



Mental illnesses are medical conditions that disrupt a person's thinking, feeling, mood, ability to relate to others and daily functioning, often resulting in a diminished capacity for coping with the ordinary demands of life. The good news about mental illness is that recovery is possible.

**If you or someone you love is recovering from mental illness, Horizon's Personalized Recovery Oriented Services (PROS) Program can provide support in a community-based setting to assist you in achieving your personal rehabilitation goals.**

## Believe in Recovery.

### Our Mission

Helping individuals and their families achieve health and recovery for a better tomorrow.

### Our Vision

We envision a future where all individuals who need and want help can easily access Horizon's effective health and recovery services. Using emerging technologies and best practices, we are providing innovative services beyond the boundaries of WNY. In this future, Horizon is widely recognized as a great employer, having the highest quality staff and providing state-of-the-art effective services.

### Our Values - RESPECT

Respect for consumers, company, co-workers and self

Excellence. Every day. Effort 100%

Success through teamwork and personal accountability

Progress through innovation, and efficient and effective business practices

Equality in our standards for hiring, promotion and service delivery

Care that is high quality and person centered

Truthfulness in all actions



**HORIZON**  
HEALTH SERVICES

### Bailey Kensington PROS Program

3020 Bailey Avenue, 1st Floor, Buffalo, NY 14215

For information or appointment, call 716.831.1800 and ask for Central Intake

### Administrative Offices

3020 Bailey Avenue, 2nd Floor, Buffalo, NY 14215

(716) 831.1800

[www.horizon-health.org](http://www.horizon-health.org)

**PERSONALIZED RECOVERY  
ORIENTED SERVICES**

Find  
direction  
and meaning  
for your life.

Horizon's PROS Program



**HORIZON**  
HEALTH SERVICES

### Your path to independence

Participating in PROS can help you:

- Live more independently in the community
- Reduce the need for hospitalization or other emergency services
- Reduce future involvement with the criminal justice system
- Increase opportunities for entrance into the job market
- Attain higher levels of education
- Secure the type of housing you prefer

PROS will offer you opportunities to find direction and meaning in your life.

### Understanding how PROS works

PROS services were created on a foundation of values, including:

- Belief in recovery
- Providing the most effective treatment
- Consumer choice

The Individualized Recovery Plan (IRP) is the heart of PROS. You will develop your own IRP (with staff assistance) that details how you will work with the people in your support system and utilize natural and professional resources in the community to reach your goals.

PROS services are conducted in a classroom-like setting, providing you the opportunity to receive instruction and practice newly-learned skills in a safe environment while staff members observe and provide valuable feedback. You will learn at your own pace and make individual choices about which "classes" to attend.

The program offers both structured and unstructured opportunities for learning. For example, you might work in the computer lab utilizing programs to help you with concentration. Or, you may choose to do volunteer work as part of your rehabilitation, or work in a part-time job.

### Four service areas address specific needs

PROS services are broken down into four categories designed to address your individual needs. They are:

#### Community Rehabilitation and Support (CRS)

CRS services represent the main service component of PROS, and assist you in restoring the skills and supports necessary to live independently in the community.

#### Intensive Rehabilitation (IR)

IR services are designed to assist you in attaining specific life goals such as furthering your education, achieving greater independence in your housing and securing employment. IR services also provide an opportunity to involve your family in supporting your recovery and understanding your experiences.

#### Ongoing Rehabilitation and Support (ORS)

ORS services are designed to address your needs as you join and maintain a place in the competitive workplace.

#### Clinical Treatment

Clinical Treatment services offer counseling, therapy and medication.



### Getting the most out of PROS

PROS services work most effectively when you:

- attend all appointments as scheduled
- are prepared to identify and work on your life goals
- take steps to work with PROS program staff as a partner
- are honest with yourself
- help PROS staff clearly understand your needs and requirements
- understand and exercise your rights as a PROS participant. Don't be shy! If you are not sure, ask questions.

### Get your life back on track

You can recover from mental illness and lead the life you want to lead, and Horizon's PROS Program can help. For more information, call (716) 831.1800 and ask for Central Intake.

