

To: ACBH Providers and Partners
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 Referral and Crisis Stabilization Processes
Date: August 30, 2019

In keeping with our system-wide attempts to streamline, standardize, and improve care coordination; ACBH is creating a formal referral process for our Crisis Residential Treatment (CRT) programs and Crisis Stabilization Units (CSUs). On September 9, 2019, Amber House, our third CRT and voluntary CSU are opening. On August 16th we announced the opening of these programs and highlighted some keep points and have added some additions:

Crisis Residential Treatment (ALL CRTs)

- CRT beds are only for Alameda County residents with Medi-Cal or who meet Medi-Cal eligibility and who have a primary moderate-to-severe mental health diagnosis
- Incomplete referrals will not be considered
- 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 CSU, Amber House CSU) – one hour
 - Community referrals (e.g. Santa Rita, JGP/Herrick hospitals, Outpatient teams, etc.) – two hours
- Inpatient “step down” beds will be limited at each CRT to three beds total
- CRTs will only review the new standardized referral form (please see attached)
- The referral form is a fillable form and can be emailed
- MD/Designee signature can be electronic
- CRTs welcome additional assessment and collateral information but it is not required
- Starting in mid-September a ReddiNet behavioral health page will list available beds at each CRT. It will be updated as individuals are admitted and discharged. Mobile Crisis Teams, CRTs, and CSUs will have access to this site for now
- Admission hours: 8 am to 10 pm, seven-days-a-week

Crisis Stabilization Unit (Amber House)

- Amber House CSU is voluntary-only and will not receive individuals on hold
- Services are available for up to 23 hours and 59 minutes
- Drop offs with warm handoff will occur at the front door of the facility
- No lights or sirens as this is a community facility surrounded by private homes and businesses
- Warm hand off and acceptance process will occur within 10 minutes

- Collateral information will be expected including reason for transport to CSU (vital signs, HX, SUD)

Because we are trying to use resources efficiently and effectively, we are moving to a regional model for the utilization of our CSUs and CRTs. Below is a chart that describes how we will utilize our resources starting on September 16, 2019:

<u>Referral Source</u>	Amber House (14 Beds) 516 31st St Oakland, CA 94609 (510) 379-4179 amberreferrals@bayareacs.org	Jay Mahler RC (16 Beds) 15430 Foothill Blvd San Leandro, CA 94578 (510) 357-3562	Woodroe (15 Beds) 22505 Woodroe Ave Hayward, CA 94541 (510) 428-1559
Amber House CSU	✓ (Primary)	✓	✓
Community*	✓	✓	✓
Herrick Inpatient	✓		
JGP Inpatient		✓	✓
JGP PES	✓	✓ (Primary)	✓
Mobile Crisis*	✓	✓	✓
Santa Rita Jail		✓ (Secondary)	✓ (Primary)
<u>Catchment Area</u> *refer to closest location	Amber House	Jay Mahler RC	Woodroe
	Oakland (North of 98th Ave)	Oakland (South of 98th Ave)	
	Alameda	Dublin	
	Albany	Fremont	
	Berkeley	Hayward	
	Emeryville	Livermore	
	Piedmont	Newark	
		Pleasanton	
		San Leandro	
		Unincorporated Areas Union City	

** JGPP PES accepts both voluntary and involuntary individuals. All involuntary individuals will go to JGP PES.



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