



Residential Treatment Services -- Critical Care

Hillside Children's Center

Hillside's Critical Care programs, delivered in out-of-home settings, support the ability of youth to develop skills that can help them overcome challenges which might inhibit their potential in their families, homes and communities. These therapeutic social, recreational and educational services, combined with individual / group / family therapy, provide a coordinated evidence-based framework of care that helps prepare youth and their families to deal effectively with a wide range of life challenges. At all Hillside campuses where they are offered, Critical Care services are individualized through ongoing collaborations between staff, youth and families to make sure each youth's strengths and personal goals are considered.

ABOUT THE SERVICE

Hillside's Critical Care programs are provided at three different campuses in the Greater Rochester/Finger Lakes region. Each program is customized to meet the needs of youth at different stages of development (see *Eligibility Criteria*, below, for details).

CRESTWOOD CAMPUS PROGRAM

The Crestwood Critical Care program assists youth in developing daily living skills, social skills, anger management and improved family and peer relationships. Positive behavioral interventions and supports provide clear expectations and positive reinforcement for meeting these expectations. An enhanced staff-to-youth ratio offers a stable and safe living environment for youth with challenging behaviors. Full-time direct care staff are joined by licensed Clinicians, a certified Recreation Therapist, a certified/licensed Behavior Analyst, a Case Manager, a Permanency Specialist and a Family Advocate.

The program uses individual, group and family therapy to help youth develop new coping skills and more appropriate ways to manage their emotions. The treatment team consists of the youth and their family, their individual clinician, psychiatric provider, teacher, cottage staff and nurses, as well as a consulting psychologist and pediatric provider.

Interventions offered include:

- Individual, Group and Family Therapy
- Trauma-Focused Cognitive Behavior Therapy
- Play Therapy
- Therapeutic Recreation (on- and off-site)
- Positive Behavior Interventions and Supports
- Applied Behavior Analysis
- Family Finding
- Dialectical Behavior Therapy (DBT)

MONROE CAMPUS PROGRAM

Critical Care at Hillside's Monroe Campus provides a range of therapeutic social, recreational and educational services via individual, group and family therapy, as well as DBT treatment as determined by clinical needs.

The Monroe Critical Care program helps youth develop new coping skills and more appropriate ways to manage their emotions. The youth's treatment team consists of their family, their individual therapist, their psychiatric provider, a care coordinator and a consulting psychologist and pediatrician. An enhanced staff-to-youth ratio offers a stable and safe living environment for youth with challenging behavior. Youth Care Professionals providing 24-hour supervision are trained in supporting youth with aggressive behavior. Validation of youth and the impact of trauma in their lives is an integral part of the program. Staff receive ongoing training to meet each youth's individual needs.

Interventions offered include:

- Individual, Group and Family Therapy
- DBT and Group DBT Skills Training
- Trauma Focused Cognitive Behavioral Therapy
- Individual Anger Management

- Therapeutic Recreation (on- and off-site)
- Positive Behavior Interventions and Supports
- Connection with off-site substance abuse treatment

FINGER LAKES CAMPUS GROW PROGRAM

The Gaining Resilience Through Overall Wellness (GROW) Critical Care program is designed to meet the treatment needs of teenage girls (ages 12-18) who are coping with challenges related to significant trauma they have experienced. This trauma may include physical or sexual abuse, loss, neglect, and/or life experiences during which youth feared for their safety.

Intensive residential care in the GROW program supports the youth and their families by combining a highly structured therapeutic group living experience with individualized Dialectical Behavior Therapy (DBT) treatment. The program assists participants in increasing their capacities to manage their selves and their relationships with others, especially peers and family, through the development of decision-making, distress tolerance, interpersonal effectiveness, emotion regulation skills and mindfulness practices. Older adolescents are also helped in the focus on independent living skills as they prepare for adulthood.

Family contact and the exploration of family dynamics are important treatment components in GROW. Family members are essential members of the child's treatment team, and are included in decision-making about treatment priorities.

As soon as a youth is admitted to the GROW program, planning begins for the youth's discharge from the program and continues throughout their residence. Youth make the transition to a lower level of care as soon as that is clinically indicated. Aftercare services are provided for three months following discharge to ensure that youth is succeeding in her post-discharge environment.

PROVIDED IN ALL CRITICAL CARE PROGRAMS

Education Services—Hillside's campus schools, approved by the New York State Education Department, provide therapeutic education services for youth in our care. Daily instruction is guided by each student's Individual Education Plan (IEP) and through collaborations between each student and their family, designed to maximize their academic and social learning potential toward the goal of eventually returning to their home district.

Hillside's educational services are typically provided in classrooms staffed by a 6:1:2 ratio (students : teacher : teaching assistants). Classrooms may be self-contained or departmentalized by subject area to meet students' educational needs. All coursework meets NYS standards, including a core instructional program of English, social studies, science, mathematics, physical education and the arts. Students have access to guidance counseling and a school psychologist for testing and educational planning. Library sciences and business are provided per NYS guidelines. Speech/language therapy and occupational therapy are available for students identified to receive these services by the Committee on Special Education (CSE) of their home district. Our education staff collaborates with the students' home districts throughout their placement and in preparation for their transition.

Health Care Services—Our campuses provide round-the-clock access to health care services delivered by caring staff trained to attend to most medical/psychiatric needs experienced by youth in residential treatment. Licensed clinical professionals include registered dietitians, licensed practical nurses, registered nurses, psychiatric and pediatric nurse practitioners, pediatricians and child/adolescent psychiatrists. These individuals work closely with program staff to provide high-quality care, while maintaining strong relationships with local hospitals and providers when higher levels of specialty medical, psychiatric and emergency care are needed.

Children and Residential Experience (CARE)—Hillside residential programs follow the CARE model, which is rooted in the theory that children change, grow and develop through meaningful relationships. Fundamental CARE principles require Hillside programs to be developmentally focused, family-involved, relationship-based, competence-centered, trauma-informed and ecologically oriented.

Permanency and Treatment Planning—Treatment services are individualized for each youth and based on a goal of making significant improvements in addressing the risk factors that resulted in their referrals to the program. The ultimate goal is the youth's reunification with their family or other reliable community resources.

ELIGIBILITY CRITERIA

- Gender: Male and Female (Female only for Finger Lakes GROW program)
- Age Ranges: Ages 5 to 14 (Crestwood), 12 to 18 (Finger Lakes GROW) and 10 to 21 (Monroe)
- Minimum IQ Requirements: 60 (Monroe), 70 (Crestwood), 75 (Finger Lakes GROW)

CONTACT INFORMATION

Hillside Family of Agencies—24 hours / day: 585-256-7500 or integrationctr@hillside.com



FACILITY

- Monroe Avenue Campus: 1183 Monroe Avenue, Rochester NY 14620
- Finger Lakes Campus: 7432 County House Road, Auburn NY 13021
- Crestwood Campus: 2075 Scottsville Road, Rochester NY 14623

SUPPORTED BY

Hillside Critical Care programs are supported by the NYS Office of Child and Family Services, local school districts and local counties.

RESIDENTS OF

Hillside Critical Care programs are available to residents of all counties in New York State: Albany, Allegany, Bronx, Broome, Cattaraugus, Cayuga, Chautauqua, Chemung, Chenango, Clinton, Columbia, Cortland, Delaware, Dutchess, Erie, Essex, Franklin, Fulton, Genesee, Greene, Hamilton, Herkimer, Jefferson, Kings, Lewis, Livingston, Madison, Monroe, Montgomery, Nassau, New York, Niagara, Oneida, Onondaga, Ontario, Orange, Orleans, Oswego, Otsego, Putnam, Queens, Rensselaer, Richmond, Rockland, Saratoga, Schenectady, Schoharie, Schuyler, Seneca, St. Lawrence, Steuben, Suffolk, Sullivan, Tioga, Tompkins, Ulster, Warren, Washington, Wayne, Westchester, Wyoming and Yates.

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