



Telecare Alameda County Youth Crisis Stabilization Unit

Crisis Stabilization Unit (CSU)

At the Telecare Alameda County Youth CSU, we are here to help adolescents find relief from distress and assist them in maintaining stability in their lives.

We believe recovery starts from within, and that our job is to do whatever it takes to help you cope with crisis and gain skills to deal with your challenges more effectively. We have a multidisciplinary team of clinicians, psychiatric prescribers, nursing staff, and peer recovery specialists who are all here to help you on your path.

Our services emphasize choice-making skills and harm-reduction techniques. We provide a safe, respectful environment where you can receive immediate, individualized assistance and a compassionate presence to stabilize symptoms, avoid the need for higher levels of care, and receive appropriate referrals to community-based resources.

What to Expect

Your recovery plan starts with you. Upon arrival, a diverse clinical team will provide an individualized assessment and work with you every step of the way to resolve your current crisis in ways that support your goals in life.

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

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OFFICE HOURS

Open 24-hour, 7 days per week



Services at Telecare Alameda County Youth CSU

- Access to psychiatric providers, nurses, social workers, and other clinical staff
- Psychiatric assessment
- Medication evaluation and service
- Development of crisis and recovery plans
- Linkage and referral to community treatment resources including medical services

Accessing CSU Services

- Referrals will be sent from local emergency rooms, police departments, and other county sources directly to the Telecare Alameda County Youth CSU e-referral line. This includes individuals who are currently receiving care in Alameda County.
- The Telecare Alameda County Youth CSU primarily serves recipients of Medi-Cal and those who are uninsured; we are contracted to work directly with Kaiser facilities as well.

Admission Criteria

- Youth aged 12-17
- Adolescents who are experiencing a mental health crisis

Exclusion Criteria

We do not admit individuals who are having a medical emergency. These individuals are better served in a hospital emergency department.

Our Story

Telecare's crisis services are strength-based, empowering, person-centered, and recovery-oriented. The Telecare Alameda County Youth CSU program offers a calm and welcoming homelike environment where referred individuals in crisis will receive immediate assistance to stabilize acute symptoms and avoid inpatient hospitalization.