

TELECARE INSPIRE And Hope ACT



Telecare Background

- Telecare was founded in 1965 by Art Gladman, a psychiatrist, Lida Hahn, a psychiatric nurse, and Morton Bakar, a businessman — three individuals who were committed to a belief in the rehabilitation potential of people with serious mental illness.
- We believe that recovery can happen, and we strive to create an environment that allows recovery to thrive. Our programs transform lives, generate measurable outcomes, and reduce financial costs for the system of care.

While Telecare has evolved over the years to address the changing needs of the people we serve, our overarching goal remains the same. **Telecare's mission is to deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.**

Telecare Background

- Telecare Corporation is one of the nation's largest providers of services and supports to individuals with serious mental illness (SMI).
- Telecare offers services in 150 programs in California, Arizona, Nebraska, Oregon, and Washington through which we serve over 32,000 unique individuals annually.
- Telecare operates a variety of program types: PHFs, MHRC, CSU, CRT, Residential, Community Outpatient, Justice Involved, SUD and more

Hope Cooperative Background

- Hope Cooperative (aka TLCS) has been providing mental health and supportive housing services for people with mental health challenges for 40 years in Sacramento County.
- As a client-driven organization, we are dedicated to the independence and empowerment of individuals with psychiatric disabilities and co-occurring substance use disorders including those experiencing homelessness.
- Our clients are educated on how to lead responsible, productive, and self-directed lives by focusing on their strengths. At Hope Cooperative, we believe that individuals with psychiatric disabilities can and do recover through our effective and culturally sensitive services.

Hope Cooperative Background

- Currently owns or operates nine different residential facilities and support clients in scattered-site housing throughout Sacramento and Yolo County.
- We provide permanent supportive housing to more than 300 individuals and families, and we're working hard to create additional affordable housing.
- We also provide innovative crisis intervention services such as our 24/7 Mental Health Crisis Respite Center, offering a non-medical alternative to emergency room care for people experiencing a mental health crisis.



Telecare

YOLO INSPIRE

*Inspiring Strength and
Partnership in
Recovery*

INSPIRE at a glance

Program Type: Community-Based Full-Service Partnership

To Make Referrals: Referrals are made through Yolo County – Currently transitioning members from Turning Point and County FSP

of Members: 100 members (50 TAY / 50 Adults (5 AOT))

Who We Serve: Adult and TAY residents of Yolo County who have been diagnosed with a serious mental illness. Individuals may be at risk of or experiencing one or more of the following: homelessness, involved in the criminal justice system, have been court-ordered mental health treatment, or are at risk of involuntary psychiatric hospitalization or institutionalization.

Hours of Operation:

Monday - Friday: Office Hours 8:30 a.m. to 5:00 p.m.

24/7 On-call

Saturday/Sunday: Housing Specialists and Case Managers / On-call Services

Where are we located?

PROGRAM ADDRESS:

Temporary County Location:
500 W. Jefferson Blvd
Building A, Suite C
West Sacramento, CA

Permanent Location: (Nov/Dec)
50 W. Main Street
Woodland, CA

Mercy Housing Locations:

Woodland – West Beamer
West Sac – West Capitol

CONTACTS:

Nate Taylor
Program Administrator
(510) 871-0201

Temporary Office #:
(530) 782-1009

Crisis On-Call #:
(530) 782-3028

Who We Are

- Administrator – Nate Taylor
- Team Leaders (2)
- Office Coordinator
- Medical Records Tech
- Clinicians (2)
- MHRS (2)
- Case Manager II (4)
- Housing Specialist CM (2)
- Substance Use Specialist
- Vocational Specialist
- Peer Support Specialist/Coach (2)
- Nurse (LVN/LPT)
- Prescribers (MD/NP)
- Corporate Support Staff (HR, IT, Quality, Administrative, Regional Director/VP, Executive Team)



Hope ACT

Hope ACT at a glance

Program Type: Community-Based Full-Service Partnership

To Make Referrals: Referrals are made through Yolo County – Currently transitioning members from Turning Point and County FSP

of Members: 100 members (50 Adults/50 Older Adults)

Who We Serve: Adult and Older Adult residents of Yolo County who have been diagnosed with a serious mental illness. Individuals may be at risk of or experiencing one or more of the following: homelessness, involved in the criminal justice system, have been court-ordered mental health treatment, or are at risk of involuntary psychiatric hospitalization or institutionalization.

Hours of Operation:

Monday - Friday: Office Hours 8:30 a.m. to 5:00 p.m.

24/7 On-call: 530-848-7008

Hope ACT: Where are we located?

PROGRAM ADDRESS:

Temporary County Location:
137 N. Cottonwood Dr.
Woodland CA 95696

Permanent Location: (October)
948 Sacramento Avenue
West Sacramento, CA 95605

Master Lease Housing

214 Trinity Avenue- Woodland, CA
15 Woodland Ave - Woodland, CA

CONTACTS:

Alexander Sopp
Program Director
(530)665-0770

Temporary Office # and
24/7 Crisis on Call:
(530)848-7008

Hope ACT: Who We Are

- Program Director – Alexander Sopp
- Clinical Director (1)
- Program Managers – Lulu Shepard and Tasha Fronce
- Office Coordinator (2)
- Clinicians (3)
- Service Coordinators (6)
- Peer Support Specialist/Coach (3)
- Nurse (LVN/LPT)
- Prescribers (MD/NP)
- Corporate Support Staff (HR, IT, Quality, Administrative, Regional Director/VP, Executive Team)

Yolo INSPIRE and Hope ACT

- Both programs are multidisciplinary teams including peer specialists, case managers, a psychiatrist, a nurse practitioner, masters-level team leads, and clinicians who have experience in providing housing-supportive services and behavioral health-focused services.
- These programs are based on the Assertive Community Treatment (ACT) model. We work to create an environment where our members are supported by providing wraparound services that are strengths-based and anchored in recovery principles.
- - We are available 24 hours a day, 7 days a week
 - Offer low staff to client ratios
 - Community based
 - Are collaborative between service provider and Member
 - Culturally and linguistically compatible
 - Tailored to client needs, interests, and level of recovery

What we do

- Outreach and Engagement
- Assessment and Planning
- Medication Education and Management
- Crisis Services
- Case Management
- Rehabilitation and Support Services
- Supportive Housing and Housing Coordination
- Co-occurring substance use interventions
- Skill Development
- Individual and Group Services (CBT/MI/TAY Groups-INSPIRE)

Program Purpose:

Reduce homelessness, psychiatric hospitalizations, incarceration, and increase stability for clients through employment, school enrollment, meeting treatment plan goals and stepping down to a lower level of care.

Cont...

- INSPIRE and Hope ACT work to connect members to services and organizations in the community including;
 - Health clinics.
 - Vocational rehabilitation programs.
 - Substance abuse programs.
 - Community-based agencies.
 - Faith-based organizations.
 - Local colleges.

Services & Supports

- Comprehensive assessment and treatment
- Crisis intervention and immediate support 24 hours/day, 7 days/week
- Outreach and engagement
- Psychiatric assessment and treatment
- Medication management, support and education
- Risk focused assessment and intervention
- Physical health screening, care coordination and referral
- Substance abuse intervention and counseling
- Focus on self-help and wellness
- A primary focus on peer support and family/significant other involvement, promoting community integration
- Vocational and educational services
- Engagement activities
- Case management
- Housing support
- Benefits and entitlements assistance
- Family support
- Education and life skill coaching
- Dual diagnosis assessment and intervention
- Providing information and learning opportunities as support for individuals in their recovery