



Telecare Services in San Diego County

A Summary Report, June 2019



Contents

Introduction	Page 3
Our Partners	Page 4
Quick Facts	Page 5
Program Snapshots	Pages 6-15
Our Continuum of Care	Page 16
Future Focus	Page 17
Telecare in the Community	Page 18
Telecare in San Diego	Pages 19-20

Introduction

An Overview of Telecare Services in San Diego County

Telecare is committed to providing recovery and rehabilitation services to individuals with serious mental illness (SMI). In San Diego County, we have a mix of programs that aim to serve people with SMI as well as complex needs including Substance Use Treatment Services (SUTS), Justice-Involved Mental Health (JIMH) and long-term institutionalization, as well as people who are not engaging in services at all.

Our programs help people engage in services, regain hope and strengths, overcome barriers due to stigma and symptoms, develop practical skills, and lead more meaningful and contributing lives, while also reducing or preventing re-hospitalization and recidivism.

Our Partners

We would like to thank all of our partners for their collaboration, commitment, and daily teamwork in developing excellent support to the people in our programs.



County of San Diego
Behavioral Health
Services



State of California
Department of Corrections
and Rehabilitation



Kaiser Permanente



County of San Diego
Probation Department



San Diego County
Sheriff Department



Superior Court of
California—County of
San Diego



Office of the
Public Defender



Office of the
District Attorney

Quick Facts

Telecare San Diego by the Numbers

Programs

29

YEARS TELECARE HAS PROVIDED SERVICES IN SAN DIEGO COUNTY

10

PROGRAMS CURRENTLY OPERATING

3

PROGRAMS PLANNED TO OPEN IN FY19-20

Individuals Served in FY17-18

1,255

SERVED WITH THE COUNTY OF SAN DIEGO

64

SERVED WITH KAISER PERMANENTE

153

SERVED WITH THE CALIFORNIA DEPARTMENT OF CORRECTIONS

376

SERVED IN PROGRAMS FOR INDIVIDUALS WITH JUSTICE-INVOLVED BACKGROUNDS

Mental Health Statistics Improvement Program (MHSIP) Data

94%

I LIKED THE SERVICES I RECEIVED HERE.

91%

STAFF ENCOURAGED ME TO TAKE RESPONSIBILITY FOR HOW I LIVE MY LIFE.

88%

I, NOT STAFF, DECIDED MY TREATMENT GOALS.

97%

STAFF HERE BELIEVED THAT I COULD GROW, CHANGE, AND RECOVER.

81%

I AM BETTER ABLE TO CONTROL MY LIFE.

79%

I AM BETTER ABLE TO HANDLE THINGS WHEN THEY GO WRONG.

CORE San Diego

Adult SMI and JIMH



CORE San Diego Team

Integrated Services for Parolees

Opened in 2009, the Corrections Outreach Recovery Enhancement (CORE) San Diego program provides intensive case management services to individuals who are on parole, have a mental illness, and are at high risk for homelessness. CORE San Diego offers community outreach and engagement, case management, education and employment support, and benefits and housing assistance. By providing support and rehabilitation services, we reduce homelessness and recidivism.

Size: 100 members

Who We Serve: Adults with SMI who are on parole

“I wanted to extend my/our extensive gratitude to CORE SD in general and all the hard work you all do with patience, diligence, and professionalism.”

— SHERI JONES, LCSW, PAROLE OUTPATIENT CLINIC, CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

75%

DECREASE IN INCARCERATION DAYS

68%

DECREASE IN HOMELESS DAYS

CORE San Diego is under contract with the State of California Department of Corrections and Rehabilitation and the County of San Diego Probation Department.

PROPS/AB109

Adult SMI and JIMH



PROPS Team

Post-Release ACT Services

Since 2011, Post-Release Outpatient Program Services (PROPS) has provided ACT/FSP services to members who are re-entering the community on probation after jail. Members participate in services that address criminogenic risk in order to reduce recidivism and avoid unnecessary psychiatric hospitalization. By helping members bridge their transition from jail to the community, we decrease recidivism and support members in regaining their hopes and dreams and achieving their goals.

Size: 60 members

Who We Serve: Adults with SMI who are under Post-Release Community Supervision (PRCS)

“I’ve been collaborating with PROPS for over three years. They have definitely demonstrated skill, knowledge, and cultural humility in working with the realignment population who are in most need of mental health and re-entry services.”

— PERLA ARROYO-MORALES, LMFT,
CTC PROGRAM MANAGER, OPTUM

86%

DECREASE IN
HOMELESS DAYS

56%

DECREASE IN
INCARCERATION DAYS

PROPS/AB 109 is under contract with the County of San Diego Behavioral Health Services and is funded by Medi-Cal and the County of San Diego Probation Department.

Behavioral Health Court

Adult SMI and JIMH



Clockwise: The Court Team and Telecare BHC Team seen here with Public Defender Niel Busse, Assistant District Attorney Matthew Dix, and Judge Cindy Davis; The Court Team and Telecare BHC Team; Telecare BHC Team

Reducing Recidivism

Opened in 2015, the Behavioral Health Court (BHC) program is an active partnership between Telecare and the County of San Diego, the Superior Court of California—County of San Diego, the Office of the Public Defender, the Office of the District Attorney, the San Diego Sheriff Department, and the San Diego County Probation Department. Members are able to begin ACT/FSP services as soon as they are released from jail and are required to commit to the program for 18 months in order to participate. The primary focus of the program is to ensure members are set up with the proper resources and tools they will need to move forward without re-offending.

Size: 60 members

Who We Serve: Adults with SMI who have committed a crime related to impaired mental status

“BHC has taught me that mentally ill defendants are actually innocent victims of their own mental illness, who deserve the same ideals of justice, fairness, and dignity as traditional victims of crimes.”

— MATTHEW DIX, SAN DIEGO COUNTY ASSISTANT DISTRICT ATTORNEY

79%

DECREASE IN
INCARCERATION DAYS

100%

DECREASE IN
HOMELESS DAYS

BHC is under contract with San Diego County Behavioral Health Services and is funded by the County of San Diego, Medi-Cal, and MHSA.

IHOT

Adult SMI



IHOT Team

Outreach and Engagement

Opened in 2012, the In Home Outreach Team (IHOT) program was San Diego County’s response to Laura’s Law. Instead of court-ordering individuals to receive Assisted Outpatient Treatment (AOT) under Laura’s Law, IHOT attempts to voluntarily engage adults resistant to mental health treatment. Through education, trust, and respect, the program aims to successfully link members with mental health services. This IHOT team covers the Central, South, and East County regions of San Diego and serves as a referral source to the San Diego AOT program.

Size: 100 members minimum
Who We Serve: Adults with SMI who are resistant to mental health treatment; family education is provided to family members or caretakers

“The county has been very fortunate to have the IHOT programs available to assist with reaching and engaging individuals with SMI who are resistant to treatment. These connections have resulted in a decrease in hospitalizations and PERT interactions, and an increase in outpatient and psychiatric visits.”

— CHARITY WHITE-VOTH, CONTRACT OPERATING REPRESENTATIVE, BHS COUNTY OF SAN DIEGO

72%
DECREASE IN
PSYCHIATRIC
EMERGENCY
RESPONSE TEAM
(PERT) VISITS

57%
DECREASE
IN HOSPITALIZATIONS

IHOT is under contract with San Diego County Behavioral Health Services and is funded by the County of San Diego and MHSA.

San Diego AOT

Adult SMI and JIMH



San Diego AOT Team

Assisted Outpatient Treatment

Opened in 2015, the San Diego Assisted Outpatient Treatment (AOT) program provides ACT/FSP services to adults with SMI who have been court-ordered to receive services under Laura’s Law. Program members may also have a co-occurring substance use diagnosis. Treatment is provided by a multidisciplinary team and all services are strengths-based and anchored in recovery principles. Individuals identified through assessment who do not voluntarily agree to services are required to go before a judge to determine the need for treatment.

Size: 57 members

Who We Serve: Adults with SMI who are experiencing repeated hospitalizations or incarcerations but are not engaging in treatment

“I’m learning to live with anxiety, which can be a struggle every single day. I consider myself a fighter. I used to be homeless and now I have a place to live. I’m proud of myself for being able to get myself from a low place in my life to now a normal life. Thanks to Telecare AOT, I’m the reason why I’m in the place I am at today.”

— MEMBER

90%

DECREASE IN HOMELESS DAYS

76%

DECREASE IN HOSPITALIZATIONS

San Diego AOT is under contract with San Diego County Behavioral Health Services and is funded by the County of San Diego, Medi-Cal, and MHSA.

Gateway to Recovery

Adult SMI



Clockwise: Gateway to Recovery Staff, Team Dream; Team Hope; Team Inspire

Assertive Community Treatment (ACT)

Opened in 1994, Gateway to Recovery (GTR) is an ACT/FSP program that empowers recovery from within. GTR's teams meet members where they are, in the community, and provide intensive, person-centered, and recovery-based services. The teams help members navigate the mental health system and take positive steps toward the things that matter in their lives. The **Project 25** sub-component program offers limited housing subsidies to members who are identified as high-utilizers of mental health services and are at risk of homelessness.

Size: 194 members

Who We Serve: Adults with SMI who are considered high users of Medi-Cal mental health services and/or long-term locked institutional care

“Gateway to Recovery is excellent at advocating and following through, and the commitment to their members is amazing. I have never worked with case managers who care so much, especially with the conservator process.”

— HOSPITAL SOCIAL WORKER

77%

DECREASE IN HOMELESS DAYS

62%

DECREASE IN HOSPITALIZATIONS

GTR is under contract with San Diego County Behavioral Health Services and is funded by the County of San Diego, Medi-Cal, and MHSA.

Pathway to Recovery

Adult SMI



Clockwise: Pathway to Recovery Staff; Team Journey; Team Vision

Assertive Community Treatment (ACT)

Opened in 2010, Pathways to Recovery (PTR) is an ACT/FSP program that provides psychosocial rehabilitative, recovery-oriented, intensive, community-based services to help members navigate the mental health system and take positive steps toward their recovery. **In-Reach** is a sub-component of PTR and works in conjunction with San Diego County Institutional Case Managers (CICM) to provide case-aide services that are focused on discharge planning and benefit coordination for CICM members residing in long-term care.

Size: 150 PTR members; 200 In-Reach members

Who We Serve: Adults with SMI who have been recently discharged from county-identified long-term care facilities

“Pathway to Recovery is excellent at advocating and following through, and their commitment is amazing. I have never worked with case managers who care so much, especially with the conservator process.”

— LOCAL AREA HOSPITAL

92%

DECREASE IN HOMELESS DAYS

32%

DECREASE IN HOSPITALIZATIONS

PTR is under contract with San Diego County Behavioral Health Services and is funded by the County of San Diego, Medi-Cal, and MHSa.

Transition Team

Adult SMI



Transition Team

Short-Term Case Management

Opened in 1995, the Transition Team provides intensive, short-term case management services that help members navigate the mental health system and connect them to community services in a timely manner once they leave the hospital. The Transition Team is comprised of case managers who utilize Telecare’s Recovery-Centered Clinical System (RCCS) to tailor services to members’ unique needs and to help foster relationships that support goals.

Size: 60 members

Who We Serve: Adults with SMI who have been hospitalized on an LPS behavioral health unit either currently or recently

“I always refer to Transition Team first. They come out quickly after I place a referral and they are quick to respond to calls.”

— BAYVIEW HOSPITAL SOCIAL WORKER

86%

OF THOSE ENGAGED ARE NOT RE-HOSPITALIZED IN 90 DAYS.

100%

OF THOSE ENGAGED ARE CONNECTED TO COMMUNITY MENTAL HEALTH SERVICES.

Transition Team is under contract with San Diego County Behavioral Health Services and is funded by the County of San Diego, Medi-Cal, and MHSA.

AgeWise

Older Adult SMI



Left: AgeWise ICM Team; Right: AgeWise SBCM Team

Older Adult Case Management

Opened in 2012, AgeWise provides county-wide older adult case management to individuals age 60 and older and has two components: the Strengths-Based Case Management (SBCM) FSP and the Institutional Case Management (ICM) program. The SBCM FSP provides case management and mental health services with a focus on rehabilitation and recovery. SBCM also has housing subsidies for eligible individuals. The ICM program serves individuals who are on Public Conservatorship and reside in a skilled nursing facility or another county-identified long-term care institution.

Size: 350 ICM members; 350 SBCM members

Who We Serve: ICM serves adults with SMI, age 60 and older, who are conserved and placed in a long-term care facility; SBCM serves adults with SMI, age 60 and older, with complex needs

“AgeWise case management is top notch. AgeWise takes care of their members.”

— AMY PELLUNA, ADMINISTRATOR,
SILVER CREST GUEST HOME, EL CAJON, CA.

94%

DECREASE IN
HOMELESS DAYS

86%

DECREASE IN ACUTE
HOSPITALIZATION DAYS.

AgeWise is under contract with San Diego County Behavioral Health Services and is funded by the County of San Diego, Medi-Cal, and MHSA.

Kaiser PFICS

Adult and TAY SMI



Kaiser PFICS Team

Case Management

The Kaiser Program for Intensive Community Support (PFICS) is part of Kaiser Permanente’s behavioral health continuum of care. The team works in collaboration with Kaiser members to reduce hospitalizations by providing intensive, recovery-based case management services. To help individuals optimize their Kaiser behavioral health benefits and maximize recovery outcomes, Telecare staff work in partnership with Kaiser psychiatrists and therapists to provide members with supportive visits, with the overarching goals of reducing harm through connection with services and increased utilization of resources.

Size: 55 adults with SMI who are members of Kaiser Permanente

Who We Serve: Adults and TAY with SMI who have been connected to services through Kaiser Permanente

“Out of all the services I had with psychiatrists and therapists, the services with Telecare were the best. They made me feel normal and understood me the best.”

— KAISER MEMBER

78%

DECREASE IN HOSPITAL DAYS

94%

REPORT DEALING WITH DAILY PROBLEMS MORE EFFECTIVELY

Kaiser PFICS works in partnership with Kaiser Permanente’s Department of Psychiatry and is funded by Kaiser Permanente.

Our Continuum of Care

Telecare has partnered with San Diego County since 1990. Telecare’s current programs are all community-based but the service models and approaches vary to meet specific population or community needs.

San Diego program models include Assertive Community Treatment (ACT), Full Service Partnerships (FSP), case management, and care coordination. Populations include adults with serious mental illness, people who have Justice-Involved Mental Health (JIMH) needs, and those who require supportive housing.

While our current programs are community-based, we have historically also provided sub-acute services for people who needed more structured, long-term support. Telecare provides acute, crisis, and residential services as well. Our intent to make it easy for people to move comfortably between our programs and have a seamless treatment experience. Our values, clinical practices, and culture of recovery are consistent across our programs, so people can stay more easily focused on their own healing process.

Telecare’s goal is to provide a continuum of care that enables us to serve individuals in the least restrictive and most client-centered ways available—while helping the county to use its critical resources most effectively. Telecare leaders collaborate closely with the county to identify the best setting to provide targeted, personalized services for each individual.



SUB-ACUTE

Our sub-acute programs are supportive, structured, secure inpatient environments designed to help clients prepare to move to the community and/or lower levels of care. Length of stay is typically 3-6 months.



ACUTE

Our acute programs provide a safe, therapeutic, secure inpatient environment for people experiencing a mental health emergency. Services can be provided on a voluntary or involuntary basis. Length of stay is typically 3-10 days.



CRISIS

Our crisis programs help people experiencing mental health crises to regain a sense of stability and avoid more restrictive settings. Crisis programs are typically unlocked settings for people on a voluntary basis. Length of stay is anywhere between six hours to 30 days.



COMMUNITY-BASED

Our community-based services are designed for people who can successfully live independently in the community with intensive services and supports. Length of stay is typically 90 days, but can extend up to several years based on the program and individual need.



RESIDENTIAL

Our residential programs provide homelike alternatives for individuals with mental illness who would otherwise be placed in higher levels of care. Length of stay is a minimum of 12 months.

Future Focus

Expanding Our Services in San Diego

New Programs Coming

Telecare was awarded three programs that are scheduled to open in 2019.

The San Diego Justice-Involved Treatment Services and Supported Housing ACT/FSP program is designed to improve the mental health and quality of life of justice-involved adults in the community who have a serious mental illness (SMI). The program will aim to increase clinical and functional stability through the use of an intensive ACT/FSP team and by addressing criminogenic needs to reduce recidivism.

The San Diego County Step Down Acute Care ACT/FSP program is designed to provide ACT/FSP services to individuals who are homeless with SMI who are leaving acute care facilities. Our aim will be to provide services so members can successfully transition to the community and avoid unnecessary readmissions to acute psychiatric hospitals. Members who no longer require ACT-level care can still benefit from the program's housing resources and a lower level of ongoing support.

The San Diego County Step Down Long-Term Care ACT/FSP program is designed to provide ACT/FSP services to individuals with SMI who are transitioning out of long-term care facilities. In addition to providing team-based services that aim to avoid unnecessary readmissions, the program will actively partner with designated housing authorities to help meet members' housing needs.

“Behavioral Health Court is an example of how the justice system can holistically and compassionately save lives. I believe that we are truly transforming and elevating the lives of the participants to their highest level. Serving as judge to this program has been the highest honor of my entire career.”

— CINDY DAVIS, JUDGE, SUPERIOR COURT OF SAN DIEGO COUNTY

“It’s amazing the improvements we can see. The whole family is so grateful for the staff.”

— FAMILY MEMBER, SAN DIEGO AOT



2019 NAMI Walk: Telecare San Diego staff with Luke Bergmann, Director of San Diego BHS.

Telecare in the Community

Teaming Up to Do Our Best



2019 Hiring Fair



Telecare BHC Team with Judge Cindy Davis, Public Defender Niel Busse, and Assistant District Attorney Matthew Dix, April 2019.



CORE SD Cedric Staton and Camilla Rose, POC 2019.



Elise Fite at the Mental Health Awareness Event on May 31, 2019.



Liz Strout and Karen Paaue at the Mental Health Awareness Event on May 31, 2019.

Telecare in San Diego

Program Referral & Contact Information

AgeWise

619-481-5200 Main Program Line

Serves adults age 60 and older

ICM: Referrals are made through the Public Conservator's office and/or coordinated through San Diego BHS.

SBCM: Referrals are coordinated through San Diego BHS or made to the program directly by calling 619-481-5200.

<https://www.telecarecorp.com/agewise>

Behavioral Health Court

619-276-1176 Main Program Line

Serves adults with SMI who have committed a crime related to impaired mental status.

Referrals are made through the Behavioral Health Court Calendar of San Diego County Superior Court.

<https://www.telecarecorp.com/san-diego-collaborative-mental-health-court>

CORE San Diego

619-275-8000 Main Program Line

Serves adults with SMI who are on parole.

Referrals are identified and authorized by the California Department of Corrections and Rehabilitation.

<https://www.telecarecorp.com/core-sd>

Gateway to Recovery

619-683-3100 Main Program Line

Serves adults and TAY with SMI who are considered high users of Medi-Cal mental health services and/or long-term locked institutional care.

This is a closed-referral program.

<https://www.telecarecorp.com/gateway-to-recovery>

IHOT

619-276-1176 Main Program Line

Serves adults with SMI who are resistant to mental health treatment.

Direct referrals can be made by the community by calling 619-961-2120.

<https://www.telecarecorp.com/ihot>

Kaiser PFICS

619-641-2159 Main Program Line

Serves adults and TAY with SMI who have been connected to services through Kaiser Permanente.

All referrals come directly from Kaiser Permanente Department of Psychiatry.

<https://www.telecarecorp.com/kaiser-pfics>

Pathway to Recovery

619-683-3100 Main Program Line

Serves adults and TAY with SMI who have been recently discharged from county-identified long-term care facilities.

This is a closed-referral program.

<https://www.telecarecorp.com/pathways-to-recovery>

PROPS

619-275-8000 Main Program Line

Serves adults with SMI who are under Post-Release Community Supervision (PRCS).

Referrals are made through the San Diego BHS Health Screening Team. Priority is given to referrals from the county's probation department.

<https://www.telecarecorp.com/props-ab109>

San Diego AOT

619-481-3840 Main Program Line

Serves adults with SMI who are experiencing repeated hospitalizations or incarcerations but are not engaging in treatment.

Referrals are made through San Diego County's In Home Outreach Team (IHOT) programs and only those who meet the nine criteria as established under Laura's Law are eligible for the AOT program.

<https://www.telecarecorp.com/san-diego-aot>

Transition Team

619-683-3100 Main Program Line

Serves adults and TAY with SMI who have been hospitalized on an LPS behavioral health unit either currently or recently.

Eligible individuals must have been hospitalized on an LPS BHU either currently or recently. BHUs can call 619-683-3100 to make a referral.

<https://www.telecarecorp.com/san-diego-transition-team>

About Telecare

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. We provide services in multiple states and have more than 3,700 employees.

Telecare's Mission

Deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.