

# Crestwood Healing Center Case Study

## **What is Crestwood and What Do They Do?**

Crestwood Healing Center is a residential facility with two programs serving the adult mental health community, with one program focusing specifically on young adults. The residents deal with a range of symptoms, including hearing voices, paranoia, depression, anxiety, and lack of motivation. Crestwood's purpose is to help empower the residents toward successful community living through things like vocational training, skill building, self-esteem, building hope, community involvement, development of relationships, etc.

## **The Process of Incorporating Sustainable Business Practices at Crestwood:**

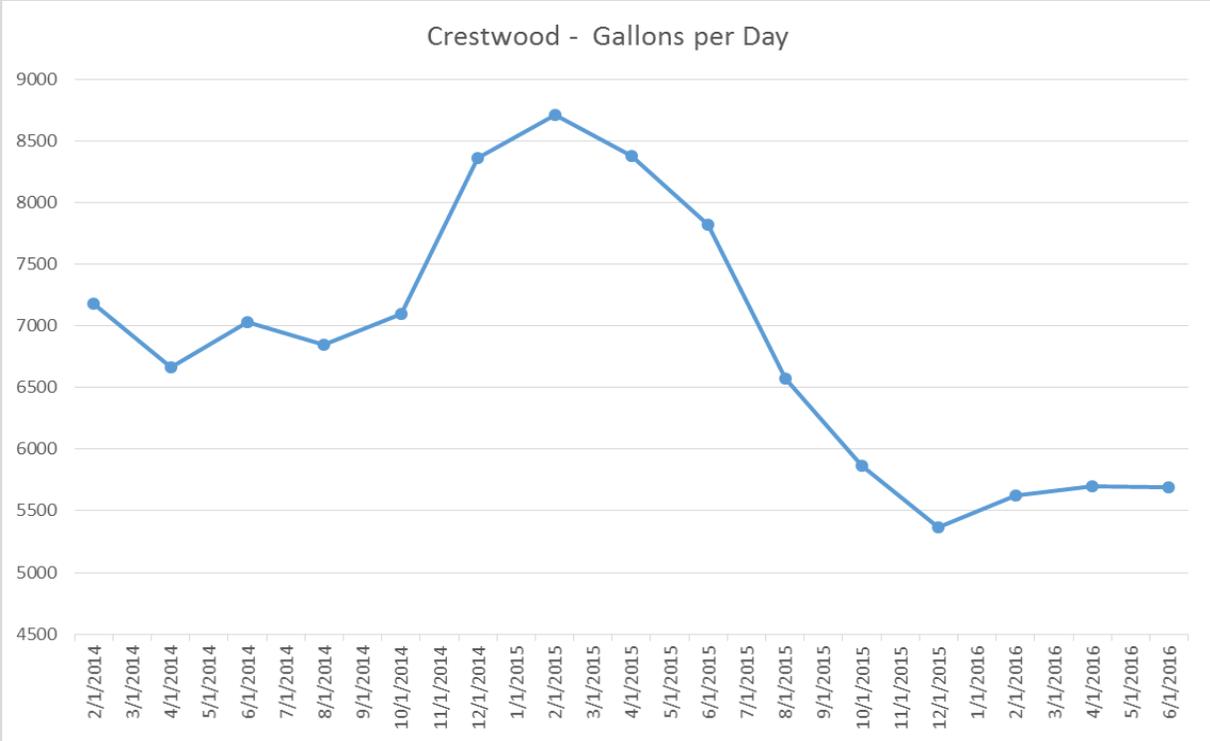
In April of 2015, Crestwood put together a team, the 'Green Machine', whose mission is to help the environment and green the facility. They started tackling different areas, including waste, water, and energy by making many changes throughout the facility and consistently educating the staff and residents at meetings and facility events. After approximately 15 months, Crestwood applied and went through the process to become a certified Green Business through the Contra Costa Green Business Program. On September 29, 2016, Crestwood Healing Center was awarded its Green Business certification.

## **What Water Efficiency Practices and Upgrades Were Completed?**

Some of the changes that were made in the building to conserve water included replacing the toilets to high efficiency models, identifying and fixing toilet leaks, installing efficient devices such as 1 gallon per minute faucet aerators & low-flow shower heads, shutting off the irrigation system, and putting up signs in resident bathrooms about turning off the water while brushing their teeth and shaving. In the commercial kitchen, Crestwood also conserves water by reducing its use of trays needing to be washed, using water collected from washing fruits and vegetables and water harvested in their rain barrel to water the gardens, installing a high efficiency pre-rinse spray nozzle, when possible using the same pot to cook multiple things, and running only full loads of the commercial dishwasher. Crestwood has maintained these water efficient strategies and behaviors and continues to add new approaches their environmental team develops.

## **Water Efficiency Achievements and Savings:**

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At the start of the project, Crestwood’s water use had steadily increased and reached 556,000 gallons per billing period in early 2015. The changes that were made in the facility proved to be very successful. By the end of 2015, Crestwood had reduced its water use by 45%; they received recognition from CCWD for their achievement and for being a role model to the community. In 2016, Crestwood’s water use has remained around 350,000 gallons per billing cycle, which is 35% less than before the ‘Green Machine’ began. Tackling their water use and becoming more water efficient has saved them over 1.9 million gallons of water in just over a year. They will continue to save approximately \$7,000 a year in water and wastewater charges due to the upgrades and changes in their operating procedures.

### Top Challenges:

- Dealing with people who were indifferent
- Aversion to change
- Financial restrictions
- Lack of blueprint
- Organizational restrictions
- Keeping people motivated

### Things That Worked Well:

- Having a committed team of caring, thoughtful people that meets EVERY week
- Lots of education at staff and resident meetings and events
- Feedback about progress/feeling of facility pride in our accomplishments
- Removal of alternative options/expression of “This is what we do and who we are”
- Constant reminders of how to conserve
- Encouragement to take the practices beyond the facility