



Short-Term Crisis Respite and Transitional Step-Down Housing



About ACMH, Inc.

ACMH, Inc. is a housing and care management agency that is committed to the mental and physical wellbeing of vulnerable New Yorkers.

Learn more at www.acmhny.org



ACMH's Short Term Respite Services:

ACMH, Inc. can offer 24/7 on-site behavioral health services to individuals experiencing a mental health crisis or transitioning from hospitalization. The program helps guests maintain their daily routines while also providing support for individuals transitioning from hospitalization back into the community. Respite guests receive 24/7 support from peer counselors. A Care Navigator assists individuals to engage with community providers and supports. Generally, guests can reside at the site for up to seven days.

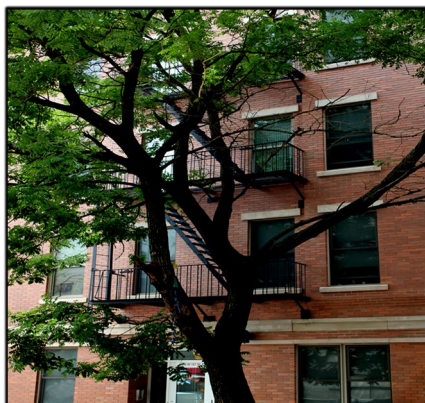
What can be defined a mental health crisis?

A mental health crisis is when an individual experiences challenges in daily life that create an imminent risk or an escalation of symptoms. This can lead to a loss of adult role functioning and a need for support and intensive assistance in order to function in his/her home or community environment.

Where is respite provided?

ACMH provides respite at two locations in Manhattan:

- ◆ East 2nd Street in the East Village
- ◆ West 167th Street in Washington Heights



To make a referral contact:

Yixin (Chloe) Zhang

Phone: 212-253-6377 x406 / x408

Fax: 212-253-8679

Yzhang@acmhny.org



- “ What was most helpful during my stay was speaking to other peers about my depression and finding support groups with the community. ” – AW, Respite Guest
- “ I feel like I can think straight because of this program. ” – WM, Respite Guest
- “ If respite wasn't available, I would have turned to drugs and alcohol. This place is better than a hospital, jail, or any institution. I was able to talk with all staff on my issues at hand. I was able to learn coping skills from Respite staff. ” – SA, Respite Guest



How to Refer Individuals to ACMH Short Term Crisis Respite:

- * Obtain consent from the individual to initiate a referral, which will include sharing of protected health information (PHI) with ACMH.
- * Contact the Respite Director, to confirm bed availability by calling 212-253-6377 x406 / x408. Be sure to provide your site name.
- * Complete and sign the ACMH Short Term Crisis Respite Enrollment Form. This must be signed by the referring provider, the potential guest, and a licensed mental health professional. ACMH will confirm enrollment within 24 hours. This can be found at: <https://www.acmhny.org/services/>
- * Arrange transportation for the individual. The individual can be admitted the same day.
- * Individuals can be referred to this service at ACMH seven days a week.

Who is qualified to utilize this service?

Individuals must meet the following criteria:

- ◇ Currently experiencing a mental health crisis or being discharged from a psychiatric hospitalization
- ◇ 18 years of age or older
- ◇ Stable housing to return to after respite stay, or shelter placement to return to if homeless
- ◇ Resident of New York City
- ◇ Medically stable
- ◇ Ability to manage medications with staff support

Individuals with the following criteria are not eligible to use ACMH respite services:

- * Imminent danger to self or others
- * Registered sex offender
- * In need of inpatient detoxification services
- * Diagnosed with dementia, organic brain disorder, or traumatic brain injury
- * Enrolled in another respite program





Guest Satisfaction

- 62% of guests responded “yes or “maybe” that they would have gone to the Emergency Room if Crisis Respite was not available.
- 81% of guests learned and practiced skills/strategies, “you can use to help you cope.”
- 93% of guests would recommend ACMH’s respite services to a friend.

Benefits of ACMH Short Term Crisis Respite Services

- ◆ **Receive specialized behavioral health support and attention:** 24/7 onsite staffing is available in a comfortable home-like environment. Psychiatrist consultation is available to program staff.
- ◆ **Reduce emergency department visits:** Supportive environment for individuals in crisis who do not require inpatient hospitalization.
- ◆ **Help individuals get back into the community:** Supports patients discharged from a psychiatric hospitalization and individuals avoiding hospitalization by connecting them to existing supports or new resources.
- ◆ **Review guest progress closely to identify appropriate next steps:** Works collaboratively with care teams to review cases, facilitate connections to outpatient services and support, and discuss next steps for individuals.
- ◆ **24/7 access to trained peer counselors** with experience as consumers of mental health services. They work with guests to develop person-centered individual wellness and recovery plans (WRAPS) and safety plans.
- ◆ **Post-program follow-up:** Peer counselors follow up with individuals seven days and 30 days after the respite stay to remind them of plans and strategies to prevent another crisis. Peer counselors also encourage individuals to discuss any additional needs with their current providers.
- ◆ **Supervision of the self-administration of medication.**



- “ I was able to get a lot of rest which I needed and adjust to a medication I had not been taking regularly. Also staff was very helpful talking to me about my current situation. ”
– AS, Respite Guest
- “ I have a clear path in my life. I learned to set boundaries. ” – RC, Respite Guest
- “ I was able to be more relaxed and build trust in people. ” – DB, Respite Guest