



# General Overview of Services

## Charlotte Behavioral Health Care

PARTNERING TO INSTILL HOPE, INSPIRE GROWTH, AND EMBRACE LIFE



CHARLOTTE  
**C | B | H | C**  
Behavioral Health Care



At Charlotte Behavioral Health Care, we deliver care that changes people's lives. Our compassionate and knowledgeable staff is here to help you or your loved one living with mental health issues or addiction. We provide custom treatment plans across our scope of services that give hope to children, adolescents, and adults in all walks of life.

## Mission

Partnering to instill hope, inspire growth, and embrace life.

## Core Values

### Integrity & Character

We resolve to do the right things for the right reasons, even when it is difficult. We treat others the way we want to be treated - with compassion, dignity, and respect.

### Welcoming

We are privileged to serve our community and act accordingly, respecting diversity and differences. We design an environment that is safe, comfortable, inviting, and friendly.

### Warrior Spirit

We have courageous hearts. We are here because of a passionate belief in our mission and an intense drive to do something

meaningful and strengthen our community. The individuals we serve inspire us every day to advocate, persevere, and never give up.

### Togetheress & Adventure

Together with our patients and community, we solve problems that seem impossible. We embrace the adventure, including the setbacks that come with the journey toward recovery and resiliency. We bring joy, positivity, and optimism with us to work each and every day.

### Learning as a Group

We commit to finding the best solutions to complex problems.



We strive to ensure that children, no matter the age, have access to therapy to learn coping skills and effective behavior management.

We strive to follow the research and offer our patients, their families, and our communities the very best practices our industry has to offer. When we make mistakes, we humbly acknowledge them, strive to learn from them, and become better.

### The Power of Now

Our mission is not only life-changing but is lifesaving as well. When an individual or family needs us, they need us now. We commit to creativity and the relentless pursuit of quick service access. Likewise, we advocate and work to remove arbitrary barriers to our community getting the services they need.

# Executive Team



**Victoria Scanlon, LMHC**  
Chief Executive Officer



**Amy Hood, LMHC**  
Chief Operating Officer



**Derek Rogers**  
Chief Financial Officer



**Katina Matthews-Ferrari, M.D.**  
Chief Medical Officer



**Gina Wynn**  
Assistant V.P. of  
Community Services



**Shelly Terruso**  
Executive Assistant/  
Contract Compliance Support



**Derick Duston, LMHC**  
Director of Outpatient  
Mental Health & Substance Abuse



**Will Fraley**  
Director of  
Information Technology



**Rebecca Hansen, MA**  
Director of HR,  
Quality, and Innovation



**Sarah Wright, LCSW, MSW**  
Director of  
Community Services



**Stephanie Kerns, LMHC**  
Director of System  
Integration Programs



**Kelly Pomerville**  
Director of Marketing &  
Public Relations



**Kathleen Simpson**  
Controller



**Kelly Decker, MA, LMHC**  
Clinical Director  
Crisis Services



**Letrecia Brown, MSW**  
Director of Operations  
Crisis Services

# Our Services

Our mission is to partner with our patients to instill hope, inspire growth, and embrace life. Whether you are experiencing a behavioral health issue, addiction, or other disorder, we compassionately create treatment plans through a collaborative effort between you and our devoted and experienced staff. Our goal is optimal behavioral health and improved quality of life for all children, adolescents, adults and families.

## Anger Management

This 16-week evidence-based, psycho-educational program is designed for participants wanting to address issues of anger, aggression and violence that precipitated the participant's legal issues or has simply had a negative effect on ones quality of life. The goal is to provide participants with the skills needed to help each individual adjust to, or change, his/her environment so that it is less threatening.

## Batterer's Intervention Program

CBHC offers "The Duluth Model," a 28-week research-based program that creates a process of change. The Duluth Model is the most widely-adopted approach in the world for intervening with men who batter and keeping battered women safer. The Duluth Model has shown great success, coupling a strong, consistent criminal



Case Management provides a coordination of services for individuals suffering from ongoing mental health issues.

justice system response with men's nonviolence classes. In fact, research has shown that 68% of men who complete the program have not reappeared in the criminal justice system over a course of eight years.

## Case Management

This voluntary program offers coordination of a variety of community services for individuals suffering from ongoing mental health issues. Staff assess the patient's needs, coordinate needed services, and serve as an advocate for the patient with those services, monitoring service delivery and determining the effectiveness of services rendered. Case Management also can provide support for the families and friends. Case workers create

a program that is fully customized based on the needs of each individual, which helps reduce the need for institutionalization, hospitalization, or incarceration of the individual due to mental health issues.

## Children's Community Action (C.A.T.) Team

The C.A.T. Team is a multi-disciplinary clinical team that provides comprehensive, intensive community-based treatment to families with youth and adults (ages 11-21) who are at risk of out-of-home placement due to mental health or co-occurring disorder and related complex issues for which traditional services are not/have not been adequate.



# Services Cont'd

## Crisis Services / Central Receiving Facility

When you or a loved one are going through a mental health or substance use crisis, help is just one phone call away. Our Crisis Stabilization Unit is a comfortable facility that provides assessment and treatment services 24 hours a day, 7 days a week, for adults and children. The CSU is a 30-bed inpatient facility designed to serve those who are experiencing an acute mental health or substance use crisis and are in immediate need of crisis intervention and stabilization services - voluntarily or involuntarily - because they are unable to care for themselves a danger to themselves or others

due to mental health or substance use issues.

We also provide a 7-day detox program that medically treats for symptoms of substance withdrawal as well as an intensive residential rehabilitation program.

**The Detoxification Program** is a medically supervised program that serves persons 18 years of age and older; who are experiencing symptoms of withdrawal due to drugs and/or alcohol. Detox staff assist each patient in his or her recovery. Many of the recovery-centered services include group therapy, yoga, co-occurring treatment, nursing/medical care, educational and wellness groups.

Note: This program receives federal Substance Use Prevention and Treatment Block Grant Funds and serves people who inject drugs.

This program is therefore federally required to give preference in admitting people into treatment as follows:

- Pregnant injecting drug users;
- Pregnant drug users;
- People who inject drugs;
- All others.

## Drug Court

This intensive substance use program for patients with non-violent criminal drug charges involves supervision by DOC Probation, group and individual substance use therapy, involvement in community peer recovery support groups, weekly drug screens, and court appearances. Drug Court holds individuals accountable for their behavior in an immediate and practical way and provides the opportunity to learn how to deal with life effectively without escaping into drug or alcohol use. The intent of this program is to help people move from a life dominated by substance use to becoming productive as a society member & in their own lives.



The FACT program serves adults with severe and persistent mental illness, who may also have a co-occurring substance use disorder.

## Services Cont'd

### Family Safety and Prevention

We offer a variety of support programs designed to educate and guide parents in the skills needed for safe home environments with nurturing interactions.

### Behavioral Health Liaisons

Behavioral Health Liaisons are located in the DCF offices for DeSoto, Charlotte, and Lee counties. These staff works with child protective investigators to determine if mental health concerns affect the safety of the children in the home as well as facilitate referrals for services to meet the needs of families in the child welfare system

### Florida Assertive Community Treatment (FACT)

The FACT program serves adults with severe and persistent mental illness, who may also have a co-occurring substance use disorder. The program's multidisciplinary staff obtain or directly provide all mental health services to persons served, primarily in their homes or the community, including: psychiatric care; medical referral and follow-up; individual supportive therapy; crisis assessment and intervention; substance use services; work-related vocational services; support in activities of daily living; social, interpersonal relationship



Healthy Start provides mothers with the care and services they need to ensure their newborn has access to resources to help them learn, grow, and thrive.

and leisure time training; case management services; and supportive services. In addition, the program assists individuals to obtain affordable housing, which may include assistance with security deposits, utilities, and rent.

### Family Intervention Specialist (FIS)

FIS Specialists work with families in the DCF system to help expedite treatment services for those involved in the child welfare system.

### Family Intensive Treatment Team (FITT)

The FIT Team provides team-based, family-focused, comprehensive services for caregivers within the child welfare system who have been identified as having a substance use

disorder. The FIT Team provides a combination of wraparound care coordination, behavioral health therapy services, and peer support for approximately six months, with the goal of keeping the parent and child together or with reunification upon completion of treatment.

### Healthy Start

Every child deserves a healthy start in life. Healthy Starts services are dedicated to providing services to pregnant women and families with children up to 3 years. Services include: early access to prenatal care, the reduction of infant mortality, and ensuring positive maternal and child health outcomes, Care Coordination services are free and assess needs, identify risks, and link families to resources and additional community's services with ongoing support by telephone or through



## Services Cont'd

home visitation to ensure access to care. Healthy Start Wrap Around services include psychosocial counseling, short-term parenting, tobacco cessation, breastfeeding support, childbirth education classes, and nutritional counseling.

### Information & Referral Services

As a part of effective care, this program provides brief case management services to any patient not enrolled in the case management program. This includes assistance with housing, financial planning, referrals to food banks, and other needs. The group meets Mondays from 9 a.m. – 11 a.m. in Building B at the Punta Gorda Campus. No appointment is required.

### Integrated Response for Intervention and Support (IRIS)

The IRIS Team responds to certain calls for service and assists our community with mental health/substance abuse related calls. This is a co-responder team consisting of law enforcement and a mental health clinician riding together. This is a collaboration between Charlotte County Sheriff's Office and CBHC.

### Mental Health Court

This program provides assessment, professional treatment, and treatment compliance monitoring for people who have committed criminal offenses and are diagnosed with severe and persistent mental illness. Participants must meet specific

criteria and follow the 12 – 18 month program, which is an alternative to jail confinement.

### Psychotherapy Services

Our outpatient team provides assessments as well as individual, family, and group therapy to individuals of all ages. Therapists utilize short-term evidence-based practices to manage a variety of problems, including mental illness, co-occurring disorders, and trauma-related problems.

### BRAG (Building Relationships, Achieving Goals)

This group therapy program is for children aged 3-12 years and their caregivers. BRAG is designed to support children and parents in learning coping techniques to manage behaviors and improve family dynamics. (Offered at the Punta Gorda location only.)

### CAST (Coping and Support Training)

This group therapy program is designed to help teens cope with struggles such as depression, worry, family relationships, peer and dating relationships, and coping with the effects of bullying by learning life skills, and utilizing peer and group support. (Offered at the Punta Gorda location only.)



Our TBOS community-based services provide access to individual and family therapy in home and school settings.

## Services Cont'd

### **TBOS (Therapeutic Behavioral On-Site)**

TBOS offers community-based individual and family therapy services at home, school, and/or work for children with severe mental health and/or substance use issues who are at risk of more restrictive placement.

### **Psychiatric Services**

This outpatient service provides psychiatric assessment and medication treatment for psychiatric disorders, both for children and adults.

### **Medication Assisted Treatment (MAT)**

Medication Assisted Treatment (MAT) employs FDA-approved medications to treat life-threatening, chronic brain diseases like Opiate Use Disorder – much like insulin treats diabetes, or ACE inhibitors treat high blood pressure.

### **MAT Support Group**

This group offering free, open discussion and support among recovery peers. You don't have to make this journey alone, and you don't have to accept stigma as you make healthy, positive choices for your life.

Telemed Services. No time in your hectic schedule to come to our campus for medication management? Telemed services



Our detox program provides clients with opportunities to seek proper treatment and detoxification to continue to find hope and restore their lives.

allow you to see your provider from the comfort of your own home, while sitting in the car, or on your lunch break. All you need to participate in telemed services is an electronic device with a camera, audio, and internet. It's as simple as downloading an app and logging in. It's healthcare in the palm of your hand – from anywhere!

### **Self-Help and Recovery Exchange (S.H.A.R.E.) Spot**

S.H.A.R.E. Spot is a drop-in center for people with severe, persistent mental illness. This peer-run, evidence-based program focuses on socialization, advocacy, and self-help for each member on a personal journey to recovery. Peer specialists run a variety of activities including self-help groups, education groups, arts and crafts, self-expression activities, and featured guest speakers. Peer specialists also provide emotional support to all members. S.H.A.R.E. Spot empowers members while instilling hope for a brighter future.

### **Teleservices**

Teleservices allows patients to see a therapist from the comfort of their own home, while sitting in the car, or on a lunch break. It's Face-Time healthcare in the palm of a hand, from anywhere! All one needs to participate in teleservices is an electronic device with a camera, audio, and internet. Here are just a few of the many benefits: Allows patients to see a therapist without hassle or a long commute. Provides invaluable conveniences to busy patients, like missed work, less commute, no childcare arrangements. Delivers more cost-effective healthcare

### **Therapeutic Family Care (TFC)**

This residential program utilizes licensed/certified Adults Family Care homes and provides care for adults and seniors with serious and persistent mental illness who have been determined could benefit from a family care treatment approach. Case managers work closely with the sponsors/



## Services Cont'd

caregivers to assure patients have appropriate referral and effective community networking services. The Family Care homes are licensed by the State of Florida's Agency for Health Care Administration and, after training, are certified by Charlotte Behavioral Health Care.

### Trauma Therapy

#### Eye Movement Desensitization and Reprocessing (EMDR)

EMDR enables people to heal from the symptoms and emotional distress that are the result of disturbing life experiences. EMDR therapy involves attention to three time periods: the past, present, and future. Focus is given to past disturbing memories and related events. Also, it is given to current situations that cause distress,

and to developing the skills and attitudes needed for positive future actions.

#### Seeking Safety

The Seeking Safety Counseling Model is the most popular evidence-based program designed to help people attain safety from all types of trauma and/or addiction. Rather than asking you to delve into painful stories of trauma, this program is a present-focused program that focuses on what you can do right now to create a better life for yourself. A focal point is teaching you how to become more safe in relationships, thinking, and actions. It is relative to all types of trauma and is extremely safe. Treatment focuses on your personal strengths and helps you to increase those strengths.



We offer telehealth services to provide patients with access to therapy and psychiatry services at the comfort of their own home.



## Our Locations

### **Charlotte Behavioral Health Care**

*Main Campus*

1700 Education Avenue  
Punta Gorda, Florida 33950

Phone: (941) 639-8300  
Fax: (941) 639-6831

Recovery Center:  
(941) 347-6444

Toll Free: 1 (877) 703-5267

### **Charlotte Behavioral Health Care**

*Family Services Center*

21500 Gibraltar Drive  
Unit 5  
Port Charlotte, FL 33952

Phone: (941) 639-8300

### **Desoto Psychiatric Services**

*and S.H.A.R.E. Spot  
Desoto Drop-In Center*

513 E. Hickory Street  
Arcadia, Florida 34266

Phone: (941) 639-8300