



**FrontLine**  
Service

GENERAL  
AGENCY  
INFORMATION

*Orientation Booklet  
For Clients of FrontLine Service  
Revised February 2022*

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*Reaching out to adults and children in Northeast Ohio  
to end homelessness, prevent suicide,  
resolve behavioral health crises and overcome trauma.*

# TABLE OF CONTENTS

FRONTLINE SERVICE OVERVIEW	3
FRONTLINE SERVICE VALUES	4
YOUR RIGHTS	5
RESPECT FOR OUR COMMUNITY	5
CONFIDENTIALITY	6
ADVANCE DIRECTIVES	7
WELCOME	8
FINANCIAL MATTERS	9
YOUR MEDICATIONS	9
YOUR INPUT	10
HEALTH & SAFETY	11
LOSS OF RIGHTS	13
PROGRAMS	14
SERVICES	23
CODE OF ETHICS	27

# FRONTLINE SERVICE

This booklet was created to provide you with general information, rights, rules and regulations about the programs and services available through FrontLine Service. Please do not hesitate to contact a member of the FrontLine Service staff with any additional questions.

FrontLine Service is a non-profit behavioral health agency with an extensive history of reaching out to help individuals and families in crisis. We began providing services in 1988 as one of the first agencies in the country to outreach to individuals who were homeless and struggling with severe and persistent mental illness. FrontLine now offers an extensive continuum of services, including outreach, counseling, supported employment, psychiatric, integrated health, crisis and trauma services. We work with more than 20,000 adults and children every year and recognize that many we serve have experienced trauma in their lives. FrontLine is committed to providing trauma-informed care and working with those we serve in a manner which communicates dignity, respect and value for the individual.

FrontLine provides the most comprehensive scope of homeless assistance services of any agency in Ohio. We operate coordinated intake, outreach programs, integrated healthcare, temporary housing and provide support services at numerous permanent supported residential sites. We are the primary service provider for Cuyahoga County's Housing First programs.

FrontLine Service also provides support for those who have experienced a psychiatric crisis or trauma. We operate Cuyahoga County's Adult and Child Psychiatric Mobile Crisis Teams and suicide prevention initiatives, to include the Crisis Chat Line. Additional programming was developed as we became aware of the number of children and families experiencing trauma in our community. Our crisis and trauma programs provide 24/7 hotline, online and crisis intervention services to adults and children experiencing a mental health crisis, and supportive services for children and adults who have been, or are at-risk of being, traumatized by violence. We work with a rich array of community partners to maximize the support and services accessible to those we serve, including members of law enforcement through the Co-Responder teams and Diversion Center. We often engage people and families at times when they find themselves with nowhere else to turn. We are committed to providing trauma-informed services that are sensitive to an individual's needs and to the diversity of one's culture, experiences and lifestyles.

FrontLine Service participates in Strategic Planning processes to help define our strategy and direction for the future. The Strategic Plan serves as a road map for our planning and the decisions made about our allocation of resources to meet our goals. If you would like additional information about our Strategic Plan or to learn about our success in meeting our goals, please visit [www.frontlineservice.org](http://www.frontlineservice.org) , the ‘About Us’ prompt.

Our Strategic Goals are focused on the following areas: Outcome-Driven Practice, Fundraising, Financial Performance, Growth-Thought Leadership & Human Resources.

## **FRONTLINE SERVICE VALUES**

**Our values as a non-profit, charitable organization are to promote the well-being of the common good, through:**

- ❖ Belief in the capacity of clients to direct their recovery**
- ❖ Anti-racism, diversity, equity and inclusion principles**
- ❖ Use of services and treatments having evidence of effectiveness**
- ❖ Protection of client rights**
- ❖ Community collaboration to achieve continuity of care**
- ❖ Principled leadership**
- ❖ Sound governance**
- ❖ Financial accountability and responsible use of resources**
- ❖ Systematic collection, reporting, analysis and use of outcome data**
- ❖ Adherence to professionally qualified standards of service**

## ❖ **Complying with all applicable federal and state laws**

### **YOUR RIGHTS**

As part of your intake and orientation, you will receive a Client Rights and Grievance Handbook along with a verbal explanation of those rights in a manner that is clear to you. This manual provides specific information about your rights, who you can talk to if you believe your rights have been violated, and how to file a complaint, grievance or an appeal. If your first contact with FrontLine Service was through a crisis program, you may not have received the Client Rights and Grievance Handbook before you received services. In a crisis or emergency situation, you must be verbally advised of at least the immediately pertinent rights, such as the right to consent or refuse the treatment being offered and the consequences of that agreement or refusal. A written copy and a full explanation of the Complaint and Grievance Policy must be given to you as soon as the crisis or emergency situation has been resolved. Anyone can request additional copies of the Client Rights and Grievance Handbook. Accessible facilities are available to all persons challenged with accessibility issues at our offices at 1744 Payne Avenue, Cleveland, Ohio 44114.

### **RESPECT FOR OUR COMMUNITY**

*We must work together to maintain an environment of mutual respect.*

#### **RIGHTS TO PRIVACY**

We all have a right to privacy and confidentiality. We all must avoid the temptation of gossiping or using hurtful words with others. Use your energy in positive ways. Show support for others and allow for privacy.

#### **PERSONAL SPACE**

It is important to respect others' personal space and for your personal space to be respected as well. Disrespect of personal space can result in discomfort and conflict for individuals.

#### **LANGUAGE**

What we say and how we say it is important! Threatening and/or yelling cannot be directed toward others, including children. Profane, offensive, or demeaning language is strongly discouraged.

## **PROPERTY OF OTHERS**

Stealing the property of other clients, staff or the agency will not be tolerated and may result in involuntary discharge.

## **CONFIDENTIALITY**

As part of the intake process at FrontLine Service, you will receive a Notice of Privacy Practices for Protected Health Information, which describes how medical information about you may be used and disclosed. Please review that Notice closely as it will provide you with details about your right to confidentiality, as well as situations in which your medical information is released. This notice will also provide you with contact information should you have any concerns or believe that your right to confidentiality has been violated. FrontLine Service maintains confidentiality in accordance with HIPAA and 42 C.F.R. part 2 laws.

### Confidentiality summary for clients in alcohol and /or drug programs:

In accordance with 42 C.F.R. alcohol and other drug client records are subject to the following confidentiality conditions: FrontLine Service complies with these requirements.

- Program staff shall not convey to a person outside of the program that a client receives services from the program or disclose any information identifying a client as an alcohol or drug services client unless the client consents in writing for this release of information, the disclosure is allowed by court order, or the disclosure is made to qualified personnel for a medical emergency, research, audit or program evaluation purpose.
- Federal laws and regulations do not protect any threat of committing a crime, any information about a crime committed by a client either at the program or against any person who works for the program.
- Federal laws and regulations do not protect any information about suspected child abuse or neglect from being reported under State law to appropriate State or Federal authorities.

# ADVANCE DIRECTIVES

*Your right to know.*

Many people today worry about what will happen if they become too sick to make their own medical decisions. Some people may not want life support while others may want every step taken to lengthen their life.

**You have a choice.** In Ohio, "advance directives" is the term used to describe three types of legal documents you can complete to express your wishes regarding your future health care: (1) a durable power of attorney for health care (POA), (2) a living will, and (3) a declaration for mental health treatment. An advance directive can be an important tool for you as a consumer of mental health and other disability services to guide your care should your attending physician determine that you lack the capacity to make your own health care choices.

**This does not contain legal advice.** Ask your worker for an Advance Directives fact sheet, if you have not received one already. This sheet will provide you with additional information about Advance Directives and who to contact to create one. You may wish to speak with a lawyer. Information may be obtained free of charge through the Ohio State Legal Services Association at 1-800-589-5888.

*Services provided by FrontLine Service are voluntary: That means that you cannot be forced to accept services and can discontinue services at any time. Even if you are referred to us by the probation department, you must voluntarily accept and participate in our services. The only time that a service may be rendered involuntarily is if a clinical determination has been made that you are a risk to yourself or someone else. This determination must be made by a crisis worker or psychiatrist and may result in hospitalization. FrontLine Service is committed to providing client-centered care: you will be actively involved in not only giving consent to the services you wish to receive, but in identifying the goals you wish to pursue.*

# WELCOME

## **Assessment**

Your intake into any FrontLine program will include an assessment, completed by a trained specialist. This assessment will allow us to document what you believe are your strengths, needs and service preferences. The assessment will also gather information necessary to determine your eligibility for FrontLine programs and aid us in determining which services will best meet your needs. Should it be determined that you are unable to utilize FrontLine due to not meeting eligibility criteria, the specialist will work with you to identify other, more appropriate resources in the community.

## **Service Coordination**

Every individual receiving services at FrontLine will be assigned a primary worker. They will assist you by coordinating services within and outside of the agency and work with you to develop an Individualized Treatment Plan. This plan will document the goals that you have identified you want to work towards, as well as the steps that need to be taken for you to meet these goals. You and your worker will identify a timeline to complete each step; the progress you make towards completing your steps will be documented in your chart, otherwise known as the “individual client record.” (Note: An Individualized Treatment Plan is not completed with PATH clients due to the nature of this program.)

## **Referral/Linkage**

Your primary worker will assist you in identifying other resources in the community that may be helpful to you to meet your goals.

## **Transition Services**

Many FrontLine programs were developed to provide intensive services necessary to help individuals achieve stability and housing, and to then assist them in transitioning to other on-going providers of services. This means that one of your goals may be to identify an agency that will provide you with the on-going services you need to maintain your goals. Transitions happen at different times for different individuals. You and your primary worker will work closely together to determine if or when this transition will occur.



## FINANCIAL MATTERS

FrontLine programs and services for which you are eligible are available to you regardless of your ability to pay for them. In most programs, you will be asked to complete a 'Billing Information' form during your intake process. This form allows us to document any Healthcare Insurance you may have, as well as disclose clinical/medical information necessary to receive reimbursement or process insurance claims. If you do not have Healthcare Insurance, this form allows us to receive compensation from the ADAMHS Board of Cuyahoga County for specific services provided to you. Your FrontLine worker will work with you on completing applications for appropriate Healthcare Insurance benefits.

FrontLine staff is prohibited from giving, lending or holding money or any other belongings for you.

## YOUR MEDICATIONS

If you are prescribed medications by a FrontLine doctor, you will be provided with information regarding the benefits, possible side effects and risks, and the alternatives to treatment with medication for your condition. It is important that you tell your doctor all other medications you have been prescribed so that we can ensure you understand their benefit/potential side effects. Your pharmacist will also provide you with written information and will be able to answer any questions you may have. If at any time you have any questions or concerns regarding your medication, speak with your FrontLine worker. They will be able to consult with the doctor and provide you with information. **It is important that you keep your appointments with your FrontLine doctor.** Otherwise, you will run the risk of running out of medication before another appointment can be scheduled. Contact your worker immediately if you are unable to make it to a scheduled appointment. Frontline programs have different protocols for assisting you in storing your prescription medications that will be reviewed with you prior to entry!

# YOUR INPUT

Your ideas and feelings about the quality of services you have received, your progress and achievement of goals and overall satisfaction with services are important to us. We welcome suggestions that you may have. There are several ways in which we collect information from those we serve.

## SUGGESTION BOXES

Suggestions can be made anonymously using a Suggestion Box. Suggestion boxes are located at each site providing direct services to clients. They are in waiting rooms/lobbies in 1744 and 1701, in Coordinated Intake/Assessment areas, and in or near the community rooms of our residential facilities. These boxes are checked periodically, and reports are compiled and forwarded to Management and Quality Improvement for review and response. Management's responses to the issues are then posted at each site.

## SATISFACTION SURVEYS

On at least an annual basis, members of the Quality Improvement (QI) team administer a Satisfaction Survey to clients of FrontLine programs. Participation is voluntary and input is captured in several ways:

- Written: Survey instruments are left at FrontLine program sites, with information and instructions for clients to review. Clients are able to complete the survey, seal in an envelope and return it to a FrontLine staff person.
- In-Person: *Clients* are able to meet with members of their treatment team or the QI team to respond verbally to the Satisfaction Survey questions.
- Phone: Individuals who have received crisis services are contacted by phone, since their contact with the agency is restricted. QI members record their responses on a Satisfaction Survey.

*Confidentiality of clients participating in the survey is a priority.* Surveys are completed anonymously although clients are able to reveal their name if they wish to. Information from the Satisfaction Surveys is captured in a 'group' format, meaning that it is impossible to identify an individual's responses to questions. Results of the Satisfaction Surveys are provided to Program Management, agency Directors and the FrontLine Service Board of Directors by the QI team.

# HEALTH & SAFETY

*Your safety and the safety of others are a priority at all times.*

**FrontLine Service does not authorize weapons being brought onto any site.**

## **PRACTICE SAFETY DRILLS**

Drills are conducted at FrontLine operated sites so that staff and clients/residents know what to do in emergency situations. You may be at the agency during one of these drills. Staff will assist you in evacuating the building. Maps are posted at each agency site that shows emergency exits, location of fire extinguishers and other fire suppression equipment and first aid kits. If you have any concerns about safety, please speak with the nearest FrontLine staff person immediately.

- Fire Alarms: If you detect smoke or fire anywhere in the building, call 911. Do not attempt to control the fire yourself but leave the building in a calm and orderly manner. If there is an elevator in your building, do NOT use it; use the stairs. Do not return to the building until staff tell you that it is safe to do so. If you are confined to a wheelchair and are unable to reach an exit without using an elevator, go to the nearest stairwell located next to or just around the corner from the elevator. Staff will assist you from that point.
- Tornado/High Winds/Other Natural Disasters: Once FrontLine staff receives notification from the National Weather Service that a Tornado Warning (or High Wind Warning) for this immediate area has been issued, you will be asked to move to an area of safety on the FIRST FLOOR of the building that you are in. Safety areas include areas away from the windows, internal rooms, internal corridors and restrooms. If the phone system is not working, staff will pass the word. DO NOT use the elevator to get to the first floor. If you are confined to a wheelchair and are unable to reach an exit without using an elevator, go to the nearest stairwell located next to or just around the corner from the elevator. Staff will assist you from that point. Once in a safe area, sit or lie on the floor and cover your head with your hands. If staff tell you that it is necessary to leave the building, do so in a calm and orderly manner.

If you move into a FrontLine Service Residential facility, you will receive on-going training/information in areas necessary to maximize your safety.

## **SECURITY**

Security is provided at 1744 Payne Avenue and 1736 Superior Avenue by a contracted security service that monitors the FrontLine Service buildings and property to maximize your safety and the safety of staff.

## **LOST, DAMAGED OR STOLEN PERSONAL PROPERTY**

FrontLine is not responsible in any way for any lost, damaged or stolen personal property or property that has been left on agency premises.

## **MEDICAL EMERGENCIES**

If you are injured at any time at any FrontLine facility, tell a staff person immediately. Even if you feel that the injury is minor, make sure you tell someone. If you see someone else injured at FrontLine do not attempt to give that person first aid. All staff who work directly with clients are trained to provide First Aid and CPR. If you are injured or witness the injury of someone else, tell a staff person immediately!

## **EMOTIONAL or PHYSICAL OUTBURSTS**

If you see an emotional or physical outburst of any kind from someone else, do not try to calm that person. Notify a FrontLine staff person immediately!

## **ILLNESS**

Staff at FrontLine practice *Universal Precautions*, which means that they take measures to minimize the possibility of spreading illness. Please practice good hand washing techniques to prevent the spread of communicable diseases such as the flu or a cold. If you have a fever, are coughing forcefully or have stomach flu or a virus, please notify a staff person to reschedule any appointments or assist you in getting medical attention.

## **OFFICE CLOSING**

FrontLine may close or relocate staff because of inclement weather or safety reasons. This information will be posted on the main entrance doors of the agency and will be available to those calling the agency.

## **SMOKING**

To reduce the risk of potential fires and respect the health of non-smokers, smoking is prohibited in all FrontLine buildings. Individuals unable to abide by this rule will be required to work with their primary case manager/staff person to identify other locations

to receive services. There are designated smoking areas outside of FrontLine buildings. Please use the proper receptacles to dispose of cigarette butts.

## **SECLUSION & RESTRAINTS**

FrontLine does not use seclusion or restraints.

## **AFTER HOURS/CRISIS SERVICES**

After-Hours Crisis services are available 24 hours a day, 7 days a week at (216)623-6888.

## **LOSS OF RIGHTS**

You may lose your right to participate in specific services if you violate the law or threaten the safety of others. Severe or repeated violations may result in permanent loss of services.

In the event that you lose any rights due to specific behavior, you and your FrontLine worker will develop a written plan that addresses how you will regain these rights. The Clients Rights Handbook provides specific information on your rights as a client, how to access the Client Rights Officer, and how to file a complaint/grievance.

Weapons of any sort (knives, guns, sharp utensils, box cutters, etc.) are not permitted on FrontLine premises. Weapons will be confiscated and turned over to the police for proper disposal. Bringing weapons onto any agency site may result in loss of rights, up to and including involuntary discharge.

Illegal activity of any nature is prohibited in FrontLine buildings or on FrontLine property. Loss of rights, privileges and/or involuntary discharge (suspension) may result if illegal activities occur. Police may be contacted in situations where additional assistance is necessary to ensure safety. Police will be contacted in situations involving illegal activities or substances, such as, but not limited to the following:

- Possession or use of illegal drugs or drug paraphernalia on FrontLine property
- Physical harm, or threat of harm, to staff or other residents
- Fire-setting behavior

Loss of rights/involuntary discharge may also occur due to infraction of rules established by the specific program you are receiving services from.

# PROGRAMS

## ***Cleveland Mediation Center***

Cleveland Mediation Center (CMC) has been mediating community disputes and providing conflict resolution and mediation training to the greater Cleveland area since 1981, distinguishing CMC as the first community mediation center in Ohio.

In 2017, CMC merged with FrontLine Service, expanding services to the community.

CMC's mission is to promote a just and peaceful community in Northeast Ohio by honoring all people, building their capacity to act, and facilitating opportunities for them to engage in conflict constructively.

What is Mediation? Mediation is a process for resolving issues where a neutral third party helps individuals and groups have a conversation to jointly resolve their concerns. Mediation allows conflicting parties the opportunity to hear from each other, improve relationships, and make their own decisions about the dispute.

Community and Family Mediation: CMC mediates conflicts within families and communities. Situations that can be mediated include neighbor to neighbor conflicts, landlord tenant issues, family disputes, child custody or visitation issues, etc. Contact CMC at 216-621-1919 for more information.

Shelter Mediation and Facilitation: CMC works with families who seek assistance at family shelters in the Cleveland area to help repair communications between residents and staff to prevent shelter discharges and to rebuild a plan for clients to obtain housing.

Eviction Prevention for Veterans: In partnership with FrontLine's SSVF program, CMC provides mediation between veterans and their landlords so that tenants can stay in their homes and resolve other issues.

Court Connected Mediation: At the request of the court, CMC mediates cases for the local municipal courts in Northeast Ohio, enabling parties to resolve their issues on their own and moving cases off the court docket. Cases mediated include Landlord/Tenant Eviction and Small Claims.

*Location:* 1701 Payne Avenue, Cleveland, Ohio 44114

Phone: 216-621-1919

## **HOMELESS ASSISTANCE PROGRAMS**

### ***Coordinated Intake***

Provides homeless and homeless prevention services for individuals that are homeless or at risk through intake and “gatekeeping” services to Cuyahoga County’s public shelter system.

*Eligibility Criteria:* Adults who are homeless, and adults with children and persons at risk of homelessness

*Hours of Operation:* Monday thru Friday; 8:00 a.m. – 8:00 p.m.

If after 8:00pm or on weekends, call 211.

*Location:* 1736 Superior Ave, Second floor of the Bishop Cosgrove Center and/or by phone at (216)674-6700.

### ***Forensic Programs***

We work collaboratively with numerous community partners to provide forensic services to a wide continuum of individuals involved in the legal system. Our agency’s Information and Referral (I&R) staff are instrumental in the identification and linkage of those individuals who need these forensic services. The I&R staff receive forensic referrals from the Ohio Department of Mental Health and Addiction Services of inmates from the Ohio Department of Corrections facilities who will soon be released and are in need of mental health linkage. Once potential clients or consumers are identified, staff of the various Forensic programs will engage potential clients and provide services utilizing the interventions of Therapeutic Behavioral Services and Psychosocial Rehabilitation, when appropriate.

*Eligibility Criteria:* Adults involved with judicial system  
Because of the wide array of forensic programs, contact 216-623-6555 for specific eligibility criteria

*Hours of Operation:* Monday – Friday; 8:30 a.m. – 5:00 p.m.

*Location:* 1744 Payne Avenue, Community

### ***Gateway***

Providing services to homeless men with a broad range of disabilities at the County's emergency shelter that is a safe, secure dormitory-style overnight shelter.

*Eligibility Criteria:* Homeless, adult men with disabilities  
*Hours of Operation:* 24 hours, 7 days a week  
*Location:* 2100 Lakeside

### ***Integrated Behavioral Health/Primary Care***

In collaboration with Care Alliance, a Federally Qualified Health Center, FrontLine has established an Integrated Behavioral Health/Primary Care program (IBHPC). This IBHPC meets the behavioral health and general medical or physical concerns of the clients served. Care Alliance's primary care staff meet with current clients of FrontLine in the FrontLine Service Clinic. .

*Eligibility Criteria:* FrontLine Service client  
*Hours of Operation:* Monday – Friday; 9:00 a.m. – 4:30 p.m.  
*Location:* 1744 Payne Avenue, Permanent Housing sites

### ***Integrated Behavioral Health Services Program (IBHS) & Integrated Dual Disorder Treatment (IDDT) Program***

IBHS teams utilize several evidence-based practices as appropriate: IDDT, Harm Reduction, Motivational Interviewing, Trauma Informed Care, and Housing First. IDDT is a service philosophy that identifies an individual's stage of change and then applies treatment intervention strategies that directly correspond to that specific stage. IBHS services may include Therapeutic Behavioral Health and Psychosocial Rehabilitation services. We offer psychiatric and nursing services to assess mental and physical health problems, assistance in securing temporary and permanent housing, and help with applying for benefits and obtaining food and medications. IBHS services are also available to severely mentally ill clients who are involved in the criminal justice system.

*Eligibility Criteria:* Adults who are homeless, severely mentally disabled, unlinked to another community mental health provider for 6 months.  
*Hours of Operation:* 8:30 a.m. – 5:00 p.m.  
After-hours assistance: Mobile Crisis @ 216-623-6888  
*Location:* FrontLine Service sites, Community

### ***North Point (2 Distinct Programs provided)***

Housing and support to homeless men and women from the county funded emergency shelter programs who are working to secure a job, save their money, and obtain and



maintain permanent housing. Staff work closely with program participants to assist in the development of the skills needed to maintain a job and housing.

*Eligibility Criteria:* Adults who are homeless and able and want to work and obtain permanent housing

*Hours of Operation:* 24 hours, 7 days a week

*Location:* 1550 Superior Avenue (216-455-0095)

Housing and support to assist young adults in identifying goals and linking them to resources which will enable them to live independently in the community.

*Eligibility Criteria:* Men and Women who are homeless, 18-24 years of age

*Hours of Operation:* 24 hours, 7 days a week

*Location:* 1550 Superior Avenue (216-455-0095)

## ***OUTREACH PROGRAMS***

### ***Projects to Assist in the Transition from Homelessness (PATH)***

Assertive outreach services are provided by FrontLine outreach staff with the goal of identifying and engaging homeless individuals who are challenged with a disability into services. Outreach workers provide services both in the community and at the agency to help clients receive support, appropriate psychiatric and physical health care, and transition into other programs, within FrontLine or in the community, for on-going services.

*Eligibility Criteria:* Adults who are homeless, challenged with a disability and are not linked with another mental health service provider, avoidant of treatment through more traditional behavioral health services.

*Hours of Operation:* Monday thru Friday; 8:00 a.m. – 8:30 p.m.

*Location:* 1744 Payne Avenue (216-623-6555); Community

### ***Rapid Rehousing for Singles, Young Adults and Families***

FrontLine provides case management to Single Adults, Young Adults, and Families who are receiving Rapid Rehousing assistance. The case management focuses on ensuring housing stability and the ability to pay rent on their own once the short-term rental subsidy has ended. Case Managers help clients access resources, increase income, and learn how to abide by the terms of a lease in order to maintain housing.

*Eligibility Criteria:* Individual or Primary Caregiver at least 18 years of age, residing in shelter. Screening for eligibility completed through Coordinated Intake.

*Hours of Operation:* Monday thru Friday; 9:00 a.m. – 8:30 p.m., on-call access

*Location:* 1701 Payne Avenue; Community

### ***Supportive Housing Programs***

FrontLine Service operates numerous HUD-funded supportive housing programs that provide varying levels of support services to homeless individuals who are linked with a community mental health agency, or the Veterans Administration. Services at these programs are designed to assist residents in achieving their housing goals. Residents have access to community and residential support, nursing and psychiatric services through FrontLine Service. Staff assist in linking residents with other services in the community, as needed.

*Eligibility Criteria:* Adults who are homeless and disabled  
*Hours of Operation:* Monday – Friday; 8:00 a.m. – 4:30 p.m.  
*Location:* FrontLine Service sites, Community

### ***Supportive Housing for Families (SHF)***

The Supportive Housing for Families program serves families that are experiencing housing instability and benefit from intensive case management and therapeutic services to help stabilize housing and the family system. Eligible families are those experiencing housing instability, engage the homeless continuum with residential needs, and/or were diverted from shelter with Day One funds or referred directly from Eden through their Day One project. Each person in the family has access to case management and individual and family counseling services in their home by a case manager or a licensed therapist.

*Eligibility Criteria:* Families struggling with housing instability  
*Hours of Operation:* Monday – Friday; 9:00 a.m. – 5:30 p.m.  
*Location:* 1701 Payne Avenue, Community

### ***Supportive Services for Veteran Families (SSVF)***

In partnership with EDEN, the SSVF is a program designed to prevent homelessness and increase housing options for homeless Veterans and their families by providing supportive services, access to community-based mental health and substance abuse services and linkage to benefits.

*Eligibility Criteria:* Veterans who are homeless or at-risk of homelessness with discharge status of anything but dishonorable  
*Hours of Operation:* Monday – Friday; 8:00 a.m. – 5:30 p.m.  
*Location:* 1736 Superior Ave., Community

# **CRISIS & TRAUMA PROGRAMS**

## **Crisis Programs**

### ***Adult and Child Mobile Crisis Teams***

The Adult and Child Mobile Crisis Teams serve any adult or child in Cuyahoga County who is experiencing a psychiatric crisis. Teams of professionals provide telephone screening, hotline, information and referral, and crisis intervention services 24 hours per day, 7 days per week, and will travel to where clients are to offer services.

*Eligibility Criteria:* Any adult or child in Cuyahoga County, experiencing a psychiatric crisis.

*Hours of Operation:* 24 hours/7 days a week

*Location:* 1744 Payne Ave, Community

### ***Crisis Chat***

The Crisis Chat serves any adult or child in Cuyahoga County who is experiencing a mental health crisis. The services allow us to provide online emotional support to individuals who prefer these modes of communication. Chat specialists provide support and guidance in a confidential and anonymous way. Chat requests are accepted through the National Suicide Prevention Lifeline's national portal as well as the local portal on the FrontLine Service website (<https://suicidepreventionlifeline.org/chat>).

*Eligibility Criteria:* Any adult or child in Cuyahoga County, experiencing a mental health crisis.

*Hours of Operation:* Monday through Friday; 5:00 p.m. – 9:00 p.m. for chat

### ***Police Co-Responder Program***

The Police Co-Responder Program, in partnership with the Cleveland Division of Police, responds and engages with individuals in crisis who come to the attention of law enforcement. Crisis Intervention Specialists assess the person's needs, provide assessment, and triage to the least restrictive options in the community. The Co-Responder Team will provide follow-up on crisis calls from other officers within their assigned police district as well as engage high utilizers of service to decrease the need for public safety assistance.

*Eligibility Criteria:* Any adult or child who is experiencing a mental health crisis that has led to Cleveland Department of Police interactions is eligible for PCR services.

*Hours of Operation:* Various days during the week; 12:30 p.m. – 10:00 p.m.

### ***Hope Link Program***

The Hope Link Program provides follow-up calls to individuals discharged from a hospital or other crisis program who have been identified as being a risk for suicide. Staff from the Hope Link program reach out to each person quickly during their transition from one level of care to another to provide support and assistance with linkage to an on-going provider.

*Eligibility Criteria:* Any adult or child residing in Cuyahoga County, who has been determined to be at risk for suicide, and is transitioning from an emergency or crisis level of care.

*Hours of Operation:* 7 days per week; 9:00 a.m. – 5:00 p.m.

## **Trauma Programs**

### ***The Children Who Witness Violence (CWWV) Program***

The Children Who Witness Violence Program (CWWV) works with children and families who have experienced violence in their own home or community. CWWV staff work with children and their caretaker to stabilize the crisis situation, provide immediate mental health intervention, offer safety planning, develop a comprehensive assessment, link to appropriate services, and provide on-going counseling, if needed. CWWV staff will ensure that the child witness is connected with all appropriate systems before ending their involvement.

*Eligibility Criteria:* Referred by police through Mobile Crisis (216-623-6888)

*Hours of Operation:* Monday through Friday; 9:00 a.m. – 6:00 p.m.

Accessibility via cell phone, 24 hours a day, 7 days a week

*Location:* 1701 Payne Ave, Community

### ***Defending Childhood Initiative***

The Defending Childhood Initiative is a county-wide effort to identify and provide services to children and adolescents who have experienced trauma. FrontLine provides the Central Intake component of this initiative. Staff receive trauma screenings from community partners, complete a comprehensive assessment with the child and family and then link them to clinically appropriate services provided by other agencies in the DCI service continuum. Accessibility via cell phone, 24 hours a day, 7 days a week

*Eligibility Criteria:* Referred by other agencies or community 216-361-8640

*Hours of Operation:* Monday through Friday; 9:00 a.m. – 6:00 p.m.

*Location:* 1701 Payne Ave, Community

### ***Traumatic Loss Response Team***

The Traumatic Loss Response Team offers immediate response and assistance to individuals referred by the Cleveland Police Department who have experienced the traumatic loss of a loved one. Accessibility via cell phone, 24 hours a day, 7 days a week

*Eligibility Criteria:* Referred by police through Crisis (216-623-6888)

*Hours of Operation:* Monday through Friday; 9:00 a.m. – 6:00 p.m.

### ***Supporting Children-Trauma Systems Therapy Program***

The Supporting Children-Trauma Systems Therapy Program offers immediate response and assistance to individuals referred by the Cleveland Police Department who have lost a caregiver to a fatal opioid overdose in Cuyahoga County. Accessibility via cell phone, 24 hours a day, 7 days a week

*Eligibility Criteria:* The Supporting Children- Trauma Systems Therapy (TST) Program serves children and adolescents who have lost a caregiver to a fatal opioid overdose in Cuyahoga County.

*Hours of Operation:* Monday through Friday; 8:30 a.m. – 6:30 p.m.

## **LICENSED RESIDENTIAL PROGRAMS**

*Licensure through the Ohio Department of Mental Health and Addiction Services (Ohio MHAS)*

### ***Crisis Stabilization Unit***

The Crisis Stabilization Unit offers a 15-bed intensive, short-term treatment alternative to an inpatient psychiatric hospitalization. The program is voluntary and provides residential services and support for individuals experiencing a psychiatric crisis. Designed to serve people experiencing symptoms of a serious mental illness or suicidal ideations, the expected length of stay is 5-7 days. Program goals are to facilitate symptom reduction, crisis resolution and rapid reintegration back into the community.

*Eligibility:* Cuyahoga County resident, 18 years of age or older with primary mental health challenge, clinically determined to not need psychiatric hospitalization

*Hours of Operation:* 24 hours a day, 7 days a week

*Location:* 8315 Detroit Rd.

## **SERVICES**

*FrontLine Service is accredited through the Commission on the Accreditation of Rehabilitation Facilities (CARF). We are certified through the Ohio Department of Mental Health and Addiction Services (Ohio MHAS) and the American Association of Suicidology (AAS):*

### ***Community Psychiatric Supportive Treatment/Therapeutic Behavioral Services***

These are rehabilitation and environmental support services to help individuals manage psychiatric symptoms and succeed in the community. If these services are utilized, individuals may learn how to better protect their health, and how to live more independently. Risks involved include safety risks due to accidents involved in transportation or experiencing more severe psychiatric symptoms if individuals assume more opportunities for independence than they can responsibly manage.

### ***Crisis Intervention***

These are services provided in person or by telephone to help individuals resolve crisis situations in which their usual ways of coping have not worked. These services may include referral and transportation to facilities better suited to meet their needs, and an assessment of their need for psychiatric hospitalization, in order to assure that less restrictive levels of care and environments are considered and used when appropriate. They may benefit by learning new ways to cope with problems or by being referred to services that they need, such as a crisis shelter, outpatient facility, or hospital. Potential

risks include not getting the immediate and special services that a hospital provides when they may need them or being involuntarily committed or voluntarily admitted to inpatient services that they may not need. There are also risks involved in transportation

### ***Diagnostic Evaluation***

This is an intensive, clinical evaluation. It may include psychiatric and psychological evaluations, assessment of abnormal involuntary movements, physical health and neurological evaluations, and laboratory testing of blood and urine. Individuals may benefit by being offered services that meet their needs based on a better understanding of their strengths and problems. They risk being offered, now and in the future, services that they may not need, or that could make their problems worse.



### ***Evaluation and Management Services***

This means discussing with a medical provider the potential benefits and risks of oral or injectable medications to help their mood or thinking, or to help with other problems as well as discussion of other forms of treatment. Individuals will be provided with an explanation of the potential risks and benefits of any medications or treatments prescribed. They may benefit by being prescribed medicine or other treatments that help better manage their mood, thoughts, and behavior. Individuals risk developing serious side effects from these treatments. To minimize this risk, it is important for all medical appointments to be kept, and to faithfully follow medical advice.

### ***Information and Referral Services (I&R)***

These are responses, usually by telephone, to inquiries from people about services in the community. I&R services are conducted when the determination of service needs in the initial call or service request reveals that a person is not in crisis. The caller is provided with information about shelter, housing, legal services, community mental health centers, supports groups, behavioral health disorders, etc. Individuals may benefit from the information that they receive. There is a risk that the information has changed since collected by the agency and may not be wholly accurate.

### ***Nursing Services***

These services are provided within the framework of an individual's treatment team and may be provided in the home, office or community. They may include but not be limited to completing a nursing assessment, medication monitoring, education, disease prevention, health promotion and care coordination. The benefit of nursing services is receipt of medical care and information. To minimize risks associated with treatment, it is important for all medical appointments to be kept, and to follow medical advice.

### ***Other Mental Health or Additional Services***

These are outreach, residential support, housing case management, and other supportive services. Outreach identifies persons and engages them in services with FrontLine Service or other providers. Residential support services include food and clothing shopping, meal preparation, maintaining cleanliness, training in the use of public transportation, and modeling behaviors that will assist individuals in learning the skills needed to maintain permanent housing. Housing case management includes supportive services, including linkages, needed to assist in maintaining permanent housing. Individuals may benefit by receiving services needed for their health and safety, and by learning skills that will enhance their independence. There are safety risks involved in cooking, household tasks, and transportation

### ***Psychosocial Rehabilitation***

These services are collaborative, person-directed, and individualized, an essential element of the human services spectrum, and should be evidence-based. They focus on helping individuals develop skills and access resources needed to increase their capacity to be successful and satisfied in the living, working, learning and social environments of their choice. Benefits include achieving more independent living and a heightened sense of quality of life; risks include experiencing frustration, as some goals take longer than others to achieve or a sense of dissatisfaction with outcomes.

### ***Psychotherapy Services***

These are time-limited, structured services that focus on emotional disturbances or mental illness that individuals may be experiencing. Individuals may benefit by better identifying sources of their distress and developing successful coping strategies. Individuals risk experiencing more distress initially as they confront painful experiences.

### ***Substance Use Disorder (SUD) Services***

These are treatment services provided by trained staff members to individuals who have substance use problems that include assessment, crisis intervention, case management, and individual and/or group counseling. They will be assessed with no fee for these services. Program rules and expectations as well as a written summary of the Federal laws and regulation regarding confidentiality of client records as required by 42 C.F.R., Part 2 are included in the General Agency Information Booklet provided to each person receiving services. Individuals will have received information on exposure to and transmission of Tuberculosis, Hepatitis types B and C and HIV. Benefits include gaining skills with which to address substance use issues, and achieving identified goals and outcomes, impacting an individual's sense of accomplishment and fulfillment with life. Risks include the frustrations and challenges often experienced when addressing substance use.

### ***Supported Employment Services***

These are services provided to assist with obtaining and retaining competitive employment and/or educational opportunities in the community. Services include assistance with resume writing, job searching, job placement and coaching. Benefits include learning skills that will enhance independence. There may be risks involved in transportation.

# CODE OF ETHICS

*The FrontLine Service Code of Ethics guides the behavior of FrontLine Service staff and Trustees.*

Personal & Professional Integrity - All staff, board members and volunteers act with honesty, integrity and openness. FrontLine Service promotes a working environment that values respect, fairness and integrity.

Mission – FrontLine Service has a clearly stated mission and purpose, approved by the Board of Directors, in pursuit of the public good. All FrontLine Service programs support that mission and all who work for or on behalf of the agency understand and are loyal to that mission and purpose.

Governance – FrontLine Service has an active governing body that is responsible for setting the mission and strategic direction of the agency and for the oversight of the finances, operations and policies of the agency.

Legal Compliance – FrontLine Service is knowledgeable of and complies with all laws and applicable regulations.

Responsible Stewardship – FrontLine Service manages funds responsibly and prudently.

Openness & Disclosure – FrontLine Service provides comprehensive and timely information to stakeholders, in accordance with laws and regulations.

Program Evaluation – FrontLine Service regularly reviews program and agency effectiveness and has mechanisms to incorporate lessons learned into future programs. The agency is committed to improving program and organizational effectiveness and develops mechanisms to promote learning from activities.

Anti-Racism Inclusion and Diversity – FrontLine utilizes an anti-racist lens in organizational decisions, as we work to achieve representation of our community at all levels of our agency.

Fundraising – FrontLine Service is truthful in solicitation materials, respects the privacy concerns of individual donors, and expends funds consistent with donor intent.

