

The Lake County ADAMHS Board recognizes the importance of prompt and appropriate assessment of those seeking help with mental health and/or addiction issues. The ADAMHS Board's Compass Line, staffed by a trained triage specialist, is a central, easy-access contact point for such individuals.

Compass Line services include triage, information and referral, appointment scheduling, and follow-up to verify that services have been delivered in an efficient, effective, professional, and timely manner.

Policy Statement: Each agency receiving ADAMHS Board funding will submit the following :

- Lake County ADAMHS Board will have ease of access to available appointment times for all services via the designated provider contact person.
- Current wait times for services and/or intake will be submitted twice per month.
- The RFP provider profile and program summaries will be submitted digitally to the Triage Specialist on an annual basis.

Procedures: Each agency will designate a contact person(s) responsible for communication with the ADAMHS triage specialist, and for submitting the above data reliably and accurately.

- Agencies will provide contact information (e-mail address and direct phone number) for each designated contact person.
- Compass Line will receive information twice per month (the 15th and the 30th) regarding the wait times for services and/or intake, with an expectation that the required information will be received by 8:00 a.m. the next business day. This information will need to be submitted electronically, via the ADAMHS Board QI Tracking and Reporting database portal.
- Compass Line will be provided updated information regarding any program or service changes.