



# Telecare La Claridad ACT

## Assertive Community Treatment (ACT)

At the Telecare Telecare La Claridad Asserive Community Treatment (ACT) program, we are here to help you plan and build toward your long-term goals, not just short-term resolutions.

We believe that recovery can happen with the proper supports in place. Our multidisciplinary team is here to provide you with comprehensive, wraparound services and will work with you in connecting with your community and empower you to build natural supports outside of the traditional mental health system.

Our program is based on the Assertive Community Treatment (ACT) model. Together we will identify what you want to achieve, where to start, and what path to take. Our role is to help you recognize your strengths, what has given you difficulty in the past, and assist you in breaking your goal down into achievable steps.

## What to Expect

Your recovery starts with you. Our staff uses recovery dialogues to encourage you to think about what you want from in life and develop individualized recovery plans to guide your work in 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 your partners in recovery, and will be with you throughout your journey.

**Our goal** is to be a place that helps you thrive. We want you to be the leader of your recovery journey, and to create the life you want for yourself.

**“The goal of recovery is not to become normal. The goal is to embrace the human vocation of becoming more deeply, more fully human.”**

— PATRICIA DEEGAN, PHD, FOUNDER OF COMMONGROUND



### CONTACT

425 East Santa Clara Street  
San Jose, CA 95113  
669-245-3428 Main  
408-800-4095 Fax

### OFFICE HOURS

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



## Services at Telecare La Claridad ACT

Services include but are not limited to:

- Community-based, wraparound services
- Crisis Intervention
- Medication support and education
- Co-occurring disorder treatment
- Vocational and educational services
- Linkage to benefits assistance
- Community integration
- Housing assistance

## Becoming a Member

Referrals come from the Behavioral Health Services (BHSD) call center, inpatient hospitals, 24-Hour Care, outpatient behavioral health providers, families, members of the community, and through self-referrals.

## Admission Criteria

- Adults and older adults with severe and persistent mental health and/or co-occurring conditions that result in substantial functional impairments or symptoms.
- Must have Medi-Cal benefits designated to Santa Clara County or be uninsured
- Must meet Medi-Cal medical necessity criteria

## Our Story

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We specialize in outcomes-driven services for individuals with complex needs who are at risk of crisis and hospitalization. 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.

This program is funded by Santa Clara County.