

TELECARE

Edgecliff Residential



Edgecliff Residential Treatment House, operated by Telecare Corporation, is a five-bed residential treatment program. The primary purpose of the program is to provide a stable home environment for people who are transitioning to more independent living.

Address:

1646 NE Edgecliff Circle
Bend, OR 97701

Hours:

24 hours a day, 7 days a week, 365 days a year

Just the Basics

Beds: 5

Population Served: Adults ages 18-59 with serious mental illness (SMI)

Funded by: State of Oregon, contracted with Deschutes County Health Services

Services

All services are person and family-centered and are aimed at rehabilitating an individual's ability to be successful in an independent living environment.

Services include, but are not limited to:

- personal care services
- independent living skills training
- symptom management skills training
- medication administration
- medication education and training
- activity therapy
- community integration and community psychiatric support
- psychosocial assessments, treatment planning, and psychotherapy.

Referral Process

Referrals are processed through Deschutes County Behavioral Health. For more information on referrals, contact the program director at 541-728-0465.

Admission Criteria

Adults with a severe mental illness (major axis I diagnosis) who are in need of 24-hour supervision and/or assistance with psychiatric recovery. Must not have any medical issues which require 24-hour nursing support, as the program does not employ a regular nurse.

Contacting A Family Member

Family members can call the resident telephone line at 541-550-7299 or they may contact an Edgecliff staff member at 541-728-0465.

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

Family members are also welcome to contact the program director at any time.

What Makes Us Different?

Telecare's two residential treatment houses in Bend, Oregon — Edgecliff House and 12th Street House both have unique relationships with their residents. Each program strives to cultivate a recovery-based residential environment that encourages residents to be the primary voice in their mental health treatments.

At both programs, special dinners are hosted for new residents, for discharging residents, and for resident birthdays. As well, each program celebrates and special events; residents decide how they would like to spend their holidays and work with staff to host different gatherings for residents and their families and a monthly family day is held and all residents' loved ones are invited to the program for lunch and an informational session about the programs. The programs also engage in Family Fridays, a time for residents to spend an hour in the evening thinking about or reaching out to loved ones.

In addition, the programs support the community by hosting an annual 5K run/walk that benefits the local NAMI chapter (National Alliance on Mental Illness). As well, residents and staff participate in a monthly give-back day by volunteering in nearby neighborhoods doing yard work and picking up litter.

Why This Program Was Started

Edgecliff was developed to fill a need in Central Oregon for recovery-based residential care that would specifically target individuals transitioning to independent living who are not ready to be independent, but who do not need a locked setting.

The goal of the program is to reduce hospitalizations, increase the number of individuals with SMI in independent living, and to increase the overall quality of life for individuals with SMI in Central Oregon.

Outcomes

Regarding Edgecliff residents, outcomes include, but are not limited to:

- significant reduction in hospitalizations
- decrease in incarcerations
- decrease in homelessness