

Hours of Operation

All Locations

8:30 a.m. – 5:00p.m.

Monday – Friday

After hours groups available.

Crisis Calls & Mobile Response:

(305) 434-7660 option # 8

24 hours/7 days

In case of a medical **emergency**, go directly to the nearest emergency room or call **911**.

Florida Relay Service: (800) 955-8771

Fees

G/CC is a designated provider for Medicare and Medicaid and accepts many commercial health insurance plans. Consumers without coverage or without the ability to pay the full standard fee are offered a sliding fee rate based on family size and income. In order to apply for the reduced fees for service, consumers are required to supply G/CC documentation of family income.

GCC is partially funded by Florida Department of Children and Families, Monroe County, and other governmental/private entities. Consumer fees and donations are also necessary for the operation of the clinic. Private donations are welcome and are tax deductible.



FLORIDA DEPARTMENT
OF CHILDREN AND FAMILIES
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Mission Statement:

WestCare empowers everyone with whom we come into contact to engage in a process of healing, growth and change benefiting themselves, their families, coworkers and communities.

Our Vision:

WestCare devotes our best collective and individual efforts toward “uplifting the human spirit” by consistently improving, expanding and strengthening the quality, efficacy and cost-effectiveness of everything we do in building for the future.

Guiding Principles:

Several principles provide further guidance in delivering behavioral services to individuals, families, and communities. They are:

- **Excellence:** Our first priority is to provide the highest quality service to the people and communities we serve. We value and reward success and are committed to continual improvement in all we do. We have the willingness to succeed and we have the means to create and foster success for ourselves, our coworkers, and those we serve.
- **Dedication:** WestCare is committed to doing what it takes to get the job done ethically and efficiently. We are committed to hard work. We are passionate about what we do. We are compassionate with our coworkers and everyone we serve.
- **Growth:** We are committed to learning and continuous improvement. We recognized that growth is a dynamic process, not an event. We recognize that the key to success is meeting our goals and building the resources we need to fulfill our mission.
- **Ethical Behavior:** We value and expect integrity in every aspect of our work and will accept nothing less.

GCC does not discriminate on the basis of age, race, sex, religion, color, disability, national origin, sexual orientation, or marital status. Services available to women and pregnant women receive preference.



Guidance/ Care Center, Inc.



Upper Keys

99198 Overseas Hwy., Suite 3
Key Largo, FL 33037
phone (305) 434-7660 option #6
fax (305) 451-8019

Middle Keys

3000 41st Street, Ocean
Marathon, FL 33050
phone (305) 434-7660 option #5
fax (305) 434-9040

Lower Keys

1205 Fourth Street
Key West, FL 33040
phone (305) 434-7660 option # 4
fax (305) 292-6723

www.GuidanceCareCenter.org

www.WestCare.com

(Alternate forms of information available upon request)

AVAILABLE SERVICES

Assessment: Assistance in determining level of services, types of services and frequency of services.

Case Management: A collaborative process that facilitates the achievement of consumer wellness through advocacy, assessments, communication, resources management and service delivery in a coordinated manner.

Clubhouse Services: Structured community based services designed to strengthen and/or regain a consumers interpersonal skills and develop environmental supports. Provided at Personal Growth Center in Marathon.

Community Action Team (CAT): A team approach that provides complete wraparound care as a safe and effective alternative for youth ages 11-21 with serious behavioral health conditions. CAT hotline is (305) 434-7660 ext. 31101

Crisis Stabilization (CSU): Services provided on a 24/7 per week basis. Services are brief and intensive to meet needs of individuals who are experiencing an acute crisis Designated a public receiving facility for Baker Acts.

Crisis Support: Non residential services provided up to 24/7 days a week to intervene in a crisis of emergency. Services include emergency screenings and emergency walk-ins.

Detox: A 24/7 medical detox. Program uses medical and clinical protocols to assist consumers 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. Designated a public receiving facility for Marchman Acts.

Diversion: This service connects inmates to mental health and substance treatment so that they can avoid repeat incarceration. Located at the Monroe County Detention Center.

Drop In: Services provided within a consumer run environment intended to provide a range of social, recreational, and networking opportunities. Provided at Personal Growth Center In Marathon.

Family Intensive Treatment Team: (FITT): The Family Intensive Treatment Team (FITT) provides intensive team-based, family-focused, comprehensive services to families in the child welfare system. The program is designed to assess and address individual and family functioning that may have contributed to child welfare case or other drug use concern.

Forensic Case Management: Services provided focus on advocacy to the courts to place the persistent and severely mentally ill inmates into appropriate Assisted Living Facilities and treatment centers to receive the treatment they need in lieu of incarceration. Located at the Monroe County Detention Center.

The Heron Assisted Living Facility AL8523: The Heron is a congregate, state-licensed facility in Marathon, FL. The Heron provides supportive living services for 16 adults who have a history of serious, long-term behavioral health needs.

HIV: Confidential HIV/AIDS pre/post counseling and testing. Educational Outreach through group and health fairs.

In Home and On Site Services (IHOS): Therapeutic services and support provided off site from primary agency locations.

Intervention: Focus on reducing risk factors associated with the progression of substance and mental health problems. Includes assessment, support services, counseling, and referral.

Jail In-House Program (JIP): Drug and alcohol treatment program located in the Monroe County Detention Center.

Medical Psychiatric Services: Services provided by medical staff that included psychiatric evaluation, medication management, and psychiatric mental status assessment.

Mobile Crisis Response Team (MRT): 24 hour triage and crisis response for youth under age 25 to avoid the need for psychiatric hospitalization, emergency room utilization or jail and link to community based behavioral health services. MRT hotline (305) 434-7660 option #8

Offender Re-Entry Program (ORP): Intensive outpatient substance abuse/co-occurring treatment and wrap around support services for adult males who are involved in criminal justice system in Key West.

REACH MAT: (Recovery and Extended Addiction Counseling in Home/On-Site) Intensive substance abuse treatment services in conjunction with Medication Assisted Treatment (MAT) and NarCan distribution for those with opioid addiction.

Outpatient: Therapeutic and support services designed to improve functioning or prevent deterioration of mental health or substance abuse disorders. Services must be face to face between the staff member and the consumer and include individual services and group therapy.

Outreach: Education of the public regarding substance abuse/mental health, education with high risk groups, and screening, referral and linkage to needed services.

PATH: Supports for clients experiencing housing difficulties (homelessness or at risk of homelessness) due to mental illness. Services are provided to help a consumer attain or maintain housing and may include case management, psychiatric, outreach, housing assessment and rental assistance.

Prevention: Information dissemination, education, community awareness and other strategies to preclude, forestall, or impede the development of substance use problems.

Keys Intervention, Screening & Treatment (KIST) Provides intensive team-based, comprehensive services to those living with HIV/AIDS or those who are at high risk for HIV/AIDS and/or Viral Hepatitis (VH) and have a mental health disorder and/or a co-occurring substance use disorder. Services include in-home therapy, care coordination and peer support.

Transportation: Community Transportation Coordinator and responsible for administering a countywide system of transportation for all Monroe citizens who are transportation disadvantaged. To make a reservation, please call: (305) 434-7660 option #2

Therapeutic Behavioral On-Site Services (TBOS) Therapeutic and support services designed to improve functioning or prevent deterioration mental health or substance abuse disorders in school aged youth. Community based, in home or at school.