



Intensive Community-Based Services

For Jackson Care Connect Members

In partnership with Jackson Care Connect, ColumbiaCare offers a team of professionals who deliver flexible and responsive services based on a member's circumstances and need in whatever setting the person happens to be in. Often times it is this ability to provide immediate support and care that can make the biggest difference, potentially changing the trajectory from a negative and costly one, to one of healing and a positive outcomes.

ColumbiaCare's Intensive Community-Based Services include the following:

- **Hospital Assessment/Diversion:** Rapid access to services and community supports in coordination with JCMH Crisis Team and Asante Emergency Department to help determine if a JCC member can be served in the community vs. the hospital. (JCMH will continue to respond to hospital in the Medford area for JCC members when they are experiencing a crisis.)
- **Crisis Stabilization:** Short-term respite mental health services in a community-based, residential setting.
- **Transitional Supportive Housing:** Temporary housing complete with support services and periodic staff check-ins (In development, projected completion 2018!)
- **Intensive Case Management:** Flexible services provided in a person's home or other community setting, continuing on a short or long-term basis to maintain them safely in the community without hospitalization
- **Post Hospitalization Follow-Up Appointments:** Therapeutic contact within 7 days of discharge to significantly reduce subsequent hospitalization or crisis, and to encourage access to, and continuation of care.

For more information, please contact Rachel Wilson, Community Based Program Manager at **541.200.2900** or **rwilson@columbiacare.org**.

How can we help.

ColumbiaCare's Intensive Community-Based Services are a package of care from which Jackson Care Connect can access services on behalf of their members to help them transition out of more intensive and expensive levels of treatment, and when possible, avoid psychiatric hospitalization. It can also be used to help them maintain stability in their current living situation. We can essentially help solve some of the most difficult behavioral health problems a person can face, in the least intrusive way, while reducing costs to the system.

Springbrook Crisis

Respite Center.

A Crisis Respite Program is a 24/7 facility that provides short-term respite mental health services in a community-based, residential setting. These programs offer a very home-like and therapeutic environment that provides respite from stress and/or trauma an individual may be experiencing. Individuals typically stay at a crisis respite center between 3-7 days, but are allowed to stay for up to 30 days as needed. This resource provides an important link in the continuity of care. Services are intended to keep the person feeling safe, stabilize their symptoms and return the person back to their familiar living situation and treatment as soon as possible. Crisis respite programs can be used to stabilize a person in an emergency, provide an intermediary transition step from a higher level of care to the community, act as a cooling off place when a home situation has become intolerable, provide a resource where a person can be monitored during medication changes, and/or be used as an after care environment for a person with suicide attempts or ideation. Crisis respite programs are one of the most valuable resources a community can have.

Intensive Case Management (ICM).

ColumbiaCare ICM Services are a flexible, community-based package of care that includes assessment, strengths-based treatment planning, and recovery oriented case management that helps identify the individual's service needs, and establishes and maintains community support systems and service coordination. ColumbiaCare's professional ICM Team will deliver high-quality, evidence-based services that are flexible; provided in the individual's home or other community setting; and may continue on a short or long-term basis. The purpose of ICMS is to maintain the client safely in the community without hospitalization. ColumbiaCare is prepared and qualified to include psychiatric and nursing services as needed and desired.

Hospital Assessment & Diversion.

We understand that diverting individuals from unnecessary hospitalization can be extremely clinically beneficial for a person experiencing a mental health crisis. It also saves money. ICM staff are available on-call to respond when the JCMH Crisis Team has identified a JCC Member experiencing a psychiatric crisis and has been taken to a Medford hospital. ColumbiaCare staff provide assistance, case review, and help determining what the clinical and safety needs of the Member are, and whether or not they can be safely treated in a less intensive and appropriate level of care as an alternative to inpatient hospitalization. Next steps may include referring them to the closest crisis center.

Post Hospital Follow-Up.

Post-Hospital Follow-Up Contact (PHFC) is another innovative way that ColumbiaCare is helping JCC meet performance metrics, while helping people avoid unnecessary, traumatic, and costly re-admits to hospital settings. National studies show that a person who receives a follow-up contact from a mental health representative within 7 days of a hospital discharge are significantly less likely to be decompensate and be readmitted to the hospital. ColumbiaCare uses Qualified Mental Health Associates and Qualified Mental Health Professionals from our ICM Team to ensure those contacts are made, and that the Member is either connected to their own service provider (a follow up appointment made), or are seen by one of our treatment professionals.