



Your Medical Family

www.citrushealth.org



Citrus Health Network, Inc. was founded in 1979 as a not-for-profit 501(c)(3) community mental health center dedicated to serving mentally ill individuals and their families. Citrus continues to provide services to adults and children across the spectrum of mental and behavioral health needs, and is one of the largest mental and behavioral health providers in South Florida. In 2004, Citrus also became a Federally Qualified Health Center, expanding its services to include care for primary health in addition to behavioral health.

Citrus takes a total wellness approach with each client, coordinating care across a broad range of health services and community-based programs.

Citrus Family Care Network, a division of Citrus Health Network, Inc., is the Community Based Care Lead Agency for child welfare services in Miami-Dade and Monroe Counties.

BEHAVIORAL HEALTH SERVICES **FOR ADULTS & CHILDREN**

Citrus Health Network provides services to adults and children across the spectrum of behavioral health needs. Whether a client is experiencing a mental health crisis, or is in need of residential or outpatient care, Citrus can help. Clients and their families in need of additional support or therapeutic services in their homes and in the community will find a helping hand at Citrus. And for foster children with behavioral issues in need of loving parents, or mentally ill adults in need of stable housing—Citrus can find them a place to call home.

ADULT BEHAVIORAL HEALTH SERVICES

ASSESSMENT & EMERGENCY SERVICES (AES): Assessment and Emergency Services are the starting point for any client seeking mental and behavioral health services at Citrus; whether the client is experiencing a mental health crisis or is in need of a standard intake evaluation. A mental health professional conducts a mental health assessment to identify the client's needs and determine the best initial course of action for treatment. Clients are then referred to appropriate services for follow up care, as needed, many of which are offered by Citrus. Assessment and Emergency services are open 24 hours a day, seven days a week to provide intake assessments and emergency screenings and evaluations

CRISIS STABILIZATION: As a crucial provider of emergency mental health services in Miami-Dade County, and one of only two Adult Crisis Stabilization Units in the northern part of the county, Citrus is open 24 hours a day, seven days a week to receive individuals in crisis, or in need of emergency assessment services. The unit, which is a Baker Act receiving facility, provides short, intensive services with the goal of examining and stabilizing the client, and directing them to the best setting for their needs.

TARGETED ADULT CASE MANAGEMENT: Targeted Adult Case Management at Citrus provides ongoing support services for clients with serious and persistent mental illness. Case managers work with clients to assess the client's needs; develop, implement, and monitor a personalized plan of care that includes coordinating services; and linking the client to resources available in the community.

RESIDENTIAL: For clients experiencing a mental health crisis, who are in need of more intensive, longer-term treatment in a healing environment, Citrus has an adult inpatient residential program designed to provide stability and support services to create a safe transition to life in the community and ensure access to additional recovery resources upon discharge.

OUTPATIENT: With more than 20 psychiatrists, more than 20 psychologists, more than 20 Licensed Clinical Social Workers, and more than 25 Licensed Mental Health Counselors among its clinical staff, Citrus provides clients with comprehensive outpatient mental and behavioral health services, including psychiatric evaluations and medication management, as well as individual, group and family therapy for adults and families.

COMMUNITY SUPPORT & DAY TREATMENT SERVICES: For adult clients who are elderly, or disabled due to mental illness, and in need of assistance with independent living, Citrus provides rehabilitation services in a day treatment setting focused on restorative activities and building skills for daily life and job readiness, when appropriate.

FLORIDA ASSERTIVE COMMUNITY TREATMENT (FACT) TEAMS: The Florida Assertive Community Treatment Teams at Citrus are designed to assist adult clients with severe and persistent mental illness live as independently as possible. Each FACT client has an individualized care plan to receive psychiatric services, primary medical care, supportive therapies to develop life skills, financial support and money management services, transportation, and training for family members, all as needed.

HOUSING: Housing services provided through Citrus are for adults and families with a disability, often due to a chronic mental illness or a co-occurring disorder, victims of domestic violence, People Living with HIV/AIDS, veterans, and the chronically homeless.

Emergency and Transitional Housing services are available for homeless individuals with mental illness in need of shelter and rehabilitation. Typically, these clients are hesitant to enter a more structured treatment program, or are in the criminal justice system and are receiving additional individualized support services to reduce their risk of re-arrest. Emergency and Transitional Housing services are also available for young adults aging out of foster care who are in need of behavioral health services.

Citrus also offers **Permanent Supportive Housing** services for individuals and families with a disability (as defined by the U.S. Department of Housing and Urban Development), veterans, and for the chronically homeless. Clients are provided with housing in apartments at specific sites or with rental assistance in an apartment of their choice in the community. The goal of these programs is for the client to achieve independent living through stable housing and additional individualized support services such as case management and psychiatric treatment.

CHILDREN'S BEHAVIORAL HEALTH SERVICES

ASSESSMENT & EMERGENCY SERVICES (AES): Assessment and Emergency Services are the starting point for any client seeking mental and behavioral health services at Citrus; whether the client is experiencing a mental health crisis or is in need of a standard intake evaluation. A mental health professional conducts a mental health assessment to identify the client's needs and determine the best initial course of action for treatment. Clients are then referred to appropriate services for follow up care, as needed, many of which are offered by Citrus. Assessment and Emergency services are open 24 hours a day, seven days a week to provide intake assessments and emergency screenings and evaluations.

CRISIS STABILIZATION: As a crucial provider of emergency mental health services in Miami-Dade County, Citrus is home to the county's only Children's Crisis Stabilization Unit, which is open 24 hours a day, seven days a week to receive children in crisis or in need of emergency assessment services. The unit, which is a Baker Act receiving facility, provides brief, intensive services with the goal of examining and stabilizing the child, and directing them to the best setting for their needs.

TARGETED CHILDREN'S CASE MANAGEMENT: Targeted Children's Case Management at Citrus provides ongoing support services for child clients, with severe and long-term mental illness, and for their families. The goal of Case Management is to ensure healthy growth and development and to help the child stay in their own home and school. Case managers work with clients and their families to assess the client's needs; develop, implement, and monitor a personalized plan of care that includes coordinating services; and linking the child and their family to resources available in the community.

RESIDENTIAL: Citrus has residential services available for adolescents with significant behavioral or psychiatric needs who have not benefitted from other intensive services. These residential programs are designed to provide stability and support services to help the client return safely to their family and the community. Young people in the residential programs at Citrus receive individualized treatment plans that include psychiatric and primary medical care, clinical therapy, and life skills training. Certified teachers are also brought in to teach the adolescents during their stay in the residential units and, upon their transition to the community, clients are connected with community-based aftercare mental health services linked to their schools, and other community and family resources.

OUTPATIENT: With more than 20 psychiatrists, more than 20 psychologists, more than 20 Licensed Clinical Social Workers, and more than 25 Licensed Mental Health Counselors among its clinical staff, Citrus provides clients with comprehensive outpatient mental and behavioral health services, including psychiatric evaluations and medication management, as well as individual, group and family therapy for children, adolescents and families; including those who have been victims of sexual abuse and juvenile sex offenders.

IN-HOME THERAPEUTIC/FAMILY SUPPORT SERVICES: For children and adolescents with mental illness in need of services outside of an inpatient setting, but more intensive than a traditional outpatient setting, there are In-Home Therapeutic/Family Support Services at Citrus. Treatment teams of mental and behavioral health professionals work closely with the child and their family to assess the child's needs and to develop and implement a recovery plan that focuses on stabilization, skill building, and continued participation in the community.

FOSTER CARE: Foster Care at Citrus focuses on children with emotional and behavioral needs, as well as victims of commercial sexual exploitation, and homeless LGBTQ youth. Prospective foster parents are recruited, trained, and licensed by Citrus staff, and given additional training in strategies for dealing with different behaviors. Citrus also places children in therapeutic foster homes and community/residential group homes that best suit their needs. Foster parents receive additional supportive services including therapy, mental health and emotional support, and assistance developing a permanency plan for the child.

DEPARTMENT OF JUVENILE JUSTICE PROGRAMS: As part of a partnership with the Miami-Dade Department of Juvenile Justice, Citrus provides behavioral and mental health services—including evaluation, psychotherapy, and crisis management—to adolescents on intensive probation through the Juvenile Justice system.

PRIMARY HEALTH SERVICES FOR ADULTS & CHILDREN

Citrus Health Network is one of only eight Federally Qualified Health Centers (FQHC) in Miami-Dade County designed to provide primary health care services to medically underserved and uninsured residents. As an FQHC, Citrus provides clients with services regardless of their ability to pay. Clients who meet certain requirements are offered discounted fees for medical care on a sliding fee scale. With compassionate, personalized care to meet all kinds of health care needs starting at birth, Citrus is truly a medical family for clients.

ADULT PRIMARY CARE: Each Citrus Adult Primary Care client has a primary care physician leading a medical team that works to provide high quality, personalized care to meet all their health care needs—including referrals to medical specialists and 24-hour access to care. Citrus clients receive personalized attention and learn how to improve their health through preventative care measures and self-care support services.

PEDIATRICS: Pediatric services at Citrus are designed to care for children from the time that they are born until they reach adulthood. Through well child check-ups, infants and young children receive immunizations and preventative screenings designed to help the child stay healthy and strong during important years of development. Pediatric services are available to children of all ages, including regular doctor's visits, immunizations, physical exams, and treatment of childhood diseases as well as chronic conditions such as diabetes and asthma.

WOMEN'S HEALTH SERVICES/OBSTETRICS & GYNECOLOGY: Citrus offers a comprehensive line of care options to ensure a woman's wellness throughout every stage of her life. Citrus physicians provide Obstetrics and Gynecology services that include prenatal and postnatal care, as well as family planning. Preventative care and screenings including gynecological exams and pap smears are also provided by Citrus physicians, and clients are referred to specialists for diagnostic services such as mammograms and colposcopies.

HIV/AIDS PROGRAMS/SERVICES: Citrus offers a continuum of HIV/AIDS care services for those living with HIV, as well as preventative and education measures aimed at stopping the spread of the virus. Citrus provides free, confidential HIV testing and counseling services to the community. Clients who are found to be HIV positive are linked with care and resources, which can be provided by a Citrus physician if the client chooses. Low-income, underinsured and uninsured clients who are HIV positive may qualify for additional primary care and supportive services at Citrus including case management and medication assistance.

SCHOOL-BASED HEALTH SERVICES: A partnership between The Children's Trust, Miami-Dade County Public Schools, the Miami-Dade County Health Department and Health Choice Network allows Citrus School Health Teams to provide basic health services to students in Miami-Dade County Public Schools. Those services include first aid, health education, grade and age appropriate screenings, medication administration, behavioral and psychosocial assessments, counseling, and referrals to primary and behavioral health services.

COMMUNITY-BASED HEALTH BENEFITS & SERVICES

Citrus Health Network is home to a variety of programs to assist individuals and families in the community who are in need; including helping eligible clients apply for public benefits, obtain certain medications at no cost, and receive temporary rental assistance to prevent homelessness. Citrus also helps families with young children by working in collaboration with local child care centers to assist in identifying and overcoming social, emotional, and learning concerns in children from birth to age five.

ASSISTANCE PROGRAMS: Citrus is home to a variety of programs to assist individuals in the community who are in need. Citrus helps families apply for Medicaid and KidCare, as well as other benefits such as food stamps and temporary cash assistance. Citrus staff can also help individuals and families navigate the process of insurance enrollment through the Affordable Care Act marketplace. For low-income clients in need of high-cost medications, Citrus has a Prescription Assistance Program that helps eligible clients obtain medications for free. And, Citrus is the lead agency in a multi-agency partnership with Miami-Dade County and local municipalities making an effort to prevent homelessness by providing temporary rental assistance for eligible low income individuals and families who are currently homeless or are at risk of becoming homeless.

EARLY CHILDHOOD DEVELOPMENT: Early Childhood Development Services at Citrus work in collaboration with local child care centers to assist in identifying and overcoming social, emotional, and learning concerns in young children from birth to age five. The Citrus Early Childhood Development staff works with teachers and staff in the child care centers on professional development as well as classroom strategies that help children succeed with healthy social, emotional and learning development. For children with additional needs, Citrus makes referrals and direct connections to community-based services.

PHARMACY

Citrus Health Network has an on-site 340B pharmacy available only for its clients. As a Federally Qualified Health Center, the Citrus pharmacy is able to offer clients discounted pricing for over-the-counter and prescription medications.

OFFICE OF EDUCATION & TRAINING

The Office of Education and Training at Citrus Health Network is dedicated to creating a stimulating learning environment for Professionals in Training across 10 mental health and primary health care disciplines. By promoting uniform educational quality and providing supervisory oversight, the Office of Education and Training ensures that future generations of health care professionals are prepared to enter their chosen fields. Citrus is accredited as a sponsoring institution by the Accreditation Council for Graduate Medical Education (ACGME), and became the first Federally Qualified Health Center in the country accredited to host a residency education program in psychiatry. Citrus is home to an ACGME accredited Psychiatry Residency Program and an ACGME accredited Child and Adolescent Psychiatry Fellowship Program. Citrus is home to a Doctoral Psychology Internship Program and a Postdoctoral Psychology Residency Program, both of which are fully accredited by the American Psychological Association's Office of Accreditation and Program Consultation.

Through partnerships with various institutions, Citrus also welcomes Professionals in Training studying medicine, nursing, psychology, occupational therapy, health services administration, health information management, social work, nutrition and dietetic.

CITRUS FAMILY CARE NETWORK

Citrus Family Care Network (Citrus FCN) is the Community Based Care (CBC) Lead Agency for child welfare services in Miami-Dade and Monroe Counties.

The Florida Department of Children and Families contracts with CBC Lead Agencies across the state to provide child welfare services in their local communities for children who have been abused, neglected and/or abandoned.

As Lead Agency, Citrus FCN manages foster care and related services, including:

- Child Abuse Prevention & Intervention
- Protective Supervision
- Intake
- Foster Parent Recruitment & Licensing
- Foster Care Placement
- Permanency
- Adoptions
- Transitioning Youth Services-Extended Foster Care & Independent Living

