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 five states, and have over 2,000 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.

8/07

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Telecare Corporation

Telecare ACT (TACT) Oregon

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Telecare ACT (TACT) Oregon

TACT Oregon operates under contract with the State of Oregon Adult Mental Health Division, in partnership with Multnomah and Clackamas County, to provide culturally competent, mental health services to adults with serious mental illness.

TACT uses a multidisciplinary team, which includes a psychiatrist, a nurse, a team lead with either a master's degree or doctorate who is licensed or license eligible, and personal service coordinators with experience in both drug and alcohol and mental health. At least one staff member is a consumer. TACT offers a low (1:10) staff-to-member ratio and provides 90% of services in the community.

The program serves as the fixed point of responsibility for all members. Caseloads are shared among the team members. We believe in a "whatever it takes approach" in supporting clients. All team members work with all members. We also provide 24-hour-a-day, 7-day-a-week coverage via phone and are able to visit members for crisis intervention at any time.

The program partners and collaborates with other agencies in the community to meet the needs of the member in areas such as vocational development and housing.

This program was designed using Telecare's Recovery Centered Clinical System. All members are engaged by discussing their hopes and dreams. The program uses recovery dialogues to support members in Making Choices, Building Connections, Awakening Hope, Reducing Harm, and Individual Uniqueness. Each members is encouraged to think about what they want from their life and staff support members in developing individual recovery plans to guide their work in the program.

TACT Services include but are not limited to:

- Outreach and engagement
- Community-based wraparound services
- Intensive case management
- 24/7 availability
- Housing support
- Medication support & education
- Dual diagnosis treatment
- Vocational & educational services
- Linkage to financial benefits
- Recovery centered services -- to awaken hope and enhance motivation

Clients enrolled will be 18 years or older.

Specialty populations served by this program are:

- Those at risk for hospitalization or institutionalization, or who have had extensive histories with the above
- Criminal justice involvement
- Those that have not been successful with traditional mental health programs
- Those transitioning from institutional settings
- Dually diagnosed

Office Hours: *Monday – Friday:* 7 a.m. to 7 p.m.
Saturday and Sunday: 8:30 a.m. to 5 p.m.
Drop-in center hours: Monday- Friday: 10 a.m. to 5 p.m.

- This program serves 50 clients.