

Choosing a behavioral health referral

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A practical referral guide for advocates serving adults age 18 and older in Cuyahoga County, Ohio. Family and maternity programs are included for adult clients with dependents. Programs with a narrower age range are identified. An out-of-county treatment link is labeled when it matters.

Provider, government, and community webpages were reviewed for service descriptions, contact details, and published intake criteria. No provider was called, and bed availability, funding, and appointment capacity were not confirmed in real time.

Urgent contacts

Immediate danger: 911. Life-threatening emergency. Do not wait for routine intake.

Behavioral health crisis: 988. Call or text 988. FrontLine local crisis line: 216-623-6888.

Homeless shelter intake: 216-674-6700. Coordinated Intake, Monday-Friday, 8 a.m.-6 p.m. Phone only.

After hours: 211. Evenings, weekends, and when the first referral cannot help.

Choosing a behavioral health referral

A clinician determines the level of care. Inpatient care is hospital-level, 24-hour treatment. Residential treatment is live-in structured care and is not automatically a hospital. PHP, partial hospitalization, is usually intensive day treatment without an overnight stay. IOP, intensive outpatient, is multiple structured sessions each week. OP is routine outpatient treatment. Withdrawal management or detox addresses withdrawal. Recovery housing is a living environment and is not itself clinical treatment. MAT or MOUD is medication treatment, not a residential level of care.

Choosing the right treatment referral

Ask for an assessment that covers substance use, mental health, medical needs, and daily functioning.

Service

An assessment covering substance use, mental health, medical needs, and daily functioning.

Eligibility

Adults with a possible substance use disorder, mental health condition, or both. Pregnancy, withdrawal risk, and medical instability affect the setting.

Intake

Call the selected provider, describe the need, and request an adult assessment and the exact program and site. Ask about dual-diagnosis capability if both conditions are present.

Confirm before you send someone

Confirm transportation, attendance expectations, language and access needs, medication continuity, payer authorization, and the first appointment. Do not label a program PHP or IOP unless that level is explicitly listed.

Sources: <https://www.samhsa.gov/find-help/helplines/national-helpline> <https://www.adamhsc.org/resources/finding-help/by-provider>

ADAMHS Board provider directory

County directory by provider, service, and age. Call 216-241-3400 for navigation.

Phone: 216-241-3400

Service

County behavioral health directory organized by provider, service, and age group.

Eligibility

Adults seeking county mental health or addiction treatment and recovery supports. Funding eligibility varies by service.

Intake

Use By Service and Adults filters, or call 216-241-3400. Contact the resulting provider for clinical intake.

Confirm before you send someone

Ask providers about ADAMHS-funded access if the client is uninsured. Directory inclusion does not guarantee a funded slot, a bed, or coverage for every service.

Sources: <https://www.adamhsc.org/resources/finding-help/by-provider>

SAMHSA treatment navigation

24/7 national treatment-referral helpline. Then confirm intake with the facility itself.

Phone: 800-662-4357

Service

Confidential national treatment-referral helpline and navigation to local treatment.

Eligibility

Adults and families seeking mental health or substance-use treatment information.

Intake

Call 1-800-662-4357, available 24/7. Ask specifically for adult programs serving Cuyahoga County and the desired level of care.

Confirm before you send someone

Use the provider's own contact to confirm intake. Do not confuse a commercial referral hotline with the facility

itself.

Sources: <https://www.samhsa.gov/find-help/helplines/national-helpline>

