



TELECARE CORPORATION

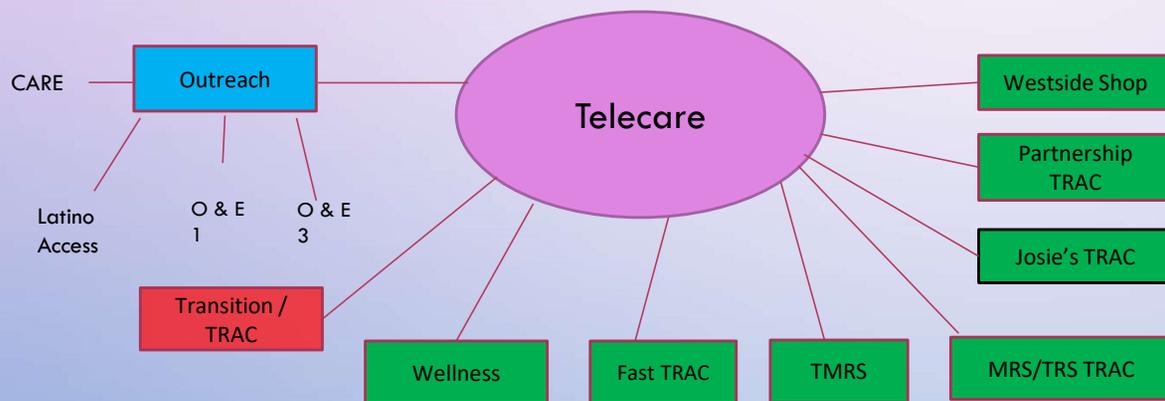
TELECARE'S OVERVIEW OF SERVICES

TELECARE OFFERS SEVERAL MENTAL HEALTH SERVICES TO THE FOLLOWING INDIVIDUALS;

- CLIENTS LIVING IN STANISLAUS COUNTY.
- INDIVIDUALS BETWEEN THE AGES OF 18 THROUGH 60
- INDIVIDUALS THAT HAVE MEDICAL OR ARE UNINSURED.
- THE INDIVIDUALS SUFFERS FROM A SERIOUS MENTAL ILLNESS.
- SERVICES OFFERED INCLUDE BUT ARE NOT LIMITED TO; COMPREHENSIVE ASSESSMENT, TREATMENT PLANNING, CRISIS INTERVENTION, IMMEDIATE SUPPORT 24 HOURS/DAY, 7 DAYS/WEEK (ON CALL), PSYCHIATRIC ASSESSMENT, MEDICATION MANAGEMENT, CASE MANAGEMENT, INDIVIDUAL/GROUP THERAPY, AND PSYCHO EDUCATION GROUPS.

CLIENTS WHO CAN BENEFIT FROM TELE CARE SERVICES CAN BE DEFINED AS;

- HIGH RISK WITH FREQUENT OR RECENT PSYCHIATRIC HOSPITALIZATIONS,
- OFTEN ARE AT HIGH RISK OF SUICIDAL BEHAVIOR
- THEIR UNSTABLE MENTAL HEALTH SYMPTOMS IMPACT FUNCTIONING IN MULTIPLE DOMAINS, OFTEN RESULTING IN HAVING PERIODS OF HOMELESSNESS.



These programs offer the following:

- Case Management
- Psychiatrist and medication
- Individual and group therapy
- Psycho-education groups
- Treatment Planning
- Crisis intervention

TELECARE'S PROGRAMS;

HIGH INTENSIVE LEVEL PROGRAMS;

WESTSIDE SHOP

THIS PROGRAM SERVES 40 CLIENTS FROM STANISLAUS COUNTY, INCLUDING UNINSURED CLIENTS. THIS PROGRAM OFFERS ON-CALL SERVICES.

PARTNERSHIP TRAC (TELECARE RECOVERY ACCESS CENTER)

THIS PROGRAM SERVES 72 CLIENTS FROM STANISLAUS COUNTY, INCLUDING UNINSURED CLIENTS. THIS PROGRAM OFFERS ON-CALL SERVICES.

JOSIES'S TRAC (TELECARE RECOVERY ACCESS CENTER)

THIS PROGRAM SERVES 40 TRANSITIONAL AGE YOUTH AGES 18-25 WITH SERIOUS MENTAL ILLNESS LIVING IN STANISLAUS COUNTY, INCLUDING UNINSURED. THIS PROGRAM OFFERS ON-CALL SERVICES.

MRS TRAC (MODESTO RECOVERY SERVICE TELECARE RECOVERY ACCESS CENTER)

THIS PROGRAM SERVES 24 MEDICAL ELIGIBLE CLIENTS REQUIRING A HIGH LEVEL OF SERVICES AND HAVE BEEN REFERRED TO MODESTO RECOVERY SERVICES. THESE CLIENTS ARE SEEN BY A TELECARE TEAM FOR MH AND CASE MANAGEMENT SERVICES, HOWEVER THEY RECEIVE MEDICATION AND NURSING SUPPORT FROM MRS STAFF. THIS PROGRAM OFFERS ON-CALL SERVICES.

TRS TRAC (TURLOCK RECOVERY SERVICE TELECARE RECOVERY ACCESS CENTER)

THIS PROGRAM SERVES 12 MEDICAL ELIGIBLE CLIENTS REQUIRING A HIGH LEVEL OF SERVICES AND HAVE BEEN REFERRED TO TURLOCK RECOVERY SERVICES. THESE CLIENTS ARE SEEN BY A TELECARE TEAM FOR MH AND CASE MANAGEMENT SERVICES, HOWEVER THEY RECEIVE MEDICATION AND NURSING SUPPORT FROM TRS STAFF. THIS PROGRAM OFFERS ON-CALL SERVICES.

TELECARE'S PROGRAM CONT.

MEDIUM INTENSIVE LEVEL PROGRAMS:

FAST TRAC (TELECARE RECOVERY ACCESS CENTER)

THIS PROGRAM HAS THE CAPACITY TO SERVE 45 CLIENTS WHO ARE RESIDING IN STANISLAUS COUNTY, WHO ARE UNDERSERVED. THIS PROGRAM DOES NOT OFFER ON-CALL SERVICES.

TMRS (TELECARE MODESTO RECOVERY SERVICES)

THIS PROGRAM SERVES CLIENTS IN STANISLAUS COUNTY WITH MEDICAL BENEFITS. THIS PROGRAM HAS THE CAPACITY TO SERVE UP TO 115 CLIENTS. CLIENTS RECEIVING THIS LEVEL OF CARE ARE SOMEWHAT STABLE WITH PERIODIC ESCALATION OF SYMPTOMS, USUALLY RECENT OR HISTORY OF PSYCHIATRIC HOSPITALIZATIONS. CLIENTS ARE ABLE TO BENEFIT FROM A WIDE ARRAY OF GROUP OFFERINGS ALONG WITH WEEKLY TO BIWEEKLY CONTACT WITH CASE MANAGERS, AND IN SOME CASES INDIVIDUAL THERAPY. MOST HAVE ESTABLISHED RESOURCES AND SUPPORTS, STABLE LIVING SITUATIONS AND ARE TAKING RESPONSIBILITY FOR THEIR OWN RECOVERY.

TELECARE'S PROGRAMS;

LOW INTENSIVE LEVEL PROGRAM

WELLNESS

CLIENTS REQUIRING THIS LEVEL OF SERVICES ARE DEFINED AS LOW-RISK CLIENTS AND BENEFIT FROM LOW INTENSITY SERVICES, PRIMARILY MEDICATION SERVICES ALONG WITH PEER SUPPORTED CONTACTS AND GROUP OFFERINGS. THIS PROGRAM SERVES 60 CLIENTS.

TELECARE'S PROGRAMS;

TRANSITION TRAC

THE TRANSITION TRAC TEAM ASSIST INDIVIDUALS WHO HAVE BEEN HOSPITALIZED IN A ACUTE PSYCHITRIC INPATIENT HOSPITAL IN STANISLAUS COUNTY, HAVE MEDICAL OR ARE UNINSURED. THE TEAM CONTACTS INDIVIDUALS WHO ARE NOT RECEIVING BEHAVIORAL HEALTH SERVICES PRIOR TO HOSPITALIZATION AND ATTEMPT TO ENGAGE THEM FOLLOWING HOSPITALIZATION. THE GOAL IS TO PREVENT RE-ADMISSIONS TO INPATIENT PSYCHIATRIC SERVICES. THIS TEAM IS COMPOSED OF 2 CASE MANAGERS AND 3 CLINICIANS.

TELECARE'S PROGRAMS;

OUTREACH AND ENGAGEMENT TEAMS

1. **O & E 1-** THE O & E 1 TEAM CONSIST OF 1 PEER SERVICE COORDINATOR AND 1 HOMELESS CASE MANAGER. THIS TEAM ENGAGES WITH THE HOMELESS POPULATION LIVING IN PARKS, RIVERS AND STREETS, THAT WOULD NOT LIKELY SEEK SERVICES ON THEIR OWN. THIS TEAM CONNECTS INDIVIDUALS WITH MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES IN THE COMMUNITY.
2. **O & E 3-** THE O & E 3 TEAM CONSIST OF A CASE MANAGER AND CLINICIAN. THIS TEAM ENGAGES WITH PEOPLE LIVING IN RURAL AREAS WITHIN STANISLAUS COUNTY AND CONNECTS INDIVIDUALS TO MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES IN THE COMMUNITY.
3. **LATINO ACCESS (LA)-** LA CONSIST OF A CASE MANAGER AND CLINICIAN WHO WORK WITH THE LATINO POPULATION LIVING IN STANISLAUS COUNTY. THIS TEAM ENGAGES AND CONNECTS INDIVIDUALS WITH MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES IN THE COMMUNITY. THIS TEAM ALSO COLLABORATES CLOSELY WITH THE PROMOTORAS AND THE GOAL IS TO WORK ON REDUCING MH STIGMA WITHIN THE LATINO COMMUNITY.
4. **COMMUNITY ASSESSMENT AND RESPONSE ENGAGEMENT (C.A.R.E.)-** THE CARE TEAM IS COMPOSED OF A MULTIDISCIPLINARY TEAM, FORMED TO FACILITATE THE EXPEDITED IDENTIFICATION, ASSESSMENT, AND LINKAGE OF HOMELESS INDIVIDUALS TO HOUSING AND SUPPORTIVE SERVICES WITHIN STANISLAUS COUNTY. THIS TEAM ENGAGES WITH A LIST OF 143 CLIENTS THAT HAVE BEEN IDENTIFIED BY THE CITY OF MODESTO POLICE DEPARTMENT AND RESIDE MAINLY IN DOWNTOWN MODESTO AND THE SURROUNDING AREAS.

REFERRALS TO TELECARE

TELECARE RECEIVES REFERRALS FROM THE FOLLOWING SOURCES;

1. OUTREACH
2. TRANSITION TRAC
3. COUNTY PROGRAMS
4. PSYCHIATRIC HOSPITALS
5. COMMUNITY

DEMOGRAPHICS

- BASED ON THE 395 UNIQUE INDIVIDUALS WE CURRENTLY SERVE;

MALES- 53%

FEMALES- 47%

COVID CHALLENGES

- DIFFICULTY ENGAGING CLIENTS
- STAFF LEAVING THE AGENCY DUE TO HAVING TO STAY HOME FOR HOME SCHOOLING
- BEING SHORT STAFF (STAFF BEING OUT FOR COVID)
- SELF-CARE BEING AFFECTED
- STAFF BALANCING WORKING REMOTELY ALONG WITH BALANCING HOME LIFE
- COLLABORATION (AMONG THE TEAM)
- TECHNOLOGICAL ISSUES (EX: WI-FI CONNECTION)
- SERVICES PROVIDED TO CLIENTS CHANGED, WHICH PROVIDED SHORT TERM CHALLENGES (IN PERSON GROUPS STOPPED, CLIENTS ADJUSTING TO TELEHEALTH)