
About Telecare

Telecare is a family-and employee-owned company that has been treating individuals with serious mental illness since 1965. Telecare specializes in innovative, outcomes-driven services for high-risk individuals with complex needs. Telecare's programs are recovery- focused, clinically effective and are designed in partnership with local, county, state and other behavioral health organizations. Telecare currently provides services in California, Texas, Oregon, North Carolina and Nebraska and has over 2,000 employees.

Telecare's Mission

Telecare's mission is to deliver and manage excellent services and systems of care for persons with serious mental illness.

About Seneca

Seneca Center was founded in 1985 to develop mental health treatment and support services on the principle that emotionally troubled youth do not themselves fail, but are instead failed by systems unable to address their complex and specialized needs. Seneca has dedicated itself to becoming a "system of care" agency providing a comprehensive continuum of community-based and family-focused treatment services for children and families. Seneca's continuum of care now includes in-home wraparound services; foster family-based treatment; mobile crisis response services; integrated day treatment and special education services; after-school therapeutic recreation services; public school-based mental health services, and residential treatment.

Seneca's Mission

To provide an outstanding and unconditional continuum of care for the most seriously troubled children and their families in Northern California.

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Willow Rock Center

Adolescent Psychiatric Health Facility
Adolescent Crisis Response Service

A partnership of service between Alameda County Behavioral Health Care Services, Seneca and Telecare

2050 Fairmont Drive
San Leandro, CA 94578
Crisis Response Service: 510-483-3030
Inpatient Program: 510-895-5502

Willow Rock Center

Purpose and Philosophy:

The Willow Rock Center (WRC) was created for Alameda County adolescents experiencing high levels of distress who can benefit from a structured, safe environment. This is a short-term program designed to reduce and stabilize acute psychiatric symptoms with an emphasis on working the recovery process as a means of returning to the community.

Structure:

WRC has three components: a 23-hour crisis response service; an acute inpatient program; and an outpatient/transition back to the community program. The crisis response service helps individuals cope with problems that can be resolved in 23 hours or less. The average length of stay for inpatient services is three to seven days. Clients and family members will receive a more detailed handbook upon admission.

Services Include:

- Youth on 5150 (involuntary 72-hour hold until mental health evaluation of the need for hospitalization has been completed)
- Comprehensive evaluation and risk assessment
- Collaborative treatment planning with a resilience focus
- Crisis stabilization and prevention
- Supportive counseling, on a group and individual basis
- Medication evaluation and management
- Discharge planning, including linkage with community supports and services
- Neuropsychological assessment

Voluntary and Involuntary Status:

The crisis response service provides voluntary services for adolescents who have a mental health crisis and do not meet the criteria for hospitalization on the inpatient unit. Individuals who are at imminent risk of harm to self or others will be



considered for admission to the inpatient unit.

Staffing:

Licensed staff are available on every shift, including physicians, psychologists, and over 35 nurses, mental health clinicians, recovery specialists, and social workers. Nursing and clinical care are provided around the clock, seven days a week.

Who is Served:

Adolescents from ages 12 – 17 years old who are residents of Alameda county and in need of acute/crisis mental health services. The center also serves Kaiser clients from all over the East Bay.

The program will not serve any individuals who:

- Have complex medical problems that cannot be treated on an outpatient basis
- Have drug, alcohol abuse or an eating disorder as a primary diagnosis

Accreditation:

The center is seeking accreditation by JCAHO, the Joint Commission on Accreditation of Healthcare Organizations.

Referrals:

Referrals are accepted 24 hours a day, seven days a week. We anticipate most clients will arrive via ambulance, however, clients are welcome to walk into the center. Please note: this program is NOT an emergency room nor a psychiatric emergency service (P.E.S.). In addition, referrals are accepted by telephone. To reach the crisis program, call 510-483-3030. To reach the inpatient program, call 510-895-5502.