

Telecare Corporation



Quick Facts

Corporate Background

- Telecare Corporation is one of the nation's largest providers of services and supports to adults with serious mental illness.
- Based in Alameda, California, Telecare is an employee- and family-owned organization with over 50 programs and 2,000 employees in four states.
- Telecare was founded in 1965 by three individuals who were committed to the rehabilitation of people with serious mental illness: Art Gladman, a psychiatrist; Lida Hahn, a psychiatric nurse; and Morton Bakar, a businessman.
- Today, President and CEO Anne L. Bakar, the daughter of founder Morton Bakar, carries on the original vision of providing innovative, recovery-focused services and support for high-risk individuals with complex needs.
- Financial data: Gross revenues for FY02-03 were \$120M

Clients & Staff

- Telecare serves adults, 18 and older, with serious mental illness.
- Many of Telecare's clients have co-occurring issues in addition to their mental illnesses, including: substance abuse, developmental disabilities, homelessness, incarceration and neurobehavioral impairments. Telecare also serves older adults who may require special mental health or medical attention.
- Telecare's staff members are committed to providing client-centered services and supports to assist individuals on their journeys of recovery.
- Telecare's licensed staff includes psychiatrists, social workers (MSW), and nurses (RN/LVN).

Services

- Telecare offers eight different service categories to address the needs of individuals at different stages of recovery: inpatient acute, inpatient non-acute, crisis, residential, assertive community treatment, case management, outpatient, and administrative.
- Inpatient acute and non-acute programs assist individuals experiencing acute exacerbations of their illnesses that prevent them from staying in community settings, or who require intensive services that would otherwise necessitate extended stays in acute/state hospitals. The goal of these programs is to stabilize symptoms and develop discharge plans that enable clients to successfully return to community settings.
- Individuals who have an urgent need for mental health services, but do not have or cannot wait for regularly scheduled mental health appointments, are served in Telecare's crisis programs, which include 23-hour stabilization, urgent care, mobile crisis response, and telephone crisis triage.
- Residential programs support clients in their transition from institutional settings to community living environments. Residential programs offer more normalized, non-institutional living environments, and offer individual and group counseling.

- Assertive community treatment (ACT) programs are community-based alternatives to inpatient hospitalization, and provide support to individuals with complex needs so they can more effectively and successfully live in the community. Services include 24/7 wraparound support; psychiatric services; crisis response; advocacy; vocational, housing and educational support; and assistance in acquiring entitlements.
- Case management and outpatient services provide support to clients who may have difficulty negotiating a complex mental health system alone or need support in accessing effective levels of care.
- Cities, counties and states call on Telecare to provide customized, specific administrative support services, including payment authorization and appeals for Medicaid populations.

Locations

- Telecare provides mental health programs in 27 cities throughout California, Texas, Oregon and North Carolina.
- Our locations include: Dallas, Fort Worth, Houston and San Antonio, Texas; Gresham, Oregon; Durham, North Carolina; and 22 California cities, including Los Angeles, Modesto, Oakland, San Diego and Santa Barbara.

Awards and Recognition

- The Commission on Accreditation of Rehabilitation Facilities (CARF) has accredited our organization, noting our service excellence, and our commitment to improving the lives of the people we serve.
- The California Endowment, the California Wellness Foundation and the California Healthcare Foundation have recognized Telecare as an innovator in the mental health field.
- Telecare has been recognized by the East Bay Business Times as one of the “100 Fastest Growing Companies” and by the San Francisco Business Times as one of the “100 Largest Private Companies in the Bay Area.”
- Anne Bakar, our President and CEO, was named one of the “50 Most Powerful Women in Bay Area Business” and “Women of Distinction” by the East Bay Business Times, and one of the “100 Most Influential Women in the Bay Area” by the San Francisco Business Times.
- Telecare Corporation was also selected as one of the “50 Best Places to Work in the Greater Bay Area” by the San Francisco Business Times, and the Silicon Valley/San Jose Business Journal.

Contact Information:

Shea Tokar

Director of Communications

sheat@telecarecorp.com

Phone: 510-337-7952, ext. 159

#

Updated: March 31, 2004

