
Hours of Operation:

Monday through Friday: 8:30 a.m. to 5:00 p.m.
After hours crisis lines

ACT: 909-388-9191
FACT: 909-433-9300
MAPS: 909-825-8989
On call staff availability

Program Funding:

Telecare's San Bernardino ACT programs provide services to over 200 individuals. They operate under contract with the San Bernardino County Department of Behavioral Health and are funded by the Mental Health Services Act (MHSA) and Department of Behavioral Health funds.

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 individuals with high-risk and complex needs. Our programs are recovery-focused, clinically effective and are designed in partnership with local, county, state and other behavioral health organizations. We currently provide services in multiple states, and have over 2,000 employees.



San Bernardino County Department
of Behavioral Health

03/20/08



Telecare Corporate Office
1080 Marina Village Parkway, Suite 100
Alameda, CA 94501
(510) 337-7950 / (510) 337-7969 (fax)
www.telecarecorp.com



Telecare Corporation San Bernardino Assertive Community Treatment Programs

San Bernardino ACT

2080 S. "E" St, First Floor
San Bernardino, CA 92408
909-388-9191
909-388-9195 (fax)

San Bernardino MAPS

(Members Assertive
Positive Solutions)
2080 S. "E" St., Suite 200
San Bernardino, CA 92408
909-825-8989
909-825-3464 (fax)

San Bernardino FACT

(Forensic ACT)
2080 S. "E" St., Suite 250
San Bernardino, CA 92408
909-433-9300
909-433-9308 (fax)

Telecare Corporation

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

San Bernardino ACT Programs

Telecare's San Bernardino ACT programs are Assertive Community Treatment (ACT) programs for individuals with serious mental illness. These programs exist to help people live successfully in the community and make strides toward their hopes and dreams and achieve their personal recovery goals, while avoiding unnecessary psychiatric hospitalization.

People Served by San Bernardino ACT Programs:

- San Bernardino County residents, age 18 and up.
- Individuals who may be transitioning from institutional settings like state hospitals, IMDs, jails or locked psychiatric facilities. These individuals may also have a history of incarceration or arrests, a co-occurring substance abuse issue, or a history of being homeless.

Key Components of the ACT Model:

- Treatment and support services are individualized and guided by the individual's hopes, dreams and goals
- Team members share responsibility for individuals served
- Staff-to-consumer ratio is small (approximately 1 to 10)
- Range of services is comprehensive and flexible
- Most services are provided in the community, where members live, work and socialize

The Recovery Model:

Building on traditional ACT standards, Telecare has created a recovery-centered experience for people served. Telecare's approach is based on a belief that **recovery can happen**. Programs and staff strive to create an environment where a person can choose to recover. By connecting to each individual's core self and trusting it to guide the way, it is possible to awaken the desire to embark on the recovery journey.

Staffing:

ACT programs use multidisciplinary teams that include psychiatrists, nurses, Masters prepared clinical team leads, and personal service coordinators. Some staff may be consumers who are in recovery themselves.

Services & Supports:

Based on the well-researched Program of Assertive Community Treatment model, developed in Madison, Wisconsin, the program provides or assists members in obtaining a full range of services. These can include:

- Comprehensive assessment and treatment
- Crisis intervention and immediate support 24 hours/day, 7 days/week
- Psychiatric assessment and treatment
- Medication management and support
- Risk focused assessment and intervention
- Physical health screening, care coordination and referral
- Substance abuse intervention and counseling
- Vocational services
- Social skills building activities
- Case management
- Housing support
- Benefits and entitlements assistance
- Family support
- Education and life skills coaching
- Providing information and learning opportunities as support for individuals in their recovery
- Staff support and consultation when members are hospitalized, and support to aid their transition back to the community upon discharge

Referrals: All referrals to the programs are coordinated directly by the Department of Behavioral Health.

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.