

Building a Better Receiving Center: Adaptive Values Based Model Building



KEVIN CURTIS, LCSW

- Director of Hospital Crisis Services
- Student of the Receiving Center Model
- Floral tie enthusiast



VALUES BASED MODEL BUILDING

Mission

Advance mental health knowledge, hope, and healing for all

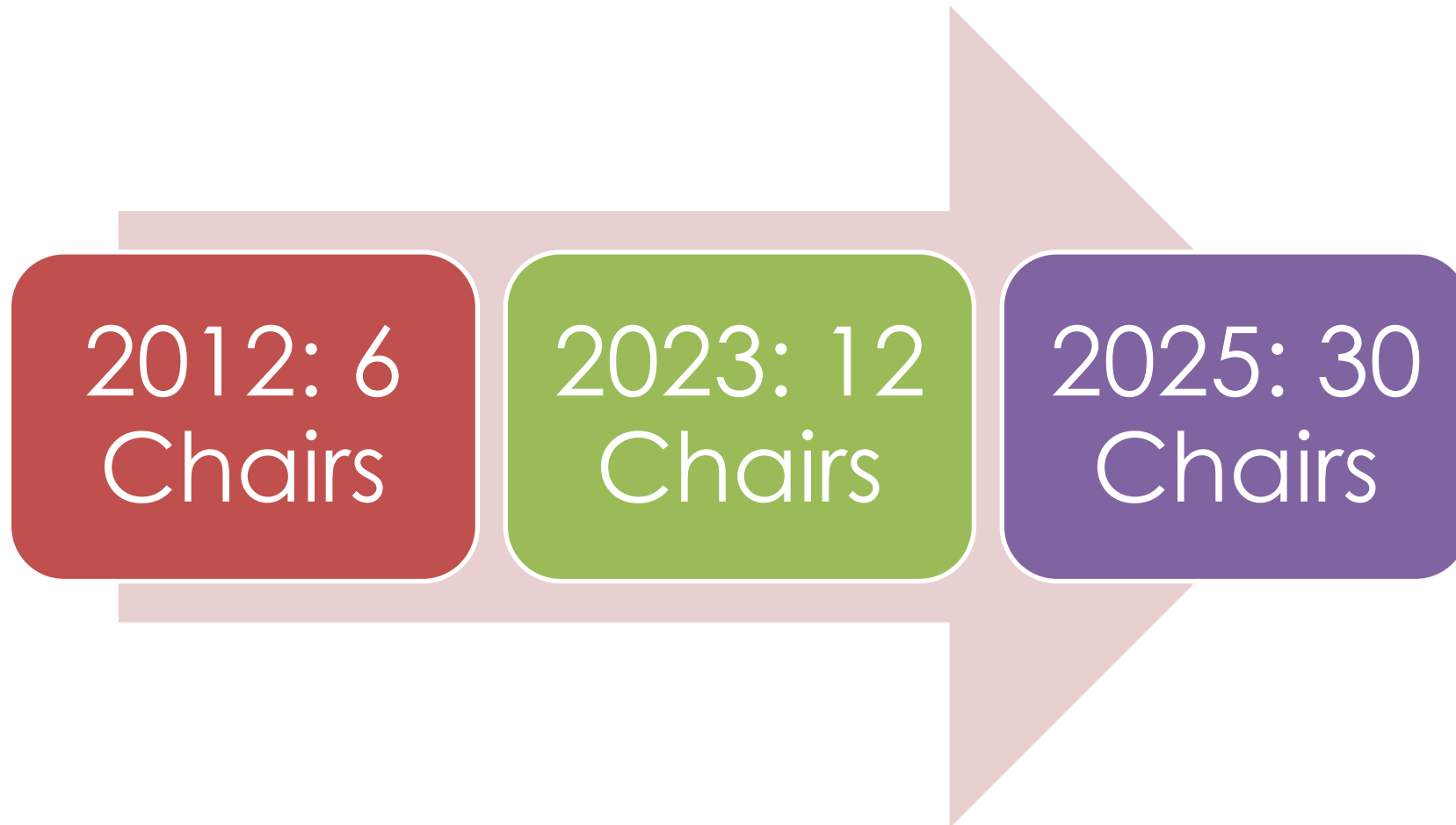
Vision

Free the world from mental health stigma, bring an end to suffering, and integrate mind and body to improve life for every person

Values



MODEL BUILDING AS A PROCESS



KEY LEARNINGS:

- Feeling received is a critical part of the experience
- Flexible spaces create unique pathways for receiving
- Build social infrastructure while you build physical infrastructure
 - You are only as good as your pathways out

INTERIM STATE

- 12 chairs
 - 4 pods
- 5 assessment rooms
- Many partnerships

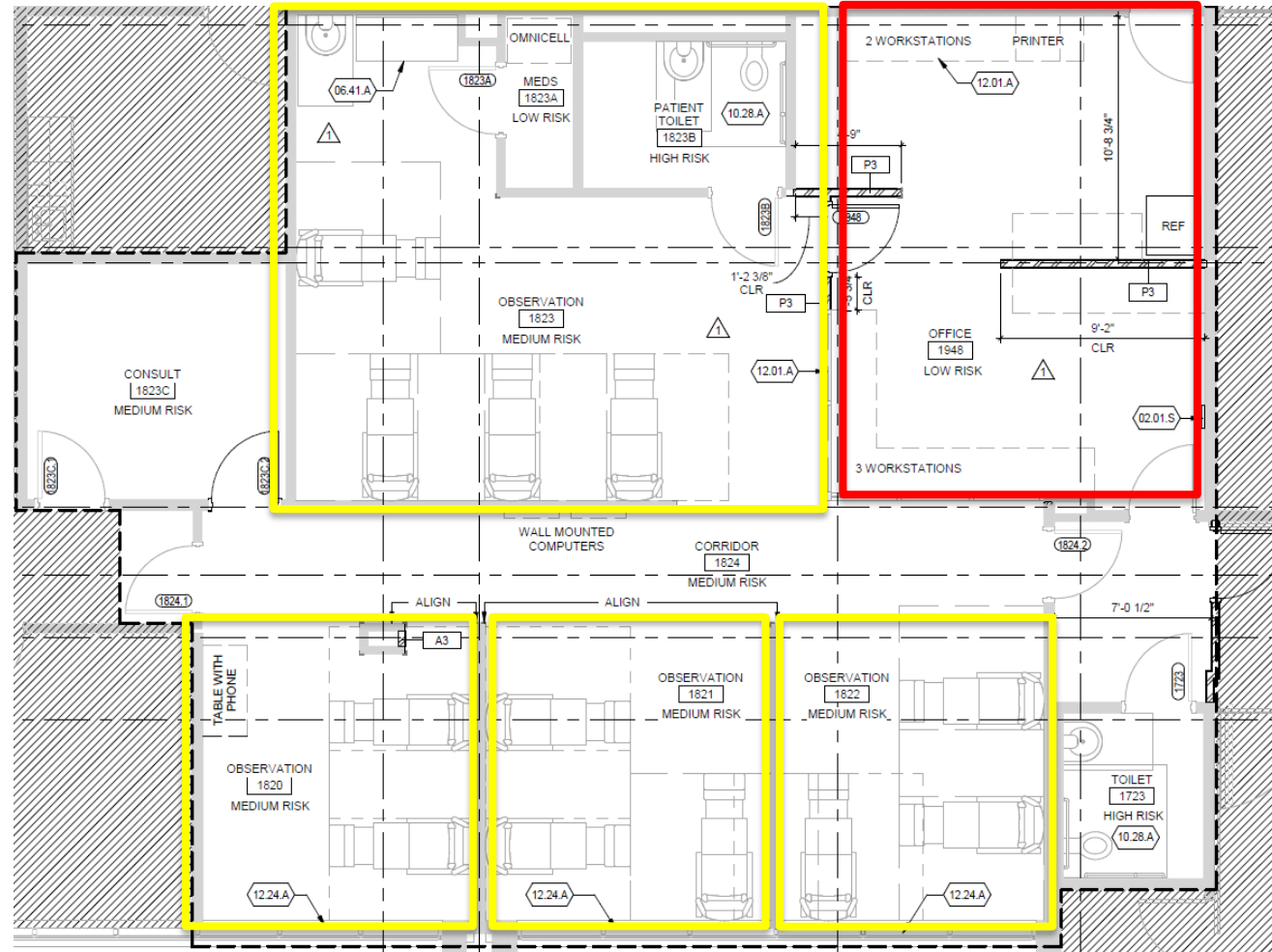


WARMTH IN ENVIRONMENT & PRACTICE

- How does the space feel?
- The Warm Blanket Role™
- “Did you feel received?”



FLEXIBILITY AT SMALLER SCALE



RECEIVING OUR PARTNERS



PARTNERED PATHWAYS OUT

- We aren't the key treatment; we are the compassionate co-pilots
- Know your care pathways and cultivate bi-directional partnerships
- Examples: detox, shelter, etc.

THE KEM & CAROLYN GARDNER MENTAL HEALTH CRISIS CARE CENTER



KEY COMPONENTS:

- 80,000 Sq. Ft.
- 30 Chair Receiving Center
- 24 Rapid Stabilization Beds
- Transitional Support Services
- Integrated partner space
- Opening Early 2025

CREATING THE FEELING

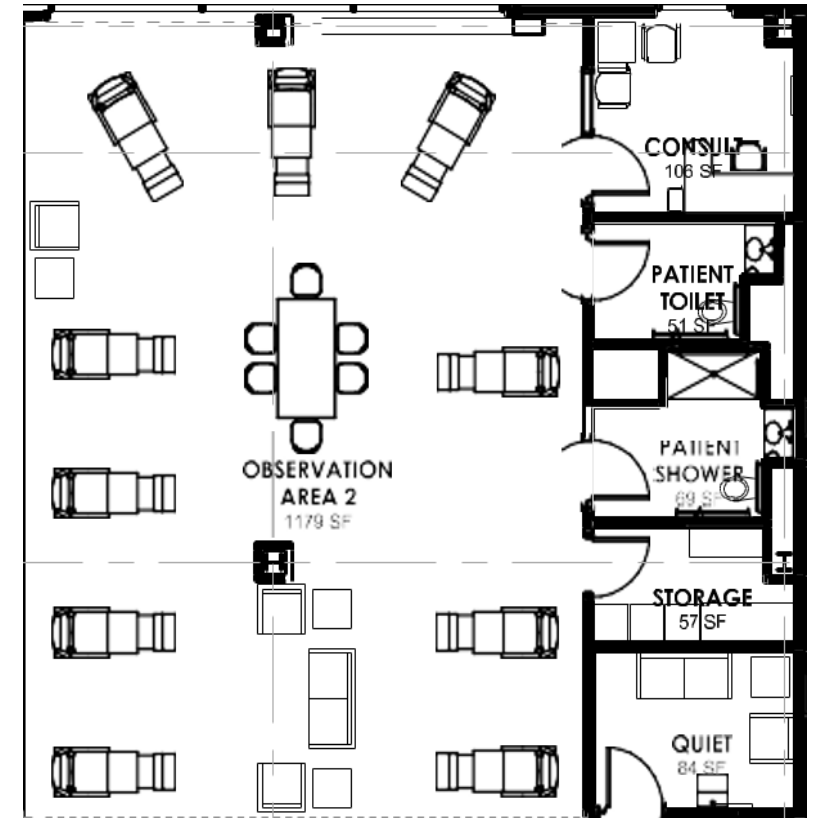
- Spaces should be warm and inviting
- Use the “Warm Blanket Test”



- Front and back door entries should feel similar

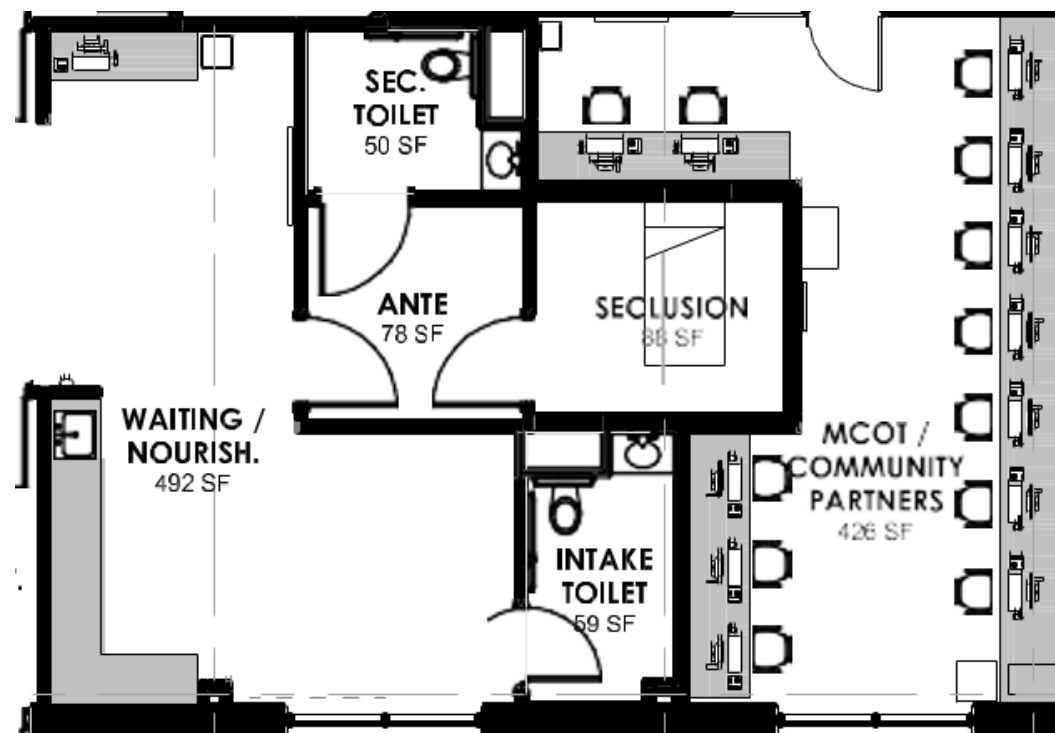
CREATING THE FEELING

- Create community
- Avoid the “recliner farm” or “reverse movie theatre”



PARTNERSHIPS IN PRACTICE

- Dedicated space
- Cross-pollination & warm handoffs
- Touchpoints as opportunities to reinforce “we” and “our” approaches



PARTNERSHIPS IN PRACTICE

