



Redwood Place

Providing Services To Individuals Who Have A Serious Mental Illness
Major Program Emphasis Is Placed On Those Who Also Have Developmental Disabilities

Redwood Place is a 37-bed mental health rehabilitation center providing services to individuals with developmental disabilities who also have mental health needs.

Redwood Place strives to provide clients with the skills they need to attain the dreams they choose, and lead hopeful, meaningful and contributing lives.

In this environment, clients begin a learning process that helps them make effective choices, reduce the amount of harm in their lives and increase their personal strengths.



Telecare Corporation

We exist to help people with serious mental illness realize their full potential

Redwood Place was developed by Telecare in partnership with the Golden Gate Regional Center, Regional Center of the East Bay, the North Bay Regional Center, and Alameda County Behavioral Healthcare Services.

The Vision for Redwood Place

Redwood Place is a unique environment that supports clients with developmental disabilities and mental illnesses in recovering their lives. In this environment, people are treated with dignity and are able to enhance their personal power through collaborative interactions and a specialized program structure. People learn to make effective choices to reclaim their own power, hopes and dreams. People leave Redwood Place with a sense of self, and the strengths and skills to lead meaningful and contributing lives.

Theoretical Foundation:

Redwood Place embraces the recovery philosophy at all levels instead of focusing primarily on symptom and behavior management. Recovery is woven into and defines every aspect of the program, from assessments and dialogues, to interventions and client information systems, to the selection of staff, and the overall client experience.

Recovery

- Recovery is the awakening of hopes and dreams. The recovery process involves gaining the knowledge to reclaim one's power and achieve one's desires by learning to make choices that bring strength rather than harm. Recovery involves living a meaningful life with the capacity to love and be loved.
- Redwood Place is a recovery-focused program, and is based on the consuming belief that individuals can recover their hopes and dreams, roles, personal power, losses, sense of self, and their lives.

Power

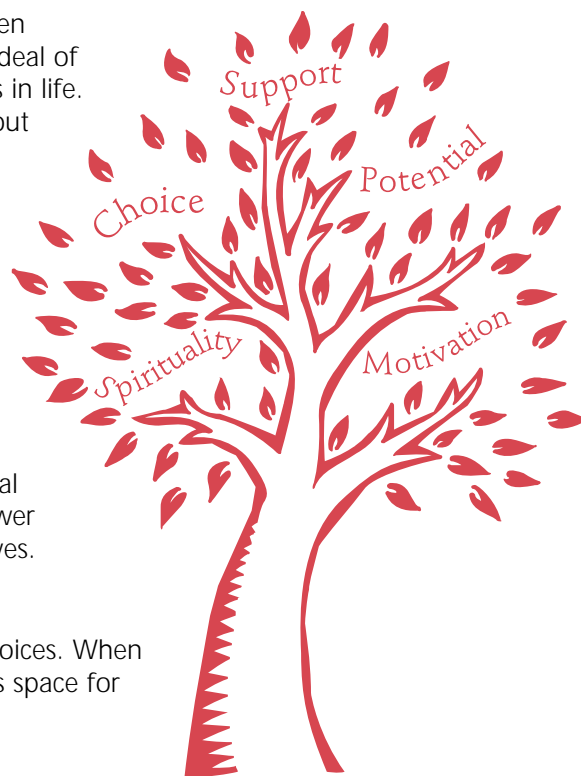
- Personal power is a vital component of the recovery process. When an individual is diagnosed with a disability, there is often a great deal of shame and loss of hope, which can result in missed opportunities in life. People may also begin to harbor chronically low expectations about dreams, goals and achievements.
- People often live without personal power because of several major forces: 1) cultural forces, such as stigma, poverty, segregation, and lack of opportunity; and 2) treatment systems that do not allow for individual choice, control and participation in the recovery process. When these things happen, people may begin to accept their disability, and further give up their personal power.

Spirituality

- Getting spiritual needs met is the cornerstone of recovery. Spiritual needs include the need to love and be loved, to experience a power greater than oneself, and to have meaning and purpose in our lives.

Cultural Awareness

- A person's culture is the sum of the values governing their life choices. When cultural needs and values are understood and addressed, it opens space for more effective motivation.



Practical Application:

Program Structure

- Does not take power from people
- Minimizes traditional structures
 - Diminishes hierarchical staffing
 - Instead, uses resident coaches and clinical mentors
- Maximizes client's sense of personal power
- Is as home-like as possible
- Uses interventions and information-giving in varied ways
 - During dialogues
 - In scheduled activities
 - During focus groups
 - In teachable moments

Program Processes

- Don't take power from people
- Use dialogues and recovery plans to focus support on clients' recovery
- Consistently frame discussions about behavior and events in terms of making different choices
- Center on core interventions of supported choice-making and identity work
- Incorporate sharing and growing one's identity into group and one-to-one processes; this contributes to the healing process and supports effective decision making in the future
- Support a learning environment
 - Clients and staff are both learning new skills
 - For staff, it is a journey, not a job

Core Components

Redwood Place has been designed to support clients in achieving their hopes and dreams using the following core components:

Dialogues

The program uses a conversational style approach for giving and getting information, as well as integrated planning. This style is not a hierarchical structure, where one person is in charge and the other person is not. Instead, it emphasizes "talking with people, not at them," and allows both clients and staff to take an active role in the discussion. Conversations are a way to engage and motivate people, allowing them to get and share information in a way that is positive and meaningful. When information is shared this way, it's more likely that it will have an impact. The conversational approach also allow clients and staff to find common ground by relating in a real and genuine way. The program uses a unique dialogue for each key area of importance in a client's recovery process.



Documentation was designed to be user-friendly for staff so they can focus on the interaction and not the paperwork.

Supported Choice-Making

This component enables staff to support clients in making choices while clients also learn effective choice-making skills. It is a cognitive approach that teaches skills to clients. These learned skills continue to grow and improve after clients are discharged from the facility.

Identity Work

Identity is who we are and how we see ourselves. It is often significantly influenced by our cultural origin. Our identity is a control source of personal power. The "Identity Pie" intervention provides a specific method of engaging clients in conversation about consciously changing their identity.

Risk Awareness

This component measures the amount of risk presented by clients in several key areas, including: dangerousness to self; dangerousness to others; serious self-neglect; victimization; contracting or spreading serious communicable diseases; and problems getting adequate medical care.



Recovery Plan

Plans are designed to motivate clients, keeping them focused on their hopes and dreams. The structure of the recovery plan is dynamic and changes as clients' needs change.

Documentation Structure

Documentation has been designed to keep clients' needs in mind. The sequence, approach and content of documentation — including the vocabulary and naming used — are done from the client's perspective.

Outcomes (Program Effectiveness Measures)

Redwood Place also measures the following outcomes: improvement in behaviors that required readmission to Redwood Place, both during- and post-program; improvement in other troubling behaviors and symptoms; sustained decrease in clinical risk; and community stabilization post-discharge.

The Client Experience at Redwood Place:

- I have personal responsibility for my recovery process.
- I am treated with respect and given choices.
- I know that no decisions about me are made without me.
- I actively participate in the initial dialogues with staff assessing what helps me look at my life in ways I may not have before.
- I identify my hopes and dreams and, with staff help, my goals for my stay at Redwood Place as a part of my Recovery Plan.
- I develop my own plan for when I'm upset.
- I participate in all processes around developing my medication plan.
- I am allowed to make suggestions and have an impact on program changes including additions, eliminations, etc.
- I am able to share my story the way I want.
- I am able to share my cultural background and look at the ways my cultural values have affected my beliefs and actions around my illness.
- I am able to voice my feelings about my spiritual feelings, beliefs and needs.
- I can involve my family in my recovery process if I want.

- I can participate in documenting my journey on a daily basis.
- I have the opportunity to participate in a wide range of counseling, rehabilitation and skill-building classes.
- I experience Redwood Place as a learning environment and am aware that staff members are in a learning process as well.
- I feel hopeful about my future and my ability to achieve my hopes and dreams.

The Client Environment:

- The building is open and light with plenty of space.
- It is aesthetically pleasing.
- I have space to be quiet and have privacy.
- I have my own room or private space in my room and can make my space the way I want it to be.
- The nurses' station and staff areas are open, fluid with the environment, and are a small percentage of the space.
- The staff are out in the common areas and easily accessible.
- I can get snacks and meals served in an attractive, tasteful manner.

Admission Criteria

- All individuals have a mental illness.
- All individuals must be assessed as needing a 24-hour residential treatment setting.
- Individuals must be assessed by the program as being able to cognitively benefit from the rehabilitation and recovery services (an arbitrary I.Q. cut off will not be dictated as the results of testing vary from period to period and throughout the client record, and reliability of testing may not be adequate).
- Individuals must be 18 years of age or older. Individuals over 60 years of age will be assessed to determine if the treatment program is best suited for their needs.

These criteria are guidelines. All individuals referred for services will be screened and assessed to determine whether their needs can be adequately met at Redwood Place. The following criteria may exclude some individuals from services at Redwood Place: primary diagnosis of organic mental disorders or substance abuse; primary presenting problems resulting from drug or alcohol abuse or who require drug and alcohol detoxification (medically supervised detoxification needed); serious medical problems requiring more than an outpatient level of medical intervention; individuals without sufficient verbal skills to be able to adequately benefit from these services and who require a different and unique set of interventions, and individuals who have been convicted of a sexual offense.



Redwood Place Mental Health Rehabilitation Center

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