

Q: What does the referral process look like at STEP?

A: Our STEP Partial Hospital Program (PHP) provides intensive, short-term stabilization services enabling youth to reintegrate into school and the community with lower levels of outpatient mental health treatment. STEP receives referrals from Intensive Outpatient Programs, Hospitals, and Residential Treatment Centers. Once we receive the referral and necessary paperwork, we reach out to families to discuss the program, answer any questions, and schedule intake. Once intake is completed and it is determined that STEP is an appropriate service for the client, we admit the client and plan for them to join groups. If you would like your child to be referred or re-referred (for previous clients) to our STEP PHP or have any questions, please let your treatment team at Kaiser Permanente know.

Q: What does enrollment look like?

A: Once admitted to the program, the youth is enrolled in our STEP PHP. We offer a hybrid model, of either in-person or virtual services. For our in-person program, families transport their child to our site, where they are provided materials, art supplies, and snacks throughout the day. We ask youth to provide their own lunch if possible. If transportation is a barrier to your child attending our in-person services, please let our team know when they call to schedule intake, and we can create a transportation plan if necessary. Our team is here to support you with making the decision on whether in-person or virtual services are best for your family. We ask all youth to be mindful of any distractions that can take away from their treatment, including phones and electronics. If opting for our virtual services, we do ask for family support to provide supervision and safety planning.

Once enrolled, youth attend the STEP program for over 5 hours each day, Monday through Friday. We plan for each client's length of stay to be at least 15 days, which can be extended or shortened based on their individual needs. Enrollment decisions are team driven and decided upon through consultation with the client, family, treatment team, and Kaiser partners. During enrollment, we provide two family meetings, as well as psychiatry services.

Q: How does STEP support youth around their educational needs?

A: Typically, youth do not attend school while enrolled at STEP due to the hours of our program. Our goal at STEP is to support youth by focusing on their mental health stabilization so that they can successfully transition back into the school setting. Once enrolled at STEP, our team provides families with a letter that includes the youth's enrollment dates, which can be provided to schools. STEP also offers Future Focus, which is a group where youth can work on school related assignments.

Q: What happens after treatment is completed?

A: STEP PHP is a voluntary program, and all enrollment decisions are team driven. At the time of intake, we are creating goals with the youth and their family around what we are hoping it will look like when the youth is ready for discharge. During enrollment, our team is collaborating with the youth's school team, Kaiser mental health treatment team, and family, creating a plan for discharge. Our goal is for the youth to step down to a lower level of care following our services. If you have questions about referrals to outside services, please ask our team!

Q: What is the average cost of partial hospital programs?

A: Our STEP Partial Hospital Program currently accepts Kaiser Insurance. We understand that insurance billing can be a difficult and complicated process. We will walk you through your specific insurance coverage and if you have any out-of-pocket costs for the program. If you have any questions, please let our team know and we're happy to help.