

Targeted Case Management “Restart” Team

*A Nurturing, Supportive environment for
change*

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R e c o v e r y



Wellness City office. 2383 Limestone Road. Wilmington, DE



 **RI**
Recovery Innovations, Inc
Supporting **META** Certified Recovery Alternatives

Locations

- Restart Ellendale is located on Main Street and co-located in the Recovery Response Center
- Restart Wilmington is located on Limestone Road also co-located with Wellness City (CRISP program)
 - Referral Fax: 302-691-5863
 - Referral Phone: 302-300-3105

Purpose

- Restart is a Recovery based, voluntary, short term Care Management program with the goal of preventing, when possible, hospitalization and higher levels of care by rapidly getting to know the person's needs and engaging in a voluntary recovery opportunity, and connecting people to community services and supports.

Populace Guidelines

The Restart Program serves the following individuals in the community:





- Adults (18 years of age or older)
- Any individual that has a significant mental health and substance use challenge.
- Those that are willing to voluntarily accept the services
- Any individual who is currently experiencing behavioral health challenges that without immediate intensive support could result in hospitalization or incarceration.
- Any individual who is not well connected to community based services or are poorly served by the services they are receiving.

Engagement Process

- Each individual is referred to us from a variety of organizations within the community
- Phone contact is made within 24 hours to the referring party, and also to the referred individual.
- A meeting in person with a Recovery Navigator / Mental Health Professional and Peer Recovery Coach within 48 hours of initial phone contact.
- No one is denied services during the in person meetings, however, every individual is given the right and the freedom to decline our services.
- Pending acceptance by the individual, our Recovery Navigators maintain contact with each person 1x weekly, and the Recovery Coaches maintain contact 2x weekly to provide them with resources to their recovery. Our staff is available from 8am – 6:30pm 7 days weekly.
- Services are closed once resources are provided and support is in place. (usually 30-45 days)





Role of Recovery Navigator



- Is a Master's Level Clinician / CADC that can assist the individual to determine what services may assist them in their journey in recovery.
 - Provide the individual with navigation of resources within the community to find the direction that may be the most advantageous for them.
 - Provide a supportive, counseling role when the individual is struggling with mental health or substance abuse challenges.
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Role of Peer Recovery Coach



- Connects to the individual from a position of mutuality, based on shared mental health or substance abuse experiences.
 - Promote recovery by creating a warm, friendly, and non-judgmental environment where people want to engage.
 - Hold the hope and communicate the message of hope.
 - Be an equal member of the team/ not a sheltered work place.
 - Bring a peer/recovery perspective to the team.
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Mission Statement

Is to create opportunities and environments that empower people to recover, to succeed in accomplishing their goals, and to reconnect to themselves, others, and meaning and purpose in life.

www.recoveryinnovation.org