



*Zeroing In On  
Prevention.*

**RESOURCE GUIDE  
TO  
SUBSTANCE USE AND VIOLENCE PREVENTION/INTERVENTION SERVICES  
TENTH EDITION**

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Duval County's Safe and Drug-Free Schools Program is assisted under Title IV, Safe and Drug-Free Schools and Communities Act, Improving America's Schools Act of 1994.



**Zeroing In On Prevention**

**DUVAL COUNTY PUBLIC SCHOOLS  
JACKSONVILLE, FLORIDA**

**2010 - 2011**

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# ***PARTNERSHIP THROUGH COMMUNITY SUPPORT***

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## ACKNOWLEDGEMENTS

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The ninth edition of the **Resource Guide to Substance Use and Violence Prevention/Intervention Services** was updated and compiled by Kathy Cobb and Brittany Purcell during the summer of 2007, under the direction of Kathleen Bowles, Supervisor of Safe and Healthy Schools. Many thanks to Keen Ryan of Tampa for always proof reading and editing.

The tenth edition of the **Resource Guide to Substance Use and Violence Prevention/Intervention Services** was updated by Marcy LaVine and Kathy Cobb under the direction of Kathleen Bowles, Supervisor of Safe and Healthy Schools.

**NEW!** Thanks to the Communication Office of Duval County Public Schools, we are now also at [www.duvalschools.org](http://www.duvalschools.org).

## INTRODUCTION

### PURPOSE OF THE GUIDE

Widespread substance use and violence among young people at all levels of American society has presented the public with a set of critical and unprecedented problems. Few people need to be informed that a substance use and violence problem exists, but there is tremendous confusion about How To, When To, and Where To react.

This guide has been compiled in an attempt to answer the above questions and to provide immediate access to available resources in our community. Every effort has been made to make this guide comprehensive in nature, however, if an agency or organization has been omitted, we apologize.

### USE OF THE RESOURCE GUIDE

This comprehensive resource guide has been designed to assist the user in understanding the various types of resources available to the Jacksonville community. The resources have been listed alphabetically as well as divided into four components: treatment agencies, counseling agencies, support groups, and community/professional/education organizations. Additional information on individual agencies and organizations has been arranged alphabetically for your convenience.

### DESCRIPTION OF THE FOUR GROUPS CLASSIFIED IN THIS GUIDE

**Treatment Agency:** A facility that provides the necessary techniques and process by which a person receives organized help to deal with a substance abuse problem with the goal of an eventual return to normal functioning.

**Counseling Agency:** A resource agency that provides counseling and support for individuals and their families.

**Support Group:** Any organization of people recovering from some form of dependency or trauma who agree to help each other in the recovery process.

**Community/Professional Organization:** Those organizations whose primary focus is to provide awareness and support for individuals and families in our community.

## **SYMPTOMS OF POSSIBLE ADOLESCENT CHEMICAL DEPENDENCY**

### **FRIENDS:**

1. Changing attitude toward straight friends
2. Change in circle of friends with little interest in old friends
3. Parents don't know friends; don't know names or addresses
4. Begins to hang out with an older crowd
5. Strange telephone calls; parties hang up or refuse to be identified
6. Superficial relationships based on drugs

### **FAMILY:**

1. Changing attitude toward rules and regulations, parents, brothers, and sisters. Often exhibits negative/defiant behavior
2. Sometimes compliant and agreeable, but fails to follow through with promises made
3. Lack of participation in family activities
4. Isolation—frequently stays in room or away from home
5. Breaking curfew or sneaking out past curfew
6. Lying; blaming others for irresponsible actions
7. Stealing (money, pills, goods to be sold)
8. Mood swings – tense family relationships, “walking on eggshells”
9. Violence; physical and verbal
10. Erratic sleeping habits; extremes of much or little – frequent naps
11. Erratic eating habits – extremes - possible Anorexia/Bulimia

### **SCHOOL:**

1. Lack of motivation
2. Sleeping in class
3. Grades begin falling for inexplicable reasons
4. Skipping classes or entire days
5. Drops out of sports and other activities
6. Disrespectful of teachers, assignments, rules and regulations

7. Frequent suspensions
8. Expulsions

**SPIRITUAL:**

1. Decreasing interest in attending church
2. Uncomfortable talking about religion
3. Devil worship or involved in an occult – black candles, medallions representing the devil

**PHYSICAL/PSYCHOLOGICAL:**

1. Alcohol can be smelled on breath
2. Alcohol hangover: a) headaches, b) stomachaches, c) flu-type symptoms, d) vomiting, e) tremors
3. Bloodshot eyes or frequent use of eye drops – Visine/Murine
4. Deep, nagging cough; dry and persistent; acute/chronic bronchitis
5. Chronic or persistent stomach problems
6. Weight loss-weight gain/pallor
7. Lethargic attitude; doesn't seem to be interested in anything
8. Undisciplined; doesn't get things done on time or as agreed upon
9. Change in grooming habits
10. Sometimes inappropriately happy; sometimes inexplicably depressed
11. Hallucinations and flashbacks

**LEGAL:**

1. Shoplifting
2. Unruly, delinquent, runaways
3. Petty theft – Grand Theft
4. Breaking and Entering
5. Public Intoxication
6. D.W.I./D.U.I.'s
7. Automobile accidents/ near misses
8. Assaults
9. Prostitution

### **EMOTIONAL:**

1. Impaired judgment – adolescent places self in dangerous situations
2. Accident proneness
3. Self-mutilation, such as cutting, tattoos or burn marks
4. May talk of suicide
5. Suicide attempts
6. Overdoses/hospitalizations
7. Violence – physical/verbal; vandalism

### **INTELLECTUAL:**

1. Burn-out
2. Inability to recall; short-term, long-term memory loss
3. IQ sometimes lowers
4. Blackouts
5. Individual fails to operate at appropriate maturational level

### **MISCELLANEOUS:**

1. Financial management poor; seems to spend a lot of money and frequently asks for money
2. Uses profanity
3. Sudden change in slang; “junkie” behavior observed
4. Paraphernalia kept or admired; rolling paper, bong, roach clips
5. Drug magazines
6. Dwindling liquor supply
7. Sexually acting out/promiscuity
8. Pregnancy/abortion
9. Drug jewelry—marijuana leaf, roach clips, baby pacifiers

Many of these behaviors may develop apart from drug use, but the number and degree of severity should raise the suspicion of chemical dependency.

## **WHY KIDS GET INVOLVED WITH VIOLENCE AND/OR GANGS?**

- ⇒ **Poverty**
- ⇒ **Fear**
- ⇒ **Need to protect self or family**
- ⇒ **Need to belong or be recognized**
- ⇒ **Low self-esteem**
- ⇒ **Cultural expectations**
- ⇒ **Avoidance of rejection**
- ⇒ **Intimidation**
- ⇒ **Too much unstructured, non-supervised time**
- ⇒ **Profit from illegal drug trade**
- ⇒ **Family tradition**
- ⇒ **Lack of social activity, “No place to go”**
- ⇒ **Not wanting to feel different**
- ⇒ **Peer pressure**
- ⇒ **Lack of religion, value system, or ethics within youth’s home**
- ⇒ **Sense of adventure**
- ⇒ **Lack of parental interest and support**
- ⇒ **Self deception**
- ⇒ **Insecurity**
- ⇒ **Lack of education, lack of success in school, dropping out**

## CRITERIA FOR SELECTION OF A PROGRAM

The following are important criteria to use in selecting a program for an adolescent who is using drugs:

1. Programs that view drug use as the primary disease and not as the symptom of some other emotional problem. Mental health wards tend to see drug use as a symptom and work on other things hoping it will go away. Effective programs see drug use as the problem and direct attention to dealing with the child's drug use. **However**, the availability of either additional counseling or a dual diagnosis should be an option, if needed. (Keep in mind that an emotional problem CANNOT be dealt with until AFTER drug problem is dealt with. Drugs enable a person "not to feel" making an emotional problem unavailable and impossible to deal with.)
2. An Abstinence Point of View. Effective drug rehabilitation programs believe that drug use is a chronic, non-curable disease. This means that abstinence from all mood-altering chemicals is necessary for recovery.
3. A Drug-Free Environment. In order for a child to deal rationally with their emotional and behavioral problems, they have to be free of the influence of mood altering chemicals. Since marijuana and its mood altering chemical Delta-9 THC remain in the nervous system for a long period after use, it is important to place a child in a therapeutic environment, which is drug free for a minimum of 45 to 60 days in order to **begin** effective therapy.
4. Peer Counseling. As Alcoholics Anonymous has proven, effective programs involve those who have the problem, are recovering, and are helping others who have the problem.
5. Family Treatment. Effective programs treat drug-use (chemical dependency) as a family systems disease. The drug user ends up affecting the behavior and feelings of others in the family. Good programs provide not just involvement but real treatment for all members of the family.
6. Alcoholics Anonymous Tools of Change. Effective programs use the twelve steps as a spiritual program of rehabilitation and change.
7. Intensive Therapy Process. Given the integration of drug-use and the sub-culture of adolescence in America, it takes a very intensive residential program to help adolescent's effect change away from drug use.
8. Progressive Life Reintegration. Since drug use is a disease, it affects all areas of the adolescent's life. Good programs assist the adolescents in progressively reconstructing each area of life including family, school, friendships, use of leisure time, and pairing.

## **SUGGESTED QUESTIONS/CRITERIA TO DETERMINE INDIVIDUAL APPROPRIATENESS OF A TREATMENT FACILITY FOR ADOLESCENTS**

Most of the agencies listed in this book will provide information and some basic education. Many people are hesitant to admit the possibility that a family member or child needs help. When people decide to seek help, it is many times the result of a crisis incident; then, they want help NOW! The first thing most people need is someone to talk to. An agency that has someone who can provide you with information and strategies for getting help for your child, and is willing to assist you in education and appropriate referral is important. This first step function is provided by most of the agencies listed. Regardless of what agency you contact, you will need to ask several key questions:

- ? **Can I afford the care proposed? Will my insurance cover the cost?**
- ? **Is there a less costly alternative?**
- ? **Does the child need detoxification in an inpatient setting?**
- ? **Is there an active education/support/counseling service for family members?**
- ? **Are family members required to participate in the treatment program?**
- ? **Does the agency continue to provide counseling and support services after the initial treatment period?**
- ? **Does the staff seem to know what they are doing; do they understand and listen to your problems and concerns?**
- ? **Would you go to the agency if you had a problem?**
- ? **Is the agency aware of other sources in the state and community that can help with the clients' problem?**
- ? **Is the agency equipped to deal with substance use and mental health issues?**

**LEARNING ABOUT LOCAL RESOURCES**

**ALPHABETICAL CLASSIFICATION**

<u>OF AGENCIES/ORGANIZATIONS</u>	<u>PHONE NO.</u>
Al-Anon/Alateen.....	350-0600
Alcoholics Anonymous.....	399-8535
American Cancer Society .....	1-800-ACS-2345
American Heart Association .....	739-0197
American Lung Association of Florida .....	743-2933
Arlington Psychological Center .....	724-2405
Atlantic Family Institute .....	247-5669
Baptist Behavioral Care Management .....	202-7900
Baptist Medical Center (Wolfson Children’s Hospital) .....	202-2000/202-4959
Baptist Medical Center/Beaches/Baptist Behavioral Health.....	376-3800
Beaches Emergency Assistance Ministry (BEAM) .....	241-2326
Big Brothers/Big Sisters of North Florida .....	727-9797x234
Boys & Girls Clubs of Northeast Florida, Inc. ....	396-4435
Breakthroughs.....	419-6102
The Bridge of Northeast Florida, Inc. ....	354-7799
Catholic Charities (Resource and Counseling) .....	354-4846x230
Child Guidance Center.....	448-4700
Children in Need of Services/Families in Need of Services	
Runaway Hotline .....	1-800-RUNAWAY
Child Abuse Hotline.....	1-800-96-ABUSE
Children's Home Society of Florida (Family Resource Center).....	493-7744

City of Jacksonville - Victim Services Center .....	630-6300
Clara White Mission, Inc. ....	354-4162
Clay Behavioral Health Center, Inc .....	904-291-5561
Clinical & Health Psychology.....	448-0079
Communities in Schools of Jax - Duval County Public Schools .....	354-5918
Community Connection (previously YMCA).....	350-9949
Community Hospice of Northeast Florida, Inc. ....	268-5200
Compassionate Families .....	354-0007
The Counseling Group, P.A.....	745-3111
Daniel Memorial Hospital, Inc.....	296-1055
Dignity U Wear.....	636-9455
DISC Village Treatment Center, Woodville, Fl.....	800-654-DISC/850-421-4115

**Duval County Health Department Centers/Clinics: 253-1000**

Agape Community Health Center	253-1030
Beaches Family Health Center	253-2555
The Boulevard Comprehensive Health Center (HIV/AIDS only)	253-1040
Center for Prevention Services	253-1250
Center for Specialized Pulmonary Services (TB)	253-1070
Center for Women & Children	253-1080
Central Dental Clinic at Jax Central Health Plaza	253-1210
Emerald Nutrition/WIC Services	253-1520
Happy Tooth Express	434-7035
Immunization Center (Children’s Walk-in Clinic)	253-1420
Magnolia Women’s Center	353-2130
Marietta Family Health Center	253-1090
Mayport Nutrition/WIC Services	253-1525
Overseas Travel and Refugee Clinic	253-1040
Pearl Street Nutrition/WIC Services	253-1505
Royal Terrace Dental Center	253-1783
Shands Jacksonville Family Planning	244-4233



Northeast Florida Safety Council, Inc..... 399-3119

Northwest Behavioral Health Services, Inc. .... 781-0600

PACE Center for Girls Jacksonville ..... 448-8002

Pastoral Counseling Service ..... 398-2437

Planned Parenthood ..... 249-2378

The Rainbow Center (Shands Hospital)..... 244-4881

River Point Behavioral Health.....724-9202/800-749-3967

River Region Human Services, Inc..... 899-6300

River Region Human Services - Kid Power ..... 899-6322 x 4600

St. Vincent's "QuitSmart" ..... 482-0189

Salvation Army Adult Rehabilitation Center..... 641-2122x209

Shane's Counseling Service.....730-9922/260-2454

Stewart-Marchman Center (Adolescent Center) Daytona, Fl. ....1-888-516-2296

Substance and Mental Health Program,  
Florida Department of Children and Families ..... 723-2134

TEAM UP - Duval County Public Schools..... 858-6080

Teen Challenge International Ministry Institute ..... 398-0013

Teen Parent Service Center - Duval County Public Schools ..... 390-2207

United Way 211 ..... 632-0600

University of North Florida Women's Center ..... 620-2528

Urban Jacksonville, Inc..... 807-1200

Victim Services - City of Jacksonville.....630-6300/244-4600

Volland & Associates ..... 727-7778

Walton-Brueske Counseling Group ..... 733-9669

Wekiva Springs Center for Women ..... 296-3533

Willingway Hospital, Statesboro, GA.....1-800-242-9455

The Women's Center of Jacksonville..... 722-3000

YMCA (See Community Connection)..... 350-9949

Youth Crisis Center, Inc. .... 725-6662/720-0002

## CLASSIFICATION OF ORGANIZATIONS BY GROUP

### TREATMENT AGENCIES

### PHONE NUMBER

Atlantic Family Institute ..... 247-5669

Breakthroughs..... 419-6102

Clay County Behavioral Health Center, Inc. .... 904-291-5561

Clinical & Health Psychology..... 279-0079

The Counseling Group, PA..... 745-3111

DISC Village Treatment Center..... 1-800-654-DISC/850-421-4115

EPIC Community Services, St. Augustine..... 1-904-829-2273

Focus By The Sea ..... 1-800-821-7224/1-912-638-1999

### **Full Service Schools**

Andrew Jackson High School..... 359-6250

Englewood High School ..... 730-6288

Fletcher High School, Beaches Resource Center..... 270-8200

Westside Family Resource Center ..... 390-3284

Paxon High School ..... 348-7578

Ribault Senior High School-Project Reach..... 924-3707

Sandalwood High School..... 348-7553

Terry Parker High School ..... 858-1955

  

Gateway Community Services, Inc..... 387-4661

Gateway Community Services - New Beginnings  
(Adolescent Detoxification, Stabilization, Outpatient,  
Targeted Case Management) ..... 646-4889

Gateway Community Services, Inc./Nancy Reagan TPC Village  
(Adolescent Residential Treatment Program)..... 646-4889

Gateway Community Services, Inc. (Juvenile Assessment Center)..... 356-9835

Greenfield Center..... 389-3784

Greenleaf Center, Inc., Valdosta, Ga. .... 1-229-247-4357

Growth Pointe ..... 642-2468

Northwest Behavioral Health Services, Inc. .... 781-0600

River Point Behavioral Health ..... 724-9202/800-749-3967

Rive Region Human Services, Inc. .... 899-6300

Salvation Army Adult Rehabilitation Center..... 641-2122x209

Stewart-Marchman Center - Adolescent Center, Daytona..... 1-904-947-1300

Sundown M. Ranch..... 509-459-0990

Teen Challenge International Ministry Institute ..... 398-0013

Volland & Associates ..... 727-7778

Wekiva Springs Center for Women ..... 296-3533

Willingway Hospital, Statesboro, GA..... 1-800-242-9455



**COUNSELING AGENCIES**

**PHONE NUMBER**

Arlington Psychological Center ..... 724-2405

Atlantic Family Institute ..... 247-5669

Baptist Medical Center (Wolfson Children’s Hospital) ..... 202-2000/202-4959

Baptist Medical Center/Beaches/Baptist Behavioral Health ..... 376-3800

Breakthroughs ..... 419-6102

Catholic Charities (Resource and Counseling) ..... 354-4846x230

Child Guidance Center ..... 448-4700

City of Jacksonville - Victim Services Center ..... 630-6300

Clay Behavioral Health Center, Inc. .... 904-291-5561

Clinical & Health Psychology ..... 279-0079

Community Hospice of Northeast Florida, Inc. .... 268-5200

Compassionate Families ..... 354-0007

The Counseling Group, P.A. .... 745-3111

Daniel Memorial Hospital, Inc. .... 296-1055

Family Counseling Services, Inc. .... 396-4846

First Coast Child Protection Team ..... 633-0300

First Step Batterers Intervention Program-Hubbard House ..... 354-0076

Fleet and Family Support Center ..... 270-6600x111

**Full Service Schools**

Andrew Jackson High School ..... 359-6250

Englewood High School ..... 730-6288

Fletcher High School, Beaches Resource Center ..... 270-8200

Westside Family Resource Center ..... 390-3284

Paxon High School ..... 348-7578

Ribault Senior High School-Project Reach ..... 924-3707

Sandalwood High School ..... 348-7553

Terry Parker High School ..... 858-1955

Growth Pointe ..... 642-2468

Hope Haven Children’s Clinic ..... 346-5100

Hubbard House, Inc. .... 1-800-500-1119/354-3114

Hubbard House, Inc. - First Step Batterers Intervention Program .. 354-0076x280

Jacksonville Psychiatric Services ..... 399-5966

Jewish Family & Community Serv. .... 448-1933

Kid Power – River Region Human Services ..... 899-6322 x 4600

Mental Health Center of Jacksonville ..... 743-1883x213

Mental Health Resource Center ..... 642-9100

Mental Health Resource Center (RCI Employment Services) ..... 743-1002

Northwest Behavioral Health Services, Inc. .... 781-0600

Pastoral Counseling Service ..... 398-2437

iver Point Behavioral Health ..... 724-9202/800-749-3967

River Region Human Services – Kid Power ..... 899-6322 x 4600

Shane’s Counseling Service ..... 730-9922/260-2454

Victim Services - City of Jacksonville ..... 630-6300/244-4600

Volland & Associates ..... 727-7778

Walton-Brueske Counseling Group ..... 733-9669

Wekiva Springs Center for Women ..... 296-3533

The Women's Center of Jacksonville ..... 722-3000

Youth Crisis Center, Inc. .... 725-6662/720-0002

**SUPPORT GROUPS**

**PHONE NUMBER**

Al-Anon and Alateen .....	350-0600
Alcoholics Anonymous.....	399-8535/399-8537/398-9977
American Lung Association of Florida.....	743-2933
City of Jacksonville – Victim Services .....	630-6300
Community Hospice of Northeast Florida, Inc. ....	268-5200
Compassionate Families .....	354-0007
Dignity U Wear.....	636-9455
Epic Community Services, St. Augustine.....	1-904-829-2273
First Coast Child Protection Team.....	633-0300
First Step Batterers Intervention Program-Hubbard House .....	354-0076 x 0
Hubbard House, Inc. ....	1-800-500-1119/354-3114 x 0
Hubbard House, Inc.- First Step Batterers Intervention Program ...	354-0076x280
St. Vincent's “QuitSmart” .....	482-0189
University of North Florida - Women's Center.....	620-2528
Urban Jacksonville, Inc.....	807-1200
Victim Services - City of Jacksonville.....	630-6300
Wekiva Springs Center for Women .....	296-3533
The Women's Center of Jacksonville.....	722-3000



**COMMUNITY/PROFESSIONAL/  
EDUCATIONAL ORGANIZATIONS**

**PHONE NUMBER**

American Cancer Society .....	1-800-ACS-2345
American Heart Association .....	739-0197
Baptist Behavioral Care Management .....	202-7900
Beaches Emergency Assistance Ministry (BEAM) .....	241-2326
Big Brothers/Big Sisters of North Florida .....	727-9797x234
Boys & Girls Clubs of Northeast Florida.....	396-4435
The Bridge of Northeast Florida, Inc.....	354-7799
Catholic Charities (Resource & Counseling).....	354-3416
Children in Need of Services/Families in Need of Services (CIN/FIN) Runaway Hotline .....	1-800-RUNAWAY
Child Abuse Hotline.....	1-800-96-ABUSE
Children's Home Society of Florida (Family Resource Center).....	493-7762
Clara White Mission, Inc. ....	354-4162
Communities in Schools of Jax - Duval County Public Schools .....	354-5918
Community Connection (previously YMCA).....	350-9949
Compassionate Families .....	354-0007
Dignity You Wear.....	636-9455
<b>Duval County Health Department Centers/Clinics</b>	
Agape Community Health Center	253-1030
Beaches Family Health Center	253-2555
The Boulevard Comprehensive Health Center (HIV/AIDS only)	253-1040
Center for Prevention Services	253-1250
Center for Specialized Pulmonary Services (TB)	253-1070
Center for Women & Children	253-1080
Central Dental Clinic at Jax Central Health Plaza	253-1210
Emerald Nutrition/WIC Services	253-1520
Happy Tooth Express	434-7035
Immunization Center (Children's Walk-in Clinic)	253-1420

Magnolia Women's Center	353-2130
Marietta Family Health Center	253-1090
Mayport Nutrition/WIC Services	253-1525
Overseas Travel and Refugee Clinic	253-1040
Pearl Street Nutrition/WIC Services	253-1505
Royal Terrace Dental Center	253-1783
Shands Jacksonville Family Planning	244-4233
Smile Express	434-7068
South Jacksonville Family Health Center	253-1100
South Jacksonville Primary Care	253-1220
Southside WIC/Immunization Center	253-1520
Wesconnett Children's Dental Center	253-1680
Wesconnett Family Health Center	253-1120
West Jacksonville Family Health Center	253-2785
Duval County Public Schools - Communities in Schools of Jax .....	354-5918
Duval County Public Schools – TEAM UP .....	858-6080
Duval County Public Schools - Teen Parent Service Center .....	390-2259
First Coast Child Protection Team.....	633-0300
Florida Alcohol and Drug Abuse Association .....	1-850-878-2196
Florida Department of Children & Families Substance and Mental Health Program .....	723-2134
Full Service Schools	
Andrew Jackson High School .....	359-6250
Englewood High School .....	730-6288
Fletcher High School, Beaches Resource Center.....	270-8200
Westside Family Resource Center .....	390-3284
Paxon High School .....	348-7578
Ribault Senior High School-Project Reach.....	924-3707
Sandalwood High School.....	348-7553
Terry Parker High School .....	858-1955
Hubbard House, Inc. ....	1-800-500-1119/354-3114
Hubbard House, Inc.- First Step Batterers Intervention Program ...	354-0076x280
Jacksonville Sheriff's Office - Community Affairs Division .....	630-2160
The Jeff Mitchell Foundation.....	396-9665

Kid Power - River Region Human Services .....	359-6571x139
Lutheran Social Services.....	448-5995
MADD of Jacksonville (Mothers Against Drunk Driving).....	388-2455
Mental Health Resource Center (RCI Employment Services).....	743-1002
Mission House .....	241-6767
Northeast Florida Safety Council, Inc.....	399-3119
PACE Center for Girls Jacksonville .....	448-8002
Planned Parenthood .....	249-2378
The Rainbow Center (Shands Hospital).....	244-4881
River Region Human Services - Kid Power .....	899-6322 x 4600
Substance and Mental Health Program - Florida Department of Children & Families .....	723-2134
TEAM UP - Duval County Public Schools.....	858-6080
Teen Parent Service Center-Duval County Public Schools .....	390-2559
United Way 211 .....	632-0600
Urban Jacksonville, Inc.....	807-1200
The Women's Center of Jacksonville.....	722-3000
Youth Crisis Center, Inc. ....	725-6662/720-0002

## EMERGENCY HELP TELEPHONE NUMBERS

### AIDS/HIV SERVICES

AIDS Counseling and Testing Hotline .....	800-590-2437
Catholic Charities Bureau .....	354-4846x239
Lutheran Social Services.....	448-5995
Northeast Florida AIDS Network, Inc. ....	356-1612
Sexually Transmissible Disease Clinic .....	798-4940

### AGING & ADULT SERVICES

Elderly Abuse.....	1-800-96-ABUSE
City of Jacksonville Adult Services/Recreation .....	630-3450
Meals on Wheels.....	388-8187
The Women's Center of Jacksonville .....	722-3000

### ALCOHOL/DRUG TREATMENT FOR HOMELESS

Alcoholics Anonymous Information Center .....	399-8535
Catholic Charities Bureau .....	354-4846
Gateway Detoxification Center.....	387-4661 Ext. 1102
Help Center .....	633-9383
I.M. Sulzbacher Center for the Homeless .....	359-0457
River Region Human Services .....	899-6300
The Salvation Army .....	641-2122
Sisters Overcomers Ministries .....	695-2126
Trinity Rescue Mission .....	355-1205

### CHILD CARE FOR THE HOMELESS

Community Connection .....	350-9949
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### CLOTHING

Arlington Community Services .....	743-7402
Catholic Charities Emergency Assistance .....	354-3416
Hubbard House .....	440-6333
Mission Harvest America .....	356-9006
Sisters "Overcomers in Christ Unity" .....	695-2126
Trinity Rescue Mission .....	355-1205

### DISABLED SERVICES

Educational & Vocational Training	
Goodwill Industries of North Florida, Inc. ....	384-1361
Disabled Services.....	630-4940

Social Security Administration .....	800-772-1213
Vocational Rehabilitation Division.....	348-2770

### EMERGENCY SERVICES

24-Hour Information and Referral "United Way 211" ....	632-0600
Ambulance/Fire.....	911
American Red Cross .....	358-8091
Battered Women's Shelter "Hubbard House" .....	3540076 x 0
Children and Families Abuse Hotline.....	1-800-96-ABUSE
Poison Control .....	800-222-1222
Sexual Assault Recovery Center.....	358-7273
The Salvation Army .....	356-8641
Suicide Prevention-United Way 211 .....	632-0600

### FAMILY COUNSELING & MENTAL HEALTH

Family Counseling Service .....	396-4846
Mental Health Center .....	695-9145
Mental Health Resource Center .....	642-9100
Pastoral Counseling Services .....	398-2437

### FINANCIAL ASSISTANCE

Beaches Emergency Assistance Ministry .....	241-2326
Catholic Charities, Inc. ....	354-3416
Downtown Ecumenical Service Council, Inc. ....	358-7955
Salvation Army Family Services .....	356-8641
Navy-Marine Corps Relief Society.....	542-3515
St. Mary's Episcopal Church .....	354-5075

### FOOD

Catholic Charities, Inc. ....	354-3416
Downtown Ecumenical Services .....	358-7955
Food Bank - Lutheran Social Services, Inc. ....	448-5995
KIDS CAFE, 1502 Jessie Street .....	353-3663
Hot meals to children under 18, Mon.- Friday, 5 P.M.	
Summer lunch program-----	1-800-622-5985
Second Harvest Food Bank.....	292-1675

The Mission House, 800 Shelter Ave., Jax Beach.....	241-6767
Lunch 6 days at noon,	
Dinner Monday thru Friday at 7	
Sunday – 3:30 Dinner	
St. Frances Soup Kitchen, Saturday, 10 A.M. ....	356-2902
The Salvation Army Mobile Unit, 140 W. Davis & 900 W. Adams St. (Downtown),	
Tuesday & Thursday beginning at 7 AM	
I.M. Sulzbacher Center for the Homeless.....	359-0457
Clara White Mission .....	354-4162

**GENERAL VICTIM SERVICES**

Sheriff’s Office, Crime Prevention – Com. Affairs.....	630-2161
State Attorney - Victim - Witness Services .....	630-6300
Victim Services, City of Jacksonville.....	630-6300

**HALFWAY HOUSE (DRUGS/ALCOHOL)**

Help Center .....	633-9383
Riverside Transition House.....	384-1839

**HEALTH SERVICES**

**Public Health Department Branch Clinics**

Agape Community Health Center	253-1030
Beaches Family Health Center	253-2555
The Boulevard Comp. Health Center (HIV/AIDS only)	253-1040
Center for Prevention Services	253-1250
Center for Specialized Pulmonary Services (TB)	253-1070
Center for Women & Children	253-1080
Central Dental Clinic at Jax Central Health Plaza	253-1210
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Pearl Street Nutrition/WIC Services	253-1505
Royal Terrace Dental Center	253-1783

Shands Jacksonville Family Planning	244-4233
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South Jacksonville Family Health Center	253-1100
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Southside WIC/Immunization Center	253-1520
Wesconnett Children’s Dental Center	253-1680
Wesconnett Family Health Center	253-1120
West Jacksonville Family Health Center	253-2785

**LEGAL ASSISTANCE**

Jacksonville Area Legal Aid.....	356-8371
Lawyer Referral Service .....	1-800-733-6337

**MEDICAL SERVICES**

Baptist Medical Center .....	202-2000
Baptist Medical Center at the Beach.....	627-2900
Baptist Medical Center- Outpatient .....	202-2901
Baptist Medical Center-South.....	821-6000
Brooks Rehabilitation Hospital.....	858-7600
Mayo Clinic of Jacksonville .....	953-2000
Memorial Hospital .....	399-6111
Naval Hospital, Jacksonville.....	542-7300
Shands Jacksonville Hospital.....	244-0411
St. Luke’s Hospital.....	296-3700
St. Vincent’s Hospital .....	308-7300
River Point Behavioral Health .....	724-9202
Wolfson Children’s Hospital .....	202-8000

**PUBLIC/PRIVATE ASSISTANCE AGENCIES**

Catholic Charities.....	354-3416
Disabled Services.....	630-4940
Handicapped Services - JTA.....	630-3100
Lutheran Social Services.....	448-5995
Suicide Prevention (United Way 211) .....	632-0600

**SHELTERS**

Hubbard House-Shelter for battered women and their children .....  
 .....354-3114/1-800-500-1119

I.M. Sulzbacher Center for the Homeless,  
 611 E. Adams St., dormitories for women and families  
 and men in shelter program, as well as a  
 250-capacity sleeping area for men .....359-0457

The Inn Ministry - emergency housing for women  
 who are pregnant or have a small child .....388-7730

The Salvation Army-900 W. Adams St. (Downtown).....356-8641

Trinity Rescue Mission - 901 W. Bay St., always open,  
 provides up to 3 days lodging .....355-1205

**YOUTH SHELTER**

Youth Crisis Center - runaways, truants, ungovernable and homeless

youth ages 10 -18. Always open.....725-6662

**VETERAN SERVICES**

Disabled American Veterans .....232-3621

Veterans Services Division.....630-3680

**WOMEN & CHILDREN SERVICES**

The Bridge of Northeast Florida.....354-7799

Center for Women and Children.....253-1080

Children’s Dental Center ..... 253-1210 or 434-7035

Children’s Home Society .....493-7744

Children’s Medical Services .....360-7070

Planned Parenthood  
 3850 Beach Blvd.....399-2800  
 25 Sailfish (Beaches Area).....249-2378

**AGENCY:**

Al-Anon and Alateen  
Call for meeting times and places

**Phone:** 350-0600

**U.S.:** 1-800-344-2666

**AA Helpline:** 399-8535

**Website:** [www.northfloridaal-anon.org](http://www.northfloridaal-anon.org)

**AL-ANON**

- A fellowship of relatives and friends of alcoholics who believe someone else has affected their lives.
- A self-help recovery program based on the Twelve Steps of Alcoholics Anonymous (AA).
- A nonprofessional fellowship where members share their experience, strength and hope to solve their common problems.
- An anonymous program with the identity of all Al-Anon and AA members protected.
- A spiritual program that is compatible with all religious beliefs or none.
- A program with the single purpose of helping families and friends of alcoholics, whether the alcoholic is still drinking or not.
- A worldwide fellowship with more than 32,000 groups, in over 104 countries, which has been in existence since 1951.
- Compatible with professional treatment. Statistics show 63% of its members received treatment/counseling after attending Al-Anon.
- Free of charge and self-supporting through members' voluntary contributions. There are no dues or fees for membership.

**ALATEEN**

- A PART OF Al-Anon.
- For teenagers who have been affected by someone else's drinking.

**AGENCY:**

Alcoholics Anonymous  
Intergroup Services  
3128 Beach Blvd.  
Jacksonville, FL 32207

**Phone/Helpline:** 399-8535

**Website:** [www.neflaa.org](http://www.neflaa.org)

**Organization Operation:**

Alcoholics Anonymous is a fellowship of men and women who share their experience, strength, and hope with each other that they may solve their common problems and help others to recover from alcoholism.

- The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership. AA is self-supporting through its own contributions.
- AA is not allied with any sect, denomination, politics, organization or institution; does not wish to engage in any controversy; neither endorses nor opposes any causes.
- The primary purpose is to stay sober and help other alcoholics to achieve sobriety.

(Copyright Alcoholics Anonymous Publishing, Inc., 1955.)

**Goal:**

Alcoholics Anonymous is made up of compulsive drinkers, both men and women, who join with each other in a mutual effort to remain sober. Alcoholics, themselves in their despair and hopelessness, began this program.

**The AA Meeting:**

Members of AA meet regularly in "Groups" which are the basic operating unit of the organization. Meetings are held in all areas of town, often at churches, clubs, schools, etc. There are no upper or lower limits on the number of persons in the Group. Ideal group size usually evolves into 15 to 35 persons so that anyone in the Group can be afforded the opportunity to be heard during the limited time (normally one hour) allowed for the meeting. A chairperson presides over the meeting and assures an orderly flow of ideas and opinions. A pre-selected topic, usually chosen by the chairperson, having to do with the maintenance of one's sobriety or the problems encountered in maintaining sobriety is thrown open to the floor for discussion or comment by any one present. Thus, those who attend have an opportunity to learn from a diverse accumulation of points of view and the obstacles and pitfalls to be aware of in their daily living, which might be threatening to the maintenance of sobriety or presage a relapse into drinking behavior. In order to preserve

and maintain anonymity, only first names are used at the level of press, radio and films. An "Open Discussion" meeting, may be attended by anyone, a "Closed Group" meeting is limited to people who are an alcoholic or a member of AA. One need not be an alcoholic or a member of AA to attend any meeting that is characterized as "Open." There are several other types of meetings available (185 different groups meeting over 200 times weekly throughout Jacksonville). Some of these are:

- a) Closed Discussion - Normally limited to admitted alcoholics (members of AA).
- b) Beginners Open Discussion - For those who have never attended a meeting before or have only attended a few prior meetings.
- c) Open Speakers Meeting - A guest speaker, invited, usually from another group, relates how his alcoholism developed, how he behaved while drinking, how he came to AA, and how his life is now.
- d) Step Meeting (Open or Closed) - One or more of the 12 steps to recovery are discussed in depth.
- e) Other - Book meetings where literature published by AA is discussed.

**AGENCY:**

**AMERICAN CANCER SOCIETY**

Duval County Unit  
1430 Prudential Drive  
Jacksonville, Fl 32207

**Phone:** 1-800-ACS-2345  
[www.cancer.org](http://www.cancer.org)

**Phone:** 398-0537

Beaches, St. Johns, Nassau Units  
2850 Isabella Blvd, Suite #20  
Jacksonville Beach, Fl 32250

**Phone:** 249-0022

Clay, Putnam, Baker Unit  
1536 Kingsley Avenue, Suite 123  
Orange Park, Fl 32073

**Phone:** 264-6039

**Agency Operation:**

Nationwide, community based, voluntary health organization led by volunteers-approx. 2,500 in Jacksonville. Dedicated to eliminating cancer as a major health problem. This is done by preventing cancer, saving lives, and diminishing suffering through research, education, advocacy & service.

**Mission Statement:**

The American Cancer Society is a nation wide community based voluntary health organization. It is dedicated to eliminating cancer as a major health problem by preventing cancer, saving lives and diminishing suffering from cancer, through research, education, advocacy, and service.

**Services Available:**

- Assist with Transportation to and from outpatient cancer treatment centers
- Emergency Financial Assistance - Limited, short-term assistance to help pay for pain medication or transportation to and from outpatient treatment facilities
- Personal and Medical supplies - wigs, bras, breast prosthetic (supplies as available)
- Community Resource Information

### **Patient and Family Services:**

- *Reach to Recovery* - breast cancer support
- *Man-to-Man* - prostate cancer support
- *Look Good...Feel Better* - help coping with appearance changes from cancer treatment
- *Road to Recovery* - transportation to and from treatments
- Financial assistance for pain medications and emergencies
- *Hope Lodges* - lodges in Gainesville, Tampa, and Miami where cancer patients and families can stay free-of-charge during outpatient treatments. Sponsored by the American Cancer Society and Winn Dixie

### **Youth Programs and Services:**

- *R.O.C.K. Camp* ("Reaching Out to Cancer Kids"), a special summer camp for kids with cancer
- *R.O.C.K. Family Weekend* –parents and children meet and bond with others facing cancer and share valuable coping skills
- College scholarships for students with a history of cancer

### **Mission Support Events**

- **Making Strides Against Breast Cancer** – Teams raise funds, create awareness and walk to show support in the fight against breast cancer through the American Cancer Society's Making Strides Against Breast Cancer event. Donations are dedicated to life-saving research, education, patient support, and advocacy programs.
- **Relay for Life** – Relay For Life is the American Cancer Society's signature fundraising activity. This community-based, team event honors those who have been lost to cancer and celebrates those who have survived cancer. It raises funds to support cancer research, education, advocacy and patient services.
- **Ball and Galas** – The American Cancer Society's Balls and Galas' events are invitation only and are attended by social, philanthropic and professional leaders in the community. Attendees have networking opportunities and a chance to entertain clients while supporting a worth while cause.

**AGENCY:**

American Heart Association  
5851 St. Augustine Road  
Jacksonville, Florida 32207

**Division Director:**

Lisa Leifheit

**Phone:** 904-739-0197

**FAX:** 904-739-0012

**Agency Operation:**

Program Goals: To educate the public and raise funds to support our mission: to reduce disability and death from cardiovascular diseases and stroke by 25%.

Type of Agency: National Health Organization - Volunteer, Non-Profit

**Client Information:**

Information, referral, brochures and posters for educational programs relating to the prevention, treatment and understanding of cardiovascular diseases and stroke.

**Program Evaluation:**

Agency tracks number of people reached in educational programs by four site areas: school site, work site, community site and healthcare site.

**Summary:**

The American Heart Association raises funds to support medical research, professional, and community education programs. Fund raising is utilized to support their mission of reducing disability and death caused by cardiovascular diseases and stroke. We welcome public inquiries about our programs and offer literature on prevention and treatment of heart disease and stroke.

The School Site Heart Power Program targets students in four areas: Pre-school, Kindergarten - 2nd Grade, Grades 3 - 5, and Middle School.

**AGENCY**

American Lung Association of Florida, Inc.  
5526 Arlington Road  
Jacksonville, Florida 32211

**Contact Person:**

Cheryl Pearson  
Area Executive Director

**Phone:** 743-2933

**Agency Operation:**

Mission: Our mission is the promotion of lung health and prevention of lung disease. We focus our efforts toward the prevention, control, and cure of lung disease through research, education and advocacy.

Type of Agency: Voluntary Health Agency

Client Fees: None

Counties Served: Alachua, Baker, Bradford, Clay, Columbia, Duval, Nassau, Putnam, St. Johns, and Union

**Services Include:**

- Providing Support Groups for lung disease patients
- Family Asthma Programs
- Summer Asthma Camps
- Referral to Smoking Cessation Programs
- Video Lending Closet
- Tobacco Education
- Air Pollution and Education on “How to Keep Your Lungs Healthy”, including “Open Airways for Schools” program
- Childhood asthma program for daycare providers and early childhood educators.

**AGENCY:**

Arlington Psychological Center, Suite #12  
8049 Arlington Expressway  
Jacksonville, Florida 32211

**Contact Person:**

James F. Vallely, Ph.D

**Phone:** 724-2405

**Agency Operation:**

Specializes in neuropsychology and evaluation of learning disabilities. Also specializes in the evaluation and treatment of family violence.

Program Goals: Provide private psychological services to individuals and families after completion of a psychological evaluation.

Type of Agency: Private practice

**Client Information:**

We treat children as young as the age of eight, individuals and families of all ages.

**Treatment Information:**

Group therapy for perpetrator, adult and child. Individual therapy for ages 8 - golden ages.

**Clinical Staff Information:**

Licensed psychologists - All experts in matters of family violence, marital/family, and individual counseling.

**Community Related Information:**

The Arlington Psychological Center has maintained close relations with FDC&F, The Child Protection Team, the Sheriff's Department, and the State Attorney's Office for twenty years.

**AGENCY:**

Atlantic Family Institute  
808 3<sup>rd</sup> St. Suite A  
Neptune Beach, Fl 32266

**Contact Person:**

R. Scott Herbert, EDS., LMFT

**PHONE:** 247-5669

**FAX:** 247-5642

**Agency Operation:**

10:00am - 8:00pm: Monday-Thursday

12:00pm - 6:00pm: Friday

Weekends for emergencies only, 24-hour answering service.

Type of Agency: Private psychotherapy practice for children, adolescents and adults.

Client Fees: Primarily set by 3<sup>rd</sup> party agencies, reduced/negotiated rates for uninsured  
Collection of 3<sup>rd</sup> Party Payments

All therapists are contracted providers for most major insurance carriers, plus the State of Florida, Department of Children and Families, Bureau of Victim Compensation, and Employee Assistance Programs.

**Client Information:**

- ADHD/Tourette Syndrome
- Physical, Sexual, Emotional Abuse
- Anxiety Disorders/Obsessive Compulsive Disorder
- Depression
- Grief/Loss
- Chronic Pain and Illness
- Pre-Marital Counseling and Marital Issues
- Women's Issues
- Substance Abuse

- PTSD-Post Traumatic Stress Disorder
- Parenting
- Behavior Disorders/Oppositional Defiance/Violence
- Divorce/Child Custody
- Anger Management
- Relationship Issues
- Conflict Management
- Self-esteem

**Treatment Information:**

Comprehensive treatment options:

- Cognitive Behavior

Crisis Stabilization

- Behavioral
- Hypnotherapy
- Family Systems Therapy

Psycho-dynamic  
Psycho-educational

**Clinical Staff Information:**

R. Scott Herbert, EDS., Licensed Marriage and Family Therapist

Judy S. Saucerman, Licensed Clinical Social Worker

JeaNette Smith, Licensed Mental Health Counselor

Staff has practiced in Jacksonville in many capacities: School system, private agencies, hospitals, private non-profit, and churches.

**Program Evaluation:**

Atlantic Family Institute has experienced tremendous success. All therapists work closely at case management of the clients and are committed to offering assistance in any way possible.

**Community Related Information:**

Due to the broad background of experience of the clinical staff at AFI each offer unlimited community contacts, making the practice resourceful for the clients. All the clinicians at AFI are involved in the schools, non-profit agencies, local business organizations, churches, etc.

**Summary:**

It is the intention of AFI to stay on top of new concepts in treatment. All clinicians participate in professional training on an ongoing basis to bring the newest and best treatment options possible to our clients.

**AGENCY:**

Baptist Behavioral Care Management (BCM)  
800 Prudential Drive  
Jacksonville, Fl 32207

**Contact Person:**

Jenny Edwards, Department Manager

**Phone:** 202-7900

**Fax:** 202-7902

**Agency Operation:**

Program Goals: To provide 24 hour wellness education, information, evaluation and assessment for ALL mental health, psychiatric and substance abuse problems.  
Type of Agency: Non-profit - Health System, Crisis Response Center, Resource Center  
Client Fees: No Charge for telephone referral  
Geographical Location: Located in Downtown - works with clients throughout Duval and Clay Counties

**Client Information:**

We offer confidential evaluation, assessment and referral to children, adolescents and adults.

**Treatment Information:**

Evaluate/assess and refer, offer emergency evaluations in BMC Emergency Department  
Evaluations are professionally documented and sent to appropriate treatment program  
Provide referral services by phone

**Clinical Staff Information:**

Our evaluators are all trained mental health professionals, consisting of nurses and Masters prepared staff.

**Community Related Information:**

Crisis information/intervention, wellness education, and resource center

**Summary:**

When you need assistance with any kind of mental health issue, crisis or potential crisis, contact our 24-hour crisis response call center. If we cannot help you, we will find someone who can.

**AGENCY:**

Baptist Medical Center (Wolfson Children’s Hospital)  
800 Prudential Drive  
Jacksonville, FL 32207

**Contact Person:**

Kathleen Thomas, M.Ed., RN, C Nurse Manager,  
Child Adolescent Mental Health Services  
Randy Danielson, RN, C, Assistant Nurse Manager,  
Coordinator, Behavioral Health Day Stay Program

**Phone:** 202-2000 Main Number  
202-8812 Child/Adolescent Mental Health  
Services, Inpatient Unit  
202-4959 Behavioral Health Day Stay  
Program

**Website:** [www.e-baptisthealth.com](http://www.e-baptisthealth.com)

**Agency Operation:**

Program Goals: Provide coordinated, comprehensive behavioral health services for children, adolescents and their families. As part of Wolfson Children’s Hospital, our programs provide patients access to the full range of medical services as needed for diagnosis and care.

Type of Agency: Medical

Client Fees: Medicaid, insurance, or arrangements with hospital

**Client Information:**

Ages served is 6 - 17

**Treatment Information:**

Inpatient treatment is available for children and adolescents who are experiencing acute emotional problems and psychiatric illness that disrupt their ability to function. The unit provides a treatment program focused on helping patients and families develop strengths and solution oriented strategies to meet their individual needs. As part of Wolfson Children’s Hospital, the inpatient unit has access to a full range of medical services as needed by patients in our program.

The Day Stay Partial Hospitalization Program provides services to patients who do not need the 24-hour structure of an inpatient program. The program is Monday-Friday 9:00 AM – 4:30 PM.

The Eating Disorders Program is located in the Day Stay Partial Hospitalization setting and provides a supportive, structured environment for children and adolescents with eating disorders.

**Clinical Staff Information:**

Interdisciplinary including medical director, psychiatrists, psychologists, nurses, social workers, therapists, pastoral counselors, activities therapists, music and art therapists.

**AGENCY:**

Baptist Medical Center/Beaches  
Baptist Behavioral Health  
900 Beach Blvd. , Suite 930  
Jacksonville Beach, FL 32250

**Contact Person:**

Douglas Gorospgoroste

**Phone:** 376-3800

**FAX:** 247-9693

**Website:** [www.e-baptisthealth.com](http://www.e-baptisthealth.com)

**Agency Operation:**

Program Goals: Enhance and strengthen the lives of children, adolescents and families.

Type of Agency: Family and individual counseling services, medication management

Client Fees: Insurance and reduced fees available

**Client Information:**

Call for scheduling new patients (376-3800), ask for new patient coordinator, and request beach location.

**AGENCY:**

Beaches Emergency Assistance Ministry (BEAM)  
850 6<sup>th</sup> Avenue South  
Jacksonville Beach, FL 32250

**Contact Person:**

Cindy Funkhouser  
Executive Director

**Phone:** 241-2326

**FAX:** 241-7447

**Agency Operation:**

Program Goals: To provide food and financial assistance for residents in need. Works at keeping families together in their homes to prevent homelessness. Immediate stabilization of limited financial problems. Access Partner with Department of Children and Families – Provide food stamps/Medicaid/TANF Application Assistance. Now provides assistance to homeless families at the beach.

Type of Agency: Faith-Based - funding comes from private donations, businesses, grants and support from local churches

Client Fees: None

**Client Information:** All ages are served, please call to schedule an appointment  
Serves residents in ZIP codes 32250, 32266, 32233, 32224, 32227, 32082

**Program Information:**

Types of support available: rent and utility assistance; special assistance for car repair, insurance, medical equipment and prescriptions; assistance with personal care products, including diapers for infants.

Sponsors a Back-to-School event in July or August at Beaches United Methodist Church, provides clothing and school supplies for students.

Sponsors a Children's Dental Program.

Department of Children and Families Access Partner

**Clinical Staff Information:**

Two full-time staff members

**AGENCY:**

Big Brothers/Big Sisters of Northeast Florida  
3100 University Blvd S., Suite 120  
Jacksonville, Fl 32216

**Contact Person:**

Nicola Barnack

**PHONE:** 727-9797 ext 234

**FAX:** 727-9994

**E-MAIL:** [NBarnack@bbbsjax.org](mailto:NBarnack@bbbsjax.org)

**Agency Operation:**

Big Brothers/Big Sisters of Northeast Florida offers businesses and individuals an opportunity to make a positive difference in a child's life. An investment of time in a child is an investment in the future of our community. Be a Part of Something Big....

Type of Agency:        Mentoring

Client Fees:            N/A

**Community Related Information:**

Program promotes long-term relationships between an adult and a child. Adults help build confidence and character in children so they can make positive life choices.

**Summary:**

Big Brothers/Big Sisters provides trusted adult interaction for children from predominantly single parent families through consistent personal relationships that encourage the development of the emotional, social, educational, and physical well being of the child.

Big Brothers Big Sisters is committed to making a positive difference in the lives of children and youth. This is accomplished primarily through a professionally supported, One-to-One relationship with a caring adult. It assists children in achieving their highest potential as they grow to become confident, competent and caring individuals, by providing committed volunteers, national leadership and standards of excellence.

**Vision:**

As the largest national network of mentoring organizations serving children, families and communities, Big Brothers/Big Sisters has a vision to provide caring adults in the life of every child in need.

Big Brothers/Big Sisters is the leader in building professionally supported, dynamic relationships that unite children with committed volunteers, primarily on a one-to-one basis, transforming their lives, and enriching families, communities, and society. Our work is as elementary as putting a friend in a child's life, and as essential as putting hope into a child's future.

**Programs:**

**Traditional One to One:** Program promotes long term relationships between an adult and a child. Adults help build confidence and character in children so they can make positive life choices.

**BIGS in Schools:** Adults provide the extra encouragement and attention during the school day that children need to succeed in elementary, middle and high school.

**Children of Promise Jacksonville:** Traditional one to one program for children who have at least one or more parents incarcerated in state or federal prison. This program is dedicated to breaking the cycle of incarceration.

**AGENCY:**

Boys & Girls Clubs of Northeast Florida, Inc.  
1300 Riverplace Boulevard, Suite 310  
Jacksonville, Florida 32207

**Contact Person:**

Deborah J. Verges

**Phone:** 396-4435

**Fax:** 396-5254

**Agency Operation:**

Program Goals: Our mission is to inspire and enable all young people, especially those from disadvantaged circumstance to realize their full potential as productive, responsible and caring citizens. We help young people achieve positive life outcomes using holistic, research-based, nationally developed youth development programs that are proven to promote leadership, character, health and career development.

Type of Agency: Youth Development for youth ages 6-18

Client Fees: \$10 annual membership fee

Transportation: Limited

**Client Information:**

Boys & Girls Clubs of Northeast Florida help, northeast Florida's least advantaged young people achieve solid, measurable, and positive outcomes.

**Clinical Staff Information:**

All staff members are trained through Boys & Girls Clubs of Northeast Florida.

**Program Evaluation:**

The Boys & Girls Clubs of America, United Way of Northeast Florida, and Jacksonville Children's Commission, evaluate Boys & Girls Clubs of Northeast Florida. They meet the Florida Department of Children and Families requirements for a prevention/intervention program.

**Summary:**

The Boys & Girls Clubs of Northeast Florida has played an integral role in Jacksonville for 45 years; providing daily after school programs to nearly 1,100 young people daily at 11 facilities in Duval, Nassau, and St. Johns County.

**AGENCY:**

Breakthroughs  
3810-3 Williamsburg Park Blvd.  
Jacksonville, Fl 32257

**Executive Director:**

Tony Fiser, LCSW, CAP  
**Phone:** 419-6102

**Clinical Director:**

Cindy Falor, LMHC, CAP  
**Phone:** 419-6102  
**Fax #:** 739-2153

**Agency Operation:**

To provide the highest quality substance abuse and mental health treatment to adolescents ages 13 to 18 and their families in a supportive, ethical and affordable manner.

Type of Agency: Private

Client Fees: Sliding fee scale or insurance billing provided. Breakthroughs **does not** turn any family away due to inability to pay

**Client Information:**

The program screens adolescents (13-18) for level of substance use involvement to provide appropriate level of care, and for any co-existing psychiatric disorder.

**Treatment Information:**

Treatment is provided through individual, family and group therapy. Psychiatric referrals are made when necessary. Specializing in family treatment for substance abusing adolescents, and children who have experienced trauma.

Adult Intensive out-patient treatment- 20 days daily treatment (M-F) and 6 months after care.

**Clinical Staff Information:**

Tony Fiser, LCSW, CAP, has 25 years experience working with families and teens.

Cindy Falor, LMHC, CAP, has 20 years experience working with families and teens.

Ron Cipriano, CAP- has 15 years experience working with adults.

**Community Related Information:**

Breakthroughs will provide speakers to the community.

**AGENCY:**

The Bridge of Northeast Florida, Inc.  
1824 Pearl Street  
Jacksonville, FL 32206

**Contact Person:**

Davalu Parrish, DPA  
Bruce LaVant, Ph.D.

**Phone:** 354-7799  
**FAX:** 354-6352

**Agency Operation:**

- Program Mission: The mission of The Bridge of Northeast Florida, Inc. is to promote the development of healthy, productive, self-sufficient youth and families by providing comprehensive health, social and educational programs.
- Type of Agency: Non-profit Multi-service campus with six satellite locations
- Cost of Services: Client fees are dependent on the income of the families being served. It is a sliding scale for services related to the Health Clinic
- Geographical Location: Located in the inner city serving children, youth and young adults from all areas of town. Located in four schools i.e; Arlington Middle School, North Shore Elementary, St. Clair Evans Academy and Justina Elementary.
- Transportation: The agency utilizes two vans and two mini-buses to help provide transportation for those most in need.

**Program Name: The Bridge Urban Springfield (BUS)**

**Program Services:**

The Bridge is a comprehensive multi-service campus with a holistic approach to serving the needs of children and youth in our community:

- |                             |                      |
|-----------------------------|----------------------|
| Tutoring                    | Counseling           |
| Mentorships                 | Youth Employment     |
| Recreation                  | Leadership Training  |
| Health Services             | Summer Camp          |
| Sports                      | College Scholarships |
| Jaguars' Honor Roll Program |                      |

**Program Name: Straight Talk**

**Program Services:**

Program in comprehensive sexuality and health education for youth ages 10-17 at The Bridge BUS program and with educational rap sessions for clinic patients.

**Program Name: Bridge Works**

**Program Services:** Job training, shadowing and employment for 110 youth ages 14 – 18.

**Program Name: Pediatric and Adolescent Health Center**

**Program Services:** (904) 798-4672

The adolescent health clinic provides services on site by the Duval County Public Health Unit.

Primary Care	Well baby care
Family Planning	Pregnancy testing
Caring and well-trained staff	

**Program Name: TEAM-UP**

**Program Services:**

Positive Youth Development and Homework help in (4) after school programs serving over 1,000 children and youth per year.

**Program Name: Healthy Families**

**Program Services:**

Comprehensive family services, case management and parenting education in zip codes 32211, 32225, 32233, 32246, 32250, and 32277.

**Program Name: Volunteers**

**Program Services:**

Volunteers are an important component of our programs.

Tutoring  
Mentoring  
Dance

Coaching  
Art Classes  
Field Trips

**Summary:**

From its inception in 1982, The Bridge of Northeast Florida, Inc. has targeted inner city children and youth of poor families where the risks for negative outcomes are the highest.

**Program Name: Southwind Villas**

**Program Services:** Positive Youth Development and homework activities for 75 youth living in housing complex at Southwind Villas.

**AGENCY:**

Catholic Charities Bureau  
134 East Church Street  
Jacksonville, FL 32202-3130

**Contact Person :**

Marie Weber, MS  
Certified Addictions Specialist

**Phone:** 354-4846 ext 230

**Agency Operation:**

Catholic Charities offers a wide range of services that are available to the entire community without regard to religious preference. Services include adoption services, housing counseling, counseling services, addictions counseling, and maternity services.

**Addictions Counseling Program Goals:**

Provides effective, affordable and professional information, intervention, and community wide linking services to individuals and family members experiencing emotional stress as a result of living with or having lived with any addictive disorder.

**Addictions Counseling Services:**

Addictions counseling is provided as a non-residential program. Information, intervention and community wide linking services are provided for individuals suffering personally from an addictive disorder as well as to family members who suffer as a result of living in a home where addiction is a problem. A Certified Addictions Specialist who holds a Masters Degree provides services on an individual basis.

Type of Agency: Non-profit Corporation  
Client Fees: Sliding Fee Scale for counseling

**Client Information:**

Services are available to anyone without regard to race or religion.

**Program Evaluation:**

Licensed under the laws of the State of Florida and is under the auspices of the Diocese of St. Augustine. It is a United Way Agency.

**Community Related Information:**

Provides technical assistance to parish and community groups to understand issues, develop needed resources and to take positive action to improve the quality of life in local communities.

**AGENCY:**

Child Guidance Center  
5776 St. Augustine Road  
Jacksonville, FL 32207

**Out Patient Office**

6316 San Juan Avenue  
Jacksonville, Fl 32210

1110 Edgewood Avenue West  
Jacksonville, Fl 32208

1100 Cesery Blvd  
Jacksonville, Fl 32211

5776 St. Augustine Rd  
Jacksonville, FL 32207

**Case Management**

1100 Cesery Blvd  
Jacksonville, Fl 32211

**Agency Operation:**

Program Goals: To improve the mental health functioning of both the child and his/her family.

Type of Agency: Non-profit

Client Fees: Sliding scale, when supplementary funds are available.

Collection of 3rd Party Payments: Medicaid, Insurance, Children's Medical Services with referral, TANF

**President/CEO**

Veronica Valentine, Ed. D.

**Phone:** 448-4700

**Phone:** 783-2579

**Phone:** 924-1550

**Phone:** 745-3070

**Phone:** 448-4700

**Phone:** 745-3070 ext. 304

**Client Information:**

Population Served: Age 0 through 18 years or still in high school (up to 21 years of age)

**Treatment Information:**

Treatment Goal: Individualized to meet client's needs

Type of Services Provided: Individual, group, and family psychotherapy, behavior management; case management; psychiatric assessment, and medication management, crisis response , in-home therapy.

Additional Services Provided: School-based treatment Excel Program and referrals to other child/adolescent serving agencies

TRT Methodologies: Parent education/support groups, group, individual, family psychotherapy, play therapy, and art therapy

**Clinical Staff Information:**

The clinical staff has Master’s degrees and is licensed or license eligible as mental health professionals. Targeted Case Managers have a BA and a minimum of one year’s experience working with severely emotionally disturbed children.

**Program Evaluation:**

Description: Program Evaluation is an ongoing activity of the Quality Improvement Committees which report regularly to the Clinical Director and the Board of Directors.

**Community Related Information:**

Services Provided for the Community: M.A. Students Internships, Speakers' Bureau, consultation, seminars, and workshops

Agency Cross-Referral: All child serving agencies, and adult mental health and substance abuse treatment providers

Mission of Program in the Community: Provision of children's mental health services and advocacy on behalf of children

**SUMMARY:**

The Child Guidance Center provides outpatient mental health services and advocacy on the behalf of children while helping to strengthen family life. This agency works with 3,600 plus children under age 21 and their families per year. Ninety percent of the referrals are voluntary.

When parents call the outpatient office nearest to them, the team secretary for that area completes a telephone screening/intake. The telephone intake is reviewed. The parent or caregiver is invited to an orientation session to learn more about our services and the parental role in therapy. They will then be given an appointment time for a psychosocial evaluation. A treatment plan is set with goals agreed to by the child and parents after an evaluation session. Regular appointments are set according to the treatment plan. Therapy includes a variety of methods designed to meet the needs of the individual.

The budget exceeds \$7 million. Funding sources include Department of Children and Families, Duval County Public Schools, Jacksonville Children's Commission, Family Support Services of North Florida, United Way of Northeast Florida, Medicaid, third party insurance and client fees.

**AGENCY:**

Children in Need of Services/Families in Need of Services  
(CINS/FINS)  
Youth Crisis Center  
3015 Parental Home Rd.  
Jacksonville, FL 32216

**Phone Numbers:**

Runaway Hotline: 1-800-RUNAWAY  
(1-800-786-2929)  
Florida Child Abuse Hotline: 1-800-96-ABUSE  
(1-800-962-2873)

**Website:**

Florida Network of Youth & Families: [www.floridanetwork.org](http://www.floridanetwork.org)  
Florida Department of Juvenile Justice: [www.djj.state.fl.us](http://www.djj.state.fl.us)  
Florida Department of Children & Families: [www.dcf.state.fl.us](http://www.dcf.state.fl.us)  
Youth Crisis Center: [www.ycc.org](http://www.ycc.org)

**Agency Operation:**

Program Goals: To direct families to the proper resources for:  
--A child who has been found by the court to be a runaway, habitually truant or ungovernable (does not obey parent or guardian).  
--A family that has a child who is displaying any of the problems outlined in Florida Statute 984

Type of Agency: Non profit – State Agency

Client Fees: None

**Client Information:**

Serves ages 10-17

**Treatment Information:**

Referral Agency

**AGENCY:**

Children's Home Society of Florida, Buckner Division  
Family Life Education Program  
3027 San Diego Road  
P. O. Box 5616  
Jacksonville, Florida 32247-5616

**Contact Person:**

Linda Ellis MA, MSW  
Director of Program Operations

**Phone:** 493-7762

**Agency Operation:**

Program Goals: To prevent child abuse and neglect through educational parenting classes for high-risk families. Violence prevention classes for children are provided in multiple settings, as requested.

Type of Agency: CHS is a Multi-Services Child Welfare Agency - Parenting Classes, Adoption Services, Group living home for abused and/or neglected children, Buckner Manor for unwed pregnant girls, and Promise House for unwed mothers to teach them skills necessary to live in the outside world

Client Fees: Parenting class is \$30 per person and \$50 per family

Geographical Location: Parenting classes are held all over the city of Jacksonville: Northside, Southside, and Westside.

**Summary:**

Children's Home Society is a multi-service agency. The Family Life Education Program is designed to help high risk families with their parenting skills in order to avoid child abuse and neglect. Classes for parenting of infants meet during the day, running weekly for 6 weeks. Classes for parenting of teens meets weekly at 6:00 pm for 8 weeks. ABC of parenting children ages 2 to 11 years old meets weekly at 6:00 pm for 8 weeks.

The **Children's Home Society** also provides the following services:

- Adoption Services – both national and international
- Birth Parent Counseling and Support
- Residential Maternity Care
- Foster Care for Infants and Children with AIDS and other medical needs

Residential Group Care  
Emergency Shelters for Abused Children  
In-home Family Preservation Services  
Family Reunification Services  
Parent Advocacy and Support Groups  
Mentoring program for children with an incarcerated parent.

The **Family Life Education Program** offers parents an opportunity to come together in a confidential setting to share ideas, problems, and solutions about raising children. Classes are offered for parents of infants, toddlers, school-age children, teens, children with special needs, and adopted children, utilizing research-based parenting curriculum. Support groups are available for ADHD young people, and parents are trained to talk to their child about being ADHD.

On-going violence prevention skill building classes are provided in multiple settings.

**Clinical Staff Information:**

Family Life Education Staff have a minimum of a Bachelor's Degree and have been with the program for 15 years or more.

**Program Evaluation:**

Customer Satisfaction Report and Annual Report

**AGENCY:**

Clara White Mission, Inc.  
613 West Ashley Street  
Jacksonville, Fl 32202

**Contact Person:**

Merle Wright – Volunteer Program  
Francis Anderson – Brentwood Program

**Phone:** 354-4162

**FAX:** 791-4360

**Agency Operation:**

Program Goals: **Volunteer Program** - Service-learning opportunity. Volunteers assist Mission staff in the provision of meals and clothing to homeless and disadvantaged members of the community. Both individuals and groups may participate, and the Mission provides opportunity for specialized volunteer needs, such as community service adjudication, prisoner work release hours, and school disciplinary/intervention actions.

Availability of hours is: Monday - Thursday, 11:30 AM until 1:00 PM  
Friday - Sunday, 8:30 AM until 10:00 AM

Age appropriateness: Ten years old and above, under 15 must be accompanied by responsible adult.

**The Brentwood Greater Expectations Program** – Non-traditional sports program designed to intervene and/or prevent underachievement and criminality among youth ages 6 - 17. The golfing and tennis programs are supported by academic tutorial, family intervention, referral services and mentoring. The program is offered in both an after-school and a summer time format.

Client Fees: Volunteer Program - none  
Brentwood Greater Expectations Program (sports) - none

Geographical Location: Volunteer Program - Clara White Mission (downtown)  
Brentwood Greater Expectations – 351 W. 24<sup>th</sup> Street, Jacksonville, FL 32206

Transportation: Responsibility of client (Brentwood and Volunteer programs)

**Program Evaluation:**

Volunteers Program - only hours volunteered are documented.

Brentwood Greater Expectations Program - evaluations provide comparative (pre/post) measures of academic performance, in-school behaviors, and family interaction issues. Academic performance and in-school behavioral outcomes are available to parent/guardian, school and professional service providers upon request. Family interaction outcomes are available to school and professional service providers upon request, pending written release from parent/guardian.

**AGENCY:**

Clay Behavioral Health Center, Inc.  
3292 County Road 220  
Middleburg, FL 32068

**Executive Director:**

Irene ToTo

**Phone:** 904-291-5561

**Agency Operation:**

Program Goals: To offer tools of recovery to clients which will enable them to establish their own recovery and incorporate the principles of sober living into their individual lives.

Type of Agency: Non-profit - Outpatient Counseling; Mental Health and Substance Abuse

Client Fees: Sliding Scale

Cost of Average Stay: Fees based on a sliding scale for Clay County residents.

Collection of 3rd Party Payments: Private Insurance, Medicare, Medicaid

Geographical Location: Clay County

Transportation: No public transportation - Medicaid transportation available for Medicaid recipients

**Client Information:**

Population Served: Clay County Residents all ages

**Treatment Information:**

Treatment Goal: An evaluation of each patient's substance use and, if indicated, a commitment to abstinence from the beginning; to develop an awareness of how substance use is affecting his/her life and the lives of others.

Type of Services Provided: Outpatient, aftercare, and 24-hour emergency services

Additional Services Provided: Psychiatric consult, Individual and Family Counseling, TASC

TRT Methodologies Used: Intensive outpatient, Group/Family/Couples/Educational Individual Therapy, AA, NA

**Program Evaluation:**

Description: Client Satisfaction Survey, Global Assessment Scale

**Community Related Information:**

Services provided for the community: Speakers' Bureau, consultation training and internships

Prevention Strategies: Educational Programs; Community Projects

**SUMMARY:**

Clay Behavioral Health Center is a private, not-for-profit, agency providing community based, family oriented, mental health and substance abuse services to Clay County residents, regardless of their ability to pay. CBHC is committed to addressing client needs through brief and action oriented therapy, client empowerment and advocacy, and community education and leadership.

**AGENCY:**

Clinical & Health Psychology  
6545 Bowden Road  
Jacksonville, Florida 32216

**Director:**

Frank G. Stanley, Ph.D.  
Clinical Psychologist

**Phone:** 448-0079

**Email:** drstan@comcast.net

**Agency Operation:**

**Program Goals:** Clinical and Health Psychology provides psychological assessment, psychotherapy, professional consultation, and a variety of specialized services. The primary focus is to assure quality care through comprehensive assessment.

**Type of Agency:** For Profit

**Client Fees:** Most insurance and preferred provider contracts are accepted such as Champus, Champus Tri-Care, Workers' Compensation and Medicare. We file insurance claims as a service to our patients. Our patients are responsible for their portion of services when these are rendered. Special financial arrangements can be made in the event of financial difficulties.

**Geographical Location:** Southside/Bowden

**Client Information:**

Clinical services include assessment and therapy for children, adolescents, adults, and the elderly.

**Treatment Information:**

Crisis Intervention, Psychological and Psycho Educational Testing, Educational and Vocational Assessment, Biofeedback, and Relaxation Therapies, Individual Therapy, Couples Therapy, Family Therapy, Cognitive Behavior Therapy, Group Therapy, Employee Assistance Programs.

**Clinical Staff Information:**

Our clinicians' experiences include general psychological practice, addictions treatment, psychological evaluation/testing, psychological treatment of stress-related and medical disorders, pain management, anxiety disorder treatment, eating disorder treatment, depression management, and family therapy.

**Community Related Information:**

Professional consultation is provided to physicians and attorneys.

**Summary:**

Specialized services include psychological treatment of stress related disorders, such as headaches, gastrointestinal problems, anxiety, phobia, depression management, management of chronic pain (including back and facial pain), and psychological treatment of eating disorders. Referral for partial hospitalization and inpatient hospital care are available for children, adolescents, adults, and the elderly. Our office may arrange drug and alcohol assessment and treatment, psychiatric and chemical dependency consultation, and medication management.

To enhance individual and/or family counseling sessions, therapists are willing to observe students in the school environment.

**AGENCY:**

Communities in Schools of Jacksonville, Inc.  
3100 University Boulevard South, # 300  
Jacksonville, Fl 32216

**CEO:**

Jon Heymann

**Phone:** 354-5918

**FAX:** 355-9009

**Agency Operation:**

**Program Mission:** Communities in Schools is a national program whose mission is to champion the connection of needed community resources with schools to help young people successfully learn, stay in school and prepare for life. It brings together private businesses, human resource systems, social service agencies, volunteer organizations, and individuals to connect them with at-risk students and their families in a highly effective, personalized and accountable way. The four coordinated program initiatives of Communities In Schools are literacy, mentoring, scholarship, and after school and student enrichment.

**Program Objectives:**

To improve at risk students' school attendance

To reduce the number of dropouts

To improve academic performance

To improve rate of promotion at the end of the academic year

To develop successful employment attitudes and skills

To increase personal motivation and improved attitude about school

To build partnerships with existing agencies and educational organizations to facilitate: Adult Literacy Programs; Parenting skills and consultation; workforce preparedness - relationship between work and school; Teacher and/or volunteer training for working with at risk youth, drug education, and violence prevention

**Type of Agency:** Non-profit community initiative that began operation in 1990. It is funded by the Florida Department of Education, Department of Juvenile Justice, Duval County Public Schools, the City of Jacksonville (Jacksonville Children's Commission), the United Way of Northeast Florida, corporate contributions and foundation grants.

**Client Fees:** Non-Profit.

**Geographical Location:** Select schools in Duval County

**Elementary Schools**

Biltmore Elementary  
Cedar Hills Elementary  
John E. Ford Elementary  
Garden City Elementary  
Long Branch Elementary  
Lovegrove Elementary

Sallye B. Mathis Elementary  
Pickett Elementary  
Reynolds Lane Elementary  
Stonewall Jackson Elementary  
West Jacksonville Elementary  
West Riverside Elementary

Woodland Acres Elementary

**Middle Schools**

Arlington Middle  
Baldwin Middle  
Crossroads Middle  
Darnell-Cookman Middle  
Dupont Middle  
Eugene Butler Middle  
Fletcher Middle  
Ft. Caroline Middle  
Highlands Middle  
James Weldon Johnson Middle  
Jeb Stewart Middle  
Jeff Davis Middle  
Kernan Middle  
Kirby Smith Middle

Lakeshore Middle  
Landmark Middle  
Landon Middle  
LaVilla School of the Arts  
Matthew Gilbert Middle  
Mandarin Middle  
Mayport Middle  
Northwestern Middle  
Oceanway Middle  
Paxon Middle  
Ribault Middle  
Southside Middle  
Stilwell Middle  
Twin Lakes Academy Middle

**High Schools**

A. Philip Randolph  
Andrew Jackson High  
Baldwin High  
Douglas Anderson School of the Arts  
Ed White High  
Englewood High  
First Coast High  
Fletcher High  
Forrest High  
Frank H. Peterson

Lee High  
Mandarin High  
Paxon School For Advanced Studies  
Raines High  
Ribault High  
Sandalwood High  
Stanton College Preparatory  
Terry Parker High  
Wolfson High

**Student Referral Information:**

CIS has found that the following five criteria are the most reliable predictors of school dropouts:

- Over age for grade level due to previous failure
- Poor academic achievement
- A pattern of frequent unexcused absences
- Repeated discipline problems
- Unresolved identified health and human services needs

Middle school and high school students are invited to participate in a one period per day elective credit course – Student Enrichment Program. Parental permission is required and parental involvement is strongly encouraged. A contract is made with each student based on mutually agreed upon goals - such as a reduction in discipline referrals or improvement in grade point average.

**AGENCY:**

Community Connections of Jacksonville, Inc. (CCJ)  
327 E. Duval St.-32202  
P.O. Box 41086  
Jacksonville, Florida 32203

**Executive Director**

Patricia I. Hannan

**Phone:** 350-9949

**FAX:** 350-9775

**E-Mail:** [maryd@communityconnectionsjax.org](mailto:maryd@communityconnectionsjax.org)

**Website:** [www.communityconnectionsjax.org](http://www.communityconnectionsjax.org)

**Agency Operation:**

At nine locations in Jacksonville and Clay County, Community Connections provides affordable housing and essential support services for homeless and low income women, children and families to help them attain self-sufficiency and strengthen their families.

Type of Agency: Non-Profit

**Services Available, Contact Person, Locations:**

**A.L. Lewis Northside Center for Family Care (Northside)**

3655 Ribault Scenic Drive  
Jacksonville, Fl. 32208  
Phone: 764-5686  
Fax: 766-2908

**Contact Person:**

Carla McIntosh

Community Connections provides comprehensive services for area residents at this six acre site. Services include after school enrichment programs, homework assistance, tutoring in math and science, dance, sewing, arts and crafts, summer camp, GED preparation, parenting and job readiness.

**Florence N. Davis Center (Downtown)**

325 E. Duval Street  
Jacksonville, Fl. 32202  
Phone: 354-6681 Child Development Center Ext. 383

**Contact Person**

Regina Salgado

Latwanda Smith (childcare)

The Davis Center is Jacksonville's first transitional housing program that addresses crisis needs for approximately 150 homeless women and children. As the second step in the continuum of care, homeless women and their children are offered safe housing and a variety of services such as job search assistance and counseling. A fitness center and a state of the art child development center are also on site.

**Nia Terrace (Westside)**

6316 San Juan Avenue,, Suite 12  
Jacksonville, Fl. 32210  
Phone: 786-6886  
FAX: 786-6883

**Contact Person:**  
Will Evans

Community Connections provides a transitional housing program in Jacksonville and Clay County. It offers a range of support services for 50 plus homeless families with children who wish to progress towards independent living and economic self-sufficiency. Development and adherence to a comprehensive case plan is an integral component of this program. This program strives to eliminate homelessness by providing families with needed services such as life skills training, permanent housing placement, and employment/educational enhancement tools to maintain independence.

**Sable Palms (Southside)**

2150 Emerson Street  
Jacksonville, Fl. 32207  
Phone: 398-3863  
FAX: 398-2291

**Contact Person:**  
Eileen Howard

Community Connections coordinates job search assistance, education and social services for very low-income residents to help them become economically self-sufficient. After-school and summer programs provide a variety of activities for youth including homework assistance and tutoring.

**Courtney Manor (Westside-Orange Park Area)**

5620 Collins Road  
Jacksonville, Fl. 32244  
Phone: 215-8160  
FAX: 215-7599

**Contact Person:**  
Veronica Glover

Community Connections provides after school enrichment programs, homework assistance, tutoring, and summer and holiday camps for school-age children at this site.

**Healthy Families Jacksonville (Northside)**

5200-19 Norwood Avenue  
Jacksonville, Fl. 32208  
Phone: 924-1740  
FAX: 924-1752

**Contact Person:**  
Patricia Washington

Community Connections provides services for newborn babies up to age five. The program encourages pregnant women, in thirteen zip codes throughout Jacksonville, to seek early prenatal care. Staff also provides parenting, wellness and parent/child health education.

**Kendall Court (Northside)**

10535 Lem Turner Road  
Jacksonville, Fl. 32218  
Phone: 713-8970  
FAX: 764-6682

Community Connections provides after-school enrichment programs, homework assistance, tutoring, and summer and holiday camps for school-age children. Also, provides “Parents as Teachers.”

**Contact Person:**

Sharon Davis

**Leigh Meadows (Southside)**

4320 Sunbeam Road  
Jacksonville, Fl 32257  
Phone: 292-3293  
FAX: 260-1665

Community Connections provides after-school enrichment programs, homework assistance, tutoring, and summer and holiday camps for school-age children.

**Contact Person:**

Michael Jackson

**Lindsey Terrace (Westside)**

6455 Argyle Forest Blvd.  
Jacksonville, Fl 32244  
Phone: 317-6283  
Fax: 777-6474

Community Connection’s role is to provide after-school enrichment programs, homework assistance, tutoring, and summer and holiday camps for school-age children.

**Contact Person:**

Janice Ancrum

**AGENCY:**

Community Hospice of Northeast Florida, Inc.  
4266 Sunbeam Road  
Jacksonville, FL 32257

**Director, Psychosocial, Spiritual Care & Volunteer Services**

LeeAnn Summergill, LCSW

**Chief of Patient Care Services**

Kathleen I. Johnson, MA

**Phone:** (904) 268-5200  
(800) 274-6614 Toll-Free

**FAX:** (904) 407-6009

**Website:** [www.communityhospice.com](http://www.communityhospice.com)

**Agency Operation:**

Program Goals: Community Hospice’s mission is to improve the quality of life for patients and families and to be the compassionate guide for end-of-life care in our community.

Type of Agency: Non-profit.

Client Fees: Hospice services for children are covered by Medicaid and most private insurance plans. All counseling and bereavement support for children is free of charge to participants. Charitable gifts to Community Hospice Foundation provide vital funding for all unfunded care. Families are never denied access because of the inability to pay.

**Client Information:**

Community Hospice of Northeast Florida provides hospice care to adults and children in Baker, Clay, Duval, Nassau, and St. Johns counties who are suffering from life limiting illnesses. Community Hospice also provides several services developed specifically for children including Community PedsCare, Camp Healing Powers, grief support groups, and individual bereavement counseling.

Community PedsCare, a program of Community Hospice, in collaboration with Wolfson Children’s Hospital, Nemours Children’s Clinic and UF at Shands, is a pediatric palliative and hospice care program for children with life threatening conditions.

Camp Healing Powers is a special weekend camp for young people coping with the death of a loved one. It is designed and staffed by Community Hospice bereavement specialists. Camp Healing Powers creates a safe, secure environment for grieving children between the ages of six and sixteen. A variety of supervised activities and volunteers help young people remember those who have died, acknowledge their sadness or pain and take steps toward reconciliation and renewal.

Community Hospice bereavement specialists also facilitate support groups to help children deal with the loss of a loved one. It also offers children the opportunity to receive individual grief counseling.

**Clinical Staff Information:**

Each hospice patient has access to a medical director, nurse, certified nursing assistant, social service specialist, spiritual counselor, bereavement specialist and trained volunteers. Community Hospice licensed mental health professionals offer assistance to family and friends following the death of a loved one through counseling and support groups. Support is extended for at least 13 months after a loss. Even those who have not lost a loved one in the Community Hospice program can still use the services of our bereavement specialists.

**Community Related Information:**

All residents of Baker, Clay, Duval, Nassau and St. Johns counties are invited to participate in any program of Community Hospice, even if your loved one was not a patient of Community Hospice. If you wish to donate your time or resources to Community Hospice, please visit our web site at [www.communityhospice.com](http://www.communityhospice.com) or call (904) 268-5200.

**AGENCY:**

Compassionate Families, Inc.  
218 N. Broad Street  
Jacksonville, FL 32202

**Contact Person:**

Margaret Mitchell

Phone: 354-0007 pm 721-3326

FAX: 396-9667

**Agency Operation:**

Compassionate Families provide comprehensive grief recovery and victim advocacy services focused exclusively on homicide survivors. Formal hours are 8:30 a.m. to 5:30 p.m., Monday through Friday, with 24/7 Peer Counseling.

Program Goals: Provide crisis intervention, long-term peer counseling and grief recovery assistance to bereaved adults and children.

Type of Agency: Compassionate Families is a private, non-profit corporation.

Client Fees: None

Geographical Location: Officially serving Florida's 4<sup>th</sup> Judicial Circuit, including Duval, Clay, Nassau counties, as well as Northeast Florida and Southeast Georgia.

**Client Information:**

Family, friends, and co-workers of homicide victims.

**Services Available:**

Support groups, peer counseling, and assistance with filing for Victim Compensation, court escort and advocacy, referrals to other community agencies and organizations, including mental health counseling. Group grief counseling sessions for adults, teens and children are also available. Camp Healing Powers is available for survivors of a violent death. There is also a men's group available the second Saturday of every month for adult males who have lost a loved one to violence. A family group meeting for families who have lost a loved one to violence is held on the third Saturday of the month.

**Clinical Staff Available:**

Licensed Mental Health Professional, experienced counselors

**Program Evaluation:**

As a recipient of Federal Grants, our programs are evaluated annually.

**Community Related Information:**

Compassionate Families staff: Board and volunteers are active participants in the Mayor's Victim Assistance Advisory Council, Victim's Rights Week, and Week Without Violence. Victim Impact Panels and speakers are available upon request, and regularly make presentations to school students, church groups, and other public forums in conjunction with The Jeff Mitchell Foundation. A special vigil is held each October in Unity Plaza at Terry Parker High School honoring the youth of our community who have been lost to violent crime. A holiday candlelight ceremony is hosted each December remembering all our victims of homicide during the holiday season, and another vigil in the spring during Victims Rights Week. A therapeutic grief recovery camp for children of homicide victims is offered in collaboration with Community Hospice of Northeast Florida.

**AGENCY:**

The Counseling Group  
943 Cesery Blvd., Bldg. # G  
Jacksonville, FL 32211

**President:**

Kurt Shonka, M.A., L.M.H.C.

**Phone:** (904) 745-3111

**Agency Operation:**

Program Goals: Outpatient counseling, substance abuse counseling (adults only), and testing services for adults/teens and children only

Type of Agency: For Profit

Client Fees: Accepts insurance, not a Medicaid provider

**Treatment Information:**

The Counseling Group is a psychological practice that includes pediatrics. Services include, but are not limited to, Attention Deficit Disorder testing, gifted testing, and treatment for children of trauma.

**Clinical Staff Information:**

All staff is licensed clinicians and includes psychologists, licensed clinical social workers, licensed mental health counselors, and certified addictions professionals.

**Program Evaluation:**

On-going Quality Assurance and peer review

**Community Related Information:**

The Counseling Group staff and associates are committed to community education and are available for lectures and talks related to their areas of expertise.

**Summary:**

The Counseling Group is a practice committed to providing value to its clients and cooperation with the community.

**AGENCY:**

Daniel Memorial, Inc.  
3725 Belfort Road  
Jacksonville, FL 32216

**Administrative Offices:**

4203 Southpoint Boulevard  
Jacksonville, FL 32216

**Agency Operation:**

Program Goals:

**Statewide Inpatient Psychiatric Program:** SIPP provides a safe, therapeutic residential environment where youth can address behavioral and underlying mental health issues.

**Specialized Therapeutic Group Care:** a community based residential program that allows youth to reintegrate into the community, especially if they are stepping down from a residential treatment program.

**Family-Based Treatment:** provides a therapeutic environment for children currently in foster care who are unable to live in a regular foster home.

**Project Prepare:** An intervention and prevention program for youth between the ages of 16 to 20 who are homeless or without a good family support system, but eager to make positive changes in their lives.

**Targeted Case Management:** Case managers connect children and their families with appropriate social services in order to improve both home and school behaviors and maintain the children in a community setting.

**Can-Do Schools:** This program, located in 5 Duval County elementary schools, works to increase school attendance, decrease suspensions, resolve family conflicts, and improve children's social skills.

**JaxBuild:** Youth age 16-20 who have left school before graduation can participate in GED preparation classes, gain hands-on construction training, learn independent living skills, and learn leadership skills.

**President:**

Jim Clark

**Phone:** 296-1055

**Family Support Services:**

Our caseworkers will be responsible for the legal, health, and social well being of the foster children originating in the 32206 ZIP area.

Type of Agency: Non-profit

Client Fees: Residential programs and targeted case management are Medicaid funded or funded by the Department of Children and Families; other programs are grant funded and do not require an additional fee.

Additional Program Costs: Minimal to none.

Collection of 3rd Party Payments: Variable; residential is Medicaid reimbursed

Geographical Location: Belfort Road, near Southpoint (1/2 mile North of St. Luke's Hospital)

Transportation: Parent/Guardian responsible

**Client Information:**

Population Served:

Ages 5-17:	Statewide Inpatient Psychiatric Program, Family Based Treatment, Targeted Case Management
Ages 10-17:	Therapeutic Group Homes
Ages 16-20:	Project Prepare and JaxBuild
Ages 0-17:	Family Support Services

**Treatment Information:**

Treatment Goals:

Residential Programs: To reintegrate the child into a functional family setting or, when reintegration is not possible, to seek alternative community placement.

Community-Based Programs: To improve the child's home and school functioning and family interaction in order to maintain the child in a community setting.

School-Based Programs: To improve school performance, to reduce absenteeism and to improve classroom behaviors.

Independent Living Programs: To improve independent living skills and encourage continued education as teen's transition to adulthood.

Type of Services Provided: Residential, community based, school based, independent living, foster care supervision (dependent on program)

Additional Service Provided: Adoption Information Center, National Independent Living Association, Educational Resources Catalog, National Conferences on Foster Care, adoption and independent living.

TRT Modalities: Individual/group/family/recreational therapy, medication management, educational, behavioral modification, targeted case management, independent living skills training, job training (type of modality provided varies according to program)

**Program Evaluation:**

Description: CF Licensure, Council on Accreditation, ACHA monitoring, JCC monitoring, United Way Monitoring, Quality Improvement (internal)

**Community Related Information:**

Contact: Admissions Coordinator: 904-296-1055 x2340

Services Provided for the Community: Internships, consultation, conferences, workshops, Independent Living Assessment

Agency Cross-Referral: DCF, School Systems, Ten Broeck Hospital and mental health agencies

**SUMMARY:**

Daniel is the oldest not-for-profit childcare agency in the state of Florida. Daniel offers a full range of mental health, foster care, school-based and independent living services for children, adolescents, and young adults. The facility treats more than 900 children and adolescents and their families annually. In addition, we offer resources and training for professionals treating children in N.E. Florida and nationally.

Each treatment program is individualized for the client and family according to the specific needs of the client. It is planned at admission by the youth's multi-disciplinary treatment team (which may consist of a psychiatrist, therapist, nurse, behaviorist, case manager social worker and/or teacher). Successful treatment is determined when the client has completed his/her individual treatment plan goals.

Admission criteria and process varies across programs. Contact the Admissions department for further information.

**AGENCY:**

Dignity U Wear  
136 N. Myrtle Ave  
Jacksonville, FL 32204

**Contact Person:**

Peggy McDonald  
Volunteers & Community  
Agencies Director

**Phone:** 636-9455

**FAX:** 636-8649

**E-Mail:** [pmcdonald@dignitywear.com](mailto:pmcdonald@dignitywear.com)

**Agency Operation:**

Program Goals: To provide new clothing, shoes (if available) and undergarments, and diapers (if available) donated by major retail and wholesale manufacturers to individuals, families, and children.

Type of Agency: Non-Profit Organization

Client Fees: None

**Client Information:** All ages served

**Treatment Information:**

Distribution of new clothing to shelters, halfway houses, and other non-profits registered with the charity and social worker in the Duval County Public Schools.

**Clinical Staff Information:**

10 full-time employees and volunteers  
5 part time

**AGENCY:**

DISC Village Treatment Center  
P. O. Box 568  
Woodville, FL 32362

**C.E.O – Disc Village, Inc.**

Thomas Olk

**Admissions Coordinator:**

Jonetta Chukes

**Phone:** 850-421-4115

800-654-DISC

**FAX:** 850-421-4378

**Agency Operation:**

Program Goals: To rehabilitate adolescent boys and their families to return the person to successful re-entry into the mainstream of society

Type of Agency: Non-profit

Client Fees: \$173.21/per day - Sliding scale

Collection of 3rd Party Payments: Insurance, Champus, Department of Children and Families, private pay, CARF Accredited.

Geographical Location: Rural/Residential 5 miles south of Tallahassee

Transportation: None Provided

**Client Information:**

Population Served: Adolescent Males, Ages 13-18.

**Treatment Information:**

Treatment Goal: To provide a holistic approach to each individual. Abstention from use of all mood altering chemicals including alcohol.

Type of Services Provided: Inpatient rehabilitation, aftercare

Additional Services Provided: Psychiatric, academic education, job counseling, job training, financial counseling, marriage and family counseling, medical care, wilderness therapy, Lifeline Ropes Course, occupational, recreational therapy, and youth vocational track

TRT Methodologies Used: Group/Family/Couples/Educational/Individual Therapy, AA, NA, Behavior Modification, Therapeutic Community (Modified), Motivational Enhancement Therapy

Average Amount of Time for Program Completion: Six to Nine Months

**Clinical Staff Information:**

Number of People on Staff: Full-time - 20  
Combination of CAP's, Nursing, Licensed Social Workers, Degreed Counselors, and trained Therapeutic Assistants

Certification in Other Fields: Department of Children and Families, License for Drug Alcohol Treatment; CARF Accredited

**Community Related Information:**

Services provided for the Community: Speaker's Bureau, consultation, training, internships

**SUMMARY:**

The DISC philosophy responds to the needs of the total person. To guide a young person back to wellness is to rehabilitate the entire family. Problems culminating in such self-destructive behaviors as alcohol or drug abuse are never specific to the one central figure. The many behaviors of a family torn by alcohol and/or drug abuse must be addressed in order to effectively heal the young person - heal the family. DISC Village is not the institutional type environment. It is instead a Therapeutic Community providing warmth and security within an extended family environment. DISC Village is located on 100 acres that contains a ROPES Course. A complete curriculum is individually tailored to meet the client's and the families' needs including wilderness outings, vocational training and job placement. This outline is continually re-evaluated and adjusted accordingly as small, yet decisive steps are made toward a responsible, meaningful return to home, job, school, family and friends.

DISC Village is staffed by a combination of professional counselors, family therapists, social workers, teachers and paraprofessional counselors. This carefully blended staff provides the professional expertise necessary. Joined with the safe, therapeutic environment, the client experiences a security and finds trust that has been missing from his past.

## DUVAL COUNTY HEALTH DEPARTMENT CENTERS/CLINICS

### Mission

To continually improve the health and environment of people in the community

### Family Health Centers

**Hours of Operation: 8:00 a.m. to 5:00 p.m. for all Centers**

#### **AGAPE COMMUNITY HEALTH CENTER**

1760 West Edgewood Avenue, Jacksonville, Florida 32208

Phone: 253-1030

(Provides full medical care to children from birth through 20 years. Services include well and sick care, annual exams and immunizations. Also, offers full maternity care, mammograms, pap tests, birth control, family planning, STD screening and treatment, medical exams, and educational programs.)

**Health Center Administrator: Fayshonda Glover**

**Medical Director: Kenneth Nixon, M.D.**

#### **BEACHES FAMILY HEALTH CENTER**

1522 Penman Road, Jacksonville Beach 32250

Phone: 253-2555

Website: [www.dchd.net](http://www.dchd.net)

(Provides full medical care to children from birth through 20 years. Services include well and sick care, annual exams and immunizations. Also, offers full maternity care, mammograms, pap tests, birth control, family planning, STD screening and treatment, medical exams, and educational programs.)

**Health Center Administrator: Funmi Borisade**

**Medical Director: Laura Beverly, M.D.**

#### **BOULEVARD COMPREHENSIVE HEALTH CENTER (HIV/AIDS ONLY)**

515 West 6<sup>th</sup> Street, Jacksonville, 32206

Phone: 253-1040

(Provides full medical care to children from birth through 20 years. Services include well and sick care, annual exams and immunizations. Also, offers full maternity care, mammograms, pap tests, birth control, family planning, STD screening and treatment, medical exams, and educational programs.)

**Health Center Administrator: Nancy O'Rourke**

**Medical Director: Quimby McCaskell, M.D.**

#### **MAGNOLIA WOMEN'S CENTER**

1780-1 West 45<sup>th</sup> Street, Jacksonville, Florida 32209

Phone: 924-1570

(Offers full maternity care, mammograms, pap tests, birth control, family planning, STD screening and treatment, medical exams, and educational programs.)

**Health Center Administrator: Rhonda Brown**

**MARIETTA FAMILY HEALTH CENTER**

8299-10 E.W. Beaver St., Jacksonville, Florida 32220

Phone: 353-2130 FAX: 630-3326

(Provides full medical care to children from birth through 20 years. Services include well and sick care, annual exams and immunizations. Also, offers full maternity care, mammograms, pap tests, birth control, family planning, STD screening and treatment, medical exams, and educational programs.)

**Health Center Administrator: Victor Ferreria**

**Medical Director: Kelly Komatz, M.D.**

**SOUTH JACKSONVILLE FAMILY HEALTH CENTER**

1736 University Boulevard South, Jacksonville, Florida 32216

Phone: 253-1100

(Provides full medical care to children from birth through 20 years. Services include well and sick care, annual exams and immunizations. Also, offers full maternity care, mammograms, pap tests, birth control, family planning, STD screening and treatment, medical exams, and educational programs.)

**Center Administrator: Angela Myers, Sr. Community Health Nursing Supervisor**

**Medical Director: Zendai Lavina, M.D. and Roaa Los, M.D.**

**WESTCONNETT FAMILY HEALTH CENTER**

5150 Timuquana Rd., Jacksonville 32210

Phone: 253-1120

Dental Clinic – 253-1680

(Provides full medical care to children from birth through 20 years. Services include well and sick care, annual exams and immunizations. Also, offers full maternity care, mammograms, pap tests, birth control, family planning, STD screening and treatment, medical exams, and educational programs.)

**Health Center Administrator: Brenda Bernandez**

**Medical Director: Carmelo Cedres, M.D.**

**WEST JACKSONVILLE FAMILY HEALTH CENTER**

120 King Street, Jacksonville 32204

Phone: 253-2785

(Provides full medical care to children from birth through 20 years. Services include well and sick care, annual exams and immunizations. Also, offers full maternity care, mammograms, pap tests, birth control, family planning, STD screening and treatment, medical exams, and educational programs.)

**Health Center Administrator: Victor Ferreira**

**Medical Director: Pauline Rolle, M.D.**

## **CHILDREN'S DENTAL SERVICES**

Provides full dental care to children from ages 3-20 years. Dental services include cleanings, x-rays, examinations, sealants, fillings, root canals, gum treatment and minor oral surgery.

### **CENTRAL DENTAL CLINIC at Jacksonville Central Health Plaza**

515 West 6<sup>th</sup> Street, Jacksonville, 32206

Phone: 253-1210

### **HAPPY TOOTH EXPRESS**

515 West 6<sup>th</sup> Street, Jacksonville, Florida 32206

Phone: 434-7035

### **ROYAL TERRACE DENTAL CENTER**

1830 West 45<sup>th</sup> Street, Suite #5, Jacksonville, Florida 32209

Phone: 253-1783

### **SMILE EXPRESS**

515 West 6<sup>th</sup> Street, Jacksonville, Florida 32209

Phone: 434-7068

### **WESCONNECTT CHILDREN'S DENTAL CENTER**

5150 Timuquana Road, Jacksonville, Florida 32210

Phone: 253-1680

## **SPECIALTY SERVICES**

### **THE BOULEVARD COMPREHENSIVE HEALTH CENTER (HIV/AIDS only)**

1833 Boulevard, 5<sup>th</sup> floor, Jacksonville, Florida 32206

Phone: 253-1040

(Primary care services for HIV persons who meet both medical and financial eligibility criteria)

**Health Center Administrator: Paula Burns**

**Medical Director: Michael Sands, M.D.**

**IMMUNIZATION CENTER (Children's Walk-in Clinic)**

5220 Pearl Street, Jacksonville, Florida 32206

Phone: 253-1420

(All childhood immunizations. If on MediPass or in an HMO, an authorized referral form must accompany patient.)

**Nurse Supervisor: Margaret Varnadore**

**OVERSEAS TRAVEL AND REFUGEE CLINIC**

1833 Boulevard, 5<sup>th</sup> Floor, Jacksonville, FL 32206

Phone: 253-1040

Information on overseas travel medical requirements, overseas vaccinations, and refugee screening.

**Center Administrator: Zeke Held**

**CENTER OF PREVENTION SERVICES**

2104 Franklin Street, Jacksonville, Florida 32206

Phone: 253-1250

(Treatment and counseling for sexually transmitted diseases including HIV; eligibility determination.)

**Program Manager: Chip Seaman**

**Medical Director: James Toomey, M.D.**

**SHANDS JACKSONVILLE FAMILY PLANNING**

West 8<sup>th</sup> Street, Jacksonville, Florida 32209

Phone: 244-4233

(Family Planning)

**Community Health Nurse: Emma Taylor**

**CENTER FOR SPECIALIZED PULMONARY SERVICES (TB) at Jacksonville Central Health Plaza**

515 West 6<sup>th</sup> Street, Jacksonville, Florida 32206

Phone: 253-1070

(Testing, treatment, counseling and administration of antibiotics for active cases of tuberculosis. No income eligibility requirements.)

**Program Manager: Kevin Davis**

**Medical Director: Jeffrey Lauer, M.D.**

## WIC & NUTRITION PROGRAM LOCATIONS

CLINIC ADDRESS	ZIP CODES & AREAS SERVED	WIC OFFICE PHONE	HEALTH CENTER
<b><u>Mayport Nutrition/WIC Office</u></b> 2444 Mayport Rd., Suite 12 Atlantic Beach, FL 32233 Open 8 AM to 4:45 PM Marilyn Panganiban	32224,25,27,33,46,50,56,66 The Jacksonville Beaches: St. Johns Bluff Rd., East to A1A, Atlantic Blvd., North to Mayport/South to JTB & Ponte Vedra Beach area	(904) 253-1525	No Health Center At Mayport
<b><u>Jacksonville Central, Center for Women &amp; Children WIC Office</u></b> 515 W. 6 <sup>th</sup> Street Jacksonville, FL 32206 Open 8 AM to 4:15 PM Amita Dave or Kelly Bar	32202, 04, 06, 08, 18, 26: Downtown Area to Dunn Avenue & Beyond	(904) 253-1080	(904) 253-1080
<b><u>Marietta Family Health Center WIC Office</u></b> 8299-10A West Beaver St. Jacksonville FL 32220 Open 8 AM to 4:15 PM Grace McCullohs	32215,20,21,34 From Lane Ave., Normandy Area West to County Line	(904) 253-1090	(904) 253-1090
<b><u>SOUTHSIDE WIC/IMMUNIZATION CENTER</u></b> Jacksonville, FL 32211	For any Questions or Information	(904) 253-1520	

### What is WIC?

WIC is a supplemental food and nutrition education program for Women, Infants and Children. WIC helps because it provides:

- Healthy foods
- Nutrition education to help you and your family eat better and save money on food
- Breastfeeding information and support.

**Who is eligible for WIC?** To be eligible, you must be

- A pregnant woman
- A breastfeeding woman
- A woman who just had a baby
- An infant or a child under 5 years old
- Have a low or moderate income
- Have a special need that can be helped by WIC Foods and nutrition counseling.

**What do you need to Qualify for WIC?** Medical Referral Form

Ask your doctor or health clinic to fill out a Florida WIC Program Medical Form with the following health information:

1. A height and weight measurement
2. A blood test for hemoglobin or hematocrit

**Call 253-1000 (or see list above for a WIC Clinic in your area) for information about how to get an appointment, and to see if you qualify for the WIC & Nutrition Program.**

**AGENCY:**

Eckerd Youth Alternatives, Inc.  
100 N. Starcrest Dr.  
P.O. Box 7450  
Clearwater, FL 33758-7450

**Contact Person:**

Francene Hazel, Director, Admissions

**Phone:** 1-800-914-3937

**FAX:** 1-727-442-5911

**E-Mail:** [admissions@eckerd.org](mailto:admissions@eckerd.org)

**Website:** [www.eckerd.org](http://www.eckerd.org)

**Agency Operation:**

Program Goals: To provide help and hope for at-risk and troubled youth through a range of residential and community based programs.

Type of Agency: Private, not-for-profit organization based in Clearwater, FL, with 25 programs in FL and a total of 40 in 8 states.

Client Fees: Varies by program/call for information

**Client Information:** Outdoor therapeutic programs (residential) serve boys and girls 10-17 years old who have difficulty functioning at home, school, or community; referred by public and private agencies, professionals, parents and families.

**Treatment Information:** Group and individual therapy in a nurturing, outdoor setting where the average stay is 9 months. Individual treatment plans and accredited education program.

**Clinical Staff Information:** Typical residential program has one licensed mental health professional who provides weekly clinical supervision to the clinical staff of group treatment coordinators, who oversee clinical services provided to a group of 10 youth.

**Program Evaluation:** Council on Accreditation, Southern Association of Schools and Colleges accredited. Ongoing internal measurement and evaluation by dedicated M & E department.

**Community Related Information:** Eckerd Youth Alternatives is a not for profit corporation. All gifts are tax deductible to the fullest extent allowed by law. Your contribution will go directly to help save the life and future of a child.

**Summary:**

Eckerd Youth Alternatives (EYA) is a private, not-for-profit organization nationally recognized for its programs to help youth. Programs serve boys and girls ages 10-17 who are at risk for or exhibit emotional and behavioral problems at home, at school and in the community. A pioneer in therapeutic treatment in outdoor settings, EYA also provides specialized residential treatment and community-based programs for juvenile offenders, and early intervention and prevention curriculum for elementary schools.

**AGENCY:**

EPIC Community Services, Inc.  
1400 Old Dixie Hwy.  
St. Augustine, Fl 32084

**Executive Director:**

Patricia Greenough

**Phone:** 904/829-2273

**Fax:** 904/824-0724

**E-Mail:** [epic@epiccommunityservices.org](mailto:epic@epiccommunityservices.org)

**Homepage:** [www.epiccommunityservices.org](http://www.epiccommunityservices.org)

**Agency Operation:**

**Program Goals:** EPIC Community Services, Inc. is licensed by the State of Florida as an alcohol and drug abuse prevention, intervention and outpatient treatment provider. It offers a full range of services encompassing information, education, referral assistance, alternatives, and intervention programming, mentoring, student assistance programs, foster care family recruitment, and an outpatient Counseling Center.

**Type of Agency:** Non-Profit

**Client Fees:** Sliding scale, Medicaid accepted

**Geographical Location:** St. Johns County

**Transportation:** Prior requested/approved arrangement

**Client Information:**

General population - youth, adolescents, families, employers, concerned community members, elementary, middle and high school students

**General Population:**

Specifically targeting at-risk youth, students, children from single-parent households, families in crisis, probationary adults, concerned community members, and the community at large. Also, adults with substance abuse and mental health disorders.

**Treatment Information:**

Treatment Methodologies used: Individual, group and family counseling, multi-family counseling (substance abuse & mental health concerns), comprehensive assessments, referral services, educational seminars for all ages, mentoring, outreach, community service projects and special events.

**Summary:**

EPIC provides a continuum of programs including community education and awareness, counseling and treatment options, one-to-one mentoring, community service projects, and student support services. Specifically, our programs includes Two ALPHA programs; Big Brother Big Sisters of St. Johns County; school based mentoring programs; Project Success; Community Education Services; The Counseling Center; and The Olweus Bullying Prevention Program; THINK! Alternative to Suspension Program; Parenting Wisely and the Parent-to-Parent Program.

**Our Mission:**

To assist individuals and families impacted by substance abuse and mental health concerns in navigating life's challenging journey through **E**ducation, **P**revention, **I**ntervention and **C**ounseling.

**AGENCY:**

Family Counseling Services, Inc.  
1639 Atlantic Boulevard  
Jacksonville, Florida 32207

**Director of Counseling Services:**

Bill Kintz, LCSW-BCD

**Phone:** 396-4846

**FAX:** 398-6649

**TDD:** 398-2607

**Email:** [billk@fcsjax.org](mailto:billk@fcsjax.org)

**Agency Mission:**

Family Counseling Services is a nationally affiliated (Family Service America) and accredited (Council on Accreditation of Services to Children & Families) community service organization which provides to the residents of Northeast Florida. It has family oriented services through individual, couple, parent-child, group and family counseling, family life educational groups, assessments, referral and advocacy in order to preserve healthy family relationships.

**Client Fees:**

Accepts most insurance, including Champus/Tricare, EAP's and sliding-fee scale for those without other insurance. Fees based upon gross family income and number of family members supported by that income. We do **not** deny service to anyone based solely upon inability to pay. Sliding fee scale grants are available.

**Treatment Information:**

Individual, couple, parent-child, family, and stepfamily counseling services are available to those requesting relatively short-term (6 months or less) counseling. There is also a marriage Preservation Program funded through the City of Jacksonville, which provides two marriage-counseling sessions free to residents of certain ZIP codes throughout Jacksonville.

**Clinical Staff Information:**

Clinical staff is either Master's degree, or Doctoral graduates, who are licensed or certified by the State of Florida, in the fields of Clinical Social Work (LCSW), Marriage and Family Therapist (LMFT), and Mental Health Counseling (LMHC). The average year's post-master's clinical experience for clinical program staff is 20+ years.

**Program Evaluation:**

Council on Accreditation of Services for Families and Children and Family Service America.

**Community Related Information:**

Family Counseling Service provides Family Life Education Programs (talks) to the community. These programs use educational and sharing processes to help families, couples, groups and individuals with self-development, professional growth and problem prevention. The programs are presented as singular presentations or a series of programs and are available to business, community organizations, professional groups, churches, and schools. Programs are tailored to meet the special needs of the audience and are taught by mental health professionals.

**Summary:**

Family Counseling Services is a private, not-for-profit human service agency that professionally addresses the needs of families and individuals. The clinical program (Family and Individual Counseling Services Program) offers a wide variety of family counseling and educational services, and works in close collaboration with other social service agencies serving our community.

**AGENCY:**

First Coast Child Protection Team  
Intervention/Treatment Programs  
4539 Beach Blvd., 4100 Building  
Jacksonville FL 32207

**Phone:** 633-0300

**Fax:** 633-0301

P. O. Box 40279  
Jacksonville, Florida 32203

**Agency Operation:**

First Coast Child Protection Team (previously called The Children's Crisis Center, Inc.) is a private, non-profit corporation formed for the specific and primary purpose of the advancement of charity and education in the field of child abuse and neglect. The Center provides services for the assessment of abused and neglected children and their families. The Center sponsors programs in INTERVENTION, when abuse or neglect has occurred, and TREATMENT, for victims of abuse and neglect and their families.

Programs of the First Coast Child Protection Team are funded by contracts for the State of Florida Department of Health, State of Florida Attorney General's Office, Florida Crimes Compensation, City of Jacksonville, other foundations, grants and community donations. Services are provided without regard to race, creed, color, national origin, or economic status.

**Program Goals:**

First Coast Child Protection Team is a committed team of professionals and volunteers whose mission is to prevent all forms of child abuse through education, intervention, treatment, support and advocacy, ensuring that every child has the opportunity to grow in a nurturing home and community.

**Intervention Programs:**

The Child Protection Team: The Child Protection Team uses a crisis-oriented, multi-disciplinary approach for the evaluation and treatment of the abused and neglected child and family. It is recognized that families in need of assistance must have access to resources from medical, social service, legal and psychological components to address the multi-faceted problems they face and to develop a broad and similarly multi-faceted plan for appropriate

treatment. The Team is composed of a pediatrician director, team pediatricians, nurse practitioners, coordinator of clinical services, team psychologist, case coordinators (from either a nursing or social work background), a team attorney and support staff. The team is located at 4539 Beach Blvd., Suite 4100, and is accessible to the Department of Children and Families, hospitals, physicians and community agencies involved in abuse or neglect cases. The team also has a satellite office located in Green Cove Springs. The team provides direct services within Duval, Clay, and St. Johns counties, with services to Baker and Nassau counties as well.

A team case coordinator and medical professionals are available 24 hours a day to provide access to crisis intervention, case coordination, family system evaluation and consultations, as well as other team services.

Professionals suspecting abuse and/or neglect can consult with the Child Protection Team member on a 24-hour, seven-day a week basis by calling 633-0300, or the Green Cove Office at the University of Florida, Department of Pediatrics, 904-284-7264. Referrals should be made at the time of crisis for the Child Protection Team to be most effective. The Child Protection Team is funded through the Florida Department of Health, Victims of Crime Assistance (VOCA) through the Florida Attorney General's Office, and United Way.

### **Child Sexual Abuse Program:**

The Child Sexual Abuse Program is an integral component of the Child Protection Team, and provides services to children sexually victimized by adult non-caretakers, non-caretakers under the age of 18 and/or siblings under 18 years of age. The program is designed to offer crisis intervention, social assessments of families, referral services, follow-up case management and forensic examinations to victims of these types of sexual abuse. A Teen Rape support group is offered to these victims and counseling for their caretakers is available as well. Plans are underway to implement an Adolescent Advocacy Program in conjunction with the Women's Center of Jacksonville to provide an advocate for the victim from the time of crisis. This program is funded by the Victims of Crime Assistance (VOCA) through the Florida Attorney General's Office, City of Jacksonville and United Way.

### **Treatment Programs:**

Sexual Abuse Treatment Program: The Sexual Abuse Treatment Program is a component of the Child Protection Team with an oversight by Children's Home Society. This is a therapeutic program for families who are victims of sexual abuse. Working collaboratively with private psychological services within the community, the treatment program helps families from the time of crisis (when the abuse is reported) through long-term therapy. The goals for this program are to stop any sexual abuse behavior from recurring in the family and to ultimately create healthier family relationships. Referrals are made through the Child Protection team. This program is funded through the Florida Department of Health.

**Other Programs:**

Volunteers: The Children's Crisis Center is dependent upon volunteers from the community to operate its programs through various capacities. Volunteers may provide support directly to clients through our prevention and intervention programs or by supporting Center operations or participation in the Center's Speakers' Bureau.

Florida Abuse Registry: Statewide 1-800-96 ABUSE or FAX 1-800-914-0004 for ALL reporting of suspected child abuse, neglect and sexual abuse.

The Child Victim Rapid Response Program (CVRRP) is a school-based program designed to address the needs of students and their family members who have endured, witnessed, or are targets of domestic or date-related violence, child abuse, sexual abuse or neighborhood violence. Program services include provision of education to students and educators on topics of victimization and abuse; consultation and assistance to educators regarding students who may be victims or potential victims of violence; advocacy for children, including referrals to community agencies, assistance in filing victims' compensation claims, and follow-up with the child and family, and access to emergency legal services.

The program serves Duval, Baker, and Clay counties and is funded through the State of Florida Office of the Attorney General.

**AGENCY:**

Fleet and Family Support Center  
Naval Station Mayport,  
Building No. 1576  
P. O. Box 280042  
Mayport, FL 32228

**Contact Person:**

Janice Rand

**Phone:** 270-6600x111

**FAX:** 270-5094

**Website:**

[www.nsmayportfleetandfamilysupportcenter.gov](http://www.nsmayportfleetandfamilysupportcenter.gov)

**Agency Operation:**

Program Goals: The Mayport Fleet and Family Support Center (FFSC) provides a comprehensive set of programs and services designed to enhance the quality of life for service members and their families.

Type of Agency: Navy social services

Client Fees: No cost for service members, retirees, and their family members

**Client Information:**

Military ID card holders

**Treatment Information:**

Provides counseling for families, teens, parenting classes, anger management, child abuse prevention, new parent support group, new fathers classes, kids in family conflicts and divorce, kids preparation for new relocation moves (7-10 year olds), self-esteem and assertiveness training, and an exceptional family member program.

**Community Related Information:**

FFSC staff establishes and maintain collaborative relationships with numerous civilian organizations and service providers involved with active duty and retired service members and their families.

**AGENCY:**

Florida Alcohol and Drug Abuse Association (FADAA)  
2868-1 Mahan Dr.  
Tallahassee, FL 32208

**Contact Person:**

Mark Fountaine, Executive Director

**Phone:** 850/878-2196

**FAX:** 850/878-6584

**WebSite:** [www.fadaa.org](http://www.fadaa.org)

**Agency Operation:**

The mission of FADAA is to represent its members in advancing addiction treatment, prevention, and research through public policy leadership, communications, professional development, and quality member services.

**Community Related Information:**

Serves as the RADAR (Regional Alcohol and Drug Awareness Resource) Center on alcohol, tobacco, and other drug information needs for the State of Florida. In this capacity, one of FADAA'S Resource Center goals is to meet the alcohol, tobacco, and other drugs information needs of the addiction treatment and prevention field and Florida citizenry through wide dissemination of information.

**Mission of Program in the Community:**

- **ADVOCACY** on behalf of alcohol and drug abuse prevention and treatment programs and their clients
- **PROFESSIONAL DEVELOPMENT**, including workshops, symposiums, and conferences for professionals as well as the general public
- **COMMUNICATION INFORMATION DISSEMINATION** through member newsletters, Website, direct mail, and clearinghouse services

The Association has developed widespread credibility as an effective, professional organization. The activities of its members and staff have had a significant impact on the resources available for and quality of prevention and treatment services throughout Florida.

**AGENCY:**

Focus By The Sea  
2927 Demere Rd  
St. Simon's Island, GA 31522

**Director:**

Lisa Torras

**Phone:** (800) 821-7224-intake line  
(912) 638-1999 ext. 169

**Agency Operation:**

Program Goals: To provide comprehensive chemical dependency and mental health services to SE Georgia and NE Florida.

Type of Agency: Private, for profit

Client Fees: It varies by the program. Assessments are free. Private Insurance, Medicare & Tricare accepted.

Transportation: Patient is responsible for their own transportation

**Client Information:**

Assessment services and inpatient care for adults and adolescents 12 yrs. and up.

**Treatment Information:**

Inpatient care for all ages, adolescents and adults, for Chemical Dependency and/or Mental Health issues.

**Clinical Staff Information:**

Staff includes psychiatrists and ASAM certified addictionologist, registered nurses, master's level clinicians, dietitian, recreational therapists, and other mental health professionals.

**Program Evaluation:**

Licensed through Centers for Medicare, Medicaid Services, and Joint Commission on Accreditation of Healthcare organizations

**Community Related Information:**

Assessments offered in Jacksonville as scheduled by the hospital assessment office.

**Summary:**

Mental Health Treatment Focus By-The-Sea is a full service psychiatric hospital that specializes in chemical dependency and dual diagnosis treatment. Focus By-The-Sea is committed to providing compassionate, comprehensive behavioral health care services to adolescents and adults. Our commitment extends to the family and the community as a whole and we endeavor to deliver the highest quality of treatment for psychiatric disorders and addictive diseases at the best value.

**AGENCY:**

Full Service Schools

**Contact Person:**

See Individual School Sites

**Agency Operation:**

Program Goals: The Full Service School Initiative is dedicated to helping families in our communities help themselves. We help pave the way to a brighter future by providing and making services available to students, their families, and neighbors, who are in need, through a one stop service center. We feel that an involved, caring school cannot just turn its back or close its doors when the “school day” is over!

A Full Service School is a school based program, which integrates education, medical, social, and human services that are beneficial to meeting the needs of children, youth, and their families. These services are available in locations, which are easily accessible.

Type of Agency: Non-Profit Community

Client Fees: No Charge

THE FOLLOWING IS A LIST OF EACH LOCATION AND THE AREA IT SERVES, A CONTACT PERSON, AND THE SERVICES PROVIDED:  
(Andrew Jackson, Englewood, Fletcher, Oak Hill, Ribault, Paxon, Sandalwood – open November, 2007, Terry Parker)

**WESTSIDE FAMILY RESOURCE CENTER**

6910 Daughtry Blvd.  
Jacksonville, FL 32210

**Contact Person:**

Karen Schum, Coordinator

**Phone:** 390-3284

**FAX:** 573-2314

**Areas Serviced:** Zip Codes 32210 and 32244 areas, and these feeder schools: Bayview Elementary, Cedar Hills Elementary, Forest High School, JEB Stuart Middle, Lake Shore Middle, Oak Hill Elementary, and Timucuan Elementary

**Services and Staff Available:** United Way of Northeast Florida-Project Coordinator and Secretary; Duval County School Board-Case Management; Family Foundations, Outreach counseling program for significant emotional and behavioral concerns, parent engagement program (BLAST) and Asset; Based Community Development Project; Gateway Services, Substance abuse assessments, orientation, individual counseling, drug testing and after-care for youth ages 13-17; Department of Health - Nurse

**ANDREW JACKSON SENIOR HIGH SCHOOLS - PROJECT HORIZON**

3816 Main Street  
Jacksonville, FL 32206

**Contact Person:**  
Felicia Simmons

**Phone:** 359-6250  
**Fax:** 359-6251

**Area Served:** ZIP Codes 32206, and these feeder schools:

Andrew Jackson High School	Andrew Robinson Elementary School
Matthew Gilbert Middle School	Richard L. Brown Elementary
Kirby Smith Middle School	Long Branch Elementary
Brentwood Elementary	Lola Culver Elementary
John Love Elementary	Northshore Elementary

**Services and Staff Available:**

United Way of Northeast Florida  
Project Coordinator  
Neighborhood Partnership for the Protection of Children  
Big Brother & Big Sister of Northeast Florida  
Mental Health Counseling (Child Guidance Center)  
Teen-Parent Counselor (Wednesdays only)  
Case Manager (School Social Worker)  
Administrative Assistance  
SOFT Mentoring Program  
Hubbard House/RAP Program  
Sudden Impact/L.A.M.P.S.  
Together Time/Brentwood Elementary  
Triumph Community Development  
Stop Teen Underage Drinking/Jacksonville Sheriff's Office

**ENGLEWOOD HIGH SCHOOL - PROJECT RAMS**

Full Service  
4412 Barnes Road  
Jacksonville, Fl 32207

**Contact Person:**  
Deloris W. Brown

**Phone:** 730-6288  
**Fax:** 739-5339

**Area Served:** ZIP Codes 32207 and 32216, and these feeder schools:

Englewood High School	Greenfield Elementary
Hogan Spring Glen Elementary	Love Grove Elementary
Spring Park Elementary	Holiday Hill Elementary
Englewood Elementary	Southside Middle School

**Services and Staff Available:**

Child Guidance Center, Outpatient Counseling  
Northwest Behavioral Services  
Lutheran Social Services  
Gateway Community Services  
Mental Health Resource Center

**Jacksonville Linking Service:**

Project Coordinator  
Secretary  
Child Guidance Therapists  
Behavior Specialists  
Case Manager - DCPS  
Speech Therapist  
Hubbard House RAP/Hark After Care FSPIT  
Big Brothers & Big Sisters – BIGS  
Grandparents Support Group  
Jewish Family Services  
Girls, Inc.  
Hope Haven Children’s Clinic  
Duval County Health Department – Nurse  
St. Vincent’s Mobile Health Van

**FLETCHER SENIOR HIGH SCHOOL- BEACHES RESOURCE CENTER**

700 Seagate Ave.  
Neptune Beach, FL 32266

**Contact Person:**

Linda Hemphill, MBA, MA

**Phone:** 270-8200

**Fax:** 270-8202

**Email:** [lindah@uwnefl.org](mailto:lindah@uwnefl.org)

**Website:** [www.dreamsbeginhere.org/beachesrc](http://www.dreamsbeginhere.org/beachesrc)

**Area Served:** Zip codes 32250, 32233, 32266

Fletcher High School

Mayport Middle School

Atlantic Beach Elementary School

Neptune Beach Elementary School

Jacksonville Beach Elementary School

Marine Science Education Center

Fletcher Middle School

Finegan Elementary School

Mayport Elementary School

San Pablo Elementary School

Seabreeze Elementary School

**Services and Staff Available:**

United Way of Northeast Florida, Secretary and Program Coordinator

Gateway Community Services, Substance Abuse Counselor providing assessments, counseling, aftercare and urine screens

Duval County Public Schools, Case Management

Hope Haven Children's Clinic, Mental Health Therapist providing child counseling and referrals for psychological services

Jacksonville Area Legal Aid, attorney providing legal consultation

Beaches Resource Center may also provide community referrals for other services.

Daniel, Inc. - Mental health therapist providing individual counseling to youth & referrals for psychological services.

Family Foundations, Inc. - Mental health therapist providing individual, adult, couple and family counseling.

All services are free of charge

**PAXON FULL SERVICE CENTER**

964 St. Clair Street  
Jacksonville, FL 32254

**Contact Person:**

Anthony Grissett

**Phone:** 904-348-7578

**FAX:** 904-381-6077

**Email:** AnthonyGrissett@wnefl.org

**Agency Operation:** Areas served: ZIP codes 32254 and these feeder schools:

- Biltmore Elementary
- Dinsmore Elementary
- Annie R. Morgan Elementary
- Palm Avenue Exceptional Child Center
- Paxon Middle School
- Paxon High School
- Pickett Elementary
- Pinedale Elementary
- Ramona Elementary
- Reynolds Lane Elementary
- Ruth N. Upson Elementary
- West Jacksonville Elementary

**Services and Staff Available:**

- United Way of Northeast Florida
- Project Coordinator
- Child Guidance Clinic
- Daniel Behavioral Services
- Case Manager

**RIBAULT SENIOR HIGH – RIBAULT FAMILY RESOURCE CENTER**

3701 Winton Drive  
Jacksonville, FL 32208

**Contact Person:**

Sharon Robinson  
Coordinator

**Phone:** 924-3707

**Fax:** 924-1684

**Area Served:** ZIP Codes 32208 and 32209, and these feeder schools:

William Raines High School

Sallye B. Mathis Elementary

Ribault High School

Rufus Payne Elementary

Rutledge H. Pearson Elementary

S. A Hull Elementary

Ribault Middle School

Saint Clair Evans Academy

Northwestern Middle

A. Phillip Randolph

Martin Luther King Elementary

Carter G. Woodson Elementary

**Services and Staff Available:**

United Way of Northeast Florida, Project Coordinator and Secretary

Child Guidance Therapists/Behavior Specialist, Case Manager Services, Duval County School

Daniel Inc., Therapist, Behavior Specialist and Case Manager

Abuse Prevention Group (RAP) provided by Hubbard House, provided at select schools

Big Brothers/Big Sisters of Northeast Florida

Gateway Community Services, Inc., (Services available at request of client)

**AGENCY:**

**SANDALWOOD FULL SERVICE CENTER**

2750 John Prom Blvd.  
Jacksonville, FL 32246

**Contact Person:** Connie Fussell, MSW

**Phone:** 348-7553

**FAX:** 348-7569

**E-Mail:** [connief@wnefl.org](mailto:connief@wnefl.org)

Full Service Schools of Jacksonville is a neighborhood-governed funding and service collaboration led by United Way of Northeast Florida that works to remove the non-academic barriers to student and family success.

Full Service Schools of Jacksonville consists of school-based neighborhood resource centers that bring together community resources, agency providers, neighbors, and schools to promote the health and well-being of students, their families and neighborhood residents. These services are available in eight locations which are easily accessible.

Full Service Schools, through community partnerships, assists students in achieving school success by strengthening families and improving the quality of life in the neighborhood, while being flexible to respond to each community's uniqueness.

**Agency Operation:**

Program Goals: Full Service Schools of Jacksonville is a neighborhood-governed funding and service collaboration led by United Way of Northeast Florida that works to remove the non-academic barriers to student and family success.

Type of Agency: Non-Profit Community

Client Fees: None

## **Client Information:**

### **Service eligibility for Sandalwood Full Service School includes:**

- Zip Codes: 32224, 32225, 32246
- Feeder School
- School Age

### **In-school services are provided to students attending the following schools:**

- Sandalwood High School
- Kernan Middle School
- Landmark Middle School
- Abess Park Elementary
- Alimacani Elementary
- Brookview Elementary
- Kernan Trail Elementary
- Lone Star Elementary
- Southside Estates Elementary

## **Treatment Information:**

### **The array of services provided include:**

- DCSB Case manager – provides assessment and linkage to services
- Individual / family counseling
- Parenting classes
- Medical and health services – St. Vincent's Ronald McDonald Care Mobile
- Neighborhood Grants
- After-school activities

## **Clinical Staff Information:**

### **Services and Staff Available:**

- Mental Health Counseling provided by Child Guidance Center
- Youth Crisis Center – Project Second Chance
- Gateway Community Counseling – substance abuse counseling
- St. Vincent's Ronald McDonald Mobile Health Care Van
- Big Brothers / Big Sisters – tutoring and mentoring

Links to other community services are also available.

**Summary:**

The services offered through Full Service Schools are aimed at addressing the therapeutic, health and social service needs of the families in the neighborhood. Services such as counseling, family therapy, behavior management, substance abuse counseling, parenting classes, medical treatment and follow-up, psychological testing, tutoring, legal consultation, and referrals to many outside services and agencies are made. All services provided through Full Service Schools are free of charge. Services are delivered within the neighborhood and schools to remove the barrier of transportation.

**TERRY PARKER FULL SERVICE SCHOOL – ARLINGTON FAMILY RESOURCE CENTER**

8015 Parker School Road, Box 4, Suite 160  
Jacksonville, Florida 32211

**Contact Person:**

Julie Besley, Coordinator

**Phone:** 858-1955

**Fax:** 858-1960

**Area Served:** Zip Codes 32211 and 32277 areas, and these feeder schools:

Arlington Middle School	Fort Caroline Middle School
Fort Caroline Elementary School	Justina Road Elementary School
Merrill Road Elementary School	Woodland Acres Elementary School
Parkwood Heights Elementary	Terry Parker High School
Lake Lucina Elementary	Arlington Heights Elementary
Don Brewer Elementary School	Arlington Elementary

**Services and Staff Available:**

United Way of Northeast Florida, Site Coordinator and Secretary

Duval County School Board, Case Management

Child Guidance Center, Outreach counseling program for significant emotional and behavioral concerns

Gateway Services, Substance abuse assessments, orientation, individual counseling, drug testing and after-care for youth age 13-17

Mental Health Resource Center, Outreach counseling program for children with emotional and/or behavioral concerns

Department of Health, Nurse

Big Brothers Big Sisters, Arlington Director

**AGENCY:**

Gateway Community Services, Inc.  
555 Stockton Street  
Jacksonville, FL 32204

**CEO:**

Gary Powers

**Phone:** 387-4661

**Agency Operation:**

Adolescent Residential and Outpatient Treatment

**THE PLAYERS Championship Village**

2671 Huffman Blvd.  
Jacksonville, FL 32246  
Phone: 904/646-4889

Adolescent Detoxification, Stabilization, Outpatient

**New Beginnings**

2671 Huffman Blvd  
Jacksonville, FL 32246  
Phone: 904/646-4889

Type of Agency: Non-profit organization receiving public and private funds

Client Fees: Sliding scale; no one is refused treatment for inability to pay; insurance, Medicaid and private pay are accepted.

**No adolescent will be refused treatment because of financial reasons.**

Cost of Average Stay: Varies for each individual's needs

Collection of 3rd Party Payments: Insurance, Medicaid

Geographical Location: Provides adolescent services for Duval, St. Johns, Clay, Nassau, and Baker County residents

**Client Information:**

A continuum of services available to youth 13 to 17 years of age, in need of prevention, intervention, outpatient, stabilization, medical detoxification, and/or residential treatment to address substance use/abuse and related behavioral health issues. School is available for residential program clients through a contract with the Duval County School Board. Family counseling and education are available in each level of treatment.

### **Treatment Information:**

**Medical Detoxification/Stabilization:** **New Beginnings**, a secure facility at THE PLAYERS Championship Village, provides screening, assessment, evaluation, and referral services for adolescents in crisis due to alcohol and other drug abuse. Psychiatric evaluation is available as needed.

**Residential:** Residential treatment is available to adolescents at THE PLAYERS Championship Village, located off Beach Boulevard on Jacksonville's Southside. Services include a full educational program, introduction to and participation in AA/NA groups, gender groups, conflict resolution, violence prevention groups, weekly multi-family education, and group therapy.

**Outpatient:** Outpatient counseling, as well as case management and family counseling is available.

**Prevention Services:** Alcohol and drug educational information is provided to the community as requested. Gateway personnel, clients, and alumni make themselves available to do informational programs upon request.

### **Clinical Staff:**

A multi-disciplinary staff composed of addiction counselors, mental health professionals, social workers, nurses, physicians, psychiatrists, case managers, teachers, and para-professionals make up the residential and outpatient programs.

### **Program Evaluation:**

Gateway's programs are licensed by the Florida Department of Children and Families, and accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF). Gateway is committed to continuous quality improvement.

### **Summary:**

Gateway's adolescent programs work toward getting the adolescent to recognize the negative effects of alcohol and other drug abuse so they can begin to deal with life without using. Psychiatric services are available as needed to address the special needs of dually diagnosed adolescents, and family services are incorporated into the treatment process. Adolescents are introduced to the AA/NA programs for support; parents are introduced to Al Anon.

**AGENCY:**

Greenfield Center  
1820 Barrs St., Suite 640  
Jacksonville, FL 32204

**Executive Director:**

M. M. Greenfield, Ph.D.

**Phone:** 904/389-3784

**Fax:** 904/389-4618

**Website:** [www.greenfieldcenter.net](http://www.greenfieldcenter.net)

**Agency Operation:**

Program Goal: Intensive outpatient medically supervised alcohol and drug treatment. To assist individuals and families in need of counseling services to enhance their lives and improve their daily living.

Type of Agency: Privately owned for profit

Client Fees: Figured on a fee for service basis - Most services are covered by health insurance plans - Payment plan available upon request

Geographical Location: Located on the campus of St. Vincent's Hospital in the Dillon Building

**Client Information:**

Adults Age 18 and above

**Treatment Information:**

Intense outpatient treatment for chemical dependence - Treatment is treatment plan driven

Individual and group counseling

Guided interventions are available when necessary

Detoxification is available when needed

Program provides two years of aftercare

Provide drug and alcohol assessment

**Clinical Staff Information:**

Treatment staff has 1 Master's Degree, and 2 PhD's, with training in the addictive diseases of alcohol and drug dependence.

**Program Evaluation:**

Licensed by the State of Florida as an intensive outpatient treatment program.

**Community Related Information:**

Provide trainings on a variety of topics, educating teachers and clergy, and professionals, etc., on how to recognize signs and symptoms of drug use.

**AGENCY:**

Greenleaf Center, a Division of South Georgia Medical Center  
2209 Pineview Drive  
Valdosta, Georgia 31602

**Contact Person:**

Tiffany Burrows  
Director of A.I.R.S.

**Phone:** (229) 247-4357  
**Crisis Line:** (800) 247-2747

**Agency Operation:**

Program Goals: Our goal is to best serve the population with a wide range of resources for all ages and disciplines, providing inpatient and outpatient psychiatric and chemical dependency treatment.

Type of Agency: Regional psychiatric and chemical dependency hospital

Client Fees: Most commercial insurance, Medicare, self-pay – Georgia Medicaid

Geographical Location: Valdosta-Inpatient (229)671-6611, Satellite offices – Tifton (229)382-1054, Valdosta-Outpatient (229)671-6700, Douglas (912)384-2493, Albany (229)436-6004

**Client Information:**

Serves all ages from ages 12 - 95.

The adolescent unit is designed for ages 12 - 18

**Treatment Information:**

Adult: Emotional Disorders - Inpatient and Day Treatment

Substance Abuse: Full range - Inpatient, Day Treatment, and Intensive outpatient & rehab.

Geriatric: Inpatient and Day Treatment

Adolescent: Inpatient, Day Treatment (partial) or Intensive outpatient (3-4 hours a day - usually from 4 - 6:30)

**Clinical Staff Information:**

Full range of RN, LPN, LCSW, LFMT, Case Management, Family Therapy, Counselors, and Psychiatrist

**Evaluations:**

Conduct and offer a free 24 hour - 7 day a week confidential evaluation

**Community Related Information:**

Greenleaf continues to be involved in the community through job fairs, personal recruitment, and community education.

**Summary:**

Greenleaf prides itself in patient care and family involvement. We strive to create a holistic approach for treatment, incorporating the mind, body and spirit, and focusing on all aspects of a person's well being.

**AGENCY:**

Growth Pointe – Larry D. Wagoner, P.A.  
The Corners at Deerwood  
7545 Centurian Parkway, # 105  
Jacksonville, FL 32256

**Contact Person:**

Dr. Larry D. Wagoner

**Phone:** 904-642-2468

**Cell:** 904-571-7032

**Fax:** 904-642-2469

**Agency Operation:**

Agency Goals: Growth Point – Larry D. Wagoner, P.A. consists of Dr. Wagoner and associate licensed therapists dedicated to family therapy, marital therapy, parenting, adolescent and young adult developmental issues. Bower Family Systems Theory is accentuated beyond cognitive and behavioral crisis interventions.

Type of Agency: For Profit

Client Fees: Receptive to some insurance coverage. Adjustable fees available upon need.

Geographical Location: Deerwood Park

**Client Information:**

Emphasis on working with whole family or the parents using a family systems model to insure long lasting results. Focus covers the broad range of human experiences and issues. Training and experience in alcohol and substance abuse.

**Treatment Information:**

Individual, marital and family therapy

**Qualifications of Dr. Wagoner:**

Larry D. Wagoner, Ph. D., LMFT, Fellow, AAPC, Clinical Member and Approved Supervisor, AAMFT, Supervisor, ACPE

**Community Related Information:**

Therapy, Consultation, Retreats, Seminars and Education Programs, Training, Workshops

**AGENCY:**

The HELP Center, Inc.  
511 West 11<sup>th</sup> Street  
Jacksonville, FL 32206

**Executive Director:**

Clifton Coleman

**Phone:** 904/633-9383

**Agency Operation:**

Program Goals: Provide a bridge between substance abuse and a positive re-entry into society as productive citizens.

Type of Agency: Non-Profit

Client Fees: \$ 20.00 per week when affordable - Sliding Scale - No person in need is denied treatment

Geographical Location: Downtown Jacksonville

**Client Information:**

Transitional residential program for adult substance abusers

**AGENCY:**

Hope Haven Children's Clinic and Family Center  
4600 Beach Boulevard  
Jacksonville, FL 32207

**Executive Director:**

Laurie Price, MHSA

**Phone:** 904/346-5100

**FAX:** 904/346-5111

**Website:** <http://www.hope-haven.org/>

**Agency Operation:**

**Program Goals:** Hope Haven's overall goal is to enhance the lives of children and their families, and individuals of all ages with disabilities, by providing unique services and programs designed to meet their special needs at home, school, and throughout the community.

**Type of Agency:** Private, Non-profit

**Client Fees:** Hope Haven offers families quality services at the lowest possible cost. Payment options include insurance, when applicable, payment plans, financial assistance for qualifying families, and scholarships for selected services supported by grants and other private funding.

**Geographical Location:** Southside, between I-95 and Emerson on Beach Boulevard.

**Transportation:** Hope Haven is located at a city bus stop. A van with a wheelchair lift is available for individuals with disabilities participating in specific programs.

**Client Information:**

**Population Served:** Children and youth up to the age of 21years old; Adults in specific programs.

**Children with learning and behavior problems:**

Diagnostic treatment services including 1) attention deficit disorder and learning disabilities, 2) speech and language evaluation and treatment, 3) traditional and computer-assisted tutoring programs, 4) assertive technology evaluation and training for children with physical disabilities, 5) counseling services

**Children with Down Syndrome:**

Developmental evaluations, speech and language evaluation and treatment, computer assisted tutoring and related family services

**Children with Autism or Developmental Disabilities:**

Assessment and services.

Children with developmental disabilities:

After School Programs and Summer Camps

Adults with developmental and physical disabilities: (referrals from case managers, adults will be counseled if their child has a disability)

Services and programs for independent living, job training and placement, and assertive technology evaluation and training for home and work

Parents/Families:

Individual and group counseling

*Children First In Divorce*: court mandated seminar for divorcing parents

Child custody evaluations (exclusively through courts)

Professional consultation for school options and other educational issues

### **Treatment Information:**

Treatment Goal: Hope Haven offers a variety of services and programs to a diverse client population. Our goal is to address each child or family's unique needs by providing assessment services, developing treatment plans, and determining treatment goals according to individual needs.

Type of Services Provided: Medical, developmental pediatrics, psychological, speech and language, educational (no primary care available)

Treatment Methodologies Used: Although specific methodologies vary according to the service being provided, Hope Haven takes a holistic approach to diagnosis and treatment. It is based on the involvement of our multidisciplinary professional team working with parents and school personnel to address problems within the context of home, school, and community.

### **Clinical Staff Information:**

Professional staff includes pediatricians, psychologists, mental health counselors, speech pathologists, educational specialists, assistive technology specialists, special education teachers, occupational/physical therapists, job coaches, and an applied behavior analyst.

### **Community Related Information:**

Services provided for the Community: Hope Haven is a resource for parents and professionals, offering workshops and seminars on a variety of topics including attention deficit disorder, learning disabilities, divorce issues, special education, developmental and physical disabilities, and educational technology.

Agency Cross-Referral: Hope Haven works with numerous community agencies in both formal and informal contexts, including the Duval County Public Schools, Developmental Services, Vocational Rehabilitation, Nemours Clinic, Child Guidance, Easter Seals, St. Augustine School for the Deaf and Blind, Youth Crisis Center, Jewish Community Alliance, Cerebral Palsy of Jacksonville, Hubbard House, and private schools throughout the area.

Mission of Program in the Community: Hope Haven's multi-disciplinary team provides excellence in educational, psychological, and related therapeutic services for children, families and young adults with special needs.

**SUMMARY:**

Hope Haven Children's Clinic and Family Center is a private, non-profit agency serving the community with professional outpatient, medical and educational care. We offer high-quality, low-cost services, and programs in a family friendly environment. Please call our Intake Coordinators for more information.

**AGENCY:**

HUBBARD HOUSE, INC.

**Director or Contact Person:**

Ellen Siler, CEO

**Phone:** 354-0076 ext 300

**Hotline:** 800-500-1119/354-3114

**FAX:** 354-1342

**Agency Operation:**

Type of Agency: Emergency Shelter and Comprehensive Domestic Violence Services to victims and their children

Client Fees: No charge to victims and their children

**Client Information:**

Emergency Shelter, Telephone Hotline, Children and Youth Programs, Outreach, Emergency Response Team, Court Advocacy, 23-Hour hotline: (904) 354-3114, 1-800-500-1119.

**Treatment Information:**

Case Management, counseling, advocacy, and referrals are provided to shelter residents or non-residents who reside in the community and are in need of services.

**Program Evaluation:**

Process, short term and long term objectives are established for each program, which are used as the basis for evaluating the program. Objectives are based on experience, and completion rates are compared each year to determine continuing effectiveness. In addition, program participants are asked to complete surveys used to measure the effectiveness and quality of the program. Parents of participants in the agency's children's programs are asked to rate the quality and impact of the program their child (ren) participated in.

**Community Related Information:**

Community Education, Professional Training for Licensed Medical Practitioners and Law Enforcement, Workplace Violence Training, Volunteer Opportunities, Special Events and Fundraising, Men Against Violence Against Women initiative, Friends of Hubbard House auxiliary, R.A.P. (Relationship Abuse Prevention) school based dating violence prevention program. **HARK** (Helping At Risk Kids) is a support group available to children ages 3-17 who have witnessed domestic violence in their homes and is designed to help children learn to recognize abuse, resolve conflicts without violence and develop appropriate safety plans. Children are referred to HARK by the Department of Children and Families, the State Attorney's Office, their schools, and their parents.

**Summary:**

Hubbard House, Inc. is a comprehensive domestic violence center providing safe emergency shelter and outreach services to victims of domestic violence and their children in Duval, Baker and Nassau counties at no charge.

**AGENCY:**

HUBBARD HOUSE FIRST STEP  
(Batterer's Intervention Program)

**Agency Operation:**

Program Goals: Redirecting life learned behaviors away from violence

Client Fees: Sliding scale (income-based) from \$10.00 - \$60.00

**Client Information:**

Court-ordered or voluntary, rehabilitation program, behavior modification.

**Treatment Information:**

24 class sessions, 1 per week, plus assessment and orientation - available at various locations throughout the city.

**Director or Contact Person:**

Clifton Nehmer

**Phone:** 354-0076 ext. 0

**FAX:** 354-1342

**Website:** [www.hubbardhouse.org](http://www.hubbardhouse.org)

**AGENCY:**

Jacksonville Psychiatric Services  
3599 University Blvd. South, Suite 400  
Jacksonville, Florida 32216

**Medical Director:**

David W. Cheshire, M.D.

**Contact Person:**

Christina Feely, MSN, ARNP, CS

**Phone:** 399-5966

**FAX:** 399-1841

**Agency Operation:**

Program Goals: Jacksonville Psychiatric Services offers a program for treating substance abuse/dependency. In addition, they provide a broad range of integrated mental health services. Psychiatric treatment, testing and evaluation, and individual, group and family counseling are available for children and adults. All staff is medically supervised and has privileges at area inpatient facilities and partial hospitalization programs. This facilitates cost-effective, coordinated and consistent treatment, whatever the severity of an individual's presenting problems. Specialists are available in the following areas: ADHD and Developmental Disorders, Depression, Family Problems, Anxiety-related Disorders, Conduct Disorders, Eating Disorders, Substance Abuse/Dependency, and Stress Management/Chronic Pain Treatment.

Client Fees: Most insurance plans are accepted. A nominal fee may be charged for educational supplies

Geographical Location: Southside

**Client Information:**

Services are provided for children over the age of ten, adolescents and adults

**Treatment Information:**

Jacksonville Psychiatric Services offers outpatient programs for treating high-risk and chemically dependent individuals. Emphasis is placed on teaching and planning for relapse prevention. Family involvement and commitment to participation in support groups are considered integral to evaluation, treatment and recovery. The program is operated in cooperation with area psychiatric hospitals to ensure comprehensive and consistent treatment and aftercare. In all cases, individuals in our programs receive comprehensive support, guidance, and medical treatment, as necessary, to achieve recovery and develop abstinent lifestyles.

**Clinical Staff Information:**

The staff of full-time and part-time clinicians at Jacksonville Psychiatric Services supports a specialized, multidisciplinary treatment approach to specific problems and treatment issues. All staff is licensed and is supervised by the Medical Director, David W. Cheshire, M.D. Dr. Cheshire's specialties are psychiatry, addiction medicine, and chronic pain management.

**Program Evaluation:**

Jacksonville Psychiatric Services offers outpatient treatment and a JCAHO accredited partial hospitalization program for treating individuals who need help with alcohol and drug abuse and addiction.

**Community Related Information:**

Evening sessions and/or appointments are available.

**AGENCY:**

Jacksonville Sheriff's Office  
Community Affairs Division  
501 E. Bay Street  
Jacksonville, FL 32202

**Contact Person:**

Chief S.R. Weintraub  
Assistant Chief D.E. Coffman

**Phone:** 904/630-2160

**FAX:** 630-1751

**Community Focused Programs:**

**Program Name:** Crime Prevention Unit (630-2160)

**Program Purpose:**

Education Programs - Provides information to special population groups such as neighbors, the elderly, teens, and women to reduce their chances of victimization. Each program stresses self-reliance, awareness and cooperation.

Security inspections for homes, schools, and business - Security inspections assess vulnerable areas in the environment and offer recommendations for cost effective changes.

**Program Name:** Police Athletic League, Inc. (PAL) (854-6555) [www.jaxpal.com](http://www.jaxpal.com)

**Program Purpose:**

The Police Athletic League of Jacksonville offers year-round and seasonal sports programs, after school education programs (including a specialized reading program for children with *dyslexia*), parent education, Youth Leadership Program, and summer camps. See our website for information on each of these programs. Using sports to involve youth in healthy activity, PAL reaches hundreds with positive messages about choices (including drug education), priorities, lifestyles, and teamwork. All athletes are exposed to coaches and staff as adult role models. PAL uses similar strategies for other diversionary programs for youth. Referrals are accepted from individuals, schools, community agencies, and the juvenile court.

**Program Name:** Police Explorers – 588-0191

**Program Purpose:**

Police Explorers is a scouting program for teens ages 14-21 that are interested in law enforcement. Explorers learn specific skills in self-defense, investigations, crime prevention, and are given the opportunity to ride-along with police officers and to do authorized fieldwork under an officer's supervision. Post members participate in state and regional competitions.

## IN-SCHOOL PROGRAMS

**Program Name: School Resource Officers (SRO)** (630-2160 or the office of any public middle or high school)

**Program Purpose:**

SRO's are assigned to each public middle and high school. They provide a police presence and enhance safety.

Officers use a three pronged approach of prevention/education, intervention, and enforcement to achieve their goals. Yearly goals are determined by the officer and school administrators to meet the issues that are most germane in each school.

Classes on conflict resolution, criminal justice, and crime prevention strategies, support groups, hall patrols, and clubs are some of the means available. Youth Crime Watch and similar clubs help to develop leadership skills and foster a sense of pride and ownership in the school.

**Program Name: Safety Education - Officer Friendly, Danger Stranger, Bicycle Safety, Safety Patrol, Seat Belt Safety** (854-6555)

**Program Purpose:**

Upon request, Safety Education Officers give classroom, assembly, and community programs on a variety of topics. The basic concept of the police officer as a community helper is stressed in the traditional "Officer Friendly" Program.

Taking responsibility for your safety while walking, bicycling, riding in the car, and interacting with others is the key concept in the safety programs that are geared to the age and experience level of the audience.

**Program Name: School Crossing Guards** (630-2160)

**Contact person:** Sonja Oliver  
Barbara Brown

**Program Purpose:**

Part-time employees staff critical intersections and walkways when children are going to and from school. They receive state mandated training in safety. The Sheriff's Office maintains open recruiting for these positions.

**AGENCY:**

The Jeff Mitchell Foundation  
218 N. Broad Street  
Jacksonville, FL 32202

**Contact Person:**

Glen Mitchell

**Phone:** 396-9665

**Agency Operation:**

Program Goals: To serve the youth of Jacksonville, particularly the disadvantaged, through the development, provision, and support of programs and activities that promote education, non-violence, and responsible decision-making.

Type of Agency: Private, non-profit corporation.

Client Fees: None

Geographical Location: Serving The Greater Jacksonville Community

**Community Related Information:**

Specific programs include: “Turning Point: Rethinking Violence” - A Juvenile Intervention Program, in conjunction with The State Attorney’s Office, Department of Juvenile Justice, and Shands Jacksonville; and, Impact Presentations to Duval County Students in conjunction with the State Attorney’s Office.

**AGENCY:**

Jewish Family & Community Services  
6261 Dupont Station Ct. E.  
Jacksonville, Florida 32217

**Executive Director:**

Iris T. Young

**Phone:** (904) 448-1933

**Fax:** (904) 448-0349

**Agency Operation:**

Program Goals: Family Preservation and Strengthening through Counseling Intervention

Type of Agency: Mental Health Counseling, Social Service, Emergency Financial Assistance, Foster Care and Adoption.  
Jewish Family and Community Services is a United Way Agency.

Client Fees: Sliding fee scale, based on ability to pay – Medicaid and Medicare accepted

Geographical Location: Intersection of St. Augustine Road and Dupont Avenue – Southside Area

Transportation: City Bus SS6

**Client Information:**

Clients are children, adolescents, and adults

**Treatment Information:**

Substance abuse evaluation; adoption; individual counseling; marital counseling; divorce counseling; divorce mediation; issues concerning the elderly; teen and adolescent behavior; child counseling; parent-child conflict resolution; abuse issues; and, family/step-family/blended family issues.

**Clinical Staff Information:**

Master's Degree Licensed and license eligible Clinical Social Workers, and Licensed and license-eligible Mental Health Counselors.

**Program Evaluation:**

Evaluation forms completed on all clients at discharge

**Community Related Information:**

JFCS operates an emergency food pantry; subsidized meals for seniors; transportation for seniors; and distributes FEMA funds to people at risk of homelessness.

**Services to Professionals:** Counselors are available for on-site training in the areas of stress management; conflict resolution; team building and communication skill building; dealing with difficult people; coping with loss or bereavement; and, balancing a career & family responsibilities.

**Adoption consultation services are also available.**

**AGENCY:**

Kid Power Program – School Based  
River Region Human Services, Inc.  
2055 Reyko Road, Suite 137  
Jacksonville, FL 32207

**Prevention Services Senior Director of  
Prevention Services**

Cornell Sanders

**Phone:** (904) 899-6322 x 4600  
**FAX:** (904) 899-6384

**Agency Operation:**

Program Goals: To provide quality counseling and support services to students during the school day at their school site.

Type of Agency: Public, funded by the Department of Children and Families

Client Fees: None

Geographical Location: Located at the following elementary schools:  
Long Branch Elementary, Northshore Elementary, Oak Hill Elementary, San Pablo Elementary, Southside Estates  
Elementary, Susie Tolbert Elementary, and Windy Hill Elementary

**Client Information:**

Our clients are elementary age children at the above respective schools, who are referred by faculty members and parents, and may benefit from the Kid Power school based services.

**Treatment Information:**

Kid Power counselors provide individual, group, and family counseling.

The four major areas addressed by the Kid Power Program include:

- Scholastic achievement - encourages and reinforces academic growth with special focus on mathematics and reading.
- Behavior - promotes positive social skills, problem solving skills, conflict resolution, and healthy behavioral decision making.
- Self-esteem - encourages and reinforces positive self esteem through focus on the healthy processing of feelings, healthy communication, and healthy living
- Prevention Education - promotes drug and violence free lifestyles through education. Topics include family systems, tobacco, alcohol other drugs, health, and safety.

**Clinical Staff Information:**

Master's level counselors provide services with additional training in high-risk topics.

**Community Related Information:**

Kid Power counselors' serve as resources to the entire school community and play active roles as 'faculty' members.

**Summary:**

Kid Power is a prevention/intervention program funded by the Department of Children and Families and located in six Jacksonville schools. The program provides individual, group, and family counseling free-of-charge during the school day.

**AGENCY:**

Lutheran Social Services  
4615 Philips Highway  
Jacksonville, FL 32207

**Contact Person:**

Dan Ashdon, Dir. of Operations

**Phone:** 448-5995

**FAX:** 730-7066

**Website:** [www.lssjax.org](http://www.lssjax.org)

**Agency Operation:**

Program Goals: A faith-based social service ministry that is committed to service our community with a variety of programs administered on a large scale.

Type of Agency: Non-profit

Client Fees: Depends on the program, \$25 fee per agency to be a part of the Second Harvest Food Bank

**Client Information:** All ages are served

**Program Information:**

Kids' Cafe, an evening meal or snack to over 3,000 students  
Refugee and Immigrant Services  
AIDS Care and Education  
Representative Payee Services

**Staff Information:** 80 Employees

**AGENCY:**

MADD (MOTHERS AGAINST DRUNK DRIVING)  
NORTHEAST FLORIDA  
1717 Blanding Blvd., Suite 102  
Jacksonville, FL 32210

**Contact Person:**

Debbie Jones

**Phone:** 388-2455

**FAX:** 388-2432

**Agency Operation:** Hours of operation are 8:00 a.m. - 5:00 p.m. with a 24 hour answering machine.

Type of Agency: Non-profit

Client Fees: No fee

**Client Information:**

Victims of impaired driving crashes or anyone who is interested in becoming a member - you do not have to be a victim to be a member.

**Treatment Information:**

Victim Advocate will work with victims and family members throughout the judicial process

**Community Related Information:**

MADD has many programs that can be taken to community organizations, schools, etc. There is literature that can be used by anyone on impaired driving and alcohol use. Contact the MADD office for more information.

**AGENCY:**

Mental Health Resource Center, Inc. (MHRC)  
P. O. Box 19249  
Jacksonville, FL 32245

**President/CEO:**

Robert Sommers, Ph.D.

**Phone:** 642-9100

**FAX:** 641-6529

**Agency Operation:**

Program Goals: To provide comprehensive mental health services to persons seeking help.

Type of Agency: Non-profit

Client Fees: Publicly funded programs have a sliding fee, based on level of income and number in household. Non-publicly funded programs have no sliding fee, charges are full fee based on fee schedule. Medicaid, Medicare, and Insurance coverage

Geographical Location: Southeast Duval

Transportation: City bus

**Client Information:**

Population Served: Children, adolescents and adults including individuals who are homeless

**Locations and Services:**

**Administration**

900 University Boulevard North, Suite 700

Jacksonville, FL 32211

Phone: 743-1833

**Adult and Child/Adolescent Inpatient Crisis Stabilization Programs  
Emergency Services (Adults, Adolescents and Children)  
Outpatient Psychiatric Services, Case Management Services, Therapeutic Family Program**

11820 Beach Blvd.  
Jacksonville, FL 32246  
Phone: 642-9100

**Child Protective Services**

900 University Boulevard North, Suite 107  
Jacksonville, FL 32211  
Phone: 744-1121

**LINK Homeless Program for the Mentally Ill and QUEST Homeless Program (all ages)**

305 North Washington Street (Homeless Center)  
Jacksonville, FL 32202  
Phone: 358-2411

**Clinical Staff Information:**

Certifications: Psychiatrists, Registered Nurses, ARNP's, and other licensed staff

**Program Evaluation:**

Outcome focuses on keeping people out of more expensive, more restrictive levels of care, extensive quality assurance, and utilization programs.

**Community Related Information:**

Agency Cross-Referral: All recognized community health care providers

**Summary:**

Founded in May, 1977, MHRC is a comprehensive mental health center that offers a wide range of mental health and behavioral health care services to the community. Included in MHRC's service array are 24-hour emergency services; inpatient psychiatric services for children, adolescents and adults; and numerous outpatient services. These include medication management, case management, counseling, supported housing, day treatment, two programs for the homeless, a therapeutic family program, Juvenile Justice overlay services, Child Protective Services, an Assertive Community Treatment (ACT) program for adults with severe and persistent mental illness and co-occurring substance abuse disorders, and, a "Can Do" school based program in two elementary schools. MHRC's programs have been fully accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO). CARF also accredits MHRC's inpatient psychiatric and emergency/crisis intervention programs.

**AGENCY:**

Mental Health Resource Center (RCI Employment Services)  
900 University Boulevard North  
Suite 500  
Jacksonville, FL 32211

**President/CEO:**

Robert Sommers, Ph. D.

**Contact Person:**

**Phone:** 743-1002

**Agency Operation:**

Program Goals: To help the persons with psychiatric disabilities function successfully in the community

Type of Agency: Non-Profit

Client Fees: None

Geographical Location: Jacksonville

Transportation: City Bus

**Client Information:**

Population Served: Adults over 18

**Treatment Information:**

Supported Employment/Job Coaching services are designed to assist individuals with disabilities in finding, obtaining and maintaining work in community-based, competitive jobs. Clients work closely with Mental Health Resource Center (MHRC) Employment Specialists to obtain suitable competitive employment. The Employment Specialist also acts as a liaison with the employer, and provides on-site training and support as needed by the client and employer to ensure job stability.

**Program Evaluation:**

All of MHRC program services are evaluated and monitored by the Quality Improvement Department.

**Community Related Information:**

Agency Cross-Referral: Gateway, River Region, all other community agencies.

**Summary:**

Founded in 1963, Renaissance Center, Inc., currently Mental Health Resource Center, provides employment and residential services for adults with disabilities residing in Northeast Florida. RCI Employment services places, trains, and monitors the progress of clients working in community based, competitive jobs. Through this program, clients receive necessary individualized employability skills training, on-the-job training, and ongoing support, as needed, to help them to obtain and maintain employment in the community. MHRC programs have been accredited by CARF since 1986 and are also accredited by the Joint Commission for Accreditations of Health Care Organizations (JCAHO).

**AGENCY:**

Mission House  
800 Shetter Avenue  
Jacksonville Beach, FL 32250

**Contact Person:**

Anne Cruddes, Social Service Manager

**Phone:** 241-6767

**FAX:** 241-7340

**Agency Operation:**

Program Goals: Minister to the homeless

Type of Agency: Religious

Client Fees: None

**Client Information:**

Clients must be 18 years or over, may walk-in and register, and may be assigned a case manager. (Adolescents are referred to Youth Crisis Center.)

**Program Information:**

This is a day facility serving the homeless in the Beaches and Mayport areas. Free medical clinic, meals, showers, and job information for men and women. Part of the We Care System.

**Staff Information:** 4 full-time employees and 2 part-time employees

**AGENCY:**

Narcotics Anonymous  
Jacksonville Area Service Committee  
P. O. Box 17388  
Jacksonville, FL 32245-7388

**Phone:** 24-hour N.A. Help Line:  
723-5683

**Agency Operation:**

Narcotics Anonymous is a non-profit fellowship or society of men and women for whom drugs had become a major problem.

**Goal:**

As a group of recovering addicts, N.A. members meet regularly to help each other to stay drug free.

**SUMMARY:**

Narcotics Anonymous (N.A.) is a program of complete abstinence from all drugs. There is only "ONE" requirement for membership - the honest desire to stop using. There are no musts in N.A., but we suggest that you keep an open mind and give yourself a break. Our program is a set of principles, written so simply, that we can follow them in our daily lives. The most important thing about them is that "They Work." There are no strings attached to N.A. We are not affiliated with any other organizations. We have no leaders, no initiation fees or dues, no pledges to sign, and no promises to make to anyone. We are not connected with any political, religious or law enforcement groups and are under no surveillance at any time. Anyone may join us regardless of age, race, sexual identity, creed, religion or lack of religion. We are not interested in what or how much you used or who your connections were, what you have done in the past, how much or how little you have, but only in what you want to do about your problem and how we can help. The newcomer is the most important person at any meeting, because we can only keep what we have by giving it away. We have learned from our group experience that those who keep coming to our meetings regularly stay clean.

- Call the helpline for meeting information.

**AGENCY:**

Northeast Florida Safety Council, Inc.  
1725 Art Museum Drive  
Jacksonville, FL 32207

**Executive Director:**

Joel R. Holley, Jr.  
Phone: (904) 399-3119 or 1-888-399-1233  
Web Site: [www.jaxsafety.com](http://www.jaxsafety.com)  
E-Mail: [nefsc@nefsc.org](mailto:nefsc@nefsc.org)

**Agency Operation: ADVANCED DRIVER IMPROVEMENT (ADI) COURSE – 12 HOURS**

**Program Goals:** The goal of this 12-hour program is to help problem drivers develop alternative behaviors to those that resulted in license suspension or revocation. Participants are instructed through group methods, using “reality therapy” techniques, to accept responsibility for their actions, understand and identify the consequences of continued poor driving, and develop a plan to avoid future difficulties.

Course Fees: \$100.00 Pre-registration required                      Course Length: 12 Hours Classroom

Geographical Location: ADI classes are offered at the following locations: 1725 Art Museum Drive, Jacksonville, and 3670 U.S. Hwy. 1 South, Suite 280, St. Augustine.

Type of Agency:        Non-governmental, not-for-profit, public service

Transportation:        City bus/individual responsibility

**Student Information:**

Florida Department of Highway Safety & Motor Vehicles approved course that is required in certain license suspensions and revocations.

Reference(s): Florida Statutes 322.264 (Habitual Traffic Offenders), 322.27 (Authority of department to suspend or revoke license), and 322.291 (Driver improvement school required in certain license suspensions and revocations).

**Community Related Information:**

Services Provided for Community: Traffic safety, substance abuse evaluation and education, occupational safety, health education, and informational programs and resources.

**AGENCY:**

Northeast Florida Safety Council, Inc.  
1725 Art Museum Drive  
Jacksonville, FL 32207

**Executive Director:**

Joel R. Holley, Jr.  
Phone: (904) 399-3119 or 1-888-399-1233  
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E-Mail: [nefsc@nefsc.org](mailto:nefsc@nefsc.org)

**Agency Operation: ALCOHOL SAFETY EDUCATION PROGRAM (DUI LEVEL I & II)**

**Program Goals:** The goal of the Alcohol Safety Education Program (DUI Level I & II) is to decrease the recidivism rate of Driving Under the Influence (DUI) and DUI related offenses, crashes, and fatalities through substance abuse assessment, treatment referral, and education about the social, psychological and physiological problems associated with substance abuse.

Licensed provider and approved course under the Florida Department of Highway Safety & Motor Vehicles (DHSMV) as required under Florida Statute 316.193 and related statutes for license suspension, revocation, or cancellation for moving violations involving substance abuse.

Course Fees:           Level I - \$221.00 (includes evaluation and 12-hour education course)  
                              Level II - \$336 .00 (includes evaluation and 21-hour education course)  
                              NOTE: Program enrollment fees are subject to change on October 1 annually, or as approved by the DHSMV.

Geographic Location: Classes and evaluations are conducted at 1725 Art Museum Drive, Jacksonville; 1515 Smith Street, Orange Park; 2858 East Baya Avenue, Lake City; 3670 U.S. Hwy. 1 South, Suite 280, St. Augustine; 1555 S. 8th Street Fernandina Beach; 418-8<sup>th</sup> Street (Baker County Alternative School), Macclenny. Services also available for Lafayette and Hamilton counties.

Transportation: City bus/individual responsibility

**Student Information:**

For all offenders required by the DHSMV or court system to attend a course for Driving With an Unlawful Blood Alcohol Level, Driving (or Boating) Under the Influence, Refusal to submit to an approved chemical test, or other related charges.  
Reference(s): Florida Statutes 316.193(5) and 322.291; Florida Administrative Rule Chapter 15A-10.

**Community Related Information:**

Services Provided for Community: Traffic safety, substance abuse evaluation and education, occupational safety, health education, and informational programs and resources.

**AGENCY:**

Northeast Florida Safety Council, Inc.  
1725 Art Museum Drive  
Jacksonville, FL 32207

**Executive Director:**

Joel R. Holley, Jr.  
Phone: 399-3119 or 1-888-399-1233  
Web Site: [www.jaxsafety.com](http://www.jaxsafety.com)  
E-Mail: [nefsc@nefsc.org](mailto:nefsc@nefsc.org)

**Agency Operation: BASIC DRIVER IMPROVEMENT COURSE – 4 HOURS**

**Program Goals:** Include, but are not limited to, prevention of traffic violations, crashes, and fatalities.

Course Fees: \$35.00 Classroom (Discounts available - Pre-registration required)  
\$40.00 Internet (No discounts - Register online at [www.jaxsafety.com](http://www.jaxsafety.com))

NOTE: Discounts for prepayment and coupons apply to classroom courses only.

Geographical Location: Classroom BDI courses are offered at 1725 Art Museum Drive, Jacksonville; 1515 Smith Street, Orange Park; 2858 East Baya Avenue, Lake City; 3670 U.S. Hwy. 1 South, Suite 280, St. Augustine; 1555 S. 8th Street Fernandina Beach; 418-8<sup>th</sup> Street (Baker County Alternative School), Macclenny.

Type of Agency: Non-Governmental, Not-for-profit, Public Service

Transportation: City bus/individual responsibility

**Student Information:**

This state approved basic driver improvement course can be taken as an election in lieu of adjudication and points under Florida Statute 322.27, to satisfy the requirements of Florida Statute 322.0261. Mandatory driver improvement course required for traffic accidents involving death or a bodily injury requiring transport to a medical facility or a second accident by the same operator within the previous 2 year period involving property damage in an apparent amount of at least \$500. Course attendance is recognized for insurance discounts by some companies. Insured should verify with insurance company before attending.

**Community Related Information:**

Services Provided for Community: Traffic safety, substance abuse evaluation and education, occupational safety, health education, and informational programs and resources.

**AGENCY:**

Northeast Florida Safety Council, Inc.  
1725 Art Museum Drive  
Jacksonville, FL 32207

**Executive Director:**

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E-Mail: [nefsc@nefsc.org](mailto:nefsc@nefsc.org)

**Agency Operation: CHILD RESTRAINT OFFENDERS PROGRAM (CROP) – 3 HOURS**

**Program Goals:**

The goals of the course include, but are not limited to:

- Teaching participants the proper usage of child restraint devices;
- Teaching participants the risks to children due to non-use or improper use of child restraint devices;
- Teaching participants the proper use of safety belts and other child restraint devices in order to decrease the number of children injured and killed due to non-use or improper use of child restraint devices.

This 3-hour course will offer instruction in Florida child restraint laws, the dynamics of a crash, the human collision, how to recognize and select an approved child restraint device, the proper use and installation of a child restraint device, and proper use of safety belts.

Course Fees: \$30.00 per individual. Group rates available. Pre-registration required.

Geographical Location: 1725 Art Museum Drive, Jacksonville. On-site instruction available to groups of at least 5 participants.

Type of Agency: Non-Governmental, Not-for-profit, Public Service

**Student Information:**

A person who violates the provisions of Florida Statute 318.18 (Florida’s Child Restraint Law) may, with the court’s approval and in lieu of other penalties, elect to participate in a child restraint safety program approved by the Florida Department of Highway Safety & Motor Vehicles. Upon completion of the course, the penalty and associated cost may be waived and the assessment of points shall be waived. This 3-hour CROP course is approved by the DHSMV.

**Community Related Information:**

Services Provided for Community: Traffic safety, substance abuse evaluation and education, occupational safety, health education, and informational programs and resources.

**AGENCY:**

Northeast Florida Safety Council, Inc.  
1725 Art Museum Drive  
Jacksonville, FL 32207

**Executive Director:**

Joel R. Holley, Jr.  
Phone: 399-3119 or 1-888-399-1233  
Web Site: [www.jaxsafety.com](http://www.jaxsafety.com)  
E-Mail: [nefsc@nefsc.org](mailto:nefsc@nefsc.org)

**Agency Operation: DRUG, ALCOHOL, TRAFFIC EDUCATION (DATE) COURSE – 4 HOURS**

**Program Goals:** To educate the first time licensees about the sociological, psychological and physiological hazards of alcohol, tobacco and other drug use in order to reduce the number of alcohol, tobacco, and other drug accidents and crashes, fatalities, and arrests. Florida laws and traffic safety information is also provided.

Approved course under Florida Department of Highway Safety & Motor Vehicles as specified in Florida Statute 322.095

Course Fees: \$30.00 Classroom (Discounts available - Pre-registration required)  
\$35.00 Internet (No discounts - Register online at [www.jaxsafety.com](http://www.jaxsafety.com))

NOTE: Discounts for prepayment and coupons apply to classroom courses only.

Geographical Location: Classroom BDI courses are offered at 1725 Art Museum Drive, Jacksonville; 130-6<sup>th</sup> Avenue North, Jacksonville Beach; 1515 Smith Street, Orange Park; 2858 East Baya Avenue, Lake City; 3670 U.S. Hwy. 1 South, Suite 280, St. Augustine; 1555 S. 8th Street Fernandina Beach; 418-8<sup>th</sup> Street (Baker County Alternative School), Macclenny.

**Student Information:**

Effective January, 1990, Florida Statutes require that all first time license holders attend a Department approved traffic law and substance abuse education course or a Department of Education approved driver's education course.

**Prevention Information:**

Prevention Goal: To decrease the use of alcohol, tobacco, and other drugs and to decrease the number of substance abuse crashes, accidents, fatalities and arrests.

**Community Related Information:**

Services Provided for Community: Traffic safety, substance abuse evaluation and education, occupational safety, health education, and informational programs and resources.

**AGENCY:**

Northeast Florida Safety Council, Inc.  
1725 Art Museum Drive  
Jacksonville, FL 32207

**Executive Director:**

Joel R. Holley, Jr.  
Phone: 399-3119 or 1-888-399-1233  
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E-Mail: [nefsc@nefsc.org](mailto:nefsc@nefsc.org)

**Agency Operation: AGGRESSIVE DRIVER COURSE – 8 HOURS**

**Program Goals:** The learning objectives of the course are to help participants: 1) Accept responsibility for their actions of anger or aggressive driving and to understand its impact on their driving as well as others sharing the road; 2) Understand how their attitude affects their driving behavior; 3) Recognize and evaluate their current driving patterns and learn ways to change them; 4) Further understand the responsibility and privilege of being behind the wheel; and 5) Develop a personal action plan to facilitate desired changes in their driving behavior.

This 8-hour classroom administered course is a judicial ordered or sentencing alternative program that will give participants an opportunity to change aggressive driving behaviors and “Survive the Drive”.

Program Fees: \$60.00 Pre-registration required.

**Student Information:**

Court referred, sentencing alternative program generally administered for violations under Florida Statutes 316.192 (Reckless driving) or 316.1923 (Aggressive careless driving).

**Community Related Information:**

Services Provided for Community: Traffic safety, substance abuse evaluation and education, occupational safety, health education, and informational programs and resources.

**AGENCY:**

Northeast Florida Safety Council, Inc.  
1725 Art Museum Drive  
Jacksonville, FL 32207

**Executive Director:**

Joel R. Holley, Jr.  
Phone: 399-3119 or 1-888-399-1233  
Web Site: [www.jaxsafety.com](http://www.jaxsafety.com)  
E-Mail: [nefsc@nefsc.org](mailto:nefsc@nefsc.org)

**Agency Operation: INTERMEDIATE DRIVER IMPROVEMENT COURSE (IDI)- 8-HOURS**

**Program Goals:** There are 18 modules in this internet only course that cover the following topics: 1) Why We Drive The Way We Do; 2) Stress and Speeders, Driving While Drowsy, and Driving Off the Road; 3) Aggressive Driving; 4) Selected Traffic Issues & Concerns; 5) Stopping Distance; 6) Driving with Skills and Sense; 6) Safety Restraint Systems; 7) Alcohol and Driving; 8) Substance Questionnaire; 9) Associated Personal Costs for DUI; 10) Rules of the Road; 11) Understanding and Managing Stress; 12) Your Feelings and Driving; 13) Crime Prevention; 14) International Road Signs; and 15) Florida Traffic Laws.

Program Fees: \$60.00 (Register for internet course online at [www.jaxsafety.com](http://www.jaxsafety.com))

**Student Information:**

Several counties around Florida, as a court ordered or sentencing alternative program, are using this course for traffic violators who have already taken the 4-hour Basic Driver Improvement Course within a 12-month period, or as a punitive measure for traffic violators with a poor driving history or at risk of receiving a points suspension.

**Community Related Information:**

Services Provided for Community: Traffic safety, substance abuse evaluation and education, occupational safety, health education, and informational programs and resources.

**AGENCY:**

Northeast Florida Safety Council, Inc.  
1725 Art Museum Drive  
Jacksonville, FL 32207

**Executive Director:**

Joel R. Holley, Jr.  
Phone: 399-3119 or 1-888-399-1233  
Web Site: [www.jaxsafety.com](http://www.jaxsafety.com)  
E-Mail: [nefsc@nefsc.org](mailto:nefsc@nefsc.org)

**Agency Operation: REINSTATEMENT ASSISTANCE PROGRAM (RAP) 8-HOURS**

**Program Goals:** To provide each participant with important information regarding his/her specific needs for reinstatement of their driving privileges. The 8-hour program format includes at least 2 hours of personal plan development.

The program specifically targets problem drivers, showing drivers the direct connection between their attitude and their driving behaviors. Trained staff will assist each participant in analyzing his/her current driver's license status and in developing his/her personal road map to reinstatement.

Program Fees: \$60.00

**Student Information:**

Several counties around Florida are using this course for Driving While License Suspended, revoked violators, a punitive measure for traffic violators with a poor driving history, or drivers at risk of receiving a points suspension, and as a court ordered or sentencing alternative program.

**Geographical Location:** Courses are offered at 1725 Art Museum Drive, Jacksonville; 3670 U.S. Hwy. 1 South, Suite 280, St. Augustine;

**Community Related Information:**

Services Provided for Community: Traffic safety, substance abuse evaluation and education, occupational safety, health education, and informational programs and resources.

**AGENCY:**

Northwest Behavioral Health Services, Inc.  
2400 North Edgewood Avenue  
Jacksonville, Florida 32254

**Clinical Director:**

Denise Muire, LMHC

**Phone:** 781-0600

**FAX:** 781-0016

**Website:** [www.nwbh.org](http://www.nwbh.org)

**Agency Operation:**

Program Goals: To enhance the quality of life for children and their families who are experiencing mental health problems and at-risk behaviors.

Type of Agency: Mental Health

Client Fees: Medicaid, sliding fee scale, TANF

**Client Information:**

Children up to 18 years of age who are experiencing emotional and/or behavioral problems

**Treatment Information:**

Assessments, Psychiatric Services, Individual, Family, and Group Therapy, Intensive Therapeutic Onsite Services, Substance Abuse Prevention and Counseling, Day Treatment, and Case Management

**Clinical Staff Information:**

Masters Level Therapists, Board Certified Child Psychiatrist, Certified Targeted Case Managers, and Behavioral Specialists

**Program Evaluation:**

State Certified Mental Health Agency, United Way Certified Agency, Accredited by CARF (Commission for Accreditation of Rehabilitative Facilities)

**Summary:**

This agency provides wraparound mental health services to children under 18 years of age and their families. Services are provided in the office, at school, in the home, and in the community.

**AGENCY:**

PACE Center for Girls Jacksonville  
2933 University Boulevard, N.  
Jacksonville, Florida 32211

**Contact Person:**

Executive Director  
Lynn H. Bertram

**Phone:** 448-8002    **FAX:** 448-2808  
**E-mail:** lbertram@pacejax.org

**Agency Operation:**

**Program Goals:** To provide a small non-residential environment designed specifically for girls to address the issues that present our girls as at risk and that prevent them from becoming successful. PACE's purpose is to intervene and prevent juvenile delinquency, high school dropouts, teen pregnancy, drug and alcohol addiction and welfare dependency. PACE promotes and assists these young girls to complete their education, build self-esteem and develop personal, social, and family relationship skills.

**Type of Agency:** Private, Non-Profit

**Client Fees:** No tuition fee.

**Transportation:** Girls provide their own transportation. The city transportation system is widely used.

**Client Information:**

At risk girls ages 12-18. Most girls are at least one grade behind in school and present multiple high risk factors.

**Treatment Information:**

PACE provides individual, group, and family counseling.

**Clinical Staff Information:**

Most counselors are Master's level. The Social Services Manager is a licensed clinical social worker and provides clinical supervision of all social services staff.

**Program Evaluation:**

The program receives a yearly audit from the Department of Juvenile Justice, the Department of Education and the Jacksonville Children's Commission.

**Community Related Information:**

All girls participate in community service projects. Other agencies and organizations provide services to the girls at the program.

**AGENCY:**

Pastoral Counseling Service  
2140 Mango Place  
Jacksonville, FL 32207

**Agency Operation:**

The Pastoral Center offers a team of highly trained and experienced professional counselors qualified to assess problems, explore solutions, and offer a secure framework for personal and spiritual growth.

Client Fees: \$110 per hour flat fee - Adjustments may be made on the basis of personal financial resources and as the Center's funding allows. Health insurance is applicable in many cases.

Geographical Location: Main Office - Southside

**Client Information:**

All ages are seen at the center.

**Treatment Information:**

Offers individual counseling and psychotherapy, marital, and family therapy.

**Clinical Staff Information:**

Pastoral counselors have graduate degrees and are certified or licensed as professional therapists by the American Association of Pastoral Counselors, the American Association for Marriage and Family Therapy, the Academy of Certified Social Workers, and/or state licensing boards.

**Community Related Information:**

The Center offers educational programs for civic and church groups. This includes quarterly pre-marital workshops to help individuals and families cope effectively with life challenges, strengthen relationships, and grow toward spiritual and emotional maturity.

Center staff also offers supervision for mental health professionals and clergy.

**Contact Person:**

Verna Darby

**Phone:** 398-2437

**FAX:** 346-3064

**AGENCY:**

Planned Parenthood  
2370-1 3<sup>rd</sup> St. S.  
Jacksonville Beach, FL 32250

3850 Beach Blvd.  
Jacksonville, FL 32207

**Contact Person:**

Anyone who answers

**Phone:** 249-2378

**FAX:** 249-0910

Anyone who answers

Jeanette Rosado, Medical Requests

**Phone:** 399-2800

**Fax:** 399-2333

**Agency Operation:**

Program Goals: Confidential, honest information about sexuality, reproduction, birth control, STDs, and is provided to anyone in need.

Type of Agency: Health Service Agency

Client Fees: Small fee and or Medicaid

**Client Information:** All ages

**Treatment Information:**

FACES Teen Clinic (peer education program and theatre presentations that are available to all of Duval County), gynecological exams & pap smears, medical visits, and referral services. HIV testing is available for males and females and STD treatment is available for men and women.

**Clinical Staff Information:**

Varies with schedule and programs

**AGENCY:**

The Rainbow Center (Shands Hospital – Jacksonville)  
653-1 West 8<sup>th</sup> Street, 3<sup>rd</sup> Floor  
Jacksonville, FL 32209

**Contact Person:**

Saniyyah Mahmordi

**Phone:** 244-4881

**FAX:** 244-5341

**E-mail:** saniyyah.mahmordi@jax.ufl.edu

**Agency Operation:**

Program Goals: To increase awareness and understanding of HIV through education.

Type of Agency: Medical

Client Fees: None

**Client Information:** Ages served is 13-21

**Treatment Information:**

Medical Clinic for Teens  
Medical testing, STD/HIV available  
Teen peer counseling  
Support group meetings  
Alcohol and Drug abuse education

**Clinical Staff Information:** 50 staff members (Physicians, Nurse Practitioners, Case Managers)

**AGENCY:**

River Point Behavioral Health  
6300 Beach Boulevard  
Jacksonville, FL 32216

**Director/Chief Executive Officer:**

Paul Andrews

**For Additional Info:**

Evaluation and Referral Department

**Phone:** 904/724-9202  
800/749-3967

**Agency Operation:**

River Point Behavioral Health specializes in quality behavioral health services including mental health and addictive illnesses for adolescents, adults and seniors through a comprehensive, integrated system of inpatient, partial hospitalization, and intensive outpatient treatment programs.

Type of Agency: Private

Client Fees: Call for Information.

Collection of 3<sup>rd</sup> Party Payments: Most major insurance companies, Medicare, Tricare.

**Client Information:**

Population served is from ages eleven to elderly adults.

**Treatment Information:**

Provides psychiatric, addiction and dual-diagnosis treatment within a full continuum of care. Problems addressed include: crisis stabilization, depression, alcohol/drug abuse, anxiety disorders, sexual abuse, anger/stress management, attention deficit disorders, mood disorders, and other mental health disorders. Specific programs include:

- \*Adult Psychiatric Inpatient Programs
- \*Adult Chemical Dependency Detoxification, Inpatient Programs
- \*Adolescent Inpatient and Residential Programs
- \*Adult Psychiatric Partial Hospitalization and Intensive Outpatient Programs (day only)
- \*Adult Chemical Dependency Partial Hospitalization and Intensive Outpatient Programs (day and evening)
- \*Adolescent Partial Hospitalization and Intensive Outpatient Programs (day and evening)
- \*Geriatric Hospital Outpatient Program, this program is located at Wekiva Springs (day only)

**Clinical Staff Information:**

Progressive professionals in the fields of psychiatry, psychology, nursing, social services, education, and recreational therapy provide comprehensive services and treatment.

**Program Evaluation:**

Accredited by Joint Commission on Accreditation of Healthcare Organizations and Medicare, Champus/Tricare approved.

**Community Related Information:**

Services provided for the community: no-cost assessments/evaluations either on-site at the hospital or via the Mobile Evaluation Team (T.I.M.E.), support groups, seminars/workshops, internships and Speakers' Bureau. Please call for a list of free community support groups that meet at River Point Behavioral Health and Wekiva Springs Center for Women.

**Summary:**

Admissions and referrals may be made 24 hours a day, seven days a week by calling Evaluation and Referral Department at River Point Behavioral Health of Jacksonville

**AGENCY:**

River Region Human Services, Inc.  
2055 Reyko Rd, Ste. 101  
Jacksonville, FL 32207

**Executive Director:**

Derya E. Williams

**Phone:** 899-6300

**FAX:** 899-6380

**Agency Operation:**

Program Goals: To provide quality behavioral health care services to the residents of Northeast Florida with services offered through licensed and accredited programs by qualified professional staff.

Type of Agency: Non-Profit, Charitable Organization

Client Fees: Sliding Fee Scale based upon the individual's ability to pay for services

Collection of 3rd Party Payments: Medicaid, Medicare, Private Insurance

Geographical Location: Multiple sites throughout Northeast Florida including Downtown, Westside, Southside, and the Beaches. Primary site is located at 650 Park Street.

Transportation: The primary clinical location is on Park Street. A bus stop is directly in front of the building. Many other locations are also near bus stops.

**Client Information:**

Serves all ages, genders, nationalities, marital status, religions, or disabilities.

**Treatment Information:**

Type of services provided: Substance Abuse & Dependency Treatment; Mental Health Services; Dual Diagnosis Services; Juvenile Justice Aftercare & HIV/AIDS Services & Outreach; Prevention; Receive Drug Treatment, Elderly Services, and Drug Free Workplace

Treatment Methodologies Used: Outreach; Case Management; Screening; Assessment; Evaluation; Outpatient; Residential; Aftercare; Prevention; Intervention; Individual; Group; Didactic; Psycho-Education; Brief Therapy; etc.

### **Clinical Staff Information:**

Staff is required to have, or be in the process of obtaining, state certification that requires a minimum of a Bachelor's Degree. Many of the staff have Master's or Doctorate's degrees and several are state licensed. The organization employs a Board Certified Addictionologist/Psychiatrist as its Medical Director.

### **Program Evaluation:**

River Region Human Services has an entire department dedicated to outcome evaluation. An experienced statistician and research specialist with a Ph.D directs this unit. Admission, discharge, post-discharge data, and customer satisfaction information are used to evaluate the various programs of the organization and are available for review.

### **Community Related Information:**

Services Provided for the Community: Outreach Programs; Speakers' Bureau; Consultation; Workshops/Training Events; Internships; Next Step (DUI School), etc...

#### Mission of the Organization in the Community:

River Region Human Services is a community-based organization dedicated to improving the quality of life in Northeast Florida. It assists individuals in developing and maintaining a functional independent lifestyle free from the use of dependency-producing drugs, debilitating mental disorders, involvement in anti-social and criminal activities, and HIV/AIDS and other communicable diseases without regard to sex, sexual orientation, age, race, national origin, religion, or physical/mental disability.

The services focus on assisting persons in developing and maintaining a functional independent lifestyle free from the use of dependency producing drugs; the debilitating effects of mental disorders; the commission of anti-social and criminal activities; and, the ravages of sexually transmitted diseases.

The services are designed in partnership with public and private funding sources, to provide cost effective treatment to persons who are insured and those who are medically indigent. Services are provided without regard to sex, age, sexual orientation, race, or physical disability. Fees will be based on a sliding scale. The inability to pay will not be a barrier to accessing government-supported services.

The mission is accomplished by delivering an effective and coordinated continuum of education, prevention, and treatment programs supported by medical and social services responsive to the needs of the clients, and delivered by qualified professionals.

**SUMMARY:**

River Region Human Services provides a coordinated system of care for the treatment of individuals with varied behavior health problems, disorders and disabilities. A comprehensive array of services is offered so that a continuum of treatment services is provided that is individually tailored to each applicant. Simultaneous multi-program enrollment and participation is practiced to ensure the best possible outcome for each person served. When possible and appropriate, the family is encouraged to participate in the treatment process. Healthy living, positive family involvement, and positive community reintegration and participation are an expected outcome for those who receive services.

**AGENCY:**

St. Vincent's "QuitSmart"  
1824 King St.  
Jacksonville, FL 32204

**Contact Person:**

Louise Gibson

**Phone:** 904-482-0189

**Agency Operation:**

Program Goals: To help people stop smoking

Type of Agency: Non-Profit

Client Fees: \$75.00

Geographical Location: Riverside

**Client Information:**

16 Years and older

**Treatment Information:**

Combining coping techniques, hypnosis and a realistic cigarette substitute, *QuitSmart* helps patients stop smoking after four sessions, which are scheduled over a period of only 22 days. The program has one of the highest success rates for quitting. Most multiple-session smoking cessation's programs have a 20-25% rate of success after one year. The success rate for *QuitSmart* is 45-50%.

**Clinical Staff Information:**

St. Vincent's certified *QuitSmart* trainer- Louise Gibson, RN.

**Program Evaluation:**

Each participant is asked to complete an evaluation at the end of the group sessions.

**Community Related Information:**

Smoking cessation groups are offered to businesses, at the worksite, with a minimum of 10 participants.

**AGENCY:**

The Salvation Army Adult Rehabilitation Center  
10900 Beach Blvd.  
Jacksonville, FL 32246

**Administrator:**

Major Forrest McIntyre  
**Phone:** 904/641-2122

**Program Coordinator:**

Sherry Lowman  
**Phone:**

**Agency Operation:**

Program Goals: This Center's primary function is the rehabilitation and spiritual regeneration of men addicted to alcohol and drugs. The Center provides the opportunity to regain self-respect and acquire such moral and spiritual principles of conduct and habits to enable the men to take their rightful places in society.

Type of Agency: Non-profit

Client Fees: None, except for men receiving monthly incomes. They pay room and board on a sliding scale.

Geographical Location: Southside

**Client Information:**

Population Served: Adult males (21-60 years old)

**Treatment Information:**

Treatment Goal: Alcohol and/or other drugs - total abstinence. Life adjustment - self-supporting, socially adjusted member of society - 12 step recovery program

Types of Services Provided: Drug and alcohol rehabilitation

Additional Services Provided: Job counseling and training, recreational and occupational therapy

TRT Methodologies Used: Group/Individual Therapy, AA, NA, Celebrate Recovery

Average Amount of Time for Program Completion: 36 Weeks

**Program Evaluation:**

Personal recognition is given for length of sobriety in monthly meetings. Several men are also recognized monthly as “Man of the Month.” Special recognition is given to men completing the program in a monthly graduation service.

**Community Related Information:**

Agency cross-referral: Gateway Community Services, The I.M. Sulzbacher Center for the Homeless, area rescue missions, Link-Quest, area detox facilities, Tenbroeck Hospital, area hospitals, AA, NA, churches and half-way house

**Summary:**

The Salvation Army Adult Rehabilitation Center has a capacity of 123 men. The facility provides work and warehouse space, living quarters, and indoor/outdoor recreation for adult males 21-60 years old. The primary function of the center is the rehabilitation and /or spiritual regeneration of men addicted to alcohol and drugs. The center provides the opportunity to regain self-respect and acquire the skills necessary to enable them to re-enter society. The program is accomplished through residential care, work therapy, personal counseling, group therapy, leisure time activities, and spiritual opportunities. This program accepts males 21-60 years old by a pre-screening process through the Intake Office. Men must be in good health and capable of performing 40 hours per week work therapy, in addition to participating in all other activities required by the program. The budget is primarily supported by the sale of items donated to The Salvation Army for resale at its stores. For most men entering the program there is no charge for services provided. However, men who receive a monthly income are charged room and board on a sliding scale up to the maximum of \$400.00 per month. The center also receives food stamp funds to supplement the cost of food.

**AGENCY:**

Shane's Counseling Service  
9428 Baymeadows Rd., Ste 132  
Jacksonville FL 32256

**Contact Person:**

Kathy Shane, LMHC

**Phone:** (904) 730-9922 or 260-2454

**Agency Operation:**

Program Goals: Psychotherapy/Counseling

Type of Agency: Private Practice

**Client Information:**

Teens & Adults

**Treatment Information:**

Individual therapy for eating disorders, anxiety, depression and substance abuse

**Clinical Staff Information:**

Licensed Mental Health Counselor

**Community Related Information:**

1995 - UNF Adjunct Professor

1985 - Present - Presentations and seminars to schools and various organizational groups

**Summary:**

Individual counseling, specialize in treatment of eating disorders.

**AGENCY:**

Stewart -Marchman Center  
Residential Adolescent Program-RAP  
3875 Tiger Bay Road  
Daytona Beach, FL 32124

**Contact Person:**

John Burket

**Phone:** 1-386-947-2480

**Agency Operation:**

Program Goals: Provide a continuum of alcohol and drug services including out-patient services, residential services, aftercare services, community education, on-site educational services through Volusia County Alternative Education Program, family therapy, and family educational services. Reintegrate individuals into society as drug and alcohol free individuals who function independently in a manner that satisfies individual and societal needs.

Type of Agency: Non-Profit, Private, CARF Accreditation

Client Fees: Sliding Scale, Insurance, Medicaid

Cost of Agency Stay: Variable

Capacity: 24 beds (residential)

**Client Information:**

13-17 years of age, male and female - Must be capable of and willing to attend school

**Treatment Information:**

Treatment Goals: Establish and maintain abstinence; stabilize and normalize behavior; reintegrate and normalize occupational skills; teach relapse prevention skills

Services Provided: Counseling; educational; activities; dietary; housekeeping; recreation; speech, language, hearing, and tobacco addiction program

Treatment Methodology: Group, individual, brief strategic family therapy, reality therapy, assertive discipline, point system, NA and AA step work

Average Length of Stay to Completion: Outpatient - 10 weeks; Residential – 4-6 months; Aftercare - 8 months

**Clinical Staff Information:**

Clinical staff are licensed and/or certified with extensive backgrounds in chemical dependency and psychology

Familiarity with Other Languages: Spanish

**Program Evaluation**

Client and service data are collected, analyzed and provided to the Board of Directors. Reports, quality assurance, and utilization review functions are maintained in keeping with State License Standards and CARF requirements.

**Community Related Information:**

Services Provided: Consultation, education, physician training, internships and practice, workshops, etc.

Agency Referrals: As needed by patients

**AGENCY:**

Substance and Mental Health Program (SAMH)  
Florida Department of Children and Families  
5920 Arlington Expressway  
Room 143  
Jacksonville, FL 32231-0083

**Contact Persons:**

Dick Warfel, Program Supervisor  
**Phone:** 723-2134

Wesley Ordonez, Budget Director  
**Phone:** 723-2015

Gene Costlow, M.H. Program Director  
**Phone:** 723-5347

Jan Holder, S.A. Program Director  
**Phone:** 723-2133

**Agency Operation:**

Program Goals: To contract for services as identified in the District 4 Annual Plan Update.

**Client Information:**

Population Served: Eligibility is determined by need for services, by priority populations, with fees based on the ability to pay (sliding fee scales) - children, adolescents and adults within four program agencies.

**Program Evaluation:**

Description: Comprehensive, annual monitoring using Florida Statutes, administrative rules, and program policies. Evaluation performed by the District's contract performance unit.

**Mission of Program in Community:**

To meet the needs of alcohol, drug abuse, and mental health clients in specific priority populations in Northeast Florida with available resources.

**SUMMARY:**

The Substance Abuse, and Mental Health Office of District IV provide the following:

- 1) Coordination and programmatic assistance to direct service contracted providers
- 2) Planning, monitoring, and assessing direct service programs through contract management activities and the District CPU.
- 3) Liaison between communities, public and private agencies, institutions, and service programs

Direct service providers who contract with the Department of Children and Families, District IV provide services to individual clients. Inquiries regarding services for individual clients should be directed to the appropriate service providers.

**AGENCY:**

TEAM UP Program  
Duval County Public Schools  
Bldg 86A, 1<sup>st</sup> Floor  
Jacksonville FL 32211

**Director/Contact Person:**

Kris Larsen

**Phone:** (904)858-6080

**Agency Operation:**

Program Goals: The TEAM UP Program is designed to offer after school programming for students in all Duval County Middle Schools and in 14 elementary schools. Each of the programs is a combination of academic enrichment, remediation, recreation, and enrichment activities. The students in these programs are well supervised by a combination of certificated and non-certificated staff.

The current design of the TEAM UP Program is collaboration between the Duval County School District (DCSB) and the Jacksonville Children's Commission (JCC). DCSB and JCC jointly fund and operate, in partnership with community-based organizations, TEAM UP Programs in 27 middle schools, 14 elementary schools, two special needs schools, and one community center. Nineteen middle schools are funded and operated solely by DCSB. Activities for the students begin immediately after school and continue for two, three, or four hours per day, depending on the type of TEAM UP Program at the school. Summer programs are currently operated at Gilbert Middle School and West Jacksonville Elementary School. The TEAM UP Program begins in late August and continues through the middle of May each year.

Type of Agency: Duval County School Board and Jacksonville Children's Commission

Client Fees: None

**Client Information:**

All students attending TEAM UP sites are eligible and encouraged to attend the TEAM UP Program at their school.

**Program Evaluation:**

Student achievement is measured each year in five areas: grades, standardized test scores, attendance, Code of Conduct violations, and promotion rate. Parents and students are surveyed on a consistent basis to measure their rate of satisfaction with the program. Data is provided to the school district and Children's Commission staff, and the USDOE.

**Community Related Information:**

Students who live in the community but do not attend the TEAM UP schools are invited to participate in the TEAM UP Program at their neighborhood school. Open Houses and Parent Nights are held on a consistent basis in the TEAM UP Program.

**Summary:**

The TEAM UP Program is an exciting collaboration between the school district, Children's Commission, and community based organizations. Thousands of students all over Jacksonville are benefiting by having a safe and exciting academic and developmentally enriched place to go after school.

**AGENCY:**

Teen Challenge International Ministry Institute  
3333 Phillips Highway  
Jacksonville, Florida 32207

P. O. Box 5280  
Jacksonville, Florida, 32247

**Contact Person:**

Warren Hunsberger

**Phone:** 904-398-0013

**FAX:** 904-425-3582

**Website:** [www.teenchallenge.cc/tcimi](http://www.teenchallenge.cc/tcimi)

**Email:** [info.tcimi@teenchallenge.cc](mailto:info.tcimi@teenchallenge.cc)

**Agency Operation:**

**Program Goals:** It is the purpose of Teen Challenge of Florida, Inc. to reach those with life-controlling problems, and to initiate the disciplining process to the point where the student can function, as a Christian in society, by applying Biblical principles to every area of life. Teen Challenge of Florida, Inc. endeavors to help people become mentally sound, emotionally balanced, socially adjusted, physically well and spiritually alive by offering a one-year residential training program.

**Type of Agency:** Drug and Alcohol Residential Rehabilitation.

**Client Fees:** Adolescent Programs – Fee based/ Adult Programs- Donation Based

**Client Information:**

Adolescent programs work with 13-17 year olds, adult programs work with 18+ year olds, locations regionally and nationally for both.

**Treatment Information:**

Generally most programs are residential, one year in length with re-entry phase to assure a successful transition back into society.

**Clinical Staff Information:**

Teen Challenge programs are staffed with well trained, qualified workers. Many staff members are alumni's of Teen Challenge.

**Program Evaluation:**

Focus on program is on identification of individual's problems, solution-based treatment plan, job training, job placement along with family restoration where possible.

**Community Related Information:**

Teen Challenge provides drug prevention programs and resources for schools, churches and civil agencies.

**Summary:**

Teen Challenge is 46 years old, with a government documented cure rate of 86%.

**AGENCY:**

Teen Parent Service Center  
Duval County Public Schools  
1701 Prudential Dr.  
4<sup>th</sup> Floor/Student Services  
Jacksonville, Fl 32207

**Contact Person:**

Tonya Watts

**Phone:** 390- 2559

**Agency Operation:**

Program Goals: The Teen Parent Service Center will provide coordination of all required ancillary services to ensure that teenage parents remain in school, earn a high school diploma, and become self-sufficient.

Type of Agency: Public, Non-profit

Client Fees: NONE

Geographical Location: Serves all Duval County Public School Students

Transportation: Provided as needed

**Client Information:**

Any Duval County Public School student is eligible for services until time of graduation.

**Treatment Information:**

The Teen Parent Service Center provides school educational option information, childcare placement, social service program coordination, career planning, follow-up, and case management services.

**Staff Information:**

Full-time school social workers, full-time teachers, and para-professional/case managers, office assistant and bookkeeper.

**Program Evaluation:**

Evaluation through Department of Education Criteria

**Community Related Information:**

Program receives referrals from students, parents, school personnel, and any related community agency.

**AGENCY:**

United Way 2-1-1  
P. O. Box 41428  
Jacksonville, FL 32203-1428

**Program Director:**

Robert Arnold  
**Phone:** 2-1-1  
(904) 632-0600  
**Toll Free No.:** (866) 318-0211  
**Administration Office:** (904) 390-3283  
**FAX:** (904) 390-3246  
**Website:** [www.nefl211.org](http://www.nefl211.org)

**Agency Operation:**

Program Goals: United Way 2-1-1 is a 24 –hour, 7-day-a-week program that serves 9 counties in Northeast Florida (Duval, St. Johns, Clay, Nassau, Baker, Putnam, Columbia, Suwannee, and Hamilton) by providing a comprehensive telephone Information/Referral and Crisis Intervention Service. It enhances linkage between individuals in need of service, or in crisis, with community resources capable of meeting their needs. The program collects, catalogues, and continually updates information concerning community agencies and resources; produces a human services directory; and disseminates information and data to community organizations including planners and funding sources. United Way 2-1-1 is the central access point to human service delivery in Northeast Florida.

Type of Agency: Non-profit

Client Fees: No fees

**Client Information:**

Population Served: Residents living in the 9 county area of Northeast Florida.

**Staff Information:**

United Way 2-1-1 staff is trained in crisis intervention and in providing information and referral. United Way 2-1-1 also operates the Suicide Intervention and Prevention Helpline that is available 24-hours a day, 7-days a week. In addition, staff members provide a willingness to listen, genuine caring, and a desire to help people in coping with their problems.

Number of People on Staff: Full-time - 15

**Program Evaluation:**

Human Service Coalition, City of Jacksonville, and United Way of Northeast Florida do annual monitoring. The Alliance of Information and Referral Service (AIRS), the Agency on Health Care Administration (AHCA) and the American Association of Suicidology (AAS) accredit United Way 2-1-1.

**Community Related Information:**

Refers to public, non-profit agencies as needs of client dictates. United Way 2-1-1 provides effective, comprehensive service to citizens of 9 counties in Northeast Florida (Duval, St. Johns, Clay, Nassau, Baker, Putnam, Columbia, Suwannee, and Hamilton).

**SUMMARY:**

United Way 2-1-1, your First Call for Help, became operational in 1996, and in the first year of service responded to more than 26,000 calls from persons in the community. This year, United Way 2-1-1 will receive 71,000 calls from people in need.

United Way 2-1-1 is the number to dial when one can't find or remember a place to call for specific community social services. United Way 2-1-1 staff has access to the most up-to-date information on the services that will meet one's needs. United Way 2-1-1 is the first place to call when someone is in need of food, shelter, or medical services; when one is looking for counseling, or a variety of other services.

United Way 2-1-1 is a non-profit service provided by United Way of Northeast Florida and is funded by United Way of Northeast Florida, the City of Jacksonville, HUD Department of Children and Families, United Way of St. Johns County, and United Way of Suwannee Valley.

**AGENCY:**

University of North Florida Women's Center  
Building 14, Room 2623  
4567 St. Johns Bluff Road, South  
Jacksonville, FL 32224-2645

**Director/Contact Person:**

Anita Vorreyer-Hedges

**Hours of Operation:**

Monday & Thursday 8 a.m. - 6 p.m.  
Tuesday & Wednesday 9 a.m.7p.m.  
Friday 8 a.m. – 5 p.m.

**Phone:** 904-620-2528

**Email address:** [womenctr@unf.edu](mailto:womenctr@unf.edu)

**Agency Operation:**

**Program Goals:** UNF Women’s Center has four program areas (1) Events & general services including Brown Bag Lectures, Celebration of Women’ History Month and information and referrals, (2) Re-entry Program for non traditional college students (3) Rape Awareness Education Program, which provides information on risk reduction and supervises the Peer Theatre project, (4) Victim Advocacy Program where 24 hour crisis intervention services are available to the UNF community, (5) Betty Soldwedell Research Center to promote research on gender equity.

**Client Fees:** None, however some events may have a charge

**Transportation:** Private and city transportation

**Client Information:**

Students, faculty and staff of UNF  
Events, support groups, and workshops are open to the Jacksonville community.

**Services Provided:**

UNF Women’s Center provides a variety of support groups and educational workshops. Topics change each semester but include: abusive relationships, rape survivors, and survivors of childhood sexual abuse. Information and referral services are also available.

**AGENCY:**

Urban Jacksonville, Inc.  
4250 Lakeside Dr. Suite 116  
Jacksonville, Fl 32210

**Phone:** (904) 807-1200

**FAX:** (904) 807-1220

**Agency Operation:**

Program Goals: Urban Jax. is designed to assist grandparents and other relatives raising children with support, information, referral, and intervention services in an effort to strengthen and improve kinship families.

Client Fees: None

**Client Information:** No age limitations

**Treatment Information:**

Urban Jax. provides educational support and group meetings for grandparents and other relatives raising children. There is an information/resource line where relative caregivers may access answers to questions regarding financial assistance programs, legal assistance programs, childcare, and counseling services. Personalized caregiver support is also available. The Urban Jax Program hosts professional speaker workshops on a variety of topics. It will also assist elder grandparents with transportation, respite needs, and advocacy support.

**Clinical Staff Information:**

1 Full-time employee

**Summary:**

Florida households headed by grandparents have increased 33% over the past 10 years and many need assistance.

**AGENCY:**

Victim Services Division- City of Jacksonville  
403 West 10th Street  
Jacksonville, FL 32206  
Email: [ShannonP@coj.net](mailto:ShannonP@coj.net)

**Sexual Assault Response Center (SARC)** 24 hrs.  
On Campus of Shands Jacksonville Hospital  
Monday – Friday 8 a.m. – 5 p.m.  
(904) 244-4600  
Hotline 244-RAPE (7273)/24 hr.  
2104 Boulevard  
Jacksonville, FL 32206

**After Hours Program: 8 p.m. until 7 a.m.**  
Shands Jacksonville Emergency/Triage Area  
655 West 8<sup>th</sup> Street  
Jacksonville, FL 32209

**Beaches Satellite Office**

200 Lemon Street  
Neptune Beach, FL 32266  
Phone: (904) 270-1580

**Agency Operation:**

Mission Statement: To provide quality, comprehensive services to crime victims and survivors, and their significant others throughout Jacksonville/Duval County. To reduce victims' trauma and facilitate their recovery from the impact of victimization while advocating for their welfare and rights to fair treatment.

Type of Agency: A community service center that provides comprehensive services to all crime victims in Duval, Clay, Nassau and Baker.

**Contact Person:**

Dr. Shannon Perry, Division Chief  
Sharon Gardner, Program Manager

**Phone:** (904) 630-6300/244-4600  
**Fax :** (904) 630-0770

Services Include (but are not limited to):

- Crisis counseling
- Assistance with victim compensation claims and follow-up
- Crisis intervention, information and referral
- Criminal justice support/advocacy
- Emergency financial assistance
- Therapy & group treatment
- 24 hour rape hotline
- Community education
- Volunteers for victims with professional training
- Hospital *After Hours Program @ Shands Jacksonville*
- Sexual Assault Response Center (SARC) provides Forensic Rape exams, medical follow-up services, and HIV/AIDS testing
- Mobile Outreach and services for elderly and disabled victims/survivors
- Critical Incident Stress Management Team

Client Fees: Free and confidential

Geographical Location: The center is located in the historic Springfield area of Jacksonville, at 403 West 10th Street. (In close proximity to Duval county major medical/trauma facility.)

Transportation: Provide bus transit and cab rides on a case-by-case basis.

**Client Information:**

Serves all adult crime victims and significant others.

**Treatment Information:**

Focus is on crisis intervention, stabilization, and recovery in the aftermath of a crime. The Division helps victims of crime, their families and significant others recover from emotional, physical, psychological, and financial problems.

**Clinical Staff Information:**

Masters Level Therapists

**Program Evaluation:**

Customer Satisfaction Report and Annual Report

**Community Related Information:**

Must be the victim of a crime. Walk-ins accepted but appointments preferred. Referrals can be made from individuals as well as agencies or other professionals. Operating hours are 8 A.M. - 5 P.M. Monday through Friday. Volunteer opportunity available.

**AGENCY:**

Volland & Associates, Inc.  
9951 Atlantic Boulevard, Suite 100B  
Jacksonville, FL 32225

**Director of Operations:**

Dr. Michelle Volland

**Phone:** 904/727-7778

**Agency Operation:**

Program Goals: Quality Comprehensive Mental Health Outpatient Assessment, Evaluation, and Treatment

Type of Agency: For Profit

Client Fees: Medical Insurance, Third party payments, and flexible fees

Geographical Location: Arlington/Regency

**Client Information:**

Services are provided to children, birth to seventeen, and adults over eighteen in need of outpatient mental health services, including substance abuse.

**Treatment Information:**

Treatment has a family focus, but individual treatment is provided as needed. Group intervention is provided for specific issues, such as Attention Deficit Disorder.

**Clinical Staff Information:**

All clinical staff is licensed in their particular field (Clinical Social Work, Psychology, etc.) by the State Department of Professional Regulation

**Community Related Information:**

Clients referred by all three Navy Family Service Centers.

**AGENCY:**

Walton-Brueske Counseling Group, P.A.  
3810-1 Williamsburg Park Blvd.  
Jacksonville, FL 32257-9217

**Agency Operation:**

Program Goals: Outpatient psychotherapy - assesses, diagnoses and treats mental illnesses and mental disorders

Type of Agency: Outpatient private practice.

Client Fees: Participating providers for many insurance companies. Special rates for clients paying cash.

**Treatment Information:**

The Counseling Group provides therapy that treats children above age four years of age, adolescents, adults, and older adults.

**Clinical Staff Information:**

All staff is licensed clinicians, Licensed Mental Health Counselors  
Lynn E. Brueske, Ed. S., LMHC, CCMHC  
Robert Scott Walton, Ph.D., LMHC, CCMHC

**Program Evaluation:**

On-going Quality Assurance and peer review

**Community Related Information:**

The Counseling Group staff and associates are committed to community education.

**Summary:**

The Counseling Group is a practice committed to providing value to its clients and cooperating with the community.

**Contact Person:**

Robert Scott Walton, Ph.D., LMHC, CCMHC

**Phone:** 904/733-9669

**Fax:** 904/733-4194

**AGENCY:**

Wekiva Springs Center for Women  
3947 Salisbury Road  
Jacksonville, FL 32216

**Director/Chief Executive Officer:**

Sheila McCallum, LCSW

**For Additional Info:**

Admissions

**Phone:** 904/296-3533

877/339-6636

**Agency Operation:**

Wekiva Springs specializes in quality behavioral health services for women, including mental health, eating disorder, trauma, and addictive illnesses for adolescents, adults, and seniors through a comprehensive, integrated system of inpatient, residential, detoxification, partial hospitalization, and intensive outpatient treatment programs.

Type of Agency: Private

Client Fees: Call for Information.

Collection of 3<sup>rd</sup> Party Payments: Most major insurance companies including Medicare and Tricare.

**Client Information:**

Population served is from ages eleven to elderly adults.

**Treatment Information:**

Wekiva Springs provides psychiatric, addiction and dual-diagnosis treatment within a full continuum of care. Problems addressed include: crisis stabilization, depression, eating disorders, alcohol/drug abuse, anxiety disorders, sexual abuse, anger/stress management, attention deficit disorders, mood disorders, and other mental health disorders. Specific programs include:

- \*Adult Psychiatric and Eating Disorders Inpatient Programs
- \*Adult Chemical Dependency Detoxification, Inpatient Programs
- \*Adolescent Residential Programs, Chemical Dependency and Eating Disorders
- \*Adult Psychiatric and Eating Disorder Partial Hospitalization and Intensive Outpatient Programs
- \*Adult Chemical Dependency Partial Hospitalization and Intensive Outpatient Programs
- \*Geriatric Outpatient Program (Senior Perspectives) (day only)

**Clinical Staff Information:**

Progressive professionals in the fields of psychiatry, psychology, nursing, social services, education, and recreational therapy provide comprehensive services and treatment.

**Program Evaluation:**

Accredited by Joint Commission on Accreditation of Healthcare Organizations and Medicare, Champus/Tricare approved.

**Community Related Information:**

Services provided for the community: no-cost assessments/evaluations either on-site at the hospital or via the Mobile Evaluation Team (T.I.M.E.), support groups, seminars/workshops, internships and Speakers' Bureau. Please call for a list of free community support groups that meet at Ten Broeck Hospital and Wekiva Springs Center for Women.

**Summary:**

Admissions and referrals may be made 24 hours a day, seven days a week by calling Evaluation and Referral Department at Ten Broeck Hospital of Jacksonville.

**AGENCY:**

Willingway Hospital  
311 Jones Mill Road  
Statesboro, GA 30458

**Executive Director:**

Jimmy Mooney, CEO

**Phone:** 1-800-242-9455  
912/764-6236 (Local)

**Agency Operation:**

Program Goals: Provides specialized treatment for alcoholism and drug addiction and initiates a program of rehabilitation for persons recovering from these addictions

Type of Agency: For profit

Client Fees: Set fees based on costs of services

Collection of 3rd Party Payments: Insurance

Geographical Location: Statesboro, GA

Transportation: Transportation may be provided, depending on circumstances

**Client Information:**

Population Served: Male and female adults and adolescents

**Treatment Information:**

Treatment Goal: Help the patient attain freedom from alcohol and other drugs and encourages an alternative to alcohol/drug use in daily life. Supports the elements of physical, emotional, and spiritual factors associated with recovery in the family and life adjustment.

Type of Services Provided: Addiction Treatment - Detoxification, inpatient residential, day treatment, outpatient, extended care, and continuing care.

Additional Services Provided: Family Counseling - Continuing care services

TRT Methodologies Used: Group/Family-Couples/Educational /Individual Therapy, AA, NA

Average Amount of Time for Program Completion: Adults – 4-5 weeks; Adolescents – 5-7 weeks

**Clinical Staff Information:**

Number of People on Staff: Full-time/part-time approximately 130

CAC's: 9

**Program Evaluation:**

Description: Program philosophy includes total abstinence approach with emphasis on the 12 step programs. Intensive family component at end of the treatment.

Follow-Up: 1 year by telephone and personal contact

**Community Related Information:**

Services Provided for the Community: Speaker's Bureau, consultation, seminars, internships, workshops

Agency Cross-Referral: Pineland Mental Health, John's Place, All State Facilities, and other treatment centers

Prevention Strategies: Educational Programs, AA, Al-Anon

Mission of Program in the Community: To provide quality patient care responsive to community needs on an individualized basis

**SUMMARY:**

Willingway Hospital was established in 1971 as a free standing hospital specializing in the treatment of alcoholism and drug addiction. Willingway's seamless continuum of care includes detoxification, inpatient residential, intensive outpatient/day treatment, extended care, and continuing care. Willingway serves both adult and adolescent populations.

Willingway's goal is to initiate therapy that has its ultimate objective as total and permanent recovery from alcohol and/or drug dependency. This is accomplished by involving the patient in a program of living designed to bring about physical, mental, emotional, and spiritual readjustment to such a degree there would be no need for use of mood changing chemicals. This treatment center provides 24-hour help to persons whose lives are disrupted by chemical dependency. Willingway provides education and counseling for patients to gain insight into their feelings and behaviors with an aftercare program for persons following program completion.

The staff of 130 people is comprised of people with many years of experience in the chemical dependency field. Fees from clients pay for all services of the treatment center's budget. Willingway uses various media to make the community aware of its program.

**AGENCY:**

Women’s Center of Jacksonville  
5644 Colcord Avenue  
Jacksonville, FL 32211

**Contact Person:**

Shirley K. Webb, LMHC, Executive Director

**Help Line:** (904) 722-3000

**FAX:** (904) 722-3100

**Email:** mail@womenscenterofjax.org

**Website:** [www.womenscenterofjax.org](http://www.womenscenterofjax.org)

**Agency Operation:**

The Women’s Center of Jacksonville is a non-profit, community based resource center for women and their families. The mission is to support and empower women by nurturing mind, body, and spirit and by advocating for the dignity and respect of all women. The Women’s Center provides advocacy for rape victims, information and referrals, mental health counseling, and community education programs.

**Description of Services:**

The Women’s Center of Jacksonville (WCJ) is a community based resource center for women and their loved ones. Our unique community services include:

**Information and Referral**

We provide Northeast Florida women with reliable, non-biased information and referrals regarding financial emergencies, shelter, pregnancy, domestic violence, employment, medical and mental health care, childcare, legal assistance, and more. This help line is operated by trained staff and volunteers.

**Community Education**

WCJ presents numerous educational workshops at various locations around the city. The seminars are open to the public and are often free of charge. Some of our past programs include: positive parenting, career transitions, legal issues, divorce, menopause, sexual harassment, politics, and finance.

**Bosom Buddies**

Bosom Buddies is a specialize program in breast health that provides support, educational information, and advocacy for women diagnosed with breast cancer and women at high risk. Bosom Buddies hosts a weekly Support Group meeting at the Women’s Center of Jacksonville.

**Expanded Horizons**

Expanded Horizons is a gender specific program designed to meet the learning needs of women and reduce the barriers to access services such as child care, transportation and scheduling. The program addresses many types of literacy needs, such as reading, writing, math, computer skills, GED preparation, and life skills such as financial and health literacy. To help them meet their goals, participants work with a corp of trained volunteer tutors, individually and in small classes to create individual learning plans.

### **Girls Circles**

Designed to encourage girls' development of positive body images, self-confidence and self-esteem, this program works with girls (ages 9-17) in a small group setting, i.e., a girls circle. Targeted curriculum and activities are utilized by trained facilitators within the circle to foster the girls' healthy development.

### **Art and Soul**

Art and Soul transforms the walls of WCJ into gallery space for fabulous art by regional women artists with a different theme for each quarterly exhibit.

### **Rape Recovery Team**

The Rape Recovery Team is an on-call 24 hours/day, 7 days/week, 365 day/year for victims of sexual violence, whether or not they report the crime to the police. Advocates provide crisis intervention, emotional support, and long-term follow-up, including services for adolescents assaulted by non-caregivers. Promote Truth is a teen website offering educational information about sexual violence, rape, drugs, facts for guys, legal issues, and rape statistics; <http://www.promotetruth.org/> also provides support through anonymous messaging. .

### **Rape Recovery Team Rape Education**

Advocates on the Rape Recovery Team provide educational presentations on rape and relationship violence prevention throughout the Jacksonville community.

### **Stop Violence Against Elders (SVAE)**

Stop Violence Against Elders, a special project of the Rape Recovery Team, is a collaboration between the Women's Center of Jacksonville and Hubbard House, providing innovative training and education to professionals in the fields of law enforcement, criminal justice, victim services, elder-care facilities, and elder serving agencies, on recognizing, addressing, investigating, and prosecuting cases of sexual and/or domestic violence against elders.

### **Counseling**

Our counseling services include: individual, group, couples, and family therapy. WCJ counseling services are confidential and available with a flexible fee structure. Specialized programs are offered for victims of sexual violence and adult survivors of childhood sexual abuse.

### **HIV/AIDS Voices Program**

The Voices Program empowers women with HIV/AIDS to increase their self-esteem and discover ways to regain control of their life through holistic healing of the mind, body and spirit. Through individual and group counseling sessions, women share their experiences with other women in a safe, confidential, and supportive environment. Additional services include anonymous HIV testing, home visits, retreats, information, and referrals. All services within the Voices Program are free to participants and their affected family members.

**Community Outreach:**

The Women's Center publishes a quarterly newsletter, schedule of programs, and periodic bulletins. Speakers are available to speak on the services provided by the Center or on other women's issues. Volunteers are always needed to assist with special projects and work within the programs.

**Clinical Staff Information:**

Professional staff includes licensed clinical social workers, mental health counselors, registered mental health counselor interns, and certified rape recovery advocates.

**Client Information:**

Women, girls, and their families.

**AGENCY:**

Youth Crisis Center, Inc.  
3015 Parental Home Road  
Jacksonville, FL 32216

**President**

Tom Patania

**Counseling Referrals**

Kim Sirdevan, Clinical Director  
Morgan Williams, Clinical Supervisor  
Eric Preusler, Case Management

**Phone:** 904-725-6662

**FAX:** 904-724-8513

**Agency Operation:**

Program Goals: To prevent youths from running away and to intervene in family crises

Type of Agency: Non-profit

Client Fees: No fees

Transportation: Agency vehicle, public transportation, referral sources (JSO, Department of Children and Families, Department of Juvenile Justice, other programs)

**Client Information:**

Population Served: Boys and girls ages 10 through 17

**Treatment Information:**

Treatment Goal: Stabilize the crisis and return the child to the home

Types of Services Provided: Short-term residential care and counseling, individual/family counseling through Family Link outpatient counseling program, and CINS/FINS Case Management; outpatient, individual and family counseling for Florida Army & Air and members of their family.

Additional Services provided: SAFE PLACE - 500 local businesses provide access to Youth Crisis Center for children who are troubled or on the streets.

**Program Evaluation:**

All counseling is monitored by a clinical supervisor.

**Community Related Information:**

Services include short-term residential care, family assessment and counseling, outreach presentations, informational materials, Safe Place sites, training, individual and group counseling in the community with targeted high crime ZIP codes.

Agency Cross-Referral: All child service agencies, Duval County Public Schools, Jacksonville Sheriff's Office, Department of Children and Families, Department of Juvenile Justice

Mission of Program: The mission of Youth Crisis Center is to provide a safe shelter for at-risk children and youth, counseling for families in crisis, links to community resources, and life skills training for at-risk adolescents emerging into adulthood, all with the goal of strengthening families and restoring hope.