

Telecare iCARE Mobile Engagement Team

Helping Individuals

Telecare's iCARE Mobile Engagement Team is a client-centered program that helps engage and support individuals and families struggling with behavioral health and substance use issues that are primarily using emergency room, hospital services, or 911 as their main source of care.

iCARE at a Glance

Services

- Unlike traditional case management services, the iCARE team's work is focused entirely on building relationships of trust with individuals who have been unable to engage in outpatient treatment. The team uses a combination of personal relationship building and evidenced-based strategies for increasing understanding of client needs. This includes changes the behavioral health system might need to make to better serve that person.
 - *Personal Relationship Building Strategies:*
 - Meeting individuals in the location of their choice until they are ready for a next step, whatever that may be
 - Taking the time to understand an individual's hopes for their own lives
 - Offering assistance with basic needs/wants and transportation
 - Identifying and building on each person's core interests, gifts, and strengths
 - Relentless kindness
- Once an individual has formed a relationship of trust with the iCARE team, often over the course of many contacts, they are then invited to engage in other community supports and treatment programs.
- The iCARE team is not a crisis team. For individuals experiencing crisis please call Sutter-Yuba Behavioral Health's Psychiatric Emergency Services at 530-673-8255.

Family Support & Services

- iCARE provides resources for family members or support persons to understand behavioral health or substance use issues.
- Family members or support persons will have access to one-on-one conversations as well as the opportunity to join educational groups to learn more about behavioral health and substance use issues.

Staffing

- Our experienced team is here to support individuals and families to help them navigate their next steps.

Who We Serve

- Anyone 18 and older in Sutter or Yuba County, including adults, older adults, and families.

Referral Process

- Call the iCARE Mobile Engagement Team to ask how to submit a referral.

Contact Information

- **Phone:** 530-565-0960
- **Fax:** 530-232-3437

Hours of Operation

- Monday - Friday: 8:30 a.m. – 5:00 p.m.

