VOCATIONAL SERVICES:
Psychosocial Rehabilitation Services
Located at The Phoenix Center

Description: The Phoenix Center is a CARF-accredited psychosocial rehabilitation (PSR) program site that offers time-limited services to individuals with serious mental illness (SMI) and co-occurring disorders who want to move forward in their recovery with the ultimate goal of effectively and independently integrating into the community of their choice. The staff works side-by-side with individuals in a structured therapeutic group milieu both onsite at The Phoenix Center and community-partner sites to help strengthen individual skills and develop environmental supports necessary to sustain community living. The PSR program specifically offers skills training, peer support, community integration opportunities, and community resources development oriented toward empowerment and competency. PSR services are dedicated to the concepts of an individual's recovery and resiliency as well as to diversity and cultural competency-based practices.

Program Goal(s):

1. To provide a place, The Phoenix Center, where individuals with psychiatric (SMI) and co-occurring disabilities can be competent, needed, useful, and productive;
2. To provide psychosocial and horticultural skills training for individuals with psychiatric (SMI) and co-occurring disabilities residing in Prince William County and the cities of Manassas and Manassas Park; and
3. To provide psycho-educational and community integration activities to support individuals in their quest toward independent functioning, community living, and recovery.

Care, Treatment, Training, Habilitation, or Other Supports Provided:

The PSR program directly provides services to individuals with psychiatric (SMI) and co-occurring disabilities to support them in improving their quality of life through assisting them to assume responsibility over their lives and to function as actively and independently in society as much as possible. This is done through strengthening individual skills and developing the environmental supports necessary to sustain community living. The program specifically offers social skills practice, horticultural training, peer support, and community resource development geared toward empowerment, recovery, and competency through individual and group milieu work on site, activities in the community, and a variety of psycho-educational groups.

Services Not Provided:

The staff at The Phoenix Center do not: prescribe, dispense, administer, or maintain physical control of any medication for individuals served; utilize seclusion or restraint under any circumstance; or provide any type of skilled nursing care, personal care, respite care, or adult daycare to individuals served. In addition, The Phoenix Center is an open-door, community-based program site and staff does not provide one-on-one supervision for individual participants.

Characteristics and Needs of Population Served:

Services are offered to individuals whose psychiatric (SMI) and/or co-occurring disabilities result in significant functional impairments in major life activities. These impairments may include difficulty in maintaining normal relationships, difficulty in executing independent activities of daily living, a lack of social or vocational skills, or an inability to access community resources. PSR services offered at The Phoenix Center meet the above needs by providing skill training, education, support, access to community resources, and real-life opportunities to acquire and apply interpersonal relationship skills.

Admission/Continued Stay, Exclusion, Transition/Discharge Criteria:

Admission/Continued Stay:

Individuals aged 18 and over with a primary psychiatric (SMI) and co-occurring diagnosis that results in significant functional impairments, who are residents of Prince William County, the cities of Manassas or Manassas Park, and who can benefit from psychosocial rehabilitation in addressing their functional impairments. Serious Mental Illnesses are defined as: schizophrenia, paranoid and other psychotic disorders, bipolar disorders, major depressive disorders, and some personality disorders.

Exclusion: Individuals who do not meet the above criteria may be excluded from attending The Phoenix Center program.

Termination of Treatment and Discharge or Transition Criteria:

All individuals served are expected to set a discharge goal as part of their service planning process. Ultimately individuals served may transfer to another CS program or be discharged if they meet any of the following:

1. The individual no longer wishes to attend.
2. The individual can no longer benefit from the rehabilitation aspects of the program.
3. The individual has completed the program as evidenced by his/her placement in a job or some other community activity of choice.
4. The individual has met his/her goals at the program.
5. The individual has not attended the program for 30 days.
6. The individual has repeatedly violated the Roles and Responsibilities as outlined in the PSR Participant Handbook.

Type and Role of Staff:

The Phoenix Center is staffed by both professional and paraprofessional staff, including one (1) Human Services Program Manager, one (1) Community Services (CS) Clinical Services Case Management Manager, two (2) Senior Clinical Services Caseworkers, five (5) Clinical Services Case Workers, and three (3) Transportation Services Specialists. Staff roles include modeling appropriate behavior, providing feedback to members, providing therapeutic horticultural skills training, facilitating decision-making and problem-solving skills, assisting members with improving interpersonal communication skills and developing negotiation skills, facilitating

psycho-educational groups, teaching independent daily living skills, providing education regarding mental illness and relapse prevention, and teaching coping skills.

Order of Acceptance:

Due to service demands we may institute a program wait list. Individuals on this list have been assessed as appropriate for services but have not completed a PSR program intake. Should there be a need for a program waitlist the program will prioritize offering services as follows:

a. First priority is clients residing in the State Hospital (NVMHI) clients (up to a limit of 7 active clients at one time).
b. Second priority is clients already or scheduled to start receiving services from the PWC Community Support Services Programs (SLS, ACT, etc.).
c. Third priority is clients not in the above two categories.

Process for Initiating Services:

The PSR screening team consists of the Program Manager, the Clinical Services Case Management Manager, and the Senior Clinical Services Caseworkers responsible for:

- Collaborating with the referral source (i.e., case manager) and screening the referrals for appropriateness.
- Contacting the individual to begin the intake process (including offering a program tour, participant handbook, and any additional information).
- If not appropriate, staff will inform both the individual and their referral source of the determination and provide alternative resources in the community that may be more appropriate.
- If appropriate and the program can offer immediate services, a member of the PSR screening team will assign the individual to program staff to complete the program intake and initiate services.
- If appropriate and the program cannot offer immediate services, a member of the PSR screening team will be assigned to the program's Wait List.

Staffing Patterns:

The Phoenix Center site is open Monday through Friday from 8:00 a.m. through 1:45 p.m. each day for scheduled programming. The PSR program requires a minimum staffing ratio of one staff person to fifteen (15) clients. When needed, CS Emergency Services Staff provide after-hours emergency services to any program participant.

Fees:

The PSR program is required to charge a fee for all provided services. All individuals served will meet with the CS Reimbursement Department in order to determine their individualized fee based on a sliding fee schedule set by the CS Community Services Board.

Additional Services:

Recognizing that transportation throughout the region is often not available as required, the PSR program staff will make every possible attempt to provide transportation to those individuals who request it. Transportation is a support service and individuals who access transportation are expected to follow the transportation rules and responsibilities as defined in the participant's handbook. Van drivers will help individuals in storing and accessing any assistive equipment they require; however; they are unable to provide physical assistance to members in entering and exiting the vehicles.