



## Contra Costa Hope House

At Contra Costa Hope House, we provide crisis treatment in a safe, welcoming environment for adults experiencing a mental health emergency.

We believe recovery starts from within, and that our job is to do whatever it takes to provide the support needed on your recovery journey. Our home-like settings has a multidisciplinary team of psychiatrists, clinicians, and nursing and residential care staff who are here to help you get through the crisis and return to the community.

Our services are designed using Telecare's Recovery-Centered Clinical System (RCCS). This system emphasizes choice-making skills, harm-reduction techniques, and strives to awaken your hopes and dreams. In the RCCS model we believe that no one can force you to change—change starts with you. Our staff will work with you to build independence and self-responsibility in order to successfully transition to lower levels of care.

### What to Expect

Your recovery plan starts with you. Upon arrival, the clinical team will provide an individualized assessment and work with you every step of the way to support your goals in life.

**Our culture** is based on recovery and non-judgment. We believe in respect and celebrating individual uniqueness. We understand the importance of developing interpersonal relationships in a supportive program setting. We welcome friends, family and other supports who you consider important to your recovery.

**Our staff** are passionate, resourceful, and motivated. They are your partners in recovery, and will be throughout your journey.

**Our goal** is to be a team that helps you thrive. We want you to be the leader of your recovery journey, and to create the life you want for yourself.

**“The goal of recovery is not to become normal. The goal is to embrace the human vocation of becoming more deeply, more fully human.”**

- PATRICIA DEEGAN, PHD, FOUNDER OF COMMONGROUND



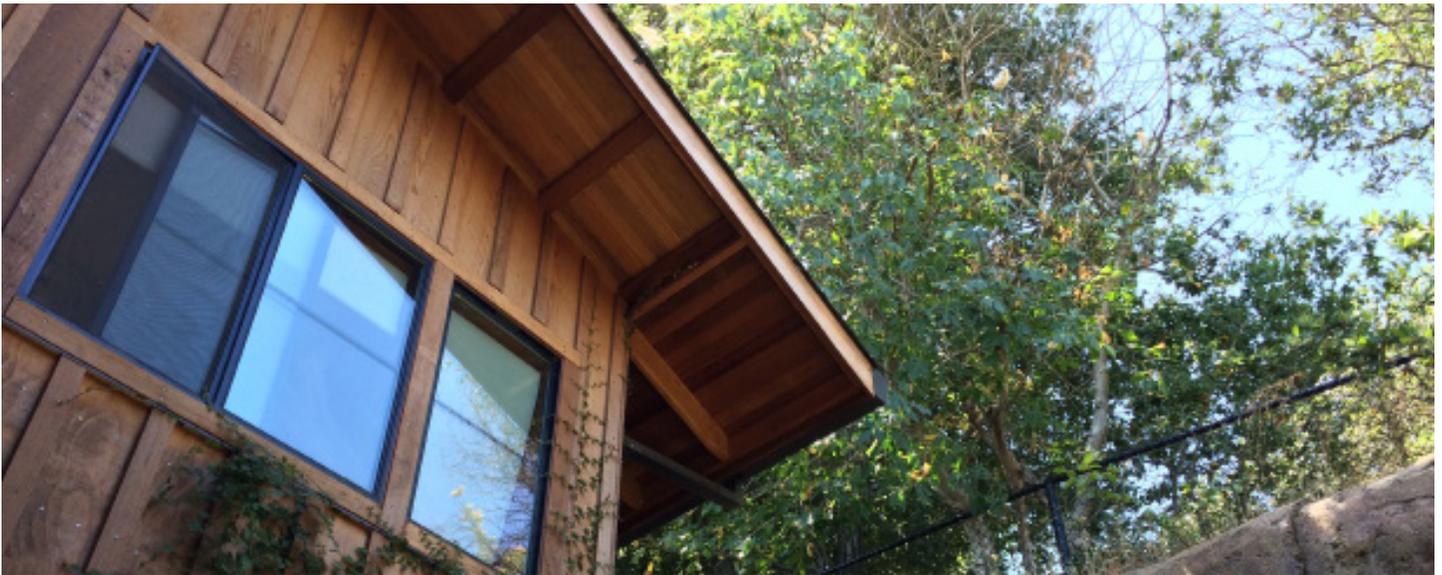
### CONTACT

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### OFFICE HOURS

24 hours a day, 7 days a week





## Services at Hope House

Services at Hope House include, but are not limited to:

- Crisis intervention, including emotional support and de-escalation of crisis situations
- Development of a service/recovery plan
- Brief individual and group rehabilitation treatment, and family counseling as needed
- Temporary respite from a living situation that was contributing to the crisis
- Assistance with self-administration of medications
- Discharge planning and implementation of integrated aftercare services in the community
- Linkage and referral to services including assistance with obtaining disability entitlements, community housing, community treatment resources, and referral to appropriate medical services

## Becoming a Member

Referrals are coordinated through Contra Costa Behavioral Health Services.

## Admission Criteria

- Residents of Contra Costa County, ages 18-59 (individuals age 59 and older are served at Hope House on a case by case basis).
- People diagnosed with serious mental illness who are experiencing a mental health crisis, and who may have a co-occurring substance use disorder.
- Walk-in clients and self-referrals are not accepted at the crisis residential program. Referrals come to Hope House through the county.

## Our Story

Contra Costa Hope House opened on April 22, 2014.

Hope House provides treatment in a healing environment to enable people to return home or transition to less intensive levels of service with a renewed sense of hope and purpose, and with minimal risk of hospitalization or readmission. Telecare's culture of recovery includes wraparound support from a multidisciplinary staff who constantly engage with people to maintain a safe and healing environment.

This program is funded by Contra Costa County.