Local Service Area: Santa Cruz County, CA

Primary Service Focus: Trauma and Justice

Secondary Focus: Jobs and Economy

Project Director: Yana Jacobs

Project Team Members: Elizabeth Soria, Betsy Clark, Jan Hilkert, Leslie Tremaine

CMHS Project Officer: Mary Blake

Evidence-Based Practice(s): Intentional Peer Support (IPS)

Project Description: Second Story is a peer-staffed crisis residential program (PCR) that fills a critical gap in the Santa Cruz County Mental Health’s service delivery system by providing a recovery-based alternative to existing hospital-driven emergency services. In providing peer-operated support to individuals in crisis, Second Story provides training, employment, and empowerment opportunities and substantially contributes to the system’s overall transformation. The goals of Second Story are to 1) provide recovery-oriented, trauma-informed peer and formal support in a crisis respite and 2) provide training to peers in Intentional Peer Support (IPS) and trauma-informed care. The objectives of Second Story are to 1) provide services for adult consumers; 2) reduce emergency hospitalizations for acute psychiatric crises; 3) foster recovery for individuals with serious mental illness; 4) reduce costs for services; 5) increase meaningful choices for recovery for consumers in Santa Cruz County; 6) establish a true Consumer Operated PCR within 5 years. The project employs evidence-based practices and fidelity instruments developed and validated by leaders of the peer-support and peer research communities. Second Story provides a haven and recovery-oriented peer and formal support to adults who qualify for public mental health services, including homeless individuals, and people in supported housing and board and care facilities.