

Overview of Services | Telecare Thurston Mason Mobile Outreach and Intensive Case Management Teams

Alleviating Crises and Preventing Unnecessary Hospitalization & Incarceration

Telecare’s Thurston Mason **Mobile Outreach (MOT)** and **Intensive Case Management (ICM) Teams** were developed to provide specialized, recovery-focused services to people with mental health and/or substance use issues. The intent of these programs is to help individuals during times of mental health or substance use related crisis, so they can regain stability, stay safe in the community, and prevent incarceration or unnecessary hospitalization.

Mobile Outreach Services

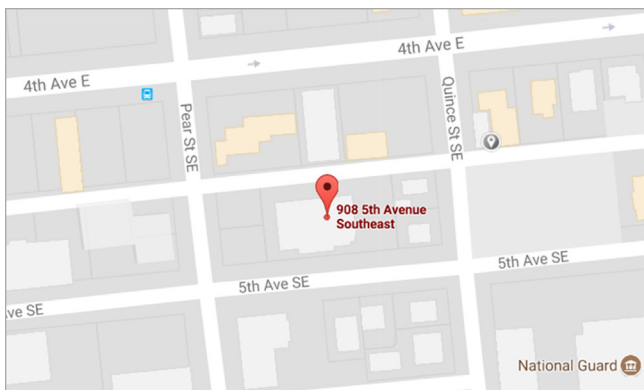
- Support in the community for those experiencing a crisis related to mental illness and/or substance use.
- Coordinate services with first responders (police, EMS) on initial screening and triage
- On-site assessment, stabilization, and safety planning
- Provides services in lieu of incarceration

Intensive Case Mgmt Services

- Up to 90 days of case management for those who meet admission criteria
- May include assistance with Medicaid enrollment, connection with primary care provider, and housing
- Assistance from Peer Recovery Coaches who can help facilitate connections to community supports

Telecare Thurston County Mobile Outreach (MOT) and Intensive Case Management (ICM) Teams

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Telecare Mason County Mobile Outreach (MOT) and Intensive Case Management (ICM) Teams

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Mobile Outreach Essentials

Referral Process

- Referrals are made by local law enforcement agencies only

Admission Criteria

- Adults ages 18 and older
- Diagnosed with a severe mental illness, or
- Experiencing an emotional and/or behavioral disturbance, including substance use/abuse, in Thurston or Mason County

Intensive Case Mgmt Essentials

Referral Process

- Clients are referred through many sources: hospitals, E&T providers, mobile outreach teams, and others who are in contact with individuals in need of behavioral health services and coordination

Admission Criteria

- Adults ages 18 and older
- Diagnosed with a severe mental illness, or
- Experiencing an emotional and/or behavioral disturbance, including substance use/abuse, in Thurston or Mason County

Telecare's Recovery Culture

Telecare's services are strength-based, person-centered, with a focus on wellness and recovery. Services are designed using Telecare's Recovery-Centered Clinical System (RCCS). This system incorporates evidence-based practices and innovative design components, and emphasizes choice-making skills and harm-reduction techniques, and strives to awaken the hopes and dreams of the individual.

Staffing

- Full staff of Peer Recovery Coaches, clinical staff, and a Field Team Lead

Services

- Behavioral health needs screening
- Outreach and engagement
- Intensive case management
- Crisis intervention
- Support and educational services for participants and family members
- Linkage to community resources, such as medical and mental health care, substance use services, housing and vocational resources, National Alliance on Mental Health (NAMI), food banks, clubhouses, legal aid, etc.

Medication

- **ICM:** Psychiatry services are available to provide medication evaluations and monitoring for individuals in need of medication services who are not yet linked to outpatient care
- **MOT:** Those already enrolled with a provider will continue to receive medication evaluation and monitoring from their existing provider

Discharge Planning

- **ICM:** May re-administer risk assessments prior to discharge so that subsequent providers have access to the most updated information
- **MOT:** Provides appropriate supports and linkages, and aftercare plan, or actively coordinates transition to the next indicated intervention/provider