



Willow Rock Center

Psychiatric Health Facility (PHF)/Inpatient

At Willow Rock Center, we provide psychiatric crisis stabilization and initial psychiatric treatment services for adolescents of Alameda County in a safe, welcoming, and respectful environment.

We believe recovery starts from within, and our job is to do whatever it takes to provide the support you need on the journey to recovery. Treatment is based on the belief that all people have the potential to rehabilitate and make choices that support their hopes and dreams, regardless of their history. We place a lot of emphasis on doing intensive work around the trauma that many of our clients have experienced in their lives and encourage a high degree of family involvement.

Willow Rock's program is staffed by a multi-disciplinary clinical team comprised of psychiatrists, medical doctors, social workers, nursing staff, and other support staff who provide assessment, symptom reduction, medication services, discharge planning, and resources and supports development. We provide an environment where youth have increased control, responsibility and choice, supporting their ability to build relationships and reintegrate into the community.

What to Expect

Our innovative clinical approach — the Recovery-Centered Clinical System (RCCS) — is a comprehensive, holistic, and richly personal approach to recovery infused throughout our program.

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 partners in recovery, and are there throughout the journey toward recovery.

Our goal is to be a place that helps you thrive. We want each person to be the leader of their own recovery journey, and to create the life they envision.

“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

2020 Fairmont Drive
San Leandro, CA 94578
510-895-5502 Main
510-895-5407 Fax

OFFICE HOURS

24 hours a day, 7 days a week



Services at Willow Rock Center PHF

Willow Rock clients see a psychiatrist seven days a week as well as a primary therapist who works for them throughout their stay. We work intensively with families and provide group and family therapy to include family members as much as possible.

All services are person-centered with the goal of enhancing an individual's safety, health and quality of life. Services include, but are not limited to:

- Collaborative treatment planning with a recovery focus
- Comprehensive evaluation and risk assessment
- Discharge planning, including linkage with community supports and services
- Crisis planning and prevention
- Supportive counseling (group and individual)
- Medication education and training
- Medication administration
- Psychosocial assessments
- Psychotherapy

Referrals

Most of our patients are identified in the community by schools or emergency services providers. The PHF accepts referrals 24 hours a day, 7 days a week through our main number at 510-895-5502. Willow Rock's Crisis Stabilization Unit accepts walk-ins.

Admission Criteria

Adolescents (ages 12-17) meeting the criteria specified in the DSM-V (Diagnostic Statistical Manual of Mental Disorders) when presenting with symptoms of a major psychiatric illness.

We cannot accept individuals who:

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

Our Story

Telecare is a family- and employee-owned company that has been treating individuals with serious mental illness since 1965. We specialize in innovative, outcomes-driven services for high-risk individuals with complex needs. Our programs are recovery-focused and clinically effective and are designed in partnership with local, county, state, and other behavioral health organizations. We currently provide services in multiple states and have more than 4,000 employees.