

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, expedites the enrollment process, and reduces the waiting period between a consumer's assessment and his or her engagement with treatment.



The ADAMHS Board of Cuyahoga County has contracted with one of its providers,

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 single point of entry to Cuyahoga's community behavioral healthcare system, expediting the enrollment process and reducing the waiting period between assessment and treatment.



If you are a Cuyahoga County resident, 18 years of age or older who is uninsured and seeking community mental health services, please call:

1-877-236-8676



connections

HEALTH • WELLNESS • ADVOCACY



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1-877-236-8676



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Rev. Charlotte Still Noble
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
- Uninsured
- 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

How does **SCALE** work?

SCREENING is the first step in the SCALE program. Usually done over the telephone, 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.

CENTRALIZED The SCALE program offers one telephone number, 1-877-236-8676, to access the community behavioral healthcare system. By offering access 7 days a week (limited hours on weekends and holidays) as well as extended hours for assessments, the goal of the program is to have SCALE-eligible consumers assessed within 24-hours of their request.

An **ASSESSMENT**, performed by an independently 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.

An **ENGAGEMENT WITH/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 5 business days of 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.