

# WHAT TO EXPECT

Each STEP program offers in person services and telehealth services. STEP clients attend over 5 hours each day with a length of stay dependent on clients needs and in collaboration with the client's treatment team. During enrollment, clients participate in daily groups, attend family therapy sessions, meet with a psychiatrist to receive case management and medication services, as needed.

## 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

8945 Golf Links Rd, Oakland, CA 94605

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

## STEP SOLANO COUNTY

480 Chadbourne Rd. Suite 101,  
Fairfield, CA 94534

P: (707) 420-7320, F: (707) 595-9135

Hours: 8:00AM - 4:00PM, Mon-Fri



## SENECA STEP PHP 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.



# 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
- Family therapy
- Coordination of care with school teams
- Opportunity for completing school work in supportive, focused environment
- Creative individualized schedules
- Taper plans to return to school gradually while youth is adjusting
- Coordination of care with mental health providers and extracurricular activities as needed
- Safety planning
- Discharge planning

## ANONYMOUS TESTIMONIALS AND PROGRAM PHOTOS

"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