



Our Story

Telecare began delivering services through the Transition Team in 1995. Between 2014 and 2015, we helped members decrease their utilization of costly higher levels of care (acute inpatient, ERs) and jail, and saw the number of clients with hospital readmissions decline 53%, while the total number of readmissions declined 41%.

“The goal of recovery is not to become normal. The goal is to embrace the human vocation of becoming more deeply, more fully human.”

- PATRICIA DEEGAN, PHD,
FOUNDER OF COMMONGROUND



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.

Telecare’s Mission

Telecare’s mission is to deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.

Our Statement of Purpose

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

Contact Transition Team

3132 Jefferson Street
San Diego, California 92110
619-683-3100 Main
619-682-4037 Fax

Office Hours

Monday-Friday: 8:00 a.m. to 4:30 p.m.
Decision Support Center: 9:30 a.m. to 4:00 p.m.
All services are provided 24 hours a day,
7 days a week.

Transition Team San Diego

3132 Jefferson Street
San Diego, California 92110



Who We Are

At Telecare, we believe in a whatever-it-takes approach to empower your recovery from within. To achieve this, our Transition Team in San Diego provides you with intensive, short-term case management services to help you navigate the mental health system and help you take positive steps toward the things that matter in your life.

We have a diverse team of professional and paraprofessional staff who work with you to get connected to community services and supports in a timely manner. We utilize Telecare's Recovery-Centered Clinical System (RCCS), which allows us to tailor services to your unique needs, and helps us foster relationships that support your goals. We work together with your family, friends, and community to help you take strides toward recovery.

What to Expect

Our team connects with you before being discharged from the hospital to assess what services you might be needing. We work with you and your physician to identify goals and concerns to figure out the next best steps for treatment and recovery.



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 your partners in recovery, and will be with you throughout your journey.

Our goal is to be a team that helps you thrive. We want you to be the leader of your recovery journey, and to create the life you want for yourself.

Services at Transition Team

Services at Transition Team include, but are not limited to:

- Behavioral health needs screening
- Outreach and engagement
- Treatment planning and symptom education
- Transitional medication management services
- Linkage to an outpatient provider
- Transitional intensive case management
- Uninsured case management
- Community living skills
- Crisis management and coaching
- Social security and Medi-Cal assistance
- 24/7 on-call staff response if needed

Becoming a Member

Telecare's Transition Team outreaches to members who are currently enrolled in treatment at: Paradise Valley Hospital, Bayview Hospital, Scripps Mercy, UCSD, Sharp Grossmont Hospital, Alvarado Parkway Institute (for those eligible), Aurora Behavioral Healthcare (for those eligible), Tri-City Medical Center, Sharp Mesa Vista Hospital (for those eligible), and Palomar Hospital.

Additionally, referrals are made through the San Diego County Psychiatric Hospital.

Admission Criteria

- Must be a resident of San Diego County
- Adults and Transition Aged Youth (ages 18-24) with Medi-Cal
- Must have a qualifying Title IX diagnosis and have been hospitalized in a behavioral health unit either currently or recently



The Telecare Transition Team is under contract with San Diego County Behavioral Health Services and is funded by the County of San Diego, Medi-Cal, and HSA.