health Center 13805 SW 264th St. Naranja, FL 33032 305-258-6813
Community Health of South Florida, Inc. (CHI) Everglades Health Center 19300 SW 376th St. Florida City, FL 33030 305-246-4607	Dr. Rafael A. Penalver Clinic 971 NW 2nd St. Miami, FL 33128 305-545-7737
Flamingo Medical Center 901 E. 10 th Ave., Bay # 39 Miami, FL 33010 305-887-0004	Jackson Health System – North Dade Health Center 16555 NW 25th Ave. Opa Locka, FL 33054 786-466-1900
Jefferson Reaves Sr. Health Center 1009 NW 5th Ave. Miami, FL 33136 786-466-4000	Jessie Trice Community Health Center (JTCHC) 5361 NW 22nd Ave. Miami, FL 33142 305-637-6400

Jessie Trice Community Health Center North Women's Center 1190 NW 95 th St., Suite 110 Miami, FL 33142 305-637-6400	Miami Beach Community Health Center (MBCHC) Stanley C. Myers Building 710 Alton Road Miami Beach, FL 33139 305-538-8835
Miami Beach Community Health Center 11645 Biscayne Blvd., Suite 103 & 104 North Miami, FL 33181 305-538-8835	Miami Beach Community Health Center Beverly Press Building 1221 71st St. Miami Beach, FL 33141 305-538-8835
Rosie Lee Wesley (South Miami) 6601 S.W. 62nd Ave. Miami, FL 33143 786-466-6900	<u>Monroe County</u> Rural Health Network Of Monroe County FL, Inc. 3706 N. Roosevelt Blvd., Suite F Key West, FL 33040-4566 305-517-6613
<u>Monroe County</u> Lower Keys – Key West 1010 Kennedy Drive, Suite 307 Key West, FL 33040 305-292-6422	<u>Monroe County</u> Upper Keys – Tavernier 91555 Overseas Hwy., Suite 1 Tavernier, FL 33070 305-735-4218
<u>Monroe County</u> Marathon Health Center 2855 Overseas Hwy. Marathon, FL 33050 MM 48 305-743-4000	

For medical assistance in the Florida Keys (Monroe County), check with the Southernmost Homeless Assistance League, Inc. (SHAL) 305-292-2744 and the Monroe County Health Department at 305-293-7500.

HIV/AIDS CLINICS AND SERVICES

University of Miami RAW Clinic

The Rapid Access Wellness (RAW) Clinic is in the Converge Building in the Allapattah Neighborhood of Miami, near the UM Medical Campus. The clinic provides the same services as the Mobile PrEP Program with the same barrier-lowering approach. View Clinic hours and scheduling.

GeN Well Program

The Gen-Well Program is a new service at the RAW Clinic that various gender-affirming services including:

- Consults with knowledgeable medical providers
- Prescription of feminizing and masculinizing hormones and level monitoring
- Gender wellness counseling

- Peer patient navigation in coordination with HIV PrEP (pre-exposure prophylaxis) and sexually transmitted infection prevention services

Mobile PrEP Program

The UM Mobile PrEP Program provides PrEP, nPEP, and STI (sexually transmitted infection) testing and treatment as well as HIV rapid entry into care at community sites in Miami-Dade County. All services are provided at no cost to clients. All are welcome regardless of insurance or immigration/residency status. We offer afternoon and evening hours at our community sites. Currently, our community sites are in South Beach (outside the Hotel Gaythering), Hialeah, and Liberty City.

Contact: For any questions or further information, please contact us at 305-243-2584 or email at RAPID@miami.edu. Visit <https://umiamihealth.org/en/treatments-and-services/virtual-clinics> for more details.

Latinos Salud

Latinos Salud exists to provide client-centered, culturally competent health education and integrated preventive, screening, and linkage services throughout South Florida to reduce the burden of communicable diseases and improve health outcomes.

<https://www.latinossalud.org/>

Jackson SFAN Program

Jackson Health System provides comprehensive HIV/AIDS testing and support services throughout the system.

For Adults

Established by Jackson Memorial Hospital in 1986, the South Florida AIDS Network (SFAN) was the first organization in Miami-Dade County to provide client advocacy/case management and related support services to people with HIV/AIDS. SFAN is now the single largest comprehensive HIV/AIDS service provider in Miami-Dade County.

For Children

The Children's Clinical Immunology Unit at Holtz Children's Hospital is one of the only units in the country that specializes in treating children, from infants through adolescence, who are HIV-positive. This specialized unit was created in 1995 to provide care and dedicated staffing for children with compromised immune systems due to HIV. As the treatments for HIV improved over the years, more children are living longer and better lives. Many of the children in Holtz Children's Clinical Immunology Unit have grown from infants into teenagers, coming back to the CCIU as needed whenever their health changes.

Locations:

Holtz Children's Hospital 1611 NW 12th Ave. Miami, FL, 33136 305-585-5437 Open 24 hours	Jackson Memorial Hospital 1611 NW 12th Ave. Miami, FL, 33136 305-585-1111 Open 24 hours
Jefferson Reaves, Sr. Health Center 1009 NW 5th Ave. Miami, FL, 33136 786-466-4000	North Dade Health Center 16555 NW 25th Ave. Miami Gardens, FL, 33054 786-466-1500

Monday, Tuesday, Thursday and Friday from 8 a.m. to 5 p.m. Wednesdays from 9 a.m. to 5 p.m.	Monday through Friday, 8 a.m. to 5 p.m. The center is closed on Saturdays and Sundays.
Prevention, Education & Treatment (P.E.T.) Center 615 Collins Ave. Miami Beach, FL, 33139 305-585-4200 Monday through Friday, 7:30 a.m. to 4:30 p.m. For more information, please visit .	

Other Clinics:

AIDS Healthcare Foundation 100 NW 170th St., Suite 208 Miami, FL 33169 305-405-0045 https://www.hivcare.org/	Borinquen Health Care Center 3601 Federal Highway Miami, FL 33137 305-576-6611 www.borinquenhealth.org
Care Resource 3510 Biscayne Boulevard 3rd Floor Miami, FL 33137 305-576-1234 www.careresource.org	Camillus House Health Concern Clinic 336 NW 5th St. Miami, FL 33128 305-577-4840 x106 TTY: 305-400-6246 www.camillus.org
Citrus Health Network 4125 W. 20th Ave. Hialeah, FL 33012 305-558-0151 www.citrushealth.org	Community Health of South Florida (CHI) 10300 SW 216 St. Miami, FL 33190 305-254-4912 www.chisouthfl.org
Empower U 7900 NW 27th Ave, Suite E-12. Miami, FL 33147 786-318-2337 https://www.euchc.org/	Jessie Trice Community Health Center 5361 NW 22nd Ave. Miami, FL 33142 305-637-6400 https://www.jtchs.org/
Miami Beach Community Health Center 710 Alton Road Miami Beach, FL 33139 305-538-8835 https://mymbchc.org/	North Dade Health Center 16555 NW 25th Avenue Miami, FL 33054 786-466-1500 https://jacksonhealth.org/locations/north-dade-health-center/
Prevention, Education & Treatment (P.E.T.) Center 615 Collins Avenue Miami Beach, FL 33139 305-535-5540 https://jacksonhealth.org/locations/prevention-education-treatment-pet-center/	

HOUSING

Homeless Prevention Helpline:

If you are homeless or need rental assistance in Miami-Dade County call:

877-994-HELP OR 877-994-4357

If you need rental assistance, press option #1.

If you need assistance with homelessness, press option #2.

Follow the other prompts as instructed.

Housing and other services can be provided to help you get out of the streets, prevent homelessness and improve your quality of life.

No walk-ins will be accepted at the Homeless Assistance Center (HAC), Salvation Army, Miami Rescue Mission or Camillus House. Placement requires a referral obtained through the Homeless Helpline.

The Southernmost Homeless Assistance League, Inc. (SHAL) offers services throughout the Florida Keys. Their Mobile Outreach Project can be reached at 305-292-2744. Their services include food and hygiene, housing assistance, medical assistance, substance use, job services and training, transportation, identification and social security card, and veteran services.

If you have questions regarding housing opportunities, please ask the case manager or other staff at the community agency from which you are receiving services. If you are not linked to a community mental health center, refer to the section titled “Community Mental Health Centers (CMHC)” in this manual.

In addition, Thriving Mind South Florida has developed a **Housing Directory** which lists the housing programs provided at each community agency. Please go to www.thrivingmind.org/get-help/housing to access the **Housing Directory** on the right-hand side. If you are homeless or need rental assistance, please refer to the section titled “Homeless Helpline” in this manual.

Assisted Living Search

For assistance in finding an Assisted Living Facility, please visit <https://quality.healthfinder.fl.gov/>. If you need a facility that specializes in Mental Health, please search for the acronym LMHL.

Miami-Dade County Office of Housing Advocacy

The Office of Housing Advocacy (OHA) acts as a clearinghouse and coordinator to address issues of affordable housing and landlord and tenant rights with a focus on assisting families and individuals' efforts to obtain housing related resources. The Housing Advocacy hotline, 786-469-4545, is available Monday through Friday from 8 a.m. to 5 p.m. and closed on weekends and County holidays. For the full Tenant's Bill of Rights, The Tenant's Tool Kit, or to file a housing complaint, visit <https://www.miamidade.gov/housingadvocacy/>

Oxford House

Oxford House is a housing solution for people in recovery from drug and alcohol addiction. In its simplest form, an Oxford House describes a democratically run, self-supporting and drug-free home. Parallel to this concept lies the organizational structure of Oxford House, Inc. Please visit <https://www.oxfordhouse.org/> for more information.

The number of residents in a House may range from six to 15; there are houses for men, houses for women, and houses that accept women with children.

Section 8 and Public Housing

For more information on Public Housing and the Section 8 Home Voucher program, please visit <https://www.miamidade.gov/global/housing/home.page> (Miami-Dade) or <https://www.kwha.org/mcha> (Monroe).

HUMAN TRAFFICKING VICTIM ASSISTANCE

For immediate assistance to report a suspected case of human trafficking or to obtain information, contact the National Human Trafficking Hotline at 1-888-373-7888. You can reach the Hotline 24 hours a day, 7 days a week in more than 200 languages. All calls are confidential and answered live by highly trained Anti-Trafficking Hotline Advocates. Please visit

<https://humantraffickinghotline.org/en/contact#:~:text=For%20immediate%20assistance%2C%20call%20the,tained%20Anti%2DTrafficking%20Hotline%20Advocates.>

Camillus House Project Phoenix

Camillus House's Project Phoenix provides human trafficking recovery for women over the age of 18 who are victims of human trafficking.

This important recovery program serves women identified and referred by Miami-Dade State Attorney Katherine Fernandez Rundle's Office (SAO), Homeland Security, police departments and other providers for women who meet the criteria as victims of domestic and commercial sexual exploitation, labor and other forms of human trafficking with the goal of helping each person develop self-esteem, self-efficacy and ultimately live independent lives.

This program provides:

- Residential treatment (optional)
- Case management
- Referrals for housing and employment
- Substance use disorder treatment
- Medical care
- Referrals for medical and psychiatric services
- Individual and group counseling and social/recreational services

Services are provided by Camillus House staff 7 days a week, 24 hours a day in a safe and secure living environment. Each resident is assigned a counselor and case manager who is responsible for the residents' service coordination and the development and implementation of an Individualized Treatment Plan. For more information and/or admission to Project Phoenix call 786-631-2245, 7 days a week 9 a.m. - 10 p.m.

UM/Jackson Human Trafficking Project THRIVE

The University of Miami Miller School of Medicine (UMMSM) established a multidisciplinary medical clinic, called THRIVE (Trafficking Healthcare Resources and Interdisciplinary Victim Services and Education), in 2015 to respond to the health care needs of survivors of human trafficking. The clinic began as a pilot project after faculty began receiving requests from law enforcement, shelter services and other community agencies to examine some of the survivors who needed medical care.

Services

THRIVE Clinic provides a victim-centered approach to multidisciplinary, healthcare services for survivors of human trafficking by offering quality, comprehensive, trauma-informed care in a private setting. Our core services include:

- Primary Care Services
- Gynecology Services
- Psychiatry/Behavioral Health Services
- Specialty Care and Ancillary Services as needed
- This unique UM/JMH collaboration has added special accommodations, such as:
 - Increased privacy measures
 - Minimized wait times and expedited patient registration
 - Trauma-informed trained healthcare team
 - Patient sensitive intake procedures that reduce patient's re-traumatization of having to retell past human trafficking history

For more information or to make a referral to our THRIVE Clinic, contact 305-243-1046 or THRIVE@miami.edu

MEDICAID AND MEDICARE

Applications for Medicaid are made through the Department of Children and Families. Call the toll-free number 866-762-2237 or visit www.myflorida.com/accessflorida/. A person who moves here from another state, who had Medicaid in the prior state, has to apply for Medicaid in Florida.

Medicaid recipients who qualify and become enrolled in the Managed Medical Assistance (MMA) Program will receive all health care services (other than long-term care) from a managed care plan. Call 877-711-3662 to talk to a choice counselor or visit www.flmedicaidmanagedcare.com. If you have questions about Medicare, call the toll-free number 800-633-4227 visit www.Medicare.gov.

Senior Medicare Patrol (SMP)

The Senior Medicare Patrol (SMP) was developed to empower seniors to prevent healthcare fraud. Seniors are defined as those aged 65 and older. Fraud consists of intentional deception or misrepresentation that someone makes, knowing it is false, that could result in the payment of unauthorized benefits. Fraud can also be misusing the system through unacceptable or non-standard medical or business practices such as prescribing unnecessary medical tests.

The SMP is a group of highly trained volunteers who help Medicare beneficiaries avoid, detect, and prevent health care fraud. SMP volunteers teach Medicare beneficiaries how to protect their personal information, identify and report errors on their health care statement, recognize scams and report fraud and abuse to the proper authorities.

If you suspect fraud, please call:
877-808-2468

SHINE (Serving Health Insurance Needs of Elders)

This is a free program offered by the Florida Department of Elder Affairs and the Alliance for Aging. Specially trained volunteers in Miami-Dade and Monroe counties can assist you with your Medicare, Medicaid and health insurance questions by providing one-on-one counseling and information. SHINE services are free, unbiased, and confidential. To find out more information about this program, please contact the Alliance for Aging: English: 305-670-6500, extension 11256 | Español: 305-6706500, extension 11276

OMBUDSMAN

An ombudsman is a specially trained and certified volunteer who has been given authority under federal and state law to identify, investigate and resolve complaints made by, or on behalf of, long-term care facility residents. Ombudsmen respond to resident complaints and concerns ranging from issues with medication and care administration to matters of dignity and respect. It is the ombudsman's role to protect the legal rights of residents and assure that they receive appropriate treatment and quality care. All investigations are confidential and provided at no charge. Telephone Number: 888-831-0404 (toll-free)

PEER-RUN ORGANIZATIONS

Fresh Start Miami Dade (ACE)

The Alliance for Change and Empowerment (ACE) is led by peers and individuals served who share a commitment to making a difference in mental health and/or substance use recovery. ACE meetings are held hybrid on the fourth Tuesday of every month from 10am-12pm at 401 NW 2nd Ave., Suite N423, Miami, FL, 33128 and via Zoom. At each meeting, many individuals served, peer specialists and stakeholders within the mental health and substance use community meet to discuss advocacy issues, education, training, and peer support.

The Alliance for Change and Empowerment was established to promote recovery, leadership and advocacy training for individuals. ACE provides education and empowerment to adults with mental health and/or substance use issues. For related events and resources, please visit: www.freshstartmiami.org/ace. You may also reach the ACE Network Coordinator at Fresh Start of Miami-Dade, Inc. at 305-623-9937. The Department of Children and Families and Thriving Mind South Florida are actively involved with the Alliance and promote individual-driven leadership, activities, and ideas within all of our agencies.

National Alliance on Mental Illness (NAMI)

NAMI Miami-Dade is part of the National Alliance on Mental Illness. NAMI is friends, families and individuals with mental illnesses who offer information, support, advocacy, and resources for each other. They offer free peer support groups for peers and family members as well as educational programs on mental health.

The mission of NAMI is:

- To educate, comfort, and support families
- To initiate and support public education for elimination of the stigma surrounding mental illnesses
- To collaborate with other organizations in achieving these goals

For information in English, call: 305-665-2540. For information in Spanish, call: 786-308-9680.

www.namimiami.org

Miami Recovery Project

Miami Recovery Project (MRP) is the local Recovery Community Organization (RCO) in our community. MRP's mission is to support recovery in all its forms and increase recovery capital in the recovery community. MRP provides peer support, advocacy, training, and support meetings. Their vision is a community where everyone has an equal opportunity to recover from alcohol and substance use. One day recovery will be destigmatized and understood by all. For more information, please visit <https://www.mrprco.org/> or call 305-967-8509.

New Horizons – The Living Room

The Living Room @ New Horizons is open 24/7 and provides a welcoming, peer-run, non-clinical environment for adults (18+) experiencing emotional distress or crisis. It serves as a supportive alternative to emergency rooms or law enforcement involvement, offering care through Peer Recovery Support Specialists, Qualified Mental Health Clinicians, and Registered Psychiatric Nurses. For more information, please call 305-539-0325.

South Florida Wellness Network – Miami Recovery Community Center

The Miami Recovery Community Center (RCC Miami-Dade), operated by South Florida Wellness Network, provides peer-led recovery support for individuals and families impacted by mental health, substance use, and trauma. For more information, please visit www.sfwon.org or call 305-239-8655.

New Hope Recovery Drop-in Center

The Recovery Drop-in Center provides a low barrier, safe space for individuals to spend the day (9 a.m. to 3 p.m.) participating in activities, groups, and socialization to enhance their recovery. For more information, please call 786-243-1003 Ext 300.

New Hope Unity Recovery Center

The Unity Recovery Center focuses on enhancing the recovery capital of individuals through one-on-one peer services, groups, connections to the community and linkage to necessary services (residential, outpatient treatment, medication assisted treatment (MAT) services, outreach services for the unhoused. For more information, please call 786-243-1003 Ext 300.

PEER SPECIALISTS

Thriving Mind South Florida encourages agencies to employ Peer Specialists as part of their treatment and recovery programs. Peer Specialists are individuals that have progressed in their own mental health and/or substance use recovery and are willing to self-identify as a peer and work to assist other individuals with mental health and/or substance use issues. Because of their life experiences, these individuals have expertise that professional training cannot replicate.

There are many tasks that Peer Specialists can perform including assisting you in establishing goals for recovery, learning and practicing new skills, modeling effective coping skills based on the peer specialist's own recovery experience and supporting you in advocating for yourself to obtain effective services.

Certified Recovery Peer Specialists are Peer Specialists that are certified through the Florida

Certification Board. Please see the website: www.floridacertificationboard.org for more information. Peer Specialists employed by agencies that provide mental health and/or substance use services should be working towards their certification. Please feel free to contact the Thriving Mind Helpline at 888-248-3111 for support, training, and information.

PERSONS SERVED RIGHTS

Your rights as an individual served 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:

1. Be treated with kindness and respect.
2. 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.
3. Sign documents showing that you understand the services that were explained to you, and you can decide to discontinue services at any time unless you are court-ordered to receive treatment at a facility or involuntarily hospitalized.
4. Live in a safe and decent living environment.
5. Complaint regarding the use of restraint, seclusion, isolation, emergency treatment orders, physical management techniques and increased levels of supervision.
6. 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 800-962-2873 (800-96-ABUSE) or your attorney. If your communication is restricted, written notice must be provided to you.
7. 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.
8. Register and vote in any election for which you are a qualified voter.
9. 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.
10. 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.
11. Choose a representative who will be notified if you are involuntarily admitted. Your representative or advocate will be advised of all proceedings and restrictions on your rights. They will receive a copy of the inventory of your personal belongings, have immediate access to you, and are 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.
12. 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.
13. Adequate and appropriate health care consistent with established standards within the community.
14. An opportunity for regular exercise several times a week and to be outside for frequent intervals except when prevented by inclement weather.

COST OF SERVICES

If you do not have money or health insurance, mental health and/or substance use services will still be provided to you. Community mental health centers that receive funds from the State provide treatment and 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 for paying for some of the cost of their care but if you have very little money or no money, services are still provided.

In addition, the Federally Qualified Health Centers (FQHC) listed on pages 22-23 provide medical care regardless of a person's ability to pay. Please call the Helpline at 888-248-3111 if you have questions and/or issues.

RE-ENTRY SERVICES

Multidisciplinary Re-Entry Services Team (MRST)

This program is for individuals who are released from prison who had a severe mental health diagnosis while they were incarcerated. The services are primary a mental health program and provides psychiatric evaluation and medication management and case management at no cost, along with other re-entry related assistance and linkage to services such as therapy, psychosocial rehabilitation, clubhouse or other employment support, assistance with application for benefits such as Social Security Disability, SNAP (food stamps/EBT), transportation assistance, clothing, and linkage to housing resources. Services are provided in the community. To determine eligibility, you may contact the Team Lead at the MRST program.

Fellowship House
5711 S. Dixie Hwy.
South Miami, FL 33143
305-667-1036

South Florida Reentry Resource Guide

<https://www.pdmiami.com/resources-pd/documents/reentry-resource-guide.pdf>

Evolving Lives Inc.

Evolving Lives, Inc is a certified vendor for the Florida Department of Education, Division of Vocational Rehabilitation. We are invested in advancing human potential.

Supportive Employment Services

Evolving Lives specialize in providing companies with the qualified employees necessary for their success. We search, research and recruit employers to match our client's needs and help job seekers find the best match for their skills. Through job carving and job creation we specialize in finding people with disabilities a purpose through meaningful employment.

Evolving Lives provides Individual, Group, Family and Marriage Therapy. Using Psychoeducation and Cognitive Behavioral Therapies we can begin to compassionately address unhealthy attitudes and behaviors. Our diversified staff consist of multidisciplinary licensed professionals ranging from clinical psychologist, BCBA's for behavioral issues, LCS.W., LMHC and ARNP's all participate in creating short-term solution focus therapies to enhance communication and overall healthier individual functioning.

123 N. Krome Ave.
Homestead, FL 33030
<https://www.evolvinglives.org/>
FEnriquez@evolvinglives.org
305-310-9005

Fruits of Charity, Inc.

Provide case management, support services, community education and advocacy. Fruits of Charity has provided literacy, employability skills training and job placement services to youth and adults with varying limitations and backgrounds. We provide resources to veterans who seek assistance and educate the community on domestic violence and its impact.

- *Vocational Rehabilitation Services*
- *Mentoring Services*- This includes our S.T.A.N.D. Up program for returning citizens and the Women's Empowerment program for women who are at risk.
- *Literacy Program*
- *Veterans Services*

"A Place to Stay"

Independent Living Setting that is alcohol and drug free. Curfew required.

fruitsofcharityinc@gmail.com
305-771-1452

His Hands His Love

Assists with furniture and home goods for individuals in need. Provides plated meals to individuals in need. Other support may be available.

<https://hishandhislove.org/>
305-HIS-HAND/305-447-4263

PAPERS: People Advocacy Prevention Employment Re-entry Services

PAPERS Provides:

- Live finger Scan w/ a Level 2 background check
- Onsite SOARS Representative Housing Assistant
- Second Chance Job Placement
- Supportive Documents
- Custom-made ID badges
- Housing Referrals
- Community Outreach
- Mobile and After-Hours Services

www.YourPapers.net

22125 S. Dixie Hwy.
Goulds, FL 33170

SOCIAL SECURITY DISABILITY BENEFITS

The first step in the Social Security application process is determining whether you are eligible to apply for Social Security Disability Benefits based on the qualification criteria and strict definition of disability provided by the Social Security Administration. Please see the website www.ssa.gov for more information.

To qualify for SSI/SSDI (Supplemental Security Income/Social Security Disability Income):

- You must suffer from a permanent condition that prevents you from working
- Your disability must have lasted, or be expected to last a minimum of 12 months
- You must be unable to earn more than the annual Substantial Gainful Activity (SGA) amount (see www.ssa.gov for current amount).

The SSI/SSDI application process can be overwhelming, so it is helpful to have your Case Manager assist you with the process. Many case managers in Miami-Dade and Monroe Counties have been trained in the SOAR (SSI/SSDI Outreach, Access, and Recovery) Initiative. It is important that you mention this to your case manager because it will help to make the application process quicker.

You are a SOAR candidate if you have:

- No history of approval for benefits
- Disability benefits suspended over one year
- A claim denied due to lack of medical evidence

It is helpful for your Case Manager to obtain and forward medical records to the Social Security Administration. You will need to sign several releases for the Case Manager to do this. The more information that you can remember and give to your Case Manager for documentation, the more successful your SSI/SSDI application process.

SUBSTANCE USE DISORDER TREATMENT

Substance use disorders occur when the recurrent use of alcohol and/or drugs causes clinically and functionally significant impairment, such as health problems, disability, and failure to meet major responsibilities at work, school, or home. Thriving Mind works to ensure that those affected by substance use disorder in Miami-Dade and Monroe Counties can access effective and compassionate services that lead to recovery. Thriving Mind contracts with a variety of providers that offer detox, residential inpatient services, and outpatient services. The first step in obtaining these services is to be evaluated by one of our providers or Central Intake. Please see pages 42-46 or a list of Thriving Mind-funded providers.

**TO OBTAIN AN ASSESSMENT FOR
ADULT SUBSTANCE USE DISORDER TREATMENT,
PLEASE CALL CENTRAL INTAKE AT:
305-694-4880**

Once an assessment is conducted and a level of care assigned, individuals are placed on a waiting list for a bed at an inpatient facility. An individual or caregiver must call Thriving Mind every day to monitor their progress on the wait list.

FOR THE ADULT SUBSTANCE USE DISORDER TREATMENT HOTLINE,
PLEASE CALL THRIVING MIND SOUTH FLORIDA AT:
866-833-7477

Marchman Act

Marchman Act – Petition and Affidavit Seeking Involuntary Substance Abuse Assessment and Stabilization

The Marchman Act Petition for Involuntary Assessment may be filed when there is a good faith reason to believe an individual is has a substance use disorder, with or without a co-occurring mental health disorder, and because of the impairment, has lost the power of self-control with respect to substance use.

An *Ex Parte* Petition for Involuntary Assessment and Stabilization may be filed:

When there is reason to believe that a person is substance-use impaired (with or without a cooccurring mental disorder) and because of the impairment or disorder, he or she has lost the power of self-control with respect to substance use disorder. AND

1. Needs substance use disorder services, and by reason of substance use impairment, the person's judgment is so impaired that the person is incapable of appreciating the need for and is unable to make a rational decision in regard to, substance use disorder services. OR
2. Without care or treatment, is likely to suffer from neglect or refuse to care for himself; and that such neglect or refusal poses a threat of substantial harm to himself or herself; and that it is not apparent that such harm may be avoided through help of family or friends, or there is substantial likelihood that the person has inflicted, attempted or threatened to inflict, or unless admitted, is likely to inflict, physical harm on himself or herself or another.

The petition may only be filed by:

The person's spouse or guardian, any relative of the person, a director of a licensed service provider, a private practitioner, or any adult who has direct personal knowledge of the person's substance use impairment. In the case of a minor, only the parents, legal guardian/custodian or licensed service provider can file a petition.

When and where to file a Petition for Involuntary Assessment and Stabilization or Petition for Involuntary

Treatment: You may file Petition for Involuntary Assessment and Stabilization at the offices of the Clerk of Court Monday through Friday from 8 a.m. to 5 p.m. For more information on the Marchman Act visit <https://www.jud11.flcourts.org/Marchman-Act>

There is no filing fee required to file a Petition for Involuntary Assessment and Stabilization. The petitioner's failure to appear at the hearing will result in dismissal of the petition.

IDEA Exchange

The IDEA Exchange Miami provides a host of prevention services on its main site and on its mobile unit including anonymous HIV and Hepatitis C Testing, safe injection kits, basic wound care, condoms, overdose

prevention, and referrals to rehabilitation and treatment. Please visit <https://med.miami.edu/departments/medicine> for more information.

Intoxication Emergencies

It is important to remember that according to the Emergency Medical Treatment and Labor Act (EMTALA), someone with a substance use disorder that is brought to a hospital while severely intoxicated cannot be turned away. These emergencies need to be treated as medical emergencies by the hospital emergency department. For a detox placement, law enforcement or emergency personnel should call ahead to facilities to ensure that a bed is available.

Naloxone Distribution

Drug overdose is a nationwide epidemic, and an increasing number of Floridians are losing their lives to overdose - you can help save a life with naloxone. Naloxone is a medication that reverses overdoses and save lives. Visit <https://isavefl.com/> to find agencies and behavioral health centers that distribute Naloxone to the community free of charge.

Never Use Alone

Never Use Alone Inc. provides substance use harm reduction advocacy, education, outreach, training, and direct support services to people who use substances, their caregivers, and advocates. Their vision is to end accidental overdose mortality and the opioid public health emergency.

Never Use Alone has a hotline where individuals with a substance use disorder can call when using substances. If the individual becomes unresponsive, the person on the line will call 911 for overdose assistance. For more information visit www.neverusealone.com or call 800-484-3731.

In addition, individuals can call **Mady's line**, a hotline for people to call when they are struggling with a substance use disorder and just need someone to talk to that has been there and understands. All operators have lived experience with SUD and can relate. They are NOT licensed therapists or psychologists and are not affiliated with any treatment center. They will never try to push you into going to treatment. It is a hotline where you will find someone to listen. Call 800-943-0540 for more assistance.

Support Groups

Adult Children of Alcoholics and Dysfunctional Families

Adult Children of Alcoholics (ACA)/Dysfunctional Families is a Twelve Step, Twelve Tradition program of people who grew up in dysfunctional homes. They meet to share their experience of growing up in an environment where abuse, neglect and trauma were a reality. <https://adultchildren.org/meeting-search/>

Al-Anon is for friends and families of individuals with alcohol issues.

305-663-1432

www.alanonsofla.org

Alcoholics Anonymous

Alcoholics Anonymous is a group of men and women who share their experiences, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

305-461-2425

www.aamiamidade.org

305-296-8654 for groups in Monroe County

www.aafloridakeys.org

Co-Dependence Anonymous (CODA)

CODA a program of recovery from codependence, where each of us may share our experience, strength, and hope in our efforts to find freedom where there has been bondage and peace where there has been turmoil in our relationships with others and ourselves. <https://coda.org/>

Medication-Assisted Recovery Anonymous (MARA)

Many people who utilize evidence-based science to aid in their recovery sometimes feel uncomfortable in their day to day lives. Additionally, a multitude of people on this healing path have even felt unwelcome at traditional recovery meetings. At Medication-Assisted Recovery Anonymous (MARA), everyone is welcome!

<https://www.mara-international.org/>

Miami Recovery Project

MRP offers a variety of support groups throughout the week along with individual peer support. Call 305-967-8509 for more assistance.

<https://www.mrprco.org/>

Naranon is for friends and families of individuals with narcotic issues.

<http://www.nar-anon.org/>

Narcotics Anonymous

Narcotics Anonymous is a group of men and women who share their experiences, strength and hope with each other that they may solve their common problem and help others to recover from addiction.

305-265-9555

www.namiami.org

Call 1-866-584-2411 for groups in Monroe County

SMART Recovery SMART

SMART Recovery focuses on education and support meetings for individuals with a substance use disorder so they can experience “Life Beyond Addiction.”

[meeting locator](#)

TELEPHONE WIRELESS SERVICES

Assurance Wireless Service

Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin Mobile and supported by the federal Universal Service Fund. Please call 888-321-5880 or go to www.assurancewireless.com to see if you qualify.

SafeLink Wireless Service

SafeLink Wireless makes wireless telephone service more affordable by offering Lifeline service for qualified individuals. The Lifeline program is available to eligible individuals.

You qualify for Lifeline service in your area if you already participate in one of the following assistance programs:

- Federal Public Housing Assistance (Section 8)
- Supplemental Nutrition Assistance Program (SNAP) Food Stamps
- Supplemental Security Income (SSI)
- Medicaid
- Veterans and Survivors Pension Benefit

If you want to apply for Safelink Wireless, call 800-Safelink (723-3546) or go to their website at www.safelinkwireless.com.

TRANSPORTATION

Bus Passes

Buy a Transit Pass online in the Transit Store or by downloading the GO Miami-Dade app on your mobile phone. Transit Passes are also available at any Metrorail Station, Transit Service Center and Sales Outlet or by calling the EASY Card Financial Center. Discounts are available for Miami-Dade County employees, veterans, senior citizens, Medicare recipients, students, and most people with disabilities. For more information, please visit <https://www.miamidade.gov/global/transportation/transit-pass.page>

Senior citizens and Social Security beneficiaries can ride Transit free with a Golden Passport EASY Card. Applications must be done in person at the Transit Service Center, 311 Service Center or City of Miami NET office. When you apply, your photo will be taken. Your image will appear on your new card. Please visit https://www.miamidade.gov/global/service.page?Mduid_service=ser1519934358967260 for more information.

You must present:

- A current valid Florida ID
- Social Security Card
- A current printout from the Social Security Administration verifying eligibility. Proof of continued eligibility must be provided annually.
- Eligible children must have a school ID or Florida ID

All honorably discharged veterans who are permanent residents of Miami-Dade County and whose annual income is \$29,454 or less, are eligible to ride on the buses and on the Metrorail for free with the Patriot Passport EASY Card. To obtain this card, you must apply in person at a Transit Service Center.

You must present:

- A current valid Florida ID
- Proof of income
- The DD214 or VA 1010 form as proof of an honorable discharge
- Social Security card
- A service-connected disability letter if you are disabled

If you have any questions, you can call **786-469-5151** Monday through Friday, 8 a.m. to 4:30 p.m. If you live in the Florida Keys (Monroe County), visit [Monroe County Department of Transportation](#) for information on bus fair and routes. For other customer service needs, contact DOT in the Keys directly at **305-809-3910**.

Specialty Transportation Service (STS)

In Miami-Dade and Monroe Counties, Special Transportation Service (STS) is available for individuals with physical, mental, or intellectual disability who cannot ride the buses, Metrorail, or Metro mover. Any resident whose disability prevents them from riding regular transit vehicles qualifies for STS. Residents with temporary disabilities may also be eligible for this service. To enroll for the STS Program, you must complete the STS application form at https://www.miamidade.gov/transit/library/pdfs/misc/sts_application.pdf. You may also call Miami Dade Transit at **786-469-5000** (1-800-955-8771 for TTY users or the hearing impaired) and request that an enrollment application be mailed to you. STS offers:

- Shared rides
- Door-to-door travel
- Accessible vehicles
- 7 days a week, 24 hours a day, call for holiday schedule
- Call **786-469-5000** or **305-871-1111** to make reservations

STS is available throughout most of Miami-Dade County, in some parts of southern Broward County, and in the Monroe County Upper to Middle Keys. Use STS for trips to medical appointments, school, work, shopping, business, or recreation. Air-conditioned minivans, small buses, lift-equipped vans, and sedans transport passengers with disabilities safely in a clean, smoke-free environment. Pickups are usually within 30 minutes of the scheduled time, but you need to call to confirm. For more information on Special Needs Transportation in Monroe County, please visit <https://www.monroecounty-fl.gov/142/Transportation>.

VETERANS SERVICES

Veterans Affairs Miami-Dade: At the Miami VA Healthcare System, our health care teams are deeply experienced and guided by the needs of Veterans, their families, and caregivers. Find a health facility near you and manage your health online. Sign up for community events and updates.

1201 NW 16th Street

Miami, FL 33125-1624

Directions (Google Maps)

305-575-7000

VA health connect: 877-741-3400

Mental health care: 305-575-7000 x3914

<https://www.va.gov/miami-health-care/>

Miami-Dade County Veterans Services: CAHSD Veteran Services Program assists Veterans and their families (spouse, children, widows, parents of Veterans) with applying for Veteran benefits, claims and appeals to the United States Department of Veterans Affairs.

Contact: 305-756-2830

For locations visit: [Miami-Dade County Veterans Services](#)

Project REBIRTH – Their mission is to aid military veterans, first responders, and their loved ones. We provide a holistic, inclusive approach to recovery, supporting all pathways to achieve a warrior's goals.

Please visit: <https://rebirthusa.org/>

WARMLINES

A warmline is a phone number you call to have a conversation with someone who can provide support during hard times. Whether you are in crisis or just need someone to talk to, a warm line can help. Warmlines are staffed by trained peers who have been through their own mental health struggles and know what it is like to need help.

Central Florida Crisis Line available 24/7

407-425-2624

CLEAR Warm Line

Toll-free statewide Florida Warm Line

Number: 800-945-1355

Hours: 4 p.m. – 10 p.m. EST Every night of the year including holidays.

MHA SETH Line, M-F 6 p.m.- 10 p.m.

954-578-5640

WELLNESS RECOVERY ACTION PLAN (WRAP)

WRAP is a self-management and recovery system developed by a group of individuals who had mental health challenges and who were struggling to incorporate wellness tools and strategies into their lives. WRAP is designed to:

- Decrease and prevent troubling feelings and behaviors
- Increase your emotional strength
- Improve your quality of life
- Assist you in achieving your life goals and dreams

The five key concepts of WRAP are:

- Hope
- Personal Responsibility
- Education
- Self-Advocacy
- Support

Anyone can develop a personal Wellness and Recovery Plan (WRAP). You may choose to have supporters and health care professionals to help you create your WRAP. Thriving Mind South Florida encourages staff at the agencies to be trained in facilitating WRAP groups for you. This can help you with your recovery process in the community. Please call the Thriving Mind Helpline at 888-248-3111 if you are interested in WRAP groups or training in this area.

WOMEN, INFANTS, AND CHILDREN (WIC)

Women, Infants, and Children (WIC) is a federally funded nutrition program. WIC provides the following at no cost: healthy foods, nutrition education and counseling, breastfeeding support, and referrals for health care

and community services. Florida WIC clients use a WIC EBT card to purchase WIC approved foods at authorized grocery stores.

WIC serves:

- Women who are pregnant or breastfeeding
- Women who have recently been pregnant
- Infants under 12 months of age
- Children under 5 years of age

To be eligible for WIC, you must meet the WIC income guidelines. If you are currently receiving Medicaid, Temporary Cash Assistance or Food Stamps you are automatically eligible. However, you do not have to be on any of these programs to meet WIC income eligibility requirements.

To make a WIC appointment: Phone: 786-336-1300, Mon-Fri: 7:15 a.m. – 5 p.m. Website <https://miamidade.floridahealth.gov/programs-and-services/wic/index.html>

PROVIDER DIRECTORY OF THRIVING MIND-FUNDED SERVICES

Thriving Mind funds a variety of services that are described below or click on QR code at right to go to website with updated listed of services:



Detoxification Services

Detoxification services assist people with substance use problems in their efforts to withdraw from the effects of substance use.

Florida Assertive Community Treatment (FACT)

These non-residential care services are available 24 hours per day, seven days per week, and include community-based treatment, rehabilitation and support services provided by a psychiatrist, case managers, nurses, and peer specialists. These services are provided to individuals with a severe and persistent mental illness and/or to individuals with substance use disorders. Enrollment on the FACT Team is through referrals only.

Outpatient Services

Outpatient services are designed to improve the functioning of individuals with mental health and/or substance use disorders. These services are usually provided through regularly scheduled appointment, with arrangements made for non-scheduled visits during times of increased stress or crisis.

Prevention Services

Prevention programs involve strategies aimed at the individual and/or community level which try to prevent the development of substance use problems and promote healthy development of individuals, families, and communities.

Residential Services

Residential services provide a structured, home-like, non-hospital setting with supervision on a 24hour/7 days per week basis.

Supportive Housing/Living

Supported Housing/Living services assist persons with substance use disorders and/or mental health issues in the selection of the housing of their choice. These services also provide the necessary services and support to assure their continued transition and successful living in the community.

The following is a list of Thriving Mind-funded providers at the time this manual was published. **For the most current list of providers and their contact information, please visit our website at <https://thrivingmind.org/providers> and/or call the Thriving Mind Helpline at 888-248-3111 for more assistance.**

Advocate Program

Outpatient Adult Mental Health, Outpatient Adult Substance Use
Outpatient Children's Mental Health, Outpatient Children's Substance Use
Prevention Services
305-704-0200

AGAPE Family Ministries

Outpatient Adult Mental Health, Outpatient Adult Substance Use
Adult Residential Mental Health, Adult Residential Substance Use
305-235-2616

Banyan Health Systems

Outpatient Adult Mental Health, Outpatient Adult Substance Use
Outpatient Children's Mental Health, Outpatient Children's Substance Use
Adult Residential Substance Use, Detoxification Services
305-774-3400

Behavioral Science Research Institute

Prevention Services
786-717-5599

Better Way of Miami, Inc.

Outpatient Adult Substance Use,
Adult Residential Substance Use
305-634-3409

CARRFOUR

Adult Mental Health Supportive Housing,
Supportive Employment, Case Management
305-371-8300

Catholic Charities of the Archdiocese of Miami-Dade

Outpatient Adult Substance Use
305-795-0077
Adult Residential Mental Health
Adult Residential Substance Use
305-754-2444

Center for Family and Child Enrichment, Inc. (CFCE)
Outpatient Children's Mental Health
Outpatient Children's Substance Use
Prevention Services
305-624-7450

Citrus Health Network
Outpatient Adult Mental Health, Outpatient Children's Mental Health
Outpatient Children's Substance Use
Florida Assertive Community
Residential Adult Mental Health, Residential Children's Mental Health
Prevention Services
305-825-0300

Community Health of South Florida, Inc. (CHI)
Outpatient Adult Mental Health, Outpatient Adult Substance Use
HIV/AIDS Early Intervention Services, Detoxification Services
305-253-5100

Comprehensive Psychiatric Center
Adult Substance Use and Medication Assisted Treatment
305-651-2332

Concept Health Systems, Inc.
Outpatient Adult Substance Use, Outpatient Adult Mental Health
Outpatient Children's Substance Use,
Prevention Services, Adult Residential Mental Health
Adult Residential Substance Use
HIV/AIDS Early Intervention Services for Children
305-825-7770

Devereux Foundation, Inc.
Children Mental Health Residential
321-242-9100

Douglas Gardens Community Mental Health Center of Miami Beach, Inc.
Outpatient Adult Mental Health
Adult Residential Mental Health
305-531-5341 (Beach)
305-403-0654 (N. Miami)

Federation of Families
Children Support Services
786-802-3448

Fellowship House

Outpatient Adult Mental Health, Outpatient Adult Substance Use
Florida Assertive Community Treatment
Adult Residential Mental Health
305-667-1036

Fresh Start of Miami-Dade, Inc.

Adult Mental Health, Drop-In Center, Peer Support
305-623-9937

Gang Alternative, Inc.

Prevention Services
305-391-2375

Guidance Care Center, Inc. (Monroe County)

Outpatient Adult Mental Health, Outpatient Adult Substance Use,
Outpatient Children's Mental Health, Outpatient Children's Substance Use
Adult Residential Mental Health, Detoxification Services
Prevention Services, HIV/AIDS Early Intervention Services,
Supportive Housing
305-434-7660

Healthy Start Coalition of Miami-Dade

Outpatient Adult Substance Use
Prevention Services
305-541-0210

Here's Help, Inc.

Outpatient Adult Substance Use, Outpatient Children's Substance Use
Adult Residential Substance Use,
Children's Residential Substance Use
305-685-8201

Hialeah Community Coalition, Inc.

Prevention Services
305-785-6969

Jackson Health System

Outpatient Adult Mental Health, Outpatient Adult Substance Use
Outpatient Children's Mental Health
Outpatient Children's Substance Use
Detoxification Services
305-585-5355

Jessie Trice Community Health Center, Inc.

Outpatient Adult Substance Use, HIV/AIDS Early Intervention Services
Adult Residential Substance Use

305-637-6400

Jewish Community Services

Outpatient Children's Mental Health and Children's Substance Use Outpatient, Adult Mental Health
Outpatient, Adult Substance Use Outpatient, 988, 211

305-576-6550

Key Clubhouse of South Florida

Adult Mental Health, Clubhouse

305-693-3508

Lotus House Women's Shelter

Outpatient Mental Health

305-438-0556

Miami-Dade County Community Action Human Services Department

Outpatient Adult Substance Use

Inpatient Residential Adult Substance Use

786-469-4600

Miami-Dade County Juvenile Services Department

Outpatient Children's Substance Use (Assessments)

305-755-6200

Miami-Dade Homeless Trust

Outreach

305-375-1490

Miami Recovery Project

Adult Substance Use, Peer Support

305-967-8509

Monroe County Coalition, Inc.

Prevention Services

305-849-5929

NAMI Miami-Dade

Prevention, Outreach

305-665-2540

New Hope CORPS, Inc.

Adult Substance Use Residential Treatment,

Adult Residential Mental Health,

Adult Medication Assisted Treatment, Outpatient Adult Mental Health Treatment

Outpatient Adult Substance Use Treatment

Adult HIV Early Intervention Services

786-243-1003

New Horizons Community Mental Health Center, Inc.

Outpatient Adult Mental Health, Outpatient Adult Substance Use

Outpatient Children's Mental Health

Outpatient Children's Substance Use

305-635-7444

Passageway Residence of Dade County, Inc.

Adult Residential Mental Health

305-635-9106

Residing Hope

Children's Mental Health Residential

386-668-4774

Sandy Pines Residential Treatment Center

Children's Mental Health Residential

561-744-0211

South Dade One Voice Community Coalition

Prevention Services

305-307-1497

South Florida Wellness Network

Adult Substance Use, Peer Support

305-239-8655

University of Miami, Mailman Center for Child Development

Adult Mental Health Assessment and Outpatient, Children's Mental Health Assessment and Outpatient

305-284-4315

The Village South, Inc./Westcare Florida

Outpatient Adult Mental Health

Outpatient Adult Substance Use

Outpatient Children's Mental Health

Outpatient Children's Substance Use

Prevention Services

HIV/AIDS Early Intervention Services

Mobile Response Teams

305-573-3784

OTHER COMMUNITY PROVIDERS (Not Thriving Mind-Funded)

Call provider to confirm service with provider.

Camillus House, Inc.

Outpatient Adult Mental Health, Outpatient Adult Substance Use

Adult Residential Mental Health,

Adult Residential Substance Use

305-374-1065

Hope for Miami

Prevention Services

786-388-3000

Informed Families/The Florida Family Partnership, Inc.

Prevention Services

305-856-4886

Institute for Child and Family Health, Inc. (ICFH)

Outpatient Children's Mental Health, Prevention Services

305-685-0381