

**CRISIS FILE INFORMATION**

.....  
**\*\*PLEASE NOTE: NAMI JACKSONVILLE DOES NOT MAKE RECOMMENDATIONS. WE SIMPLY PROVIDE INFORMATION ABOUT OPPORTUNITES FOR TREATMENT AND ASSISTANCE SO THAT INDIVIDUALS CAN MAKE THEIR OWN DECISIONS ACCORDING TO NEED AND PREFERENCE.**  
.....

**Emergency number - Police/Fire/Ambulance: 911**

**\*In Duval County you can request a Crisis Intervention Team (CIT officer) member who has special training in dealing with those who have mental illnesses.**

**\*Jacksonville Sheriff's Office: 904-630-0500 (request a CIT officer, they can assist with Baker Act, if necessary)**

**SUICIDE HOTLINES (help is immediately available)**

**1-800-273-8255 (PRESS 1)- Veteran's Crisis Line**

**TEXT 838255**

**WEB [www.veteranscrisisline.net](http://www.veteranscrisisline.net)**

**904- 632-0600 ( PRESS 3) - Jacksonville and Duval County**

**211: Suicide Hotline - 904-632-8255, press 3**

**UNITED WAY OF NORTHEAST FLORIDA**

**DIAL 211 or dial 904-632-0600**

**WEB [www.unitedwaynefl.org](http://www.unitedwaynefl.org)**

United Way 2-1-1 is nationally accredited by the Alliance of Information & Referral Systems (AIRS), the highest regarded information and referral accreditation program in the United States. United Way 2-1-1 is also nationally accredited by the American Association of Suicidology (AAS) and certified statewide by the Florida Alliance of Information and Referral Services (FLAIRS).

**CLAY COUNTY**

**\*\* Clay County has joined with NAMI Jacksonville in an effort to strengthen the NAMI presence in both Duval and Clay counties. Together, we welcome memberships in NAMI Jacksonville to help us fund NAMI classes and support groups in the Clay County area.. Those in Clay County who need information and assistance can call the NAMI Jacksonville Helpline number: 904-724-7782 or visit the webpage at [www.namijacksonvillefl.org](http://www.namijacksonvillefl.org).**

**CLAY BEHAVIORAL: Dial 904- 291-5561 Listen to the menu or Web [www.ccbhc.org](http://www.ccbhc.org)**

**Clay Behavioral Health Center, Inc. is dedicated to improving the quality of life for Clay County residents by providing affordable mental health and substance**

abuse services through a comprehensive community-based approach to care.

### NAMI NASSAU:

The Nassau NAMI hotline number is (904) 277-1886

[<nassaunamiflorida@gmail.com](mailto:nassaunamiflorida@gmail.com)

**Website: [nassau.nami.org](http://nassau.nami.org)**

Mailing address:

Nassau NAMI, Inc.

PO Box 16712

Fernandina Beach, Florida 32035

**Family Support Group** - Free monthly support group for family members/caretakers/loved ones of a person with a mental health related diagnosis on the first Tuesday of each month from 6:30 pm- 8:00 pm at the *Journey Church*.

**Connection Support Groups** - are held weekly in Fernandina Beach and Callahan.

Fernandina Group- at the *Council on Aging* every Friday at 11:00 am- 12:30 pm at 1367 S. 18th Street Fernandina Beach, Florida 32024

Callahan Group - every Thursday from 2:00 pm- 3:30 pm at *Nassau County Building* in the community room at 45401 Mickler Street Callahan, FL

The Nassau County, Florida affiliate of NAMI (National Alliance on Mental Illness) hosts its general membership meetings quarterly at the *Journey Church* from 7 pm- 8:30 pm at 95707 Amelia Concourse Fernandina Beach, Florida 32034.

There is also a monthly membership meeting on the first Tuesday of each month at 7 pm at 554820 US Highway 1 Hilliard, Florida 32046. These meetings are for the members that reside in the assisted living facility in Nassau County.

### NAMI VOLUSIA/FLAGLER/ST. JOHNS COUNTIES

NAMI Volusia/Flagler/St. Johns

PO Box 860208

St. Augustine, FL 32086-0208

(904) 827-7404

[support@namivfsj.org](mailto:support@namivfsj.org)

<http://www.namivfsj.org>

Volusia, Flagler, St. Johns Counties

Drop in Center: Beth Reese 904-540-3604

FACT Team: Kathleen Waler 904-209-6216

### SUPPORT GROUPS

#### Volusia County

NAMI Connection and NAMI Family Support Group meet Wednesdays, 6:30-8:00 PM, at Halifax Hospital, 303 N. Clyde Morris Blvd., Daytona Beach, FL, in the Bill Francis Tower Bldg

(Classroom E) or the Auditorium. Attendees must stop at the front desk of the hospital to present a valid ID and obtain a security badge.

## Flagler County

NAMI Connection and NAMI Family Support Group meet Thursdays, 6:00-8:00 PM at the Vince Carter Sanctuary, 301 Justice Lane, Bunnell, FL, in Building G, which is located at the end of the VCS parking lot on the left.

## St. Johns County

NAMI Connection meets Tuesdays, 6:00-7:00 PM, at Flagler Hospital, 400 Health Park Blvd., St. Augustine, FL, in the hospital cafeteria. NAMI Family Support Group meets Tuesdays, 6:00-7:00 PM, at Flagler Hospital, 400 Health Park Blvd., St. Augustine, FL, in the Osceola Meeting Room.

\*see their website for more details and registration

## DUVAL COUNTY

### Hospitals...

#### BAPTIST HEALTH

Operates a 24-hour crisis hotline for mental health emergencies.

Call 904-202-7900 for prompt assistance

[www.baptisitjax.com](http://www.baptisitjax.com)

24-hour crisis hotline for mental health emergencies. Call **904.202.7900** for prompt assistance.

#### WOLFSON CHILDREN'S HOSPITAL

For children and adolescents ages 6 – 17

Call 904-202-8000 – 800 Prudential Drive – [www.wolfsonchildrens.com](http://www.wolfsonchildrens.com)

Wolfson Behavioral Health Center

Wolfson Children's Hospital provides a comprehensive continuum of mental health services to children and adolescents. Our child-friendly nine-bed inpatient and day stay units are dedicated to developing patient and family strengths in children and adolescents ages six to 17.

Our services are provided by a multidisciplinary team of psychiatrists, psychologists, mental health counselors, social workers, pediatric psychiatric nurses, recreational and art therapists, and a dedicated clinical dietitian who specialize in the unique needs of children and adolescents with behavioral health issues. In addition, we strive to

coordinate with other agencies within our community to provide our patients and their families with the best care possible.

Our continuum of care includes:

- Inpatient mental health services in a child-friendly atmosphere

- Day stay partial and intensive outpatient programs
- Eating disorder program
- Mental health consultative services to pediatric medical inpatients
- After-care training and support groups

### **RIVER POINT BEHAVIORAL HEALTH**

6300 Beach Boulevard, 32216

Call 904-724-9202

24- hour answered phone line 904-717-6085

[www.riverpointbehavioral.com](http://www.riverpointbehavioral.com)

Qualified mental health professionals available 24 hours a day, seven days a week to: provide free comprehensive needs assessments, recommend treatment options, assist in determining the most appropriate level of care, provide confidential crisis intervention and offer on-site mobile evaluations.

### **Baptist Behavioral Health (Pediatric)**

904.376.3800

### **Nemours Children's Specialty Care**

Child and Adolescent Psychiatry

904.697.3600

[www.nemours.org](http://www.nemours.org)

### **WEKIVA SPRINGS CENTER**

Call 904-296-3533 - 3947 Salisbury Road, 32216

Call 904-296-0853 Beaches Outpatient Center

[www.wekivacenter.com](http://www.wekivacenter.com)

Cannot offer diagnosis, counseling or recommendations online, but an Assessment and Referral specialist is available 24 hours/7 days a week Call 904-717-6045

### **THE PAVILION AT MEMORIAL HEALTH**

Call 904-702-6600 Assessment Referral

3625 University Boulevard, South

Offers a multidisciplinary approach to serve patients with a variety of psychiatric conditions...provides assistance with crisis intervention and stabilization...strives for continuity of care upon discharge to assist with successful long term treatment planning and expansion of treatment options for each individual patient served

### **LAKEVIEW HEALTH SYSTEMS**

**Primary Focus:** Substance abuse treatment services.

Dedicated to helping those suffering from drug, alcohol and **dual diagnosis**

Lakeview Health Systems LLC and Stepping Stone Center

866-704-7692

[www.lakeviewhealth.com](http://www.lakeviewhealth.com)

1900 Corporate Square Blvd

Jacksonville, FL 32216

24- hour phone line 866-704-7692

Stepping Stone Center

866-957-4960  
1815 Corporate Square Blvd.

- 866-957-4980
- In house, all inclusive, 24 hour medical detox program
- Personalized treatment based on your needs
- Individual, group and family therapy
- Psychiatric services on sight
- Licensed, caring and knowledgeable doctors, nurses, psychiatrists, counselors and staff
- comfortable accommodations
- **Dual diagnosis treatment for those with addiction and mental health disorders**

**RIVER REGION HUMAN SERVICES, INC.**

904-899-6300

<http://www.rrhs.org>

**Mental Health services at River Region include:**

Co-occurring treatment... Co-Occurring (Substance Abuse and Mental Health)

This program provides services for Dual disorders, which are defined as a Chemical Dependency diagnosis concurrent with another DSM IV Axis I psychiatric disorder. Dual Diagnosis treats clients for chemical dependency and mental illness, which are co-occurring.

Mental Health Case Management

Outpatient Treatment

Adult Living Facility

Psychosocial Rehabilitation Groups

Drop-In Centers

Behavioral Health Training

**Supportive Housing in Northeast Florida**

River Region Human Services provides housing through the Rogerson House and Andy's Place. The Rogerson House provides housing for persons transitioning from jail or prison. Andy's Place is for persons that are currently homeless with a substance abuse and/or mental health disorder, or who have a history of criminal activity. These housing opportunities are designed for single individuals and provide supportive services onsite and through the community. Our Andy's Place housing programs are made available through HOPWA (Housing Opportunities for Persons Living with HIV/AIDS) funding and based upon income. For details regarding River Region's housing programs, call 904-899-6300 ext. 4217.

**Rogerson Halfway House**

Transitional housing for court-ordered substance abusing offenders who have been released and are required to participate in an inpatient treatment program. Every client who meets the definition of homeless at intake is required by law to be entered into the Northeast Florida Information Network Homeless Management Information System (HMIS).

## Andy's Place

Andy's Place offers permanent supportive housing for those who have been homeless due to substance abuse, mental illness or HIV/AIDS. Residents at Andy's Place receive life skills training, to help them become productive, have income, and be contributing members of the community. These services are funded in part by the City of Jacksonville Public Service Grant.

To learn more, call **904-899-6300** ext. 4217.

## Location Directory

### Administrative

3901 Carmichael Avenue,  
Jacksonville, FL 32207  
904-899-6300

### Clinical Operations Office 3901

Carmichael Avenue, Jacksonville,  
FL 32207  
904-899-6300, ext. 4400 904-  
899-6383 Fax

### Derya Williams Campus (Residential)

2981 Parental Home  
Road Jacksonville, FL 32216  
904-899-6300 x 4300  
904-899-6376 Fax

### Next Step Riverside

3901 Carmichael Avenue,  
Jacksonville, FL 32207  
904-899-6300 ext.4400  
904-899-6383 Fax

### Next Step – Southside

2981 Parental Home Road,  
Building 600  
Jacksonville, FL 32216  
904-899-6300, ext. 4345

### AftercareCommunity Transition

Kennedy Community Center  
1133 Ionia Street  
Jacksonville, FL 32206  
904-359-6511  
904-359-6513 Fax

### HEY Youth

### Program/ Adult

### Prevention Outreach/ PONS Program

Justina Community Center  
3101-3 Justina Road  
Jacksonville, FL 3227  
904-745-3063, ext. 10

### Andy's Place 2981 Parental

Home Road, Building  
600 Jacksonville, FL 32216 904-  
899-6300, ext. 4309 904-421-  
0636 Fax

### Clay County 2141 Loch Rane

Blvd Orange Park, FL 32073 904-  
375-0695 904-375-0938 Fax

### Rogerson House 2981

Parental Home Road  
Jacksonville, FL 32216  
904-899-6300, ext. 4309

### Matrix House Program

Community Transition Center 451  
Catherine Street  
Jacksonville, FL 32202  
904-798-4330  
904-798-4333 Fax

## COMMUNITY MENTAL HEALTH INFORMATION...

MENTAL HEALTH RESOURCE CENTER [www.mhrcflorida.org](http://www.mhrcflorida.org)

SOUTH -11820 Beach Boulevard, Jacksonville, Florida 32216

Call : 904-642-9100

Press: 0 for operator

Press 1 for outpatient medical management and comprehensive services, North

Press 2 for Emergency Services

Press 3 for adult crisis stabilization, South

Press 4 for case management

Press 5 for medical records

Press 6 for all departments

Press 7 for staff directory

DUVAL COUNTY HEALTH DEPARTMENT: 904-253-1000

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

Behavioral Health Services: Has 2 therapists available and a psychiatrist twice a month...must have Medicaid...call 904-253-1190 to arrange an appointment.

Dental Administrative Office: Call 253-1230 about limited dental services for children only they can provide to those with Medicaid

**COURTS AND JAIL INFORMATION...**

To get someone Baker Acted): 904-255-1986

[www.jaxsheriff.org](http://www.jaxsheriff.org)

Issues which involve safety or mistreatment of the inmate should be reported to

Watch Commander, Duval County Jail: 630-5760

Director, Department of Corrections – Tammy Morris - 630-5801

Head of Mental Health Services, Duval County Jail: Chief George Pratt 630-7422

Mental Health Nurses Station, Duval County Jail: 630-7400

Mental Health Counselors, Duval County Jail: can also be reached through 630-7400

Duval County Jail Mental Health Coordinator: Charles Dean, 630-7425

Duval County Jail Diversion from First Appearance of Individuals with Mental Illness:  
Kimberly Brown, 630-5892

**Specialty Services and Risk Management, Duval County Health Department Pre-Trial Detention Center**

**Pre-Trial Detention Center Phone Numbers:**

This facility houses pre-trial, federal, juvenile, state sentenced and county sentenced inmates.

**MAILING ADDRESS:**

Inmate's Name and Jail Number  
500 East Adams Street  
Jacksonville, FL 32202

**PHONE NUMBERS:**

**Inmate Information** - (904) 630-5759 or 904-630-7600

**Chaplain** - (904) 630-5736

**Clinic/Medical** - (904) 358-1960

**Mail** - (904) 630-5835

**Property** - (904) 630-5718

**Watch Lieutenant** - (904) 630-5760

**LOCAL SUPPORT AND ADVOCACY...**

**Abuse Hotline** – 1-800-962-2873

**Department of Children and Families Information Line:** 723-2000 8-5, M-F

..For program information, food stamps, cash assistance, Medicaid, medical insurance – press 1 or call 1-866-762-2237

..For services to children – Press 2

..For Medicaid – Press 3

..For services to disabled adults and adult's protective investigation – Press 4

..For customer service information, client relations, and region/circuit administration – Press 5

..For Northeast Region legal counsel office – Press 6

..For substance abuse and mental health – Press 7

**Legal Aid Mental Health Advocate (Civil Legal Services to Low Income Persons):** 904-356-8371

[www.jaxleagalaid.org](http://www.jaxleagalaid.org)

**Mayor's Office:** 904-630-3290 [mayorLennyCurry@coj.net](mailto:mayorLennyCurry@coj.net)

**Social Security/Disability Information:** 1-800-772-1213

**City of Jacksonville Social Services Division:** 3400 Building - 1809 Art Museum Dr., Suite 100, 32207,  
**904-630-3290 Emergency Financial Services**

CITY OF JACKSONVILLE GENERAL INFORMATION: [www.coj.net](http://www.coj.net)

**NAMI INFORMATION...**

NAMI National Info Helpline: 800-950-6264 [www.nami.org](http://www.nami.org)

NAMI Florida: 850-671-4445, [www.namiflorida.org](http://www.namiflorida.org)

NAMI Jacksonville: Phone: 904-724-7782, Website: [namijacksonvillefl.org](http://namijacksonvillefl.org) Email: [namijax2017@gmail.com](mailto:namijax2017@gmail.com)

NAMI Jacksonville Helpline: 904-724-7782 Helpline Email: [namijacksonvilleflorida@gmail.com](mailto:namijacksonvilleflorida@gmail.com)

**Mailing Address:** NAMI Jacksonville, Florida, Inc.  
P. O. Box 16404  
Jacksonville, FL 32245-6404

---

**SUPPORT FOR FAMILY MEMBERS AND FRIENDS OF PEOPLE WITH A MENTAL ILLNESS**

**National Alliance on Mental Illness (NAMI) Family Support Group**

2nd & 4th Thursdays    Memorial Hospital, 3625 University Blvd South, Jacksonville 32216  
7:00-8:30 pm, Classroom 3

1st & 3rd Thursdays    Ortega United Methodist Church, 4807 Roosevelt Blvd, Jacksonville,  
7:00 pm- 8:30pm, In the Church Parlor

1st & 3rd Tuesdays    Orange Park Hospital, 2001 Kingsley Avenue, Orange Park, 32073  
6:00 - 7:30 pm Classroom 2, First Floor

**NAMI JACKSONVILLE CONNECTION RECOVERY SUPPORT GROUPS**

Facilitated by individuals who live with mental illness and have been trained by NAMI to do so... the groups are open to individuals, 18 and over, who also live with mental illness with any diagnosis.

Winston Family YMCA Healthy Living Center, 221 Riverside Avenue, Jacksonville, FL

1st and 3rd Mondays (except holidays)

7:00 - 8:30 PM

Orange Park Medical Center, 2001 Kingsley Ave Orange Park, FL, Classroom 1 (or a nearby classroom...hospital has to adjust our room location at times...look for NAMI Connection Support Group sign on door)

Every Tuesday evening (except holidays)

6:00 - 7:30 PM



## **FAMILY MEMBER DOES NOT HAVE MEDICAL INSURANCE**

If the person with a mental health issue is **unemployed or unable to work** they should consider applying for Social Security benefits. Access to SS benefits provides the most complete package of benefits but can take months to be approved.

**People with low incomes** can also apply for Medicaid at the Department of Children and Family Services, 904-723-2000, or on line at [www.dcf.state.fl.us/](http://www.dcf.state.fl.us/). Expect that they will want an adult to apply for Social Security benefits before receiving Medicaid benefits but they might receive food stamps. If the individual is turned down the first time, tell them to keep trying.

**Charity care is based on income.** When determining income the household size and income includes all family members and dependents living within the household. Adult children who pay rent may not have to include other family members if there is a rental agreement even if back rent is owed.

**Call Shands Hospital for a financial evaluation at 904-244-4015** and the possibility of receiving a Shands card for accessing services in their behavioral health unit.

In the **Jacksonville Beach area there is Mission House Compassion by the Sea**,  
800 Shetter Avenue, Jacksonville Beach, Florida 32250  
904-241-6767

Their mission is to empower individuals affected by homelessness in the Beaches area by providing food, clothing, medical care, and support services with an avenue to self-sufficiency. Mission House is the only day facility to help meet the needs of the homeless adults at the Beaches through compassion, faith, and programs designed to provide assistance at an individual level. We address basic needs through our meal, shower, case management, and medical programs.

**We Care Jacksonville** 4080 Woodcock Dr Ste 130, Jacksonville, FL 32207  
(904) 674-6450

George S. Trotter, MD, and the Duval County Medical Society's (DCMS) Indigent Care Committee founded We Care Jacksonville in 1993 as a volunteer coalition of healthcare professionals, clerical personnel, and local church groups to provide primary and specialty care to the uninsured, the homeless, and the medically underserved people of Jacksonville. Additional support came from the Homeless Coalition and Christ the King's Church. We Care provides specialty medical care to low-income, uninsured, and homeless adults in Duval County.

In 1996, We Care Jacksonville became a 501(c)3 corporation and Sister DeSales Wisniewski served as its President until 2008. We Care has been supported by City of Jacksonville Public Service Grants for many years. Recent funding from the J. Wayne and Delores Barr Weaver Advised Fund (managed by The Community Foundation for Northeast Florida) helped We Care to increase screening for breast and colon cancer, expand programs, and support organizational development.

**Sulzbacher Center...Housing, Healthcare, Hope**  
904-359-0457

611 East Adams Street  
Jacksonville, FL 32202

**Services offered:**

- LifeSkills classes
- GED and other education programs
- Model children's program

- Three healthy and nutritious meals a day.
- Individual and Family Case management
- **A safe place**
- **Support and accountability**

**Healthcare for those who are homeless or do not have stable housing...904-394-1656**

Our campus is home to the Hugh H. Jones Medical and Dental Building, which offers a complete range of health-care services to residents of the Sulzbacher Center and to others in need in our community. Each patient undergoes a comprehensive medical assessment and treatment for any health issues that are discovered. Community partners help in many areas, including providing free medication, medical case management, health-education classes, vision screenings, low-cost glasses, wheelchairs, and much more.

The center benefits from the services of nurses, doctors, residents and interns from the University of Florida, Florida State University, Jacksonville University and the University of North Florida.

Our comprehensive care includes:

**Primary Health Care**

Uninsured patients who are homeless or living in not stable housing receive top-quality health care in our clinic for little or no cost. For an appointment call 904-394-8069.

**Behavioral Health Care**

Our behavioral health clinicians provide assessments, psychiatric and counseling services to uninsured patients who are homeless or living in not stable housing. To schedule an appointment call 904-394-1656.

**Dental Care**

Comprehensive dental services are available for a nominal fee for patients who are uninsured patients and homeless or living in not stable housing. For an appointment call 904-394-8060.

**Visim Prescription Assistance Program (PAP)**

904-394-8069

Our staff helps patients who meet the PAP guidelines access medications free of charge. *NOTE: We do not prescribe controlled substances.*

As of 7/01/2013 all new individuals and families applying for shelter must be residents of Duval, Clay, Nassau, St. Johns or Baker county for at least six months before entering shelter at Sulzbacher. Proof of residency is required. Pursuant to the American with Disabilities Act, accommodations for persons with disabilities are available upon request. Requests will be processed and the individual making the request will begin to work with the Sulzbacher ADA Coordinator to ensure compliance. Please allow 1-2 business days notification to process; last minute requests will be accepted, but may not be possible to fulfill. Please contact Patrick Finn-Shultz at: VM(904) 394-1658, TTY-(904) 394-7007, or email your request to [patrickfinn@tscjax.org](mailto:patrickfinn@tscjax.org).

CNS (Clinical Neuroscience Solution) Healthcare Manager: J. Mark Joyce, M. D.

5200 Belfort Rd, Ste 420  
 Jacksonville, FL 32256  
 (904) 281-5757  
[cnshealthcare.com](http://cnshealthcare.com)

Each of our research centers is staffed with principal investigators, medical professionals and researchers who specialize in medical, neurological and psychiatric diseases and disorders. We help people find new treatment options through medication research. People in their studies receive free study-related tests and medications and care from some of the best specialists in the area. Our doctors are experts in the diagnosis and treatment of ADHD, Anxiety Disorders, Bipolar Disorder, Depression, as well as many other mood and central nervous system disorders.

There is no charge for treatment, if you are accepted in the program, and you are compensated for each visit with no less than \$40.