



Book an Appointment with Telecare During or After NatCon

Faith Richie, Senior Vice President of Development, 510-846-7679
Jennifer Hinkel, Vice President of Development, 510-671-4600
Robert Klar, Director of Workforce Planning & Talent Acquisition, (510) 747-0513

NatCon 2018

Telecare at a Glance

Thank you for your interest in Telecare. We welcome you to reach out anytime. Visit www.telecarecorp.com/natcon2018 for copies of our materials or to learn more.

Visit Us at Booth #438!

Learn about our Telecare services for individuals with SMI and complex needs, as well as diverse solutions for 44+ customers across seven states.



Join Us for Breakfast!

Join us for a warm breakfast on 4/24 from 7:00 to 8:30 AM in the Magnolia Room 2. We welcome you to enjoy a comfortable start to the day.



Lunch & Learn Panel Event

Join our panel event on Monday 4/23 from 12:00 to 1:00 PM, titled, "Alternative Payment Models: Pay For Success and Social Impact Bonds."

We will share our experience implementing the nation's first Pay for Success mental health program in partnership with Santa Clara County Behavioral Health Services in Santa Clara, CA.

View/download the presentation and get more info: www.telecarecorp.com/natcon2018



iPoster Presentation

Join us on Tuesday 4/24 from 1:30 to 2:00 PM to explore our iPoster and learn more about how we made progress with limited resources.

"Systems Improvement in Real Life: An Organization's Incremental Journey Toward Whole Person Care."

View/download the presentation: www.telecarecorp.com/natcon2018

Visit our WPC page to learn more: <http://www.telecarecorp.com/wholepersoncare>



Innovating & Implementing

Telecare has implemented a variety of recovery-centered program models and clinical approaches to meet the evolving needs of clients, customers, and communities.

Strategies in Whole Person Care

We're using a combination of staff training, screening tools, a health literacy curriculum, and client tools to measure and increase personal wellness.

Integrated SMI+SUDS Services

We're incorporating SUDS services into traditional mental health programs with a manualized curriculum on co-occurring issues that not only educates staff, but offers clients education and motivation to address substance use challenges. We also deliver primary substance use treatment services that are mental health informed and designed for co-occurring challenges.

Targeted and Tailored ACT Services

We're working with individual customers to tailor the Assertive Community Treatment (ACT) model to different populations and needs: justice-involved, transitional aged youth, tiered level of services, older adults, medically fragile, care coordination, full fidelity, and more.

Telecare Definition of Recovery

Recovery is the awakening of hopes and dreams. The process involves gaining the knowledge to reclaim one's power and achieve one's desires by learning to make choices that build strength rather than harm. Recovery involves living a meaningful life with the capacity to love and be loved.

Diverse Crisis Care Models

We're operating a full range of crisis settings, including mobile crisis teams, urgent care centers, 24-hour stabilization, residential, and secure options for people who are in an involuntary status.

SMI+DD Community Crisis Homes

We've designed specialized options for people leaving state developmental centers, focusing on small, 4-bed, home settings, using both behavioral and mental health interventions.

Services & Solutions

Telecare offers a **spectrum of program types** and serves a variety of populations.



SUB-ACUTE

Length of stay:
Typically 3-6 months



ACUTE

Length of stay:
Typically 3-10 days



CRISIS

Length of stay:
A few hours to 30 days



COMMUNITY

Membership:
90 days to 5+ years



RESIDENTIAL

Length of stay:
12-18+ months

Age Ranges Served

- Adults (18+)
- Older adults
- Transitional aged youth
- Adolescents

Specialty Programs Available

- Co-occurring mental illness + substance use disorders (SUDS)
- Co-occurring mental illness + justice involvement (JIMH)
- Co-occurring mental illness + developmental disabilities (DD)
- Population management for high-utilizers

Additional Complex Needs Served

- Mental illness + homelessness or risk of homelessness