



June is Men's Health Month



STANISLAUS COUNTY BEHAVIORAL HEALTH AND RECOVERY SERVICES CULTURAL COMPETENCY UPDATE

...a newsletter to address cultural issues that enable us to effectively work in cross cultural situations.

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Telecare Corporation

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About Telecare: Telecare 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.

Community-Based: Telecare provides a range of services in the community for people with, or at risk for, mental illness. Our community-based services are designed for people who can successfully live independently in the community with intensive services and supports.

Recovery Model: TRAC (Telecare Recovery Access Center) provides a continuity of care and a menu of treatment options ranging from high intensity Partnership TRAC (which utilizes Assertive Community Treatment). TRAC offers a low member-to-staff ratio and provides its services in the community. Members receive group and individual support using a "whatever it takes" approach and individualized Recovery Planning, with 24/7 crisis intervention services. The moderately intensive Fast TRAC (ISS) offers outpatient level services. TRAC also provides a low intensity member-supported Wellness TRAC. This variety of options supports individuals in all levels of their recovery while offering choice and flexibility to members and their families. All of the programs offer case management and psychiatric services at the core as well as 24/7 crisis intervention services.

High Intensive level

Josie's TRAC: Josie's TRAC is a Full Service Partnership (FSP) which exists to provide culturally competent mental health services to transitional age youth, ages 18-25 with serious mental illness. The team provides the support our members need to successfully achieve their personal goals. Josie's TRAC provides a continuity of care and a menu of treatment options utilizing the Assertive Community Treatment (ACT) model.

Westside / Partnership (SHOP): The Telecare Westside/Partnership program operates to provide culturally competent mental health services to adults ages 18 and above with serious mental illness and a history of homelessness. These teams provide the support our members need to successfully achieve their own personal recovery goals as well as creating an individualized housing plan. Westside/Partnership programs provide a continuity of care and a menu of treatment options utilizing the Assertive Community Treatment (ACT) model.

MRS TRAC: Serves Medi-Cal eligible clients requiring a high level of service. ACT level with 24/7 support and have been referred by Modesto Recovery Services (MRS). These clients are served by Telecare team; however receive medication and nursing support from MRS staff.

BHRS Cultural Competence, Equity and Social Justice Committee meets on the 2nd Monday of each month from 9:00 a.m. to 10:30 a.m. in the Martin Conference Room, 830 Scenic Drive



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Medium level

TMRS: This program serves primarily clients residing in Modesto, Ceres and Salida with Med-Cal benefits. Clients receiving this level of care are somewhat stable with periodic escalation of symptoms, usually recent or history of psych admits. Clients are able to benefit from a wide array of group offerings along with weekly to biweekly contact with case managers, peer counselors and in some cases individual therapy. Most have established resources and supports, stable living situations and are taking responsibility for their own recovery.

Fast TRAC: This program serves clients residing in Stanislaus County, who are underserved, many are un-benefited.

Lower level

Wellness TRAC: For individuals who completed ACT or Intensive level of care, that are uninsured, are not able to access Mental Health services, are in need of lower level of mental health care, and are able to manage their medications on their own.

Transition TRAC: Team of five clinical staff that assess, engage and connect individuals that are being hospitalized in psychiatric inpatient settings. These clients are not currently open to a treatment team. However, they receive the support necessary for them to successfully connect with resources that will reduce likelihood of future hospitalizations.

OUTREACH: Outreach helps maintain relationships, which is important when working with the homeless population. Telecare has **three outreach teams** that work year round in partnership with each other as well as other agencies and service providers in the area to assist members with linkage to community resources. The Outreach and Engagement 1 (**ONE**) team consists of two Peer Service Coordinator's, who go out to the parks, rivers, and homeless shelters. The Outreach and Engagement 3 (**ONE3**) team consist of a case manager and clinician/Team Lead that provide psycho-education, screening/assessment, brief therapy, referral/linkage to mental health services. This team serves individuals who live in rural areas in Stanislaus County. The third team, Latino Access (**LA**), consist of a case manager and clinician who speak Spanish and specifically provide outreach and engagement services to the Latino Population residing in Stanislaus County. Latino Access team also provides psycho-education, screening/assessment, brief therapy, and referral/linkage to mental health services.

If you would like more information about Telecare Corporation, please contact them at 500 N. 9th Street, Suite B, Modesto, CA 95350 or call them at (209) 341.1824. They accept Medi-Cal and uninsured clients for their services.

Highlights of May Cultural Competency, Equity and Social Justice Committee (CCESJC) Meeting



* Rethink Mental Illness

Juvenile Justice Youth Leadership Power Point presentation by Jessica Van Tuinen outlining stigma reduction and most recent statistics on youth. Stanislaus Youth In Mind⁺ on Facebook was created to have online engagement and to bring youth together with other youth leaders. Rethink Mental Illness flyers were passed out and reviewed with resource number on the back: [National Suicide Prevention Lifeline \(1-800-273-8255\)](https://www.nimh.nih.gov/health/resources/national-suicide-prevention-lifeline) and [R U There Crisis Text Line \(741-741\)](https://www.741741.org/). Youth In Mind meet every Wednesday 3:30 p.m. to 5 p.m. at Juvenile Justice. Youth are a culture that is widely overlooked; programs like this are really important to reach out to the youth with mental health.

* Mission Statement

We have been doing a strategic look at the mission statement. The Committee has transitioned from Cultural Competence Oversight Committee to CCESJC. After reviewing the CLAS standards and the change of the name; the group was asked if the mission statement is still viable or if it needs to be updated.

* Stigma Reduction

May was Mental Health Awareness month. There were different activities going on, for example:

- * West Modesto King Kennedy Center had a Mental Health Awareness even on May 6th.
- * Day of Hope—May 18th from 10 a.m.—2 p.m. 1220 J St. Modesto.
- * Josie's –Stigma reducing thoughts and ideas for TAYA. Other young adults can come and join.

If you have questions or suggestions regarding Cultural Competency, please e-mail:

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