

## Hours of Operation

### All Locations

8:30 a.m. – 5:00p.m.  
Monday – Friday

After hours groups available.

*After Hours: Crisis Calls:*  
(305) 434-7660 option # 8

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.



### 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.**



## 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 41<sup>st</sup> 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](http://www.GuidanceCareCenter.org)

[www.WestCare.com](http://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.

**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.

**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 behavior and/or emotional needs and family functioning that may have contributed to an arrest, child welfare case or other drug use related 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.

**Heron House, Assisted Supported Living Facility (ALF):** The Heron House 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.

**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 basic assessment, support services, counseling, and referral.

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

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

**Offender Re-Entry Program (ORP):** Intensive outpatient substance abuse/co-occurring treatment and wrap around support services for adults who were identified in an incarcerated setting.

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

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

**PATH:** Identify consumers who may be experiencing housing difficulties (homelessness or at risk of homelessness) due to mental illness, substance abuse, or negative life changes. Services are provided to help a consumer attain or maintain housing and may included case management, physician services, outreach, housing assessment and placement assistance, and rental assistance.

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

**Primary Healthcare:** Coordinate and integrate primary and specialty care services to improve the physical health status of adults with serious mental illnesses (SMI).

**Supported Employment:** Community based employment in an integrated work environment that provides consumer employment opportunities with non-disabled co-workers while receiving on going support to enable consumer to maintain employment.

**Targeted Capacity Expansion (TCE) HIV**  
The TCE/ HIV program is designed to provide intensive team-based, client-centered, comprehensive services to individuals with a substance use disorder and/or a co-occurring substance use disorder and mental health disorder. This program aims to serve those individuals living with HIV/AIDS or those who are at high risk for HIV/AIDS and/or Viral Hepatitis (VH). Services include in home substance abuse treatment and care coordination.

**Transportation:** As the Community Transportation Coordinator, G/CC is 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

**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.