



Telecare La Conexion IFSP

Adult & Older Adult Services

At the Telecare La Conexion Full Service Partnership (IFSP) program, we are here to help you take positive steps toward the things that matter in your life.

We believe recovery starts from within, and that our job is to do whatever it takes to provide the support needed on your recovery journey. We have a full staff of peer specialists, a psychiatrist, a nurse, a master's-prepared team lead, and personal service coordinators with experience in both drug and alcohol and mental health, who are all here to promote a program culture where resilience and hope can flourish, and losses can be recovered.

Our program is based on the Assertive Community Treatment (ACT) model. Telecare La Conexion IFSP 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

Your recovery plan starts with you. We use transformational care planning, a recovery-oriented treatment planning method to develop an individualized recovery plan to guide your work in the program. We assist you by giving you the proper training where you will better be able to manage your conditions more effectively, monitor your progress toward your goals, and adjust services to fit your changing needs.

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.

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

“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



CONTACT

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OFFICE HOURS

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



Services at Telecare La Conexion IFSP

Services include, but are not limited to:

- Outreach and engagement
- Comprehensive assessment and treatment
- Community-based, individualized services
- Intensive case management
- Money management / representative payee
- 24/7 availability
- Housing support
- Medication support and education
- Vocational and educational services
- Benefits establishment

Becoming a Member

Referrals come from the Behavioral Health Services (BHSD) call center, inpatient hospitals, 24-Hour Care, outpatient behavioral health providers, families, members of the community, and through self-referrals.

Admission Criteria

- Adult residents of Santa Clara County, ages 26-59, who have been diagnosed with a serious mental illness, have a co-occurring substance use condition, and are high utilizers of emergency services. These individuals may also be homeless or have been homeless for a total of 120 days during the last twelve (12) months.
- Older adult residents of Santa Clara County, ages 60 and older, who have been diagnosed with a serious mental illness, have a co-occurring substance use condition, and require intensive outpatient services.

Our Story

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We specialize in outcomes-driven services for individuals with complex needs who are at risk of crisis and hospitalization. Our programs are recovery-focused and clinically effective and are designed in partnership with local, county, state, and other behavioral health organizations. We provide services in multiple states and have more than 3,700 employees.

This program is funded by Santa Clara County.