Crestwood Behavioral Health, Inc.
Crestwood San Diego
Mental Health Rehabilitation Center
Core Program

Description of Services/Scope of Services

The mission of Crestwood San Diego is to provide an alternative to traditional psychiatric care through collaboration, empowerment, a healing environment, peer providers, family partners, and a recovery-oriented milieu. Crestwood San Diego provides the structure and support needed to promote stabilization and foster recovery. Crestwood San Diego is a licensed Mental Health Rehabilitation Center (MHRC) that provides sub-acute psychiatric services for clients experiencing psychiatric crisis. Our goal is to restore a sense of hope, self-empowerment and realized potential of recovery in each of our clients.

The services provided at Crestwood San Diego MHRC are for clients who require support and structure, medication management, 1:1 coaching/counseling, behavioral interventions and psychosocial education. Our focus is to develop a discharge/transition plan that includes successful reduction of symptoms, increase in client's management of their symptoms, reduction in hospitalizations, and a successful return to their community. It is a "whole systems" approach. Crestwood San Diego's treatment team provide 24-hr staffing/assistance including a Psychiatrist, General Practitioner or Internist, registered and licensed Nurses, Service Coordinators, Recovery Coaches, Peer Mentors, and Recreation/Art Therapist.

Description of Service Modalities

At Crestwood San Diego we believe that recovery is a supportive process where a person is encouraged to maximize their life and achieve a sense of balance and fulfillment. It is a deeply personal and self-directed process built on hope, empowerment, meaningful roles and spirituality. We create an environment that fosters personal choice and active participation in daily activities and life direction. We place a high value on client input by involving clients in designing, planning, implementing and evaluating our services. We utilize multiple modalities; here is a brief description of each:

1) WRAP: Clients have the opportunity to develop their own Wellness Recovery Action Plan (WRAP) to identify what they look like when they are well, what helps keep them

well, what they look like when they are not well, and to develop a plan to help them get well. This plan is based on empowerment and personal responsibility and focuses on strengths and wellness.

2) DBT: We offer a comprehensive (Dialectic Behavior Therapy) DBT program, which includes two weekly one-hour groups for skills training, and one individual session with the assigned primary treatment provider to address target behaviors and reinforce skills.

3) Life Skills: Life Skills is a modality which utilizes both 1:1 coaching and group activities to assist persons served to develop their abilities to complete everyday independent living tasks.

4) Pre-Vocational and Dreamcatchers Empowerment Network: The Pre-Vocational and Dreamcatchers modality assists persons served to engage in meaningful roles by developing skills for vocational success and engage in supported employment.

5) Relapse Prevention: Relapse Prevention modality utilizes both 1:1 counseling and groups (Relapse Prevention, Dual Recovery Anonymous, Dual Diagnosis and DBT) with our recovery trainer(s) and DBT trained staff to address co-occurring disorders.

6) Health and Medication Education: This modality is facilitated by our nursing staff and covers a spectrum of issues – from basic health issues to education on specific medications, side effects, etc. It is provided in a group forum weekly and individually on a daily basis.

7) Process Groups: This modality allows clients to address issues, challenges and successes in a group setting with a group facilitator.

8) Recreation: Our Recreation program helps our clients connect to fun and engaging activities that will help them better manage symptoms and increase enjoyment and mastery in their lives. Our Recreation Department facilitates special events for clients, their family members and staff to enjoy together!

Philosophy

The philosophy of the therapeutic program here at Crestwood San Diego is to provide persons served with a structured, supportive and diverse treatment program. The focus is psychosocial rehabilitation, which will ultimately lead to a reduction of symptoms, psychiatric crises, and acute hospitalization. We strive to promote empowerment and independence.

Program Goals

(1) Identify general problem areas, (2) identify clear, specific, and reasonable objectives of treatment, (3) establish appropriate therapeutic interventions for each individual and their respective service need, (4) encourage and foster multidisciplinary involvement in

the recovery plan, and (5) establish overall expectations for discharge, as well as an aftercare plan.

Population Served

The persons we serve have a diagnosed chronic mental illness, from age 18-64 years who are on LPS or private conservatorship.

Entry, Transition and Discharge Criteria

Typically, persons coming to our facility for recovery services are coming from an acute setting, an IMD or MHRC, state hospital or county jail. They have shown motivation and potential for recovery, have been taking medications and are without imminent danger to self or others. Discharge planning starts the day of admission, in coordination with the person served, their county representatives, the family and the facility. Prior to discharge, the individual will have made substantial progress toward their recovery needs (i.e. absence of/decrease in symptomatology, improvement in functioning independently and responsibly, taking medications, and completing ADLs) that will allow them to have continued success in the community.

Settings

Generally, our services are provided within our facility; however, we strongly encourage connection to community to support community reintegration.

Frequency of Services – days and hours of Services

Crestwood San Diego is a 24-hour facility and provides staffing for individual services around the clock. The medical doctor and our Psychiatrist are available seven days per week by phone. Our Psychiatrist is at the facility every Friday. Our Nurse Practitioner holds a medical clinic every Wednesday to address medical/health concerns.

Our groups run throughout the day 7 days a week, with specific therapeutic groups being offered Monday through Friday. Clients meet with their Service Coordinator at least weekly to discuss progress on Recovery Service Plan goals. Our recreational program runs throughout the day 7 days a week, with recreation outings each Tuesday and Friday.

Payer Services

Crestwood San Diego does not provide payee services, however, upon admission, either the person served or the conservator gives written permission for Crestwood to receive monies, place in resident trust fund and disburse monies weekly and as needed.

Fees

Crestwood San Diego contracts with the county of San Diego. Rates are maintained with the Administrator.

Accreditation:

Crestwood San Diego is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). We are surveyed annually by Department of Health Care Services: Mental Health Division. Survey results are available upon request.

Leadership Team:

Administrator- Robyn Gross, MFT rgross@cbhi.net
Director of Nursing – Kelley Clough, RN
Program Director- Anna Franco
Clinical Director/Supervisor- Nicole Hurtado, MFT
Admissions & Discharge/Quality Assurance- Rakhi Bhatt
Administrative Services – Norma Crespo and Amber Magana
Director of Recreation & Activities- Kara-Leigh Huse
Director of Operations- Timothy McCord
Quality Assurance/Housekeeping Supervisor- Anina Stowers
Director of Dietary Services- Debbie Evans

Referral Sources

Referrals come from San Diego County Health and Human Services Agency, Behavioral Health Services and Optum Health.