

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.

Our Statement of Purpose

Telecare exists to help people with complex needs realize their full potential.

Contact

Office number: 408-854-7890

Office fax number: 408-550-7459

On-call number: 408-613-1595

Medical centers served: Santa Clara, San Jose Medical Centers, San Francisco, South San Francisco, Redwood City

For additional questions, contact Shannan Taylor, Director of Population Management Services, at sntaylor@telecarecorp.com or 916-216-8339.



KAISER PERMANENTE®

THIS PROGRAM OPERATES UNDER CONTRACT WITH KAISER PERMANENTE.

TELECARE CORPORATE OFFICE

1080 MARINA VILLAGE PKWY | STE 100 ALAMEDA, CA 94501 | TEL 510.337.7950

Welcome



Kaiser ICT: South Bay

Regional Intensive Community Treatment Services for Northern California

2375 Montpelier Drive
Suites #30 & 50
San Jose, CA 95116



Telecare Corporation | **Respect. Recovery. Results.** | www.telecarecorp.com

Welcome to the Kaiser ICT South Bay Hub

About Kaiser ICT

The Kaiser Intensive Community Treatment (ICT) program provides specialty mental health care services that partners with you and your Kaiser Permanente wellness team to achieve a state of wellness and quality of life that is meaningful for you.

Services at Kaiser ICT

- 24/7 crisis support and counseling (in-person and/or virtual)
- Five-day follow up after every acute care visit
- SBIRT/Motivational Interviewing
- Dialectical Behavior Therapy, skills coaching
- Five Life Domain Functioning assessments
- AUDIT and DAST drug and alcohol use/abuse risk screening and addiction rehabilitation
- Locate affordable and safe housing
- Locate free or low-cost food and essentials for individuals and their families
- Free Clothing Closets for all members
- Help with paying for and accessing medications
- Help with finding new sources of income or benefits
- Transportation support for essential needs and access to care
- Illness self-management: develop and enhance daily living skills
- Support with healthy living and improved physical health, including medication shared decision making
- Services are provided in-home or wherever is most convenient and comfortable

Other resources include housing, employment, transportation, self-assessment tools, and individualized linkage and support to all Kaiser Permanente member services.

Our Team

We have a diverse team of clinicians, substance use specialists, and peer staff that will work with you every step of the way to resolve your current crisis in ways that support your goals in life. Our team of recovery-centered providers also includes Spanish speaking team members.

Who We Serve

Serve up to 104 Kaiser Permanente members in the South Bay Area who may be experiencing significant impairment in their daily lives due to mental health conditions.

Becoming a Member

Referrals are made through Kaiser Permanente.

Admission Criteria

- Members of Kaiser Permanente, ages 18 and older, who are experiencing a diagnosed mental health condition
- Have had previous patterns of high inpatient care utilization or otherwise be at high-risk for readmission

Non-Discrimination

Clients will not be denied any rights on the basis of spiritual belief, cultural orientation, gender, sexual orientation, gender identity, marital status, physical situation, or psychological characteristics.

Complaints and Grievances?

If you have concerns about the service being offered to you please let us know. You can us directly at 916-216-8339. If we are unable to assist you, you can call Kaiser Member Services at 800-464-4000.

If you would prefer, you can complete a Satisfaction Survey before you leave or mail your feedback to us.