



Behavioral Health Services

Client Handbook



OUR MISSION

Promoting the health and well-being of all who live, work, and play in Lake County.

OUR VISION

Healthy Choices.

Healthier People.

Healthiest Communities.

Lake County Health Department and Community Health Center Behavioral Health Services (BHS) is accredited by the Joint Commission on Accreditation of Healthcare Organizations. Services are funded in whole or in part by the Illinois Department of Human Services Division of Substance Use Prevention and Recovery and Division of Mental Health.

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Welcome to

BEHAVIORAL HEALTH SERVICES

at the Lake County Health Department
and Community Health Center

YOUR RIGHTS AS A CLIENT OF BEHAVIORAL HEALTH SERVICES

The Lake County Health Department and Community Health Center does not discriminate or deny reasonable access to services or treatment on the basis of race, ethnicity, national origin, religion, gender, gender identity, sexual orientation, disability, or HIV/AIDS status.

You have the right to:

1. Receive sufficient and enlightened services or treatment in the least restrictive setting possible. The least restrictive setting means that if another level of care or type of treatment may be more suitable for you, the staff will discuss this with you and make an appropriate referral.
2. Be informed of the name and specialty of staff involved in your treatment.
3. Personal dignity.
4. Receive communication and information regarding your rights in a language you can understand, as well as the availability of staff who can communicate with hearing or visually impaired. You have the right to: request an interpreter, special assistance or auxiliary aids and have adequate information about staff responsible for your care. If you are disoriented or have difficulty understanding your rights at the time of admission, you will be informed of your rights at an appropriate time during your care.
5. To nondiscriminatory access to services as specified in the Americans with Disabilities Act of 1990 (41 USC 12101) as amended, Illinois Accessibility Code (71 Ill. Adm. Code 400), ADA Accessibility Guidelines and Section 504 of the Rehabilitation Act of 1973 (29 USC 74).
6. Reasonable safety and quality care, free from abuse, neglect and exploitation.

7. Care that is considerate, and respects your personal values, belief systems and cultural values.
8. Be informed of Behavioral Health Services rules and regulations concerning your conduct.
9. Receive complete and accurate information necessary to give or withhold informed consents regarding any procedures or treatments, and participate in decisions regarding your care, including potential problems related to recovery or reunification to families.
10. Have the program inform and fully explain restrictions, special treatment procedures or reasonable accommodations.
11. Be referred to other providers of behavioral health services, who may have timely, accessible, equivalent service and capacity, as well as the right to request second opinions from a qualified consultant at your expense.
12. Receive information, and in 24-hour programs, access to spiritual care, religious consultation and education.
13. Participate and understand the treatment plan proposed including any risks, benefits or alternatives to the service goals, objectives and interventions, medications or procedures. A family member may be designated to participate in the forming and review of the treatment plan and decisions about your care.
14. Refuse or terminate treatment or any specific treatment procedure and be informed of the consequences resulting from such refusal.
15. Your rights regarding your medical information
 - a. Right to inspect and copy (a fee may be charged for requested copies.)
 - b. Right to amend by completing a "Request to Amend" form that will be attached to the medical form.
 - c. Right to an accounting of disclosures.
 - d. Right to request restrictions or limitations: You have the right to request a restriction or limitation on the medical

information we use or disclose. This request must be in writing. We are not required to agree to your request. If we do agree, we will comply with your request.

16. Right to request communications by alternative method.
17. Right to a paper copy of the LCHD/CHC Notice of Privacy Practices.
18. Personal privacy, except in circumstances and conditions specified in our housing and residential programs. This right includes sending and receiving mail, private telephone conversations and visitation. It also includes the right to meet with an attorney representing you.
19. Continuity of care, including consultation and referrals, when appropriate. You will not be discharged or transferred except for medical reasons, your personal welfare, or the welfare of others. Should your transfer become necessary, you will be given reasonable notice, unless an emergency arises.
20. Be fully informed of all services available to you, and any charges for those services and your eligibility for a sliding fee.
21. Refuse participation in any research project that is conducted, without fear of your refusal interfering with your treatment or care.
22. Expect your treatment here will be kept confidential as outlined in the Mental Health and Developmental Disabilities Confidentiality Act and in the federal law governing the confidentiality of drug and alcohol abuse patient records. The exceptions to confidentiality are specified by law and include the following:
 - a. When there is a clear and present danger to self or others, e.g., when you are homicidal, suicidal, in an emergency medical situation, or unable to care for your basic needs;
 - b. When there is a report of child or elder abuse, records and communications will be disclosed under provisions of the Abused and Neglected Child Reporting Act;

- c. When there is a court order in a civil, criminal, administrative or legislative proceeding that meets the disclosure provisions in the Mental Health and Developmental Disabilities Act or the federal law and regulation governing the confidentiality of drug and alcohol abuse patient records;
 - d. When a crime is committed either at the program, or against any person who works for the program, or any threat to commit such a crime;
 - e. When there is a need for clinical reviews or case consultations with a supervisor, team staffings or agency audits.
23. The confidentiality of the following information is protected by the AIDS Confidentiality Act (Ill. Adm. Code 410 ILCS 305/1, 1993):
- a. HIV antibody or AIDS status
 - b. Testing for HIV antibodies and/or the result of an HIV antibody test whether positive, negative or indeterminate.
 - c. Participation in test decision counseling and/or posttest counseling.
 - d. HIV antibody testing cannot be required as a condition of treatment. You cannot be required to sign an authorization for release of information concerning your HIV antibody or AIDS status as a condition of treatment.
 - e. You are not required to tell program staff, the program coordinator, or anyone else whether you have been tested for HIV antibodies, or the results of any such testing. If you wish to be tested for HIV antibodies you may receive anonymous testing at LCHD, 2400 Belvidere Road, Waukegan, IL 60085, (847) 377-8450 while in treatment. No information may be released to anyone without a legally effective release signed by you.
24. A multidisciplinary committee review for resolution of treatment dilemmas or conflicting opinions or grievances.

25. To have any grievances considered in a fair, timely and impartial procedure, without infringement of your rights, you have the right to appeal adverse decisions following the steps in order as listed: a) with primary counselor; b) with the clinical coordinator/supervisor; c) with the program coordinator; d) with an associate director or with the director of the service area. If you fail to arrive at a satisfactory resolution with any or all of these, you have the right to contact the agencies listed on page 6.
26. Participate in consideration of ethical issues that may arise in the provision of care, including any advanced directives.
27. Apply for voter registration for State and Federal elections during application for services in accordance with the National Voter Registration Act of 1993 941 USC 1973gg (1955) and the Mental Health and Developmental Disabilities Code Title 59, Chapter 1, Section 111.30).
28. Not be denied, suspended or terminated from service, or have services reduced for exercising any of your rights.
29. To appropriate assessments and referrals for management of pain. For residential programs, to possess, use and store a reasonable amount of personal property and money except when necessary to protect from harm.

If you fail to arrive at a satisfactory resolution with any or all of these, you have the right to contact the agencies listed on the following page including the Department of Human Services. During intake, you will receive a copy of the Health Insurance Portability and Accountability Act notice of privacy.

SERVICE AGENCIES TO SUPPORT YOU

Illinois Department of Human Services (IDHS)

2000 N. Lewis Avenue
Waukegan, IL 60085
(847) 336-5212
<http://www.dhs.state.il.us>

IDHS - Division of Developmental Disabilities

319 E. Madison, Ste St. #4N
Springfield, IL 62701
(217) 524-7065
www.dhs.state.il.us/page.aspx?item=32253

IDHS - Division of Mental Health

160 N. LaSalle St, 10th Floor
Chicago, IL 60601
(312) 814-3784
www.dhs.state.il.us/page.aspx?item=29763

IDHS - Division of Substance Use Prevention and Recovery (SUPR)

401 S. Clinton Street
Chicago, IL 60607
(312) 814-3840
www.dhs.state.il.us/page.aspx?item=29759

Illinois Department of Children & Family Services

500 N. Green Bay Road
Waukegan, IL 60085
(847) 249-7800
www.dhcs.illinois.gov

Illinois Guardianship & Advocacy Commission

9511 Harrison Avenue, W-335
Des Plaines, IL 60016
(847) 294-4264
<http://gac.state.il.us/osg>

Illinois Office of Executive Inspector General

69 W. Washington St #3400
Chicago, IL 60602
(312) 814-5600
www.inspectorgeneral.illinois.gov

OIG Hotline: To report abuse or neglect of an adult with disabilities, call 1-800-368-1463

Joint Commission on Accreditation of Healthcare Organizations

1 Renaissance Boulevard
Oakbrook Terrace, IL 60181
(630) 792-5000
complaint@jointcommission.org

WHAT TO EXPECT FROM TREATMENT

The first interview is a time to discuss concerns you and/or your family may have. Prior to starting services, you and/or your guardian will be asked for written consent for treatment. Your client rights will be explained, as well as the nature of the treatment including any risks, benefits and costs. You will be asked to complete intake forms and assessments regarding your emotional, social and physical needs to determine your eligibility for services. At that time any special access to care or reasonable modifications will be discussed. You will also be oriented to the program rules, hours of operation, and expectations. Other community resources or information about alternative treatment options will be provided if needed.

Your Responsibilities

We have shared what you can expect from us. Our expectations of you as you participate in treatment are to:

1. Share information that will be helpful in resolving the difficulties that brought you to BHS.
2. Let us know if you have any questions about your treatment or medication.
3. Follow the treatment plan jointly developed by you and your treatment team.
4. Respect the rights and property of other clients and BHS staff.
5. Keep all scheduled appointments and, when unable to do so, cancel with 24-hour notice.
6. Pay your assessed fee, if applicable, at the time of service and cooperate in collection of fees from insurance companies.
7. Cooperate with the guidelines of BHS programs.

Family Involvement

Family members/significant others are encouraged to participate in the treatment planning process.

Financial Arrangements

You will be informed of the costs involved in treatment and eligibility of a sliding fee. Proof of income, along with Medicare, Medicaid or other insurance must be presented at intake and every six months after intake. Contact your insurance carrier prior to your initial visit if pre-approval is required. If you are eligible for a sliding fee it will be based on your income and number of dependents.

ADDICTIONS TREATMENT PROGRAM (ATP)

3002 Grand Avenue
Waukegan, IL 60085
(847) 377-8200
Fax: (847) 984-5676
TTY: (847) 360-2905

The Addictions Treatment Program (ATP) is a chemical dependency program providing inpatient detoxification and rehabilitation services, as well as continuing care. The purpose of the program is to instill hope for positive change and empower clients to develop a meaningful and productive lifestyle free of drugs and alcohol.

Services Include:

Medically monitored detoxification; disease education; individual, group and family counseling; introduction to peer self-help groups, case management, and psychiatric consultation and continuing care. Services are offered in the least restrictive environment; the length of stay in treatment is based on client need, progress and housing situation.

Admission Criteria:

ATP is open to chemically-dependent adults living in Illinois and requiring treatment to interrupt the use of alcohol and other drugs.

Hours of Service:

24 hours per day, 7 days per week

CHILD AND ADOLESCENT BEHAVIORAL HEALTH SERVICES (CABS)

Main Office

3010 Grand Avenue
Waukegan, IL 60085
(847) 377-8950
Fax: (847) 984-5602
TTY: (847) 782-8615

Satellite Office

423 E. Washington Street
Round Lake Park, IL 60073
(847) 377-8950
Fax: (847) 984-5602

The Child and Adolescent Behavioral Health Services (CABS) program assists emotionally and behaviorally challenged children and adolescent residents of Lake County.

Services Include:

Adolescent Outpatient Substance Abuse Program

Eligible clients must be between the ages of 12-20 and meet criteria developed by the American Society for Addiction Medicine. Youth must be diagnosed with a substance use disorder and be seeking services due to their experimentation with substances.

Family Support Program

We serve children who are diagnosed with a severe and persistent mental illness. The program helps cover costs of residential placement or more intensive alternative community treatment.

Intensive Placement Stabilization Program

We serve youth in care of the Department of Child and Family Services (DCFS) who are at risk of losing their current placements, or who have just transitioned between placements. Our goal is to help stabilize the child in the least restrictive setting and to help prevent multiple moves. Services include individual and family therapy/counseling, case management, mentoring and psychiatry.

Mental Health Juvenile Justice Program

Our liaisons work with youth ages 8-18 in the juvenile justice system, and those who are at-risk. The child must exhibit symptoms of anxiety, mood disorders, psychosis, or posttraumatic stress. We work with the child and family for six months and link them to services and resources they need.

Outpatient Therapy

Our therapists use evidence-based treatment to help youth and families manage mental health, emotional, and behavioral issues, including trauma. Services include individual, family and group counseling/therapy and case management.

Psychiatric Services

Our team of child psychiatrists and registered psychiatric nurses provide evaluations and medication monitoring.

Screening Assessment and Support Services Program

Counselors provide on-site evaluations to qualified individuals in crisis who are referred through the State of Illinois CARES line, (800) 345-9049. We help arrange outpatient treatment, inpatient psychiatric hospitalization, and follow up treatment and resources that are needed.

SAMHSA System of Care Expansion and Sustainability Grant

We work with community partners to help families access high quality mental health care and referrals to other services in Lake County. The project targets children and adolescents ages 3-20 in Lake County who are diagnosed with a serious emotional disturbance. We provide individual, family and group counseling/therapy using evidenced-based practices specializing in trauma treatment. Other services available include Family Resource Developers, Psychiatric and Primary Care Medical services, Wraparound Council and community health education. Partners in this project to include Lake County Children's Advocacy Center, Depke Juvenile Justice Complex, and Arden Shore Child and Family Services.

Admission Criteria:

Children and adolescents under the age of 18 or under the age of 21 if a DCFS ward who are in need of psychiatric services. Screening is conducted during a phone or face-to-face interview.

Hours of Service:

Monday	8:30 a.m. to 7:00 p.m.
Tuesday	8:30 a.m. to 7:00 p.m.
Wednesday	8:30 a.m. to 7:00 p.m.
Thursday	8:30 a.m. to 7:00 p.m.
Friday	8:30 a.m. to 4:00 p.m.

Evening hours and community-based appointments available.

COMMUNITY SUPPORT SERVICES (CSS)

Main Office

3010 Grand Avenue
Waukegan, IL 60085
(847) 377-8170
Fax: (847) 984-5693
TTY: (847) 782-8615

Community Support Services (CSS) provides an array of services to individuals with emotional difficulties. The focus of service is evaluation, development of service planning and follow-up. The goal of CSS is to provide services in the least restrictive setting to enhance clients' potential to function independently in the community.

Services Include:

Support and advocacy to promote independence, self-sufficiency and linkage with community services.

Assertive Community Treatment (ACT)

ACT provides outreach, case management, and crisis intervention primarily to individuals with a serious and persistent mental illness (usually schizophrenia or bipolar disorder) who are homeless or at imminent risk of becoming homeless.

Case Management

Case Management provides counseling, linkage and advocacy services to individuals with a serious mental illness. Assistance is provided to individuals discharged from state operated facilities to assure smooth transition to the community.

Clients are assigned a case manager to assist them in planning, organizing and accessing needed services in an effort to improve community functioning. Services are provided to individuals in a variety of settings, e.g., home, community and office visits.

Clustered Apartment Program

A community based, permanent living arrangement designed to enhance psychiatric stability and daily living skills necessary to

maintain independence in the community. Counselors are available on site 365 days per year.

Community Integrated Living Arrangement (CILA)

CILA provides 24-hour supervision in a community setting. CILA promotes residential and emotional stability through permanent living arrangements and individually tailored services.

Mental Health Group Home

Mental Health Group Home provides residence to 14 adults. Services are focused on individuals achieving their highest level of functioning, facilitating an approximate 12-month transition to a less supervised or independent living situation.

Scattered Apartment Program

A supportive, transitional living arrangement designed to enhance independent living skills necessary to transition to a permanent living arrangement.

Shelter Plus Care (Rental Assistance)

A HUD funded rental assistance program that provides affordable, permanent housing for homeless individuals and families in which at least one adult member is disabled. Participants are referred to the program through Lake County's Coordinated Entry system, which is administered by PADS. To be assessed for the program, please contact PADS at 847-689-4357 or visit the PADS Resource Center located at 1800 Grand Avenue, Waukegan, IL.

Admission Criteria:

Lake County residents at least 18 years of age with a primary psychiatric diagnosis.

Office Hours:

Monday	8:30 a.m. to 5:00 p.m.
Tuesday	8:30 a.m. to 5:00 p.m.
Wednesday	8:30 a.m. to 5:00 p.m.
Thursday	8:30 a.m. to 5:00 p.m.
Friday	8:30 a.m. to 5:00 p.m.

After hours, on weekends and holidays, crisis intervention is available through the Crisis Care Program at (847) 377-8088.

CRISIS CARE PROGRAM (CCP)

3002 Grand Avenue
Waukegan, IL 60085
(847) 377-8088
Fax: (847) 984-5638
TTY: (847) 360-2905

The Crisis Care Program (CCP) offers 24-hour crisis intervention and respite care to Lake County residents experiencing a mental health crisis. A mental health crisis could include overwhelming depression, thoughts of suicide, poor concentration, disturbing thoughts, or feeling out of control.

Services Include:

Crisis Counseling by Phone

Crisis counselors are available 24 hours a day to speak with you. You do not have to give your name. We can help guide you through difficult times, manage stress, anxiety and depression, and cope with longer-term difficulties.

Crisis Counseling at our Office

Crisis counselors are also available to speak with you in person 24 hours a day. You can call first to let us know you're coming by, or just show up.

Respite: Crisis Stabilization Unit

People in crisis come and stay at our program (most people stay one to two weeks). We provide daily groups to help you find more effective ways to cope with your symptoms or situation, and recover from your crisis. You will be seen by our psychiatrist and treated with medication, if appropriate.

Admission Criteria:

Lake County residents at least 18 years of age and assessed for psychiatric need are given priority.

Hours of Service:

24 hours per day, 7 days per week (telephone or walk-in)

OUTPATIENT MENTAL HEALTH SERVICES

Grand Avenue Health Center

3010 Grand Avenue
Waukegan, IL 60085
(847) 377-8180
Fax: (847) 984-5686
TTY: (847) 782-8615

Libertyville Health Center

18698 Peterson Road
Libertyville, IL 60048
(847) 377-8855
Fax: (847) 984-5686
TTY: (847) 546-3279

The purpose of Outpatient Mental Health Services is prevention and treatment of emotional and psychiatric disorders. We believe that quality mental health services are a necessary part of total health care and should be readily accessible to all Lake County residents.

Services Include:

Mental health assessment, psychiatric assessment, medication management, and individual and group psychotherapy.

Admission Criteria:

Services are available to all Lake County residents at least 18 years of age. Screening is conducted during an interview for admission exclusionary criteria. For a full list of eligibility criteria, visit www.lakecountyil.gov/708/Outpatient-Mental-Health-Services.

Hours of Service:

Grand Avenue Health Center

Monday 8:30 a.m. - 8:00 p.m.
Tuesday 8:30 a.m. - 8:00 p.m.
Wednesday 8:30 a.m. - 5:00 p.m.
Thursday 8:30 a.m. - 8:00 p.m.
Friday 8:30 a.m. - 5:00 p.m.

Libertyville Center

Monday 8:00 a.m. - 5:00 p.m.
Tuesday 8:00 a.m. - 8:00 p.m.
Wednesday 8:00 a.m. - 5:00 p.m.
Thursday 8:00 a.m. - 8:00 p.m.
Friday 8:30 a.m. - 4:30 p.m.

SUBSTANCE ABUSE PROGRAM (SAP)

3004 Grand Avenue
Waukegan, IL 60085
(847) 377-8120
Fax: (847) 984-5691
TTY: (847) 782-8615

The Substance Abuse Program (SAP) works to prevent and treat substance abuse and dependence problems. SAP recognizes that chemical dependency is a primary chronic and progressive disease with genetic, psychosocial and environmental factors that influence its development and manifestation. We have several programs that address the needs of specific populations.

Services Include:

Intensive Outpatient and Outpatient Programs (Adults) include educational, individual, group counseling services provided according to the client's individualized treatment plan.

Adolescent Counseling

Counselors of the SAP Youth Services program provide substance abuse education and individual counseling. Many services are provided in schools and the community.

Medication Assisted Treatment (MAT)

This program uses the assistance of either methadone or Suboxone together with individual and group counseling for the treatment of Opioid addiction.

Opioid Overdose Prevention and Education Program

The Health Department also runs an Opioid Overdose Prevention and Education Program as part of the Substance Abuse Program. Anyone who is a patient in any Lake County Health Department program is eligible to receive services from this program. This program educates people on the effects of opioids on the body, how overdoses occur, and how to reverse an opioid overdose by using naloxone. After they are trained, they will also receive a naloxone kit.

Hours of Service:

Monday	8:30 a.m. – 5:00 p.m.
Tuesday	8:30 a.m. – 5:00 p.m.
Wednesday	8:30 a.m. – 5:00 p.m.
Thursday	8:30 a.m. – 5:00 p.m.
Friday	8:30 a.m. – 4:00 p.m.

Methadone Dispensing

Monday	6:15 a.m. – 10:30 a.m.
Tuesday	6:15 a.m. – 10:30 a.m.
Wednesday	6:15 a.m. – 10:30 a.m.
Thursday	6:15 a.m. – 10:30 a.m.
Friday	6:15 a.m. – 10:30 a.m.
Saturday	6:15 a.m. – 10:30 a.m.

WILLIAMS CONSENT DECREE PROGRAM

New Hope Recovery

Drop-In Center

1022 27th Street

Zion, IL 60099

(847) 377-8994

Fax: (847) 984-5961

New Life Recovery

Drop-In Center

3002 Grand Avenue

Waukegan, IL 60085

(847) 377-8250

Fax: (847) 984-5961

Assertive Community Treatment (ACT)

3002 Grand Avenue

Waukegan, IL 60085

(847) 377-8245

The Williams Consent Decree enables qualifying individuals with mental illness to be moved from Institutions of Mental Disease into communities where they can live independently with professional and peer support. The overall goal of the program is to integrate class members into the community where they can maintain housing, gain community support and become functioning members of society.

Services Include:

Transition coordination, ACT case management, where they get intensive case management on a weekly basis, integrated health, Peer to Peer support, peer run drop-in centers where individuals in recovery can come to socialize, access computers, and participate in peer to peer-based groups and events.

Admission Criteria:

Must be 18 and older. Must have a mental illness and meet medical criteria to transition. Be willing and able to move and accept the terms of the program as well as have approval from his or her guardian, if applicable.

Hours of Service:

New Hope Recovery Drop-In Center

Monday	8:30 a.m. – 5:00 p.m.
Tuesday	8:30 a.m. – 5:00 p.m.
Wednesday	8:30 a.m. – 5:00 p.m.
Thursday	8:30 a.m. – 5:00 p.m.
Friday	8:30 a.m. – 5:00 p.m.
Saturday	8:00 a.m. – 4:00 p.m.
Sunday	8:00 a.m. – 12:00 p.m.

New Life Recovery Drop-In Center

Monday	8:00 a.m. – 4:00 p.m.
Tuesday	8:00 a.m. – 4:00 p.m.
Wednesday	8:00 a.m. – 4:00 p.m.
Thursday	9:00 a.m. – 4:00 p.m.
Friday	8:00 a.m. – 4:00 p.m.
Saturday	8:00 a.m. – 1:00 p.m.
Sunday	8:00 a.m. – 12:00 p.m.

WOMEN'S RESIDENTIAL SERVICES (WRS)

24647 Milwaukee Avenue
Vernon Hills, IL 60061
(847) 377-7950
Fax: (847) 984-5635
TTY: (847) 782-8615

Women's Residential Services (WRS) is a Dual Diagnosis Capable (DDC) residential treatment program for women with a substance use disorder. Priority is given to pregnant and parenting women and intravenous drug users. The program is where women with multiple and complex needs are empowered to develop a lifestyle of recovery. It provides a safe, structured environment for stabilization, intensive dual diagnosis enhanced treatment, and intensive recovery support structure.

Strong family relationships can be an important part of recovery. WRS provides family education, counseling, and child visits to help strengthen the mother to child bond. Children ages 5-11 can stay overnight with their mothers on weekends, and children of other ages can have scheduled visits.

Services Include:

WRS offers effective, up-to-date individualized women specific treatment, including individual, group, and family counseling, case management, medical and psychiatric services, peer support, and education.

Our staff provide education on many health and wellness subjects to help you in your recovery journey: relapse prevention, trauma-informed groups, Wellness Recovery Action Plan (WRAP), Skills Training for Emotional Predictability and Problem Solving (STEPPS), Seeking Safety, social thinking skills training, Nurturing Families, criminal and addictive thinking, bereavement, and anger management.

Admission Criteria:

Participation is available to female residents of Illinois at least 18 years old, with a diagnosis of substance use disorder. Clients demonstrate clinical symptoms requiring residential-level treatment.

Hours of Service:

For general information, contact us during regular business hours.

Monday	9:00 a.m. – 5:00 p.m.
Tuesday	9:00 a.m. – 5:00 p.m.
Wednesday	9:00 a.m. – 5:00 p.m.
Thursday	9:00 a.m. – 5:00 p.m.
Friday	9:00 a.m. – 5:00 p.m.

NOTES

NOTES

Here for *Lake County*. Here for *You*.

At the Lake County Health Department and Community Health Center, we provide our residents with convenient access to the services they need to lead healthy and productive lives.

Our mission is promoting the health and well-being of all who live, work, and play in Lake County. To accomplish this mission, we work closely with community partners to address the social, economic and environmental causes of health inequity. If we can improve health for all Lake County residents, our vision will become a reality: Healthy Choices. Healthier People. Healthiest Communities.

We are grateful to our partners for helping us achieve our goals. We especially thank our Board of Health, Governing Council and the Lake County Board for their direction and leadership.



Lake County Health Department and Community Health Center

Behavioral Health Services
3010 Grand Avenue
Waukegan, IL 60085
Phone: (847) 377-8180
24/7 Crisis Care: (847) 377-8088

health.lakecountyil.gov

 HealthDepartment  @LakeCoHealth  HealthDepartment