
About Telecare

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We specialize in innovative, outcomes-driven services for high-risk individuals with complex needs. Our programs are recovery-focused and clinically effective and are designed in partnership with local, county, state and other behavioral health organizations. We currently provide services in California, Texas, Oregon and North Carolina, and have over 1,900 employees.

Telecare's Mission

Telecare's mission is to deliver and manage excellent services and systems of care for persons with serious mental illness.

Our Statement of Purpose

We exist to help people with mental impairments realize their full potential.

Funded by the Mental Health Services Act through the San Bernardino County Department of Behavioral Health.



10/07



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Telecare Corporation

Telecare High Desert Crisis Walk In Center

16460 Victor St.
Victorville, CA 92395
Open 24/7, call or walk in.
760-245-8837
760-245-8854 (fax)



Telecare Corporation

We exist to help people with serious mental illness realize their full potential

Providing treatment and support to adults and adolescents living in San Bernardino County who have mental health needs that can't wait.

If you or someone you know is experiencing mental distress, you can call or visit the Telecare High Desert Crisis Walk In Center (CWIC). The CWIC is here to provide support and resources to people who are having difficulties and need help right now.

What is mental distress? It can be caused by any number of things: depression, anger, loss, stress at work, personal/family crisis, difficulty managing medications or resulting from symptoms of mental illness, etc. In many cases, a person experiencing distress can feel highly scared, anxious, upset, grief-stricken, or agitated. The CWIC helps people who are feeling distress so they can deal with these issues before they get out of hand. The program also helps people avoid the need for emergency psychiatric services and unnecessary contacts with law enforcement.

CWIC is a safe, respectful environment where people in crisis can receive mental health services 24-hours-a-day, 7-days-a-week.

It is a voluntary program. People can leave any time they choose. Crisis Walk In Center (CWIC) is a County-funded program, operated by Telecare Corporation under contract with San Bernardino County.

The program is open 24-hours-a-day, 7-days-a-week.

Who is Served:

- Adults who are residents of and living anywhere in San Bernardino County (assessments and referrals provided for people under 18 years of age)

Services Include:

- Rapid access to psychiatrists, nurses, and licensed clinical staff
- Mental health services are available at all times
- Intensive assessment and medication evaluation
- Problem resolution assistance
- Supportive counseling
- Appropriate linkage with community supports and services to assist people in addressing their needs
- Follow up visits and/or contacts

Other Services Provided:

- Food
- A place to sleep (people may stay at CWIC for up to 23 hours and 59 minutes)
- Assistance in deciding if a person should come to CWIC or go to the local ER

The Crisis Walk In Center (CWIC) takes walk-in clients and referrals from other providers.

The program is open 24-hours-a-day, 7-days-a-week.

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