



CARE Court Outreach

Telecare's CARE Court Outreach provides outreach and engagement, including support and education, screening of needs, transitional case management, referrals to community services, and crisis intervention as needed. The CARE Court Outreach program emphasizes teamwork, empowerment, responsibility and choice. You are important to us. We take your lead on the kinds of needs, supports, or services you desire. Because of this, it is important that you ask questions and actively problem-solve with staff.

We know that the journey to recovery can be a tough one, and we believe that no one should have to go through it alone. Services at CARE Court Outreach are provided by a multidisciplinary team including peer specialists, case managers, and clinicians.

What to Expect

Outreach and Engagement: We will meet you where you are living or where you feel most comfortable. If you are currently in jail or in the hospital, we can meet you there and help you to determine, plan and carry out what you would like to do next. We can help you with linkages to educational or employment assistance, social activities/groups, benefits assistance, and new living arrangements.

Support and Education: Consists of information and education about services and community resources. We can facilitate referrals to wellness-based, recovery, and support groups that can provide you opportunities to get information as well as to give and receive support from others experiencing similar situations.

Transitional Case Management: Short-term in nature, typically 14 to 60 days depending on court proceedings. During this period, the team provides linkages to desired supports as necessary which may include primary healthcare, faith-based institutions, ethnic organizations, peer-run programs, eligibility assistance, housing services, social/recreational activities, employment services, educational resources, advocacy, legal services, medical services, mental health services, and/or 12-step programs as dictated by your stated needs and wishes.

Crisis Management: The CARE Court Outreach staff can assist you in getting help to stabilize a crisis situation and then walk you through what the next steps may be. The CARE Court staff will be available to respond to crises when they occur as follows:

- 24 hours a day, 7 days a week on-call availability
- Emergency phone consultation outside operating hours
- In-person response by staff during off-hours if necessary
- Linkage to additional emergency supports as necessary
- CARE Court staff encourage feedback at any time, either verbally or written, regarding our support to you. You may choose to complete a satisfaction survey at the close of CARE Court services.

Transportation by staff is sometimes available; however, we will use this capability sparingly. Please discuss your transportation needs with us and we will work collaboratively with you to devise a plan.

Telecare Corporation | [Respect. Recovery. Results. | www.telecarecorp.com](https://www.telecarecorp.com)



CONTACT

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OFFICE HOURS

Monday - Friday: 8:00 am to 4:30 pm
On-call staff availability 24 hours a day,
7 days a week



Participant Rights

The right:

- To treatment
- To refuse treatment
- To confidentiality
- To participate in treatment decisions
- To be informed of our Privacy Practices and the process of registering complaints regarding Privacy Practices, including, but not limited to, the address and telephone of the Complaints Receiving Unit of the Department

Freedom from:

- Abuse
- Financial or other exploitation
- Retaliation
- Humiliation
- Neglect

Participants shall not be denied any of the above-mentioned rights on the basis of spiritual belief, cultural orientation, gender, sexual preference, marital status, physical situation, social preference, or psychological characteristics.

Complaints and Appeals: If you have concerns about the service being offered to you, please let us know.

Referrals

A referral to CARE Court can be initiated by family members, behavioral health providers, first responders, or other approved petitioners, by filing a petition with the Superior Court. Referrals to Telecare CARE Outreach are made by the County of San Diego.

Admission Criteria

- Residents of San Diego County, ages 18 & older
- Persons diagnosed with psychotic disorders

Our Story

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.

This program is funded by MHSA.