

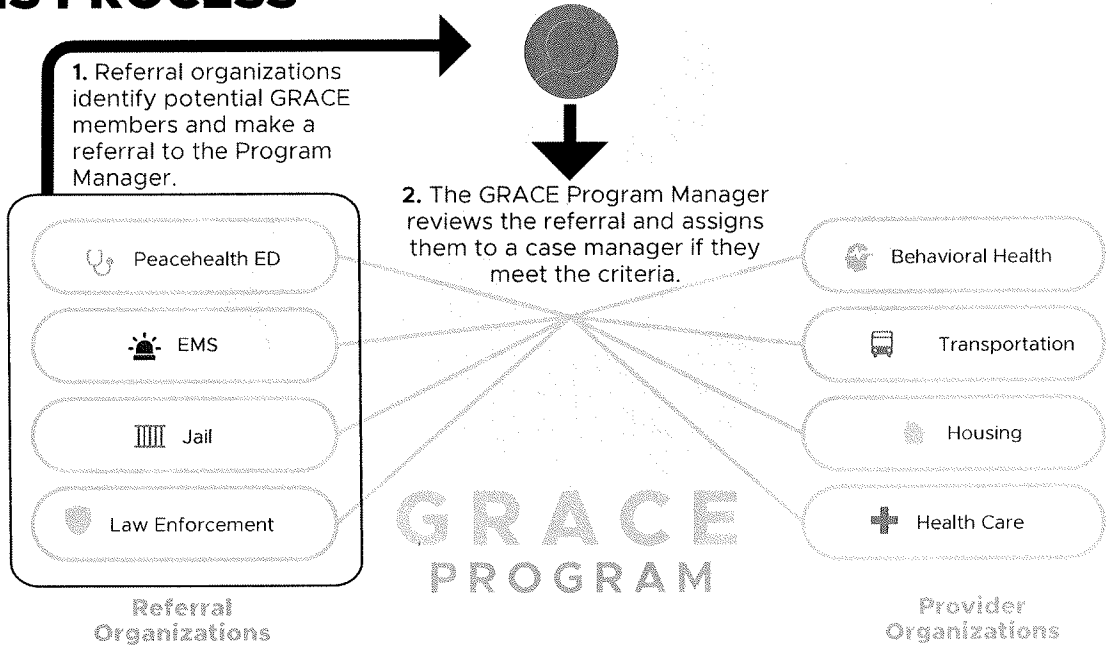
# THE GRACE REFERRAL AND OPERATIONS PROCESS

## When you encounter a GRACE member:

Check the shared data systems to see the latest care plan for the GRACE member.

Call the GRACE member's case manager to report any status changes or ask questions.

Expect a continuous loop of communication with GRACE.



3. A GRACE member is in active status while they receive case management services. Once they reach a level of stability and greatly reduce their crisis response calls, they are graduated from the program. Members with graduate status remain in the data system, and their progress will continue to be tracked.

## Staff from local agencies work directly with each other and with GRACE members:

GRACE is a partnership funded by Whatcom County, City of Bellingham, and PeaceHealth. The program is operated by SeaMar Community Health Center.

### Contact:

Malora Christensen  
malorachristensen@seamarchc.org  
(360) 788-7128

### City of Bellingham EMS Team

**Andrea Day**, GRACE Intensive Case Manager, embedded with Bellingham Fire Dept.

**Joe Frank**, Community Paramedic, Bellingham Fire Dept.

### City of Bellingham Law Enforcement Team

**Laura Woods**, GRACE Intensive Case Manager embedded with Bellingham Police Dept.

**Zack Serad**, Behavioral Health Officer, Bellingham Police Dept.

### Whatcom County, EMS & Law Enforcement Team

**Christina Vega**, GRACE Intensive Case Manager, Whatcom County

**Tomi Flack**, GRACE Intensive Case Manager, Whatcom County

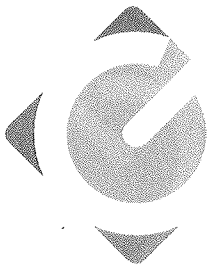
**Aaron Wolven**, Community Paramedic, Whatcom County EMS

**Ben Russell**, Community Paramedic, Whatcom County EMS

**Jamie Collins**, Crisis Intervention Deputy, Whatcom County Sheriff's Office

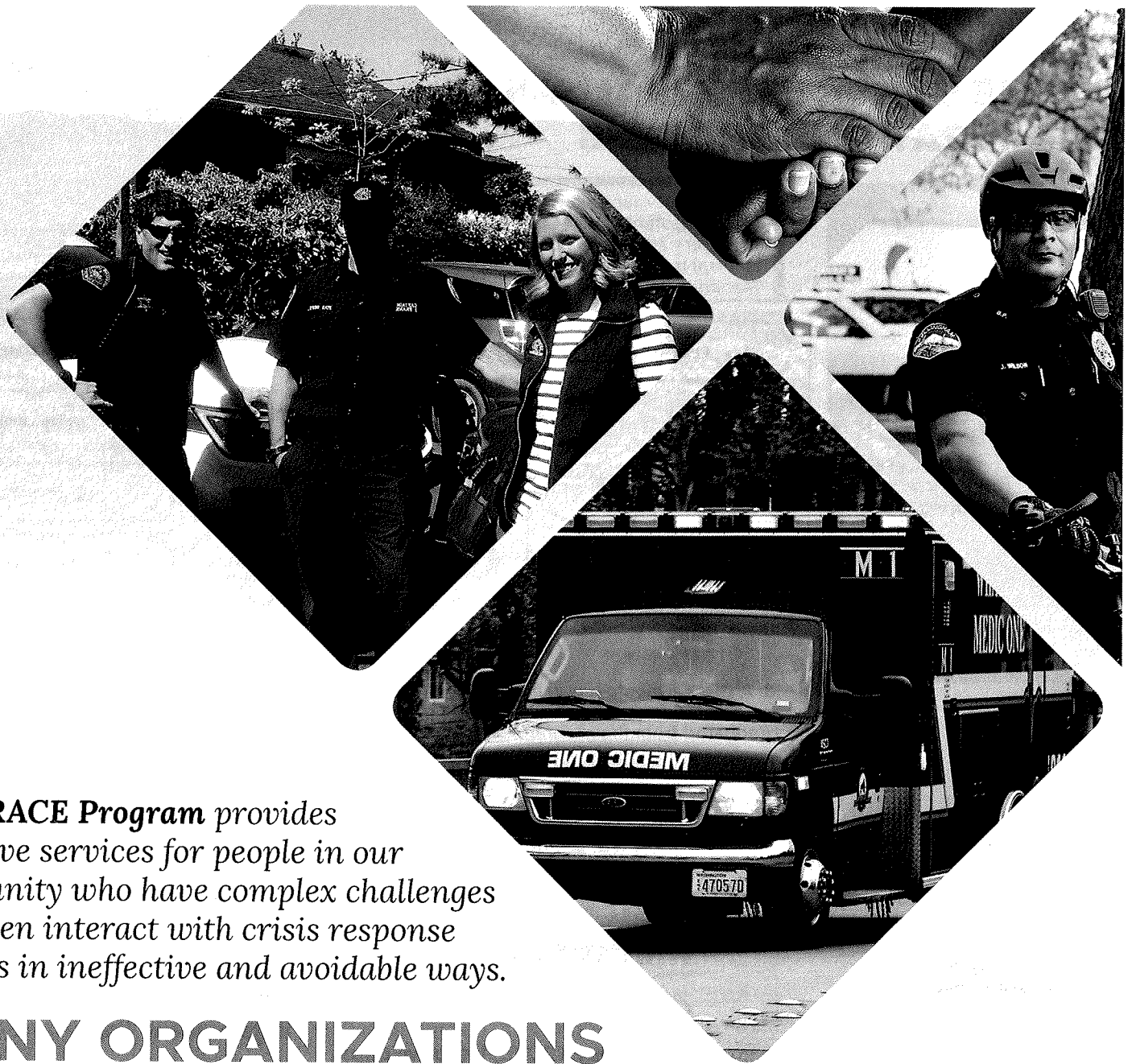
**Adelaide Chute**, ARNP, GRACE Program

**Malora Christensen**, GRACE Program Manager



# GRACE

Ground-level Response and Coordinated Engagement



*The **GRACE Program** provides intensive services for people in our community who have complex challenges and often interact with crisis response systems in ineffective and avoidable ways.*

## **MANY ORGANIZATIONS ONE COORDINATED SYSTEM**

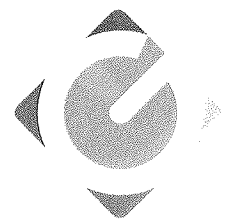
People best served by the GRACE Program (Ground-level Response And Coordinated Engagement) are often living with complicated health care concerns, behavioral health needs, and unstable or no housing. As a result, they become the familiar faces to first responder systems, including the emergency department and criminal justice, due to their frequency of calls.

The GRACE Program provides intensive case management

and coordination of services for people once they become a GRACE member.

GRACE Intensive Case Managers work in a team, drawing from the services provided by community partners. They develop a Community Support Plan for each GRACE member to ensure members get coordinated services and ongoing support.

GRACE is operated by SeaMar Community Health Center.



**GRACE**

Ground-level Response and  
Coordinated Engagement