



Section C: STATEMENT OF OPERATIONS

Conditional Use Permit Application Attachment – February 3, 2021

The Jackson House philosophy focuses on the facilitation, promotion, and fostering of recovery from mental illness and co-occurring challenges. Jackson House provides support and inspiration to individuals through collaborative and mutually respectful treatment practices. The goal of Jackson House is to assist individuals in becoming valuable and productive citizens in their communities by nurturing opportunities for a good quality of life including independent living, internal awareness, and interpersonal success.

Program Description – Description of Business Operations

Jackson House Temecula, the applicant, is proposing to expand its existing treatment facility to provide addiction and behavioral health outpatient treatment (day treatment) to clients that no longer need 24-hour care and supervision. The proposed site is located in the same building across adjacent to Jackson House Temecula's existing Community Care licensed residential treatment facility.

Jackson House believes that psychiatric disorders, including addictive disorders, are only one aspect of the person who otherwise has assets, interests, aspirations, and the desire and capability to reestablish control his or her own life.

Jackson House's focuses on the participation of its clients in recovery and their support systems to effectuate the best results. Jackson House is proposing to provide outpatient addiction and behavioral health treatment at 28999 Old Town Front Street, Suites 103, 105 and 107, consisting of approximately 3705 rentable square feet (3056 usable square feet). Jackson House Temecula currently occupies the remaining suites, approximately 6,525 of rentable square feet (5393 usable square feet), on the first floor of the premises where it provides 24 hour treatment and administrative offices.

28999 Old Town Front Street Facility

Based on information obtained from the current property owner, prior listing information and public records, 28999 Old Town Front is a two story, consisting of approximately 22,200, rentable square feet, with approximately 80 parking spaces and is advertised as ideal for medical and professional offices. The applicant currently leases over 60% of the rentable space of the first floor of the building. In 2019, Jackson House Temecula invested in the development of suites 102, 104, and 106, obtaining its certificate of occupancy in December 2019 and its license as a Community Care Facility in early 2020. Jackson House Temecula submits this application requesting that the Temecula Planning Department and the Commission approve its expansion to provide outpatient behavioral health and addiction treatment services located in remaining rentable



space on the first floor of the building. If approved, Jackson House will occupy the entire first floor of the two-story building.

The owner/landlord of the property also owns the building immediately to the north, 28991 Old Town Front Street, which is a twin building in size and layout.

Jackson House Temecula Day Treatment Operations

The Jackson House Day Treatment program is three (3) to six (6) hours per day, three (3) to five (5) times per week. Clients progress through the Day Treatment program for an average of five (5) to seven (7) weeks based on the clients' needs. Jackson House is a positive alternative for adults 18 and older experiencing a psychiatric episode, addiction issue or an intense emotional distress. Typical clients require outpatient support to avoid an acute crisis requiring 24-hour treatment. Alternatively, Jackson House clients need continued support to treat their mental illness and co-occurring substance abuse issues on an outpatient basis. Both client profiles require structure and supervision, yet on a voluntary basis.

What Jackson House Temecula's Day Treatment Includes:

- Structured evidenced based therapeutic programming including individual and group therapy provided by licensed or license-eligible clinicians five days a week
- On-site nurses assist with proper medication education and management for clients.
- Nurses are present to provide assessments of client progress and improvement, treat minor medical issues, provide clients consultation and assistance, and to provide clients' physician and/or nurse practitioner assessment and vital signs information. For emergent medical issues, staff will contact the local hospitals, urgent cares, medical partners or 911, as applicable.
- Transition of care planning, including planning for housing, budgeting, vocational training and coordinating next levels of care and support groups.
- Aftercare follow-up for 60 days' post-discharge including monitoring of use and progress of identifying and monitoring red flags, medication maintenance, and upholding a stable support system. Following discharge, the aftercare specialist will be in contact with the client as frequently as necessary to ensure maintained stability and supportive services.

Jackson House Temecula's Intended Day Treatment Hours:

Monday through Friday 7am-5pm
Saturday 7am-3pm, as needed



Jackson House Temecula's Day Treatment Employees Include:

- Program/Clinical Director – Clinical Psychologist responsible for the overall daily operations of the program.
- Nurse Manager & Nurses – Responsible for nursing assessments at the program, as well as providing health related individual and group activities.
- Counselors – Licensed or licensed eligible counselors with a Master's degree or higher. Responsible for individual, group and family therapies.
- Mental Health Technicians – Responsible for managing the daily milieu, transportation, meal support and psychoeducational groups and leisure skills.

Jackson House expects to have three to five employees on site at any given time depending on the volume of clients attending program on that day.

Jackson House Temecula Day Treatment Security:

All Jackson House staff will be trained in non-physical, mental health specific, de-escalation techniques. Jackson House relies on its trained employees to ensure proper behavior from its clients and follows its good neighbor policy. At other locations, Jackson House staff has provided local security and law enforcement personnel training as to how to properly employ non-physical de-escalation techniques.

Jackson House Temecula Day Treatment Program Clients:

Jackson House expects to provide counseling services to 15-25 clients at any given time. Services are provided as group therapy wherein each group consists of approximately 10 clients. Jackson House intends on providing two (2) to three (3) groups at any given time.

Jackson House Temecula's Day Treatment Contracted Professionals Include:

- Medical Director/Psychiatrist – Contractual position. Responsible for program clinical oversight, providing psychiatric assessments, evidence-based medication management and on-going psychiatric sessions.
- Nurse Practitioner – Consulting Position. Responsible for physician extender duties as well as history and physical and sick call.

Jackson House Temecula's Day Treatment Transportation and Parking Requirements:



Jackson House Temecula Day Treatment will be providing transportation for clients to and from program daily from their living facility, as ordered by their physician. In addition, single use bus/trolley passes will be provided pursuant to physician orders. Clients will not typically self-transport. Jackson House Temecula requires group transportation to the facility to ensure proper program compliance and attendance.

The property, which Jackson House Temecula leases half of the 22,200 square feet, has roughly 80 parking spots. Jackson House Temecula Day Treatment has exclusive use of nine (9) spaces with the Jackson House Temecula Community Care having exclusive use of fifteen (15). The additional and non designated spaces are available to guests and clients on a non-exclusive basis.

Jackson House Temecula's Day Treatment Basic Services Provided:

- Daily group therapy and individual therapy
- Medication management and education
- Lunch and 2 snacks per day
- Computer and telephone access
- Discharge and resource planning
- Aftercare for 60 days following discharge

Prepackage food will be provided. Alcohol is **prohibited** at all times. Live entertainment will **not** be provided.