



## **EAST VILLAGE ACCESS FREQUENTLY ASKED QUESTIONS:**

### **What is East Village Access?**

East Village Access (EVA) is an intensive outpatient mental health program for adults that provides a comprehensive array of services and treatment within the same program to facilitate recovery, wellness, and support, while you attain your life goals. Using PROS — Personalized Recovery Oriented Services — you will work with your Recovery Specialist to identify your strengths, develop skills to overcome barriers and identify your own goals to achieve recovery and self-directed living

### **Who can enroll in East Village Access?**

To be admitted into the PROS program, you must meet all the following criteria: be 18 years of age or older; have a mental health diagnosis and a functional disability due to the severity and duration of the mental illness; be recommended for admission by one of EVA's Licensed Practitioners of the Healing Arts (LPHA).

### **How can I learn more about East Village Access?**

We are at 242 East 2nd Street (near Avenue C), we recommend that you call us at 212 780 9008 to make an appointment, but walk-ins are welcome. We will talk with you about our available services, and discuss your experiences, strengths, and interests. We can begin to identify which services could match your individual recovery journey.

### **What should I do if I want to enroll in East Village Access?**

Once you let us know you are interested, we will complete a referral process, collecting, when possible, important information such as identification and recent or current medical records from other providers involved with your care. We will contact you to schedule a first appointment in-person at EVA and then follow a two-part enrollment process:

1. Pre-admission: Starting with a pre-admission intake appointment with the Assistant Program Director, you will discuss an overview of our program and what you hope to get out of it. You will then have a short period of time (roughly two weeks) in pre-admission when you will get to try out groups and see if the program is the right fit for you.
2. Admission: Once we mutually agree EVA is a good fit for your recovery journey, we will finalize your admission into the program, after which you will be assigned to a Recovery Specialist with whom you will start working on your individual recovery planning. If interested in clinical services, you will also be offered the chance to schedule an initial psychiatric assessment and start med-management with our prescriber.

### **How long will I be at East Village Access?**

PROS services are essentially individualized, so some people may use the program only for a few months, while others for a longer time. Your recovery specialist is here to help you design your initial engagement plan, and as you continue with the program, we will evaluate your progress together, to see where you have made strides, or where you may need more work. Steps toward reaching your goals will be actively planned to make the most of your time in the program. Criteria for graduation readiness will be discussed early on and on an on-going basis as part of your individualized recovery plan development and review.

### **What services does East Village Access provide?**

**East Village Access: learn, create, grow**  
242 East 2<sup>nd</sup> Street New York, New York 10009  
Phone: 212-780-9008



EVA offers services which focus on reaching goals in many areas of life – employment, education, living environments, and social relationships. Topics include learning basic skills, gaining knowledge about resources, opportunities in your community, wellness, health related topics, family issues, symptom and medication management, and many more. We design a new schedule with a broad array of PROS services and peer activities quarterly. Please refer to our course catalogue for a detailed summary of each service provided throughout our current seasonal schedule.

**What will my day at East Village Access look like? How often am I expected to come?**

The minimum requirement to remain active at EVA is to complete at least two services per week, however most participants come several days per week, completing two to three classes/groups per day. Once enrolled, you will identify an individualized engagement plan/schedule that works for you in relation to your recovery goals. We open the program at 9:30am and serve breakfast and lunch free of charge everyday. The day starts with an engagement group, after which we offer different types of services throughout the morning. After lunch, we usually run a wellness group and a peer activity. The program closes at 3pm or 5pm depending of the day. We provide Metrocard fare to qualifying participants to cover for the trip to and from the program.

**How can I pay for services at East Village Access?**

Our services are covered by Medicaid. If you do not have Medicaid, but think you are eligible, we can help you get it. For those who are not eligible for Medicaid, we have a sliding scale, based in ability to pay.

**Will I be assigned a therapist for weekly 45-minute sessions?**

EVA is a recovery-based psychiatric rehabilitation program that focuses on group work, peer support and community inclusion, and it does not provide weekly individual psychotherapy services currently. However, once enrolled in the program participants are assigned to an individual recovery specialist with whom they meet at least monthly, or more often as needed, to complete wellness check, review progress towards their recovery plan and address targeted recovery needs/skills.

**Will I receive case management services?**

At EVA we may aid with case management needs from time to time (access to benefits, set-up with Medicaid transportation, etc.) however our focus is to support participants in building skills to be more self-sufficient in their life. If someone shows a need for intensive case management, we will discuss referral options to access care coordination or other service support programs to target these effectively.

**Can I see a doctor and therapist outside of East Village Access?**

If a participant is connected to a psychiatrist and therapist outside of EVA and they are welcome to continue to see their providers and come to EVA for our Community Rehabilitation and Support Services and our Intensive Rehabilitation Services. Participants cannot see a therapist in an outpatient clinic and our see our PROS prescriber for med-management. However once enrolled participants can discuss with their Recovery Specialist transferring to our clinical services.