The Behavioral Health Consortium (BHC) and Accessing the Behavioral Health Access Line (BHAL)



# Agenda

- Introduction to the Behavioral Health Access Line (BHAL)
- Overview of the Behavioral Health Consortium (BHC)
- BHC Agencies and Services
- BHC Agencies that offer medication assisted treatment (MAT)
- What to expect when calling the BHAL



# What is the **Behavioral Health Access Line (BHAL)?**

CountyCare

AN ILLINOIS MEDICAID HEALTH PLAN

## **Behavioral Health Access Line (BHAL)**

# 1.844.433.8793

- The Behavioral Health Access Line (BHAL) is a service provided by CCHHS as a part of its partnership with the Behavioral Health Consortium of Illinois.
- Initial point of contact for CountyCare members and other patients seeking behavioral health services who are low income and underserved.



# What is the Behavioral Health Consortium?



## **Behavioral Health Consortium**



# Behavioral Health

CountyCare has a full behavioral health network that provides services for mental health and substance use disorders.

#### Behavioral Health Consortium

CountyCare is proud to offer its members streamlined access to behavioral health care services throughout Cook County.

The Behavioral Health Consortium (BHC) is a group of providers who have a single intake with live representatives who can schedule behavioral health care services at any of the Consortium agencies. Consortium agencies are committed to providing intake appointments within seven days for all requests, two days for urgent needs. Intake staff are bilingual (Spanish) and many of the Consortium's services are available in Spanish as well.

Providers and care coordinators are encouraged to call CountyCare directly to reach any of the 12 Consortium agencies and to refer members. Here's how:  The Behavioral Health Consortium of Illinois (BHC) is a group of providers of mental health and substance use disorders services for both adult and youth populations.

 Through the BHC individuals have access to a continuum of outpatient community based and residential settings across a wide geographic area including the city of Chicago, and suburban Cook County.



# **Behavioral Health Consortium of IL**

## 1.844.433.8793

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Bobby E. Wright Comprehensive Behavioral Health Center	Family Guidance
Community Counseling Centers of Chicago (C4)	HRDI, a subsidiary of Friends and Family Health Center
Metropolitan Family Services	Heartland Alliance Health
Pillars Community Health	Haymarket Center
Sinai Health System	Habilitative Systems
Lutheran Social Services of Illinois	The South Suburban Council on Alcoholism and Substance Abuse



## Haymarket Center

- Services Provided: Substance Use Disorder and Mental Health Treatment; DUI; MAT (Suboxone and Vivitrol) Recovery Housing; Workforce Development; Homeless Outreach; Chronic Disease management/linkage to care
- Levels of Care:
  - Level 3.7- Medically Monitored Intensive Inpatient Services Withdrawal Management (Detox)
  - Level 3.5-Residential Services
  - Level 3.1-Half-way house
  - Level 2.1-Intensive Outpatient
  - Level 1-Outpatient



## Haymarket Center

- Locations: 4 sites
  - 932 W. Washington, Chicago, IL 60607 (Main Office)
  - 4753 N. Broadway, Suite 612, Chicago, IL 60640
  - 10000 Bessie Coleman Drive, O'Hare, P.O Box 66243, Chicago, IL 60666
  - 215 W. Water Str, Waukegan, IL 60085
- Target Population: Adults
- Hours of Operation: 24 hours a day (everyday)
- Contact:
  - 84-HOPE-HERE (844-673-4373)
  - BHAL/Walk-in Appointments: Roger Delhaye (c) 708-642-7281
- Escalation Contact Information:
  - Roger Delhaye, Supervisor (o) 312-226-7984 x 475 (c) 708-642-7281
  - Jose Castro, Manager -(o) 312-226-7984 x 590 (c) 312-446-3584



#### The South Suburban Council on Alcoholism and Substance Abuse

#### Services Provided:

- Adult Substance Use Disorder Treatment
- Residential Crisis Stabilizations Program (co-occurring disorders)
- Recovery Coach Services
- Residential Treatment services
- Outpatient Treatment Services
- Early Intervention Treatment
- Clinically Managed Residential Detox
- Medication Assisted Detox (MAT): Suboxone, Vivitrol, & will continue methadone if currently on it.
- Trauma Informed Care
- DUI counseling and education
- Drug Testing
- Criminal Justice Services



#### The South Suburban Council on Alcoholism and Substance Abuse

- Levels of Care: ASAM Level 0.5, Level I, Level II, Level III, and Level III.2WD
- Locations: East Hazel Crest, II
- Target Population(s): Adults SUD, Males, Females, Opioid Users, Pregnant Drug Users, and Criminal Justice: Drug Court, Probation, Parole, Deferred Prosecution
- Hours of Operation:
  - Central intake: Monday Friday day and limited evening hours
  - Residential: Operates 24 hours/7 days
  - Outpatient: Monday-Friday day and evening hours



#### The South Suburban Council on Alcoholism and Substance Abuse

- Name of Key Contact:
  - Central Intake Coordinator: Glinda Wilson
- Key Contact Information:
  Central Intake Cell: 708-929-8338
  - o Glinda's Office: 708-647-3233
  - Central Intake Direct Line: 708-647-3333, #8
  - Email: SSCIntake@scouncil.org



## Habilitative Systems, Inc.

- Services Provided: case management, employment and training, community support, outpatient treatment, supervised residential, recovery homes, community integrated living arrangements, outpatient mental health treatment, substance use counseling, crisis stabilization, therapy and prevention programs for youth at risk
- Levels of Care: Level 1, Level II and Level III.5
- Locations:
  - 415 S. Kilpatrick.
  - 15 locations on the Westside and 1 location in the Englewood area at 6845
    S. Western. We also have a 24 hour Westside Community Triage and Wellness Center at 4133 W. Madison



## Habilitative Systems, Inc.

- Target Populations: Adults with Disabilities, Children and Adults with Mental Health and Substance Use, Veterans and homeless persons, Children and Youth at risk and Seniors.
- Hours of Operation:
  - Outpatient programs 9:00 a.m.5:00 p.m.
  - Residential programs- 24 hours a day
  - Westside Community Triage Center: 24/7
- Name of Key Contact: Yvonne Elliott, Clinical Manager
- Key Contact Information: (773) 745-2675



## **Family Guidance Centers**

 Services Provided: Outpatient MAT (Methadone & Vivitrol) (6 Chicagoland locations); Outpatient Mental Health Services (5 Chicagoland locations); Residential Treatment (Springfield, IL) (with both MAT options available).

Levels of Care:

• Springfield FGC has Levels 3.5, 2 & 1 of Care

- FGC 310 & FGC Joliet have Levels 1 & 2
- All other sites have Level 1
- Locations: FGC at 310 W. Chicago Ave 60654; FGC at St Bernard 326 W. 64<sup>th</sup> St 60621; FGC Aurora 751 Aurora Ave Aurora, IL; FGC Des Plaines 484 Lee St Des Plaines, IL; FGC Harvey 15400 S. Page St Harvey, IL; FGC Joliet 2400 Glenwood, IL; FGC Springfield, IL



## **Family Guidance Centers**

- Target Populations: Adults 18+ with Substance Use & Mental Health Disorders
- Hours of Operation:
  - FGC Springfield is 24/7 for Residential
  - FGC Springfield Out-patient is 6am-2pm
  - FGC 310 is 6am-5pm
  - All other Chicagoland FGC locations are 6:30am-2:30pm.
- Key Contact:
  - Alan Ritzenthaler: <u>aritzenthaler@fgcinc.org</u>



## **Metropolitan Family Services**

#### **Out-Patient Services Provided:**

- Psychiatric evaluation; medication monitoring and management; clinical care management
- Case management; life skills training; individual, family and group counseling; crisis intervention to help youth and adults with chronic mental illness recover
- Community integrated living arrangements with a focus on recovery and becoming self-sufficient
- Violence prevention services for families and communities: behavioral health services for perpetrators and survivors of community and gun violence and families impacted by domestic violence



# **Metropolitan Family Services**

#### Education Services Provided:

- For children 0-5 years old: early learning and child care; home visiting, parent engagement and education
- Full-service Community Schools; afterschool care and programming; parenting support and education for families 0-18 years old; teacher consultation to address childhood trauma, mental health needs, behavior issues
- Substance abuse prevention education in schools and other community based organizations; preparation and support for high school youth intending to apply for college, including financial aid and college application help, tutoring in STEM, planning for college success; and community development and collaboration.

#### **Economic Services Provided:**

- Employment readiness assessments; soft skills training addressing issues such as: appropriate dress in the workplace, managing conflict in the workplace, timeliness and performance, etc.; financial literacy.
- Job training in various industries including: healthcare and construction (carpenter, electrician, plumber);specialized services for young fathers and formerly justice involved individuals.



# **Metropolitan Family Services**

- Legal Services Provided:
  - Orders of protection; advocacy in domestic violence court; stays of eviction; financial remediation for victims of violence; guardianship and others.
- Locations: More than 30 Community Centers located in Evanston/Skokie, Chicago, DuPage County and the southwest Cook County suburbs.
- Target Populations: Children, adolescents, adults, seniors and families with a particular focus on low income individuals, families, and specialized populations
- Hours of Operation: Hours vary by location. All centers are open 8:30am-5:00pm and have evening hours and weekend hours that vary by location
- Contact Information: Central Intake: 708-974-5159 or <u>MFSintakeBHAL@metrofamily.org</u>



# **Community Counseling Centers of Chicago (C4)**

#### • Services Provided:

- Children & Family Services : Family & Group Therapies, School and Community-based Services, Life skills training and therapeutic camps
- Adult Counseling & Support Services: Therapy & Counseling, Sexual Assault Services, Older Adult Services, Skill building/Therapeutic Groups, Vocational Rehabilitation, Representative Payee, Dropin Center, Pre Admission Screening (PAS), Assertive Community Treatment (ACT), Community Support Team (CST)
- Medical Health Services: Psychiatrists, Psychiatric Nursing, Integrated Care Partnerships, On-Site Pharmacy and Lab Services
- Crisis Services (24/7, 365): Emergency Services, Emergency On-Call Services, SASS, Crisis Hotline
- Education: Mental Health First Aid (MHFA) trainings to the public

#### Levels of Care:

Services provided to individuals of all severity levels of Mental Illness

#### Locations

- C4 Belle Plaine 2014 W. Belle Plaine (COMING SOON: Administrative Office)
- C4 Broadway 5710 N. Broadway Ave
- C4 Clark 4740 N. Clark Street
- C4 North 2542 W. North Ave.



# **Community Counseling Centers of Chicago (C4)**

 Target Population(s): individuals of all ages from children, adolescents, adults and older adults throughout the Chicagoland area.

### Hours of Operation

- C4 Broadway 8:30 am 5 pm (M-F)
- C4 Clark 8:30 am 8 pm (M-Th), 8:30 am 5 pm (Friday)
- C4 North 8:30 am 8 pm (M-Th), 8:30 am 5 pm (Friday)

## Key Contact Information

- All inquires, Call Center, Services, Appointments, and 24-Hour Crisis Line: 773.769.0205
- Non-emergency email: <u>infoC4@c4chicago.org</u>
- Website: www.c4chicago.org



# **Pillars Community Health**

#### Services Provided:

- Medical & Dental, Mental Health & Addictions, Domestic & Sexual Violence, Employment Services, Head Start, Early Head Start, Child Care, Prevention/Health Education & Outreach
- Mental Health: Individual and Family Therapy (Office and Community based); CST; CSI; SASS; Mobile Crisis Response; Early Childhood mental health; Older Adult Mental Health; All Ages
- Addiction treatment: Outpatient and Intensive Outpatient (Adolescents and Adults); DUI Risk Education and DUI evaluations
- Levels of Care:
  - ASAM Level I and Level II
- Locations:
  - 10 sites
  - Mental Health and Addiction treatment services at locations in Berwyn, Hickory Hills, La Grange, and Western Springs



# **Pillars Community Health**

- Target Population(s): all populations
- Hours of Operation:
  - Hours vary by location.
  - General Guidelines Monday-Thursday 9am-8pm Friday 9am-5pm
- Key Contact Information: 708-PILLARS (745-5277)

## **Bobby E. Wright Comprehensive Behavioral Health Center**

#### Services Provided:

 Outpatient Mental Health and Substance Abuse Services, Psychiatry, PATH (Transition from Homelessness), Residential Services, Developmental Training for Adults with Developmental Disabilities, Adult Foster Care, DUI, Psychosocial Rehabilitation, Supported Employment and Drop-In Center.

#### Levels of Care:

- Mental Health: Outpatient Counseling & Psychiatry, Mobile Crisis, 24/7 Triage Center, Community Support Team (CST),
- Substance Use: Intensive Outpatient & Outpatient for Youth and Adults, DUI/Risk Education
- Locations: Three locations in the City of Chicago (West-Side of Chicago)
- Target Population(s): Youth, Adults, and Families.



## **Bobby E. Wright Comprehensive Behavioral Health Center**

#### Hours of Operation:

- Monday Friday: 9am 5pm via BEW @ 9 S. Kedzie
- 24/7 Availability via The Wellness Center @ 4133 W. Madison
- 24/7 Availability via Mobile Crisis @ 1-833-433-HELP

## **Key Contact Information**

- BEW Open Access:
  - BEW Intake 773-722-7900 Ext. 4050 intake@bewcbhc.org
    - Roshawnda Brewington, Intake Manager (773-722-7900 Ext. 4085 <u>rbrewington@bewcbhc.org</u>)
    - Deborah Draughon, Care Coordinator (773-722-7900 Ext. 4064 <u>ddraughon@bewcbhc.org</u>)
- Mobile Crisis Line: 1-833-433-HELP



## Human Resource Development Institute

## SUD Services

- Traditional IOP: Level 1 and 2
- Gambling Services at 340 East 51<sup>st</sup> Street, Chicago, 60615: 8AM-5PM
- MAT (Methadone, Suboxone, Vivitrol): Level 1 and 2
  - 33 East 114<sup>th</sup> Street, Chicago, 60628: 6AM-2:30PM
  - 8000 South Racine, Chicago, 60620: 11AM-7PM
  - 340 East 51<sup>st</sup> Street, Chicago, 60615: 6AM-2:30PM
- Residential Level 3.5: (Men, Women, Women and Children, Pregnant Women, MISA)
  - Men: 11352 South State Street, Chicago, 60628
  - Women: 2311 East 98<sup>th</sup> Street, Chicago, IL 60617



## Human Resource Development Institute

### Mental Health Services

- Adult Mental Health: Therapy/Psychiatry: 200 East 115<sup>th</sup> Street
- Community Support Team: Comprehensive Community Services
- Assertive Community Team: Comprehensive Wrap Around Services
- Child and Adolescent Mental Health Services: Therapy/Psychiatry/CPS Collaboration
- Supervised Residential Living for Individuals with Mental Illnesses

# Key Contact:

- 33 E. 114<sup>th</sup> Street.
- Hours: Monday-Friday 9am-4pm (walk ins accepted)
- Phone: 773-660-4630
- Fax: 773-681-7077



## **Lutheran Social Services of Illinois - LSSI**

- Services Provided: Mental Health and Substance Use Treatment; Residential & Developmental Training for Adults with Developmental Disabilities, Homecare, Head Start, Foster Care, Senior HUD Housing
- Levels of Care:
  - Mental Health: Outpatient Counseling & Psychiatry, Crisis (Mobile, ER-based, walk-in center), SASS, School-based Counseling, Community Support Teams (CST), Residential Treatment,
  - Substance Use: Medication-Assisted Detox, 28-day Residential Rehab, Intensive Outpatient, Outpatient, Recovery Homes, Sober Living, DUI/Risk Education
- Locations: 12 locations throughout the north/northwest side of Chicago, Arlington Heights and Elgin

## **Lutheran Social Services of Illinois - LSSI**

- Target Population(s): Children, Adolescents, & Adults
- Hours of Operation: Hours vary per office, but most provide daytime & evening hours; no outpatient weekend appointments

#### Name of Key Contact:

- BHAL/Walk-in Appointments: Laura Haberer, Welcoming Center Intake Coordinator
- Key Contact Information:
  - Welcoming Center 773. 561.5809 (BHAL, Mobile Crisis Requests)
  - Central Intake 833.610.LSSI (5774) (Mental Health, Substance Use, Developmental Disabilities)



# Sinai Health System

## Services Provided :

- Inpatient and Outpatient Behavioral Health Services, IOP, Crisis Stabilization Unit (services available in Spanish and American Sign Language as well)
- Mental Health: Inpatient Psychiatric Units at Mount Sinai Hospital and Holy Cross Hospital, Crisis Stabilization Unit at Holy Cross Hospital, Outpatient Psychotherapy & Psychiatry Services, Walk-in for Intake, Crisis Workers in Emergency Room, SASS, School-based Counseling, Community Support, Supported Residential Program

## Locations:

Two locations in the City of Chicago (near west & south side )



# Sinai Health System

- Target Population(s) : Children, Adolescents, & Adults
- Hours of Operation: Monday through Friday 8am to 5pm, Tuesday after 5pm by appointment and Saturday by appointment only
- Key Contacts:
  - BHAL/Walk-in Appointments: Elizabeth Rodriguez 773.257.1475
  - Catherine Ortiz, Director, Adult Outpatient 773.257.5318
  - Mirna Ballestas, Director, Child & Adolescents 773. 257.4750
  - Kelly Alexander, Manager, St Casimir Clinic-773.565.2562



# **Heartland Alliance Health**

- Services Provided: Mental Health Services, Medication Assisted Treatment, Case Management, Community Support, ACT, Permanent Supportive Housing Primary Care, Oral Health Care, Refugee Mental Health, and HIV testing and treatment
- Levels of Care: Outpatient and Intensive Outpatient
- Locations: Chicago (North, Near-West, and South)
- Target Population(s): Adults
- Hours of Operation: 8-5PM, Monday–Friday
- Phone: 773-275-2586



Medication Assisted Treatment and the Behavioral Health Consortium



## **Behavioral Health Consortium and MAT**

## 1.844.433.8793

#### BHC Provider Agencies-those with some form of MAT indicated: \*\*

Bobby E. Wright Comprehensive Behavioral Health Center	**Family Guidance- Methadone and Vivitrol
Community Counseling Centers of Chicago (C4)	**HRDI, a subsidiary of Friends and Family Health Center-Methadone
Metropolitan Family Services	**Heartland Alliance Health-Suboxone, Vivitrol
Pillars Community Health	**Haymarket Center-Suboxone, Vivitrol, and support Methadone linkages
Sinai Health System	Habilitative Systems
Lutheran Social Services of Illinois	The South Suburban Council on Alcoholism and Substance Abuse



## **Behavioral Health Consortium: MAT Services**

#### 1.844.433.8793

## Family Guidance Centers:

Methadone (long term treatment) and Vivitrol

### • HRDI:

Methadone (long term treatment)

#### Haymarket:

- Suboxone to detox and maintenance, initiation of Vivitrol, will continue Methadone if previously engaged
- Lutheran Social Services of Illinois:
  - Buprenorphine (Suboxone) to detox only, no ongoing MAT services



Behavioral Health Access Line (BHAL) Process and Services



## **Behavioral Health Access Line (BHAL)**

## 1.844.433.8793

- BHAL Hours: 8:30am 6pm, Monday-Friday except for national holidays (soon to be expanding to evenings and Saturdays)
- BHAL is staffed by LCSWs who are able to make an appointment for a caller within a week
- You can call with the member or you can have them call us themselves. No referrals without the patient or the responsible party also being on the phone.
- Voicemails are answered usually the same day or next business day.
- Initial screening takes about 15-20 minutes and involves taking demographic information, a brief mental health and substance use history, a risk assessment and information about the presenting problem.



## **Behavioral Health Access Line (BHAL)**

## 1.844.433.8793

- After screening, staff identify geographic preference and patient preference to determine appointment location.
- Provider agencies have sites throughout the City and suburban cook county and services provided include:
- Assertive Community Treatment, Community Support -Treatment, Psycho-social rehab services, Medication Assisted Treatment, an array of substance use services, mental health counseling and psychiatry.
- Patients will not get a stand-alone appointment for psychiatry in order to get those services they need to be involved in another service as well, such as counseling or therapy.



# **Thank You!**



CountyCare Community Spotlight: Finding Accessible Food Resources



# Mobile app – Got Food?

#### GotFood?

- Got Food? Is an application designed to help food insecure people find the nearest and most accessible food pantries and soup kitchens
- The goal of this resource is to minimize the effects of food insecurity by enabling people find nearby food pantries and soup kitchens on their cell phones using their zip code
- Download the app <u>www.gotfood.us</u>/



# Got Food? app

	Foota?	
	Español 🕶	
	Please enter your zip code	
	or	
	FIND MY LOCATION	
	1 2 3 4 5 6 7 8 9 10 ALL	
	DISTANCE IN MILES	
	Need SNAP Assistance?	
42	E A L T H P L A N AN ILLINOIS MEDICAID HEALTH PLAN	

## Find a meal

K

#### FIND A MEAL NEAR YOU



SUMMER MEALS FOR KIDS

SEARCH ALL



## **Online Tool - GCFD**

## Greater Chicago Food depository

- GCFD website is another tool that can assist food insecure people find food
- To access this resource, log on to <a href="https://www.chicagofoodbank.org">https://www.chicagofoodbank.org</a>
- Enter an address, intersection, or zip code to find a food pantry, soup kitchen, or mobile food distribution



# **Thank You!**

