



Mendocino County Health & Human Services Agency

Healthy People, Healthy Communities

Jenine Miller, Psy.D., Behavioral Health Director
Behavioral Health and Recovery Services



Psychiatric Health Facility Operations

Behavioral Health and Recovery Services released a Request for Qualifications (RFQ) for Operation Services for Mendocino County Psychiatric Health Facility (PHF), Psychiatric Hospital, and/or Psychiatric Unit on September 1, 2020. The RFQ closed on November 30, 2020. A conditional award letter was sent to Telecare Corporation (Telecare) for the operation of a PHF in Mendocino County.

Telecare is a private family and employee-owned organization specializing in providing mental health services. The company was established in 1965 in Alameda County and maintains its headquarters in Alameda County today. Telecare operates 132 programs across five states and offers a spectrum of services that include community-based, acute, crisis, residential, and longer-term recovery programs.

Telecare has provided psychiatric inpatient mental health services for more than five decades. Their acute inpatient programs serve individuals who are suicidal, homicidal, and/or gravely disabled due to a mental health issue and meet the criteria for a 72-hour hold. Telecare's psychiatric inpatient services provide a safe, therapeutic, and secure inpatient environment for individuals experiencing a mental health emergency, which can be provided on a voluntary or involuntary basis.

Telecare currently operates seven facilities licensed in the State of California as Psychiatric Health Facilities (PHF). They are the largest provider of county contracted PHF services in California, with 122 licensed beds. Two additional Telecare PHFs are in development: one in San Joaquin County and one in Kern County. Telecare also operates nine acute inpatient programs licensed in the State of Washington as Evaluation and Treatment Centers (the equivalent of a PHF).

Telecare's mission is to deliver excellent and effective mental health services that engage individuals with complex needs in recovering their health, hopes, and dreams. They offer a diverse and evolving array of recovery-centered programs and solutions for individuals and communities they serve.

Telecare has a proven track record with providing care to Mendocino County residents. They have served residents of Mendocino County in their facilities for over 15 years. Residents needing this higher level of Mental Health care will now be able to have access to that service by a trusted and known entity within Mendocino County.