Our Mission:
Central Florida Cares Health System is a resource center that utilizes state, federal and innovative funding sources, promising practices, and/or pilot programs to support our providers as they address identified behavioral health needs of the community.

Our Vision:
Achieve a comprehensive and seamless behavioral health system promoting recovery and resiliency.

Our Guiding Principles:
• To promote evidence-based practices in service delivery across the system of care.
• To increase ease of access to all needed services.
• To improve continuity of service provision and coordination of services across the system of care.
• To reduce utilization of restrictive levels of care and use the resulting savings to enhance community-based recovery services.
• To meet or exceed all outcome and performance requirements.
• To work with the Department of Children and Families to integrate the CFCHS outcomes and its planning processes with the Department of Children and Families’ annual and long-range planning.
• To adopt integrated approaches which afford access to primary and specialty medical care in concert with behavioral healthcare.
• To always put the person served first in all aspects of its operations.
Central Florida Cares Health System contracts with community agencies to provide an array of mental health and substance abuse services to adults and children.

**Aftercare**
Services provided to individuals who have successfully completed substance abuse treatment, but who continue to need support. Services may include counseling and support services to maintain recovery.

**Assessment**
Services that assess, evaluate, and provide assistance to individuals and families in determining levels, type, and frequency of services.

**Case Management**
A combined process consisting of identifying the individual’s needs, planning services, linking the service system with the person, coordinating the different service options, monitoring the service delivery, and evaluating the effects of the services received.

**Community Mental Health Treatment Centers**
Community treatment centers receive state funds through Central Florida Cares Health System, Inc. to provide emergency mental health services, psychiatric services, residential treatment (adults only), and support services. As Public Baker Act facilities, community treatment centers can provide adults and children with emergency mental health services, either on a voluntary or involuntary basis.

**Comprehensive Community Support Team (CCST)**
Services take place in either an outpatient or community-based setting and provides adults with mental illness assistance in identifying goals and making choices to promote personal strength and recovery.
**What We Do**

**Crisis Stabilization**
Residential care services provided 24 hours a day, 7 days a week. Services are brief and intensive to meet needs of individuals who are experiencing an acute mental health crisis.

**Crisis Support**
These non-residential care services are generally available 24 hours a day, 7 days a week, or some other specific time period, to intervene in a crisis or provide emergency care. Examples include: mobile crisis, crisis support, crisis/emergency screening, crisis telephone, and emergency walk-in.

**Detoxification**
A licensed rehabilitation facility operating 24 hours a day, 7 days a week to provide medical detox. Program uses medical and clinical protocols to assist clients with withdrawal from the physiological and psychological effects of substance abuse. Services include emergency screening, evaluation, short-term stabilization, and treatment in a secure environment.

**Day/Night Treatment**
Services provide a structured schedule of non-residential services for four (4) hours a day. Activities for child and adult mental health programs are designed to assist individuals to attain skills and behaviors needed to function successfully in living, learning, work and social environments. Activities for substance abuse programs emphasize rehabilitation, treatment, and education services, using multidisciplinary teams to provide combined programs of academic, therapeutic, and family services.
What We Do

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

Family Intensive Treatment (FIT)
This team is designed to provide intensive team-based, family-focused, comprehensive services to families in the child welfare system with parental substance abuse.

Family Intervention Specialist (FIS)
An Intervention model for families involved with the Child Welfare system and whom substance abuse is suspected as a contributing factor to the abuse/neglect situation. FIS performs linkage to behavioral health services in order to promote substance abuse treatment and recovery with the goal of a safe family environment.

Florida Assertive Community Treatment (FACT) Team
A community-based treatment, rehabilitation, and support services provided by a multi-disciplinary team to assist persons with severe and persistent mental illness.

Forensic Case Management
This service provides advocacy to the courts for placement of currently incarcerated persistent and severely mentally ill inmates into appropriate assisted living facilities (ALF) and treatment centers. This will enable these clients to receive the treatment they need in lieu of continued incarceration.

Information and Referral
Services that link persons in need of assistance with appropriate providers and delivers information about agencies and organizations that offer services.
What We Do

In-Home and On-Site Services (IHOS)
Therapeutic services and support rendered in non-provider settings such as nursing homes, assisted living facilities (ALF), residences, schools, detention centers, commitment settings, foster homes, and other community settings.

Inpatient
Services provided in general hospitals or psychiatric specialty hospitals to provide intensive treatment to persons exhibiting violent behaviors, suicidal behaviors, and other severe disturbances due to substance abuse or mental illness.

Intervention
Services focus on reducing risk factors associated with the progression of substance abuse and mental health problems. Includes basic evaluation, support services, counseling, and referral.

Medical Services
Services provided by medical staff that include medical care, medication management, therapy, medication administration, and psychiatric mental status assessment.

Mental Health Clubhouse
Structured community-based services designed to both strengthen and/or regain the client’s interpersonal skills, provide psycho-social therapy toward rehabilitation, develop the environmental supports necessary to thrive in the community, and meet employment and other life goals and promote recovery.

Methadone Maintenance
Outpatient services which utilize methadone and other opioid replacement therapies, where permitted, in conjunction with assessment, rehabilitation, and treatment services.
What We Do

Outpatient
Therapeutic and support services designed to improve functioning or prevent worsening of individual mental health or substance abuse disorders. Services must be face to face between the staff member and the client.

Outreach
Services include education of the public regarding substance abuse/mental health, education with high-risk groups, screening, and referral.

Projects for Assistance in Transition from Homelessness (PATH)
PATH provides services to people with serious mental illness, including those with co-occurring substance use disorders, who are experiencing homelessness or at imminent risk of becoming homeless.

Prevention
Services that involve strategies that anticipate or disrupt the development of substance abuse and mental health problems and include increasing public awareness through information, education, and alternative-focused activities.

Short-Term Residential
Short and intermediate intensive mental health residential services 24 hours a day, 7 days a week to meet the needs of individuals who are experiencing a mental health crisis.

Supported Employment
Community-based services in an integrated work setting which provide regular contact with non-disabled co-workers or the public. A job coach provides long-term, ongoing support for as long as it is needed to enable the recipient to maintain employment.
Supportive Housing
Services that assist individuals with substance abuse and psychiatric disabilities in the selection of housing of their choice.

Residential Treatment Level I
These services provide a structured, live-in, non-hospital setting with supervision 24 hours a day, 7 days a week. A nurse is on duty in these facilities. Level I services are the most intensive and restrictive level of therapeutic intervention.

Residential Treatment Level II
These services provide a structured rehabilitation-oriented group setting that have supervision 24 hours a day, 7 days a week. This program is for individuals with significant deficits in independent living skills and need extensive support and supervision.

Residential Treatment Level III
These facilities provide supervised residential alternatives to persons who have developed a moderate functional capacity for independent living 24 hours a day, 7 days a week.

Residential Treatment Level IV
This type of facility may have less than 24 hours a day, 7 days a week on-premise supervision. This service is the least intensive level of residential care. It is primarily a support service.
What We Do

Respite Services
These services are designed to sustain the family or other primary care giver by providing time-limited, temporary relief from the ongoing responsibility of care giving.

Room and Board with Supervision
This solely provides for room and board with supervision 24 hours a day, 7 days a week at a residential treatment facility.

Temporary Assistance to Needy Families (TANF)
TANF is federal block grant funding used to provide treatment services to families receiving welfare benefits and families at-risk of receiving welfare benefits who may suffer from substance abuse and/or mental health illness. The goals of TANF are: 1) to make sure that children are safe in their homes or the homes of relatives, and 2) participants are prepared to enter and retain employment.

Treatment Alternatives for a Safer Community (TASC)
Focus is on persons in the criminal justice system with a history of drug abuse or addiction. Services include identification, screening, court liaison, referral, and tracking.

Title XXI – Behavioral Health Network (BNET)
This program provides community-based services to children with serious mental health/substance abuse needs, including individual and family therapy, group therapy, behavioral services, medication, and psychiatric services. Child must be enrolled in State Children’s Health Insurance Program (Kidcare).
Community Treatment Centers

**ASPIRE Health Partners, Inc.**
Formerly Lakeside Healthcare and Center for Drug-Free Living
1800 Mercy Drive, Orlando, FL 32808
Mental Health (407) 875-3700, Substance Abuse (407) 245-0045
www.aspirehealthpartners.com

**Adult Mental Health Services:** Outreach, Crisis Stabilization, Crisis Support, Medical Services, Short-Term Residential, Room and Board w/Supervision Level III, Mental Health Clubhouse, FACT, Case Management, PATH, Forensic Case Management, Case Management

**Children’s Mental Health Services:** Crisis Stabilization, Crisis Support

**Adult Substance Abuse Services:** Aftercare, Outreach, Case Management, Medical Services, Methadone Maintenance, Outpatient, Prevention, Residential Treatment Level II, Detoxification, FIT Team, TASC, PATH, Forensic Case Management, Case Management

**Children’s Substance Abuse Services:** Outpatient, Prevention, Detoxification, TASC

**Counties Served:** Orange County

---

**Circles of Care, Inc.**
400 East Sheridan Rd., Melbourne, FL 32901  |  (321) 984-4900
www.circlesofcare.org

**Adult Mental Health Services:** Crisis Stabilization, Crisis Support, Inpatient, Medical Services, Drop-In/Self-Help Centers, Room and Board w/Supervision Levels II & III, Forensic Case Management, PATH, TANF (services include Case Management)

**Children’s Mental Health Services:** Crisis Stabilization, Crisis Support

**Adult Substance Abuse Services:** Detoxification, Residential Treatment Level I, Intervention, Medical Services, Prevention, TANF (services include women’s Residential Treatment Level IV)

**Children’s Substance Abuse Services:** Detoxification, Prevention

**Counties Served:** Brevard County
**Community Treatment Centers**

**Park Place Behavioral Healthcare**
206 Park Place Blvd., Kissimmee, FL 34741 | (407) 846-0023
www.home.ppbh.org

- **Adult Mental Health Services:** Crisis Stabilization, Crisis Support, Medical Services, Room and Board w/Supervision Level II, Forensic Case Management, PATH
- **Children’s Mental Health Services:** Crisis Stabilization, Crisis Support
- **Adult Substance Abuse Services:** Residential Treatment Levels I & IV
- **Children’s Substance Abuse Services:** Intervention
- **Counties Served:** Osceola County

**ASPIRE Health Partners, Inc.**
**Formerly Seminole Behavioral Healthcare**
919 East Second Street, Sanford, FL 32771 | (407) 323-2036 or (407) 831-2411
www.aspirehealthpartners.com

- **Adult Mental Health Services:** Crisis Stabilization, Crisis Support, Residential Treatment Level II, Room and Board w/Supervision Level II, Forensic Case Management, Medical Services, Outpatient, Outreach, Mental Health Clubhouse, PATH
- **Adult Substance Abuse Services:** Residential Treatment Levels II, Outreach
- **Children’s Substance Abuse Services:** Intervention, Prevention, TASC
- **Counties Served:** Seminole County
## Adult Mental Health Services

### Wayne Densch Center
(407) 599-3900  
**State-Funded Services:** Supportive Housing  
**Counties Served:** Brevard, Orange, Osceola, Seminole

### Mental Health Resource Center
Brevard: (321) 504-3888, Osceola: (407) 931-3155  
**State-Funded Services:** FACT  
**Counties Served:** Brevard, Osceola

### Gulf Coast Jewish Family and Community Services
(727) 479-1800  
www.gulfcoastjewishfamilyandcommunityservices.org  
**State-Funded Services:** Residential Treatment Level IV  
**Counties Served:** Brevard, Orange, Osceola, Seminole

### ASPIRE Health Partners, Inc. Formerly Seminole Behavioral Healthcare
919 East Second Street, Sanford, FL 32771  |  (407) 323-2036 or (407) 831-2411  
www.aspirehealthpartners.com  
**State-Funded Services:** Crisis Stabilization, Crisis Support, Forensic Case Management, Outreach, Medical Services, Mental Health Clubhouse, Outpatient, Residential Treatment Level II, Room and Board w/Supervision Level III, PATH  
**Counties Served:** Seminole County

### Park Place Behavioral Healthcare
206 Park Place Boulevard, Kissimmee, FL 34741  |  (407) 846-0023  
www.home.ppbh.org  
**State-Funded Services:** Case Management, Crisis Stabilization, Crisis Support, Forensic Case Management, Medical Services, PATH  
**Counties Served:** Osceola County

### Alpha Christian Counseling Services of Central Florida
5205 South Orange Avenue, Orlando, FL 32829  |  (407) 496-5353  
www.alphachristiancounseling.com  
**State-Funded Services:** TANF (services include Assessment, IHOS, Outpatient)  
**Counties Served:** Osceola, Orange
Community Counseling Center of Central Florida
499 North State Road 434, Suite 2007, Altamonte Springs, FL 32714 | (407) 291-8009
www.ccccf.org
State-Funded Services: TANF (services include Assessment, IHOS, Outpatient)
Counties Served: Osceola, Orange, Seminole

Orlando Health Inc. - The Healing Tree
(407) 317-7430
www.orlandohealth.com/arnoldpalmerhospital/HowardPhillipsCenter/TheHealingTree.aspx?pid=266
State-Funded Services: Assessment, Intervention, Outpatient
Counties Served: Brevard, Orange, Osceola, Seminole
Note: This is a specialty outpatient service provided to child victims of abuse and their caregivers.

Circles of Care, Inc.
400 East Sheridan Rd., Melbourne, FL 32901 | (321) 722-5200
www.circlesofcare.org
State-Funded Services: TANF (services include Case Management, Outreach, Assessment, Outpatient), Crisis Stabilization, Crisis Support, Inpatient, Drop-In/Self-Help Centers, Medical Services, Room and Board w/Supervision Levels II & III, PATH, Forensic Case Management
Counties Served: Brevard County

ASPIRE Health Partners, Inc. Formerly Lakeside Behavioral Healthcare
1800 Mercy Drive, Orlando, FL 32808 | (407) 875-3700
www.aspirehealthpartners.com
State-Funded Services: Case Management, Outpatient, Outreach, FACT, Crisis Stabilization, Crisis Support, Forensic Case Management, Medical Services, Room and Board w/Supervision Level III, Short-Term Residential, Mental Health Clubhouse, PATH
Counties Served: Orange County

Mental Health Association
1525 E. Robinson St., Orlando, FL 32801 | (407) 898-0110
www.mhacf.org
State-Funded Services: Outreach, (Guardian Advocate Recruitment and Training)
Counties Served: Brevard, Orange, Osceola, Seminole
Adult Substance Abuse Services

**ASPIRE Health Partners, Inc. Formerly The Center for Drug Free Living, Inc.**  
712 W Gore St., Orlando, FL 32825 | (407) 245-0045  
www.aspirehealthpartners.com  
**State-Funded Services:** Detoxification, Assessment, Outpatient, Residential Treatment Levels II & III, Case Management, Intervention, Medical Services, Methadone Maintenance (women only), Prevention, Aftercare, Outreach, FIT Team, TASC, FIS  
**Counties Served:** Brevard, Orange, Osceola, Seminole

**S.T.E.P.S., Inc. (Specialized Treatment Education & Prevention Services, Inc.)**  
(407) 522-2144  
www.flsteps.org  
**State-Funded Services:** Residential Treatment Level II (women only), Day/Night Treatment, Intervention, Outpatient, Supportive Housing, Aftercare, TANF (services include Residential Treatment Level II, Case Management)  
**Counties Served:** Brevard, Orange, Osceola, Seminole

**The Grove Counseling Center**  
(407) 327-1765  
www.thegrove.org  
**State-Funded Services:** Outpatient, Intervention, Outreach  
**Counties Served:** Brevard, Orange, Osceola, Seminole

**Circles of Care, Inc.**  
400 East Sheridan Rd., Melbourne, FL 32901 | (321) 722-5200  
www.circlesofcare.org  
**State-Funded Services:** Intervention, Medical Services, Detoxification, Residential Treatment Level I, Prevention, TANF (services include women’s Residential Treatment Level IV, Assessment, Outpatient), Residential Treatment Level III  
**Counties Served:** Brevard County

**House of Freedom**  
2311 North Orange Blossom Trail, Kissimmee, FL 34744 | (888) 796-8040  
www.houseoffreedom.com  
**State-Funded Services:** TANF (services include Assessment, Outpatient, Residential Treatment Level III)  
**Counties Served:** Brevard, Orange, Osceola, Seminole
Community Treatment Center
(321) 632-5958 or (321) 269-3881
www.communitytreatmentcenter.org
State-Funded Services: Residential Treatment Level III
Counties Served: Brevard

Park Place Behavioral Healthcare
(407) 846-0023
www.home.ppbh.org
State-Funded Services: Residential Treatment Levels I & IV
Counties Served: Osceola County

ASPIRE Health Partners, Inc. Formerly Seminole Behavioral Healthcare
(407) 323-2036 or (407) 831-2411
www.aspirehealthpartners.com
State-Funded Services: Residential Treatment Level II
Counties Served: Seminole County
# Children’s Mental Health Services

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Address</th>
<th>Phone Number</th>
<th>Website</th>
<th>State-Funded Services</th>
<th>Counties Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park Place Behavioral Healthcare</td>
<td>206 Park Place Boulevard, Kissimmee, FL 34741</td>
<td>(407) 846-0023</td>
<td><a href="http://www.home.ppbh.org">www.home.ppbh.org</a></td>
<td>Crisis Stabilization, Crisis Support</td>
<td>Osceola County</td>
</tr>
<tr>
<td>Children’s Home Society of Florida, Inc.</td>
<td>(321) 397-3000 Brevard Division: (321) 752-3170</td>
<td></td>
<td><a href="http://www.chsfl.org">www.chsfl.org</a></td>
<td>Case Management, Medical Services, Assessment, Crisis Support, Intervention, Outpatient, Outreach, In-home and On-site, Respite Services</td>
<td>Brevard, Orange, Osceola, Seminole</td>
</tr>
<tr>
<td>Circles of Care, Inc.</td>
<td>400 East Sheridan Rd., Melbourne, FL 32901</td>
<td>(321) 722-5200</td>
<td><a href="http://www.circlesofcare.org">www.circlesofcare.org</a></td>
<td>Crisis Support, Crisis Stabilization</td>
<td>Brevard County</td>
</tr>
<tr>
<td>ASPIRE Health Partners, Inc. Formerly Lakeside Behavioral Healthcare</td>
<td>1800 Mercy Drive, Orlando, FL 32808</td>
<td>(407) 875-3700</td>
<td><a href="http://www.aspirehealthpartners.com">www.aspirehealthpartners.com</a></td>
<td>Crisis Support, Crisis Stabilization</td>
<td>Orange County</td>
</tr>
</tbody>
</table>

**Note:** This is a specialty outpatient service provided to child victims of abuse and their caregivers.
Children’s Mental Health Services

Devereux
(800) 338-3738
www.devereux.org
State-Funded Services: Inpatient, Room and Board w/Supervision Level II, BNET
Counties Served: Brevard, Orange, Osceola, Seminole

University Behavioral Center
(407) 281-7000
www.universitybehavioral.com
State-Funded Services: Crisis Stabilization, Inpatient
Counties Served: Orange County

Kinder Konsulting and Parents Too, Inc.
(407) 657-6692  Brevard: (321) 433-1111
www.kinderkonsulting.com
Serving children ages 0-8
State-Funded Services: Assessment, IHOS
Counties Served: Brevard, Orange

ASPIRE Health Partners, Inc. Formerly Seminole Behavioral Healthcare
919 East Second Street, Sanford, FL 32771  |  (407) 323-2036 or (407) 831-2411
www.aspirehealthpartners.com
State-Funded Services: Crisis Support, Outpatient
Counties Served: Seminole County
**Children’s Substance Abuse Services**

**ASPIRE Health Partners, Inc. Formerly The Center for Drug Free Living, Inc.**  
(407) 245-0045  
www.aspirehealthpartners.com  
**State-Funded Services:** Residential Treatment Level II, Intervention, Medical Services, Outpatient, Prevention, Detoxification  
**Counties Served:** Brevard, Orange, Osceola, Seminole

**The Grove Counseling Center, inc.**  
(407) 327-1765  
www.thegrove.org  
**State-Funded Services:** Residential Level II, Outpatient, Intervention, Outreach, Aftercare, Prevention  
**Counties Served:** Brevard, Orange, Osceola, Seminole

**Circles of Care, Inc.**  
400 East Sheridan Rd., Melbourne, FL 32901 | (321) 722-5200  
www.circlesofcare.org  
**State-Funded Services:** Detoxification, Prevention  
**Counties Served:** Brevard County
Adult and Children’s Prevention Services

**Eckerd**
(727) 461-2990
www.eckerd.org
*State-Funded Services:* Prevention, Intervention
*Counties Served:* Brevard County

**Circles of Care, Inc. Formerly Prevent! of Brevard, Inc.**
(321) 984-4900
www.circlesofcare.org
*State-Funded Services:* Prevention
*Counties Served:* Brevard County

**ASPIRE Health Partners, Inc. Formerly The Center for Drug Free Living, Inc.**
(407) 245-0045
www.aspirehealthpartners.com
*State-Funded Services:* Prevention
*Counties Served:* Brevard, Orange, Osceola, Seminole

**The Grove Counseling Center, inc.**
(407) 327-1765
www.thegrove.org
*State-Funded Services:* Prevention
*Counties Served:* Brevard, Orange, Osceola, Seminole

**Informed Families - Florida Family Partnership**
(305) 856-4886
www.InformedFamilies.org
*State-Funded Services:* Prevention
*Counties Served:* Orange, Osceola, Seminole
211 Brevard
Dial 2-1-1 for assistance
www.211Brevard.org
**Counties Served:**
Brevard, Seminole

United Way
Dial 2-1-1 for assistance
www.hfuw.org
**Counties Served:**
Orange, Osceola, Seminole
Consumer Rights

While receiving treatment at a facility, your rights as a consumer of services are guaranteed to you under Florida law. When you request or receive services, the network provider should give you written information regarding your rights. Your rights are as follows:

1. **Right to Individual Dignity**
   You have the RIGHT to:
   - Be treated with respect at all times.
   - Be free from abuse and neglect.
   - Be free from exploitation, retaliation, and humiliation.
   - Have freedom of movement, unless it has been restricted as a part of your treatment or by a judge.
   - Have freedom of religion and practice.

2. **Right to Treatment**
   You have the RIGHT to:
   - Appropriate treatment, regardless of your ability to pay.
   - Receive treatment in the least restrictive setting.

3. **Right to Express and Informed Consent**
   You have the RIGHT to:
   - Consent or not consent to treatment, unless restricted by a judge or in an emergency. If you are under 18 years of age, your guardian must also be asked to give express or informed consent.
   - Be informed about the reason for your admission, your proposed treatment, any potential side effects of any treatments, your approximate length of stay, and other possible treatments.
   - Take back any consent to treatment, either verbally or in writing, by you, your guardian or guardian advocate.
   - If necessary, to be provided, through court, a guardian advocate to make decisions regarding your treatment.
4. **Right to Quality Treatment**
   You have the RIGHT to:
   - Receive services that are skillfully, safely, and humanely administered.
   - Receive appropriate medical, vocational, social, educational, and rehabilitative services.

5. **Right to Communication, Abuse Reporting, and Visits**
   You have the RIGHT to:
   - Have visitors at reasonable hours, unless visits are restricted as part of your treatment.
   - Send and receive mail and use the telephone, unless restricted as part of your treatment.
   - Have access to a private telephone to report any possible abuse or neglect to the Florida Abuse Hotline at 1-800-962-2873.

6. **Right to Care & Custody of Personal Effects**
   You have the RIGHT to:
   - Have your personal clothing and belongings, unless restricted as part of your treatment.
   - Have written inventory of any of your personal clothing or belongings that are taken from you.

7. **Right to Vote in Public Elections**
   You have the RIGHT to:
   - Vote in all public elections, if eligible.
   - Be assisted in registering to vote and in voting.
   - Know there is a procedure for you to obtain a voter registration form and application for absentee ballots.

8. **Right to Ask for a Court Order (A Write of Habeas Corpus)**
   You have the RIGHT to:
   - Question the cause and legality of your being detained.
   - Ask the circuit court to order your release.
9. **Right to Clinical Records**
   You have the RIGHT to:
   - Have reasonable access to your own records.
   - Authorize release of information to people or agencies.
   - Have your records kept confidential.

10. **Right to Education for Children**
    You have the RIGHT to:
    - Receive education as appropriate and in the least restrictive setting possible in accordance with Chapter 232.01(1), Florida Statutes.

11. **Right to Designate Representatives**
    You have the RIGHT to:
    - Designate a person to receive any required notices.

12. **Right to Participate in Treatment & Discharge Planning**
    You have the RIGHT to:
    - Help make decisions about your treatment and provide written comments on your treatment plan.
    - Informed consent or refusal or expression of choice regarding the composition of the service delivery team.
    - Help make plans for your discharge.
If you have a disability and/or have limited English proficiency, the mental health and substance abuse network providers can offer appropriate help (auxiliary) aids, including qualified or certified language interpreters, to you and/or your companion.

**For the Hearing Impaired**
If you are deaf or hard-of-hearing, you are entitled to interpreter services at no cost to you. Please inform agency staff of the appropriate services needed.

In addition, services may be accessed through Florida Relay by dialing 7-1-1 or calling toll free:
1-800-955-8770 (Voice)
1-800-955-8771 (TTY)
1-877-955-8773 (Spanish)

**For the Limited English Proficient Client**
Do you have trouble with English? You are entitled to receive services and information in appropriate languages, other than English, to ensure effective communication and participation in all programs, services, and activities administered by Central Florida Cares Health System, Inc. and its contracted providers. Please inform staff of your language needs and interpreter services will be provided at no cost to you.

If you believe that you have, been discriminated or retaliated against in violation of Section 504 of the Rehabilitation Act of 1973 and/or the Americans with Disabilities Act of 1990, you may file a complaint with Central Florida Cares Health System, Inc. (CFCHS) by writing or calling:

**Central Florida Cares Health System**
Risk Management
707 Mendham Boulevard, Suite 104
Orlando, Florida 32825
(407) 985-3568

**Department of Children & Families**
Office of Civil Rights
1317 Winewood Blvd.
Building 1, Room 110
Tallahassee, Florida 32399-0700
(850) 487-1901
TTY (850) 922-9220
Reporting Fraud, Waste and Abuse

Central Florida Cares Health System, Inc. (CFCHS) promotes a culture of integrity and works with our business partners, subcontractors, and employees to ensure compliance with standards of ethical practice and regulatory requirements. CFCHS investigates all allegations of Fraud, Waste and Abuse (FWA), takes corrective action of any supported allegations, and reports confirmed misconduct to the pertinent government entities.

If you suspect Fraud, Waste and Abuse, please take into consideration the following definitions:

**FRAUD:** Any intentional deception or misrepresentation made by an entity or person with the knowledge that deception could result in an unauthorized benefit for payment to the entity, him/herself, or another person.

**WASTE:** Refers to the irresponsible and careless expenditure, consumption, mismanagement, use or squandering of healthcare resources, including incurring costs because of inefficient or ineffective practices, systems, or controls.

**ABUSE:** Refers to practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost, or in reimbursement for services that are not medically necessary or that fail to meet professionally recognized standards of care. It also includes client practices that result in unnecessary costs.
Some Fraud, Waste and Abuse (FWA) instances may involve:

- Contract Fraud and Mismanagement
- Conflict of Interest
- Misuse of Position or Property
- Improper use of Public Funds
- Violations of Law, Rule, or Procedure
- Inappropriate Acts and/or Omission that results in client injury, abuse, neglect, or death.

To report suspected FWA, you can choose one of the following options:

1. Contact CFCHS Compliance Officer at (407) 985-3578
2. Sending an email to Compliance@cfchs.org
3. Go to CFCHS Website at www.centralfloridacares.org and access the FWA Form under the “Resources” tab
4. You can contact the Office of the Florida Inspector General at:

   **Attention: Compliance Officer**
   1317 Winewood Blvd., Building 5, Second Floor
   Tallahassee, Florida 32399-0700
   Phone: (850) 488-1225
   Fax: (850) 488-1428
CFCHS complies with state and federal nondiscrimination laws and policies that prohibit discrimination based on age, color, disability, national origin, race, religion, or sex. It is unlawful to retaliate against individuals or groups on the basis of their participation in a complaint of discrimination.