

What is **SCALE?**

Facing limited funding, community behavioral healthcare systems across the State of Ohio are working to increase efficiency and reduce expenses.

SCALE is one of a number of administrative measures the ADAMHS Board of Cuyahoga County is taking to ensure the continuation of community mental health and substance abuse treatment services.

After conducting a year-long pilot program to evaluate a centralized intake process, the ADAMHS Board of Cuyahoga County created **SCALE**, a program designed to streamline the way consumers may access the community behavioral healthcare services offered in Cuyahoga County.

The **SCALE** program offers a single point of entry to Cuyahoga's community behavioral healthcare system, facilitates the enrollment process, and decreases the waiting period between a consumer's assessment and his or her engagement with treatment.



connections

HEALTH • WELLNESS • ADVOCACY

The ADAMHS Board of Cuyahoga County has contracted with

Connections:

Health • Wellness • Advocacy, to implement the program. Currently there are nine service providers within the ADAMHS Board's network participating in the **SCALE** program.



SCALE:
Opening Doors to Treatment
for the Uninsured

Offering a point of entry to Cuyahoga's community behavioral healthcare system, facilitates the enrollment process and decreases the waiting period between assessment and treatment.



If you are a Cuyahoga County resident, 18 years of age or older without insurance and seeking community mental health services, please call:

1-877-236-8676



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1-877-236-8676



Harvey A. Snider, Esq.
Board Chair

William M. Denihan
Chief Executive Officer

Who does **SCALE** serve?

The **SCALE** Program is for individuals seeking mental health services who are **NEW** to the community behavioral healthcare system and meet the following minimum qualifications:

- Proof of Cuyahoga County residency
- 18 years of age or older
- No insurance
- Requesting services

SCALE is **not** intended for individuals who have private health insurance, or for those who have already been linked to treatment or an agency in the community behavioral healthcare system within the past six months, except for crisis services.

1-877-236-8676

APPOINTMENTS

Please call 1-877-236-8676 to confirm the address of the *Connections* site where your or the consumer's appointment is scheduled.

How does **SCALE**

SCREENING is the first step in the **SCALE** program. Usually done over the telephone and/or in-person, screening will determine whether an individual meets the eligibility requirements to participate in the **SCALE** program. **SCALE**-eligible individuals would then receive an appointment for an in-person assessment. Non-**SCALE**-eligible individuals would be referred to an appropriate service. Referrals will also be made to other alternative programming, such as **VRP3** and other programs in the community. Screening will be conducted by a licensed mental health professional.

CENTRALIZED access to the community behavioral healthcare system through one telephone number: 1-877-236-8676. The goal of the program is to have **SCALE**-eligible consumers assessed within a reasonable time period.

An **ASSESSMENT**, performed by a licensed clinician, is the second step in the program. The clinician will identify the consumer's presenting problems and symptoms then make appropriate diagnoses and suggestions for ongoing care.

LEVEL-OF-CARE ASSIGNMENTS will be made following the diagnostic assessment. This will be used to determine the type and the intensity of services needed.

work?

ENGAGEMENT AND LINKAGE TO TREATMENT will occur following the client's Level of Care Assignment. A **SCALE**-eligible consumer will receive an appointment for treatment services within a reasonable time period after completing an assessment. In the case of a missed appointment, two attempts will be made to secure a new appointment and ensure the consumer's linkage with the receiving agency.

Referrals will be made linking **SCALE**-eligible consumers with a number of available mental health services offered by any of the nine providers in the **ADAMHS** Board of Cuyahoga County's provider network who are currently participating in the **SCALE** program:

- **Center for Families & Children**
- **Connections**
- **Eldercare of Benjamin Rose**
- **Epilepsy Association**
- **Far West Center**
- **Jewish Family Service Association**
- **Mental Health Services, Inc.**
- **Murtis Taylor Human Services System**
- **Recovery Resources**

The kind of services needed, provider location and consumer preference are among the criteria that will be considered for placement.