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CASC Bulletin # 15-03

TO: Executive Directors

FROM: Wesley L. Ford, M.A., M.P.H., Director
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SUBJECT: **CASC HELPLINE**

This is to notify you that the Department of Public Health (DPH), Substance Abuse Prevention and Control (SAPC) continues to assess the Community Assessment Service Centers (CASC) system of services in an effort to enhance the pathway to treatment for individuals in need of Substance Use Disorder (SUD) treatment services.

It has been brought to DPH-SAPC's attention that some CASC occasionally do not have a live person answering the (800) 564-6600 Helpline. This has resulted in calls being transferred back to SAPC and complaints by other County departments that are trying to obtain SUD treatment services for their patients.

CASC providers play a critical role in providing access, improving the health of the SUD population and the patient experience including quality, access, and reliability. It is important for CASC to have qualified frontline staff answering the Helpline Monday through Friday, from 8:00 a.m. to 5:00 p.m.

If you have any questions or would like to meet to further discuss, please contact Holly McCravey at (626) 299-4120 or via email at hmccravey@ph.lacounty.gov.

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