The CHANGES dual recovery program serves individuals who are diagnosed with co-occurring conditions (mental health and substance abuse diagnoses) and who are also frequent users of emergency psychiatric care.

CHANGES uses an integrated approach to support individuals needing wraparound support services that fall under the Assertive Community Treatment (ACT) model, as well as individuals who qualify for intensive case management services. CHANGES also provides Level 2 services for 9-18 months to members with less severe mental illness.

We focus on non-violent practices that use “power with” individuals rather than “power over.” Our goal is to help decrease the frequency and inappropriate use of psychiatric emergency services by members who have co-occurring diagnoses, to decrease overall system cost -- including jail cost to Alameda County -- and to empower members to regain control of their lives.

Treatment is based on the belief that all people have the potential to rehabilitate and make choices that support their hopes and dreams, regardless of their history. Our innovative clinical approach — the Recovery-Centered Clinical System (RCCS) — is a comprehensive, holistic and richly personal approach to recovery. We provide an environment where members have increased control, responsibility, and choice, supporting their ability to build relationships and reintegrate into the community.

WHAT MAKES US DIFFERENT

Our staff meets with members at every stage of change that an individual is facing. By using specific methods to help them reach their own personal goals we are able to engage with members and build strong, trusting relationships.

- **Stages of Change** uses specific approaches that have been found to be effective for an individual's specific stage of readiness to change.
- **Motivational Interviewing** is designed to engage and motivate clients who have not yet found traditional interventions helpful.
- **Harm Reduction** is a set of strategies that helps clients reduce the harm done to themselves and their communities by their choices.
- **Personal Strengths** development is an approach that emphasizes working in partnership with clients, assessing strengths and personal planning choices that increase their personhood.
- **Data Driven Interventions** work with clients based on client outcome measures.
SERVICES
All services are person-centered with the goal of enhancing an individual’s safety, health and quality of life. Services include, but are not limited to:

- Collaborative treatment planning with a recovery focus
- Comprehensive evaluation and risk assessment
- Symptom management skills training
- Crisis planning and prevention
- Supportive counseling (group and individual)
- Medication administration
- Medication education and training
- Independent living skills training
- Dietary consultation
- Psychosocial assessments

ADMISSION CRITERIA
Adult residents (ages 18-62) of Alameda County with a co-occurring diagnosis of substance abuse and severe mental illness.

REFERRAL PROCESS
Clients are referred through ACCESS in Alameda County.

CONTACTING A FAMILY MEMBER
The involvement of family members is a very important aspect of recovery. CHANGES recognizes the central importance of families to the members we serve, as well as the challenges and pressures they face in supporting a loved one. We strive to provide support in strengthening our member’s family relationships and extended support systems.

Per HIPAA (Health Insurance Portability and Accountability Act) guidelines, staff members cannot release any client information without a signed authorization.

JUST THE BASICS
Members: 200
Population Served: Co-occurring (substance abuse and SMI) adults ages 18-62
Funded by: Alameda County
Admission Criteria: Adults ages 18-62 with co-occurring diagnoses (severe mental illness and substance abuse)