


ACBH DEPARTMENTAL INFORMATION NOTICE:

DATE: November 8, 2022

TO: Alameda County Behavioral Health (ACBH) Providers, Stakeholders & Community Partners

FROM: Lisa Carlisle, M.Ed, MA, Child & Young Adult System of Care Director 

SUBJECT: WILLOW ROCK CRISIS STABILIZATION UNIT COMMUNITY NOTIFICATION

ACBH Providers, Community Partners, and Stakeholders:

As you know, our county values every service delivery access point available to our residents. To that end, we would like to take this time to provide a critical update regarding the operations of one of our system's Crisis Stabilization Units (CSU) serving our child and youth community.

Alameda County Behavioral Health Care Services (ACBH) would like to take this time to formally announce the transition of the Willow Rock Crisis Stabilization Unit (CSU) located at 2050 Fairmount Drive, San Leandro, CA 94578 from our current provider *Stars Behavioral Health Group* to a new provider currently serving our system.

Effective November 28, 2022, *Telecare Corporation*, who currently provides services to youth ages 12 to 17 years through the adjacent inpatient program at Willow Rock in the Psychiatric Health Facility (PHF), will formally assume operations in the coming weeks to ensure a safe transition of these services.

As our system works through this transition, the CSU will be temporarily closed for the month of December 2022 while ACBH works with both providers (STARS and Telecare) to transition the program operations. ACBH will work with our emergency response teams and hospital partners on alternative crisis stabilization strategies and interim amendments to the admission protocols for the PHF. More information regarding admissions and crisis supports for adolescents in need of crisis stabilization and/or inpatient services will be forthcoming.

While STARS is transitioning out of their operational role at the CSU, all other contracted programs, and services through ACBH with STARS remain in place and are fully operational and are not affected by the transition of the CSU.

We thank you all for your cooperation and partnership during this time of transition and as more information develops for client care, we will be sure to share this with our internal and external partners.