

Potential clients (age 18 and over) who are seeking Residential Substance Use Disorder Treatment, are asked to come to our corporate office Monday-Friday 7:00am- 4:00pm or Saturday 8:00am-12:00PM. NOTE: Arriving as early as possible greatly increases the chances of admission, as beds quickly fill each day. Assessments will be done between 8:00AM-10:00AM.

Upon entry, clients will be asked to provide a copy of identification. If clients do not have identification they will be asked to provide first, last name and date of birth so that we may verify insurance coverage. If a member doesn't have active insurance, Crossroads does have a Substance Abuse Block Grant which is able to cover residential treatment cost until a member is able to enroll in an insurance plan. (Please See Link Under Programs for SABG Eligibility Requirements.)

Each individual will meet with a highly trained Admissions Coordinator and go through a short triage to determine the appropriate level of care. For any member that is found suitable for placement in one of our Residential Facilities, they will be asked to bring 1-2 weeks-worth of clothing, hygiene, and tobacco. If a client does not have any personal belongings every Crossroads facility has donations and will be able to provide a client with the necessities to ensure they are comfortable throughout their stay in treatment. If a member needs detox services or a different level of care, such as IOP or Outpatient, which will all be addressed during an individual's triage. Although Crossroads does not currently have a detox unit, we work with a few trusted organizations that share our mission of helping individuals on their road to recovery.

If you have any further questions, please feel free to call us at 602-263-5242 or stop by and see us at 2002 E. Osborn Rd. Phoenix, AZ 85016 and we would be happy to answer any questions you have.