

SCALE stands for:

Screening— Screening is the first step in the SCALE program. During the Screening phase, enough information is gathered to determine whether the individual is appropriate for the community mental health system (at the very least: Cuyahoga County resident, 18 or older, uninsured, and requesting services). If it is determined that the individual is appropriate for the community mental health system (and the SCALE program), then the individual would continue to the second step and receive an appointment for an assessment. If the individual is not appropriate for the community mental health system and/or the SCALE program, then a referral should be made to a more appropriate system, which may include, but is not limited to: the individual's primary care physician, a Federally Qualified Health Center (FQHC), The Free Clinic, or an AOD treatment agency. Screening may occur over the telephone OR in person.

Centralized— If an individual is an uninsured Cuyahoga County resident, aged 18 and older, he/she will have one telephone number to call for services. This number will be accessible 7 days a week. During weekends and holidays, limited hours for assessments will be available. Extended hours for assessments will be offered during the week. Clients will be able to access intake on either the West side or the East side. Additionally, there will be mobile assessments, including, but not limited to: the Crisis Stabilization Unit, correctional settings, and clients' homes. Ideally, with a structure that offers 7-day-a week access, clients would have access to an assessment within 24 hours of their request.

Assessment—The diagnostic assessment will be completed by an independently licensed clinician. The assessment will utilize the Solutions for Ohio's Quality Improvement and Compliance (SOQIC) forms and format, be completed electronically and shall identify the presenting problems and symptoms, make the appropriate diagnoses, and suggest recommendations for ongoing care.

Level-of-Care Assignment—After the diagnostic assessment, a Level-Of-Care (LOC) must be assigned to the client in order to determine the type and intensity of services needed. The LOC assignment is based on a combination of diagnosis, severity of symptoms and functioning. The community mental health system is designed to serve individuals who require CPST services, i.e., individuals with an LOC of 2, 3, 4 or 5.

Engagement with/Linkage to Treatment—An appointment with a receiving agency will be secured prior to the client leaving the assessment site. This appointment will fall within 5 business days of the completion of the assessment and efforts will be made to ensure that the client is able to access the appointment. In the case of a missed appointment, Connections will make at least two additional attempts to secure a new appointment and ensure linkage with the receiving agency.

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Other terms to note:

Open Intake –A SCALE participating service provider’s ability to schedule an appointment within five business days of the initial request for service. Each SCALE-participating service provider will notify Connections via email twice a week, Tuesdays and Thursday mornings before 10:00 a.m., as to their slot availability and/or capacity for Open Intake in order to facilitate the appropriate referrals.

New/Unlinked –For the purposes of the SCALE program, new/unlinked consumers are individuals who have not been seen by a service provider within the Cuyahoga community mental health system within the past six (6) months, with the exception of any crisis services. These are unlinked individuals.

Linked – For the purposes of the SCALE program, a consumer is considered to be linked if he/she has had contact with an agency within the past six months for any services (assessment, CPST, etc.) The only exception to this is in cases where a consumer received an assessment but did not wish to return to the agency.