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Recovery Centered  
Clinical System

uniqueness

power

judgment

motivation

respect

The Culture

identity

hope

choice

harm

connection

The Conversations

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Who is Telecare


\* Telecare was founded in 1965

\* Belief in rehabilitation potential of people with mental illness.

\* Put the client at the center of the organization.

\* Founder's daughter, Anne Bakar, is CEO today.





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Telecare At a Glance

113  
PROGRAMS


7  
STATES

36  
COUNTIES

40+  
CUSTOMERS



27,107  
Unique  
Individuals Served  
in FY 16-17



3,502  
Telecare  
Employees

Programs By Type:

52%

11%

13%

2%

21%

■ OUTPATIENT

■ SUBACUTE

■ ACUTE

■ CRISIS

■ RESIDENTIAL

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Who We Serve

- SMI population with complex co-occurring substance use & health issues
- \* Highest utilizers of care:
  - \* Frequent utilization of high-cost services (psychiatric emergency services, ER, acute hospital)
  - \* Justice System involvement common
  - \* Housing instability, few natural supports, and limited access to community resources



Of people we serve have co-occurring substance use

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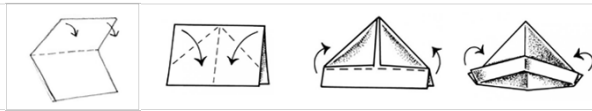
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The Evolution of a Disability



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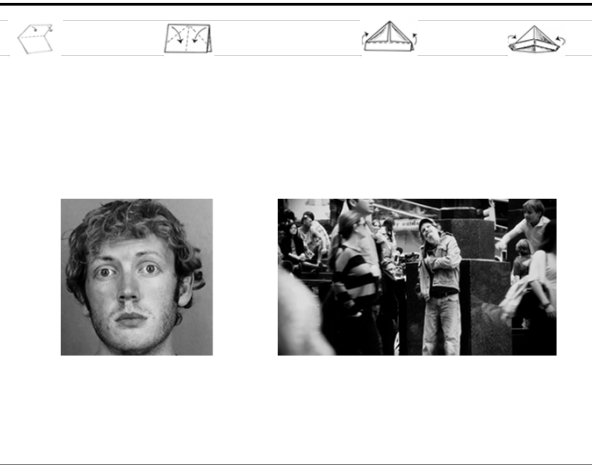
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Initial Reaction to Diagnosis

- ❖ Fear
- ❖ Shame
- ❖ Future Uncertain
- ❖ Loss of Uniqueness

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Results from Living in Our Culture

Losses from Stigma

- ❖ Dignity
- ❖ Hope and Motivation

Lost Opportunities

- ❖ Learning Choice-making Skills
  - ❖ Living Life Roles
  - ❖ Education

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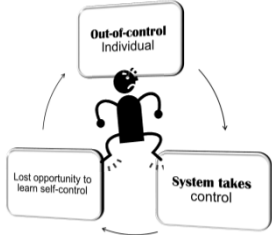
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Results of Mental Health Treatment



Cycle of Increasing Control

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The Person Eventually Gives Up

❖ Learned Helplessness

❖ Harm and Risk Increase

❖ Strengths Decrease

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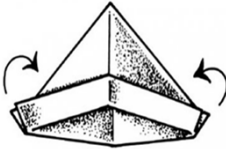
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What is the Illness?



What is the Disability?



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When a Disability  
becomes a Loss of  
Abilities, there is  
Hope

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Program Culture of Recovery



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Program Culture

You don't have the power to change someone,

but you do have the power to change the environment

including the human interactive environment (culture) in which the person is surviving.

Patricia Deegan PhD

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The Five Awarenesses

Power

Respect

Mindfulness

Judgment

Uniqueness

Motivation

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L I S T E N



WITH CURIOSITY AND A DESIRE TO UNDERSTAND

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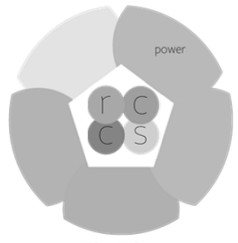
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P O W E R



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P O W E R



Don't ask a fish to describe water

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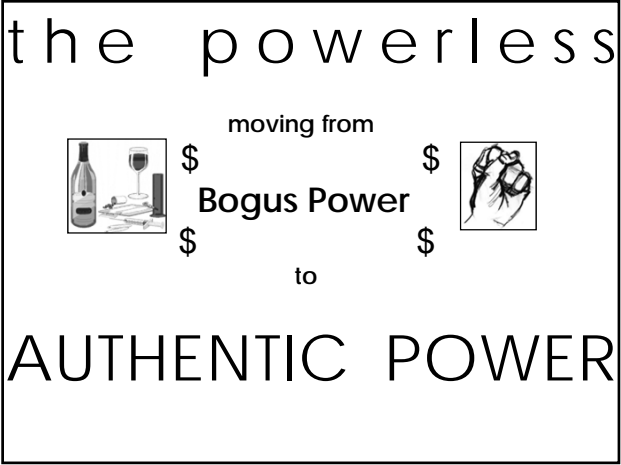
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EXERCISE: Power Thefts



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Motivation



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Motivation

"We cannot push or lead someone into motivation.



We can, with understanding, create conditions that potentially excite motivation."

Patricia Deegan

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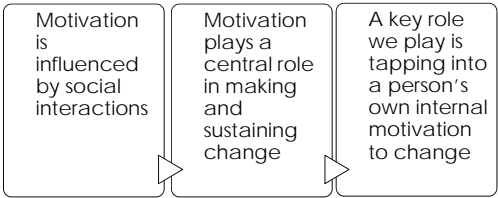
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What we know about  
motivation ...



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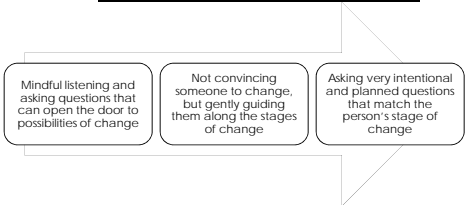
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So, how do we help tap into  
internal motivation?



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Motivation

the ability to initiate action and persist

- \* Hope is motivation: Energy for Recovery Journey
- \* Motivation is effective when it is located internally (hope) rather than externally (reward/punishment)
- \* Every interaction has the potential to increase, or decrease, another's motivation

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rC

Cs

Telecare Corporation

Identity

Hope

Choice

Reducing Harm

Connections

Conversations that Awaken Recovery

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A Journey

1. Vehicle or vessel

2. Source of energy

3. Steering mechanism

4. Staying on course, avoid obstacles

5. Support system for journey

Recovery Journey

Exploring Identity

Awakening Hope

Making Choices

Reducing Harm

Making Connections

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rC

Cs

Telecare Corporation

Hope

Awakening Hope

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Awakening Hope

**Hope**    The belief in the possibility of a desirable future  
**Dreams**    A vision beyond today’s circumstances providing inspiration & an emotional attachment to the future

**Hope is the bridge to the future**  
**It gives energy to create a life worth living**  
**H&D help individuals make effective choices**  
**Awakening Hopes & Dreams**  
**Hope is the best gift you can give a person**

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Awakening Hope

My Best Place to Live Description Location People  Living & Contributing in My Community Description of my community Contribution to my community Giving back my recovery  Living Life in Self-Control Self-Control Self-Responsibility Self-Determination  Meaningful Connections People (animals) to Love People (animals) who love me Family Spirituality	Wellness Mindfulness WRAP Self-Help Health Education Personal Physical Health  Spending My Time Meaningfully Daily Activities Contribution Pleasant Event Strategies  My Identity: the Future My sense of who I want to be Life Roles Values and Strengths
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Comparing Goal Based Plan  
vs.  
Recovery Plan

	Goal Based Plan Client-Centered	Recovery Plan Recovery-Centered
Purpose	To Direct	To Motivate
Cause of Change	Will Power	Desire
Location	Head	Heart
Result	Goal Achieved	Closer to H & D
Result	De-motivating	Motivating

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Conversation Experience



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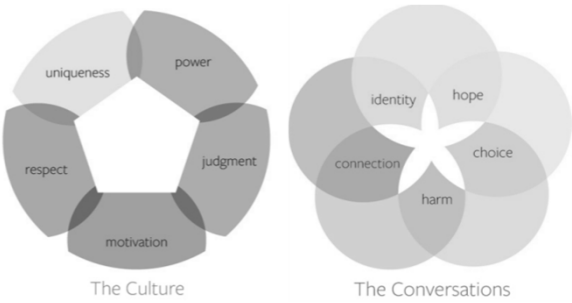
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Thank You!

David Heffron: dheffron@telecarecorp.com



Telecare Corporation

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