



Telecare TAY ROC

Transitional Age Youth (TAY) Recovery, Outreach & Connection (ROC)

ESSENTIALS AT A GLANCE

Program Type:	Short-Term (90-day) Intensive Case Management
To Make Referrals:	Referrals come from, but not be limited to, the following sources: <ul style="list-style-type: none">▪ 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
Member Capacity:	Serves 60 individuals at any given time.
Who We Serve:	Transitional Aged Youth (TAY), ages 16 through 24, who are not already connected to ACBHCS system of care, appear to be experiencing a mental health crisis, and/or are affiliated with one of the listed referral locations.
Address:	7200 Bancroft Avenue, Building B, Suite 133, Oakland, CA 94605
Program Contact:	510-254-5157 Main 510-338-4889 Fax
Hours of Operation:	Office hours are Monday to Friday, 8:30 a.m. to 5:00 p.m. Crisis line available 24/7
About the Program:	<p>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.</p> <p>This program works specifically with Alameda County residents who are not yet connected to county healthcare services.</p> <p>Program staff provide linkages, supports, and resources to help community members remain in the least-restrictive, most self-sufficient, and recovery-oriented settings possible.</p>