Helping people throughout life’s journey.

Lakeview Center
BAPTIST HEALTH CARE
established in 1954
LAKEVIEW CENTER, INC.

STRATEGIC PRIORITIES

What we must achieve to ensure our Mission and long-term sustainability

ACCESS
Position our organization to be the market leader.

POPULATION HEALTH
Manage the health of high risk populations to ensure care is provided in the most appropriate method.

DEVELOP TEAM MEMBERS
Develop essential competencies that help leaders and staff direct our organization into the future.

PROFESSIONALISM AND CONTINUOUS IMPROVEMENT
Practice excellence in everything we do to differentiate our culture.

FINANCIAL STEWARDSHIP
Grow Financial Pillar through initiatives that align with our Mission.

OUR CULTURE

OUR MISSION
Helping people throughout life’s journey.

Our Vision
To be the trusted partner for improving the quality of life in the communities we serve.

Our Values
We commit to the following:

- Ownership
- Integrity
- Compassion
- Excellence
- Service

Our Pillars
Our measures of organizational excellence:

- People
- Service
- Quality
- Financial
- Growth

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SERVICES DIRECTORY 2018

Lakeview Center’s Mission – Helping people throughout life’s journey – is achieved through a wide variety of specialties and modalities. Lakeview provides services in the fields of behavioral health, vocational and child protective services, impacting more than 27,400 individuals each year. The following pages serve as a snapshot of the wonderful services our team members provide.

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For questions regarding transportation needs, please direct the client to his or her case manager for assistance.
Lakeview’s Behavioral Health division is comprised of more than 60 programs and services for adults and children with mental illness, addiction disorders or developmental disabilities. These services range from telephone crisis lines to residential treatment facilities, from outpatient psychiatry to inpatient hospitalization, from individual counseling and day treatment to intensive, round-the-clock programs that allow people with serious mental illnesses to safely remain in their homes.

The purpose of Lakeview Center’s behavioral health services is to:

• Protect and treat vulnerable people with debilitating mental illnesses.
• Provide crisis stabilization in a secured setting for people experiencing the acute effects of mental illness or substance abuse.
• Divert people with serious mental illness from inappropriate use of jails and emergency rooms.
• Provide levels of service that are less costly than incarceration or long-term inpatient treatment.
• Educate the public to increase awareness and decrease stigma.
• Provide affordable mental health and substance abuse treatment to the uninsured working poor.
• Serve as the community resource for information about the causes, consequences and treatments for addiction and mental illness.
• Provide courts with alternatives to incarceration for offences resulting from mental illnesses or substance abuse.
• Train law enforcement officers in skills that can result in more positive outcomes in situations involving people with mental illness.
• Provide victims of sexual violence with crisis intervention, specialized counseling and in-person support during sensitive medical and legal procedures.

**Central Client Registration** is open Monday - Friday from 6 a.m. to 10 p.m. For a new appointment, call 850.469.3500.

**Emergency Services/Screening** provides emergency assessment and referral to appropriate services based on need, including inpatient care, and outpatient counseling and psychiatry. Services include crisis intervention and acute psychiatric and substance use screenings for adults, adolescents and children who present voluntarily or are involuntary under the Baker Act or Marchman Act. Information is also available on these state laws and how one may petition the court for involuntary examinations of another.

**Location:** LCI Main Campus, Building S  **Hours:** 24/7  **Contact:** 850.380.0967.
**Adult Outpatient Counseling** provides brief therapy for people who are dealing with issues related to substance abuse, mental health or co-occurring disorders. Each client is encouraged to participate in the planning of his/her treatment.

**Location:** LCI Main Campus, Building H  **Hours:** Monday-Friday, 8 a.m. to 5 p.m.  **Contact:** 850.469.3730

**Access Behavioral Health (ABH)** is a managed behavioral health care organization with a comprehensive network of Medicaid practitioners and organizations who provide individualized, coordinated and integrated behavioral health care services to meet the specific needs of individuals and families in the communities we serve.

**Location:** Lakeview Center (LCI) Main Campus, 1221 W. Lakeview Ave., Pensacola, FL 32501, Building R  **Hours:** Monday-Friday, 8 a.m. to 5 p.m.  **Contact:** 866.477.6725

**Acute Stabilization Unit (ASU)** is a 10-bed integrated Adult Crisis Stabilization Unit and Addiction Receiving Facility (CSU/ARF). This unit serves people 18 years of age and older who present with serious and acute mental illness, substance use impairment or co-occurring mental illness and substance use disorders. Criteria for admission:

- The person has a mental illness and/or addiction disorder, and there is a substantial likelihood that without care or treatment this individual will cause serious harm to him/herself or someone else.
- The person has a mental illness and/or addiction disorder, and without care or treatment the person is likely to suffer from neglect or refuse to care for himself or herself, and such neglect or refusal poses a real and present threat of substantial harm to his or her well-being.

Individuals are screened through the Emergency Services Department to insure the person meets criteria for either voluntary or involuntary inpatient admission. The ASU provides stabilization of the mental health or substance use crisis and referral to other programs for further treatment. Additionally, medically supervised detoxification is provided as the first step in treatment for certain types of addictions. The program is governed by the Florida Mental Health Act/Baker Act and Marchman Act (Florida Statute 394 & 397/ Chapters 65D-30 and 65E-5, 65E-12 and 65E-15 Florida Administrative Code). Length of stay is usually three to five days.

**Location:** LCI Main Campus, Building S  **Hours:** 24/7  **Contact:** 850.469.3495
Adult Case Management creates a system of supports and services for people who have serious and persistent mental illness or co-occurring disorders. Addressing barriers to effective community living, case management provides planning, referral and advocacy to help clients with transportation, medical and psychiatric care, legal issues and basic living needs.

**Location:** LCI Main Campus, Building G  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.3805

Adult Psychiatric Support provides supportive services including, but not limited to, crisis counseling, short-term and center-based case management, case coordination, and medication refill assistance. Assessments and referrals to other programs are made based on client need and recommendations from LCI Psychiatrists and ARNPs.

**Location:** LCI Main Campus, Building E  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.3445

Adult Psychiatry provides medically appropriate and compassionate care to people who need medication for stabilization or maintenance as they move toward recovery. Services are provided by medical doctors, physician assistants or advanced registered nurse practitioners.

**Location:** LCI Main Campus, Building E  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m. for appointments, referrals, consultation, refills and injections, but 24/7 for hospitalization  
**Contact:** 850.469.3445

Avalon Center is located in Milton, Florida. Its components include outpatient services, psychiatry and adolescent intervention.

- **Avalon Outpatient Counseling** provides assessment and screening for children, adolescents and adults who present with mental health, substance abuse or co-occurring issues. Services provided include intervention, and treatment through individual, family and group counseling. Referrals are made for needed services provided within the community.

- **Avalon Psychiatric Services** provide evaluation, medication and case management services for children, adolescents and adults.

**Location:** 6024 Spikes Way, Milton, FL 32583  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.437.8900  
**Note:** Screening Appointments are scheduled through LCI Central Registration, 850.469.3500

Baptist Behavioral Medicine Center serves adults, adolescents and children who are experiencing serious mental health or substance use disorders. Separate programs for men, women and youth allow staff to better meet the specific needs of each group. Treatment is tailored to the individual strengths and resiliencies of the people served. Highly skilled and multi-disciplinary clinical staff support each patient as he/she moves toward recovery.

**Location:** 1101 West Moreno St., Pensacola, FL 32501  
**Hours:** 24/7  
**Contact:** 850.434.4808 or 850.469.5811 for 24-hour direct referral line.
Century Clinic provides outpatient psychiatric services via telemedicine, initial assessments for psychiatric and substance use programs, Medication Assisted Treatment (Methadone), a social activity program (psychosocial rehabilitative services), individual and group mental health counseling (via telecounseling), case management services, outpatient substance abuse education classes, and referrals linking clients to other services in the community and within Lakeview Center.

Location: 6021 Industrial Blvd., Century, FL 32535
Hours: Monday-Friday, 8 a.m. to 4 p.m.  Contact: 850.256.6280

Florida Assertive Community Treatment (FACT Team) uses a “hospital without walls” approach for people who have serious mental illnesses and are most at risk because of severity of symptoms, low functioning or concurrent substance abuse. The FACT Team’s multidisciplinary staff of mental health professionals work together to provide the treatment, rehabilitation and support services that the people served need to live successfully in the community.

Location: 1900 North Palafox St., Pensacola, FL 32501
Hours: Monday-Friday, 8 a.m. to 5 p.m.  Contact: 850.202.0387

Hernandez House is a 12-bed transitional residential program that provides structure and support to adults who have severe and persistent mental illness and/or a co-occurring disorder. The program helps residents develop and maintain symptom management and life skills in preparation for successful community living. Residents most often come to Hernandez House after becoming stable at the Lakeview Lodges and after identifying community living as their goal. Hernandez House is staffed by a residential counselor and a certified behavioral health technician.

Location: 2002 North H St., Pensacola 32501
Hours: Monday-Friday, 8 a.m. to 5 p.m.  Contact: 850.469.3798

The Independent Living Program’s (ILP) Permanent Supportive Housing is a HUD grant program providing long-term community based scattered site living. The program provides center-based and in-home supportive wrap around services to individuals who have serious and persistent mental illness and/or co-occurring substance use disorder. Our services include, but are not limited to evaluation, planning, and linking individuals to assessed service needs. Team members provide client-centered services and supportive counseling, psychosocial rehabilitative services, development of money management skills, medication monitoring, household maintenance skills, and socialization skills training. The program provides services to adults age 18 years old or older.

Independent Living Coaches are certified or bachelor level behavior health technicians who work individually with our clients to move them from homelessness to total independence. The ILP works to integrate existing
services within and outside the Lakeview Center system. There are 50 beds in 25 apartment sites throughout the community in Escambia and Santa Rosa counties. There are two residents to each two-bedroom apartment.

**Location:** 1813 North J St., Pensacola, FL 32501  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469-3798.

**Lakeview Lodges** is a structured and supportive transitional placement for people who may still be experiencing symptoms of serious and persistent mental illness, but who do not currently present a threat to themselves or others. The setting allows time for additional stabilization for people who can be released from a hospital setting, but continue to need a structured environment. Lakeview Lodges provides a therapeutic setting that is staffed 24 hours a day.

**Location:** 1402 W. Hernandez St., Pensacola, FL 32501  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.3798

**Lakeview Lodges Substance Abuse Program** is a 15-bed residential treatment facility for male and female clients 18 years of age or older who have a history of substance use and co-occurring mental health disorders. Treatment is structured to serve clients who need a safe and stable living environment in order to develop sufficient recovery skills for the transition to a less restrictive level of care or reintegration into the general community. Treatment includes a schedule of services provided within a positive environment that reinforces recovery. Lakeview Lodges provides a therapeutic setting that is staffed 24 hours a day.

**Location:** 1410 W. Hernandez St., Bldg. 03, Pensacola, FL 32501  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.3798

**Lakeview Place** is a 15-bed transitional residential program that provides structure and support to adults who have severe and persistent mental illness and/or a co-occurring disorder. This program helps residents develop and maintain symptom management and life skills in preparation for successful community living. Lakeview Place is staffed by a residential counselor and a certified behavioral health technician.

**Location:** 1435 West Jordan St., Pensacola 32501  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.3798

**Lakeview Villas** is the least restrictive residential program on Lakeview Center’s main campus. The 20-unit apartment building allows its residents to maintain their own households with the support they need to maintain stability. Serving adults with serious and persistent mental illnesses or mental illness with a history of substance abuse, this program is only staffed weekdays with a certified behavioral health technician and a specialized case manager.

**Location:** 1620 West Hernandez St., Pensacola 32501  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.3798
**LEAP (Linking, Engaging, Advocating/Assessing and Planning) Team** is an Intensive Case Management team that focuses on individuals who are heavy utilizers of the most expensive medical and behavioral health services (mental health and substance abuse). The goal of service provision is to steer away from largely emergency crisis stabilization and inpatient services to ongoing recovery and wellness in a community setting.

**Location:** LCI Main Campus, Building C  
**Hours:** 7 days, 8 a.m. to 5 p.m. with 24 hour coverage  
**Contact:** 850.469.6916

**Summit Group** offers an alternative for people who prefer to receive behavioral health care in a convenient, private setting. Its psychiatry staff provides medically appropriate and compassionate care for disorders affecting mind, mood and behavior. Services include medication management, psychiatric evaluations, addictions treatment, and individual and family therapy. Additionally, Summit Group offers a specialized Suboxone® clinic for people who are addicted to prescription painkillers and other opium-related substances. A specially trained and licensed physician prescribes the medication Suboxone to suppress cravings while blocking the effects of opioids, thus allowing clients to function normally without the symptoms of opioid withdrawal.

**Location:** Jefferson Park at 3298 Summit Blvd., Suite 12, Pensacola, FL 32503  
**Hours:** Monday-Thursday, 8 a.m. to 5 p.m. and Friday, 8 a.m. to 3 p.m.  
**Contact:** 850.437.8952

**West Florida Community Care Center (WFCCC)** is an 80-bed state hospital for adults with mental illness. Managed by Lakeview Center, WFCCC serves Escambia, Santa Rosa, Okaloosa and Walton counties. Referrals are accepted from acute care in-patient facilities and are then reviewed by the WFCCC admissions committee for appropriateness and disposition. The average length of stay is between 150 and 180 days, and is dependent on the individual needs of each patient. A variety of evidence-based treatment modalities are provided by the following clinical specialties: medicine, nursing, social work, psychology and educational services.

**Location:** 5500 Stewart St., Milton.  
**Hours:** 24/7; Visiting Hours are from 6 to 7:30 p.m. Tuesday and Thursday and 1 to 4:30 p.m. weekends and holidays.  
**Contact:** 850.983.5500
The Friary is a 30-bed, free-standing facility that provides medical detoxification, specialized residential treatment, partial hospitalization and intensive outpatient services to individuals who have substance use disorders and who also may have co-occurring mental health issues. Services include medical and nursing care, group therapy, psycho-educational therapy, individual therapy, family therapy and recreational therapy provided within a therapeutic milieu. Intensive outpatient programs are offered during evening hours on Tuesday, Wednesday and Friday, from 5:30 to 8:30 p.m. Self-pay and major insurance accepted. The Friary does not accept Medicaid or Medicare. They are a Tricare provider.

Location: 4400 Hickory Shores Blvd., Gulf Breeze, FL 32563
Hours: Monday-Friday, 8 a.m. to 5 p.m. (admission hours are 7:30 a.m. to 5 p.m.) Contact: 850.932.9375

Medication Assisted Treatment (MAT) Program provides opiate replacement therapy and behavioral treatment to adults dependent upon prescription painkillers and other opium-related drugs. Methadone is dispensed orally in carefully monitored doses following proven protocols for either gradual detoxification or long-term maintenance. Random urinalysis is conducted to ensure clients are complying with program’s requirements.

MAT – Pensacola
Location: 1800 North Palafox St., Pensacola, FL 32501
Dosing hours: Monday-Friday, 6 to 10:15 a.m.; Weekends, 6 to 8:15 a.m.; Holiday hours may vary: please call for information.
Counseling Hours: Monday-Thursday, 7 a.m. to 5 p.m.; Friday, 7 a.m. to 4 p.m.
Contact: 850.466.3400

MAT – Shalimar
Location: 1 Eleventh Ave., Suite C 1, Shalimar, FL 32579
Dosing Hours: Monday-Friday, 6 to 10:15 a.m.; Weekends, 6 to 9:15 a.m.; Holidays, 7 to 9:15 a.m. Counseling Hours: Monday-Friday, 8 a.m. to 4 p.m.
Contact: 850.609.1040

MAT – Century
Location: Lakeview Center Century Clinic, 6021 A Industrial Blvd., Century, FL 32535 Dosing hours: Monday-Friday, 5 to 9 a.m.; Weekends and Holidays, 5 to 7 a.m. Counseling hours: Monday-Friday, 5 a.m. to 1 p.m.
Contact: 850.256.6165

Pathway in Escambia is an intensive outpatient substance abuse treatment program for men and women age 18 or older with drug and/or alcohol addictions. Treatment focuses on the prevention, reduction and elimination of alcohol/drug abuse and associated problems. Groups are offered during daytime and evening hours to help facilitate work or school schedules. Services include assessment, treatment planning, and individual and group counseling.
The program also coordinates mental health services when needed for co-occurring diagnoses.

**Location:** LCI Main Campus, Building D  
**Hours:** Monday - Thursday, 8:30 a.m. to 12:30 p.m. (daytime groups) or 5:30 p.m. to 9:30 p.m. (evening groups); Friday 8:30 a.m. to 4 p.m.  
**Contact:** 850.453.7722

- **Pathway Drug Court** operates in conjunction with the Escambia County Drug Court to provide intensive outpatient treatment to adults who have become involved with the criminal justice system because of drug or alcohol addiction. The Pathway treatment staff works cooperatively with the court to meet legal requirements while helping clients develop the skills necessary for a clean and sober lifestyle.

  **Location, Hours, Contact:** See information for Pathway in Escambia.

**Pathway in Shalimar** is an intensive outpatient treatment program for men and women age 18 or older with drug and/or alcohol addictions. Treatment occurs during the evening so that clients can maintain their regular work or school schedules. Services include assessment, treatment planning, and individual and group counseling. The program also coordinates mental health services when needed for co-occurring diagnoses.

**Location:** 1 Eleventh Ave., C2, Shalimar, FL 32579  
**Hours:** Monday-Thursday 12:30 p.m. to 9:30 p.m. (evening groups only); Friday, 8:30 a.m. to 4 p.m.  
**Contact:** 850.609.1004

**Road To Recovery** is a residential substance abuse treatment program for men and women age 18 or older who have a history of substance abuse or addiction. Length of stay is clinically driven and varies from 30 to 90 days with an average length of stay of 60 days. The program addresses substance abuse disorders and related vocational, educational, legal, psychological and interpersonal problems through a variety of services in a highly structured environment. These services include group and individual counseling, psycho-educational seminars, medical evaluation and referral, vocational development, leisure activities, support groups, relapse prevention, and aftercare. The goal is to help clients achieve and maintain abstinence while developing alternatives and support systems conducive to a lifestyle that is drug and alcohol free.

**Location:** LCI Main Campus, Building D  
**Hours for Admission:** By appointment  
**Contact:** 850.469.3582
Café Perc (Peer Education Resource Community)

Café PERC is a peer-support service organization (PSSO) where consumers of behavioral health services provide information, socialization, and recreational activities for their peers. A variety of services and activities are available at Café PERC, including recreational arts and crafts, computers with Internet access, a lending library, wellness seminars and support groups. The Café operates as a drop-in center where guests come and go as they please and choose the activities in which they want to participate. A clothing closet also is at Café PERC where donated items are made available to clients who need them.

**Location:** LCI Main Campus, Bldg. O, 2001 N. H St.
**Hours:** Monday-Friday 9 a.m. to 5 p.m.; Tues. 10 a.m. to 5 p.m.; Wed. 10 a.m. to 5 p.m.; Thurs. 10 a.m. to 5 p.m.; Fri. 10 a.m. to 5 p.m.; Sat. noon to 5 p.m.
**Contact:** 850.469.3791

**DUI Program** is a non-residential driver remediation program for people living, working or attending school in Escambia or Santa Rosa county. Participants are DUI offenders referred by the court and/or Department of Highway Safety and Mortor Vehicles or those who elect to attend while in pre-conviction status.

**Location:** 1900 N. Palafox St., Pensacola, FL 32501
**Hours:** (Pre-registration) Monday-Friday, 8 a.m. to 5 p.m. or by automated voicemail 24/7  **Contact:** 850.494.5656

**Family Care** provides assessment, referral and linkage to needed behavioral health services for adults and children referred through the Department of Children & Families or FamiliesFirst Network. Assessments include evaluation of mental health or substance abuse issues, parenting issues, and issues related to the safety of children.

**Locations:**
• Escambia County: Lakeview Center Main Campus, Building H
• North Santa Rosa County: FFN Milton Service Center, 6557 Caroline Street, Milton, FL 32570
• South Santa Rosa County: FFN Navarre Service Center, 8750 Ortega Park Drive, Navarre, FL 32566

**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  **Contact:** 850.469.3916 or 850.626.3073

**Family Care Unit** provides Comprehensive Behavioral Health Assessments in homes, schools and the community which are in-depth assessments that are requested, by state statute, within three days of a child being removed from their parent’s custody through the dependency court system. Each assessment must include that they have been seen and evaluated in their homes, their schools, and their communities. These assessments are often used to develop the family’s case plan and are used to identify any needs that the child has.
while in state custody. Referrals are only accepted from Department of Children and Families and FamiliesFirst Network.

**Locations:** Serving Santa Rosa and Escambia counties  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** Niki Underwood 850.469.3916

**Forensics Program** is designed to serve people with mental illnesses who have been arrested on felony charges and have either been court ordered for an evaluation or adjudicated by the court as “Incompetent To Proceed” or “Not Guilty by Reason of Insanity.” The program also serves individuals who have not yet been adjudicated but are at high risk of being adjudicated in the future. The program partners with the criminal justice system to provide safe, recovery-based community alternatives to incarceration and state hospitalization.

**Location:** LCI Main Campus, Building H  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.437.8978

**Health Education Services (HES)** is a specialized service for clients of LCI substance abuse programs. It provides:

- HIV/STD/Hepatitis prevention education classes
- Free confidential, rapid HIV testing and counseling
- Risk-reduction counseling services to all clients accessing HIV testing services

**Location:** 6425 Pensacola Blvd., Bldg. 1, Suite 5, Pensacola, FL 32505  
**Hours:** Monday-Friday, 9 a.m. to 4 p.m. (class/testing times vary by unit, please call for more info.)  
**Contact:** 850.494.7171

**Pharmacy** provides prescription services for clients, employees and the public. Most insurance, including Medicare and Medicaid, are accepted. Pharmacy staff will work with pharmaceutical companies to ensure that people without resources will still receive the medications they need to remain stable.

**Location:** LCI Main Campus, Building E  
**Hours:** Monday-Friday, 9 a.m. to 5 p.m.  
**Contact:** 850.469.3719

**PHASE II Program (P2) (Personalized HIV & Addiction Services Expansion)** reaches out to minority substance abusers who are at high risk for HIV infection, to provide direction on how to access Lakeview Center treatment programs. PHASE II provides comprehensive case management services, linkage to community/social services and rapid HIV testing and counseling.

**Location:** 6425 Pensacola Blvd., Building 1, Suite 5, Pensacola, FL 32505  
**Hours:** Monday-Friday 8 a.m. to 5 p.m.  
**Contact:** 850.494.7171
SHAPE III Program (S3) (Substance-abuse, HIV Assessment & Prevention Education) is a comprehensive approach to HIV and substance abuse prevention among young adults (ages 18-24), communities of color, re-entry populations and other persons at high risk for HIV infection. Interventions include: HIV 101, STD 101, Hepatitis 101, VOICES, CCAA (Challenging College Alcohol Abuse) and use of social media tools. SHAPE III provides free, confidential rapid HIV testing (Clearview) services on-site (by appointment only) and at off-site locations and events (call for times). Other services include: rapid HCV testing for high-risk persons accessing HIV testing services, presentations to community groups and street outreach services.

**Location:** 6425 Pensacola Blvd., Bldg. 1, Suite 5, Pensacola, FL 32505  
**Hours:** Monday-Friday, 9 a.m. to 4 p.m.  
**Contact:** 850.494.7171

**Spiritual Care** is provided by a clinically trained chaplain who is available to address the spiritual needs of both clients and staff. An interfaith chapel provides a place for reflection and spiritual/religious services, Bible study, and 12-step and support group meetings. The adjoining hospitality area features a music area, and there also is an outdoor area for sitting and a labyrinth for walking prayer/meditation.

**Location:** LCI Main Campus, Bldg. O-1, 1202 W. Hernandez St.  
**Hours:** The chapel is open Monday-Friday, 9 a.m. to 5 p.m. The chaplain is on campus Monday 10 a.m. to 5 p.m. and Wednesday-Friday 10 a.m. to 5 p.m.  
**Contact:** 850.469.7635 for chaplain’s office.

**Victim Services/Sexual Violence** program is the certified sexual violence program for Escambia and Santa Rosa counties. Trauma Recovery counselors help victims of crime recover from emotional trauma. Victims and their families receive immediate, supportive, non-judgmental intervention and incident-specific counseling in a caring climate. The services are free and available whether or not the crime has been reported. Core services include: 24-hour helpline, information and referral, crisis intervention, advocacy, accompaniment, community awareness, system coordination, support groups/personal growth groups and therapy.

**Locations:** LCI Main Campus, 1201 W. Lakeview Ave., Bldg. H.; Avalon Center, 6024 Spikes Way, Milton, FL 32583; and Century Clinic, 6021 Industrial Blvd., Century, FL 32535  
**Office Hours:** Monday-Friday 8 a.m. to 5 p.m.  
**Contact:** 850.469.3800.

Victim Services Helpline 24-hours including weekends and holidays 850.433.7273.
Arcadia Place is an eight-bed Foster Group Care home that provides transitional or long-term foster care for adolescent girls ages 13 to 17, who may have moderate to severe emotional/behavioral problems and placement is contingent upon court orders and family case plan goals. While at Arcadia Place the children are prepared to be reunited with their families or a more traditional foster home placement.

**Location:** 1800 Fairchild St., Pensacola, Fl. 32504  
**Hours:** 24/7  
**Contact:** 850.471.6176.  
**Contact persons:** Edna Williams 850.469.3807 or Jack Layfield 850.469.3510.

Behavioral Health Network (BNet) is a health care plan for children with serious mental health or substance abuse needs. Children enrolled in BNet will receive behavioral health services for the prevention, diagnosis, and treatment of mental health and substance abuse conditions. BNet works in partnership with Children’s Medical Services which is the referral source for services to children ages 5 to 18 in Escambia, Santa Rosa, Okaloosa and Walton counties. Children in the program must meet the following criteria: have a severe mental health diagnosis other than ADHD alone, a GAF (Global Assessment of Functioning) of 50 or below, need community treatment, will participate in treatment with their family, and have Florida Healthy Kids Insurance.

**Location:** (co-located with Children’s Medical Services) 5192 Bayou Blvd., Pensacola, FL 32503  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.484.5040, ext. 1313

Cabot Heights is a 12-bed Foster Group Care home that provides transitional or long-term foster care for adolescent boys ages 13 to 17, who may have moderate to severe emotional/behavioral problems and placement is contingent upon court orders and family case plan goals. While at Cabot Heights the children are prepared to be reunited with their families or a more traditional foster home placement.

**Location:** 8590 Ashland Ave., Pensacola, Fl. 32534  
**Hours:** 24/7  
**Contact:** 850.475.5575.  
**Contact persons:** Edna Williams 850.469.3807 or Jack Layfield 850.469.3510.

Child and Adolescent Outpatient Services provides behavioral health and/or substance abuse treatment and intervention for individuals ages 17 and younger and their families. Services include assessment, referral and individual, family and group counseling. Master’s degree level therapists provide these services in a confidential setting.

**Location:** LCI Main Campus, Children’s Service Center, 2nd Floor  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.3714
**Child and Adolescent Psychiatric Support Services** is an outpatient program that provides supportive services for children receiving psychiatric services. Program also provides referrals for individuals 17 and younger and their families. Services are provided at the least restrictive level of care and the individual is encouraged to participate in the planning of his/her treatment.

**Location:** LCI Main Campus, Children’s Services Center, 2nd Floor  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.3714

**Children’s Case Management** provides assessment and planning, advocacy, linkage and coordination of services for children/adolescents in both community or residential/acute settings in Escambia and Santa Rosa counties. Services provided to persons identified as having behavior disturbance (DSM-V diagnosis) and in need of behavioral health services other than case management. Individuals must be at risk for acute hospitalization and also meet one or more additional criteria (call for details).

**Location:** LCI Main Campus, Children’s Services Center, 2nd Floor  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.437.8976 or 850.469.3869 or 850.469.3714

**The F.I.T. (Family Intensive Treatment)** program is a substance abuse treatment program that provides the following services: case management, counseling to address substance use and mental health issues, parenting skills training, aftercare, and peer recovery support. The F.I.T team works in collaboration with the local Child Welfare Case Management Organization and the Department of Children and Families in an effort to increase the safety of children as well as support the stabilization of the family unit. These services can be provided in the home or office setting. F.I.T Program will not only provide services to the parent or guardian, but also the family unit. The goal of the F.I.T team is to foster and promote the recovery of substance abusing parents. F.I.T is a client-centered program by which the client is an active participate in his or her treatment planning. Criteria for F.I.T team services include the following: 1) Caregiver has a substance abuse disorder AND caregiver has a child aged 0 to 10; 2) Has a child deemed unsafe regardless of judicial supervision or out of home placement; and 3) Parents are willing to participate in the F.I.T program. However, the parent may be court ordered to participate in F.I.T services. F.I.T aftercare services are offered to the parent/guardian after the successful completion of substance abuse/mental health (SA/MH) treatment services AND the child is deemed safe under the supervision of the parent/guardian (child welfare case closure). There are no fees due for treatment or case management services while enrolled as a F.I.T consumer.

**Hours:** Monday-Friday from 8 a.m. to 5 p.m. We are closed for most major holidays.  
**After hours crisis line:** 850.377.3124. F.I.T. is located at the Children’s Services Center, 1201 Lakeview Ave, 2nd Floor  
**Contact:** Maya Andrews, M.S.W, Program Coordinator, 850.469.3838.
**Infant Mental Health** is a community-based program that provides services in a natural environment or clinic setting to families with children ages 0 to 5 years. Treatment is designed to maximize strengths and reduce stressors. Clinical interventions include infant mental health dyadic therapy and family counseling with behavior management education. Treatment focuses on strengthening the parent-child relationship. Parents are educated about raising emotionally healthy children, the importance of developmentally appropriate play, and information about developmental stages, positive parenting, and the importance of the caregiver-child relationship.

**Location:** Main LCI Campus, Children’s Services Center  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.3409

**The Meridian** is a Statewide Inpatient Psychiatric Program (SIPP) and offers treatment to Medicaid and/or Medicaid eligible children with a serious emotional disturbance that requires treatment in a residential treatment center. The Meridian provides mental health treatment for male and female children and adolescents between the ages of 7 and 17, and utilizes a multi-disciplinary treatment approach with a focus on psychotherapeutic intervention in a structured, community living environment with 24-hour supervision. The program also provides substance abuse intervention services for children and adolescents who are at risk for substance abuse, and provides substance abuse treatment services for children and adolescents who have been identified as needing moderate substance abuse and related-problem treatment.

**Location:** 1920 North J St.  
**Hours:** Monday-Friday, 8:30 a.m. to 4:30 p.m.  
**Contact:** 850.469.3502

**School Day Support** is available to ESE (exceptional student education) students who are referred from the Escambia County School District and require solution-focused therapeutic services, including problem-solving, coping skills, risk assessment, stress management, substance abuse intervention and symptom control services. This level of care is used to intervene when students are unable to maintain in their home school setting and the school district determines such a level of care is required. The range of services offered is designed to maximize strengths, reduce stressors, and reduce symptoms and functional deficits stemming from the existence of mental health and/or substance related disorders. The program philosophy is based on the Recovery Model/CCISC. The Escambia County School System and Lakeview Center collaborate for Positive Behavior Supports, which is a strength-based individualized incentive program for students.

**Location:** LCI Main Campus, Children’s Services Center, 1st floor  
**Hours:** Days and hours of operation are in conjunction with the school calendar.  
**Contact:** 850.469.3856 or 850.469.3431
School Overlay Services are provided under School Based Services contracts with the school district in Escambia County. Mental health services, consultation and education are provided to schools as specified by contract. Outpatient services on the main campus also are available for students in need of counseling in schools that do not have an overlay counselor on site at their school. The population served is classified as ESE (exceptional student education) students, including emotionally behavioral disabled, learning disabled, gifted, and others, from the ages of 4 to 22 years old if enrolled in the public school system.

The goal of School Overlay Services is to maintain children and adolescents in the least restrictive setting. By providing services in the school setting, where many behaviors occur, counselors are able to observe and assist clients and school personnel with behavioral interventions. The program’s focus is on helping students function more effectively within their educational setting, supporting school personnel dealing with the needs of exceptional students, and decreasing referral and suspension rates.

The population served includes students enrolled in the public schools system and referred by the district for mental health services.

**Location:** LCI Main Campus, Children’s Services Center, 2nd floor  
**Hours:** Days and hours of operation are in conjunction with the school calendar.  
**Contact:** 850.469.3862

TASC (Treatment Alternatives for Safer Communities) is designed to interrupt the cycle of crime by providing timely assessments of juvenile offenders for substance abuse and behavioral health problems, identifying individual treatment needs, referring for specialized treatment, tracking and monitoring the treatment process, and reporting treatment participation and progress to the criminal justice system. TASC operates in conjunction with the courts, criminal justice agencies/programs, and the treatment community working toward the mutual goal of helping children and reducing crime and delinquency in Escambia and Santa Rosa counties. Referrals are accepted from the Florida Department of Juvenile Justice.

**Locations:** LCI Main Campus, Children’s Service Center, 2nd Floor; 1800 Saint Mary’s St., Pensacola, FL 32501; 6735 Caroline St., Milton, FL 32570  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.6556
Wrap Team provides intensive, time-limited individual and family counseling as well as case management services to children and adolescents who display severe social and behavioral difficulties and reside in Escambia or Santa Rosa county. These services are provided in the community, including home, school and daycare settings, as a means of reducing or eliminating the need for acute hospitalizations. Children must be at high risk of acute hospitalization and must meet additional criteria. The program’s goal is to foster family and individual behaviors that will enable the child or adolescent to be successful in his or her current environment.

**Location:** LCI Main Campus, Children’s Service Center, 2nd Floor  
**Hours:** Monday-Friday, 8 a.m. to 5 p.m.  
**Contact:** 850.469.3869  
**Crisis Line:** 850.380.5549.
CHIPS (Changing Horizons Through Innovative Parenting Systems) is a Medicaid-funded program that provides intensive treatment services to children 5 to 17 years old with emotional disturbances. CHIPS is intended as a short-term, therapeutic placement providing children with six to 12 months of therapeutic services in a foster home setting. Specialized therapeutic foster parents and CHIPS clinical staff work as a team to develop and implement a therapeutic treatment program to meet each child’s needs.

Location: LCI Main Campus, Children’s Services Center, 2nd floor
Hours: Monday-Friday, 8 a.m. to 5 p.m. Contact: 850. 469.3763.

Court Liaison (Circuits 1 and 11) Services are designed to assist juveniles and adults with intellectual disabilities and/or autism who qualify for Agency for Persons with Disabilities (APD) services and who are charged with felony charges within the criminal justice/legal system. The role of court liaison coordinators is to collaborate with the persons served, their caregivers, all members of the legal system, and other agencies in an effort to provide support to the defendant and his or her family. Additionally, court liaison service coordinators provide weekly competency training.

Location: Lakeview Main Campus Bldg. D, Special Populations Network Hours: Monday-Friday, 8 a.m. to 5 p.m. Contact: Melissa Caraway 850.429.6907 or Tonya Kerchoff 850.429.6901

Matrix is a short-term (6 to 12 months) specialized program funded by FamiliesFirst Network and designed for children who require more than traditional foster care. Specialized foster parents work with Matrix counselors to provide support and stabilization for children who are either waiting to enter a more intensive therapeutic foster home setting (such as CHIPS or CIRCLE) or who are transitioning back to the family or adoptive home.

Location: Main LCI Campus, Children’s Services Center, 2nd floor
Hours: Monday-Friday, 8 a.m. to 5 p.m. Contact: 850.469.3763.

- Matrix/DD is a sub-specialty Matrix program designed for children with developmental disabilities as well as behavioral and/or mental health challenges.
  
  Location: LCI Main Campus, Children’s Services Center, 2nd floor
  Hours: Monday-Friday, 8 a.m. to 5 p.m. Contact: 850. 469.3763

- Medix is another sub-specialty Matrix program designed for children with medical as well as behavioral, developmental and/or mental health challenges. This program was developed in collaboration with Children’s Medical Services with the intention of providing children with both medical and behavioral services in the same home, resulting in fewer placement disruptions.

  Location: Main LCI Campus, Children’s Services Center, 2nd floor
  Hours: Monday-Friday, 8 a.m. to 5 p.m. Contact: 850. 469.3763
FamiliesFirst Network (FFN) works with parents to keep children safe and families together whenever possible. Referrals to an array of community and contracted services are made to help families address their issues. FFN manages several sub-contracts for services including diversion from services, in-home support, and shelter, residential and treatment placements. In cases where it is determined that a child cannot safely remain with his or her family, FamiliesFirst Network seeks first to place the child with relatives. A child is placed in licensed foster care only as a last resort. Only after exhausting all options to safely reunify the child with his or her family will FamiliesFirst Network seek an adoptive home for a child in foster care. FFN has a contract with the Florida Department of Children and Families to provide or manage services that include:

**Adoption Services** recruits, trains and recommends homes for placement of foster children awaiting a forever family.

**Contact:** 850.426.9565 or toll-free 866.313.9874 for info on adopting a foster child.

**Foster Home Development** recruits and trains families to recommend for licensure and re-licensure of foster homes, including specialized and therapeutic foster homes, in the four-county area. Foster parents are always needed.

**Contact:** 850.453.7777 for information about becoming a foster parent.

**Child Protective Services** engages families to address their issues by developing and assisting with a case plan whether they are in their family home, living with a relative, or in a licensed foster care setting.

All referrals for FFN services are processed through the Florida Abuse Hotline, 1-800-96-ABUSE. Only the Department of Children and Families can investigate allegations of child abuse and neglect. A dependency court judge makes the final decision to remove a child from the custody of his or her parents and to return the child after services have been provided.

There is no cost to families for FamiliesFirst Network’s services. However, some required services to which FFN makes a referral may charge a fee directly to the family.

**Case Management**

FFN operates six service centers in Circuit 1.

**Hours (all locations):** Monday-Friday, 8 a.m. to 5 p.m.

**Escambia Service Center**

**Location:** LCI Main Campus, Children's Services Center, 3rd floor

**Contact:** 850.429.6500; Fax: 850.429.6526
Milton Service Center (North Santa Rosa County)
Location: 6557 Caroline St., Milton, FL 32570
Contact: 850.626.3100; Fax: 850.626.3099

Navarre Service Center (South Santa Rosa County)
Location: 8750 Ortega Park Drive, Navarre, FL 32566
Contact: 850.936.6012; Fax: 850.936.6124

Crestview Service Center (North Okaloosa County)
Location: 100 Premier Drive, Unit H, Crestview, FL 32539
Contact: 850.689.7782; Fax: 850.689.7781

Fort Walton Beach Service Center (South Okaloosa County)
Location: 340 Beal Parkway, N.W., Fort Walton Beach, FL 32548
Contact: 850.833.7464; Fax: 850.833.3913

DeFuniak Springs Service Center (Walton County)
Location: 931 U.S. Highway 331 South – Unit 2, DeFuniak Springs, FL 32435
Contact: 850.892.8647; Fax: 850.892.8660

Young Adult Services provides teens with life skills training and helps young adults who have turned 18 while in foster care to live on their own while obtaining their education.
Location: 1924 N. Palafox St., Pensacola, FL 32501
Hours: Monday-Friday, 8 a.m. to 5 p.m.
Contact: 850.595.1320
Global Connections to Employment

Global Connections to Employment (GCE) has a long history as one of the largest employers of people with disabilities under the AbilityOne Program. We employ approximately 1,700 people in multiple states and the District of Columbia.

Our Mission is “Helping people throughout life’s journey.” We strive to consistently meet the expectations of our various government and commercial customers by grounding our team in our pillars of operational excellence: Best People, Best Service, Best Quality, Financial Performance and Growth.

Services we provide include:
• Business Services
• Contact Centers
• Custodial Services
• Employment and Support Services
• Facilities Maintenance
• Food Services
• Health Care Environmental Services
• Information Technology (IT)

Location: 2001 North E St., Bldg. T, Pensacola, FL 32501
Hours: Monday-Friday, 8 a.m. to 5 p.m. Contact: 850.595.1330.
Parking Legend:

- General parking
- General parking (unpaved)
- GREEN SPACES ARE FOR VISITORS ONLY

Note: Additional general parking available in Towers parking lot and Mallory House parking lot. Please do not park on the grass.

Building Key:

- A Central Administration
- Information Services
- Finance / Accounting/Payroll
- B FFN Admin
- B1 Children’s Services Center
- Children’s Case Management
- Children’s Psychiatric Services
- CHIPS
- CIRCLE
- School Day Support
- School Overlay
- C LEAP / ASU Annex
- D Medical Records/RevMax/CCR
- DAART
- Dual Diagnosis
- Food Services/Cafeteria
- GCE Lakeview Janitorial
- Pathway
- Road to Recovery
- Special Populations Network
- Women’s Day Treatment
- E Psychiatry / Pharmacy
- F FFN Adoption Support
- G Adult Case Management
- ABA Outpatient
- H BH Administration
- Outpatient Services
- I Main Conference Room
- Quality / Education / Training
- J Lakeview Lodges Administration
- K The Meridian
- L Independent Living
- M Meridian Classroom
- N Purchasing
- Therapeutic Activities Center
- O Cafe’ PERC
- O1 Spiritual Care Center
- O2, O3 Lakeview Lodges
- P Hernandez House
- Q Motor Pool
- R Access Behavioral Health
- S Acute Stabilization Unit
- T Corporate Development / H.R.
- Global Connections to Employment
- X Lakeview Place
- Z, Z1 Maintenance

Last updated: 07-12-18
Lakeview Center has been awarded the highest level of accreditation by CARF International for Assertive Community Treatment; Assessment and Referral; Case Management/Services Coordination; Community Housing; Community Integration; Court Treatment; Crisis Stabilization; Day Treatment; Detoxification; Diversion/Intervention; Inpatient Treatment; Intensive Outpatient Treatment; Outpatient Treatment; Residential Treatment; Adoption; Foster Family and Kinship Care; Specialized or Treatment Foster Care; Support and Facilitation; Community Transition; Community Employment Services; Comprehensive Vocational Evaluation Services; Opioid Treatment Program.

Lakeview Center is a United Way partner agency.

Lakeview Center receives funding from the State of Florida, Department of Children and Families, and the Agency for Health Care Administration (AHCA).

Lakeview Center is an Equal Opportunity/Affirmative Action Employer. Minorities, females, protected veterans and individuals with disabilities are encouraged to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, disability or protected veteran status.