



Our Mission

WestCare empowers everyone with whom we come into contact to engage in a process of healing, growth and change benefiting themselves, their families, coworkers and communities.

Our Vision

WestCare devotes our best collective and individual efforts toward “uplifting the human spirit” by consistently improving, expanding and strengthening the quality, efficacy and cost-effectiveness of everything we do in building for the future.

Guiding Principles

Several principles provide further guidance in delivering behavioral services to individuals, families, and communities.

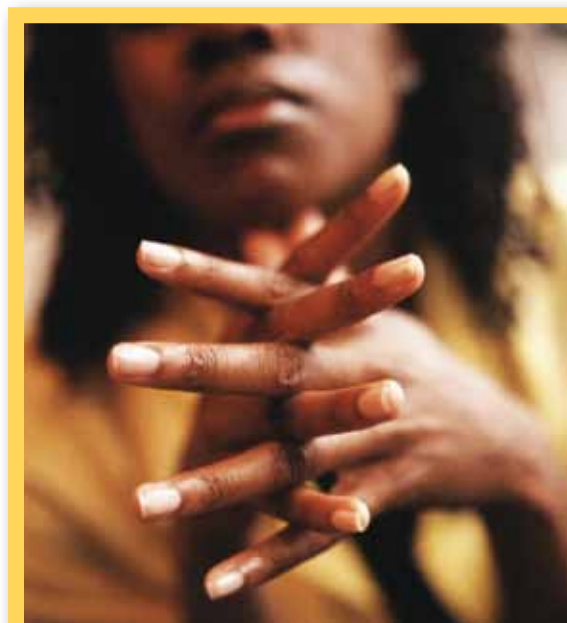
- Excellence
- Dedication
- Growth
- Ethical Behavior

About WestCare

WestCare is a non-profit organization founded in 1973, operates human services programs across the nation, from the Florida Keys to Guam, and many places in between serving tens of thousands of individuals on an annual basis.

WestCare operates:

- Substance Abuse Residential
- Community Triage Centers
- Domestic Violence programs
- Shelters
- Mental health crisis centers
- In-prison therapeutic community programs
- Transgender programs
- Veterans services
- Youth programs
- Outpatient programs
- And many more nationwide



For additional information, please contact:

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WestCare Community Triage Centers





WestCare Community Triage Centers

This model of service-delivery works in communities where there are concerns about public intoxication, homelessness and the mentally-ill.

The services include:

- Mental Health Crisis Stabilization
- Medically-Supervised Detoxification
- Medical assessment and stabilization or referral for medical conditions
- Assessments for residential or outpatient treatment programs
- Case management, referrals and service linkages
- Safe and effective treatment options
- Transportation from the local hospitals
- Discharge planning and placement

This dedicated service line is known as the *Community Triage Centers (CTC)*. The CTC serves the community's most vulnerable and often medically-compromised individuals in need of substance abuse and mental health treatment, detoxification, crisis intervention, human services, and case management.

This program is unique in that it has been developed as a partnership with the local cities, counties, hospitals and the Mental Health agencies in the communities where they reside, and as

stakeholders this group has asked for WestCare to help with this growing problem.

The collaboration of government, local hospitals and the health care community, law enforcement, the fire department, the courts and other non-profit organizations, assists in making the ownership of these programs a community solution.

WestCare establishes CTC's based on the model of CTC programs in other parts of the country. CTC potential outcomes include:

- Reduced costs for local health care systems
- Reduction in over-crowding at local emergency rooms
- More effective coordination of crisis services
- Reduced non-violent crime and incarceration
- Improved behavioral health results for high risk and addicted individuals, their families and the surrounding community

As a part of a network of community providers the Community Triage Centers provide:

- 24-hour medical supervision to those seeking treatment for substance abuse and crisis stabilization
- Medical interventions to provide a safe and comfortable detoxification; which promotes improved recovery sustainability
- Case management interface with local agencies to develop individual discharge plans
- Opportunities for long-term recovery through addiction treatment and education as well as service coordination after discharge

A varying array services are also available which include:

- Services to assist law enforcement by accepting the Civil Protective Custody detainees, in lieu of jail



- Medical clearance activities are available for those entering facilities for groups as an outpatient
- Transportation services so that any referrals from the local hospitals will be taken to the CTC by WestCare staff
- And Mobile Outreach teams which are deployed to provide assessments on-site of an individual in crisis.

Our Partners

WestCare's Community Triage Centers are supported by community partners including a matrix approach where three distinct entities each pay one-third of the total costs to operate the program. The three include the local jurisdictions, (Cities and Counties); State Mental Health and/or Substance Abuse agencies

and local hospitals. (The divisions amongst each group are based on the preference of the group participants and vary program-to-program.)

Successes

WestCare Community Triage Centers have treated thousands of individuals for, an average of three to five days. The recidivism rate is approximately 30%; and dependent upon each location and the resources available in each community.

For those returning, there is a shift in behaviors as the client learns to utilize the Community Triage Centers directly, rather than accessing the Emergency Rooms or requiring law enforcement interventions; this change in behavior reduces the burden on emergency responders. In addition, this allows the Emergency Rooms to focus on the medically-acute patients rather than the intoxicated and mentally-ill who are not in need of medical care.

The Community Triage Center approach is a successful intervention in the communities currently being served and could prove the same in other areas with impacts based on this difficult population.

