



2020 Access to Outpatient BH-PC Services Directory

September 2020

Acknowledgements

Steering Committee Members: Ann Lundy & Suzanne Snyder (Access Community Health Network), Sarah Solin (C4), Laurel Chadde, Sheryl Urban & Andrea McGlynn (CountyCare), Ari Spector (Erie Family Health Center), Mark Tryba (Family Guidance Centers, Inc.), Tiffany Patton-Burnside (Human Resources Development Institute, Inc.), Ryan Alderman (Pillars Community Health), Andrea Kuebbeler (PrimeCare Health), Veronica Clarke & Samantha Mitchell (TCA Health, Inc.)

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Introduction

The Behavioral Health – Primary Care Integration Learning Collaborative, made up of 21 primary care centers, the 12 behavioral health centers of the Behavioral Health Consortium of Illinois, 3 care management entities, and CountyCare, have been working together since 2017 to study and share learning on system-level issues and barriers that prevent true integration of behavioral health and primary care. The organizational members are focusing their work on streamlining access and increasing engagement (outpatient and hospital transitions of care (TOC)), increasing communication between referring providers (data exchange & info sharing), and addressing gaps in the continuum of care (subregion initiatives on hospital TOC and transportation).

To support our initiatives, the Learning Collaborative periodically gathers data on service delivery by the participating centers. This directory provides a summary of survey data collected July 2020, with an emphasis on the behavioral health services provided at each center.

A summary chart on pages 3 and 4 reflects center answers to the types of behavioral health (BH) services across the continuum of BH care identified by the Learning Collaborative. These charts are separated by FQHCs and CMHCs and also detail which time points the agency selected (i.e., as of March 1, 2020 before shelter-in-place; currently in July 2020; likely in the future after August 1, 2020).

Page 5 provides a table of content in which the name of the agency can be clicked on to take the viewer directly to that agency's section in the document. Organized in each agency's section is information on:

- 1) Survey Respondent(s) and Trouble shooter(s);
- 2) Behavioral health services provided as of March 1, 2020 (before shelter-in-place);
- 3) Restrictions for access to care
- 4) Types of patients who do not meet admission criteria;
- 5) Subregions for service provision;
- 6) Primary care site locations;
- 7) Behavioral service locations; and
- 8) Information for patient referral.

For questions regarding the content of this document, please reach out to Carly Blumfield, Events Assistant, McAlpine Consulting for Growth, LLC (events@lmc Alpine.com).

BH Services	FQHCs	CMHCs
Care Coordination	Access, Alivio, Angel Harvey, Chicago Family, Cook County Health, Erie, Esperanza, Friend Health, HAH ^{M,A} , Howard Brown, Lawndale, PCC, PrimeCare, Sinai, TCA	Habilitative, HAH ^{M,A} , MFS, Sinai, The South Suburban Council
Collaborative Care	Access, Alivio, Angel Harvey, Chicago Family, Cook County Health, Erie, Esperanza, Friend Health, Lawndale, PCC, PrimeCare, Sinai, TCA	C4, Habilitative, Sinai
Primary Care BH Consultation	Access, Angel Harvey, Chicago Family, Cook County Health, Erie, Esperanza, Friend Health, HAH ^{M,A} , Howard Brown, Lawndale, PCC, PCH, PrimeCare, TCA	Habilitative, HAH ^{M,A} , PCH
Med Assisted Treatment (MAT)	Access, Angel Harvey, Chicago Family, Cook County Health, Erie, Esperanza, Friend Health, HAH ^{M,A} , Lawndale, PCC, PrimeCare	Family Guidance, HAH ^{M,A} , HRDI
Psychotherapy (Short)	Access, Alivio, Angel Harvey, Chicago Family, Cook County Health, Erie, Esperanza, Friend Health, HAH ^{M,A} , Howard Brown, Lawndale, PCC, PCH, PrimeCare, Sinai, TCA	C4, Family Guidance, Habilitative, HAH ^{M,A} , HRDI, LSSI, MFS, PCH, Sinai
Psychotherapy (Long)	Alivio, Angel Harvey, Chicago Family, Erie, Esperanza, HAH ^{M,A} , PCH, Sinai, TCA	C4, Family Guidance, Habilitative, HAH ^{M,A} , HRDI, LSSI, MFS, PCH, Sinai
Consulting Psychiatry	Access, Chicago Family ^{J,A} , Cook County Health, Erie, Friend Health, HAH ^{M,A} , Lawndale, PCC ^A , TCA	Habilitative, HAH ^{M,A}
Psychiatry	Access, Chicago Family, Cook County Health, Erie, Esperanza, Friend Health, HAH ^{M,A} , Howard Brown, Lawndale ^A , PCC ^{M,J} , PCH, PrimeCare, Sinai, TCA	C4, Family Guidance ^{M,J} , Habilitative ^{M,A} , HAH ^{M,A} , HRDI, LSSI, MFS, PCH, Sinai, The South Suburban Council

Note. Agencies without superscripts endorsed all three time points for the service. Agencies with superscripts only endorsed certain timepoints: ^M = As of March 1, 2020 before shelter-in-place order; ^J = Currently in July 2020; ^A = Likely in near future, After August 1, 2020

BH Services	FQHCs	CMHCs
Psychological Testing	Chicago Family, Erie, Lawndale, PCH ^M	Habilitative, PCH ^M
Community Support Team	Howard Brown ^{M,A} , PCH	C4 ^{M,A} , Habilitative, HRDI, LSSI, MFS ^A , PCH
Assertive Comm. Treatment	HAH ^{M,A}	C4, HAH ^{M,A} , HRDI
Psychosocial Rehab Program		Habilitative, HRDI, LSSI
Intensive Outpatient Prog	HAH ^M , PCH, Sinai ^{M,A}	Family Guidance, Habilitative, HAH ^M , HRDI, LSSI, PCH, Sinai ^{M,A} , The South Suburban Council
Residential Care/Recov Home	HAH ^{M,A} , Sinai	Family Guidance, Habilitative, HAH ^{M,A} , HRDI, LSSI, MFS, Sinai, The South Suburban Council ^A
Medically Monitored Detox		Family Guidance, LSSI ^{M,A}
Inpatient Rehab/Detox	Sinai ^A	Family Guidance, LSSI ^A , Sinai ^A , The South Suburban Council
Crisis Stabilization Unit	Howard Brown ^A , Sinai ^{M,A}	Sinai ^{M,A} , The South Suburban Council
Inpatient Psychiatric Care	Sinai	Sinai

Note. Agencies without superscripts endorsed all three time points for the service. Agencies with superscripts only endorsed certain timepoints: ^M = As of March 1, 2020 before shelter-in-place order; ^J = Currently in July 2020; ^A = Likely in near future, After August 1, 2020

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Agency Name, Survey Respondent, Troubleshooter/contact info:

Access Community Health Network

Survey Respondent:

Suzanne Snyder, suzanne.snyder@achn.net

Trouble Shooter(s):

Suzanne Snyder, LCSW Director, Behavioral Health, suzanne.snyder@achn.net, 312-526-2358

Nicole Lee, LCSW Director, Care Coordination, nicole.lee@achn.net, 312-526-2340

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; MAT; Psychotherapy (short); Consulting Psychiatry; Psychiatry

Restrictions for access to care

BH services are integrated within our Primary Care Services. There are no waiting lists. MAT services are a direct access service.

Types of patients who do not meet admission criteria:

Patients with need for forensic/court ordered BH services requiring evaluative reports.

All subregions for service provision:

Chicago North; Chicago West; Chicago South; Suburban Cook North; Suburban Cook West; Suburban Cook South

Primary Care Site LocationsChicago South:

ACCESS Ashland: 5159 S. Ashland Ave. Chicago, IL 60609; Phone: 773-434-9216; Fax: 773-434-2670

ACCESS GARY COMER: 200 S. Ingleside Ave. Chicago, IL 60619; Phone: 773-324-6942; Fax: 773-324-8450

ACCESS Auburn Gresham: 8234 S. Ashland Avenue, Chicago; Phone: 773-874-1400; Fax: 773-874-9245

ACCESS Booker Address: 654 E. 47th Street, Chicago; Phone: 773-624-4800; Fax: 773-624-5028

ACCESS Brandon: 2822 East 83rd Street, Chicago; Phone: 773-721-7600; Fax: 773-721-7618

ACCESS Cabrini: 3450 S. Archer Ave., Chicago; Phone: 773-523-1000; Fax: 773-843-1553

ACCESS Doctors Medical Address: 6240 W. 55th Street Chicago, IL; Phone: 773-284-2200; Fax: 773-284-5833

ACCESS Grand Blvd: 5401 S. Wentworth, Chicago; Phone: 773-288-6900; Fax: 773-268-3020

ACCESS Kedzie: 3229-43 W. 47th Pl., Chicago; Phone: 773-254-6044; Fax: 773-254-6115

ACCESS Holy Cross: 2701 W. 68th Street, 3 South, Chicago; Phone: 773-434-4040; Fax: 773-434-4135

Cook South:

ACCESS Blue Island: 13000 Maple Avenue, Blue Island; Phone: 708-385-6100; Fax: 708-385-2051

ACCESS Des Plaines Valley: 7450 W. 63rd Street, Summit; Phone: 708-458-0757; Fax: 708-458-3784

ACCESS Family Health: 152 W. Lincoln Highway, Chicago Heights; Phone: 708-754-9687; Fax: 708-754-3071

Chicago West:

ACCESS Austin: 4909 W. Division St., Suite 508, Chicago; Phone: 773.364.4600; Fax: 773.854.7511

ACCESS Centro Medico: 3700 W. 26th St., Chicago; Phone: 773-542-5203; Fax: 773-542-5841

ACCESS San Rafael: 3204 W. 26th St., Chicago; Phone: 773-927-3100; Fax: 773-927-3557

ACCESS Humboldt Park: 3202 W. North Avenue, Chicago; Phone: 773-278-1880; Fax: 773-278-0060

ACCESS Madison: 3800 W. Madison Street, Chicago; Phone: 773-826-6600/03; Fax: 773-826-1407

ACCESS Pilsen: 1817 S. Loomis Street, Chicago; Phone: 312-666-6511; Fax: 312-666-1658

ACCESS Plaza: 2533 W. Cermak Road, Chicago; Phone: 773-523-0900; Fax: 773-523-9168

ACCESS La Villita: 3303 W. 26th Street, Chicago; Phone: 773-277-6589; Fax: 773-277-1841

ACCESS Southwest: 4839 W. 47th Street, Chicago; Phone: 773-735 -2345; Fax: 773-735-4025

ACCESS Warren: 2409 W. Warren Boulevard, Chicago; Phone: 312-733-4475; Fax: 312-733-9136

ACCESS Westside: 3752 W. 16th Street, Chicago; Phone: 773-762-2435; Fax: 773-762-2017

ACCESS Sinai: 2653 W. Ogden Ave., 3rd Floor, Chicago, IL 60608; Phone: 773-522-6100; Fax: 773-522-9831

Cook West

ACCESS Hawthorne: 3040 S. Cicero Ave., Cicero; Phone: 708-780-9777; Fax: 708-780-9787

ACCESS Melrose: 8321 W. North Avenue, Melrose Park; Phone: 708-681-2298; Fax: 708-681-2398

Chicago North

ACCESS Brickyard: 6020 W. Diversey Ave., Chicago; Phone: 773.237.5544; Fax: 773.889.0883

ACCESS Rogers Park: 1555 West Howard Street, Chicago; Phone: 773-764-7146; Fax: 773-764-3774

Cook North

ACCESS Evanston: 1723 Howard St., Evanston; Phone: 224-307-8550; Fax: 847-491-0380

ACCESS Genesis: 1 N. Broadway, Des Plaines; Phone: 847-298-3150; Fax: 847-298-5235

ACCESS Northwest: 1120 N. Arlington Heights Rd, Arlington Heights; Phone: 847-342-1554; Fax: 847-342-1711

Behavioral Services Locations

BH services are available to patients at all sites/MAT services SUPR certified at Humboldt Park, Madison, Westside, Ashland, Booker, Brandon, Blue Island, Rogers Park, Genesis, Northwest, Family Health Society, Austin

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves or staff from another agency can call on behalf of the patient
1-866-267-2353; www.achn.net

Agency Name, Survey Respondent, Troubleshooter/contact info:

Alivio Medical Center

Survey Respondent:

Estela Melgoza, emelgoza@aliviomedicalcenter.org

Trouble Shooter(s):

Estela Melgoza, emelgoza@aliviomedicalcenter.org, 312-829-6014

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; Psychotherapy (Short); Psychotherapy (Long)

Restrictions for access to care

For BH, patients with severe mental health conditions.

Types of patients who do not meet admission criteria:

Severe mental health conditions.

All subregions for service provision:

Chicago West; Suburban Cook West

Primary Care Site Locations

966 W. 21st Street, Chicago, IL 60608 (Chicago West)

2355 S. Western Ave, Chicago, IL 60608 (Chicago West)

6447 W. Cermak Road, Berwyn, IL 60402 (Suburban Cook West)

Behavioral Services Locations

6447 W. Cermak Rd, Berwyn IL 60402

2355 S. Western Ave, Chicago IL 60608 (Chicago West)

966 W. 21st Street, Chicago IL 60608 (Chicago West)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; 773-254-1400

Agency Name, Survey Respondent, Troubleshooter/contact info:

Angel Harvey Family Health Center of the Infant Welfare Society of Chicago

Survey Respondent:

Jennifer Morrison, morrisonj@infantwelfare.org

Trouble Shooter(s):

Milagros Fernandez, 773-782-5037

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; MAT; Psychotherapy (Short); Psychotherapy (Long)

Restrictions for access to care

Must have primary care provider at our center to receive BH services; currently there are waiting lists.

Types of patients who do not meet admission criteria:

N/A

All subregions for service provision:

Chicago West

Primary Care Site Locations

Chicago West: 3600 W Fullerton Ave., 60647

Behavioral Services Locations

Chicago West: 3600 W Fullerton Ave. 60647

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Must be a primary care patient of the health center to access services; 773-782-2800 (Main Number)

Agency Name, Survey Respondent, Troubleshooter/contact info:

C4 Community Counseling Centers of Chicago

Survey Respondent:

Sarah Solin, sarah.solin@c4chicago.org

Trouble Shooter(s):

Sarah Solin, 872-235-0854

Ron Sumpter, ron.sumpter@c4chicago.org

Behavioral Health Services Provided (as of March 1, 2020):

Collaborative Care; Psychotherapy (Short); Psychotherapy (Long); Psychiatry; CST; ACT

Restrictions for access to care

Client must meet with a caseworker or therapist in order to access psychiatric services. Clients cannot receive psychiatric services only.

Types of patients who do not meet admission criteria:

Must be based on mental health needs

All subregions for service provision:

Chicago North; Chicago West

Primary Care Site Locations

Chicago North; 5710 N. Broadway (there is one PCP and an APN who come from Heartland to provide this service on site at C4)

Behavioral Services Locations

North - 5710 N Broadway; 4740 N Clark

West - 2542 W North Ave

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; BHAL line referrals; 773-769-0205 (Main number)

Agency Name, Survey Respondent, Troubleshooter/contact info:

Chicago Family Health Center

Survey Respondent:

Dr. Melissa Duplantis, CHIEF BH Officer, mduplantis@chicagofamilyhealth.org
Ciara Winters, RN Director of Care Management, cwinters@chicagofamilyhealth.org

Trouble Shooter(s):

Ciara Winters, Director Care Management, 773-364-2231
Crystal Parker, TOC, RN, 773-364-2246
Ari Bernstein, BH manager, 773-449-5543

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; MAT; Psychotherapy (Short); Psychotherapy (Long); Psychiatry; Psychological Testing

Restrictions for access to care

No waiting lists for any service; Medical or psychiatry must change medical home to CFHC; Open access (no medical home change needed) for therapy/psychologist Bh or dental or OB. Have drive thru testing COVID for covid must make an appointment and make chart for tracing/tracking But not required to be patient of CFHC. Pts must be masked. Temp checks at doors. 6 feet distance. Limited guests/family members w patient to come to appts (e.g., one child at a time for peds).

Types of patients who do not meet admission criteria:

None

All subregions for service provision:

Chicago South

Primary Care Site Locations

South Chicago: 9119 S Exchange Ave, 60617

East Side: 10536 S Ewing Ave 60617; Pullman 570 E 115th St; Roseland 120 w 111th st

CVCA: 2100 e 87th st

Chicago Lawn: 3223 w 63rd st

Behavioral Services Locations

All clinic locations

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; Internal warm hand offs from any department

Main number - all community can call to schedule BH without changing medical home (except for psych): 773-768-5000
Cherese Brown; Call Center Manager; direct number: 773 449 5885

Agencies wanting to refer a patient: 773-449-5556

BH access line that rings to all BH providers: 773-449-5556

Ari Bernstein; BH Manager; direct number: 773-449-5543

Care management: 773-364-2305; Director is Ciara Winters; Direct number is 773-364-2231

Agency Name, Survey Respondent, Troubleshooter/contact info:

Cook County Health

Survey Respondent:

Sarah Elder, selder@cookcountyhhs.org

Trouble Shooter(s):

Sarah Elder, Manager, Behavioral Health, 312-520-2494

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; MAT; Psychotherapy (Short); Consulting Psychiatry; Psychiatry

Restrictions for access to care

For BH services, patients must have primary care with us. For MAT, primary care with us is not required. We are taking patients at all levels now. Direct psychiatry services do have up to a 3 month waitlist.

Types of patients who do not meet admission criteria:

None

All subregions for service provision:

Chicago North; Chicago West; Chicago South; Suburban Cook North; Suburban Cook West; Suburban Cook South

Primary Care Site Locations

North Suburbs: Arlington Heights Health Center-3250 N Arlington Heights Rd, suite 300, Arlington Heights, IL

North Chicago: Logan Square Health Center-2840 W. Fullerton, Chicago

West Chicago:

Austin Health Center-4800 W. Chicago

Prieto Health Center-2424 S. Pulaski, Chicago

CORE Center-2020 W. Harrison

GMC Clinic-1950 W. Polk Street

West Suburban Cook: North Riverside Health Center-1800 S. Harlem, North Riverside

South Chicago:

Near South Clinic-3525 S. Michigan, Chicago

Sengstacke-500 E. 51st Street, Chicago

Woodlawn: 6337 S. Woodlawn

Englewood: 1135 W. 69th street

South Suburbs:

Blue Island-12757 S. Western Ave

Blue Island Cottage Grove-1645 S. Cottage Grove, Ford Heights, IL

Robbins Health Center-13450 S. Kedzie, Robbins, IL

Behavioral Services Locations

All sites listed previously offer collaborative care, MAT, psychiatry consulting care. Our Austin Health Center and Sengstacke Health center are the only 2 centers that provide direct psychiatry services.

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; Referrals from patients currently in care.

312-864-0200 is our central patient support number

Agency Name, Survey Respondent, Troubleshooter/contact info:

Erie Family Health Centers

Survey Respondent:

Ari Spector, aspector@eriefamilyhealth.org

Trouble Shooter(s):

Ari (travels between Division and Evanston sites), 312-432-7504

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; MAT; Psychotherapy (Short); Psychotherapy (Long); Consulting Psychiatry; Psychiatry; Psychological Testing

Restrictions for access to care

Must have Erie as their PCP and an initial PCP appt.

Types of patients who do not meet admission criteria:

Non-Erie patients; private insurance (can see psych, but not BH); high case complexity/severity (case by case)

All subregions for service provision:

Chicago North; Chicago West; Suburban Cook North

Primary Care Site Locations

Division (west)- 2418 W Division

Humboldt Park (west)- 2750 W North Ave

West Town (west)- 1701 W Superior

Evanston (sub north)- 1285 Hartrey Ave

Foster (north)- 5215 N California Ave

Helping Hands (north)- 4747 N Kedzie

Behavioral Services Locations

Division (west)- 2418 W Division

Humboldt Park (west)- 2750 W North Ave

West Town (west)- 1701 W Superior

Evanston (sub north)- 1285 Hartrey Ave

Foster (north)- 5215 N California Ave

Helping Hands (north)- 4747 N Kedzie

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; PCP and case manager referrals

312-432-3494 (main number)

Agency Name, Survey Respondent, Troubleshooter/contact info:

Esperanza Health Centers

Survey Respondent:

Jessica Boland, Director of Behavioral Health, jboland@esperanzachicago.org

Trouble Shooter(s):

Chicago West - Center wide:

Sonia Ayala, Lead Care Manager, (773) 640-5782, sayala@esperanzachicago.org

Daifeny Arias, MAT Manager, 773-640-5795, darias@esperanzachicago.org

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; MAT; Psychotherapy (Short); Psychotherapy (Long); Psychiatry

Restrictions for access to care

Psychiatry may only be accessed with BHC initial visit; due to demand and full BH schedules for BHCs, patients may not be able to get an open appointment for 2-3 weeks.

Types of patients who do not meet admission criteria:

BH counseling: developmentally disabled adults, low-functioning SMI patients that require comprehensive/higher level of care

All subregions for service provision:

Chicago West

Primary Care Site Locations

Chicago West: Esperanza California (2001 S California Ave); Esperanza Little Village (3059 W 26th St); Esperanza Brighton Park (4700 S California Ave); Esperanza Marquette (6550 S Richmond St)

Behavioral Services Locations

Chicago West: Esperanza California (2001 S California); Esperanza Little Village (3059 W 26th St); Esperanza Brighton Park (4700 S California Ave); Esperanza Marquette (6550 S Richmond St)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient

Main Number: 773-584-6200 (ask for Behavioral Health Counseling)

Agency Name, Survey Respondent, Troubleshooter/contact info:

Family Guidance Centers, Inc.

Survey Respondent:

Mark Tryba, mtryba@fgcinc.org

Trouble Shooter(s):

- 1) Alan Ritzenthaler, Chief Nurse, aritzenthaler@fgcinc.org
- 2) Sarah McHugh, Clinical Director, smchugh@fgcinc.org
- 3) Robert Thompson, Residential Programs, rthompson@fgcinc.org
- 4) Mark Tryba, Hospital-Based, Warm Hand-Off & SBIRT Services, mtryba@fgcinc.org

*ALL email is synced with our Mobile Phones 24/7

Behavioral Health Services Provided (as of March 1, 2020):

MAT; Psychotherapy (Short); Psychotherapy (Long); Psychiatry; IOP; Residential; Care/Recovery Home; Medically Monitored Detox; Inpatient Rehab/Detox

Restrictions for access to care

Residential referrals must have COVID-19 Test before we can proceed with treatment.

Types of patients who do not meet admission criteria:

FGC's SUD and MH Programs serve people 18+ years of age. Our CMHC Programs serve the SMI population. We currently do not have programming for people on the Autism Spectrum and people with severe Developmental Disabilities.

All subregions for service provision:

Chicago North; Chicago West; Chicago South; Suburban Cook North; Suburban Cook South

Primary Care Site Locations

N/A

Behavioral Services Locations

310 W. Chicago Ave-Chicago North: MAT & MH
484 Lee St/DesPlaines-Cook No Sub: MAT & MH
2630 S. Wabash - Chicago South: MAT
326 W. 64th Street - Chicago South: MAT
15400 S. Page/HARVEY-Cook SoSub: MAT & MH

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; County Court System, Probation, DCF, General Hospitals, Pastors, and clients referring their friends/associates.

FGC ACCESS TO CARE LINES:

- A). Call 312-808-3210 and Press #1 [for Downtown Chgo & Bronzeville Sites].
- B). Call 312-213-8384 and Press #1 [for DesPlaines, Harvey & Englewood Sites].
- C). Call 815-468-6556 and Press #1 for Residential Care.

Agency Name, Survey Respondent, Troubleshooter/contact info:

Friend Health

Survey Respondent:

Lyz Amarillo, lamarillo@bsd.uchicago.edu

Trouble Shooter(s):

Dr. L. Amarillo, Director of Behavioral Health, 773-834-3150

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; MAT; Psychotherapy (Short); Consulting Psychiatry; Psychiatry

Restrictions for access to care

Wearing a masks and prescreening for COVID before entering the facility.

Types of patients who do not meet admission criteria:

Behavioral Health: Cognitive Developmental Delay, Autism

All subregions for service provision:

Chicago South

Primary Care Site Locations

800 55th Street, Chicago, IL. 60615
5843 S. Western, Chicago, IL. 60636
5635 S. Pulaski Rd., Chicago, IL. 60629
4802 S. Ashland, Chicago, IL. 60609
1522 E. 63rd Street, Chicago, IL. 60637
25 W. 47th Street, Chicago, IL. 60609 (not open due to COVID-19)

Behavioral Services Locations

800 55th Street, Chicago, IL. 60615
5843 S. Western, Chicago, IL. 60636
5635 S. Pulaski Rd., Chicago, IL. 60629
4802 S. Ashland, Chicago, IL. 60609
1522 E. 63rd Street, Chicago, IL. 60637
25 W. 47th Street, Chicago, IL. 60609 (not open due to COVID-19)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; Patients giving other info to call FH for services

Cottage Grove: 800 55th, Street, Chicago, IL. 60615; 773-702-0660
Western: 5843 S. Western Chicago, IL. 60636; 773-434-8600
Pulaski: 5635 S. Pulaski Rd, Chicago, IL. 60629; 773-585-3900
4802 S. Ashland, Chicago, IL. 60609; 773-376-9400
Woodlawn: 1522 E 63rd Street, Chicago, IL. 60637; 773-241-3270

Agency Name, Survey Respondent, Troubleshooter/contact info:

Habilitative Systems, Inc.

Survey Respondent:

Donald J. Dew, djdew@habilitative.org

Trouble Shooter(s):

Dr. Karen Dixon, kdixon@habilitative.org, (312) 835-6527

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; Psychotherapy (Short); Psychotherapy (Long); Consulting Psychiatry; Psychiatry; Psychological Testing; CST; PSR; IOP; Residential Care/Recovery Home

Restrictions for access to care

Sex offenders are restricted due to location of services near schools.

Types of patients who do not meet admission criteria:

Sex Offenders

All subregions for service provision:

Chicago North; Chicago West; Chicago South

Primary Care Site Locations

N/A

Behavioral Services Locations

Austin (Chicago West), West Garfield (Chicago West), North Lawndale (Chicago West) and Englewood (Chicago South); 415 S. Kilpatrick (Chicago West), 4133 W. Madison (Chicago West), 6845 S. Western (Chicago South)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient.

Agency Main Number: (773)-261-2252

Agency Name, Survey Respondent, Troubleshooter/contact info:

Heartland Alliance Health

Survey Respondent:

Joan Liautaud, jliautaud@heartlandalliance.org

Trouble Shooter(s):

Olivia Masini, omasini@heartlandalliance.org

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; PC BH Consultation; MAT; Psychotherapy (Short); Psychotherapy (Long); Consulting Psychiatry; Psychiatry; ACT; IOP; Residential Care/Recovery Home

Restrictions for access to care

None

Types of patients who do not meet admission criteria:

We see all people and refer to specialists as needed.

All subregions for service provision:

Chicago North; Chicago West; Chicago South

Primary Care Site Locations

Heartland Alliance Health: 1015 West Lawrence Avenue, 60640, (Chicago North)

James West Clinic: 932 West Washington Blvd. Bl #224, 60607, (Chicago West)

Heartland Alliance Health: 5501 South Halsted. St., 60621, (Chicago South)

Behavioral Services Locations

1015 West Lawrence, 60640, (Chicago North)

5501 South Halsted, 60621, (Chicago South)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; Outreach.

Englewood and Uptown: 773-275-2586

James West: 312-660-1775

Agency Name, Survey Respondent, Troubleshooter/contact info:

Howard Brown Health Center

Survey Respondent:

Vanessa Cisneros, PsyD, vanessac@howardbrown.org

Trouble Shooter(s):

N/A

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; PC BH Consultation; Psychotherapy (Short); Psychiatry; CST

Restrictions for access to care

Has to have a primary care provider to access psychiatry services.

Types of patients who do not meet admission criteria:

Some site are not wheelchair accessible.

All subregions for service provision:

Chicago North; Chicago West; Chicago South

Primary Care Site Locations

Northside, westside, and southside of Chicago

Behavioral Services Locations

Northside in Rogers Park, Buena Park neighborhoods; Southside in Englewood neighborhood

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; Providers and other staff members

Main Number: 773-388-1600

Agency Name, Survey Respondent, Troubleshooter/contact info:

HRDI

Survey Respondent:

Tiffany Patton-Burnside, tpatton-burnside@hrdi.org

Trouble Shooter(s):

Tiffany Patton-Burnside, site based, tpatton-burnside@hrdi.org

Behavioral Health Services Provided (as of March 1, 2020):

MAT; Psychotherapy (Short); Psychotherapy (Long); Psychiatry; CST; ACT; PSR; IOP; Residential Care/Recovery Home

Restrictions for access to care

All new referrals for residential require a negative COVID test.

Types of patients who do not meet admission criteria:

Developmentally delayed adults

All subregions for service provision:

Chicago South

Primary Care Site Locations

N/A

Behavioral Services Locations (Chicago South)

Roseland Community Triage Center – 200 E. 115th St. Chicago, IL 60628

BRASS I – 340 E. 51st St. Chicago, IL 60620

BRASS II – 8000 S. Racine Chicago, IL 60620

Southwest Central – 33 E. 114th St. Chicago, IL, 60628

Auburn Gresham – 1149 W. 79th St. Chiago, IL 60620

Recreational & Recovery Drop-in Center – 1757 E. 75th St. Chicago, IL 60649

Western – 8151 S. Western Ave. Chicago, IL 60627

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient.

312-441-9009

Agency Name, Survey Respondent, Troubleshooter/contact info:

Lawndale Christian Health Center

Survey Respondent:

Casey Clardy, PhD, Director of Behavioral Health, caseyclardy@lawndale.org

Trouble Shooter(s):

Adam Claus, LCSW, Manager of Complex Care (Transitions of Care Lead), adamclaus@lawndale.org

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; MAT; Psychotherapy (Short); Consulting Psychiatry; Psychological Testing

Restrictions for access to care

Patient must be established with a primary care provider.

Types of patients who do not meet admission criteria:

None

All subregions for service provision:

Chicago West

Primary Care Site Locations

3860 Ogden Ave, Chicago, IL 60623 (Chicago West)

Behavioral Services Locations

3860 Ogden Ave, Chicago, IL 60623 (Chicago West)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; Primary care provider or care team member referral

872-588-3000

Agency Name, Survey Respondent, Troubleshooter/contact info:

Lutheran Social Services of Illinois

Survey Respondent:

Julie A. Kovacin, julie.kovacin@lssi.org

Trouble Shooter(s):

Frank Harris, frank.harris@lssi.org

Behavioral Health Services Provided (as of March 1, 2020):

Psychotherapy (Short); Psychotherapy (Long); Psychiatry; CST; PSR; IOP; Residential Care/Recovery Home; Medically Monitored Detox

Restrictions for access to care

Admissions to residential facilities must be tested as COVID negative or past infectious period if having been COVID positive.

Types of patients who do not meet admission criteria:

Must have a behavioral health issue

All subregions for service provision:

Chicago North; Suburban Cook North

Primary Care Site Locations

N/A

Behavioral Services Locations

Chicago North:

5517 N Kenmore - SUD: Detox, Recovery Home, IOP, OP, DUI, Early Intervention

5825 W Belmont -SUD: IOP, OP, DUI, Early Intervention

4840 W Byron MH: Counseling, psychiatry, PSR, CST, Case Management, SASS/Mobile Crisis, CST for Kids, School-based counseling (44 CPS schools)

5215 N California - MH: counseling, psychiatry, crisis walk-in, peer support

Suburban North:

Elgin - 675 Varsity Drive (Res Rehab, Recovery Home, IOP, OP, DUI, Early Intervention)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; BHC referral line Too many to list – call Central Intake: 833-610-LSSI (5774).

Agency Name, Survey Respondent, Troubleshooter/contact info:

Metropolitan Family Services

Survey Respondent:

M. Carmen Gonzalez-Djangi, gonzalez-djangic@metrofamily.org

Trouble Shooter(s):

Tania Aglikin, Program Director Southeast, AglikinT@metrofamily.org, Phone: 773-371-2924

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Psychotherapy (Short); Psychotherapy (Long); Psychiatry; Residential Care/Recovery Home

Restrictions for access to care

COVID - restrictions based on symptoms and testing positive; individuals seeking psychiatric services must comply with individual counseling/therapy services.

Types of patients who do not meet admission criteria:

Individuals seeking primarily substance abuse services; intensive outpatient services; DD CILA client; clients need to be assessed for BH/MH needs in order to identify if BH/MH is primary need and if the client is linked to other needed services such as DD, substance abuse services, etc.; we do not have a focus on DD services

All subregions for service provision:

Chicago North; Chicago South; Suburban Cook North; Suburban Cook South

Primary Care Site Locations

N/A

Behavioral Services Locations

- 1) Calumet Center, 235 E. 103rd St, Chicago, IL 60628 (Chicago South)
- 2) Southeast Chicago, 3062 E. 91st St, Chicago, IL 60617 (Chicago South)
- 3) Southwest, 10537 S. Roberts Rd, Palos Hills, IL 60465 (Sub Cook South)
- 4) Midway, 3843 W 63rd St, Chicago, IL 60629 (Chicago South)
- 5) North Center, 3249 N. Central Ave, Chicago, IL 60634 (Chicago North)
- 6) Blue Island, 13136 Western Avenue, Blue Island, IL 60406 (Sub Cook South)
- 7) Evanston/Skokie Valley Center 5210 Main St., IL 60077 (Sub Cook North)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient
BHAL specific referrals: 708-974-5159

Walk ins / Call ins:

Calumet - 235 E. 103rd St., Chicago: 773.371.3600
Southeast - 3062 E. 91st St., Chicago: 773.371.2900
Midway - 3843 W. 63rd St., Chicago: 773.884.3310
North - 3249 N. Central Ave., Chicago: 773.371.3700
Evanston/Skokie - 5210 Main St., Skokie: 847.425.7500
Southwest - 10537 S. Roberts Rd., Palos Hills: 708.974.2300
Blue Island - 13136 Western Ave., Blue Island: 708.974.5800

Agency Name, Survey Respondent, Troubleshooter/contact info:

PCC Community Wellness Center

Survey Respondent:

Joanna Trask, jtrask@pccwellness.org

Trouble Shooter(s):

Center Wide: Joanna Trask, Interim Director of Behavioral Health, jtrask@pccwellness.org, (708)-406-3929

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; MAT; Psychotherapy (Short); Psychiatry

Restrictions for access to care

Patient must have a primary care provider at our agency, have attended a PCP appointment in the past year while trialing medications with no improvement, and a BH intake to access psych services.

Types of patients who do not meet admission criteria:

We accept all patients.

All subregions for service provision:

Suburban Cook West

Primary Care Site Locations

West Suburban Cook: PCC Austin, PCC Lakestreet, PCC WIWC, PCC West Suburban, PCC Salud, PCC Westtown, PCC Erie Court, PCC South, PCC Parkside

Behavioral Services LocationsSuburban Cook West:

PCC Erie Court Health Center: 1 Erie Court, Suite 6040, Oak Park, IL 60302

PCC Community Wellness Center at West Suburban: 1 Erie Court, Suite 7140 and suite 1300 Oak Park, IL 60302

PCC Lake Street Family Health Center: 14 Lake Street Oak Park, IL 60302

Chicago West:

PCC Austin Family Health Center: 5425 West Lake Street, Chicago, IL 60644

PCC Clinic at The Boulevard: 3456 West Franklin Boulevard, Chicago, IL 60624

PCC West Town Family Health Center: 1044 North Mozart Street, Suite 100, Chicago, IL 60622

Chicago North:

PCC Community Wellness Center at Steinmetz: 3030 North Mobile Avenue, Chicago, IL 60634

PCC Salud Family Health Center: 5359 West Fullerton Avenue, Chicago, IL 60639

PCC Melrose Park Family Health Center: 1111 Superior Street, Suite 101, Melrose Park, IL 60160 (Sub Cook South)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; Interagency referral.

(708) 406 3929- Chemical Dependency Clinic

(708) 383-0113- Main line for appointments

Agency Name, Survey Respondent, Troubleshooter/contact info:

Pillars Community Health

Survey Respondent:

Ryan Alderman, ralderman@pchcares.org

Trouble Shooter(s):

Ryan Alderman, Chief Behavioral Health Officer, 708-995-3705, ralderman@pchcares.org

Behavioral Health Services Provided (as of March 1, 2020):

PC BH Consultation; Psychotherapy (Short); Psychotherapy (Long); Psychiatry; Psychological Testing; CST; IOP

Restrictions for access to care

Psychiatry - patient/client must be enrolled in other services within the agency (e.g. therapy, primary medical, SA/DV, etc.).

Types of patients who do not meet admission criteria:

None

All subregions for service provision:

Suburban Cook West; Suburban Cook South

Primary Care Site Locations

110 Calendar Ave. LaGrange, IL 60525 (Suburban Cook West)

Behavioral Services Locations

Opening in August (Suburban Cook West):

6918 Windsor Ave., Berwyn, IL 60402

1023 Burlington Ave., Western Springs, IL 60558

23 Calendar Ave., LaGrange, IL 60525

333 N LaGrange Rd., LaGrange Park, IL 60526 (admin site, SUD-only services)

Closed currently, not opening in first wave in August:

6415 Stanley Ave. Berwyn, IL 60402 (Suburban Cook West)

8020 W 87th St Hickory Hills, IL 60457 (Suburban Cook South)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient.

Main number: 708-PILLARS (708-745-5277)

Agency Name, Survey Respondent, Troubleshooter/contact info:

PrimeCare Health

Survey Respondent:

Andrea Kuebbeler, andrea.kuebbeler@primecarechi.org

Trouble Shooter(s):

Andrea Kuebbeler, Director of Behavioral Health, 312-491-4082

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; MAT; Psychotherapy (Short); Psychiatry

Restrictions for access to care

In clinic BH and psychiatry services are only provided to patients who primary care services at PrimeCare Health. MAT services are offered to anyone regardless of their medical home status.

Types of patients who do not meet admission criteria:

We generally refer out patient who are developmentally disabled as we feel there are better services in the community. Small children and their families are generally referred out as well. Over all we see most patients who are in primary care services with our agency.

All subregions for service provision:

Chicago North; Chicago West

Primary Care Site Locations

PrimeCare West Town: 1431 N. Western, Chicago, IL 60622 (Chicago West)

PrimeCare Wicker Park: 1127 N. Oakley, 2nd floor, Chicago IL, 60622 (Chicago West)

PrimeCare Northwest: 1649 N. Pulaski, Chicago, IL 60639 (Chicago North)

PrimeCare Belmont Cragin: 6535 W. Belmont, IL Chicago 60634 (Chicago North)

PrimeCare Hamlin: 1920 N. Hamlin, Chicago, IL 60647 (Chicago North)

PrimeCare Fullerton: 3924 W. Fullerton, Chicago, IL 60647 (Chicago North)

Behavioral Services Locations

All sites have BH services:

Fullerton: 3924 W. Fullerton, Chicago, IL 60647 (Chicago North)

Cragin: 6535 W. Belmont, Chicago, IL 60634 (Chicago North)

West Town: 1431 N. Western, Chicago, IL 60622 (Chicago West)

Wicker Park: 1127 N. Oakley, Chicago, IL, 60622 (Chicago West)

Hamlin: 1920 N. Hamlin, Chicago, IL, 60647 (Chicago North)

Northwest: 1649 N. Pulaski, Chicago, IL, 60639 (Chicago North)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; Internal referrals from Primary Care Providers and other care management staff to our BH staff

Main clinic phone lines:

Belmont Cragin clinic: 773-736-1830

Michellini Center for Health MAT services: 312-491-5435

Belmont Cragin MAT services: 773-736-1835

Fullerton clinic: 773-276-2229

Northwest Clinic: 773-278-6868

West Town clinic: 312-491-5250

Wicker Park Clinic: 312-770-2040

Hamlin School Based Health Center: 773-772-7202

Agency Name, Survey Respondent, Troubleshooter/contact info:

Sinai Health System

Survey Respondent:

Catherine Ortiz, catherine.ortiz@sinai.org

Trouble Shooter(s):

Renee Perry-Portee, renee.perryportee@sinai.org, 773-257-5300

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; Psychotherapy (Short); Psychotherapy (Long); Psychiatry; IOP; Residential Care/Recovery Home; Crisis Stabilization Unit; Inpatient Psychiatric Care

Restrictions for access to care

We are taking new patients at all 3 sites. Patients must have comprehensive assessment completed prior to therapy or psychiatric services. All intakes/comprehensive assessments are being scheduled. No walk-in clinic currently.

Types of patients who do not meet admission criteria:

Individuals on Sexual Offender Registry, individuals that are developmentally delayed, individuals with Legal Guardian are expected to be accompanied by their guardian at all visits.

All subregions for service provision:

Chicago West; Chicago South

Primary Care Site Locations

specialty services

Behavioral Services Locations

Adult Services, 2653 West Ogden Ave., 2nd floor, 60608 (Chicago West)

Child & Adolescent Services, UTR, 15 & California, NR building, 5th floor (Chicago West)

Adult and minors, 2601 W. Marquette Rd., Door 12, Chicago IL, 60629 (Chicago South)

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; Internal referrals.

Adult Services: 773-257-5300

Child & Adolescent: 773-257-4750

Casimir Clinic (south site): 773-565-2550

Agency Name, Survey Respondent, Troubleshooter/contact info:

TCA Health Inc

Survey Respondent:

Samantha Oliver Mitchell, 1029 E 130th Street, Chicago, IL 60628, somitchell@tcahealth.org

Trouble Shooter(s):

Roslyn Johnson, LCPC - For intake, rjohnson@tcahealth.org

Samantha Oliver Mitchell, LCSW - For other issues, somitchell@tcahealth.org

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Collaborative Care; PC BH Consultation; Psychotherapy (Short); Psychotherapy (Long); Consulting Psychiatry; Psychiatry

Restrictions for access to care

No restrictions. Call for an appointment. Walk-in's receive temperature and COVID screens.

Types of patients who do not meet admission criteria:

Severe mental illness. Developmentally disabled adults and children are referred to specialists based on insurance acceptance and or requirements.

All subregions for service provision:

Chicago South; Suburban Cook South

Primary Care Site Locations

1029 E 130th Street, Chicago, IL 60628 - Altgeld Gardens (Chicago South)

8425 S. Cottage Grove, 60619 – Chatham (Chicago South)

Carver Military High School - School based health - Riverdale/Altgeld – Chicago, IL 60827 (Sub Cook South)

Behavioral Services Locations

All locations different days and hours

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient
773-995-6300

Agency Name, Survey Respondent, Troubleshooter/contact info:

The South Suburban Council on Alcoholism and Substance Abuse

Survey Respondent:

Brian Hazard, bhazard@sscouncil.org

Trouble Shooter(s):

Brian Hazard, VP of Clinical Services, 708-647-3315, bhazard@sscouncil.org

Behavioral Health Services Provided (as of March 1, 2020):

Care Coordination; Psychiatry; IOP; Inpatient Rehab/Detox; Crisis Stabilization Unit

Restrictions for access to care

Cannot accept registered sex offenders. Patients cannot be taking opioid medications or benzodiazepines while in treatment. Due to COVID-19: No walk-ins are currently being accepted. Residential admits are restricted to those being referred by and immediately transported from a hospital setting. All outpatient assessments and treatment are being provided via telephone and Zoom only.

Types of patients who do not meet admission criteria:

Developmentally disabled adults. Adolescents (only serve those 18 and over). Those needing medical detox.

All subregions for service provision:

Suburban Cook South

Primary Care Site Locations

N/A

Behavioral Services Locations

All services are provided at 1909 Checker Square, East Hazel Crest, IL 60429

How patients are referred for access to services and all phone numbers to gain access:

Patients can call themselves; Staff from another agency can call on behalf of the patient; Referral via court services, healthcare networks.

This is the main number for access to all services: 708-647-3333

Contact person for Central Intake is Glinda Wilson at: 708-647-3323