
Telecare Corporation

Los Angeles HOP 7



L.A Homeless Outreach Program (HOP) Service Area 7 is an Assertive Community Treatment program that provides voluntary services for adults with serious mental illness that are homeless or at risk of homelessness. LA HOP 7 supports members in the recovery of life roles and hope for a meaningful life. The program uses objective clinical information to work with members to develop choice-making skills that reduce harm, including clinical risks and increase personal strengths. Supports are provided when skills are not yet developed.

Where It's Located:

12353 Imperial Hwy.
Norwalk, CA 90650
562-484-3385
562-484-0269 FAX

Some of the services provided to help members attain their goals include:

- Psychiatric services
- 24-hour crisis response
- Case management
- Advocacy
- Linkage to other resources, including medical services
- Substance abuse intervention and counseling
- Vocational services
- Assistance with entitlements
- Support and education of family and significant others
- Assistance in the development of peer relationships and connection to self-help groups.

Treatment Practice & Philosophy:

The foundation of LA HOP 7 is a member-centered approach. It is built on a Recovery-Centered philosophy with a Harm Reduction, Strengths Enhancing emphasis. Skill acquisition is a central tenet. An integrated client information collection and feedback processes support all aspects of these programs.

Program Structure:

Our multidisciplinary staff are engaged in and supportive of each member's personal process of recovery. Staff assist members to accept responsibility for and control of their lives, using assessments and interventions designed for that purpose. Staff assist members to develop life goals based on an objective understanding of their personal strengths and choice-making skills.

Members have personal responsibility in their own recovery process and are empowered through their own choices and the support of staff. They actively participate in initial assessments, develop life goals and identify goals where they would like program assistance. They participate in developing their medication plan. When members make choices that result in harm, it is an opportune time for a conversation about using the results of those choices as feedback in making better choices.



Outcomes are measured, including changes in the amount of Risk, Harm, Engagement, Strengths, Spirituality, Cultural Factors, Supports, Problems Following Medication Plan, and Substance Use over time. We also report standard measures of acute psychiatric hospital and emergency services use, housing stability, member and family satisfaction.

Program Funding:

These programs are provided under a contract with the Los Angeles County Department of Mental Health (LAC DMH).

Accreditation

All of Telecare's ACT and Residential programs have received a three-year accreditation by CARF, the Rehabilitation Accreditation Commission. The accreditation extends until January 2005. Telecare also received exemplary conformance to CARF standards in four areas:

1. Recovery model approach that is client-centered:

This process utilizes the integrated collection of a single set of data that supports the client's process of recovery and supports innovative treatment interventions.

2. Cultural competence and diversity program:

Providing culturally competent services that go beyond being equal and nondiscriminatory to include a concept of responsive services matched to the persons served and their needs.

3. Inclusion of clients in the interviewing and hiring process for new employees:

Telecare clients often sit on Hiring Advisory Committees and participate in the candidate selection process. Telecare also hires former consumers as staff members.

4. Excellent communications department:

This department develops and produces materials that express and support the values of the organization, and assist employees in utilizing the organization's communication tools.

About Telecare Corporation

Based in Alameda, California, Telecare is one of the largest women- and employee-owned mental health services providers in California, Texas, Oregon and now North Carolina. Founded in 1965, Telecare has delivered outcomes-driven ACT services since 1994. Telecare partners with public sector entities and behavioral health organizations to provide cost-effective, clinically advanced services that include innovative treatment and recovery-focused interventions. Telecare currently offers a broad array of programs from inpatient acute and non-acute services, to crisis, residential, ACT, case management, outpatient and administrative services. Telecare serves adults with serious mental illness, as well as older adults, and individuals who are both mentally ill and homeless, involved in the criminal justice system, have substance abuse issues, or suffer from developmental disabilities or neurobehavioral disorders. With over 1,900 employees, Telecare provides assistance to thousands of individuals every day.