

## Site Visit Report: Progress Foundation's Avenues

Date: Tuesday, August 27, 2024 Time: 1:00 PM - 2:00 PM

Location: 1443 7th Avenue, San Francisco, California 94112

### Attendees:

- Lisa Wynn

- Kescha S. Mason

### Overview:

The purpose of this site visit was to gain insight into the services and programs offered at Progress Foundation's Avenues, a crisis residential treatment unit designed as an alternative to hospitalization for single adults experiencing acute mental health challenges.

### Program Highlights:

**Client-Centered Approach:** The staff at Avenues emphasizes meeting residents where they are, conducting referrals and assessments to connect them with essential services and resources. This personalized approach aims to help residents thrive and reconnect with their community.

**In-House Programs:** A range of in-house programs are utilized by staff to assist residents. Notable among these are the DPT work groups, Addiction/Depression Anxiety, and training sessions focused on creating safe spaces and seeking safety. These initiatives are designed to empower residents and support their recovery journeys.

**Community Integration:** Residents are encouraged to participate in community programs that address their specific needs. The staff actively assists in making referrals to these programs, fostering a sense of belonging and support.

Facility Overview: The Avenues facility is ADA-accessible and includes a communal kitchen, a community space for psychiatric providers, and areas designed to promote social interaction among residents. The average length of stay is typically two weeks, with some residents remaining for as little as nine days, depending on individual assessments and needs.

Measuring Success: Success is measured through individualized treatment plans developed in collaboration with residents. The staff maintains connections with residents, providing necessary support and services, including warm hand-offs to other programs. Safe discharge plans are created to minimize recidivism.

Challenges: Significant challenges include ensuring continuous support during transitions to other services and addressing any barriers that may arise during the treatment process.

Community Engagement: The program has benefited from productive community outreach and support from community partners and stakeholders. Notably, the availability of Narcan training and education for residents has been a successful initiative.

Referrals: Clients are referred to Avenues from various sources including Dore, VeSt, and RAMS. Clients can also refer themselves to the program. Currently, the average waiting list is minimal, ensuring timely access to services.

#### Collaboration with Other Agencies:

Avenues collaborates with several agencies to meet clients' needs, including RAMS, VOSF, and other community-based organizations.

Staff Input and Program Evaluation: Staff input is actively sought through regular meetings where discussions on resident and program safety plans occur. Evaluations and a suggestion box are also utilized to foster collaboration and support among team members.

Family Involvement: Family members and significant others are welcomed and encouraged to participate in supporting their loved ones. Family visits are encouraged, particularly during the holidays, to enhance support for residents.

Lack of Physical Brochure: It was noted that there is currently no physical brochure or written description specifically for this program site. However, detailed information can be found on the Progress Foundation website at [www.progressfoundation.org](http://www.progressfoundation.org). (Please note that the website is undergoing updates, which may affect access to certain information.)

#### Conclusion:

The site visit provided valuable insights into the operations and impact of Progress Foundation's Avenues. The commitment of the staff to support residents through tailored programs, community integration, and family involvement is commendable. Further efforts to enhance communication materials, such as brochures, could improve outreach and awareness for potential residents and their families.

#### Next Steps:

- Consider developing a physical brochure or a more detailed program description for distribution.
- Explore additional opportunities for community collaboration to expand the resources available to residents.