



# SOUTHERN OREGON *Client Services*



ColumbiaCare is in the business of changing people's lives. We help people become more self-sufficient to greatest degree possible, to experience wellbeing, and meet their full potential in their relationships and every day life.



With that said, we are proud to now offer a variety of our friendly, professional and integrated mental health services and resources in Southern Oregon.



## **Our services include, but are not limited to:**

- Outpatient Services
- Supported Employment
- Intensive Case Management
- Hospital Assessment and Diversion Services
- Post Hospital Follow-Up
- Facility-Based Crisis Respite and Resolution Services
- Supportive Housing
- Rental Assistance Programming
- Veterans Services



[www.columbiacare.org](http://www.columbiacare.org)

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

# How we can help.

ColumbiaCare offers a variety of services and resources to best benefit our clients located in Southern Oregon.

Please note programs that are marked with an **asterisk \*** are exclusively offered to Jackson Care Connect Members only.

**Outpatient Services.** \* ColumbiaCare offers a team of well-trained therapists and a strong psychiatric services support team to provide Outpatient Services to JCC Members at one of our multiple clinic locations in Jackson County (Medford, Central Point & White City).

**Supported Employment.** A service program that provides people with mental illness the help they need to get and keep a job that matches their interests, skills and abilities. Support is available to help identify a job goal, locate a job, learn the job, and maintain that job over time.

**Rental Assistance Programming.** ColumbiaCare's Rental Assistance Program (RAP) is designed to help clients obtain independent housing in the community. Clients who qualify have a diagnosis of serious mental illness and are stepping down from higher levels of care. These individuals typically face many barriers to obtaining housing and it's our focus to help them to overcome those obstacles.

**Hospital Assessment & Diversion Services.** \* ColumbiaCare will provide Intensive Case Management and support to JCC Members during regular business hours. ColumbiaCare providers will perform a mental health assessment or assessment review to determine clients' level of risk, safety and the appropriate level of ColumbiaCare services. Jackson County Mental Health Crisis Services will continue to respond to hospitals in the Medford area for Jackson Care Connect members when they are experiencing a psychiatric crisis and have been taken to the hospital. ColumbiaCare will 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 Jackson Care Connect member is experiencing a mental health emergency during evenings, weekends and holidays they will contact Jackson County Mental Health's 24/7 Crisis Program.

**Facility-Based Crisis Respite & Resolution Services.** \* ColumbiaCare will provide JCC Members with short-term respite mental health services in a community-based, residential setting. 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 to their familiar living situation and treatment as soon as possible.

**Veterans Services.** ColumbiaCare recognizes the unique challenges faced by Veterans and their loved ones, so that is why we expanded our residential and affiliated behavioral health services programs to meet their specific needs. We offer Veterans-specific Supportive Housing & Case Management, Crisis Intervention & Stabilization, Suicide Prevention, and Transitional Housing.

**Supportive Housing.** This type of program is an unlicensed residential setting that provides supported, independent living. Programs range from rather minimally structured settings, to more intensively-staffed, where services and housing are made available to persons with mental illness on both transitional or permanent basis.

**Post-Hospital Follow Up.** \* ColumbiaCare helps clients avoid unnecessary, traumatic and costly readmission to hospital settings. ColumbiaCare's qualified staff ensure clients are connected to their own service provider and a follow up appointment is made and attended.

**Intensive Case Management.** \* This is a flexible, community-based package of care for JCC Members 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.

PUBLISH DATE: MARCH 2019