



CASA-Trinity Mental Health Outpatient Treatment and Rehabilitative Services (MHOTRS)

HOW TO REFER NEW CLIENTS:

We will be using an OPEN ACCESS model for new clients:

Clients interested in establishing services are invited to come down any day or time during the Open Access Hours: **Tuesday- Thursday 9-2 PM**. There is no need for a client to call in advance and no initial appointments are provided for new clients. Everything will be taken care of when they arrive during Open Access!

How to Refer Clients:

Simply inform clients of the Open Access Hours and encourage them to come in when ready to initiate services. **You may encourage them to bring their insurance information with them as well.*

Our Number:

You are welcome to share our phone number: (607) 737-5215, option 3.

- This is the same number to call for our local substance use program. The main menu will now include an option for the Mental Health Program.
- When new clients call, reception will review the same information above regarding coming in when ready to begin during the Open Access Hours and will be happy to answer any additional questions a potential client may have.