



# Alameda STEPS

## Intensive Community Support

At Telecare's STEPS program in Alameda County, you have the opportunity to connect with a group of people who are here to be your support team.

We believe that recovery starts from within and we will do whatever it takes to support you on your recovery journey. Our multidisciplinary team includes a team leader and four intensive case managers who are all here to help you develop individualized goals, including a transition plan, so you can continue to recover and succeed once discharged from STEPS.

Our program is based on the Brief Service and Intensive Case Management models. STEPS staff create a supportive environment, including wraparound 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 conversations we have together about your goals. 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 environment.

**Our staff** are passionate, resourceful, and motivated. They are your partners in recovery and will be 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, PHD, FOUNDER OF COMMONGROUND



### CONTACT

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### OFFICE HOURS

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



## Services at STEPS

- 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

## Becoming a Member

- Members must meet admission criteria below
- Referrals can come from Villa Fairmont MHRC, Gladman MHRC, Morton Bakar Center, John George Psychiatric Pavilion Crisis Services, and ACCESS referral line
- All other referrals must be approved through Alameda County Behavioral Health Care Services

## Admission Criteria

- Must be a resident of Alameda County, ages 18 and older
- Must have a diagnosis of a serious mental illness
- May not be a resident of Berkeley
- STEPS is a voluntary program; individuals who are referred to STEPS must agree to accept our services

## 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.

This program is funded by Alameda County MediCal