

# WHAT TO EXPECT

Each STEP program offers in person services and telehealth services for out of region youth and families as well as those in region who are unable to attend in person programming. STEP clients attend over 5 hours each day for an average of 10 days and participate in daily groups, attend family therapy sessions, meet with a psychiatrist and receive case management and medication services, as needed.

Group topics include skill development in distress tolerance, interpersonal communication, mind-body connection, mindfulness, psychoeducation & other means of self-care.

## DAILY SCHEDULE

**Please note hours may vary slightly within STEP locations.**

8:20-8:30: Client Drop Off  
8:30-9:00: Check-In  
9:00-10:00: Future Focus  
10:10-11:10: Skills  
11:20-12:20: Circle  
12:20-12:50: Nursing Corner/  
Lunch  
12:50-1:30: Recreation  
1:30-2:00: Check-Out  
2:00: Client Pick-Up  
2:00-4:00: Caregiver Outreach/  
Family Meetings/ Individual  
Support

# CONTACT US

## STEP Referral and Information Line

510-381-5188

Monday-Friday 9am-4pm

### For Non-Urgent Referral or Programmatic Questions:

[STEPintakecoordination@senecacenter.org](mailto:STEPintakecoordination@senecacenter.org)

## STEP CONTRA COSTA COUNTY

3200 Clayton Rd. Concord, CA 94519  
P: (925) 603-1961, F: (925) 621-3863  
Hours: 8:00AM - 4:00PM, Mon-Fri

## STEP ALAMEDA COUNTY

600 G Street, Union City, CA 94587  
P: (510) 933-7050, F: (510) 343-2174  
Hours: 8:00AM - 4:00PM, Mon-Fri

## STEP SONOMA COUNTY

365 Kuck Lane Petaluma, CA 94952  
P: (707) 971-7026, F: (707) 237-5310  
Hours: 8:30AM - 4:30PM, Mon-Fri

## STEP SANTA CLARA COUNTY

481 N. First St. San Jose, CA 95112  
P: (669) 230-4660, F: (408) 649-5316  
Hours: 8:00AM - 4:00PM, Mon-Fri



A collaboration between Kaiser Permanente  
and Seneca Family of Agencies

# ABOUT US

The STEP Programs are a collaboration between Kaiser Permanente and Seneca Family of Agencies to provide Partial Hospitalization Program (PHP) services for youth ages 12-17. The goal of STEP is to provide intensive, short-term stabilization services enabling clients to reintegrate into school and the community with lower levels of outpatient mental health treatment.



## **ANONYMOUS TESTIMONIALS AND PROGRAM PHOTOS**

### **WHAT WE OFFER**

- Daily therapeutic groups led by a multi-disciplinary treatment team
- Calm, supervised, and supportive environment
- Individual counseling services as needed
- Structured and individualized treatment interventions
- Medication management
- Collaboration with families
- Coordination of care with school teams
- Opportunity for completing school work in supportive, focused environment
- Discharge and safety planning

*"We've had the best possible outcome and the entire staff has been helpful and kind." - Caregiver*



*"Reviewing progress and feedback provided emotional support and helped us gauge our daughters symptom improvement and challenges. Family therapy was very helpful." - Caregiver*



*"What has been helpful for me is having a safe place to transition from a hospital to getting back to my normal life." - Youth*

*"The staff are very easy to talk to and are very fun to be with. I really enjoyed my time at step." - Youth*



*"You are a great resource to have. You have been very helpful. I wish other children have this experience." - Caregiver*



*"Check ins were really helpful since I could freely talk about whatever I wanted to, group therapy helped me understand that I wasn't the only person here that had the thoughts and ideas I did." - Youth*