

Care and Delivery

The philosophy and delivery of health and human services has changed dramatically in recent years with a greater focus on recovery and person centered services. The concept of institutionalized care has evolved to community based care and programs designed to allow individuals with mental illness to receive the support necessary to live independent and productive lives within the community.

Intensive Case Management (ICM) is a service designed to fulfill this philosophy by providing flexible and critical services that decrease hospital admission, incarceration, and homelessness by expanding an individual's social supports and access to community based resources.



Strengthening supports to sustain a quality life in the community.

Referral Information

To refer an individual to ICM Services:

Visit www.cobbcsb.com

Select "Services" under our agency logo

On the right side of the page, below "Services," select "Mental Health"

Scroll to the middle of the page to find Intensive Case management and select the blue "Referral Form for ICM Services" link

Once the referral form is received an ICM staff member will contact you with additional information.

You may contact the 24/7 ICM information line (678-777-3534) for additional assistance.



Cobb County Community Services Board
Douglas County Community Services Board
6133 Love Street, Austell, GA 30168

24/7 ICM Information Line: 678-777-3534
Access Center: 770-422-0202

ICM

Intensive Case Management



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ICM Core Values

- Client-centered care
- Individual empowerment
- Passion for innovation and integrity
- Recovery-focused services
- Evidenced-based treatments
- Focus on community and natural supports
- Resiliency

ICM Services

ICM Case Managers form a therapeutic relationship with clients, with an emphasis on using the client's individual strengths to empower them to fully participate in all treatment decisions, thus promoting illness self-management and recovery.

ICM provides *frequent, intensive and flexible* services which:

- Empower achievement of client-identified goals
- Monitor & reduce risk factors
- Provide resource coordination
- Educate for symptom/health management
- Enhance skills allowing individuals to live an improved quality of life

ICM Clients

Individuals with severe, persistent mental illness, an ability to navigate traditional Mental Health services (with assistance), and one or more of the following:

- Recent and/or frequent psychiatric hospitalizations
- Chronic homelessness
- Frequent ER visits for mental illness
- Recent Jail/Prison release



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