



Telecare TAY ROC

Recovery, Outreach & Connection

At the Telecare Transitional Age Youth (TAY) Recovery, Outreach, and Connection (ROC) program, you have the opportunity to connect with a group of people who are here to be your short-term (90-day) support team.

We believe that recovery starts from within and will do whatever it takes to support you on your recovery journey. Our multidisciplinary team includes masters-level clinical staff, personal service coordinators, and peer specialists who promote a program culture where resilience and hope can flourish, and losses can be recovered.

Our program is based on an intensive case management model, where we connect you to the proper resources that can help you achieve your goals. We will work together to create an individualized treatment plan to guide you through every stage of your recovery.

What to Expect

Our team will work with you every step of the way, providing a whole range of mental health services and supports, as well as connecting you to other resources that might be useful to you.

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 your partners in recovery.

Our goal is to be a place that helps you thrive, despite any challenges you might face along the way. We want you to be the leader of your recovery journey, and to create the life you want for yourself.

“The goal of recovery is not to become normal. The goal is to embrace the human vocation of becoming more deeply, more fully human.”

— PATRICIA DEEGAN, PHD, FOUNDER OF COMMONGROUND



CONTACT

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OFFICE HOURS

Monday to Friday, 8:30 a.m. to 5:00 p.m.
Crisis line available 24/7



Services at TAY ROC

- Personalized assessment
- Case management
- Linkage to benefits
- Housing support
- Linkage to medical and psychiatric services
- Family support
- Counseling

Accessing Services

Referrals come from, but not be limited to, the following sources:

- Willow Rock
- John George Pavilion
- Crisis residential programs (Jay Mahler, Amber House, Woodroe Place)
- Alameda County Behavioral Health Care Services (ACBHCS) Transition Assessment Team
- ACBHCS ACCESS program
- Project Eden
- Dreamcatcher Youth Services and YEAH! Shelter
- Family education and resource centers
- Other sources, as determined by the ACBHCS TAY system of care

Admission Criteria

Individuals, ages 16 through 24, who are not already connected to the ACBHCS system of care, appear to be experiencing a mental health crisis, and/or are affiliated with one of the listed referral locations.

Our Story

The Telecare Transitional Age Youth (TAY) Recovery, Outreach, and Connection (ROC) program provides short-term case management services to individuals, ages 16 to 24, who utilize emergency rooms, inpatient settings, and crisis services to regularly manage their mental health and substance use needs.

This program works specifically with Alameda County residents who are not yet connected to county healthcare services.

Program staff provide linkages, supports, and resources to help community members remain in the least-restrictive, most self-sufficient, and recovery-oriented settings possible.

Alameda County ac bh
Behavioral Health Care Services
MENTAL HEALTH & SUBSTANCE USE SERVICES

*THIS PROGRAM IS FUNDED BY ALAMEDA COUNTY
BEHAVIORAL HEALTH CARE SERVICES.*