



# Telecare STEPS Orange County

## Full Service Partnership (FSP)

At Telecare's Striving Towards Enhanced Partnerships (STEPS) program in Orange County, you have the opportunity to connect with a group of people who are here to be your support team. Our members come to us primarily from long-term care facilities and frequently are on LPS conservatorship.

We believe that recovery starts from within and will do whatever it takes to support you on your recovery journey. We have a multidisciplinary team that includes psychiatrists and nurse practitioners, nurses, a master's-level team lead, a clinical director, personal service coordinators with experience working in mental health and co-occurring substance use, and specialists in housing, education and employment, who are all here to help you on your path. STEPS staff are trained to address the special needs of our members on LPS conservatorship and their families. We have a clinician who provides support to members and their families or significant others. We work closely with residential rehabilitation and board and care providers, where most of the STEPS members reside, to ensure collaboration of services.

Our program is based on the Assertive Community Treatment (ACT) model. STEPS staff create a supportive environment, including individualized services that are based on your needs, hopes and dreams. We also connect you to the proper resources that can help you achieve your goals.

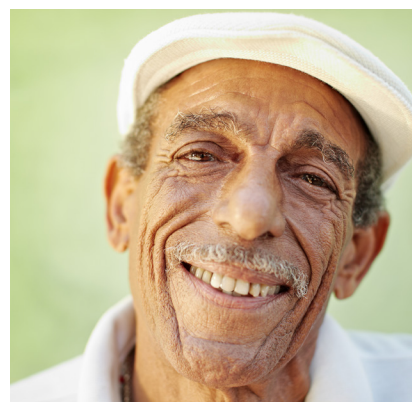
## What to Expect

Your recovery journey is guided by an individualized service plan. You help create this plan by clarifying your needs and goals moving forward. We help you enhance your recovery process through activities that empower and assist you with stabilizing your health, and by partnering with community services to ensure continuity of care outside of the 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 your partners in recovery, and will be with you throughout your journey.

**Our goal** is to be a place that helps you thrive. We want you to be the leader of your recovery journey, and to create the life you want for yourself.



### CONTACT

2100 N. Broadway, Suite 101  
Santa Ana, CA 92706  
(714) 245-6881 Main  
(714) 245-6891 Fax

### OFFICE HOURS

Monday - Friday: 8 a.m. to 5 p.m.  
Evenings and Saturday: By  
appointment only  
Sunday: On-call staff  
Staff are available on-call 24 hours a day  
and can be reached at (714) 245-6881



## Services and Supports

Services at STEPS Orange County include, but are not limited to:

- Outreach and engagement
- Community-based, individualized services
- Intensive case management
- Individual and group rehabilitation counseling
- Family support, education and therapy
- Money management/representative payee services
- 24/7 availability
- Housing support
- Medication support and education
- Vocational and educational services
- Linkage to financial benefits

## Becoming a Member

Referrals come from Orange County Health Care Agency, long-term care facilities and the community.

## Admission Criteria

- Adults, 18 and older, who are residents of Orange County.
- Persons diagnosed with a serious mental illness who may have a co-occurring substance use disorder, and who may be privately or publicly LPS conserved.

## Assisted Intervention (AI) Court Program

The AI Court was developed to provide specialized services to a group of members who have had involvement with the criminal justice system due to their mental illness and are referred by the Collaborative Court

Our model of care includes transitioning through four phases in order to obtain increased self-sufficiency and responsibility. The treatment team includes case managers, housing and employment specialists, and a clinician. Orange County Health Care Agency provides the additional support of a psychiatrist and a liaison to the court treatment team.

We work closely with the Collaborative Court and Orange County Health Care Agency in all phases of treatment.



This program operates under contract with Orange County Health Care Agency and is a Mental Health Services Act (MHSA) funded program.