

## About Telecare

Founded in 1965, Telecare provides services and systems of care for adults with severe mental illness. We currently provide services in Texas, California, North Carolina and Oregon. Telecare offers assertive community treatment, medication clinics and other models of community care, as well as outpatient services; acute, sub-acute, residential and long-term care; day treatment and managed care services.

We partner with public entities, such as authorities and counties, as well as private entities and managed care providers. Together with our partners, we design and implement effective, customized systems of care, with a recovery-focused, client-centered model.

Code of Ethics: Telecare Corporation supports a strong corporate compliance program and are committed to responsible corporate conduct. The program was designed to prevent and detect fraud and abuse, improve internal communications, encourage customers to report any potential problems, and provide a system to investigate and correct any suspected compliance problems.

## Our 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.



## Location:

### Telecare Short Term Transition Team

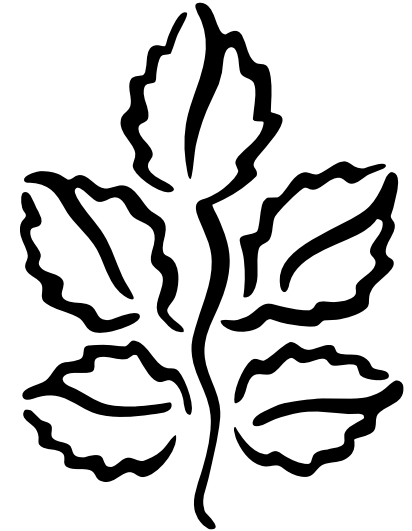
3211 Jefferson St  
San Diego, CA 92110  
Phone: (619) 574-0970  
Fax: (619) 574-0957

The office is open from 8:00 a.m. to 5:00 p.m.

Service Center Hours are from 9:30 a.m. to 4:00 p.m. Monday through Friday

# TELECARE

## Mental Health Services



# Short Term Transition Team

Member Orientation  
Pamphlet

Serving all of San Diego County

# TELECARE SHORT TERM TRANSITION TEAM provides case management services to adults with mental illness, who may or may not have substance abuse issues.

These case management services consist of the following:

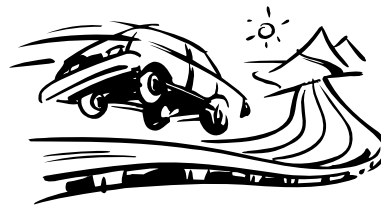
- Mental Health Services include assessment, treatment planning, skills training, symptom education, assistance dealing with substance use, family issues and social activities.
- Case Management includes giving resources and referrals. Some types of assistance may include access to medical, psychiatric, educational, pre-vocational and housing resources.
- Crisis Intervention is designed to help a member cope with crisis to maintain living in the community. Our after-hours call service assists with accessing case workers 24 hours a day, 7 days a week.
- Medication support is a service that allows our program psychiatrist to be available if you need medication support in the absence of your community doctor.

Payment for Services: This service is paid through funding from San Diego County Department of Mental Health & Medi-Cal.

**This program emphasizes teamwork, responsibility, empowerment and choice.** You are an important member of this team. We take your lead on setting goals on your Client Plan. Because of this, it is important that you ask questions and actively problem-solve with staff. This is a voluntary program. You have a choice to receive our services. Let us know how we can help. This program has a monthly Advisory Board where you have the opportunity to give us feedback. If you are interested in attending, please let staff know.

**Transportation** by staff is available, however, we will use this capability sparingly. When you need us, we will be there. However, we cannot provide taxi services. Discuss your transportation needs with staff. They will help devise a plan to help you be self-sufficient.

**Voting?** You are eligible to vote. If you are not a registered voter and would like to become one, let your case manager know.



## Your case manager is:

Telecare Short Term Transition Team  
3211 Jefferson Street  
San Diego, CA 92110  
Phone: (619) 574-0970  
Fax: (619) 574-0957

## Rights

Individuals with mental illness retain all personal and civil rights, benefits, and privileges guaranteed by law which include, but are not limited to:

- To Treatment
- To refuse Treatment
- To communicate
- To confidentiality and protection of health information
- To read personal treatment records
- To participate in treatment decisions
- To be free of restraints and seclusion
- To be informed of the provisions of law regarding complaints and of procedures for registering complaints confidentially
- To be treated with dignity and respect
- To be protected from abuse
- To privacy
- To be free from psychological abuse including humiliating, threatening and exploiting action
- To be free from harassment
- To be free from fiduciary abuse
- To be considered legally competent unless there has been a court decision of incompetence
- To have all privileges of citizenship including the right to be represented by an attorney during civil commitment proceedings
- To vote, make contract, make a will, hold and transfer property, marry, have a driver's license and manage own affairs

Customers will not be denied any of the above mentioned rights on the basis of spiritual belief, cultural orientation, gender, sexual preference, marital status, physical situation, social preference, or psychological characteristics.

**Complaints & Grievances?** If you have concerns about the service being offered to you please let us know. You can call us directly at (619) 574-0970. If we are unable to assist you, you can call CCHA at (877) 734-3258. If you would prefer, you can complete a Satisfaction Survey and mail your feedback to us.