



Lake ADAMHS Overview



Guiding You To Care

COMPASS LINE

The Compass Line is a central, user-friendly entry point. The Compass Line Guide has access to information, referrals, and wait times for the Lake County ADAMHS Board providers and is able to directly link individuals to the services needed. The Guide is available on weekdays, 8:30 a.m. to 4:00 p.m. at 440-350-2000.

HELP



WHO WE ARE: The Lake County Alcohol, Drug Addiction, and Mental Health Services (Lake ADAMHS) Board, plans, funds, monitors, and evaluates Lake County's network of mental health and substance use services to meet the diverse needs of the community. The Lake ADAMHS network of services is available to all Lake County residents who need them.



Are you in CRISIS?

- Text "4hope" to 741 741
- Crisis Hotline at 440-953-8255
- Call 911
- Go to the nearest University Hospitals Emergency Department in Willoughby or Concord Twp.



www.HelpThatWork.us

FAQ: Answered

How will I know which services I need?

Each Lake ADAMHS provider has an intake team with skilled professionals who will assess your needs and guide you to appropriate services.

After my intake appointment, how long will it be before I'm seen?

The short answer: As soon as possible. Understand that caseload fluctuations and unforeseen staffing issues make it impossible to guarantee timetables. People with more urgent situations are prioritized.

How much will I pay?

Lake ADAMHS believes that someone's personal financial situation must never be a barrier to treatment. Most of our providers accept Medicaid as well as many private insurance plans. If you're without insurance you may be offered services on a sliding fee scale based on your ability to pay.

Can more than one ADAMHS service provider be involved in my treatment?

Yes. Our network providers are connected with each other. If you feel you'd benefit from additional services not offered through your primary provider talk with your counselor or case manager. You can also call our Compass Line at 440-350-2000 for guidance. Be sure to let your counselor or case manager know if you're receiving services from another provider.



www.HelpThatWorks.us

YOU.ME.US. We're in this together. There is no them.

What if I need to cancel or reschedule an appointment?

When our providers have appointment slots that become available they offer those to other clients so it's important to call at least one full day in advance if you need to make a change.

Is transportation to and from my appointment available?

Yes. Please call our Lake ADAMHS Transportation Line three business days in advance of your appointment to schedule your ride. Call 440-350-2050.

Can a minor receive services without parental involvement?

While it's very important for parents to be involved in all health-related decisions relative to their children, state law does permit minors aged 14 and older to seek and receive limited treatment* without parental consent.

*Limited treatment: Up to six sessions or thirty days. Medication requires consent of a parent or legal guardian.



Board Contact: If you believe your rights have been mistreated or denied while receiving alcohol, substance use, or mental health services please contact the Lake County ADAMHS Board's Client Rights Officer at 440-350-2000. We pledge our assistance to achieve a timely and impartial resolution to any complaint or grievance. We comply with all applicable state and federal laws pertaining to your personal information and your right to privacy and the protection of confidential information is of the utmost importance to us.