



Navigation Services at Jefferson Center

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Director of Navigation Services

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- ▶ Worked at Jefferson Center, in the Navigation Department, since 2006
- ▶ Director of Navigation since 2015
- ▶ Department includes administrative support staff, main operators, clinical services team, benefits specialists, housing voucher administrators, and Central Navigation.
- ▶ Today we'll be focusing on **Central Navigation**
 - ▶ Provide immediate, as-needed clinical assistance with regards to Jefferson Center program eligibility, problem-solving, benefits, and resource referrals for Jefferson Center clients, staff, and community members.

About Jefferson Center

- ▶ Community Mental Health Center established 1958
- ▶ A non-profit, primarily serving Jefferson, Gilpin, and Clear Creek Counties.
- ▶ However, many of our services (including Navigation) do not require residency.
- ▶ 34,000 individuals served annually
- ▶ 650+ employees
- ▶ 23 clinical locations + community settings (schools, jails, nursing homes, etc)

About Jefferson Center, Cont.

- ▶ We serve everyone! Children, youth, families, seniors, veterans and military personnel.
- ▶ What do we offer?
 - ▶ Individual, Group & Family Therapy
 - ▶ Peer Specialist Support
 - ▶ Wellness Classes & Coaching
 - ▶ Parenting Resources
 - ▶ School Based Services
 - ▶ Substance Use Treatment



Navigation was developed in 2006 to provide a *personal connection* for all consumers to assist their travel on the recovery pathway.



Navigation Services

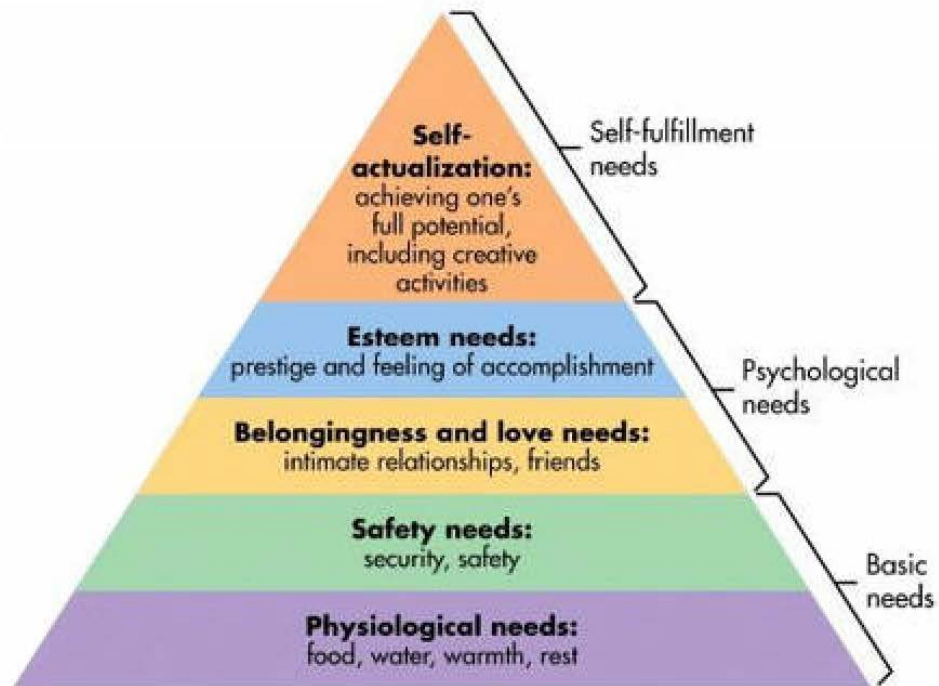


Jefferson Center
— With you in mind —

Need more information? Contact our Navigation Services Team at 303-432-5130 or navigation@jcmh.org

In 2010, the program was awarded the Golden Light Bulb Award for Best Practices in the Clinical Arena by the Colorado Behavioral Healthcare Council.

Whole Health Integration



Navigation is comprised of clinicians and case managers who implement intervention strategies such as clinical assessments and motivational interviewing to help clients achieve their goals.

- ▶ Support resilience and recovery
- ▶ Customer service orientation
- ▶ “Doing with” vs “doing for”
- ▶ Staff provide the conduit to a variety of services, systems and programs.

The Central Navigation Team

- ❖ 7 Masters Level Clinicians (including one Coordinator)
- ❖ 2 Bachelor's level case managers.



- ▶ Navigators are experts about internal and external community resources and assist approximately 20,000 individuals each year.
- ▶ They are a one-stop-shop to assist those who are needing behavioral health services.
- ▶ Majority of services are provided over the phone.
- ▶ Email and client portal are other ways for clients to contact.
- ▶ Acceptance of walk-in clients experiencing an urgent case management need (such as homelessness, ASAP financial assistance for food and housing) has been reported by staff as a much needed service and an effective way of meeting client needs.

Central Navigation Services

Benefits Assistance

- Medicaid, Food Assistance, Social Security, and others
- Human Services liaison on site

Internal referrals

- Provide information about eligibility and accessing Jefferson Center services
- Assess needs and schedule consumers for intake appointments
- Individual, couples, and family counseling
- Consumer-initiated therapist transfer requests
- Wellness Classes, Supported Employment, Health Care Coordinators

External Referrals

- One Sheets

Resource Library

What is a One Sheet?

- Resource lists created, used, and updated by Navigation

What topics are covered?

- Housing, legal, drug & alcohol treatment, food & clothing, vision, dental, and more

Where can I find One Sheets?

- <https://www.jcmh.org/library/>
- On the portal: Quick links > Navigation OneSheets > Resource Library



COVID Testing Resources Navigation Services



Need more information? Contact our Navigation Services Team at 303-432-5130 or navigation@jcmh.org

*Please note that the following information changes often. Please visit the provided websites or call the listed phone numbers for the most current information. If you notice any changes or inconsistencies with our resources, please inform Navigation to help us stay current.

Testing Locations:

Stride

303-360-6276

<https://stridechc.org/covid-19/>

COVID-19 Public Testing is available to the following individuals:

- Any individual who have COVID-19 symptoms
- Any individual who is employed as a healthcare worker, nursing home worker, or first responder.
- **Hours:** Monday through Friday 8:00 am – Noon or until testing supplies are depleted
- **Locations:**
 - Stride – Aurora Health & Wellness Plaza
10680 Del Mar Parkway
Aurora, CO 80010
 - Stride- Jeffco Family Health Services
7495 W 29th Ave
Wheat Ridge, CO 80033
- **What to bring with you:**
 - your insurance card (if you have one) and your photo ID. Individuals without insurance are also welcome. No fee will be collected at the time of testing
- **What to expect:**
 - You will be assessed to determine whether you qualify for a swab or antibody test. After the test, you will be scheduled for an appointment with a Stride provider to review your results. The appointment will usually occur within 72 hours from the date you were tested.

For individuals who are seeking healthcare at a Stride facility, will be screened at the door for COVID symptoms, COVID-19 testing is currently only offered to those individuals who screen positive through the door screening process at the following Stride locations (this is NOT for the general public):

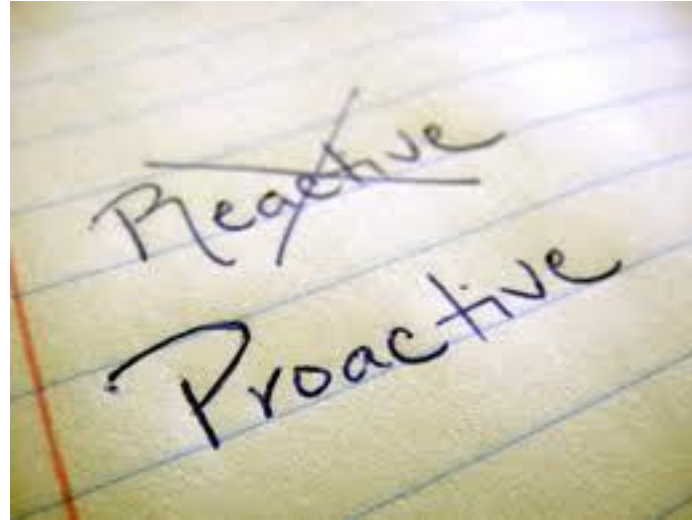
- Arvada Health Center – 11005 Ralston Rd, Arvada, 80004
- Aurora Health and Wellness Plaza – 10680 Del Mar Parkway, Aurora, 80010
- Jefferson Family Health Services – 7495 W 29th Ave, Wheat Ridge, 80033
- North Aurora Family Health – 3292 Peoria St, Aurora, 80010
- South Aurora Family Health – 15132 E Hampden Ave, Suite G, Aurora, 80014

jcmh.org | 303-425-0300

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Onesheet Example

Challenges to this model



- ▶ Funding
- ▶ Insurance re-imburement (or lack thereof)
 - ▶ Detailed training and documentation guidelines in order to appropriately bill Medicaid.
- ▶ Requires commitment to population health & prevention

Conclusion

▶ Questions



▶ Comments



Thank you!

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