

Brief Overview of Children's Services

Information included in this Brief Overview of Children's Services was provided by the agencies listed below, with the purpose of educating provider and agency personnel across the state who work with children and families in need of services from more than one agency. Each of the agencies and their providers are committed to ensuring the following prompt action occurs when vulnerable children are in need:

- Close the loop by ensuring that necessary referrals are made quickly and make certain they are followed through
- Take action immediately when services are failing or problems arise
- Elevate issues immediately through the interagency process to resolve problems

Section 1	Agency for Persons with Disabilities
Section 2	DCF Substance Abuse and Mental Health
Section 3	DCF Child Welfare Program
Section 4	Florida Guardian ad Litem Program
Section 5	Children's Medical Services



December 2013

Section 1
Agency for Persons with Disabilities

- Brief Overview
- Region Offices Map

Agency for Persons with Disabilities Brief Overview

What is the Agency for Persons with Disabilities?

The Agency for Persons with Disabilities (APD) provides services to Florida residents who have developmental disabilities as defined in Florida Statutes, Chapter 393. This includes individuals with Intellectual Disabilities, Autism, Cerebral Palsy, Spina Bifida, Prader Willie Syndrome, and Down Syndrome. APD serves over 29,000 individuals through the iBudget Waiver Program. This waiver offers an array of social, medical, behavioral, and residential services that enable individuals to live in community settings, rather than institutions. There are approximately 22,000 individuals on a waiting list for these waiver services due to funding constraints.

APD has limited funding through the Individuals and Family Supports or General Revenue category that is used to either help individuals on the waiting list, provide assistance with emergencies, assist with employment initiatives, or provide in home subsidies.

APD also serves approximately 690 individuals in Developmental Disabilities Centers which are state run intermediate care facilities for the developmentally disabled. Additionally, APD serves approximately 200 individuals in the Developmental Disabilities Defendant program, which provides a secure forensic residential setting for individuals facing criminal charges who have been determined incompetent to stand trial.

How to Refer for Services:

The APD Region and field offices are the front lines of services for individuals and providers. The contact information for these office can be found at <http://apd.myflorida.com/region/>.

Any individuals interested in applying for services can do so through the Region offices. The application can also be found online at <http://apd.myflorida.com/customers/application/>.

Support Coordination:

Individuals already served through the iBudget Waiver program have a Waiver Support Coordinator who is a Medicaid Provider that is responsible for the case management of their services. Waiver Support Coordination is the service of advocating, identifying, developing, coordinating and accessing supports and services on behalf of an individual or assisting the recipient or family to access supports and services on their own. Waiver Support Coordinators are required to have an on-call system that allows individuals to access support coordination services 24 hours per day, 7 days per week. Waiver Support Coordination services are either "full" or "limited."

Full Waiver Support Coordination requires contact two times per month with the individuals on the coordinator's caseload. When individuals reside in a licensed residential facility or supported living situation, one of the monthly contacts must be in person. For individuals living in the family home, a face-to-face contact is required every three months.

Limited Support Coordination services are a less intensive form of case management. Limited Support Coordination services are required for all children under the age of 18 who reside in their family homes enrolled on the waiver, unless there is a temporary circumstance where Full Support Coordination is needed. Limited Support Coordination is an option for adults and available upon request. Limited Support Coordination requires one contact per month with the individuals and at least two face-to face contacts per year.

Agency for Persons with Disabilities, continued

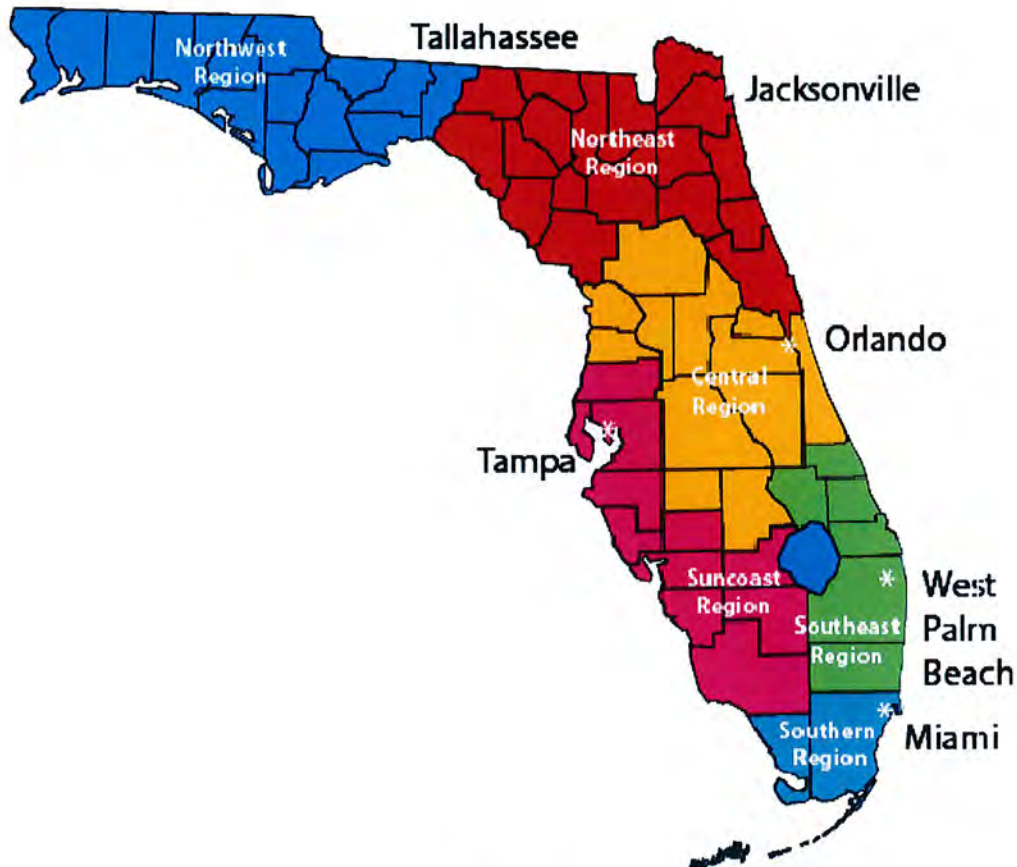
APD consumers who are on the waiting list for services have an APD Wait List Coordinator who provides limited referral and case management services. Individuals on the waiting list who are receiving services through the Individuals and Family Supports or General Revenue category are contacted annually by telephone by APD Wait List Coordinators. APD Wait List Coordinators can be contacted through the APD Region offices.

How to Contact the Agency for Persons with Disabilities:

The telephone contacts for the APD Region Offices are as follows:

- Northwest (850) 487-1992
- Northeast (904) 992-2440
- Central (352) 330-2749
- Southeast (561) 837-5564
- Suncoast (813) 233-4300
- Southern (305) 349-1478

Agency for Persons with Disabilities Region Offices



Regions

- [Northwest Region](#) - Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Okaloosa, Santa Rosa, Wakulla, Walton, and Washington counties - *Fields 1 and 2*
- [Northeast Region](#) - Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Lafayette, Levy, Madison, Nassau, Putnam, St. Johns, Suwannee, Taylor, Union, and Volusia counties - *Fields 3, 4, and 12*
- [Central Region](#) - Brevard, Citrus, Hardee, Hernando, Highlands, Lake, Marion, Orange, Osceola, Polk, Seminole, and Sumter counties - *Fields 7, 13, 14, and 15*
- [Suncoast Region](#) - Charlotte, Collier, DeSoto, Glades, Hendry, Hillsborough, Lee, Manatee, Pasco, Pinellas, and Sarasota counties - *Suncoast Field (23) and Field 8*
- [Southeast Region](#) - Broward, Indian River, Martin, Okeechobee, St. Lucie, and Palm Beach counties - *Fields 9 and 10*
- [Southern Region](#) - Dade and Monroe counties - *Field 11*

Section 2

DCF Substance Abuse and Mental Health

- Brief Overview
- Map of Managing Entities and Facilities
- Managing Entity Contact List

DCF Substance Abuse and Mental Health (SAMH) Brief Overview

What is the DCF Substance Abuse and Mental Health Program?

The SAMH Program is part of the Department of Children and Families (Department) and serves as the legislatively appointed state authority for substance abuse, mental health, and methadone designation. The program is governed by Chapters 394 and 397 of the Florida Statutes and is responsible for the oversight of the publically funded statewide system of care for the prevention, treatment, and recovery of children and adults with serious mental illnesses or substance abuse disorders.

How SAMH is organized:

The SAMH's Central Office is located in Tallahassee and is headed by a Director who oversees the day to day operations. The Director reports to the Assistant Secretary of SAMH who reports to the Department's Secretary. The central office maintains responsibility for the oversight and administration of community substance abuse and mental health services, including contracting, budget, and quality assurance activities.

Operational and administrative management of service delivery occurs regionally. The Regional offices are the Department's representatives to the community for substance abuse and mental health issues. Regional SAMH directors are responsible for administrative functions including implementation of managing entity contracts and licensure of substance abuse programs. *See attached map of catchment areas.*

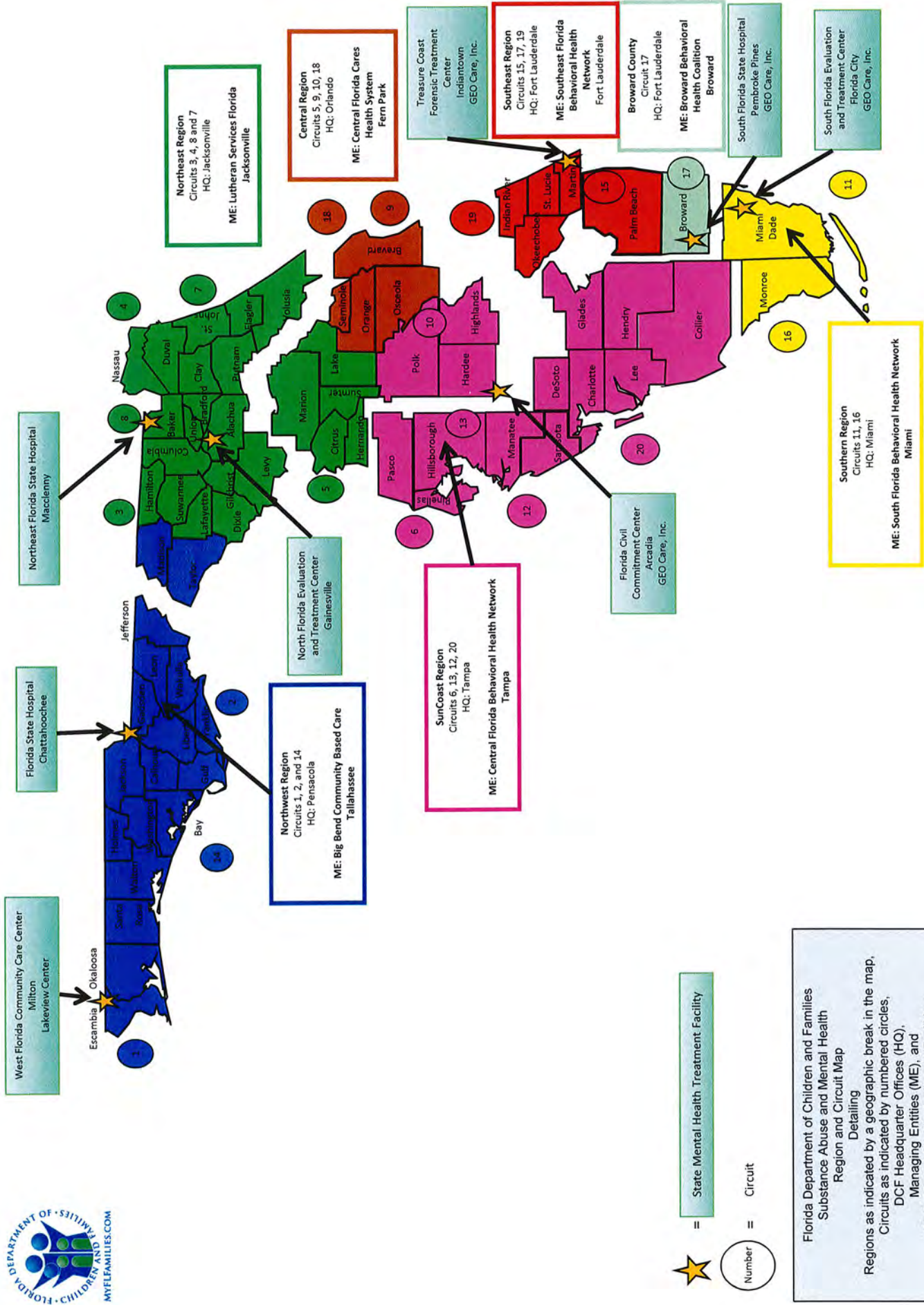
Managing Entities:

The Department contracts for behavioral health services through private, not-for-profit community organizations called Managing Entities (MEs). These entities do not provide direct services; rather, they allow the department's funding to be tailored to the specific behavioral health needs in the various regions of the State. The MEs develop, contract with and manage a network of SAMH service providers within a specific geographic area to provide an array of SAMH services and supports to non-Medicaid eligible individuals who require publically funded SAMH services and supports.

When and how to make a referral for SAMH services:

Children and youth served by the child welfare system are referred for behavioral health services by the Community Based Care agencies provided through the Medicaid Child Welfare Prepaid Mental Health Plan. Access to residential mental health treatment for children, including Statewide Inpatient Services Program (SIPP) services is coordinated through the MEs. Medicaid eligible individuals access SAMH services through their managed care plan.

In addition to funding streams that pays for services from the Department, there are a number of other organizations that receive public funds to provide behavioral health treatment for children, youth, and their caregivers. Screening, assessment, treatment services and supports can be accessed by going directly to providers, through the school system, juvenile justice, Children's Medical Services, and local government programs such as children's services councils. Medicaid recipients may also be eligible to receive covered behavioral services through their health plan. In addition to this, private health insurance plans also cover behavioral health services. Services and supports vary by community. Resources such as the statewide 211 information and referral system, a community mental health center, or family organizations such as the National Alliance for Mental Illness (NAMI) can provide information about services available within a local community. To access the 211 statewide information and referral system, visit the following link: <http://flweb211.myflorida.com/>.



★ = State Mental Health Treatment Facility

○ = Circuit

Florida Department of Children and Families
Substance Abuse and Mental Health
Region and Circuit Map
Detailing
Regions as indicated by a geographic break in the map.
Circuits as indicated by numbered circles.
DCF Headquarter Offices (HQ),
Managing Entities (ME), and
State Mental Health Treatment Facilities

DCF Substance Abuse and Mental Health (SAMH) and Managing Entity (ME) Contact List

Northwest Region (Circuits 1, 14, 2)	
SAMH	Sheila Barbee, Regional SAMH Director Office: (850) 778 - 4066
ME	Big Bend Community Based Care (Circuits 1, 14, 2) Main Number: (850) 410 – 1020
Northeast Region (Circuits 3, 8, 4, 7)	
SAMH	Jayne Carter, Regional SAMH Director Office: (904) 485-9584
ME	Big Bend Community Based Care (Madison & Taylor Counties) Main Number: (850) 410 – 1020
ME	Lutheran Services of Florida (Circuits 3/minus Madison & Taylor Counties, 4, 7, 8) Main Number: (904) 900 - 1075
Central Region (Circuits 5, 9, 10, 18)	
SAMH	Carolann Duncan, Regional SAMH Director Office: (407) 317-7010
ME	Lutheran Services of Florida (Circuit 5) Main Number: (904) 900 - 1075
ME	Central Florida Cares Health System (Circuits 9, 18) Main Number: (407) 985 - 3560
ME	Central Florida Health Behavioral Health Network (Circuit 10) Main Number: (813) 740 - 4811
SunCoast Region (Circuits 6, 12, 13, 20)	
SAMH	Jeff Watts, Regional SAMH Director Office: (813) 337-5966
ME	Central Florida Behavioral Health Network (Circuits 6, 12, 13, 20) Main Number: (813) 740 - 4811
Southeast Region (Circuits 15, 17, 19)	
SAMH	Pat Kramer, Regional SAMH Director Office: (954) 453 - 3426
ME	Southeast Florida Behavioral Health Network (Circuits 15, 19) Main Number: (561) 203 - 2485
ME	Broward Behavioral Health Coalition (Circuit 17) Main Number: (954) 622 - 8121
Southern Region (Circuits 11, 16)	
SAMH	Kate Prendiville, Regional SAMH Director Office: (786) 257 - 5186
ME	South Florida Behavioral Health Network (Circuits 11, 16) Main Number: (305) 858 - 3335

Section 3

DCF Child Welfare Program

- Brief Overview
- Map of Community Based Care Lead Agencies
- Community Based Care Lead Agency Contact List
- DCF Regional Contact List

DCF Child Welfare Brief Overview

Child Protective Investigations

The Department of Children and Families is charged by law with protecting the safety and well-being of all children in Florida. DCF has a central abuse Hotline operating 24 hours daily that takes calls from the public reporting cases of potential abuse or neglect. Once the Hotline determines that the call meets the statutory criteria of known or suspected abuse or neglect, a case is created in the statewide automated child welfare information system, known as the Florida Safe Families Network (FSFN). Hotline call floor agents will conduct a criminal background check and search for prior alleged abuse or neglect reports and determine whether an investigator needs to respond within 2 hours (referred to as "immediate call outs") or no later than 24 hours. The case is then transmitted to a local child protective investigator (CPI) who conducts an investigation.

The CPIs within DCF perform child protective investigations in 61 counties statewide through its organizational structure, which includes regional directors, circuit community development administrators, operational program administrators and CPI supervisors. Sheriffs' offices perform child protective investigations under statutorily permissible agreements with DCF in six counties: Broward, Hillsborough, Manatee, Pasco, Pinellas and Seminole.

Florida law requires investigations to be concluded no later than 60 days from commencement. In addition to interviewing the child, siblings, parents and family members, a CPI will also speak to teachers, neighbors, medical or therapeutic professionals, law enforcement and any other individuals who have knowledge of the family during the course of an investigation. An assessment framework that is governed by six child welfare practice domains guide decisions concerning child safety:

- Extent of maltreatment
- Circumstances surrounding the maltreatment
- Child functioning
- Adult functioning
- General parenting practices
- Disciplinary practices

An investigation can result in any of the following outcomes:

- 1) The investigation may conclude that there are no indicators of abuse or neglect and the case is closed.
- 2) The investigation may conclude that while there may be indications of abuse or neglect, a referral to community services will ensure child safety, such as day care or housing.
- 3) The provision of ongoing in-home services may safely reduce the risk of a child and provide necessary supports that keep the family together.
- 4) A family may be placed under court ordered supervision to ensure that services are utilized by families and judicially monitored.
- 5) A child may be in immediate danger which requires removal from the home. This decision requires court ordered approval.
- 6) A child may need to be temporarily removed from the custody of a parent and placed with a relative as the legal guardian.
- 7) A child may need to be temporarily removed from the custody of a parent and placed in state custody licensed foster care.

DCF Child Welfare, continued

The first two scenarios are the most frequent outcome of an investigation. If there are no indications of abuse or neglect or if referrals to community services eliminate safety concerns, there will be no ongoing agency involvement with the family after the investigation concludes.

For scenarios three through seven, families are transferred to community-based care services that provide active case management to all children until such time that they are safe and thriving in a permanent home.

Community Based Care

The provision of all child welfare services outside of the investigative function are outsourced to community-based care (CBC) lead agencies by DCF through a competitive procurement process. CBCs submit proposals through an Invitation to Negotiate process organized by DCF regional managing directors who appoint a team of community leaders to assist in the selection process and award contracts for a three to five year period. The agency remains responsible for the contractual oversight of delivery of CBC services through active monitoring of performance standards that meet state and federal regulations.

Lead agencies are responsible for providing prevention and diversion services, in-home supervision, out-of-home care, emergency shelter, foster care, young adult independent living and adoption services.

Families who receive prevention, diversion and in-home supervision that is not ordered by the court receive referrals and assistance from CBC case management providers. Successful connection of families to services is tracked by CBCs and available for review in FSFN which is the statutorily mandated official record of a child and family involved in social services.

When families are under court ordered services, a judge will schedule review hearings on a regular basis to receive updates on the progress. Court ordered supervision lasts approximately six months. During this time, case managers are required to visit the child's home at least once every thirty days and prepare reports to the court that discuss child safety and family compliance with court ordered services.

When children are removed from the custody of their parents and placed in either the home of a relative or in licensed foster care, the court will schedule judicial reviews to occur at least every six months. Case managers are required to visit a child in their home setting a minimum of once every thirty days. They make arrangements for the children to have continued contact with parents in supervised settings until such time that it is safe for a child to be returned to the custody of a parent. Placement out of home lasts up to 12 months as an average, but children can be reunited with a parent sooner if a parent successfully completes requirements of a case plan and can demonstrate that they are able to adequately safe guard their children. Typically, this requires a parent to successfully complete treatment for substance or alcohol abuse, mental health counseling, parenting skills classes, or other court ordered services.

Upon the reunification of a child with a parent, Florida law requires a minimum of six months of court ordered post-placement supervision to ensure the continued safety of the child. Case managers continue their minimum 30 day visits to the home and prepare reports to the court for judicial review hearings.

For some children, it is in their best interests for the agency to pursue termination of parental rights. These are extreme circumstances where egregious abuse has occurred and reunification would not be considered. Other circumstances also dictating the pursuit of termination of parental rights include parents who fail to substantially comply with case plan requirements and the best interests of a child will be served by allowing the adoption process to be pursued with relatives, foster parents or other adults who qualify.

Community-Based Care Lead Agency Contacts

Contract	Region (Circuit)	Lead Agency	Contact Person For Lead Agency	Address	Lead Agency Phone Contact
Northwest					
Services Contract AJ481 SOC	1	Lakeview Center, Families First Network	Ann Harter, Director abernard@bhpcps.org	1221 West Lakeview Avenue Pensacola, Florida 32501-1836	850-453-7745
Services Contract BJ101 SOC	2/14	Big Bend Community Based Care, Inc.	Mike Watkins, CEO mwatkins@bigbendcbc.org	525 North Martin Luther King Boulevard Tallahassee, FL 32301	850-410-1020
Northeast					
Services Contract CJ809 SOC	3&8	Partnership for Strong Families	Shawn Salamida, CEO/President Shawn.salamida@pfsf.org	5950 NW 1st Place Gainesville, FL 32607	352-244-1502
Services Contract DJ038	4 Duval/Nassau	Family Support Services of North Florida Inc.	E. Lee Kaywork, CEO lee.kaywork@fssnf.org	4057 Carmichael Ave 3000 Building, Suite 101 Jacksonville, FL 32207	904-432-2710
Services Contract DJ035	4 Clay	Kids First of Florida, Inc (formerly known as Clay & Baker Kids Net, Inc.)	Irene Toto, CEO itoto@theigd.org.	1726 Kingsley Ave. Suite C-2 Orange Park, FL 32073	904-278-5644 Ext. 2005
Service Contract NJ205	7 Flagler/Volusia/Putnam	Community Partnership for Children, Inc.	Mark Jones CEO Mark.Jones@cbcvf.org	135 Executive Circle, 2nd Floor, Daytona Beach, FL 32114	386-238-4900
Services Contract NJ204	7 St. Johns	St Johns County Board of County Commissioners Family Integrity Program	Joy Andrews Acting CEO jqandrews@sjcfl.us	1955 U.S. 1 South Suite B-6 St. Augustine, FL 32086	904-209-6088
Suncoast					
Services Contract QJ20R	6 Pasco/Pinellas	Eckerd Community Alternatives	Lorita Shirley, Chief of Community-Based Care LShirley@eckerd.org Brian Bostick, Associate Executive Director bbostick@eckerd-eca.org	9393 N. Fl. Ave #1100 Tampa, FL 33612 8550 Ulmerton Rd., Suite 130, Largo, FL 33771	813-225-1105 Ext. 102 727.456-0600 Ext. 2288
Services Contract QJ2BO	12	Sarasota Family YMCA, Inc. Safe Children Coalition	Brena Slater Vice President bslater@thesarasotay.org	1500 Independence Blvd., Suite 210 Sarasota, FL 34234	941-371-4799 Ext 190
Services Contract QJ3E0	13	Eckerd Community Alternatives	Lorita Shirley, Executive Director LShirley@Eckerd.org	9393 N. Fl. Ave. Suite #1100 Tampa, FL 33612	813-225-1105 Ext. 102

Community-Based Care Lead Agency Contacts

Contract	Region (Circuit)	Lead Agency	Contact Person For Lead Agency	Address	Lead Agency Phone Contact
Services Contract HJ300	20	Children's Network of SW Florida	Nadereh Salim, CEO nsalim@cnswfl.org	2232 Altamont Ave. Fort Myers, Florida 33901	239-226-1524
	Central				
Services Contract P JL04	5	Kids Central, Inc.	John Cooper, CEO John.Cooper@kidscentralinc.org	2117 SW Highway 484 Ocala, FL 34473	352-387-3413
Services Contract GJL57	9	Community Based Care of Central FL.	Glen Casel, ED CEO/President glen.casel@cbccfl.org	4001 Pelee St. Orlando, FL 32825	321-441-2060
Services Contract TJ201 SOC	10	Heartland For Children	Teri Saunders, CEO TSAUNDER@heartlandforchildren.org	P.O.Box 1017 1239 East Main St. Bartow, FL 33831	863-519-8900 Ext. 201
Services Contract GJK45	18 Seminole	Community Based Care of Central FL.	Glen Casel, ED CEO/President glen.casel@cbccfl.org	4001 Pelee St. Orlando, Florida 32825	321-441-2060
Services Contract GJ401	18 Brevard	Community Based Care of Brevard Inc. Brevard Family Partnership	Dr. Patricia Nellius-Guthrie, CEO Patricia.Nellius@brevardfp.org	2301 Eau Gallie Parkway Suite 4, Melbourne, FL 32935	321-752-4650
	Southeast				
Service Contract IJ705	15	ChildNet, Inc.	Larry Rein lrein@childnet.us	4100 Okeechobee Blvd. West Palm Beach, FL 33409	561-352-2375
Service Contract JJ212	17	ChildNet Inc.	Emilio Benitez, CEO Ebenitez@childnet.us	313 N. State Road 7 Plantation, FL 33317	954-414-6000
Service Contract ZJK84 SOC	19	United For Families Inc.	Chad Collins, Interim CEO Chad.collins@uff.us	10570 S Federal Hwy, Suite 300 Port St. Lucie, FL 34952	772-873-7800
	Southern				
Service Contract KJ114	11&16	Our Kids of Miami-Dade/Monroe, Inc	Frances Allegra, CEO allegraf@ourkids.us	401 N.W. 2 nd Ave. South Tower 10 th Floor Miami, FL 33128	305-455-6000

DCF REGION LEADERSHIP

Northwest Region	Title	Office	Office #
Vicki Abrams	Regional Managing Director	Tallahassee/Panama City	850-872-7648 850-691-0530 direct
Janice Thomas	Regional Family and Community Services Director	Quincy	850-595-8210
Northeast Region	Title	Office	Office #
David Abramowitz	Regional Managing Director	Jacksonville	904-485-9422
Patricia Medlock	Regional Family and Community Services Director	Jacksonville	904-485-9423
Central Region	Title	Office	Office #
William D'Aiuto	Regional Managing Director	Orlando	407-317-7051
Stephanie Weis	Regional Family & Community Services Director	Orlando	407-317-7050
SunCoast Region	Title	Office	Office #
Mike Carroll	Regional Managing Director	Tampa	813-337-5808
Lisa Mayrose	Regional Family and Community Services Director	Tampa	813-337-5910
Southeast Region	Title	Office	Office #
Dennis Miles	Regional Managing Director	West Palm Beach	561-227-6665
Kim Welles	Regional Family and Community Services Director	Ft. Lauderdale	954-375-6023 561-227-6668
Southern Region	Title	Office	Office #
Gilda Ferradaz	Interim Regional Managing Director	Miami	786-257-5059
Glenn Broch	Regional Family & Community Services Director	Miami	786-257-5087

Section 4
Florida Guardian ad Litem Program

- Brief Overview
- Circuit Directors Contact List

Florida Guardian ad Litem Program Brief Overview

What is the Florida Guardian ad Litem Program?

The Florida Guardian ad Litem Program (GAL) provides volunteers and staff who represent abused, neglected or exploited children before the dependency court. Approximately 74% of all children under supervision by the Department of Children and Families (DCF) have a GAL, and most of these are volunteer advocates. The GAL's role is to present an independent view of the child's best interest to the court. Because the GAL Program cannot represent ALL children in the dependency system due to a shortfall in resources, services are prioritized to victims of human trafficking, children in residential treatment centers, children on psychotropic medication, children for whom termination of parental rights is being sought, and disabled children in or being considered for placement in a nursing home.

Prior to 2005, the Guardian ad Litem Program reported to the Circuit Courts in each judicial circuit. With the creation of the Statewide Guardian ad Litem Program Office, all reporting lines were moved away from the judiciary to promote a more independent GAL Program, under the auspices of the Justice Administrative Commission.

Statutory Authority: The Guardian ad Litem Program and its supporting direct service organization the Florida Guardian ad Litem Foundation are authorized under Florida Statutes, s. 39.820-39.8298. Florida law requires that the Program be appointed at the earliest possible time in any abuse, neglect or exploitation proceeding. Likewise, the federal Child Abuse Prevention and Treatment Act (CAPTA, 42 U.S.C. 5106, et seq.) requires the appointment of a guardian ad litem (attorney or court-appointed special advocate) to represent an abused or neglected child in all stages of a judicial proceeding.

How Children Are Referred: A child may be represented by the GAL Program if a dependency court judge appoints the program to the child's case. A Guardian ad Litem volunteer will then be assigned to the case, or if there are no volunteers available, a staff guardian will be assigned. The judge then enters an order appointing a specific Guardian ad Litem to the case.

Organization: The GAL Program is organized by judicial circuit. There are 20 Circuit Offices headed by Circuit Directors throughout Florida and many more satellite offices. A list of circuit offices, circuit directors and contact information is attached.

Service Delivery Model: The majority of Guardian ad Litem Program staff support volunteer Guardians ad Litem who represent the best interests of children in the dependency system. Child Advocacy Coordinators and Program Attorneys (employees of the Program) work in a team with volunteers GALs to ensure that the court receives unbiased, knowledgeable recommendations on the child's best interest. Volunteer Guardians ad Litem often serve as mentors and educational advocates for their children. Volunteers who are approved to do so may also transport their children in their own vehicles.

Training: All Guardians ad Litem must be certified, which requires 30 hours of training and a Level 2 background screening, as well as a reference check and an employment check. GALs must be at least 21 years old, although younger volunteers may work under the supervision of an experienced volunteer.

Data: The Guardian ad Litem Program currently serves more than 21, 000 children across Florida. The Program has a three year plan, contingent upon appropriations, to reach 100% of all children in the dependency system.

Florida Guardian ad Litem Program Circuit Directors

CIRCUIT	CIRCUIT DIRECTOR	MAIN LINE	FAX	DIRECT LINE	PHYSICAL ADDRESS
1	RoseMary Ash	850-595-3728	850-595-0453	850-595-3726	1800 West St. Mary Ave. Box 3 Pensacola, Florida 32501
2	Deborah Moore	850-606-1200	850-606-1201	850-606-1218	1920 Thomasville Road, Suite 208 Tallahassee, FL 32303
3	Linda Dedge	386-364-7720	386-364-5419	ext 102	213 Howard Street East Live Oak, Florida 32064
4	Melinda Brown	904-255-8440	904-255-8356	904-255-8305	214 N. Hogan Street, 6th Floor Jacksonville, Florida 32202
5	Marcia Hilty	352-671-5757	352-671-5758		110 N. Magnolia Ave. Ocala, Florida 34475
6	Donna Rasmussen	727-464-6528	727-464-7674	727-464-6963	Criminal Justice Center 14250 49th Street Suite 4000 Clearwater, Florida 33762
7	Barbara Jacobi	386-239-7803	386-254-4620		250 North Beach Street Suite 140 Daytona Beach, Florida 32114
8	Paul Crawford	352-374-3656	352-491-4598	352-338-7391	14 South Main Street, Suite A Gainesville, Florida 32601
9	Lesley Scott	407-742-6655	407-742-6670	407-742-6660	2 Courthouse Square Suite 3400 Kissimmee, Florida 34741
10	Cookie Mooney	863-534-4605	863-534-4117	863-534-4613	205 East Main Street Bartow, Florida 33830
11	Jessica Allen	305-638-6861	305-638-6017		Juvenile Justice Center 3302 NW 27th Ave Miami, Florida 33142
12	Kathy Elliott	941-744-9473	941-708-5723	941-708-4625	1051 Manatee Avenue W Hensley Wing, Suite 330 Bradenton, Florida 34205

13	Suzanne Parker	813-272-5110	813-272-6821	813-307-3579	700 East Twiggs Street Suite 750 Tampa, Florida 33602
14	Fred Hapner	850-747-5180	850-747-5463	850-872-7792	456 E. 11th Street Suite A Panama City, Florida 32401
15	Kristen Solomon	561-355-2773	561-355-2717	561-355-3799	Palm Beach County Courthouse 205 North Dixie Hghwy Suite 5.1130 West Palm Beach, Florida 33401
16	Alexsa Leto	305-292-3485	305-295-3659		5503 College Road Suite 206 Key West, Florida 33040
17	Hilary Creary	954-831-6214	954-831-7192	954-831-6228	524 South Andrews Ave Suite 300E Fort Lauderdale, Florida 33301
18	Kim DelGaudio	321-690-6823	321-690-6897		Moore Justice Center 2825 Judge Fran Jamieson Way Viera, Florida 32940
19	Vern Melvin	772-785-5804	772-785-5869		584 NW University Blvd Suite 600 Port St. Lucie, Florida 34986
20	Raelyn Means	239-533-5437	239-485-1110	239-533-1432	2075 West First Street Suite 300 Fort Myers, Florida 33901

Section 5 Children's Medical Services

- Brief Overview
- Map of Offices and Counties Served
- Contact Information
- Early Steps Service Areas Map
- Early Steps Contact List

Children's Medical Services Brief Overview

What is Children's Medical Services?

The Florida Department of Health Children's Medical Services (CMS) program provides children with special health care needs, from birth to age 21, a family-centered, comprehensive, and coordinated statewide managed system of care that links community-based health care with multidisciplinary, regional, and tertiary pediatric care. The CMS system of care includes: CMS Network, Child Protection Teams, Poison Control, Newborn Screening, and Early Steps. CMS enrollees may receive medical and support services through 21. CMS area offices staffed by private physicians, in local private physician offices or other health care organizations, through regional programs, hospitals, referral centers and statewide specialty programs. CMS has a strong partnership with University Health Systems.

The CMS Network (CMSN) serves as a managed care choice for Medicaid beneficiaries who must choose a managed care option. Families of Medicaid eligible children who meet the clinical screening criteria may choose CMSN as their provider. Services are reimbursed directly by Medicaid on a fee-for-service basis. In addition to the two CMSN insurance products (funded by Title XIX and Title XXI, depending on the child's income level), CMSN also provides limited Safety Net services for children with special needs who are not eligible for either of the other funding sources.

The Department of Health, Children's Medical Services Early Steps program provides a comprehensive, coordinated interagency, multidisciplinary, community-based, family-focused system of supports and services for infants and toddlers (birth to 36 months of age) who have developmental disabilities, developmental delay and those who are at increased risk for developmental delay.

Who does Children's Medical Services Serve?

- Title XIX Children with serious and chronic medical, behavioral, developmental or other health condition that has lasted or is expected to last at least 12 months, meet the clinical eligibility screening.
- Florida KidCare, Title XXI children who have special health care needs and meet the clinical eligibility screening criteria.
- Children who are not eligible for XIX or XXI may qualify for limited Safety Net services. This is determined by determining clinical eligibility and financial need.

How to Refer to Children's Medical Services?

Families: For children who may qualify and wish to choose the Children's Medical Services Network as a plan option, see the attached directory for the CMS area offices. Provide the main line to the family and ask them to request to be connected to the Member Services staff.

Interagency Collaboration:

Any State Agency's staff who are working with children with special health care needs and have identified through their respective assessments, and intakes that the child is served by more than one agency should reach out to the local agency contacts for interagency collaboration/and case management for the child. If the child is enrolled in the CMS Network, the care coordinator is the most appropriate individual to participate in a staffing. It will be important that local staff for all agencies provide contact information to each other to ensure that the child's service needs and effective interagency communication can be achieved.

Children's Medical Services, continued

How is Children's Medical Services organized?

Children's Medical Services is implemented statewide through the following systems:

Integrated Care Systems (ICS) - two systems (see attached map)

- North: Ped-I-Care
- South: South Florida Community Care Network

CMS Regions

- Area Offices (CMSAO) (see attached Directory)
- Early Steps Offices (see attached Directory)

Roles and Responsibility of the ICS and CMSAO

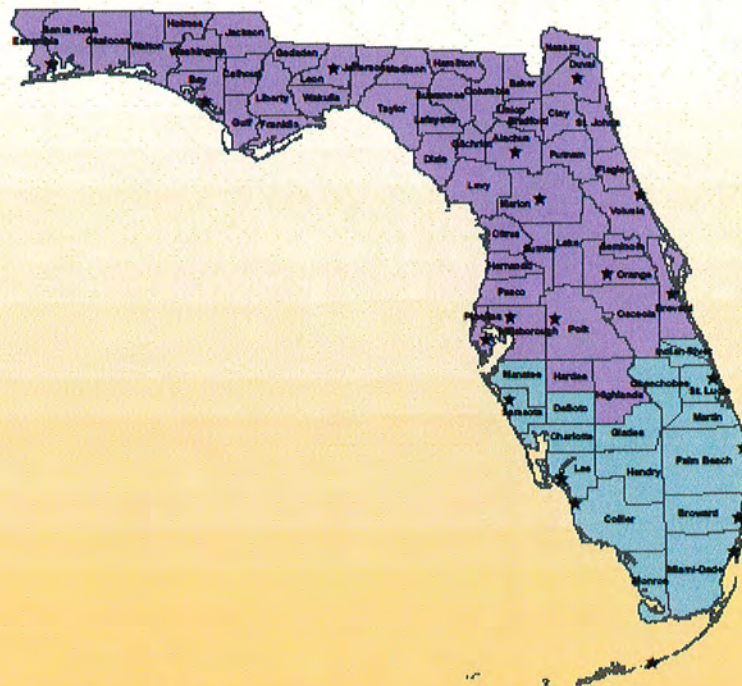
I. Integrated Case System

- CMS Network Adequacy: Provider Network, (MOA with CMS approved service providers)
Provider recruitment
- Service authorization and utilization review
- Claims Payment

II. CMS Area Offices

- Care coordination and medical management
- Children's Multidisciplinary Assessment Team (level of care and utilization review)
- Determine clinical eligibility for Network
- Coordination with community and regional services and partners
- Service authorization and utilization review for Safety Net Program
- Partner with ICS for CMS Provider recruitment
- Family assistance with enrollment and retention
- Specialty service clinics and telemedicine (certain locations)
- CMS Program Implementation

Children's Medical Services Offices and Counties Served



Legend

★ CMS Area Office

CMS Area Office

Catchment by County

■ Ped-I-Care

■ SFCCN



CHILDREN'S MEDICAL SERVICES

CENTRAL OFFICE

4052 Bald Cypress Way, Bin A06
Tallahassee, FL 32399-1707
(850) 245-4200 Fax: (850) 413-8782

NORTHWEST FLORIDA REGION – Pensacola and Panama City Area Office

Pensacola – Escambia, Okaloosa, Santa Rosa, Walton

5192 Bayou Boulevard, Pensacola, FL 32505, (800) 381-3685, (850) 484-5040, Fax: (850) 484-5042

Panama City – Bay, Calhoun, Gulf, Holmes, Jackson, Washington Counties

230 North Tyndall Parkway, Panama City, FL 32404, (800) 299-4700, (800) 872-4700, Fax: (850) 872-4817

TALLAHASSEE BIG BEND REGION – Tallahassee Area Office

Tallahassee – Franklin, Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla Counties

2390 Phillips Road, Tallahassee, FL 32308, (800) 226-2604, (850) 487-2604, Fax: (850) 488-8852

NORTH CENTRAL FLORIDA REGION

Gainesville – Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Putnam, Suwannee, Union

1701 SW 16th Avenue, Bldg. B, Gainesville, FL 32608, (800) 523-7545, (352) 334-1400, Fax: (352) 334-1476

Ocala – Citrus, Hernando, Lake, Marion, Sumter

3200 East Silver Springs Blvd., Suite 201, Ocala, FL 34470, (888) 326-7485, (352) 369-2100

NORTH CENTRAL FLORIDA REGION

Jacksonville – Baker, Clay, Duval, Nassau, St. Johns Counties

910 North Jefferson St., Jacksonville, FL 32209-6810, (800) 340-8354, (904) 360-7070, Fax: (904) 798-4568

Daytona Beach – Flagler, Volusia Counties

421 South Keech Street, Daytona Beach, FL 32114-4623, (866) 827-5197, (386) 238-4980, Fax: (386) 254-3937

TAMPA BAY REGION – Tampa, St. Petersburg and Lakeland Area Offices

Tampa – Hillsborough County

13101 North Bruce B. Downs Blvd., Tampa, FL 33612, (813) 396-9743, Fax: (813) 396-9746

St. Petersburg – Pasco, Pinellas Counties

3491 Gandy Blvd., Suite 100, Pinellas Park, FL 33781, (800) 336-1612, (727) 217-7800, Fax: (727) 217-7921

Lakeland – Hardee, Highlands, Polk Counties

200 North Kentucky Avenue, Suite 114, Lakeland, FL 33801, (800) 741-2250, (863) 413-3580, Fax: (863) 413-3597

CENTRAL FLORIDA REGION – Orlando and Viera Area Offices

Orlando – Orange, Osceola, Seminole Counties

Area Office, 7000 Lake Ellenor Drive, Orlando, FL 32809, (800) 226-6530, (407) 858-5555, Fax: (407) 856-6573

CENTRAL FLORIDA REGION – Continued

Viera – Brevard County

Area Office, 2565 Judge Fran Jamieson Way, Viera, FL 32940, (321) 639-5888, Fax: (321) 690-3887

SOUTHWEST FLORIDA REGION – Sarasota, Ft. Myers, and Naples Area Offices

Sarasota – Charlotte, Desoto, Manatee, Sarasota Counties

Area Office, 6055 Rand Blvd., Sarasota, FL 34238-5189, (800) 235-9717, (941) 361-6250, Fax: (941) 361-6272

Ft. Myers – Glades, Hendry, Lee Counties

Area Office, 9800 South Healthpark Drive, Suite 405, Ft. Myers, FL 33908, (800) 226-3290

Naples – Collier County

Area Office, 1665 Medical Boulevard, Naples, FL 34110, (239) 552-7400, Fax: (239) 552-7435, (239) 261-8877

SOUTHEAST FLORIDA REGION – Ft. Lauderdale, West Palm Beach and Ft. Pierce Area Offices

Ft. Lauderdale – Broward County

Area Office, Broward General Medical Center, 1625 SE 3rd Avenue, Suite 415, Ft. Lauderdale, FL 33316, (800) 204-2182, (954) 713-3100, Fax: (954) 713-3179

Ft. Pierce – Indian River, Martin, Okeechobee, St. Lucie Counties

Area Office, 1701 South 23rd Street, Ft. Pierce, FL 34950-4804, (800) 226-1354, (772) 467-6000, Fax: (772) 467-6092

CHILDREN'S MEDICAL SERVICES

Palm Beach County

Area Office, 5101 Greenwood Avenue, West Palm Beach, FL 33407, (877) 822-5203, Fax: (561) 840-0102, (561) 881-5040, Fax: (561) 840-0103

SOUTH FLORIDA REGION – Miami-Dade and Marathon Area Offices

Miami-Dade County

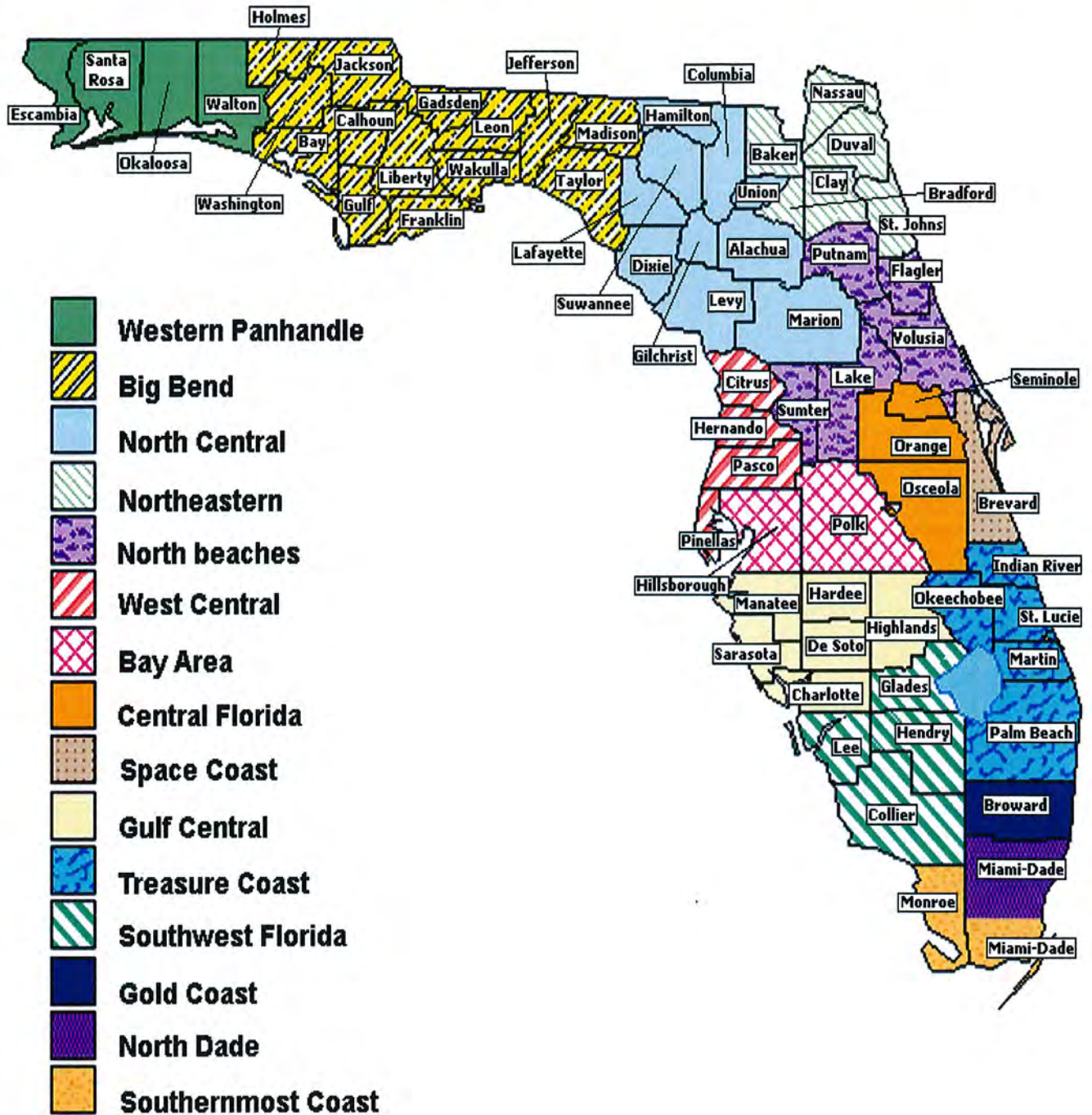
Area Office, Rohde Bldg., 401 NW 2nd Avenue, Suite N220, Miami, FL 33128, (866) 831-9017, Fax: (786) 377-5848 (786) 624-5700

Marathon – Monroe County

10015 Overseas Highway, 100th Street Center, Marathon, FL 33050, (800) 342-1898, (305) 289-2779 Fax: (305) 289-2781

EARLY STEPS CONTACT LIST

Florida's Early Steps Service Areas



EARLY STEPS CONTACT LIST

BAY AREA

Carol Lilly, M.D.-Early Steps Medical Director
Annalise Campisi-Early Steps Program Director
UNIVERSITY OF SOUTH FLORIDA
13101 NORTH BRUCE B. DOWNS BOULEVARD
TAMPA, FLORIDA 33612
Phone: (813) 974-0602 or (866) 549-1740
Fax: (813) 558-1343
EMAIL: clilly@hsc.usf.edu
EMAIL: acampisi@hsc.usf.edu

CENTRAL FLORIDA

Lourdes Quintana-Early Steps Director
Mary Grimmer-Program Coordinator
CENTRAL FLORIDA EARLY STEPS
601 WEST MICHIGAN STREET
ORLANDO, FLORIDA 32805
(407) 317-7430 Ext. 2121
FAX: (407) 648-4150
EMAIL: mary.grimmer@orhs.org
EMAIL: lourdes.quintana@orlandohealth.com
(Counties served: Orange, Osceola, & Seminole)

GULF CENTRAL

Trina Puddefoot – Program Director
HEALTH PLANNING COUNCIL
4630 17TH STREET
SARASOTA, FLORIDA 34235
(941) 487-5401 or (866)510-5594
FAX: (941) 487-5430
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Marie Nashatker – Program Manager
HEALTH PLANNING COUNCIL
4630 17TH STREET
SARASOTA, FLORIDA 34235
(941) 487-5400
FAX: (941) 487-5430
EMAIL: marienashatker@hpcswf.com
(Counties served: Charlotte, Desoto, Hardee, Highlands, Manatee, & Sarasota)

NORTH CENTRAL

Dr. Sanjeev Tuli – Early Steps Medical Director
Sharon Hennessey – Early Steps Program Director
DEPARTMENT OF PEDIATRICS
1329 SOUTHWEST 16TH STREET, ROOM 4160
PO BOX 100296
GAINESVILLE, FLORIDA 32610-0296
(352) 273-8555 or (800) 334-1447
FAX: (352) 273-8588
EMAIL: tulisv@peds.ufl.edu
EMAIL: hennesd@peds.ufl.edu
(Counties served: Alachua, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Levy, Marion, Suwannee, & Union)

BIG BEND

Dina Snider, Program Manager
Shawn Seabrook, Program Supervisor
CHILDREN'S HOME SOCIETY
1801 Miccosukee Commons Dr.
Tallahassee, FL 32308
Phone: 850-921-0330
Fax: 850-921-0283
Email: dina.snider@chsfl.org
Email: Shawn.seabrook@chsfl.org
(Counties served: Gadsden, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla & Franklin)

Wendy Morgan-Program Manager
Juli Melara, Program Supervisor
CHILDREN'S HOME SOCIETY
914 Harrison Ave
PANAMA CITY, FLORIDA 32405
(850) 747-5411
FAX: (850) 747-5583
EMAIL: Juliana.melara@chsfl.org
EMAIL: Wendy.morgan@chsfl.org
(Counties served: Bay, Calhoun, Gulf, Holmes, Jackson & Washington)

GOLD COAST

Ellie Schrot-Early Steps Coordinator
CHILDREN'S DIAGNOSTIC & TREATMENT CENTER
1401 SOUTH FEDERAL HIGHWAY
FT. LAUDERDALE, FLORIDA 33316-2619
(954) 728-1083 or (954) 728-1090
FAX: (954)779-2316
EMAIL: eschrot@browardhealth.org
(Counties served: Broward)

NORTH BEACHES

Gayla Clark-Early Steps Coordinator
CHILDREN'S ADVOCACY CENTER OF VOLUSIA AND FLAGLER COUNTIES, INC.
1011 W. International Speedway Blvd
Daytona Beach, FL 32114
(386) 258-7434 ext. 307
FAX: (386) 258-2283
EMAIL: gclark@childrensadvocacy.org
(Counties served: Flagler, Lake, Putnam, Sumter & Volusia)

NORTH DADE

Charles R. Bauer-Early Steps Director
Ray Rodriguez – Program Coordinator
1120 NORTHWEST 14TH STREET, ROOM 1216
MIAMI, FLORIDA 33136
(305) 243-5808
FAX: (305) 243-3501
EMAIL: cbauer@med.miami.edu
EMAIL: rodriguez3@med.miami.edu
(Counties served: North Miami-Dade)

EARLY STEPS CONTACT LIST

NORTHEASTERN

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April Smith-Early Steps Director
Amanda Sacco-Early Steps Coordinator
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EMAIL: David.Childers@jax.ufl.edu
EMAIL: april.smith2@jax.ufl.edu
EMAIL: Amanda.sacco@jax.ufl.edu
EMAIL: john.lee@jax.ufl.edu

(Counties served: Baker, Bradford, Clay, Duval, Nassau, & St. Johns)

SPACE COAST

Althea Puzio-Early Steps Program Manager
CATCH OF BREVARD, INC.
2565 JUDGE FRAN JAMIESON WAY
VIERA, FLORIDA 32940
(321) 634-3688
FAX: (321) 504-0955
EMAIL: althea_puzio@doh.state.fl.us
(Counties served: Brevard)

WEST CENTRAL

Harry Fogle-Early Steps Director
Mary Pavan M.D.-Medical Director
ALL CHILDREN'S HOSPITAL
CENTER FOR CHILD DEVELOPMENT
480 7TH AVENUE SOUTH, DEPARTMENT 7470
ST. PETERSBURG, FLORIDA 33701
(727) 767-4403 or (800) 374-4334
FAX: (727) 767-4715
EMAIL: mary.pavan@allkids.org
EMAIL: harry.fogle@allkids.org
(Counties served: Citrus, Hernando, Pasco, & Pinellas)

WESTERN PANHANDLE

Lane Guess-Interim Program Coordinator
SACRED HEART HOSPITAL/EARLY STEPS
5150 BAYOU BOULEVARD, SUITE 1-N
PENSACOLA, FLORIDA 32503
(850) 416-7656
FAX: (850) 416-7348
EMAIL: lguess@shhpens.org
(Counties served: Escambia, Okaloosa, Santa Rosa, & Walton)

SOUTHERNMOST COAST

Marc E. Welsh – Early Steps Director
MIAMI CHILDREN'S HOSPITAL
17615 SOUTHWEST 97TH AVENUE
PALMETTO BAY, FLORIDA 33157
(786) 268-2611 or (888) 624-7837
FAX: (786) 268-1748
EMAIL: marc.welsh@mch.com
(Counties served: South Dade & Monroe)

SOUTHWEST FLORIDA

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FT. MYERS, FLORIDA 33912
(239) 433-6700
FAX: (239) 433-6706
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(Counties served: Collier, Lee, Hendry & Glades)

TREASURE COAST

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Marissa Barrera-Early Steps Program Coordinator
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WEST PALM BEACH, FLORIDA 33407-2452
(561) 882-6425
FAX: (561) 881-0972
EMAIL: mbarrera@fl.easterseals.com
EMAIL: lsang@fl.easterseals.com
(Counties served: Palm Beach)

Lori Sang-Early Steps Director
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PORT ST. LUCIE, FLORIDA 34952
(772) 380-9601
FAX: (772) 380-9976
EMAIL: lsang@fl.easterseals.com
(Counties served: Indian River, Martin, Okeechobee, & St. Lucie)

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