

PROS Community-Based/Off-site Services

Key Concepts & Definitions

- **“Offsite”** means any clinically appropriate location in the community, including a participant’s home. Offsite *does not include* any space that is co-located at the same address as the licensed PROS site.
- **Regular & Routine Rule:** If services are provided in a specific location on a regular and routine basis, that site needs to be licensed as a satellite site. For example, if a program scheduled a weekly computer class at the public library, this could constitute regular & routine use of that space and the program would need to consult their Field Office on the possibility of adding a satellite site. The best way to avoid this issue for group-based services is to vary the location of a specific group. This also gives participants more exposure to new and different places in their local community. The “regular and routine” rule does not apply to a participant’s home or workplace.

Why should PROS provide services off-site?

- Valuable for exploring new environments and roles.
- Allows staff to assess and evaluate a participant’s skill performance in real-world settings.
- Ideal for practicing and developing skills learned onsite.
- Supports community inclusion and participation.
- It’s fun!

When should services be provided off-site?

- Services may be provided off-site at any point during a participant’s enrollment in PROS.
- Not intended to be utilized for “field trips,” but for delivering services.
- *As part of intake and assessment:* Completing all or part of the Comprehensive Psychiatric Rehabilitation Assessment in the participant’s home, school, or workplace will allow for a strong evaluation of their current skill performance, environmental barriers, and supports or resources.
- *Exploring roles:* When a participant is setting a new goal, community-based services can be used to explore different environments and roles.
- *During critical transitions:* When a participant is going through a significant change or transition (e.g., moving to a new home, being discharged from the hospital), community-based services can help keep them engaged and moving forward.
- *Action stage of change:* As a participant begins taking active steps toward assuming or resuming a life role, community-based services can be used to help put their plan in motion.
- *Family engagement:* Families of choice may not be able to meet onsite due to transportation barriers, timing, accessibility, or the participant’s preferences. Off-site services may improve engagement with these valuable supporters.

Where can services be provided?

Services can be delivered *almost anywhere* in New York State. Staff will need to take into consideration the safety, privacy, and accessibility of off-site locations. Staff who are planning community-based groups must take steps to minimize stigmatizing experiences (e.g., smaller group sizes).

Examples of Community Locations

- Participant’s Home or Workplace
- Grocery Store, Corner Store, Pharmacy, Farmer’s Market
- Bank, Post Office, Public Library
- Animal Shelter, Pet Store
- Job or College Fair
- DSS, OneStop/Career Center, SSA, DMV
- Coffee Shop, Bakery, Diner/Cafe
- Fitness Center or Gym
- Community Center or Senior Center
- Park or Recreation Center
- Boardwalk, Trail, Bike Path
- College Campus, Classroom
- Church, Temple, Mosque, or other faith community



How do off-site services impact billing?

- Services provided off-site will be counted as 2 units instead of 1.
- With a max of 5 units per day, this can double to 10 for off-site.
- A participant may engage in both on-site and off-site services in the same day. As a reminder, telehealth services will always “count” as onsite for the purposes of unit calculations.

Preparing for Success Off-Site

- Consider group composition and size, transportation needs, and goals to be addressed.
- Discuss in advance with participants the intent of the off-site service, their goals, and how this service will support those goals.
- Support participants in implementing skills learned at the PROS program. Be attentive to skill performance, successes, and challenges.
- Regroup. Take time to process the experience with the group. This is an opportunity to identify strengths, barriers, and plan for future offsite services.
- Pursue staff training in Community Safety.