



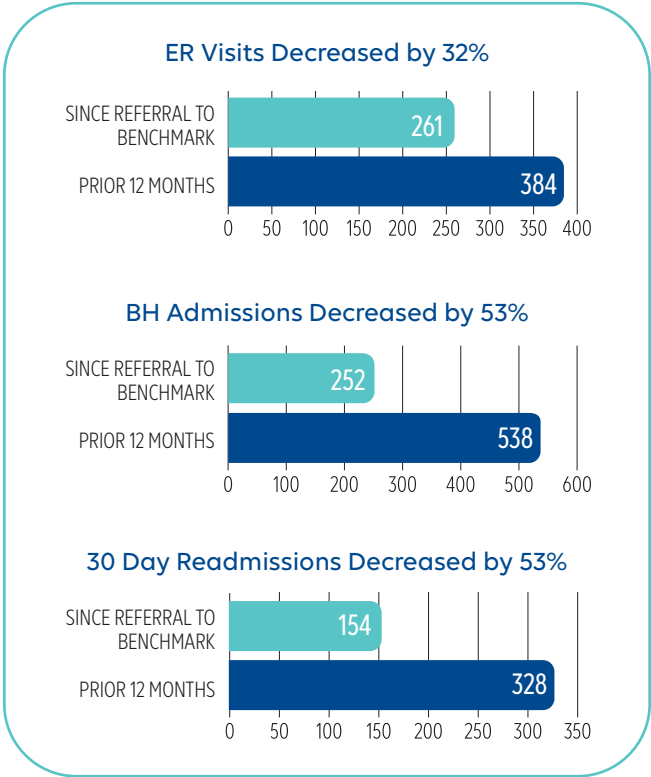
Addressing gaps for members with complex needs

An innovative solution for social drivers of health

In partnership with Benchmark Human Services (Benchmark), more than 80 Summit Community Care members with complex needs who were served in 2023 were able to stay in their homes and communities. There, they have better outcomes than if they were residing on the streets, in institutions, or in jails — places that have limited access to services.

These efforts continue to bridge gaps so that members with complex needs can achieve stability in the community. Past results include:

- 32% fewer ER visits.
- 53% fewer IP BH admissions.
- 53% fewer 30 day readmissions for 116 members referred from March 2023 to August 2024.



In collaboration with us, Benchmark stabilizes housing and provider services through crisis stabilization, provider and caregiver training, intensive in home services, support plan development, and community engagement.

Goals include:

- Ensuring members can remain in or move to the appropriate level of care (with fewer ER, hospital, and residential admissions).
- Decreasing the risk of disruption to the member's placement with sustained stability in the community.

Our collaboration with Benchmark proves the power of community focused solutions for those with complex needs. Together, we can help ensure more individuals achieve stability and thrive in their communities.



“We identified a critical gap in services for our members and brought in Benchmark Human Services to stabilize members in the community. Through our partnership, several members with extensive trauma history and multiple admissions have shown significant improvement. Benchmark’s comprehensive assessments and crisis stabilization support have reduced acute admissions, facilitated reengagement in community activities, and enabled reintegration into school settings. These successes highlight the transformative impact of our collaboration in providing essential support and stability for our most vulnerable members.”

— Jamie Ables, Whole Health and Equity Director, Summit Community Care