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 California, Texas, Oregon, North Carolina, Nebraska and Washington, and have over 2,200 employees.

We specialize in innovative, outcomes-driven services for high-risk individuals with complex needs.

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

HOURS

Monday - Friday: 8:30am - 5:00 pm
Saturday: By appointment only
Sunday: On call staff
Staff are available on-call 24 hours a day

CONTACT INFORMATION

714.245.6881
714.245.6891 FAX
Operates under contract with the County of Orange Health Care Agency and is a Mental Health Services Act (MHSA) funded program.

TELECARE CORPORATE OFFICE
1080 MARINA VILLAGE PKWY, STE 100 ALAMEDA, CA 94501 TEL 510.337.7950
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04/2011

FSP

TELECARE CORPORATION

Telecare STEPS Orange County

(Striving Towards Enhanced Partnerships)

2100 N Broadway #101
Santa Ana, CA 92706-2624
714.245 6881
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Telecare STEPS Orange County

SUPPORTED RECOVERY

Telecare STEPS (Striving Towards Enhanced Partnerships) is a 105-member Full Service Partnership (FSP) in Orange County, CA. 80 clients will be referred from residential/locked facilities and 25 clients will be from the forensic system. STEPS uses a multidisciplinary team supervised by a licensed Program Administrator, which includes a psychiatrist, a nurse, a Mastersprepared Team Lead, a Clinical Director, and Personal Service Coordinators with experience in drug and alcohol and mental health, as well as housing, education and employment. A number of the staff members will consist of consumers. STEPS offers a low staff-to-client ratio and provides the majority of services in the community. The program serves as the fixed point of responsibility for all members. Caseloads are shared among the team members. STEPS believes in a "whatever it takes approach" in supporting clients.

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.

ABOUT THE PROGRAM

- The program operates under contract with the County of Orange Health Care Agency and is a Mental Health Services Act (MHSA) program.
- Uses a wrap-around approach to assist clients with whatever they need to gain the skills and confidence to live successfully in the community
- Assists people to gain skills to manage their conditions and crises more effectively
- Partners with community services to ensure continuity of care

RECOVERY MODEL

Telecare has created a recovery-centered experience for people served. 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

Multidisciplinary team of clinicians, psychiatry, nursing and drug-and-alcohol, education/employment, and housing experienced staff.

SERVICES AND SUPPORTS

- Outreach and engagement
- Community-based wrap-around services
- Intensive case management
- Money management/representative payee
- 24/7 availability
- Housing support
- Medication support & education
- Dual diagnosis treatment
- Vocational & educational services
- Linkage to financial benefits

WHO IS SERVED

- Residents of Orange County, ages 18-59
- Persons diagnosed with a mental illness who are experiencing a mental health crisis, and who may have a co-occurring substance abuse disorder

REFERRALS

- Coordinated by the County of Orange Health Care Agency

ADDRESS

Telecare STEPS
Orange County
2100 North
Broadway, #101
Santa Ana, CA
92706-2624

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714.245.6891 fax