



## Telecare AdROC

### Recovery, Outreach & Connection

At the Telecare Adult 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

Your recovery plan starts with you. Our staff will provide or assist you with linkage to a full range of services, including medical and psychiatric services, safe and affordable housing, assistance with entitlements, support and education for family and significant others, and connection with community resources.

**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 AdROC

- 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:

- John George Pavilion
- Crisis residential programs (Jay Mahler, Amber House, Woodroe Place)
- Cherry Hill Detoxification Center and Sobering Station; or
- Other sources as determined by Alameda County Behavioral Health (ACBH)

## Admission Criteria

Adults, ages 25 and older, who are not already connected to ACBH system of care services, appear to be experiencing a mental health crisis, and/or are affiliated with one of the listed referral locations.

## Our Story

The Telecare Adult Recovery, Outreach, and Connection (ROC) program provides short-term case management services to adults, ages 25 and older, 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.

This program is funded by Alameda County MediCal