

To: ACBH Providers, Adult and Older Adult System of Care

From: Kate Jones, Director, Adult and Older Adult System of Care
Ann Elliott, Critical Care Manager, Adult and Older Adult System of Care

Subject: Crisis Residential Treatment Programs and CSU Opening

Date: August 16, 2019

ACBH is happy to announce the opening of Amber House, the new voluntary crisis stabilization unit (CSU) and voluntary crisis residential treatment (CRT) program on September 9, 2019. Amber House CSU is a 10-bed voluntary-only CSU whose purpose will be to assess individuals who are having a mental health crisis and are in need of assessment, stabilization, and brief treatment. The service is available to individuals for up to 24-hours. Amber House CRT has up to 14-beds for individuals in crisis who do not meet medical necessity criteria for hospitalization and would benefit from treatment and supportive programming. The programs are located at 516 31st Street in Oakland. Please join us in celebrating these new services for our community! Official opening celebration tbd.

As a part of ACBH's larger effort to prevent the unnecessary use of our most restrictive levels of care, our crisis residential treatment programs, Woodroe House, Jay Mahler Recovery Center (JMRC), and Amber House have streamlined their referral processes. All programs, will use the same, 2-page referral form for all referrals, included with this memo. As a reminder, crisis residential services are available to only clients who are residents of Alameda County who possess and/or eligible for Medi-Cal.

Admission staff at JMRC, Amber House, and Woodroe House CRTs will make every effort to problem solve with mobile teams and community providers around barriers to admission (e.g. PPD test and MD signature). However, they will not consider incomplete referrals nor will they keep a waitlist. The expected response time (a determination of admission or denial) for **completed referrals** is:

Mobile Teams – within 30 minutes

Crisis Stabilization Units (e.g., John George, Amber House CSU) – within one hour



Community referrals (e.g. Santa Rita, JGP/Herrick hospitals, Outpatient teams, etc) – within two hours

While our CRTs have traditionally accepted a vast majority of admissions from acute inpatient units, we will be limiting the number of inpatient unit admissions to three individuals per facility at any one time, totaling nine beds. This shift speaks to the intent of the crisis residential treatment level of care as prevention and early intervention and diversion from an acute inpatient setting rather than as a step down resource.

These changes will go into effect on September 5, 2019. While we invite you to begin using the new referral form immediately, after September 5, old versions of the referral form will not be accepted. Please do not hesitate to contact us with any questions or feedback. We look forward to the ongoing collaboration with our ACBH partners.



Alameda County Behavioral Health Care Services

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