



*Excellence in Behavioral  
Healthcare since 1980*

*Paula Gonçalves, PsyD  
CRF Vice President of Quality  
Improvement*

# CRF Vision

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Improving and Enriching the Lives of Every  
Individual and Family We Serve

# CRF at a glance

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Non-profit organization

Specialize in serving individuals with SMI and co-occurring disorders

40 years of service

34 programs

Over 1000 workforce members

56 prescribers

CARF accredited since 2000

Partners include San Diego County HHSA, BHS; San Diego Regional Center; VA, Kaiser and other health plans.

# Executive Team

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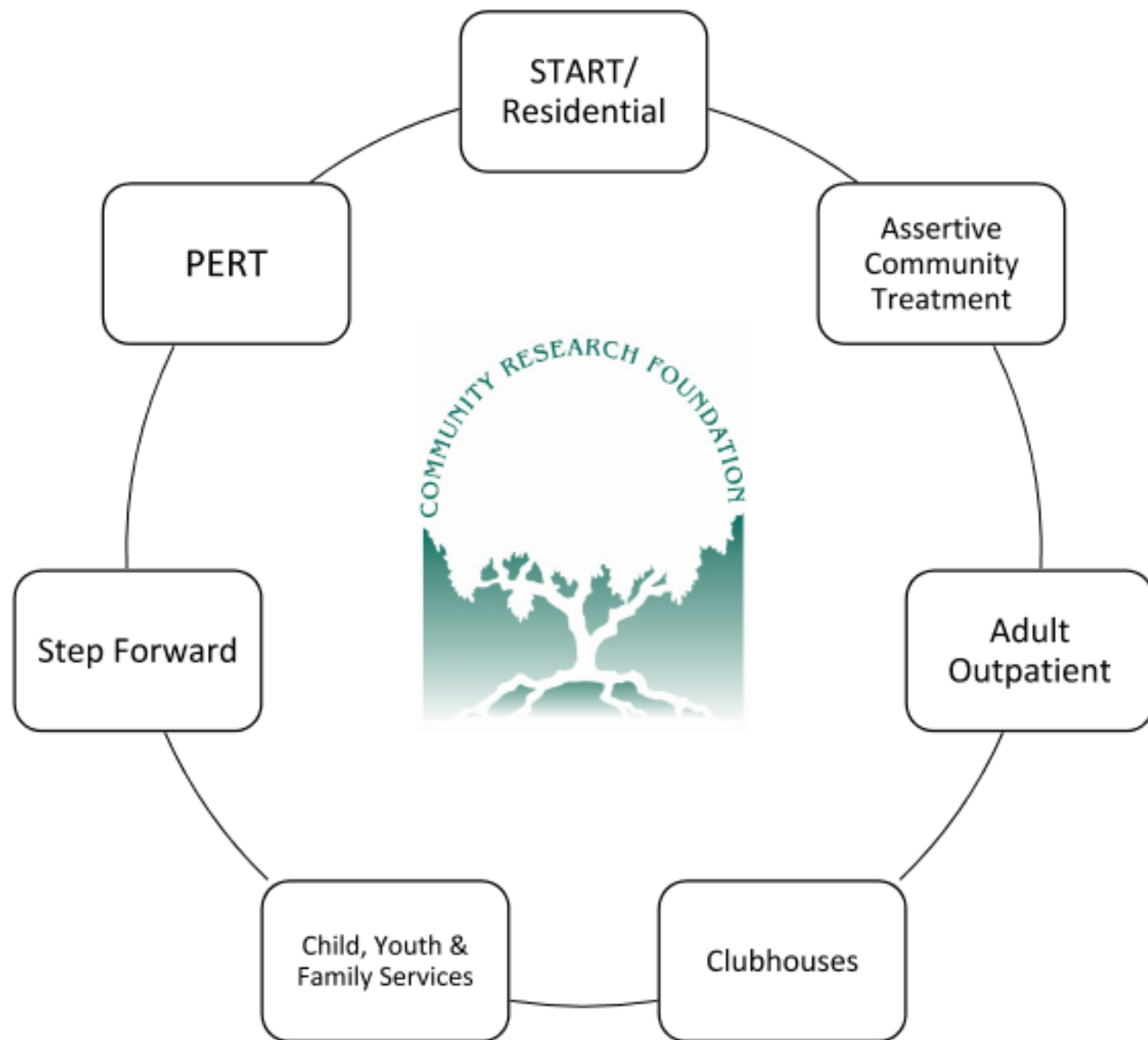
President & Chief Executive Officer: Linda Hammond, PhD, LMFT

Founder/Chief of Research & Program Development: William (Hobie)  
Hawthorne, PhD

Chief Financial Officer: Bob Marchetti

Chief Operating Officer: James (Diego) Rogers, PsyD

Chief Administrative Officer: Jack Farmer, PhD



# CRF Outcomes

## Fiscal Year 18-19

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19,848 Individuals Served

93% Satisfied with CRF services

75% Stabilized or Improved

1,830 Individuals Housed

# The START Programs

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Del Sur Crisis Center

Esperanza Crisis Center

Halcyon Crisis Center

Jary Barreto Crisis Center

New Vistas Crisis Center

Turning Point Crisis Center

Vista Balboa Crisis Center

# The START (Short-Term Acute Residential Treatment) Model

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Residential alternative to acute voluntary psychiatric hospitalization

Warm, home-like atmosphere

Nine day average length of stay

Daily individual and group counseling

On-site psychiatry and nursing focusing on medication stabilization

Structured milieu environment

Peer support

Intensive Discharge Planning

Aftercare Case Management

START is evidence-based and was recognized by SAMHSA NREPP



# Vista Balboa Crisis Center



# Assertive Community Treatment (ACT) Programs

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Adelante

IMPACT

Downtown IMPACT (DTI)

Senior IMPACT

# Assertive Community Treatment (ACT) Model

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SAMHSA evidence-based high fidelity ACT model

Housing First Approach

Mobile intensive case management using a 10-12:1 ratio

Multi-disciplinary team approach (ACT Team): Prescribers, nurses, clinicians, substance use specialists, employment specialists, peers, probation officer.

Comprehensive care and basic needs: food, housing, behavioral and physical health services, medications, benefits and entitlements, education, employment and managing activities of daily living.

Services provided where needed: In clients' homes, where they work, and other community settings.

Services are available 24 hours a day, 7 days a week.

# Adult Outpatient Programs

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Areta Crowell Center

Douglas Young Center

Heartland Center

South Bay Guidance Center

Maria Sardiñas Center

Jane Westin Center (Urgent Psychiatric Walk-in Program)

# Adult Outpatient Services

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Behavioral Health and Psychiatric Evaluations using a walk-in model to reduce wait times

Medication management and support

Service Planning

Group and individual counseling using EBPs

Case Management

Integrated COD services

Care Coordination

Crisis Intervention

Discharge Planning

# Jane Westin Center

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Full-time urgent psychiatric walk-in center in Downtown SD

Open 8am-12am, 365 days/year

Screening and Triage

Behavioral Health Assessment

Psychiatric Evaluation

Medication management and support

Crisis Intervention

Discharge Planning and linkage to aftercare

# Psychiatric Emergency Response Team (PERT) Program

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## PERT Team:

Paired licensed mental health clinicians with law enforcement officers

Respond to 911 calls involving mental health related crises

Assess and refer individuals to the appropriate level of care

Provide linkage to community resources

PERT Academy provides training to law enforcement officers on behavioral health and crisis-related signs and de-escalation techniques.



# How to Access PERT

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Call 911 when an individual is experiencing a behavioral health crisis (danger to self or others and/or gravely disabled)

Call non-emergency number of your local law enforcement agency for individuals who are not at current risk, but appear to be in need of urgent mental health assistance.

PERT team will respond in a marked patrol vehicle. Have someone available to speak with the PERT clinician. Describe the behavior/demeanor that resulted in the call to 911. History and demographic info is very helpful.





# CRF Honors

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Gold Achievement Award- American Psychiatric Association (START)

NAMI Inspiration Award (START)

Outstanding Recovery International Partnership Award

START programs recognized by SAMHSA as evidenced-based

# San Diego County Programs of the Year Awards

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Areta Crowell Center

Downtown IMPACT

Crossroads Family Center

South Bay Guidance Center

Cass Del Sol (Support Program of the Year)

Corner Clubhouse

IMPACT

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# Contact Info

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