

About Telecare

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We specialize in innovative, outcomes-driven services for high-risk individuals with complex needs.

Our programs are recovery-focused and clinically effective and are designed in partnership with local, county, state and other behavioral health organizations. We currently provide services in multiple states and have more than 3,000 employees.

Telecare's Mission

Deliver excellent and effective behavioral health services that engage individuals with complex needs in recovering their health, hopes, and dreams.

Our Statement of Purpose

We exist to help people with mental impairments realize their full potential.

Contact Information

Sierra Vista ACT

75 North Garden Ave.
Sierra Vista, AZ 85635

520-459-9929 Main
520-777-0208 fax

Yuma ACT

1595 S. 1st Ave.
Yuma, AZ 85364

928-329-5855 Main
928-473-1616 Fax

ACT Office Hours

All programs are open Monday-Friday from 8:00 a.m. to 4:30 p.m.



Arizona Complete Health services are funded through a contract with Arizona Health Care Cost Containment System (AHCCCS).

Telecare ACT Programs in Arizona



Sierra Vista ACT Yuma ACT



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What to Expect

Licensed by the Arizona Department of Health Services, Telecare's Assertive Community Treatment (ACT) programs provide multidisciplinary wraparound services and supports to ensure members' success in the community, promote hope, wellness, recovery, and prevent unnecessary readmissions to acute hospitals. Treatment and support services are individualized and guided by the member's hopes and dreams.

- Range of services is comprehensive and flexible
- Most services are provided in the community, where members live, work and socialize.

Telecare's Recovery Culture

These programs follow Telecare's Recovery-Centered Clinical System (RCCS), an innovative recovery framework that incorporates the latest research and evidence-based practices. RCCS emphasizes harm reduction while supporting and enlivening recovery. The recovery model incorporates such approaches as motivational interviewing, cognitive behavioral therapy, dialectical behavioral therapy (DBT), harm reduction, and other consumer-centered therapeutic interventions.

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 program setting.

Our staff are passionate, resourceful, and motivated. They are partners in recovery.

Our goal is to be a place that helps individuals thrive, despite any challenges they might face along the way. We want them to be the leader of their recovery journey, and to create the life they want for themselves.

Who is Served

- Adults ages 18 and older, who are diagnosed with a serious mental illness.
- Residents of greater Sierra Vista or Yuma areas.

Referral Process

Referrals can be made by the individual, family member, Health Home, PCP, hospital, or any other community stakeholder.

Staffing & Services

ACT programs use multidisciplinary teams that include psychiatrists, nurses, masters-level clinical staff, and personal service coordinators. Some staff may be consumers who are in recovery themselves.

Services include but are not limited to:

- Outreach and engagement
- Comprehensive risk assessment and treatment
- Individualized recovery planning
- Substance use intervention and counseling
- Supportive counseling
- Medication management and support
- Psychosocial rehabilitation services that include symptom management, building independent living skills, and enhancing coping and social skills
- Employment counseling
- Physical health care coordination and preventative interventions
- Entitlement access and support
- Referrals to peer support groups
- 24/7 availability for members in crisis