

Mission Statement

Lakeview Health Services is dedicated to helping those we serve identify and achieve personally meaningful life goals and to realize their full potential. We provide safe, affordable housing and support to persons recovering from mental illness and health care coordination services to individuals with chronic mental and physical health challenges.

Vision Statement

Lakeview's programs and services will be evidence-based, fiscally responsible and innovative. We will create a work environment that develops and retains highly skilled professionals who are passionate about serving those in need and improving the health of our communities through the use of person-centered, recovery-oriented and trauma-informed practices.

Values

- Service:** Serving our communities and those who need assistance is our highest value.
- Competence:** We strive for excellence and effectiveness in all that we do.
- Dignity:** We treat everyone we serve and each other with courtesy, compassion, and respect.
- Integrity:** We hold ourselves to the highest standards of honest and ethical behavior.
- Learning:** We support programs, services, and opportunities that promote lifelong learning.
- Family:** We recognize the importance of family relations and commitments, both in the services we provide and in our human resource policies and procedures.

Ontario County

Please call the number listed below and ask to speak with the Adult Outreach Advocate for your county.

609-611 West Washington Street
Geneva, NY 14456
Phone: (315) 789-0550
Fax: (315) 789-0555



Grievances

If, for any reason, you are unsatisfied with the services you have received from outreach services, please contact your Outreach Advocate directly. If you are still unsatisfied after speaking directly with your Outreach Advocate, please contact the Program Manager.

Lifeline

Although not associated with Lakeview Health Services, Lifeline is a resource for individuals in crises.

1-800-310-1160

Free * Confidential * 24 Hours



Lakeview
Health Services
Achieving goals. Advancing lives.

Lakeview Health Services, Inc.
600 W. Washington Street
Geneva, NY 14456
Phone (315) 789-5501
Fax (315) 789-5515
www.lakeviewwhs.org



ADULT OUTREACH
ONTARIO COUNTY



What is Adult Outreach?



Outreach is a short-term, voluntary case management program available to Ontario County residents. The goal of this program is to provide on-going support and expertise through comprehensive assessment, planning, and implementation to meet individual needs and goals. All work is driven by the person receiving the services to enhance quality of care as well as quality of life.

The program is designed to help people access resources to become more self-sufficient. This program is voluntary as well as confidential. A release of information is obtained at the first visit to protect your privacy. The individual decides on goals with help from the Outreach Advocate. Continued support and education lead to completing of the goals over a short period of time.

Potential Issues Outreach May Assist With:



- Finding a doctor
- Applying for assistance at the Department of Social Services
- Submitting a Disability Claim for Social Security Benefits
- Explore affordable housing options and making referrals to various community housing programs
- Completing paperwork, forms, and applications
- Linkage to educational and vocational support services
- Locating resources in your community that meet your individual needs
- Making referrals as needed

Frequently Asked Questions:



What does it cost?

The service is **FREE** to all Ontario County residents.

Who is eligible?

ALL Adult residents of Ontario County are eligible.

How long can Outreach help me?

Outreach is short-term case management, usually three to four months, but can be longer in certain situations.

How can I become involved with Outreach?

MANY WAYS! You can make a self-referral with a simple call to the office. Your doctor can refer you. Any human service person or agency can also refer to the program.

Once I am discharged, can I become involved again?

Yes, a person can be reopened or call any time with questions or concerns.

*Please do not hesitate to call
Lakeview and ask about*

*Outreach
(315) 789-0550*

We are here to help!