



Central Receiving Facility

Central Intake to Hillsborough County's Designated Receiving System of Care

The Central Receiving Facility (CRF) is the central intake for the assessment and referral of adults suffering from a behavioral health, mental health or substance abuse crisis. The CRF was designed for use by law enforcement as the single point of access into the behavioral health system of care.



History

The Hillsborough's Central Receiving Facility (CRF) streamlines processing, increases diversion capabilities, improves response times, better matches individuals to appropriate placements and services, and employs additional care coordination strategies towards a more seamless approach for ensuring continuity of care for those in crisis.

Gracepoint, Inc., previously Mental Health Care, Inc., has been serving as the Central Intake for mental health services since the early 1990s when the Transportation Exception Plan went into effect. More recently, Gracepoint and Agency for Community Treatment Services, Inc. (ACTS) have made considerable investments in facility infrastructure to enable the co-location of the Addictions Receiving Facility onto the Gracepoint campus directly in response to the community's desire to move toward integrated care. Thanks to the infrastructure already in place with the The Central Intake facility, the Central Receiving Facility will serve a critical need in our community to serve those with behavioral health issues.

The integrated Central Receiving Facility:

- Expands Central Intakes capabilities to include persons presently served under the Marchman Act (about a 30% increase in numbers processed)
- Incorporates the launching of jail and acute care diversion initiatives (mobile crisis, hospital in-reach, housing first services, etc.) from that operation
- Aligns the operation to incorporate Care Coordination functions that engage persons while they are being served (particularly persons identified as high utilizers of inpatient acute care), connects persons to continuing care behavioral health services, and wraps around them enriched social supports to better assist them to successfully reintegrate into the community and decrease re-admissions.

Benefits of CRF

- Timely drop-off point for law enforcement officers
- Trained professionals to accept individuals in need of mental health and/or substance use assessments
- Secure facility
- Access to care coordination
 - health coaching, case management, peer support, housing coordination
- No “wrong door”

Training Opportunities

Training opportunities are available for law enforcement officers who would like to better understand how the CRF works as well as the Baker and Marchman Acts.

Partnership

Hillsborough County's largest and most experienced providers of mental health and substance abuse acute care services, Gracepoint and Agency for Community Treatment Services, Inc. (ACTS), as joint venture partners, operate Hillsborough's Centralized Receiving Facility (CRF).

Guiding Principles

- Divert individuals with mental health and/or substance abuse disorders from the criminal justice system.
- Provide a single point of access for law enforcement to a central intake facility.
- De-stigmatize individuals with mental health and/or substance abuse disorders.
- Reduce inappropriate use of hospital emergency departments.
- Monitor needs of those who are continuously affected and measure outcomes of CRF intervention.
- Use existing resources efficiently and effectively.



Admission Criteria

- Individuals must be at least 18 years of age for admittance.
- Involuntary need of treatment under the Baker or Marchman Acts, including those individuals experiencing a mental health and/or substance abuse crisis, who are in danger of hurting themselves or others.
- Individuals experiencing a mental health and/or substance abuse crisis who are willing to be transported voluntarily by law enforcement for an assessment.



Medical Exclusionary Criteria

- Individuals in need for emergency medical or continuous physician care (Need for intravenous fluid, oxygen or other specialized treatments, severe infections, etc.)
- Those that require medical attention unrelated to their withdrawal symptoms or impairment (bleeding, broken bones, etc.)
- Medication overdose
- Acute alcohol intoxication that renders a person unable to stand or be responsive

CRF Mission

As a single point of access, the Central Receiving Facility will provide education, assessment and referrals to direct those individuals exhibiting mental health and substance use disorders to the most appropriate level of care, ensuring the individual's dignity and respect, while protecting quality of life and community safety.

Contact Information

If you are in crisis, or know someone who is, please contact
Central Receiving Facility
2212 E. Henry Ave.
Tampa, FL 33610
813.272.2958

*The CRF is a joint venture partnership
between ACTS and Gracepoint.*

To learn more about ACTS,
visit www.actsfl.org or call 813.246.4899.

To learn more about Gracepoint,
visit www.gracepointwellness.org or
call 813.272.2244.

For general intake information, call
813.272.2958.

