# Telecare Corporation

## RESPECT. RECOVERY. RESULTS.

Telecare Corporation is a **behavioral health organization** that hires and prepares unlicensed professionals to participate within multidisciplinary community-based and inpatient programs in **more than 20 California counties** that support individuals living with behavioral health challenges, including persistent mental illness and substance use.

The organization **employs more than 1,500 unlicensed professionals in California (thirty-five percent of its workforce)** in almost **fifty distinct roles** (including recovery specialists, substance use counselors, case managers, personal services coordinators, mental health workers, rehabilitation activity leaders, crisis intervention specialists, and peer health navigators). This community-connected workforce discharges responsibilities that overlap with those of a CHW/P working in a health care setting. This community-connected workforce contributes to member engagement, care planning and coordination, housing stabilization, health care navigation, and health coaching.

**Telecare recruits and hires for experience, then prepares its new employees through training, shadowing, and supervision.** All new employees working within its community-based programs engage in **almost 70 hours of training** over the first year of employment. This training is mostly online, with supplemental in-person skills practice. The training includes 11 hours on chronic disease, 2 hours on co-occurring conditions and recovery, and 5 hours learning stage-matched interventions and motivational interviewing strategies.

The organization provides **opportunities for additional training and advancement**, with more than 4 levels of advancement within some roles as well as a recently created program administrator position that does not require licensure.

Telecare's **standardized training for all employees delivering services in the community** is listed on the next 4 pages, followed by a list on the final page of job titles into which it hires an unlicensed workforce.

## *Community Programs*
### *Direct Care Employees | One-Time Only Training Requirements*
**Assigned to employees in direct care support and direct care management jobs.**

| Course | Due Date | Recurrence | Type | Hours | Audience |
|---|---|---|---|---|---|
| BE DIRECT: A Safe Approach to Community Work (TC-BeDirect-Online) | 30 days after enrollment/hire | One-time only | Online Course | 1 | Direct-Care Staff |
| Stages of Change: Module 1 (TC-SOC-1) | 30 days after enrollment/hire | One-time only | Online Course | 1.25 | Direct-Care Staff, Regional Administrators |
| Stages of Change: Module 2 (TC-SOC-2) | 30 days after enrollment/hire | One-time only | Online Course | 1.25 | Direct-Care Staff, Regional Administrators |
| Health & Wellness eLearning Curriculum, Module 1: Welcome to Telecare (TC-WPC_Health-Wellness_1) | 720 days after enrollment/hire | One-time only | Online Course | 0.25 | Direct-Care Staff, Regional Administrators |
| Health & Wellness eLearning Curriculum, Module 2: Diabetes (TC-WPC_Health-Wellness_2) | 720 days after enrollment/hire | One-time only | Online Course | 1 | Direct-Care Staff, Regional Administrators |
| Health & Wellness eLearning Curriculum, Module 3: Cholesterol & Blood Pressure (TC-WPC_Health-Wellness_3) | 720 days after enrollment/hire | One-time only | Online Course | 1 | Direct-Care Staff, Regional Administrators |
| Health & Wellness eLearning Curriculum, Module 4: Body Weight & Health (TC-WPC_Health-Wellness_4) | 720 days after enrollment/hire | One-time only | Online Course | 1 | Direct-Care Staff, Regional Administrators |
| Health & Wellness eLearning Curriculum, Module 5: Asthma & COPD (TC-WPC_Health-Wellness_5) | 720 days after enrollment/hire | One-time only | Online Course | 1.25 | Direct-Care Staff, Regional Administrators |
| Health & Wellness eLearning Curriculum, Module 6: Managing Our Stress Response (TC-WPC_Health-Wellness_6) | 720 days after enrollment/hire | One-time only | Online Course | 2 | Direct-Care Staff, Regional Administrators |
| Health & Wellness eLearning Curriculum, Module 7: Tobacco Use (TC-WPC_Health-Wellness_7) | 720 days after enrollment/hire | One-time only | Online Course | 2 | Direct-Care Staff, Regional Administrators |
| Health & Wellness eLearning Curriculum, Module 8: Prioritizing Health (TC-WPC_Health-Wellness_8) | 720 days after enrollment/hire | One-time only | Online Course | 2 | Direct-Care Staff, Regional Administrators |

# Telecare Direct-Care Employee Training

| Course | Due Date | Recurrence | Type | Hours | Audience |
|---|---|---|---|---|---|
| Health and Wellness eLearning Curriculum: Certificate Exam (TC-WPC-EXAM) | 720 days after enrollment/hire | One-time only | Online Course | 1 | Direct-Care Staff, Regional Administrators |
| Introduction to Co-Occurring Conditions (COEG 2) (TC-COEG-2) | 30 days after enrollment/hire | One-time only | Online Course | 1 | Direct-Care Staff, Regional Administrators |
| Supporting Recovery and Change (COEG 1) (TC-COEG-1) | 30 days after enrollment/hire | One-time only | Online Course | 1 | Direct-Care Staff, Regional Administrators |
| The RCCS Conversations: Awakening Hope (TC-RCCS-Hope) | 60 days after enrollment/hire | One-time only | Online Course | 0.5 | Direct-Care Staff |
| The RCCS Conversations: Choice-Making (TC-RCCS-Choice) | 90 days after enrollment/hire | One-time only | Online Course | 0.5 | Direct-Care Staff |
| The RCCS Conversations: Exploring Identity (TC-RCCS-Identity) | 30 days after enrollment/hire | One-time only | Online Course | 0.5 | Direct-Care Staff |
| The RCCS Conversations: Reducing Harm (TC-RCCS-Harm) | 120 days after enrollment/hire | One-time only | Online Course | 1 | Direct-Care Staff |
| Using the RCCS Conversations - A Deeper Dive for Clinical Supervisors (Level 3) | 365 days after enrollment/hire | One-time only | Live Event | 6 | Specific Job Titles |
| Telecare's Screening, Brief Intervention and Referral to Treatment (SBIRT) Training (TC-SBIRT) | 60 days after enrollment/hire | One-time only | Online Course | 1 | Specific Job Titles |
| MI-SBIRT Skills Workshop  (TC-MISBIRT-SkillsWorkshop) | 90 days after enrollment/hire | One-time only, Within 90 days of hire | Live Event | 6 | Specific Job Titles |
| Integrating Peer Support in Behavioral Health Settings | 30 days after enrollment/hire | One-time only | Online Course | 0 | Direct-Care Staff |
| Peer Support Services in Substance Use Disorder Recovery | 30 days after enrollment/hire | One-time only | Online Course | 2 | Peer Support Specialists |
| Trauma-Informed Care (REL-PAC-0-TIC) | 30 days after enrollment/hire | One-time only | Online Course | 1.5 | Direct-Care Staff |

## *Community Programs*
### *Safety Training*
**CPI Blended Learning – No Holding Skills**

| Course | Due Date | Recurrence | Type | Hours | Audience |
|---|---|---|---|---|---|
| CPI 2nd Edition, Part 1 Online Course | Dynamic due date; due 730 days after last date of completion. | Every 2 years | Online module | 2 | All employees at hands-off programs |
| Nonviolent Crisis Intervention Foundation - No Holding Skills (Part 2: In-Person, 3 Hours) | Dynamic due date; due 730 days after last date of completion. | Every 2 years | Event | 3 | All employees at hands-off programs |

## *Community Programs*
### *Additional Training*

| Course | Due Date | Recurrence | Type | Hours | Audience |
|---|---|---|---|---|---|
| Administering Naxolone (Narcan) (TC-Naloxone) | Within 30 days of hire/ enrollment | Every 365 days | Online Course | .25 | All Staff (Santa Cruz programs) All staff at 121-Strides All staff at 355-JAMHR |

# *Community Programs*

## *New Hire Orientation*

**Assigned upon hire to all Telecare employees.**

| Course | Due Date | Recurrence | Type | Hours | Audience |
|---|---|---|---|---|---|
| Telecare New Hire Orientation (TC-LiveEvent-NHO) | within 30 days of hire | One-time only | Live Event | 12 | New Hires |
| Understanding Corporate Compliance Self-Paced (REL-SRC-0-UCC-R1) | within 30 days of hire | Annually | Online Course | 0.5 | New Hires |
| HIPAA: The Basics (REL-ALL-0-HBASIC) | within 30 days of hire | Annually | Online Course | 0.5 | New Hires |
| Telecare's HIPAA Key Risks Training (TC-HIPAA-KeyRisk) | within 30 days of hire | Annually | Online Course | 0.5 | New Hires |
| Introduction to RCCS: Program Culture (TC-RCCS-Level1) | within 30 days of hire | One-time only | Online Course | 0.5 | New Hires |
| Learning Landscape for Telecare Leaders (TC-HR-LearningLandscape) | within 60 days of hire | One-time only | Online Course | 0.25 | Administrators, Hiring Manager New Hires |
| Telecare's Active Shooter Response Training (TC-Safety-Shooter) | within 30 days of hire | Annually | Online Course | 0.25 | New Hires |
| Harassment in the Workplace Self-Paced (REL-PAC-0-HW-R1) | within 30 days of hire | Annually | Online Course | 0.5 | New Hires (Non-Managers) |
| Workplace Violence (REL-ALL-0-WRKVLN) | within 30 days of hire | Annually | Online Course | 0.5 | New Hires |
| TOP Training - Login, Password, Direct Deposit and Tax Information | within 30 days of hire | One-time only | Online Course | .25 | New Hires |
| Telecare's Introduction to Community Outcomes Training (TC-Outcomes) | within 30 days of hire | One-time only | Course | .5 | All New Hires |
| Documentation for Community Programs (TC-DocuTrainingComPro) | within 6 months of hire | One-time only | Live Event | 3 | Direct-Care New Hires, New Hire Administrators |
| Supervising Service Billing (TC-SupServiceBilling) | within 6 months of hire | One-time only | Live Event | 4 | New Hire Administrators, Clinical Directors, and Team Leads |
| Cybersecurity Modules 1-8<br>1 - Awareness<br>2 - General Phishing<br>3 - SpearPhishing<br>4 - Advanced SpearPhishing | within 80 days of hire | Annually | Online Course | Total = 40 minutes (5 minutes per module) | New Hires |

**Job Titles – Unlicensed Professionals in Community-Based programs**

- Case Manager I, Case Manager II
- Case Manager – Dual Diagnosis
- Case Manager – Employment Specialist
- Case Manager – Vocational Specialist
- Case Manager – Housing Specialist
- Case Manager – Substance Use Specialist
- Case Manager – Specialty
- Crisis Intervention Specialist
- Homeless Case Manager
- Peer Providers
  - Family Peer Support Specialist
  - Family Peer Recovery Coach
  - Peer Support Specialist
  - Peer Recovery Coach, Peer Recovery Coach II
  - Peer Health Navigator
  - Peer Recovery Educator
- Personal Service Coordinator (PSC) I, PSC II, PSC II-Specialty, PSC-III
- Mental Health Rehabilitation Specialist

**Job Titles – Unlicensed Professionals in Other Settings** (crisis, residential, inpatient, etc)
- Adolescent Counselor
- Direct Care Staff, Direct Care Lead
- Mental Health Worker I
- Mental Health Tech/Technician
- Recovery Specialist I, Recovery Specialist II, Recovery Specialist III, Lead Recovery Specialist II
- Recovery Specialist - Driver
- Recovery Specialist – Certified
- Rehabilitation Activity Leader
- Residential Counselor
- Residential Coordinator, Residential Coordinator II
- Substance Use Treatment Coordinator
- Substance Use Treatment Counselor


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