

**About NWF Health Network**

- At NWF Health Network (NWFHN) our mission is to provide the highest quality child protection and behavioral health services to children, adults and their families within their communities through a managed network of accredited providers.
- Our vision is to create local ownership and effective integration of the child protection and substance abuse- mental health systems in each of our 18 communities. By doing so, we believe the quality of life for children, adults, and families we serve will dramatically improve, resulting in personal independence and stronger communities.

**Guide to Services**

NWFHN's coverage area includes three Circuits in the Northwest Region (\*indicates Judicial Circuits):

- Circuit 1\*: Escambia, Okaloosa, Santa Rosa, Walton
- Circuit 2\*: Franklin, Gadsden, Jefferson, Leon, Liberty, Wakulla
- Circuit 3: Madison, Taylor
- Circuit 14\*: Bay, Calhoun, Gulf, Holmes, Jackson, Washington

**Our Partners**

- We have many community partners and volunteers who support our mission. It takes a dedicated team to implement a successful continuum of care that helps make a difference in the lives of those who need it most.

**Client Rights**

All consumers have the right to:

- Be treated with dignity and respect regardless of age, sex, religion, race, cultural background, sexual orientation, gender identity, or disability.
- Be heard, which includes the opportunity to submit a formal grievance.
- Have documentation provided to them in an easy to read and understandable manner, or have an interpreter provided, as needed.
- Receive services in a confidential and safe service environment, free from harassment and violence.
- Have services provided to them in their community by qualified staff in a professional manner.
- Privacy and confidentiality in accordance with applicable laws.
- Give input regarding service authorization and placement decisions.
- Refuse any service or treatment unless mandated by law or court order; and be informed about the consequences of such refusal, which may include discharge.

Other rights and responsibilities can be found in agency specific documents for your service provider or case management organization

**If you are dissatisfied:**

- If you are dissatisfied with the services received, we ask that you attempt to resolve those differences with the appropriate program staff and/or the Supervisor and Program Manager. If resolution of your concerns cannot be reached, you have the right to submit a formal grievance.
- To file a formal grievance, you may submit your complaint to NWFHN Circuit Administrator in person, through e-mail, mail or telephone. The NWFHN Client Relations Coordinator will respond to your complaint as quickly as possible.
- There shall be no retaliation against any individual or person served, or employee for having filed or assisted in the filing of a complaint/grievance, or for investigation or acting on a complaint/grievance.
- Any employee who becomes aware of any such retaliatory action shall immediately report to the NWFHN Chief Operating Officer (COO).

**Hours of Operation at all Services Centers are 8 AM - 5 PM**

**LEON HUMAN SERVICES CENTER**

1000 W Tharpe St., Suite 15  
Tallahassee, FL 32303  
(850) 488-0506

**BAY HUMAN SERVICES CENTER**

910 Harrison Avenue  
Panama City, FL 32401  
(850) 747-5755

**JACKSON HUMAN SERVICES CENTER**

4120 Jireh Court  
Marianna, FL 32448  
(850) 482-5146

**HOLMES/WASHINGTON HUMAN SERVICES CENTER**

1352 South Boulevard  
Chipley, FL 32348  
(850) 415-5146

**GADSDEN/LIBERTY SERVICES CENTER**

305 W Crawford Street  
Quincy, FL 32351  
(850) 627-1243

**WAKULLA HUMAN SERVICES CENTER**

69 High Drive  
Crawfordville, FL 32327  
(850) 926-0024

**ESCAMBIA HUMAN SERVICE CENTER**

1200 W. Avery Street, Building B  
Pensacola, FL 32501  
(850) 488-0506

**NWFHN ADMINISTRATIVE OFFICE**

525 N Martin Luther King, Jr. Boulevard  
Tallahassee, FL 32301  
(850) 410-1020