



Mary Wheeler, LMFT
CRF Vice President of Care
Management

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Program Director – Healthy
Connect San Diego

Improving and enriching the lives of every individual and family we serve.

VISION

CRF, in partnership with our clients and stakeholders, designs, delivers and evaluates innovative and exemplary behavioral health and social services in a manner that is both culturally and trauma competent, providing these services with integrity, compassion, and a strong focus on wellness and recovery.

We also inspire and mentor the next generation of behavioral health and social service professionals.

Mission



William (Hobie)
Hawthorne, PhD

1977 - Incorporated

1979 - Community Residential Treatment
System Act

1980 - Turning Point Crisis Center

Vista Balboa Crisis House



START Programs - 7	Transitional Residential	Adult Protective Services – After Hours Line	PERT
Adult Outpatient Clinics - 5	Urgent Care Behavioral Health Walk-in Center	Child, Youth, & Family Wrap Around Clinics - 4	CalWORKS Step Forward Behavioral Health Centers - 6
Client-directed Clubhouse	Assertive Community Treatment (ACT) - 4	SD Regional Center Crisis Response Teams - 2	SD Regional Center Community Crisis Home
	Enhanced Care Management Partnerships - 5	Community Support Services Partnerships - 5	

President & CEO: Linda Hammond, MFT, PhD

35 programs across San Diego County

Over 1000 workforce members

Approximately 50 prescribers

Over 100 Interns, Trainees and Practicum students annually

Over 20,000 unduplicated clients served annually

92% client satisfaction rate

CRF ACT programs housed over 850 clients (FY 20-21)

79% of clients admitted to START programs were not readmitted to a START or Hospital within 30 days of discharge

Accolades along the way

- Gold Achievement Award (2001) – American Psychiatric Association: START
- NAMI Inspiration Award (2007) – START
- Outstanding Recovery International Partnership Award (2014)
- START Programs recognized by SAMHSA as evidence-based (2017)
- 7 CRF Programs - San Diego Behavioral Health Program of the Year award

2020



**Healthy Connect
San Diego**

Blue Shield

Molina

CHG

United

Health Net



Healthy Connect San Diego

2.25 FTE to 28 FTE

Over 600 ECM enrolled members

Over 50 CS enrolled members

20% enrollment rate; 5% referrals from community partners

HHP: 31% Housing Placement with no housing funds

Recently awarded CA Incentive Payment Program funding

CRF & CIE partnership

Healthy Connect San Diego

- Current demographic and contact information
- Utilization of programs and resources
- Collaborative provider contact information
- Current status of VI-SPDAT and other housing assessments
- Evidence for ECM and CS referrals
- History of benefits usage

START programs

- Current demographic and contact information
- Utilization of programs and resources
- Discharge Planning



Success Story

Contact Information

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