



## PRM Programs

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PRM provides a full continuum of both residential and nonresidential programming designed to engage persons in need, provide immediate crisis assistance, create solution pathways to end life-controlling problems, guide persons through the recovery process, and empower towards self-sustainability. Programs range in intensity from meeting basic needs to long-term intensive residential recovery. Residential programs are therapeutic communities offering a unique blend of Christian discipleship, recovery from addiction or other life-controlling problems, and vocational development. Nonresidential programs are designed to meet basic needs, engage persons into appropriate solutions, and mobilize the community into action. PRM provides training and leadership development opportunities for clients in advanced programs as well as interns from the Christian community. Social Enterprise is fully integrated with programs to provide vocational development and help offset program costs. PRM's vision is to be a model for Christ-centered Rescue and Recovery and a training center for the Christian community.

All of PRM programs are designed to assist motivated participants to progress towards five target outcomes:

- 1) Continued Christian growth.
- 2) Freedom from life-controlling problems.
- 3) Financial sustainability.
- 4) Healthy housing and support system.
- 5) Enhanced quality of life.

### Program Groups

**1) Community Engagement (CE):** provides nonresidential programs to those facing hunger and homelessness by meeting basic needs, engaging individuals and families into appropriate solutions, providing case management services, and mobilizing volunteers and community partners into action. The target participants are identified groups living below the poverty level. Programs include Mission Sharing and Street Outreach. PRM's Vocational Development Learning Center is available to community clients. Community Engagement is located at the Transforming Lives Center and Hope for Hunger Foodbank in Glendale.

**2) Transforming Lives Center (TLC):** provides a full continuum of residential programs for adult men including RAP, Solutions, Vocational Development, and the long-term recovery program Transformations. The Community Solutions Center is located at 1801 S. 35<sup>th</sup> Ave in Phoenix.

**3) Changing Lives Center (CLC):** provides a residential continuum of programming for adult women and mothers with children. Programs include: RAP, Vocational Development, Therapeutic Child Development Center, and the long-term recovery program Transformations. Changing Lives Center also has a licensed Therapeutic Child Development Center.

### Community Engagement Programs

**1) Mission Sharing:** distributes food and gifts-in-kind to help meet the needs of the hungry and homeless and engages them for rescue. Food, clothing and household goods are distributed to individuals and families, as well as to other agencies serving people in need. **Community Market** distributes perishable and non-perishable food that is donated from sources such as St. Mary's Food Bank and GIK donations from the community. Food is pre-boxed by volunteers and clients and distributed every 2<sup>nd</sup> and 4<sup>th</sup> Saturday to Mission Sharing clients. **Community Closet** distributes donated clothing and household items to Mission Sharing and residential clients. **Community Partners** distributes food and other GIK materials to nonprofit organizations who have outreach services to the poor. **Community Meals** provides a warm meal during Community Market to clients who are enrolled in the Mission Sharing program. **Community Events** are large outreach events designed to provide basic goods and services to low-income and homeless families. **Hope for Hunger** is a food bank in Glendale that provides perishable and non-perishable goods to people in need.

**2) Street Outreach:** ministries go out in the **Hope Coach** vans to engage unsheltered homeless individuals to rescue them off the streets and into appropriate solutions. Basic survival needs such as water and hygiene kits are provided. Street Outreach partners work with law enforcement, first responders, and caseworkers to provide solutions to homeless individuals and the neighborhoods affected by homeless camping. **Glendale Works** provides day labor opportunities to individuals living on the streets of Glendale. PRM contracts with the City to conduct beautification projects that involve removing trash and doing basic landscaping in blighted areas. The focus of this program is to bring meaningful solutions to people experiencing homelessness, instill them with a sense of dignity and self-worth, and give neighborhoods a cleaner and safer appearance.

### **Short-Term Residential**

**Rescue-Assess-Place (RAP):** is the first step for admission into all PRM programs and is a maximum 7-day residential triage program for motivated adult men, women, and mothers with children under the age of 12 facing homelessness and/or seeking recovery from addiction or other life-controlling problems. RAP meets basic needs, builds relationships, provides opportunity for Christian growth, and assesses clients in order to place them in the appropriate solution pathway. RAP referral sources are many including shelters, criminal justice system, prison/jail reentry, counselors, clergy, etc. RAP completers must complete Foundations before they are eligible for either Solutions or Transformations.

**Foundations:** Foundations is a minimum two month, highly structured residential program designed to assist clients in gaining the basic knowledge, attitudes, and skills necessary to plan and prepare for the next step on their solution pathway and ultimate successful reintegration into society. Clients will detach from outside distractions and fully participate in all aspects of the program including classes, groups, work therapy, case management, and counseling services. Clients will receive an academic and vocational assessment, develop a Learning Plan, and participate in Learning Center activities. Clients will work towards completion of the goals of their Foundations Plan and will develop and submit a Personal Development Plan (PDP) for continuing their progress upon program completion. Completers may be considered for PRM's Intensive Discipleship Program, Solutions Program, or be placed in an appropriate external program or housing.

**Solutions:** is short-term (90-120 days) and designed to help clients get back on their feet quickly. Clients participate in program services such as classes, groups, and case management.

- **Solutions First Step:** (Job Attainment) assists clients with job readiness and obtaining sustainable wage employment.
- **Solutions Next Step:** is a transitional program for individuals who have sustainable income but need assistance preparing for external housing.

### **Transformations (Long-Term Recovery)**

**Transformations (Long-Term Recovery):** PRM provides a 2-24 month intensive residential recovery continuum of programming for men, women, and mothers with children who have addiction or other life-controlling problems. The programs are designed to meet persons at their point of need and guide them to healthy independent living. The first phase of Transformations is completion of the Foundations program. Graduation from Transformations requires the successful completion of all three phases. Transformations programs include:

**Phase 1 - Foundations:** The first phase is completion of the Foundations basic life training program.

**Phase 2 - Intensive Discipleship (IRD):** is a minimum five-month program composed of three distinct levels, each having a specific focus, established goals, responsibilities, and requirements for successful completion. Each level builds upon the practical application of skills learned in the previous levels. The levels are Inner Healing, Discipleship, and Job Attainment. Clients are assigned to a Counselor who coordinates the client's counseling services and provides oversight to monitor their progress through the program. Each client is placed on a vocational development track under a supervisor to get hands-on experience in one or more areas.

**Phase 3 – Advanced Programs:** Completion of either Servant Leadership Training or New Start.

- **Servant Leadership Training (SLT):** SLT is a five-month client internship designed to provide opportunity for further recovery and to develop Christian leadership skills by assuming important

leadership roles within the program community. Clients will attend leadership training classes, assist staff in designated areas of responsibility, and report day-to-day program issues. SLT clients may choose to apply for the Ministry Training Program.

- **New Start (NS):** New Start clients continue in residency for a minimum of five months, maintain employment, build their support system, and prepare for re-entry to society. Clients will attend New Start classes, outside support groups and church, and are expected to serve as role models in the program. New Start clients will complete an Aftercare Contract that must be mutually agreed upon before being approved for graduation.
- **Alumni Association:** Graduates of Transformations are enrolled in PRM's Alumni Association – ACROSS Ministries. ACROSS stands for Alumni Committed to Recovery, Outreach, Service, and Support. ACROSS facilitates the Aftercare meetings and has other services and gatherings throughout the year.
- **Aftercare:** Phoenix Rescue Mission's Aftercare Program is a six-month program of continued support for clients when they graduate and become Alumni. Graduates will execute their Aftercare Plan, make progress on their goals, maintain contact with the Aftercare Coordinator, complete the Program Outcome Survey at the end of six months, and participate in the monthly Alumni Association Aftercare groups. Services are designed to help our graduates continue to experience victory over their life-controlling problems and prepare for successful re-entry into independent living.

### Special Programs

**Ministry Training (MT):** Ministry Training is a six-month residential internship program designed to provide participants with practical training in Christ-centered outreach, rescue, and recovery ministry. The objective is to train and equip participants for entry level positions in the field of social services. Ministry Training requires a full-time commitment of approximately 40 hours per week. Trainees will maintain primary commitment to PRM, be actively involved in ministry to clients, and pursue the goals of their Personal Training Plan (PTP).

**Vocational Development:** Vocational Development is a comprehensive program that provides pathways to job attainment, academic advancement, and financial literacy. The program uses an individualized and systematic process to learning as an innovative alternative to lecture-based education, as well as identifies viable vocational options and develops employment goals and objectives. Vocational Development serves all program groups. Transformation clients participate in "Work Therapy" vocational development assignments.

**Social Enterprise (SE):** PRM's social enterprise is Mission Possible Industries and is fully integrated with program to generate revenues, provide vocational development, and leadership training opportunities. PRM currently has Mission Possible Cookies, Mission Possible Catering, and Mission Possible Café which are integrated with our Food Service Manager's Vocational Development Program. Graduates of this program are job ready for entry into the food service industry at the Assistant Manager level.

**Bridge:** Bridge is designed to assist motivated inmates to prepare for successful reentry. PRM will use educational services to help empower inmates to transition from incarceration to healthy independent living. Screened and trained PRM staff and volunteers will provide weekly educational services to individuals incarcerated within the county jail. Once released, highly motivated individuals who desire to successfully transition will meet with PRM Intake Staff for assessment and placement into RAP at the Community Solutions Center or Changing Lives Center.

**Angel:** The Angel Initiative is a community partnership program in which adults struggling with addiction may voluntarily present to law enforcement or first responders asking for help and are directed toward the resources needed for recovery. The police legally vet and clear the prospective client and then contact PRM who then dispatches a trained peer support specialist (Angel) to the precinct to screen the candidate for RAP admission or need for detox. The Angel then transports the approved client back to RAP. Those needing detox are transported by law enforcement. The Angel then provides transport back to RAP once released.

### Volunteer Services

Volunteer Services mobilizes the Phoenix Rescue Mission community to transform lives and end hunger and homelessness by partnering with community groups, churches and individuals to serve in our programs and support services and in our community outreach initiatives. We strive to provide a quality serving experience for all volunteers, and the opportunity to discover and grow in true discipleship and in their love for Christ.

### Connecting with PRM Programs

## Residential Programs

### **Rescue - Assess - Place (RAP):**

- Prospective clients or referral sources may contact RAP by phone between 9:00am – 7:00pm Monday – Friday.
- RAP will conduct on-site screenings for prospective clients transported by first responders or PRM Outreach, between 9:00am – 7:00pm Monday – Friday.
- **Location for Men:** The Transforming Lives Center, 1801 S. 35<sup>th</sup> Ave, Phoenix, AZ 85009. Phone number: 602.346.3390
- **Location for Women:** The Changing Lives Center, 338 N. 15<sup>th</sup> Ave, Phoenix, AZ 85007. Phone number: 602.688.6219

## Community Programs

### **Community Market:**

- Services offered: Emergency food assistance, clothing, hygiene items
- Walk-ins welcome
- Location: 1801 S. 35<sup>th</sup> Ave., Phoenix, AZ, 85009
- Times available: 2<sup>nd</sup> and 4<sup>th</sup> Saturdays of the month, 11am-1pm
- Phone number: 602.343.3383
- Email: [rstacke@phoenixrescuemission.org](mailto:rstacke@phoenixrescuemission.org)

### **Community Meals:**

- Services offered: Prepared meals in the dining hall
- Register through the Community Market
- Location: 1801 S. 35<sup>th</sup> Ave., Phoenix, AZ, 85009
- Times available: 2<sup>nd</sup> and 4<sup>th</sup> Saturdays of the month, 11am-1pm
- Phone number: 602.343.3383
- Email: [rstacke@phoenixrescuemission.org](mailto:rstacke@phoenixrescuemission.org)

### **Community Events:**

- Services offered: Easter baskets, back to school uniforms and supplies, Thanksgiving turkeys and food boxes, Christmas toys
  - Location: TBD
  - Times available: Easter (March/April), Back to school (July/August), Thanksgiving (November), Winter Wonderland (December)
  - Phone number: 602.343.3383
  - Email: [rstacke@phoenixrescuemission.org](mailto:rstacke@phoenixrescuemission.org)
- \* Families must contact Phoenix Rescue Mission to see about getting registered for a community event.

### **Community Partners:**

- Services offered: Food and other-in kind materials to nonprofits
- [Contact Mission Sharing Coordinator](#)
- Location: 5605 N. 55<sup>th</sup> Ave., Glendale, AZ, 85301
- Times available: Friday, 1pm-3pm
- Phone number: 602.343.3383
- Email: [rstacke@phoenixrescuemission.org](mailto:rstacke@phoenixrescuemission.org)

### **Hope for Hunger:**

- Services offered: Emergency food assistance and Case Management
- Walk-ins welcome
- Location: 5605 N. 55<sup>th</sup> Ave., Glendale, AZ, 85301
- Times available: Monday-Friday, 8am-12pm
- Phone number: 602.773.4344

- Email: [obarajas@phoenixrescuemission.org](mailto:obarajas@phoenixrescuemission.org)

### **Street Outreach:**

- Services offered: Connecting homeless individuals and families to shelter, recovery programs, housing, and other services that help them end their homelessness.
- Anyone can call or email us and we will go out to the location
- Location: Greater Metropolitan Phoenix
- Times available: Monday-Friday, 10am-4pm
- Phone number: 602.346.3397
- Email: [cdanley@phoenixrescuemission.org](mailto:cdanley@phoenixrescuemission.org)

### **Case Management:**

- Services offered: Assessment of strengths and needs, short and long-term goal-setting, budgeting and time management assistance, connection to resources that meet needs and empower the people we serve.
- Location: 5605 N. 55<sup>th</sup> Ave., Glendale, AZ, 85301; 1801 S. 35<sup>th</sup> Ave., Phoenix, AZ, 85009
- Times available: Monday-Friday, 8am-4pm
- Phone number: 602.346.3397
- Email: [rarangure@phoenixrescuemission.org](mailto:rarangure@phoenixrescuemission.org)

## **Volunteer Opportunities**

### **Volunteer Services:**

- Please visit our website to review volunteer opportunities and sign up.
- Phone number: 602.346.3363
- Email: [volunteer@phoenixrescuemission.org](mailto:volunteer@phoenixrescuemission.org)
- Website: <https://prm.volunteerhub.com/>

## **PRM's Commonly Used Acronyms**

- Phoenix Rescue Mission (PRM)
- Mission Support Center (MSC)
- Changing Lives Center (CLC)
- Transforming Lives Center (TLC)
- Mission Possible Café (MPC)
- Social Enterprises (SE)
- Hope for Hunger Food Bank (HFH)
- Rescue-Access-Place (RAP)
- Ministry Training (MT)
- Servant Leadership Training (SLT)
- New Start (NS)
- Intensive Residential Discipleship (IRD)
- High Impact Partner (HIPs)
- Childcare High Impact Partners (CHIPs)
- Community Engagement (CE)
- Gift in Kind (GIK)