



## Serenity House CRT

### Crisis Residential Treatment (CRT)

At Serenity House Crisis Residential Treatment (CRT), we are here to help you find relief from distress and assist you in maintaining stability in your life.

We believe that recovery starts from within, and that our job is to do whatever it takes to help you cope with crisis and gain the skills you need to deal with your challenges more effectively. Individuals will be working with providers and a full treatment team. Our voluntary CRT has a multidisciplinary team of clinicians, psychiatric prescribers, nursing staff, and peer recovery specialists who are all here to help you on your path.

Our services emphasize choice-making skills and harm-reduction techniques. We provide a safe, respectful environment where you can receive immediate, individualized assistance and a compassionate presence to stabilize symptoms, avoid the need for higher levels of care, and receive appropriate referrals to community-based resources.

### What to Expect

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

**Our culture** is based on recovery. We believe in respect and non-judgment, and we celebrate individual uniqueness. We care about the interpersonal relationships we develop so we can foster a supportive program setting.

**Our staff** are passionate, resourceful, and motivated. They are your partners in recovery.

**Our goal** is to be a place that helps you thrive, despite any challenges you might face along the way. 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

3701 Hacienda Street  
San Mateo, CA 94403  
650-539-0340 Main  
650-319-9733 Fax

#### OFFICE HOURS

Open 24-hours, 7 days per week



## Services at Serenity House CRT

Services include, but are not limited to:

- Comprehensive assessments
- Individualized service plan development
- Integrated treatment for co-occurring mental health and substance use issues
- Individual and group therapy
- Planned social rehabilitation and recovery activities
- Peer support and WRAP
- Case management
- Crisis intervention
- Medication support services
- Comprehensive discharge planning

## Our Story

Telecare's crisis services are strengths-based, empowering, person-centered, and wellness and recovery-oriented. Serenity House CRT offers a calm and welcoming homelike environment where referred individuals will receive immediate assistance to stabilize acute symptoms and prepare for a successful transition to treatment at a lower level of care.

## Accessing Services

**Prior to arriving at the program, all referrals should call 650-539-0340 to access services.** Referrals may be generated through self-referral, local law enforcement, emergency responders, or being diverted from psychiatric emergency.

## Admission Criteria

- Residents of San Mateo County.
- Adults aged 18 and older diagnosed with a mental illness; including those with co-occurring substance use disorders.
- Individuals returning to the community from a county correctional facility, residential treatment, or being diverted from psychiatric emergency.
- Length of stay is up to 10 days.

**“Deliver excellent and effective behavioral health services that engage people with complex needs in recovering their health, hopes, and dreams.”**

—Telecare Corporation Mission Statement