



JACKSON CARE CONNECT

Member Services

Menu of JCC Services for Partners Informational Brochure

ColumbiaCare offers friendly, professional and integrated mental health services in Jackson County! Our skilled team of staff provides comprehensive services to meet the needs of Jackson Care Connect Members as they pursue a healthier and happier future. For the convenience of our clients, we offer regular outpatient clinic hours in two locations, and both our Central Clinic and Downtown Clinic offer same-day, walk-in access to care, as well.

We offer a host of services to assist our clients in reaching their personal treatment goals, such as mental health assessment, individual and group therapy, strengths-based case management, supported employment and education, skills training and also psychiatric services such as psychiatric assessment and medication management. If our clients have other behavioral health concerns, such as substance abuse, we work closely with our community partners to identify resources available, and closely coordinate that care. We consider improved mental health one piece of a greater health picture, and it is our goal to provide our clients treatment and supports that promote independent functioning and recovery within the community.



CENTRAL CLINIC

503 Airport Road, Suite 101, Medford, OR 97504

Phone: 541.200.2900

Office Hours: M-F, 8:00am – 6:00pm



SAME DAY ACCESS HOURS

Tuesday 9:30am – 2:00pm

Thursday 9:30am – 2:00pm

DOWNTOWN CLINIC

201 W 6th Street, Medford, OR 97501

Phone: 541.200.2900

Office Hours: M-F, 8:00am – 5:00pm

SAME DAY ACCESS HOURS

Monday 9:30am – 2:00pm

Wednesday 9:30am – 2:00pm

Friday 9:30am – 2:00pm



NOTE: Our offices are closed on weekends and holidays.

Kristin Mozzochi, MA, LPC, Outpatient Program Director

How we can help.

ColumbiaCare has developed mental health clinics with an array of services and resources to best benefit Jackson Care Connect members in the Jackson County area.

ColumbiaCare's Outpatient Services Team offers Outpatient Services along with the following mental health resources and services determined by clients' individual needs:

Supported Employment & Supported Education.

ColumbiaCare's Supported Employment & Education Program offers skills training and support for people with mental illness as they pursue gainful employment, and/or education. We work to identify opportunities that match their interests, skills and abilities. Support can include helping a person identify a job/education goal, obtain the job/education, and be successful in the job and/or education environment over time.

Supportive Housing. ColumbiaCare Supportive Housing is non-licensed, independent housing program that provides safe, stable, and affordable living environments along with on-site mental health treatment and supports. Programs range from rather minimally structured integrated settings, to more intensively-staffed, tailored to client needs. Supportive Housing can be either permanent or transitional in nature. ColumbiaCare understands that housing is a critical component of care; and a basic, foundational need without which, people often struggle and may fail to work on higher needs and goals.

Intensive Case Management (ICM). ColumbiaCare's ICM program is 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. The team performs a mental health assessment (or assessment review) to determine clients' level of risk, safety and the appropriate level of services. It is the goal of ICM to help divert individuals from hospitalization when appropriate, and/or step them down from higher levels of care into available sub-acute or community-based treatment. Jackson County Mental Health Crisis Services will continue to respond to hospitals in the Jackson County area for JCC members when they are experiencing a psychiatric crisis and have been taken to the hospital. ColumbiaCare will then collaborate with hospital staff and the Crisis Team to determine the least restrictive level of care that will meet the client's emergent needs. If a JCC member is experiencing a mental health emergency during evenings, weekends and holidays they will contact Jackson County Mental Health's 24/7 Crisis Program. We provide ICM and support to Jackson Care Connect members during regular business hours.

Facility-Based Crisis Respite & Resolution Services. ColumbiaCare's Beckett Center provides an important link in the continuity of care between hospitalization and other structured residential programs, and exclusive reliance on outpatient mental health supports. It can serve as a less restrictive, shorter-term and more clinically appropriate treatment option for persons who are in psychiatric crisis but who are not appropriate for law enforcement custody, do not need the medical capabilities of an acute care hospital, and can benefit from remaining in their own community and support system.

PLEASE NOTE: If the client is a current Jackson Care Connect member and now gets care at Jackson County Mental Health, Jackson Care Connect will be working with their staff to help connect the client to services. No changes will be made to their service unless they are individually contacted and a plan has been developed with their current provider. Also, Jackson County Mental Health will continue to provide care for members enrolled in Assertive Community Treatment (ACT), Early Assessment and Support Alliance, and Children's Wraparound. **Jackson County Mental Health will continue to provide crisis services, and can be reached at 541.774.8201.**

www.columbiacare.org

Admin Office: 3587 Heathrow Way Medford, OR 97504 | Phone: 541.858.8170 | Stacy L. Ferrell Executive Director