

Telecare Community Alternatives Team (T-CAT)

Meeting a Vital Need in Pierce County



Program Overview

T-CAT was developed by Telecare Corporation to meet the specific needs of those experiencing crisis or transitioning between levels of care in Pierce County, WA. The T-CAT program provides a range of voluntary, community-based, short-term wraparound services with the goal of minimizing inpatient stays. As long-time providers of acute services in Pierce County, our staff is uniquely prepared to assist individuals to understand and navigate the state, county, and local systems of care.

Two essential services have been designed to assist and support individuals on their path of recovery:

Transition Support services provide highly individualized, behavioral health and intensive case management support for individuals discharging from higher levels of care. The transition support service is designed to minimize current inpatient stays and to increase post-discharge stability and recovery. To that end, T-CAT offers brief intervention, crisis management, crisis outreach, peer support, and psychiatric medication support.

Crisis Support services provide an alternative to acute care hospitalization. Individuals experiencing a crisis event at a local emergency room may receive intensive short-term support when appropriate to divert from hospitalization. The crisis support service is designed to minimize emergency room stays and to reduce referrals to inpatient settings.

“This program has absolutely saved my son. Now he talks about plans for his life, something he has never thought of in the past because he couldn’t see into the next day. I cannot say thank you enough. Miracles have happened in my son’s life.”

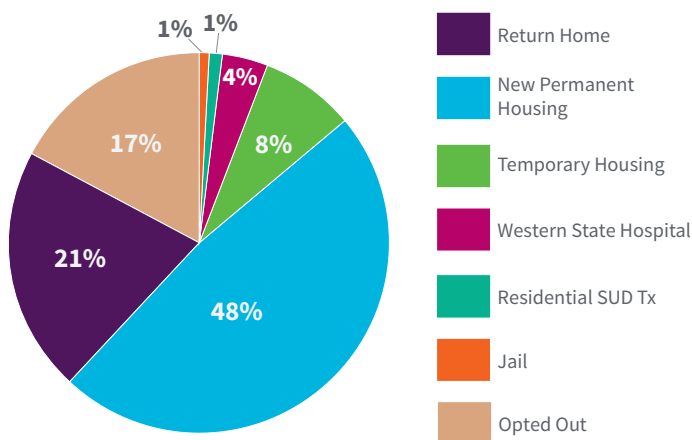
—MOTHER OF CLIENT

Transition Support

T-CAT's multidisciplinary team works with individuals who are preparing to return to their communities following an inpatient stay. Services are provided before discharge from the acute setting and continue after discharge to ensure a successful transition. Teams work with each individual to identify safe, supportive housing and assist in establishing or reconnecting with essential services. In addition to partnering with staff from the acute setting, T-CAT staff also collaborate with community providers, family members, and other natural supports.

T-CAT staff offer ongoing support by creating step-by-step action plans to address identified barriers that individuals may face as they return to the community. The program's psychiatric provider works with individuals to build independent medication routines that fit their particular needs and living situation. Staff assist with developing sustainable strategies for obtaining and managing medications.

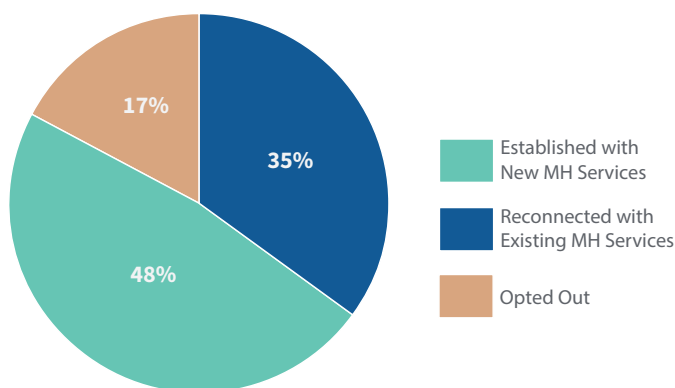
Housing Outcomes



77%

OF INDIVIDUALS SERVED WERE CONNECTED TO NEW OR EXISTING HOUSING.

Access to Mental Health (MH) Services



83%

OF INDIVIDUALS SERVED WERE CONNECTED TO A NEW OUTPATIENT PROVIDER OR RECONNECTED TO THEIR PREVIOUS OUTPATIENT PROVIDER.

All metrics based on information available as of 10/31/2018

Crisis Support

T-CAT's hospital diversion service works closely with Pierce County's Mobile Outreach Crisis Team and emergency room staff to offer adults an alternative to psychiatric hospitalization. Our multidisciplinary team includes mental health professionals, certified peer counselors, psychiatric nurses, a substance use specialist, and psychiatric specialty providers.

Services include 24/7 outreach to emergency rooms; rapid follow-up contact to assist in re-establishing or activating new support services in the community; accessing safe housing; ongoing safety planning; and assistance with locating a community provider for continuing services. Referrals are accepted 24 hours a day, 7 days a week. Staff arrive at the ER to meet with clients face-to-face within two hours of the initial call. T-CAT staff provide hospital diversion support to individuals for up to 72 hours as their crisis resolves and they connect to resources that support recovery.

98%

OF REFERRALS RECEIVED
FACE- TO-FACE RESPONSE WITHIN
TWO HOURS.

82%

OF INDIVIDUALS SERVED WERE
CONNECTED TO A NEW
OUTPATIENT PROVIDER OR
RECONNECTED TO THEIR
PREVIOUS OUTPATIENT PROVIDER.

96%

OF INDIVIDUALS SERVED WERE
SUCCESSFULLY DIVERTED FROM
INPATIENT HOSPITALIZATION.

57%

OF INDIVIDUALS SERVED UTILIZED
T-CAT PRESCRIBER SERVICE AS A
BRIDGE TO NEW PRESCRIBER.

77 minutes

AVERAGE RESPONSE TIME FOR
24/7 SERVICES.

All metrics based on information available as of 10/31/2018

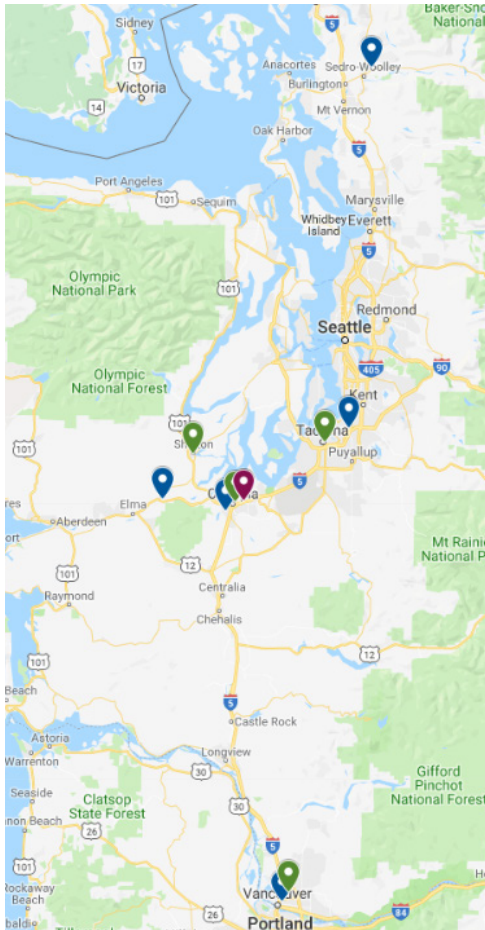
How We Help to Bridge the Gaps: Recovery & Resiliency

We believe in helping people build a meaningful connection with the community around them. We identify the gaps and barriers that people inevitably face as they advance their recovery and navigate their post-crisis challenges with support and education. Here are a few of the unique ways we have helped individuals build success in their communities:

- Transportation training and facilitation
- Protective payee coordination
- Utilizing local charity resources
- Companion animal adoption
- Building a partnership with local primary care providers
- Socialization and community skills practice
- Enrollment in substance use treatment
- Re-establishing connections to a faith-based community
- Wellness planning and relapse-prevention



Telecare's Washington Programs



CLARK COUNTY E&T

Acute Inpatient
12 beds

MARK REED E&T

Opening soon!
Acute Inpatient
16 beds

KING COUNTY E&T

Acute Inpatient
16 beds

NORTH SOUND E&T

Acute Inpatient
16 beds

PIERCE COUNTY E&T

Opening soon!
Acute Inpatient
16 beds

THURSTON MASON CRISIS TRIAGE

Acute Inpatient
10 beds

THURSTON MASON E&T

Acute Inpatient
15 beds

TELECARE COMMUNITY ALTERNATIVES TEAM (T-CAT): TRANSITION SUPPORT CRISIS SUPPORT

Intensive Case Management,
Hospital Diversion

TELECARE MASON COUNTY MOBILE OUTREACH (MOT) & INTENSIVE CASE MANAGEMENT (ICM) TEAM

Community-Based ACT, Case Management
Mobile team: 20-30 responses per month
ICM team: 20 members

TELECARE THURSTON COUNTY MOBILE OUTREACH (MOT) & INTENSIVE CASE MANAGEMENT (ICM) TEAM

Community-Based ACT, Case Management
Mobile team: 20-30 responses per month
ICM team: 20 members

TRANSITION CASE MANAGEMENT TEAM

Community-Based, Case Management
30 members

PEER BRIDGER NORTH SOUND

Community-Based, Case Management
3 peer bridgers

PEER BRIDGER PIERCE COUNTY

Community-Based, Case Management
3 peer bridgers

TRANSITIONAL DIVERSION PROGRAM

Residential Treatment
10 beds

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.

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.