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.

Telecare’s Mission

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.

Our Statement of Purpose

We exist to help people with mental impairments realize their full potential.

Contact LA 4 FSP or RRR

600 St. Paul Ave. Ste. 200
Los Angeles, CA 90017
213-482-6400 Main
213-482-6408 Fax

Office Hours

Monday-Friday: 8:00 a.m. to 4:30 p.m.
On-call staff availability 24 hours a day, 7 days a week
Crisis Line: 213-482-6400
Who We Are

At the Telecare Los Angeles Service Area 4 (LA4) program, “recovery” is a term we use frequently.

We believe that recovery can happen and we will do whatever it takes to help our members achieve their goals in life. The Telecare LA4 program uses a multi-disciplinary team, which includes psychiatrists, nurses, clinical directors, clinicians/team leads, peer specialists, personal service coordinators, and a housing specialist.

Our program is based on the Full Services Partnership (FSP) model. Our staff create a supportive environment and provide wraparound services that are based on our members' needs, hopes, and dreams. We also connect members to community resources so they can continue their recovery outside of the program.

What to Expect

Members have a personal responsibility in their own recovery process and are empowered through their own choices with the support of staff. They actively participate in treatment planning where they develop life goals and identify those areas where they would like assistance from the program.

Our culture is based on recovery. We believe in respect and non-judgment, and we celebrate individual uniqueness. We care about the interpersonal relationships we develop so we can foster a supportive program setting.

Our staff are passionate, resourceful, and motivated. They are partners in recovery, and will be with members throughout their journey.

Our goal is to be a team that helps members thrive. We want members to be the leaders of their recovery journeys, and to create the lives they want for themselves.

Services at Telecare LA4

- Community-based wraparound services
- Intensive case management
- Money management
- 24/7 availability
- Housing and vocational services
- Medication management
- Referrals and linkage
- Linkage to adjunct substance abuse programming
- Vocational and educational linkage
- Linkage to community support groups and activities
- Support and education for family, friends, and significant others

Becoming a Member

All referrals are made by Los Angeles County Department of Mental Health, probation, hospitals, jails, community clinics, and homeless outreach.

Admission Criteria

- Residents of Los Angeles County, ages 26-59
  - FSP: persons diagnosed with a severe mental illness and have been in jail, hospital, or homeless within the last year
  - RRR: persons diagnosed with severe mental illness linked with mental health services in the past, have stable housing, and need a low level of support

Measuring Outcomes

In order to measure how members are doing in reaching their recovery goals, outcomes are measured for these data sets:

- Reduction in homeless days
- Reduction in hospital days
- Reduction in jail days
- Increase access to entitlements (benefits)
- Quality of life