

## HERE'S WHAT PROVIDERS SHOULD KNOW ABOUT CRT

**Crisis Residential Treatment (CRT):** Supervised mental health services provided in a highly structured setting. Alternative to hospitalization, or support following hospitalization, for individuals experiencing a mental health crisis. Programs serve adults (ages 18 and over) living with serious mental illness who need crisis stabilization in a voluntary setting. Programs are staffed 24-7.

**Eligibility:** Alameda County residents aged 18 or older who have or are eligible for full-scope Alameda County Medi-Cal or HealthPAC. Must meet specialty mental health services necessity. Clients must be able to manage all ADLs independently without any hands-on assistance from staff.

**Duration of Treatment:** Typically a 2 week stay, dependent on meeting criteria for continued services; can sometimes be longer than two weeks

**Program:**

- Daily activities including meals and therapeutic and rehabilitation groups
- Regular appointments with a psychiatric prescriber
- Regular meetings with CRT mental health clinician.
- Linkages to and collateral contact with outpatient behavioral health providers, when available

**Case Management:** Participants are connected to outpatient programs (may include case management teams, medication management clinics, substance use treatment, and/or psychotherapy) depending on their meeting eligibility and service criteria. Outpatient case management teams are asked to connect with clients while they are at the CRT program to assist with discharge planning like shelter and ongoing care.

**Your Responsibilities as a Referring Provider:**

- *Orient* client to program (see “CRTs for Clients”)
- *Complete* referral form *completely and accurately*
- *Submit* clinical documentation (labs, notes, etc.) to CRT
- *Provide or arrange for* client transportation to CRT program
- *Provide* updated medication list and medication refills, if applicable

**Additional Case Management Team Responsibilities:**

- *Arrange for* transportation to any offsite medical appointments.
- *Collaborate* with CRT staff on discharge planning, including housing searches

**PLEASE DO NOT REFER TO CRT:**

- Anyone who needs sobering/detox services- please instead refer to Cherry Hill or a similar facility
- Clients whose primary need is substance use treatment
- Clients whose primary need is housing
- Clients who just need a “break” from a conflict (i.e. roommate)

**INFO on SPECIFIC CRTs:**

A Crisis Stabilization Unit (CSU) is co-located at **Amber House CRT**.

[Crisis Residential Treatment - Bay Area Community Services \(BACS\)](#)

**Jay Mahler Recovery Center** can accept clients who require assistive devices to ambulate (wheelchair, walker). It is the only CRT facility that can serve PC290 registrants (sex offenders) due to residency requirements.

[Jay Mahler — Telecare](#)

**Woodroe Place** can also accommodate people with mobility issues, on a limited basis.

[Crisis Residential Treatment - Bay Area Community Services \(BACS\)](#)

<b>ALAMEDA COUNTY CRISIS RESIDENTIAL TREATMENT CONTACTS</b>	
<b>Name/Address</b>	<b>Email/Phone/Fax</b>
<p><b>Amber House</b></p> <p>516 31st Street, Oakland, CA 94609</p>	<p><a href="mailto:Amberreferrals@bayareacs.org">Amberreferrals@bayareacs.org</a></p> <p>Phone: 510-379-4394 Fax: 510-423-0833</p>
<p><b>Jay Mahler Recovery Center</b></p> <p>15430 Foothill Blvd, San Leandro, CA 94578</p>	<p><a href="mailto:JMCreferrals@telecarecorp.com">JMCreferrals@telecarecorp.com</a></p> <p>Referral Line: (510) 246-1589 Main Line: (510)357-3562 Fax: (510) 357-3614</p>
<p><b>Woodroe Place</b></p> <p>22505 Woodroe Avenue, Hayward, CA 94541</p>	<p><a href="mailto:Woodroereferrals@bayareacs.org">Woodroereferrals@bayareacs.org</a></p> <p>Phone: (510) 823-0596 Fax: (510) 265-8815</p>