

Family Assertive Support Team – FAST



FAST is a new, innovative program of Mateo Lodge, Inc. whose mission is to provide in-home outreach support services to families in which an adult loved one is experiencing severe emotional distress.

Frequently Asked Questions

Who is eligible for services?

People served by FAST must have a serious mental health issue – drug and alcohol abuse problems alone are not eligible for our services unless they are co-occurring with a mental health challenge. They must also be a resident of San Mateo County.

Who is considered a “family?”

“Family” means a group of two or more people with close and enduring emotional ties. Using this definition each person has a unique set of family members. Parental figures, spouses or partners, siblings, other relatives and friends are most common.

How does FAST approach their work with families?

FAST is not a family therapy team. Rather, we form a collaborative team in which everyone’s thoughts and feelings are understood and valued, leading to individual and team efforts to *make a difference* in assisting the person having difficulty to progress from *languishing* to *thriving*. We work with goals of participants, whether little or big ones. Our vision is one where we partner with the individual to actively

engage in learning, working, healthy living and connecting well with others.

Who are FAST service providers?

FAST is comprised of a licensed clinician, two half-time family partners and a peer counselor. The significant qualifying experience of the family partners and peer counselor is lived experience of resiliency and recovery. The team also has a consulting psychiatrist.

What services does FAST provide?

FAST offers strengths based and recovery/resiliency-oriented services, including assessment, education, support and linkage to needed community resources and opportunities. Services are short-term, with the goal of effective connection to ongoing supports. We strive to create more effective family support for their loved one and successful warm hand-offs to community resources chosen by the client before ending services.

How are referrals made?

Referrals or application for services may be made by calling the Support Team at 650-368-3178. A Support Team leader will contact the person making the referral or application. Immediate assistance will be offered. The Support Team leader will refer on to FAST as appropriate. FAST will follow up with the referral within one week to develop an engagement plan. Services are available in Spanish and other languages upon request.

FAST is a free service made possible by the voter-approved Mental Health Services Act.

FAST – Real Solutions for Real Problems