



# Individual care with a network of support.

## Crisis Receiving Center

### Program Overview

RBHA's Crisis Receiving Center (CRC) is a short-term crisis stabilization unit serving Region 4 catchment area.

The CRC serves individuals 18 and older who are experiencing urgent behavioral health needs that can likely be stabilized rapidly and require a multidisciplinary response and observation to stabilize the immediate crisis.

Services at the CRC are episodic in nature and not considered a continuing treatment service.

All stays at the CRC are **23 hours or less**, concluding with referral to clinically assessed, next level of care recommendations.

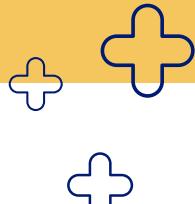
### Program Goals

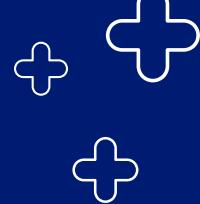
- Lessen unpleasant symptoms
- Resolve acute intoxication
- Administer diagnostic testing (i.e, drug screens, lab tests)
- Provide medication or other clinical interventions and monitor response
- Determine next level of care

While walk-ins are permitted, **the best course of action** is to contact CRC Admissions with referrals and questions.

CRC Admissions is available 24 hours a day, 7 days a week.

804-819-4141





## Admissions and Referrals

Referrals may come from RBHA Clinicians, other Community Services Boards in Region 4, 988 Community Response Team, hospital emergency rooms, police, and may be self-initiated.

Upon an individual's arrival at the CRC, a licensed mental health professional will conduct an assessment to determine medical necessity criteria and appropriateness for CRC services.

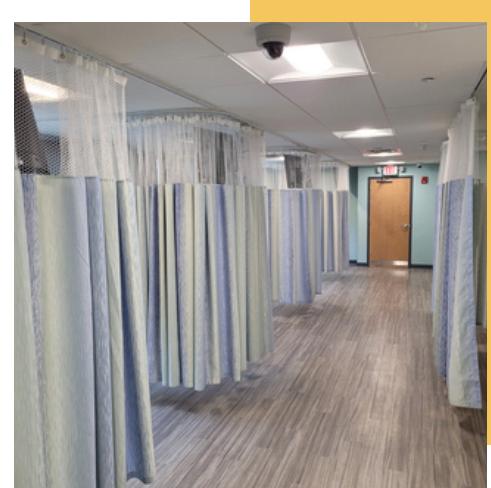
At this time, services through CRC are voluntary. Individuals arriving with Temporary Detention Order (TDOs) will be directed to psychiatric hospital units.

## Discharge and Transition of Care

All individuals will be discharged from CRC within 23 hours of admission.

Discharge recommendations to a higher or lower level of care, or to natural supports, will be made and discussed with the individual prior to discharge.

CRC staff will bridge to a new service provider when needed, including transferring all service documentation.



## Staffing

CRC is staffed with a network of service providers to meet the needs of the individuals being served. This includes licensed and credentialed clinical staff along with allied health professionals (peer recovery specialists, case managers, and nursing staff).



CRC Admissions  
804-819-4141  
1700 Front Street (side entrance)  
Richmond, VA 23222