



Growing Strong Partnerships

Dynamic Designs in Mental Health Services

Telecare Corporation



Anne Bakar

assumed the role of President & CEO in 1987. Under her leadership, Telecare has become a leading provider of mental health services for high-risk populations. These services fill a critical role in integrated mental health systems.

A History of Providing Specialized Services to Individuals with Serious Mental Illness (SMI)

Telecare was founded in 1965 by a psychiatrist, a psychiatric nurse and a businessman who were committed to a belief in the rehabilitation potential of people with serious mental illness. They believed that clients could achieve better results when they received services that were individualized, focused, and provided in a more home-like setting. They placed the client at the center of the organization, and created a culture where employees and clients were supported in reaching their full potential. This vision still guides Telecare today.

Telecare has evolved over the years to address the changing needs of clients, customers and the community. Today, we provide and manage an array of services — from inpatient and community-based programs, to crisis, residential, and administrative services. We also provide specialized services to individuals who face other challenges in addition to their mental illness. These individuals may be homeless, incarcerated, developmentally disabled, use substances, or have neurobehavioral impairments. We also serve older adults who may require special mental health or medical attention.

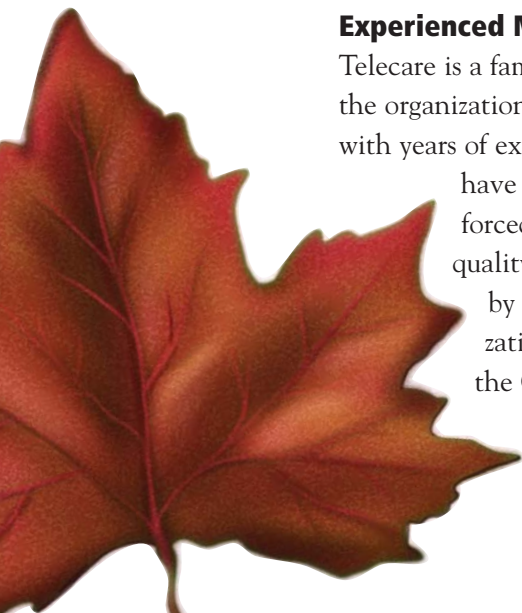
Our Core Beliefs & Recovery Philosophy

We believe that all people have the ability to reach their full potential. Though our programs vary in intensity and services provided, they are all guided by our fundamental belief: with appropriate supports, recovery is not only possible, it is probable.

Our clinical goals reflect this belief. We strive to engage clients and employees in an empowering and culturally diverse environment. Clients are empowered and supported at every step as they take responsibility for their personal recovery process. They determine what is important in their own lives and set their own goals. Clients are also an integral part of the organization as peer counselors, clinical leaders, consultants and advocates. In these roles, they deliver services and assist in the development of new treatment approaches. In our programs, clients are supported in unique settings by multidisciplinary teams. Telecare's employees are empowered as well through training and development, and have the ability to be personally involved in the organization and creative in the way they do their work. We believe this enables employees to better support clients in recovery and be fulfilled in their careers.

Experienced Management

Telecare is a family- and employee-owned company. We have exceptional leadership at all levels of the organization, including numerous clinical and program management staff who joined Telecare with years of experience in both public and private sector mental health systems. Many staff members have significant tenure here at Telecare. At a time when many companies have been forced to restructure, this stability has proven invaluable in helping us provide consistent quality and service to our clients and customers. Telecare has been recognized for excellence by the Rehabilitation Accreditation Commission (CARF), and was one of three organizations selected as an innovator in the mental health field by the California Endowment, the California Wellness Foundation, and the California Healthcare Foundation.



Clinical Leadership, Measurable Results

Partnership with Public Sector Entities & Behavioral Health Organizations

Telecare collaborates with customers to create programs meeting clinical and fiscal needs, complementing existing systems of care, filling gaps, and building on existing strengths. We believe successful programs are built through partnerships. We work with local and state mental health authorities, families, clients, advocacy groups, and other providers to ensure the most effective design and implementation possible. The major challenges we partner with customers to address include:

- Delivering services for individuals with complex needs
- Increasing community-based alternatives to institutional settings, while managing clinical risk
- Effectively supporting the recovery and rehabilitation process
- Providing innovative, proven alternatives for clients that challenge traditional programs and systems, including individuals with mental illness who are homeless, older adult, or dually diagnosed with mental illness and substance abuse and/or developmental disabilities
- Locating and accessing alternative sources of reimbursement
- Rapidly implementing programs in alignment with both consumer and system needs

Collaborative Innovation-Based Design Process

Telecare is committed to ongoing research and development. All program design innovations are based on a comprehensive review of the literature. The goal is to create an alignment of program structure and processes resulting in effectiveness. Telecare uses a combination of approaches in working with customers to meet their needs. Many customers have found an exploratory conversation to be a clarifying process, where current challenges are discussed as well as options for program design. Others have been attracted to one of the innovation-based programs and discussed modifications to make that design work within their systems. These approaches have resulted in dynamic designs that are often programatically and clinically distinct, offering greater choice and empowerment to clients, customers and systems of care.

Performance-Based & Outcomes-Focused

Performance measurement is an integral part of our organization. We use a dedicated client information system to identify, track and report measures to customers to ensure accountability. This approach uses the same data for multiple purposes, thereby enhancing its accuracy and meaningfulness. It is shared and used in decision making, strategic interactions and evaluation of program effectiveness over time. We systematically evaluate these outcomes, and often adapt programs to accommodate new demands, new ideas, or changing needs. The outcomes we track vary by program, as well as customer and client needs.

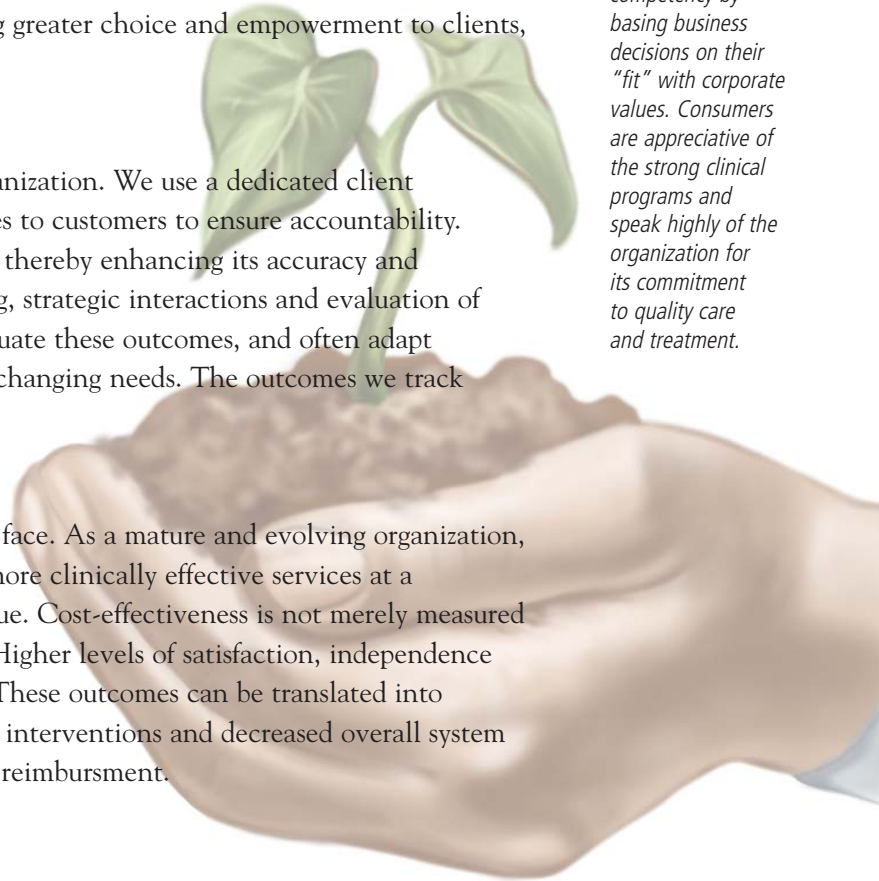
Cost-Effective Results

We understand the financial constraints that customers face. As a mature and evolving organization, we have a strong infrastructure enabling us to provide more clinically effective services at a competitive cost. Our focus is on providing the best value. Cost-effectiveness is not merely measured in terms of cost-per-visit/day, but in systems outcomes. Higher levels of satisfaction, independence and functioning result in sustained community tenure. These outcomes can be translated into reduced use of more expensive mental health treatment interventions and decreased overall system costs over time. We also assist customers in maximizing reimbursement.



The Rehabilitation Accreditation Commission (CARF) recognized Telecare with a three-year accreditation. In its report, CARF states:

Telecare has created an environment of advocacy, support, and enrichment with the consumers. Caring, dedicated, and enthusiastic staff members demonstrate obvious pride in both their programs and in the progress of consumers. Organizational leadership is displayed through business competency by basing business decisions on their "fit" with corporate values. Consumers are appreciative of the strong clinical programs and speak highly of the organization for its commitment to quality care and treatment.



Partnering for Client Success

Customer Comments:

"Our shared values and commitment to high-quality, outcome-oriented, cost-effective care formed the basis for the productive relationship more than 30 years ago. As demand increases for innovative community alternatives to traditional care, Telecare is a partner we work with to problem-solve creative solutions. Their commitment to the recovery of consumers is clear."

— **Marye Thomas, MD, Director, Behavioral Health Care Services, Alameda County, CA**

"Our goal at the Center for Health Care Services is to make sure we have the best value and the best provider. Telecare has a national reputation as a niche provider with expertise in serving individuals with serious mental illness. We've been very pleased. They been responsive to our consumers' needs and any concerns that we bring forward. We appreciate that Telecare is data-driven and interested in continuous quality improvement and quality management. They do a good job."

— **Leon Evans, Executive Director, Center for Health Care Services, Bexar County (San Antonio), TX**

"Telecare has been instrumental in bringing programs to the County that are innovative and in assisting the Department when special needs arise. When others say 'it can't be done,' Telecare staff retain their vision. Telecare programs have a reputation for working with some of the most difficult clients, many of whom have been in locked psychiatric settings for years, and helping them to remain in the community. Telecare staff do not just give lip service to providing recovery-focused services; staff truly have a commitment to assisting clients in improving their quality of life and meeting their full potential by finding permanent homes, accessing educational opportunities and finding jobs. The Department of Mental Health values Telecare Corporation and the important contribution it makes to our system of care."

— **James C. Allen, Deputy Director, Los Angeles County Department of Mental Health, Adult Systems of Care, Los Angeles, CA**



Ramiro "Ray" Guevara, Telecare Consumer Employee and Advocate

I'm so proud to be with Telecare. We are client-oriented. We are caring. I've been on both sides of the couch, so to speak, and Telecare is the most client oriented company I've ever seen, as a consumer or as a provider. Telecare has really stepped up to the plate for me and helped me do this work. It wouldn't have been possible without them.

Value Added Benefits

Clinical Quality

- All programs, including secure facilities, focus on recovery
- Client Information System integrates clinical data collection into the program
- Objective recovery-focused measures quantify the amount of harm, strengths, and the client's recovery process; objective risk-focused measures quantify the amount of risk in seven areas of public sector risk
- Psychiatric Peer Review
- Culturally appropriate innovations
- Communications systems promote client and staff involvement, development and knowledge sharing

Design, Development & Program Startup

- Rapid startup, dedicated teams

- Expertise in fiscal requirements and reimbursement
- Program/system consultation
- Grant writing assistance
- Assistance in writing Requests for Proposal

Accountability

- Internal audit staff
- Yearly audit by a major national accounting firm
- Yearly ESOP valuation

Accreditation, Recognition & Compliance

- National accreditation verifying compliance with CARE, JCAHO and HCFA (CMS standards)
- Corporate Compliance Program
- HIPAA Compliance Program



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