



**PROS
(Personal Recovery Oriented Services)
Participant Handbook**

My First Day

Start Day and Time:

Who to Ask For:

Phone Number for Site or Contact:

PROS Participant Handbook

What is PROS?

Access Supports for Living PROS programs (Personal Recovery Oriented Services) are licensed outpatient mental health programs for adults, 18 years and older. PROS offers a customized menu of recovery-oriented services. Participants can choose individualized services that will assist them in their recovery. At PROS the components and services provided are intended to help individuals learn skills to live successfully in the community, to manage mental health symptoms, and to practice learned skills in real life situations.

The mission of Access: Supports for Living PROS programs is to assist individuals who have severe and persistent mental health issues achieve their chosen goals and progress in their individual recovery through effective, high quality, integrated rehabilitation, support, and treatment services.

What Does PROS Offer?

- **Services:**
 - Community Rehabilitation and Support (CRS) services:
 - Wellness self-management
 - Benefits and financial management
 - Basic living skills development
 - Community living exploration
 - Skill development to manage symptoms and practice life skills.
 - Intensive Rehabilitation (IR) services:
 - Family psycho-education
 - Attaining specific life role(s),
 - Reducing the risk of mental health and substance abuse relapse, hospitalization, loss of housing, or involvement with the criminal justice system.
 - Employment Services:
 - Ongoing Rehabilitation Services (ORS) are available to provide ongoing support and to assist in the management of mental health symptoms while employed.
 - Clinical services (CL):
 - Medication management
 - Individual and group counseling
 - RN services for health assessment and medication injection
- **Trained Staff:**

The PROS program offers teams of trained professionals who embrace the principles of rehabilitation and recovery. All PROS programs have multidisciplinary teams which may include Licensed and Unlicensed Social Workers and Mental Health Counselors, Registered Nurse, Psychiatrist, Interns, and other direct support professionals who have experience in the field. Our teams are committed to providing Evidenced-Based and Evidence-Promising Practices to promote positive and meaningful outcomes in life role

functioning. These practices include: Dialectical Behavior Therapy (DBT), Cognitive Behavioral Therapy (CBT), Wellness Self-Management (WSM), Individual Placement and Support (IPS), Tobacco Dependence, Focus on Integrated Treatment for Co-Occurring Disorders (FIT), and Motivational Interviewing (MI). Staff are expected to behave in a professional manner, display respect and act in an ethical way towards all individuals in the PROS program. PROS staff are required to follow Access: Supports for Living Code of Conduct as well as the Code of Ethics for their individual professions and licensures.

Contact a PROS program

<p>Union PROS 16-24 Union Street Middletown, NY M-F 8:00am-4:30pm 845-421-6336</p>	<p>Squire PROS 67 Windsor HWY, New Windsor, NY M-F 8:00am-4:30pm 845-725-2189</p>	<p>Poughkeepsie PROS 26 Oakley St., Poughkeepsie, NY M-F 8:30am-5pm 845-790-6029</p>	<p>Rhinebeck PROS 47 West Market St. Rhinebeck, NY M-F 8:30am-5pm 845-516-1073</p>	<p>Millbrook PROS 131 County House Rd., Millbrook, NY M-F 8:30am-5pm 845-605-3608</p>
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How do I attend?

If you are interested in attending a PROS program please talk to your current clinical provider and ask for a referral. If you do not have a clinical provider please call the number listed above for the program closest to you, and we will assist you with the next steps. PROS also accepts referrals from hospitals, health care providers, self-referral, and other community service providers.

Does my insurance cover PROS?

PROS is a Medicaid funded program. If you have Medicaid, all services are paid in full if you meet criteria for the program. Some Medicaid insurances are managed and do require authorization to attend PROS services. Some Commercial Insurances will potentially cover PROS, and we will assist you by seeking approval from your insurance company. If your insurance does not cover PROS or you do not currently have insurance, we also offer a sliding scale based on your income. In addition, if you have Medicare and no other insurance, Medicare will cover clinical services, but no other PROS services. You may use self-pay sliding scale for other services if you have Medicare.

Everything You Need to Know About Starting PROS

PROS Participant Policies:

- Access: Supports for Living PROS programs do not use any seclusion or restraints.
- Smoking
 - It is the policy of Access: Supports for Living that smoking is prohibited on all designated main sites of agency-owned or operated property. Smoke free shall include all tobacco products and is not limited to cigarettes, cigars, pipes or other similar instruments or substances that are lit or burning. It also shall include chewing tobacco, electronic cigarettes, and other similar items.
 - PROS offers services to assist individuals with managing tobacco use. Please ask about these services.
- Drugs and Alcohol
 - Access: Supports for Living prohibits consumers from engaging in the unlawful manufacture, distribution, dispensation, possession or use of controlled substances or alcohol on program premises. Consumers are prohibited from being in program under the influence of any illicit substances or alcohol. Anyone who appears to be under the influence of illegal drugs and/or alcohol will be assessed and possibly sent to Emergency Room.
- Prescription Medications
 - If it is necessary to bring your prescription medication to PROS so that you can take it in a timely manner, please keep the medication with you at all times, use only as directed, and do not share with anyone.
- Weapons
 - Access: Supports for Living prohibits the possession of guns or weapons of any kind on Access: Supports for Living property.

PROS Participant Conduct

As a participant in PROS the following will be expected of you when you attend the program.

- Keeping confidentiality in groups. Anything shared within a PROS group is confidential and should not be shared outside of this particular group.
- Respect for your peers and staff in program. Aggressive (physical or verbal), threatening, abusive and/or bullying types of behaviors are not tolerated in PROS.
- Respect for the environment. No physical damage to property, cleaning up after yourself, and informing staff of any safety issues.
- Respect each other's personal space. No physical contact without asking permission first.
- Cultural awareness and sensitivity is expected. Use of racial, cultural, or sexual jokes, slurs or inferences will not be tolerated.

Personal Improvement Plan (PIP)

- If you exhibit behavior that negatively impacts your peers, staff, or the PROS community as a whole you will be asked to complete a Personal Improvement Plan (PIP).
- What is PIP?

- A PIP is Personal Improvement Plan in which you are asked to reflect on a behavior and identify changes and improvements that you can make to prevent this behavior from reoccurring in the future.
- You may be asked to leave the program for the day to develop your PIP depending on the situation.
- Support is available from staff to assist you in developing a plan to manage this behavior in the future.
- After completing the PIP you will have the opportunity to review the plan with your primary staff person and/or Team Leader(s) at your program and will be provided support with any changes that may be needed.
- A PIP is not meant to be punitive or as a suspension, but as a learning opportunity.

Transition and Discharge Criteria

At your intake and throughout your time in PROS you will be discussing with your treatment team what it will look like for you when you are ready to graduate from the program.

Reasons for transition of services or discharge may include the following:

- You meet your identified goal(s)
- You no longer want to attend the program
- The program is no longer meeting your needs and other services may be more helpful
- You identify other services that you would like to attend
- You move out of service area
- You have not utilized PROS services and have not had contact with the program in the last sixty days

Safety and After Hours Services

Your safety is very important to us. If you ever feel unsafe due to suicidal, homicidal, frightening, alarming, or unorganized thoughts and/or feelings please contact your primary staff member in PROS or any other available staff.

Afterhours services and contact numbers are available when you are not at program:

- Orange County
 - Mobile Mental Health 1-888-750-2266
 - Helpline 1-800-832-1200
 - Enriched Crisis Respite: PATH Program (845) 692-4454
 - Rose House (845) 452-2728 Ext. 301
- Dutchess County
 - Dutchess County Diversion Team (845) 486-2887
 - Helpline (845) 485-9700
 - Stabilization Center (845) 485-9700
 - Respite residences:
 - Alliance House (845) 359-1000
 - Rose House (845) 452-2728 Ext. 450
- Other Counties
 - Ulster County Mobile Mental Health, between the hours of 10 AM - 10 PM, (844) 277-4820

- Sullivan County 24 Hour Outreach Services for adults 18 and over with mental health needs (845)790-0911, (800)710-7083

Financial Information:

- If you have Managed Medicaid or Commercial Insurance, the insurance company will be contacted after you complete your intake. The insurance company is provided with information from the intake and will authorize PROS services for a set amount of time. Authorization of services will continue until you meet criteria for discharge or a transition to other services.
- If you completed a self-pay agreement you will be required to submit payment at the beginning of each month. You can submit payment to the Clerical Staff at the front desk of the program you attend. Every three months you will be required to submit income information to reassess your self-pay agreement. Please contact your primary staff member if your financial situation changes, including if you attain insurance.
- If you have Medicare for psychiatrist service you will be responsible for co-pay at time service is provided. Medicare does not cover any other services in PROS. A sliding-scale payment can be set up for all other services.

Individual Recovery Plan (IRP)

Within your first 60 days of attending PROS services you will be meeting with your primary staff member to complete a Comprehensive Individual Recovery Plan. For this Comprehensive Individual Recovery Plan (IRP) you will identify recovery goals that you would like to work on and partner with your primary staff member to discuss ways that you can achieve these goals. After you complete the Comprehensive IRP, you and your primary staff member will review your IRP every three or six months, depending on the services that you receive. It may also be reviewed when you have any major life or recovery changes.

Family and Support Involvement

We encourage the involvement of family and supports in recovery. At PROS we offer Consumer Centered Family Consultation (CCFC). CCFC is a service designed to provide information, support, and practical guidance to members of your family, supports and/or social network.

Understanding the PROS Schedule

- How Do I Choose groups?
 - At intake, with assistance of staff you will choose groups that will help you reach your individual recovery goals.
 - Staff can provide you with details about groups offered
- How many groups do I have to take?
 - The number of groups you choose depends on your individual recovery needs.
- How do I read the schedule?
 - On the top of the schedule you will see each day of the week listed (Monday-Friday).

- On the left hand side of the schedule you will see the times that each group period starts and ends. At intake you will work with a staff member to pick the groups that will help you reach your identified recovery goals.
- What do the initials mean on the schedule? The initials refer to particular types of groups and what they focus on. Below is a list of these initials and groups.
 - IRCO =Intensive Recovery for Mental Health and Substance use groups
 - IRMH= Intensive Recovery for Mental Health symptoms
 - IRGA= Intensive Recovery to specific life goals
 - WSM =Wellness self-management groups
 - BFM = Benefits and financial management groups
 - BLS =Basic living skills development groups
 - CLE =Community living exploration groups
 - SHE= Self Help Exploration groups
 - CL =Counseling groups

PROS Participant Input

PROS participants are encouraged to use the suggestion boxes available at each PROS site. Suggestions are monitored by the site Team Leader(s) and brought to the PROS team for discussion. To become a more active member of the PROS community, please consider joining the Peer Advisory Committee. See your primary staff member for more information about becoming a member of this committee at your program.

Psychiatric Advance Directives

An Advanced Directive is a written statement of a person's wishes regarding medical treatment, often including a living will, made to ensure those wishes are carried out should the person be unable to communicate them to a doctor. If you are interested in learning more about a Psychiatric Advance Directive, you may request an information packet from the Clerical Staff at the front desk and can review it with your primary staff member.