


ACBH DEPARTMENTAL INFORMATION NOTICE

DATE: November 18, 2022

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

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

SUBJECT: Alameda County Adolescent Crisis Stabilization Unit Community Notification Update

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ACBH Community Providers, Partners, and Stakeholders:

This information has been provided as an update to the systemwide November 8, 2022, notification regarding the transition of the Alameda County Adolescent Crisis Stabilization Unit (CSU). As noted in this initial notification, our current program operator *STARS Behavioral Health Group*, will no longer serve as the operational lead as of Monday November 28, 2022. While the CSU will be on a temporary hold as we transition, the Willow Rock Psychiatric Health Facility (PHF) inpatient program will continue to be open and serve youth in need. In light of this December closure, we would like to share some very important transition information with our community partners:

November 21, 2022 – November 23, 2024

- **As of 5:00 pm on the evening of Monday 11-21-22, the Alameda County Adolescent CSU will no longer be able to accept youth into the facility.** This means that we will not be able to accommodate any youth arriving by ambulance, mobile crisis teams, law enforcement, or parent/guardian transportation, etc.
 - Youth that are experiencing mental health and/or psychiatric emergencies may still utilize local hospitals and mobile crisis teams for support and the Willow Rock PHF continues to be fully operational.
- Youth who have been admitted into the CSU on or before 11-21-2022, will still receive services and supports in the CSU as the team works on stabilization and discharge.
- On Wednesday, November 23, 2022, all remaining youth will be discharged or admitted into the inpatient program at the Willow Rock PHF.





Thursday, November 24 – 30th 2022

- The CSU will be closed to all youth crisis stabilization activity and coordination. Operational transitions will occur during this time and there will be limited ability to coordinate with our emergency medical services (EMS) and hospital emergency departments (ED's) during this time of facilities transition.
 - Youth that are experiencing mental health and/or psychiatric emergencies may still utilize local hospitals and mobile crisis teams for support as those teams coordinate with the Willow Rock PHF for youth who need inpatient services.

Thursday, *December 1, 2022 – December 31, 2022 (*Times may be adjusted and extended as needed.)

- The Telecare Corporation will begin facilitating direct admissions to the Willow Rock PHF.
- Telecare will work directly with medical teams from ED's, Alameda County Juvenile Justice Center, and Kaiser to arrange for admittance into the Willow Rock PHF.
- The Telecare PHF team will review referral packets and make determinations on acuity, admission timelines, etc. for the Willow Rock PHF.
 - This review includes making determinations of single occupancy vs. double occupancy, youth who need 1:1 support, gender specific needs or other factors impacting admissions decisions.

Limitations and Restrictions

- The PHF continues to only be able to provide services for youth who have Medi-Cal, are uninsured, or have Kaiser for their health insurance. We will not be able to accommodate any youth with other health insurance or other private/commercial insurance.
- The Telecare PHF team will not be able to support hospital ED's with finding alternative inpatient programs if the Willow Rock PHF is unable to accommodate an inpatient admission.

Alameda County Behavioral Health continues to value your partnership and we thank you for your cooperation during this transition. If there are operational questions, please email us at InfoACBH.CYASOC@acgov.org and we will make sure forward your questions and/or concerns to the appropriate ACBH representative.

