Residential Services - Critical Care
Hillside Children’s Center

Hillside Residential Services Critical Care programs provide intensive, individualized, trauma informed, highly structured, therapeutic residential services that are of high quality, evidence based, ethical, comprehensive, strength based, and culturally relevant. Services include a range of therapeutic social, recreational, educational services together with individual, group and family therapy.

ABOUT THE SERVICE

CRESTWOOD CAMPUS PROGRAM
This is a 16-bed program (Sleepy Hollow and Riverside Cottages) that assists co-ed youth (ages 5-14) in developing daily living skills, social skills, anger management, and improved family and peer relationships. Positive Behavioral Interventions and Supports are used within this program in order to provide clear expectations for youth and provide positive reinforcement for meeting these expectations. Crestwood Critical Care offers an enhanced staff-to-youth ratio that is designed to offer a stable and safe living environment for youth with challenging behaviors. 18 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.

This program helps youth develop new coping skills and more appropriate ways to manage their emotions through the use of individual, group and family therapy. The youth’s treatment team consists of their family, their individual clinician, their psychiatric provider, their teacher, cottage staff, and nurses, as well as a consulting psychologist and pediatric provider. Youth have access to 24 hour nursing care.

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
MONROE CAMPUS PROGRAM
The program provides intensive, individualized, trauma informed, highly structured, therapeutic residential services that are of high quality, evidence based, ethical, comprehensive, strength based, and culturally relevant. Services are provided to youth ages 12-18 and include a range of therapeutic social, recreational, educational services together with individual, group and family therapy.

The boys program (Focus Unit) is an intensive intervention that assists youth in developing socially appropriate life skills including decision-making, anger management, positive community involvement, and improved family and peer relationships. Independent living skills are an additional focus for older adolescents.

The girls program (Alcott Unit) assists girls in managing their relationships with others, especially peers and family, through improved decision-making, distress tolerance, interpersonal effectiveness, and emotion regulation skills as well as mindfulness practices. Independent living skills are an additional focus for older adolescents. The Alcott Unit provides Dialectical Behavior Therapy (DBT) treatment.

The Focus Program employs highly trained staff as well as multiple clinical supports. The program offers an enhanced staff-to-youth ratio that is designed to offer a stable and safe living environment for youth with challenging behavior. Staff receive ongoing training to meet the individual needs of these youth.

The FOCUS Program helps youth find new coping skills and more appropriate ways to manage their emotions through the use of individual, group, and family therapy. The youth’s treatment team consists of their family, their individual therapist, their psychiatric provider, a care coordinator, as well as a consulting psychologist and pediatrician. Interventions offered include:
- Individual Therapy
- Group Anger Management
- Trauma Focused Cognitive Behavioral Therapy
- Family Therapy
- Connection with on-site substance abuse treatment at Hillside’s REACH Clinic
- Therapeutic recreation (on and off site)
- Positive Behavior Interventions and Supports
- Group DBT Skills Training (Female Alcott Unit)

FINGERLAKES CAMPUS GROW PROGRAM
The Gaining Resilience Through Overall Wellness (GROW) Critical Care services program provides intensive residential care to emotionally and behaviorally challenged girls ages 12-18 and their families by combining a highly structured, therapeutic, group living experience with individualized Dialectal Behavior Therapy (DBT) treatment.

GROW assists youth in increasing their capacities to manage self and relationships with others, especially peers and family, through development of decision making, distress tolerance, interpersonal effectiveness, and emotion regulation skills as well as mindfulness practices. Independent living skills are an additional focus for older adolescents.
Family contact, and the exploration of dynamics within the family are important components of treatment at GROW. As essential participants on the child’s treatment team, family members are included in decision-making about treatment priorities.

Clinical Services: The GROW program is designed specifically to meet the treatment needs of teenage girls who have experienced significant trauma in their lives, and have experienced challenges because of their responses to the trauma. This trauma may include physical abuse, sexual abuse, loss, neglect, and/or life experiences during which youth feared for their safety. Clinical work is based on the Dialectical Behavioral Therapy model which focuses on skill acquisition and practice in four domains: emotional regulation, distress tolerance, interpersonal effectiveness and mindfulness.

Transitional and aftercare services: Transition coordinators begin planning for discharge upon a child’s or adolescent's admission to the GROW Program. Discharge planning increases in intensity during the last three months of residence. Youth make the transition to a lower level of care as soon as clinically indicated. Transition Coordinator services provide aftercare services for three months post discharge to ensure that the discharge remains viable.

ALL PROGRAMS PROVIDE:

Education Services: Hillside Campus Schools, approved by the New York State Education Department, provide therapeutic education service for our students. Guided by each student’s Individual Education Plan (IEP), daily instruction is designed to maximize each student’s ability to learn academically and socially. Working collaboratively with families and youth, the goal is to help students to improve their academic achievement and emotional coping skills so that they can return to their school district.

Schools situated on our residential campuses as well as our Day Treatment Centers generally provide special education services in classrooms with a 6:1:2 ratio (students:teacher:TAs). Classrooms may be self-contained or departmentalized, by subject area, in order to meet the educational needs of students. All coursework must meet New York State standards. In addition to English, social studies, science and mathematics, physical education and the arts make up the core instructional program. In addition, students have access to school guidance counseling and a school psychologist for testing and educational planning and recommendations. Library Sciences and Business are provided as required by state guidelines. Speech/Language Therapy and Occupational Therapy are available as related services for those students who have been identified to receive these services by the Committee on Special Education (CSE). The education staff collaborates with the students’ home school district throughout placement and in preparation for transition.

Health Care Services: Health care staff includes a full range of highly trained personnel who can attend to most medical and psychiatric needs experienced by youth in Residential Treatment. Our licensed clinical professionals include Registered Dieticians, Licensed Practical Nurses, Registered Nurses, Psychiatric and Pediatric Nurse Practitioners, Pediatricians and Child and Adolescent Psychiatrists. These individuals work collaboratively with program staff to ensure high quality health care is provided; and maintain strong relationships with local hospitals and medical providers to provide higher levels of specialty medical and psychiatric care, as well as emergency care. All children
in residential care will have access to health care services 24 hours a day.

**Permanency and Treatment Planning:** Treatment services are individualized with the goal for all youth to make significant improvement in the risk factors that resulted in their referral to the program. Reunification with family or another reliable community resource is the ultimate transition goal.

**CONTACT INFORMATION**

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

**FACILITY**

Monroe Avenue Campus
1183 Monroe Ave, Rochester

Fingerlakes Campus
7432 County House Rd, Auburn

Crestwood Campus
2075 Scottsville Road, Rochester

**SUPPORTED BY**

*NYS Office of Child and Family Services*
*Local School Districts*
*Local Counties*

**ELIGIBILITY CRITERIA**

Gender: Male and Female
Age Range: 5 - 18
IQ: 70

**RESIDENTS OF**

Albany County, Allegany County, Bronx County, Broome County, Cattaraugus County, Cayuga County, Chautauqua County, Chemung County, Chenango County, Clinton County, Columbia County, Cortland County, Delaware County, Dutchess County, Erie County, Essex County, Franklin County, Fulton County, Genesee County, Greene County, Hamilton County, Herkimer County, Jefferson County, Kings County, Lewis County, Livingston County, Madison County, Monroe County, Montgomery County, Nassau County, New York County, Niagara County, Oneida County, Onondaga County, Ontario County, Orange County, Orleans County, Oswego County, Otsego County, Putnam County, Queens County, Rensselaer County, Richmond County, Rockland County, Saratoga County, Schenectady County, Schoharie County, Schuyler County, Seneca County, St Lawrence County, Steuben County, Suffolk County, Sullivan County, Tioga County, Tompkins County, Ulster County, Warren County, Washington County, Wayne County, Westchester County, Wyoming County, Yates County

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