

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 :

- Current wait times for services and/or intake will be submitted twice per month.

Procedures: Each agency will designate a contact person(s) responsible for daily 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.
- Emails will be sent from the Compass Line twice per month (the 15th and the 30th) requesting 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.
- On the third Friday of each month emails from the Compass Line will be sent to primary agency contacts requesting scheduled groups, activities, and events for consumers. Responses will be due by the 28th day of that same month.