



Alameda County STEPS

At Telecare's Alameda County STEPS program in downtown Oakland, our goal is to work closely with existing resources to assist our members with transitioning back into the community.

Our services are designed to enhance the lives of individuals living with mental illness and guide them on their healing process. Our team includes a director and four intensive case managers who work with members to develop a transition plan so they can continue to recover and succeed once discharged from STEPS.

Our program is based on the Assertive Community Treatment (ACT) model. We strive to cultivate meaningful relationships with members through high levels of engagement. Staff recognize strengths within every member of STEPS and works with them to enhance their lives for lasting change.

What to Expect

STEPS staff will walk with individuals on their recovery journey, and provide a full range of services, including medical and psychiatric services, case management services, advocacy, referral to safe and affordable housing, substance use interventions and counseling, assistance with entitlements, support and education with family and significant others, connection with community resources, and self-help groups.

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.

“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



CONTACT

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OFFICE HOURS

Monday - Friday: 8:30 a.m. to 5:00 p.m.



Services at STEPS

Services include, but are not limited to:

- Symptom management skills
- Coordination and linkage to psychiatric and health care services
- Coaching around medication management
- Increasing social supports
- Tools for housing placement
- Family support services
- Connecting to community resources
- Independent living skills training

Admission Criteria

- STEPS is a voluntary program; members who are referred to STEPS must agree to accept our services.
- STEPS' goal is to serve high utilizers of Alameda County mental health services. Members referred to STEPS will have utilized at least three psychiatric emergency rooms visits and/or at least one month of inpatient psychiatric care within the past year. Priority will be given to members who have met these criteria for 2 years in a row.
- STEPS strives to avoid duplication of services. We cannot work with members currently connected to Full Service Partnership (FSP) or Assertive Community Treatment (ACT) teams, as these providers already offer intensive services. We can work with members connected to Alameda County Behavioral Health Care Services (ABHCS). county service teams who could benefit from short-term intensive support.
- STEPS strives to avoid duplication of services. Therefore, if the member is already receiving services from an ACT team, such as STRIDES, STAGES, CHANGES or the Berkeley ACT or CCT team, they are not eligible for STEPS' services.
- STEPS's mission is to work closely with ABHCS. in providing services to high utilizers of Alameda County mental health services. A member's acceptance into STEPS will be based on Alameda County's assessment, prioritization, and recommendation.

Our Story

Alameda County STEPS is a short term, intensive community support service for individuals diagnosed with mental illness, many of whom would otherwise require extended care in institutional settings. Our services are designed to enhance the lives of individuals living with mental illness and guide them on their healing process

Becoming a Member

Members must meet admission criteria. Referrals from Villa Fairmont MHRC, Gladman MHRC, and Jay Mahler Recovery Center can be made directly to the STEPS program director. All other referrals must be approved through ABHCS.