

# Intensive Care Coordination

Helping families succeed at home



Collaboration

Multiplies

Impact

UMFS is an essential agency and services are still available during the COVID-19 physical distancing restrictions. Intensive Care Coordinators connect with families over the phone, online, and through secure video conferencing, although they are not meeting in person at this time.

## Overview

Intensive Care Coordination (ICC) is a planning process for families with children experiencing mental, behavioral and emotional challenges. The goal of ICC is to support families in keeping youth at home and in the community.

### Using a team-based model, Intensive Care Coordination:

- Provides initial family engagement and assessment
- Creates an Initial Plan of Care
- Coordinates with youth, family, and team to assure that everyone is working toward the goals outlined in the service plan
- Identifies and engages natural supports
- Facilitates monthly team meetings and ongoing check-ins
- Develops a 24-hour crisis plan
- Offers family trainings on Collaborative Problem Solving
- Provides discharge and aftercare planning

## What to Expect

ICC services can be paired with Family Support Partners or used as a standalone support service.

### Some of the benefits of ICC include:

- Reduced inpatient psychiatric hospitalizations
- Reduced ER visits for mental health reasons
- Fewer residential placements
- Fewer missed work days for caregivers
- Families become more self-sufficient

## Our Approach

UMFS' Intensive Care Coordinators receive training in the High Fidelity Wraparound model, which is utilized in all forms of the ICC service.

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