



# Overview of Services | Lagos

## Telecare Crisis Residential Services

### Providing Mental Health Services in Riverside County

Telecare's crisis residential programs provide a safe environment for individuals who are experiencing a mental health crisis and need additional support to avoid hospitalization, stabilize symptoms, and return to their previous level of functioning.

The **Lagos Crisis Residential Treatment (CRT) Facility** will provide voluntary, short-term services, typically lasting less than 14 days. We specialize in innovative programs tailored to those experiencing a mental health crisis and who may additionally have substance use issues.

### About the Program

The goal of the Lagos CRT will be to stabilize individuals in acute crises in order to eliminate or shorten the need for inpatient hospitalization. Lagos CRT will provide intensive and structured psychosocial recovery services 24/7 in a non-institutional, welcoming, safe, and respectful environment. Telecare's culture of recovery includes wraparound support from multidisciplinary staff members who consistently engage with clients to maintain a safe environment.

### Peer-Based Services

Telecare firmly believes that people with lived experience of serious mental illness serve as a powerful resource for modeling and facilitating recovery.

At Lagos, peer support positions are included on all shifts and will make up 50% or more of the full-time employee headcount. The program's peer-designated roles will include Peer Support Specialists, a Peer Recovery Educator, Peer Recovery Coaches, a Family Peer Support Specialist, and a Peer Team Lead.

- Peer support staff bring a **level of compassion** to their work and can engage with consumers at a more personal level than other service providers
- Peer support staff have **insights** into the experience of stigma, are **living examples** of consumer empowerment, and have a **unique ability** to support residents to feel less alone
- By sharing personal journeys of resilience and recovery, peer support staff **create trust and empathy** with residents, and facilitate fuller engagement in other clinical services and return to the community

# Essentials

## Referral Process

- Referrals are coordinated by the Riverside University Health System-Behavioral Health (RUHS-BH) Assessment and Consultation Team, or other designees.

## Admission Criteria

- Residents of Riverside County, ages 18-59. Persons diagnosed with a mental illness who are experiencing a mental health crisis, and who may have a co-occurring substance use disorder.

## What to Expect

- Within 72 hours of admission, a licensed clinician and psychiatrist will conduct assessments meeting Community Care Licensing (CCL) criteria.
- Telecare crisis residential programs use a customized three-part assessment tool that includes an assessment of psychosocial skills and community functioning; an assessment of medical and psychiatric needs; and a risk assessment that includes evaluation of social supports as well as current and past substance use.

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## Telecare's Crisis Services and Recovery Culture

Telecare's approach to crisis residential services concentrates on skill-building, community reintegration, and reducing the need for subsequent hospitalization. Services are designed using Telecare's Recovery-Centered Clinical System (RCCS). This system incorporates evidence-based practices and innovative design components, emphasizes choice-making skills and harm-reduction techniques, and strives to awaken the hopes and dreams of the individual.

## Services

- Behavioral health needs screening
- Individual and group therapy
- Motivational Interviewing
- Symptom reduction counseling
- Support and educational services for participants and family members
- 24/7 on-call staff response as needed
- Community integration support
- Skill-building and wellness classes
- Linkage to community resources, such as medical and mental health care, substance use services, housing and vocational resources, MediCal and food stamp assistance, and referral to primary care

## Therapy and Medication

- Licensed clinicians provide individual and group therapy consistent with the consumer's goals and desired results.
- Licensed prescriber-supported services include prescribing, dispensing, supervised self-administration, storing, and monitoring of psychiatric medications.

## Discharge Planning

- Planning begins at enrollment and includes short- and long-term goals for a successful return to the community.
- If the resident has current community providers, staff will coordinate care with the consent of the resident. If the resident is not currently connected to services, program staff will work with the resident to identify types of services needed and to begin community linkage.

This facility is operated under a contract with Riverside University Health System–Behavioral Health.