

Hours of Operation

All Locations

8:30 a.m. – 5:00p.m.

Monday – Friday

After hours groups available.

Crisis Calls & Mobile Response:

(305) 434-7660 option # 8

24 hours/7 days

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

Florida Relay Service: (800) 955-8771

Fees

G/CC is a designated provider for Medicare and Medicaid and accepts many commercial health insurance plans. Consumers without coverage or without the ability to pay are offered a sliding fee rate based on family size and income. In order to apply for the reduced fees for service, consumers are required to supply G/CC documentation of family income. No one is turned away for services regardless of ability to pay.

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



Mission Statement:

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

Our Vision:

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

Guiding Principles:

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

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

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



Guidance/ Care Center, Inc.



Upper Keys

99198 Overseas Hwy., Suite 3-5
Key Largo, FL 33037
phone (305) 434-7660 option #6
fax (305) 451-8019

Middle Keys

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

Lower Keys

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

www.GuidanceCareCenter.org

www.WestCare.com

(Alternate forms of information available upon request)

AVAILABLE SERVICES

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

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

Child Welfare Specialty Program (CWSP) provides intensive team-based, family-focused, comprehensive, behavioral health in-home outpatient treatment. The target population is at risk adult substance use individuals involved in the child welfare system.

Clubhouse Services: Structured adult, community-based services designed to strengthen and/or regain interpersonal skills and develop environmental supports. Provided at Personal Growth Center in Marathon. (305) 434-7660 option #3

Community Action Team (CAT): A team approach that provides complete wraparound care as a safe and effective alternative for youth ages 11-21 with serious behavioral health conditions. CAT hotline is (305) 434-7660 option #7.

Crisis Stabilization (CSU): Services provided on a 24/7 per week basis. Services are brief and intensive to meet needs of individuals who are experiencing an acute crisis. Designated a public receiving facility for Baker Acts. Admission hotline is (305) 434-7660 option # 1.

Crisis Support: Nonresidential services provided to intervene in a crisis of emergency. Services include emergency screenings and emergency walk-ins. Crisis Hotline: (305) 434-7660 option #8

Detox: A 24/7 medical detox using medical and clinical protocols to assist consumers with withdrawal from the physiological and psychological effects of substance use. Includes emergency screening, evaluation, short term stabilization and treatment in a secure environment. Designated a public receiving facility for Marchman Acts. Admission hotline is (305) 434-7660 option #1.

Diversion: Connects those incarcerated to mental health and substance treatment so that they can avoid repeat incarceration at the Monroe County Detention Center.

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

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

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

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

High Impact Prevention (HIP): Confidential HIV/AIDS pre/post counseling & testing. Educational Outreach through groups and health fairs. CLEAR counseling for those at risk for HIV.

In Home and On-Site Services (IHOS): Therapeutic services and support provided off site at schools, client homes and in the community.

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

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

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

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

Opioid Overdose Prevention: Free Narcan (naloxone) kits available at front desk for any Monroe County resident.

Outpatient: Therapeutic and support services designed to improve functioning or prevent deterioration of mental health or substance abuse disorders. Services include individual services and group therapy face to face and telehealth.

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

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

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

REACH MAT: (Recovery and Extended Addiction Community Services for Healing) Substance Use treatment services in conjunction with Medication Assisted Treatment (MAT) and naloxone distribution for those with opioid addiction.

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

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