



Kaiser PFICS

Program for Intensive Community Support

At the Kaiser Telecare Program for Intensive Community Support (PFICS) program, we are here to support you as you develop the skills you will need to build a strong recovery foundation.

We believe that recovery starts from within and we will do whatever it takes to support you on your recovery journey. Our team partners with Kaiser psychiatrists and therapists to promote a program culture where resilience and hope can flourish, and losses can be recovered.

Kaiser PFICS staff create a supportive environment and provide wraparound services that are strengths-based, and anchored in recovery principles. We also connect you to the proper resources that can help you achieve your goals

What to Expect

Your recovery journey is guided by an individualized service plan. You help create this plan by clarifying your needs and goals moving forward. We help you enhance your recovery process through activities that empower and assist you with stabilizing your health, and by partnering with community services to ensure continuity of care outside of 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 environment.

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

Our goal is to be a program 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

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OFFICE HOURS

Monday - Friday: 8:00 am to 4:30 pm



Services at Kaiser PFICS

- Assistance navigating medical and psychiatric services provided by Kaiser physicians
- Post-hospitalization assessments
- 24-hour crisis response from Telecare team
- Case management and advocacy
- Transitional case management for Kaiser members who have lost their benefits
- Crisis Intervention
- Substance abuse intervention and counseling
- Support/education of family and significant others
- Social skill building to support development of peer relationships
- Connection to self-help groups/community resources
- Assistance with entitlements
- Linkage to vocational resources

Becoming a Member

Funding is provided through contractual arrangements between Kaiser Permanente and Telecare Corporation. This benefit is provided to all eligible Kaiser members.

Admission Criteria

Adult residents of San Diego who are members of Kaiser Permanente.

Our Story

The Kaiser Telecare Program for Intensive Community Support (PFICS) is part of Kaiser Permanente's behavioral health continuum of care. The program is designed to meet the needs of members who are frequent users of high-level psychiatric services or who are at high risk for acute psychiatric hospitalizations.

Kaiser PFICS has helped Kaiser members reduce unnecessary hospitalizations by providing intensive and recovery-based case management services. Kaiser members receive regular supportive visits from Telecare staff with the overarching goal of reducing harm and improving their quality of life.