



**C**ommunity Care Services Access is the first point of contact for people with probable problems of mental illness and/or substance abuse. Through a phone interview, the clinical staff determines the client's eligibility for services—either pre-admission or crisis or even hospital referral. Those that are not eligible are referred to the appropriate service provider.

**W**hen comprehensive clinical and financial assessments are complete, Access has sufficient information to initiate the treatment planning process.

**I**f eligible for services, this initial contact ends with a scheduled intake appointment (usually within one week). The client is then referred to the appropriate level of care and/or program at Community Care Services (seeing a clinician will take place in less than one week following the face to face intake with the Access unit).

**C**ommunity Care Services Access is designed to coordinate entry to all services—even those requiring immediate intervention. Access functions as the “care coordinator” for managed care inpatient and partial hospitalizations. This coordination includes hospital liaison, discharge planning, and coordination and authorization for continuing stay.

**T**hose who call Community Care Services' Access include clients, medical/clinical staff of other agencies, managed care entities, employers and other community service providers.

**Call  
313 389-7500**

