

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 multiple states and have more than 3,000 employees.

Telecare's Mission

Deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.

Hours of Operation

Monday - Friday: 8:00 a.m. to 4:30 p.m. with 24/7 on-call support services

Contact Information

4335 Atlantic Avenue
Long Beach, CA 90807
562-216-4900 Main
562-484-3039 Fax



LOS ANGELES COUNTY
**DEPARTMENT OF
MENTAL HEALTH**
hope. recovery. wellbeing.

Telecare Los Angeles Step-Down operates under contract with the Los Angeles County Department of Mental Health.

TELECARE CORPORATE OFFICE

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Telecare Los Angeles Step-Down

Enhanced Residential Services (ERS)



4335 Atlantic Avenue
Long Beach, CA 90807



About Our Program

At the Telecare Los Angeles Step-Down program, you have the opportunity to connect with a group of people who are here to be your support team.

We believe that recovery can happen and we will do whatever it takes to help our members achieve their goals in life. Our multidisciplinary team includes psychiatrists, nurses, clinical directors, team leads, personal service coordinators, and substance use specialists who are all here to help you on your path.

Our program is based on the Assertive Community Treatment (ACT) model, where staff create a supportive environment, including wraparound services that are based on your needs, hopes, and dreams. We also connect you to the proper resources that can help you achieve your goals.

What to Expect

Our goal is to promote independence by emphasizing the integration of recovery principles through a total team approach. Individuals who are enrolled in our program will receive daily groups and individual support both where they live and in the community.

The purpose of our efforts is to assist you in effectively transitioning from locked placement to independent living within a lower level of care.

Our culture is based on recovery. We believe in respect and non-judgment, and we celebrate individual uniqueness. We care about the interpersonal relationships we develop so we can foster a supportive program setting.

Our staff are passionate, resourceful, and motivated. They are partners in recovery, and will be with members throughout their journey.

Our goal is to be a team that helps members thrive. We want members to be the leaders of their recovery journeys, and to create the lives they want for themselves.

Services & Supports

- Community-based wraparound services
- 24/7 availability
- Crisis intervention services
- Individualized mental health plans
- Co-occurring disorders treatment
- Medication support and education
- Intensive case management
- Group rehabilitation
- Financial education and support
- Psycho-educational services
- Family reunification services
- Benefit establishment

Who is Served

MHSA and CGF:

- Having a long history of repeated psychiatric hospitalizations
- Risk of discontinuing treatment without additional supervision
- Impaired ability to provide for basic living necessities without intensive support
- Risk for involvement with law enforcement due to a mental health condition

AB 109:

- Individuals who have been released from prison/jail under AB 109

Assisted Outpatient Treatment (AOT):

- Have a history of lack of participation in a mental health program that have resulted in 2+ hospitalizations or incarcerations within the last 36 months, or attempted to cause harm in the last 48 months
- Behaviors that are likely to result in harm to self or others