



Phoenix House
Rising Above Addiction

Frequently Asked Questions (FAQ)

Phoenix House California

About Phoenix House California

What is Phoenix House California?

Phoenix House California is a nationally recognized and accredited behavioral healthcare provider, specializing in the treatment and prevention of substance use disorders and co-occurring substance use and mental health disorders. Phoenix House is a not-for-profit organization with more than 45 years of continuous experience and programs in 11 states and the District of Columbia.

Credentials/Licensing

Is Phoenix House California licensed/accredited?

Yes, Phoenix House California's residential treatment programs for adults and adolescents are licensed by the respective state agencies: our adult programs by the California Department of Alcohol and Drug Programs (as of July 2013 replaced by the California Department of Health Care Services) and our adolescent programs by the California Department of Social Services, Community Care Licensing Division. Phoenix House California's outpatient and intensive outpatient services are certified by the California Department of Alcohol and Drug Programs. All of Phoenix House California's residential and outpatient programs are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), a nationally recognized standard of excellence.

What type of professionals will be working with my loved one in treatment?

Our clinicians are licensed and/or certified in addiction, mental health, social services, and health disciplines including: addiction counselors, therapists, social workers, behavioral health interventionists, peer recovery coaches, nurses, and physicians, creating a diverse and strong multidisciplinary clinical team.

Treatment and Services

What types of treatment and services does Phoenix House California offer?

Phoenix House offers a comprehensive continuum of evidenced-based cognitive behavioral therapies and interventions for substance use and co-occurring mental health disorders in a variety of settings. The level of care is based on a comprehensive clinical assessment and each individual's strengths, needs, abilities, and preferences. Services are offered in inpatient, outpatient, extended care, and home-based programs and in community agencies. Our trauma-informed evidence-based practices have been certified by the National Registry of Effective Programs and Practices and approved by Phoenix House's National Clinical Steering Committee. Medication-assisted treatment is available as appropriate. A continuing care plan is developed for each individual and may include sober living housing. All clients are introduced to self-help and 12-step programs for continuing care. Families and significant others are engaged and included in treatment planning. Our adolescent Academies also offer educational support services and the opportunity to continue academic goals.



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Whom do you treat at your facilities?

Phoenix House California offers treatment for adults and adolescents with a demonstrated medical necessity for substance abuse and/or mental health treatment. Our three Phoenix House Academies offer treatment and on-site academic education for adolescents. The Academies are located in Lake View Terrace (Phoenix House Academy Los Angeles), Santa Ana (Phoenix House Academy Orange County) and Descanso (Phoenix House Academy San Diego). Outpatient services for adolescents are offered in Lake View Terrace, Santa Ana, and at our Teen Recovery Center in Carlsbad. Phoenix House Los Angeles (located in Venice) provides residential and outpatient services for adult men and Phoenix House Orange County in Santa Ana serves adult men and women.

How long is your program?

Because we recognize that each person's treatment needs are unique, and based on an individual assessment, we provide collaborative treatment plans in either an outpatient and/or residential setting. Our residential programs can accommodate anything from short stabilization stays (three to seven days) to long-term residential (90-180 days). Our outpatient services may continue for as long as a year. Recovery maintenance services are provided in Orange County. It all depends on what you need and, of course, what you want.

What are your success rates?

Phoenix House has been serving families for many years and our success rates have been above the national average due to our emphasis on providing individualized treatment and embracing the most current evidence-based practices. Our approach also builds family awareness and increases family engagement in their loved one's recovery. It's important to note that successful recovery from substance use disorders, or co-occurring substance use and mental health disorders, requires professional treatment and careful adherence to a personal continuing care plan.

How do I get admitted to your program?

Call us at 1 800 DRUG HELP (1 800 378 4435) to schedule an appointment. We typically can see you for an assessment and admit you to a program within 24 hours.

I know I have a problem, but I can't take time from my job to stay in a residential program. What are my options?

We offer many levels of care in a variety of settings. A personalized treatment regimen will be customized to meet your specific needs. The first step is talking to a qualified clinical professional to determine what those needs are. Please call us at 1 800 DRUG HELP (1 800 378 4435), so we can help you find a treatment plan that you can live with and that just might save your life.



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Can I earn academic or vocational credits while I'm in treatment?

For adolescents in treatment, on-site fully accredited academic education is available, ensuring minimal disruption in our clients' academic careers. Clients may transfer credits earned at the Academy back to their home school after treatment completion.

Our adult treatment program in Venice has recently opened its own Vocational Center, with computer access and staff assistance available for job searches. The Center offers remedial education classes, GED preparation, and resources for clients to follow up on job-related emails and appointments. For more in-depth vocational services in Venice, Phoenix House works with Chrysalis, a nonprofit dedicated to creating self-sufficiency through employment; for similar services in Santa Ana, we partner with Working Wardrobes (career training and job placement) and Taller San Jose (employment services for young adults).

My loved one suffers from depression as well as drug abuse. Can you help him/her?

Absolutely. Our staff and programs are designed to help those who have co-occurring mental health issues as well as addiction or substance abuse problems. We also provide medication management, linkages to ancillary health and psychiatric services, and continuing care after treatment completion.

Besides counseling, what other activities and services do you offer?

Our residential programs offer a full range of supportive and recreational services. Services and activities vary depending on the facility and program, with an emphasis on person-centered care. Supportive services may include vocational training, life-skills training, anger management, and housing assistance. Recreational amenities may include equine therapy, walking trails, a full-sized baseball/softball diamond, fitness equipment, and basketball courts. We also have a therapeutic Phoenix Rising Music Program, which includes a professional on-site recording studio that allows clients to compose, perform, and record their own original music.

My family member will be discharged from another treatment program. They suggested "step-down" services. What are those, and can I get them at your program?

Our continuum of care allows clients to move from more intensive to less intensive treatment or vice versa. If discharge planning suggests "step-down services," this means a lower level of care in a different setting is advised. We offer many different step-down services on both an outpatient and residential basis. These include our Intensive Outpatient Program (IOP), Outpatient Services, and Recovery Housing. We can often combine levels of therapeutic services with room, board, and supervision.



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What is your philosophy regarding 12-step programs such as AA?

Community sober support is essential in treatment and imperative in continuing care and recovery support. Phoenix House clinical staff encourages clients to participate in self-help programs and provides lists of nearby locations and meeting times. All of our programs introduce 12-step orientation and encourage participation in on- or off-site groups and panels. Clients are presented with several self-help options, such as AA, NA, and CA groups, or Double Trouble for those with co-occurring mental health and substance abuse disorders. Participation in 12-step self-help groups is optional and not mandated for our clients.

About Insurance and Payment

Do your programs accept insurance?

Yes, Phoenix House California accepts most insurance plans, including: Aetna, Anthem Blue Cross, LifeSynch-Humana, APS Healthcare, MHN, Cigna, HealthNet, and Value Options. We also accept United Behavioral Health and partners: U.S. Behavioral Health Plan, Travelers Insurance, Metra Health Insurance, Metropolitan Life Insurance, PacifiCare, and United Health & Life Insurance. Kaiser-Permanente refers adult and adolescent clients for residential treatment as part of the Kaiser Behavioral Health Service continuum. United American Indian Involvement insurance for adults is accepted at Phoenix House Venice. Our staff will perform insurance eligibility checks to inform a person seeking treatment of the options available through their benefit plan.

I need treatment, but have no insurance? Can you still help me?

Yes, Phoenix House accepts self-payment, with different rates for services depending on the program. As a not-for-profit provider and we believe strongly in making treatment available to those who need it. We provide state-, county-, and Medicaid-funded services to qualifying individuals. Special conditions and eligibility requirements may apply. Please call us at 1 800 DRUG HELP (1 800 378 4435) for more information.

About Family Participation

What is your policy towards involving family members?

Family involvement is an integral component in the treatment process. Individual family sessions, multifamily group therapy sessions, and parent and significant other education groups are offered as part of each client's individualized treatment plan. Phoenix House invites families to special informational and educational sessions, provides them with appropriate printed resources in English or Spanish (including a parents' handbook), and ensures that they understand the important role they play in their loved one's recovery. In addition to in-person visitation, families can contact their loved ones via Skype video service.



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About Treatment Program Policies

Can I smoke while in treatment?

Our adolescent programs do not permit smoking. Our adult programs allow smoking in designated areas but do not encourage it, and we offer smoking cessation and wellness counseling to help those who wish to quit. We can provide nicotine replacement therapy such as patches, and we can offer medication to aid in quitting. This choice is yours and we're here to help if you make the decision to quit.

What if I feel I need more help once I have completed treatment?

Treatment is just the first step toward wellness, recovery support, and maintenance. We provide a comprehensive continuing care plan to all clients who leave our facilities at the completion of treatment. This plan will be crafted by you and your lead counselor and will include all the activities you need to continue your successful recovery. The plan will be based upon your own personal needs, strengths, abilities, and preferences.

Other Questions

What if my loved one needs to detox?

Phoenix House California does not offer detox services in our facilities; however, we have service agreements with licensed detox facilities near each of our locations, and we refer clients who need detox to these facilities during our assessment and admission interviews.

Do you offer medication-assisted treatment?

Medication-assisted treatment is available in our residential programs. All of our residential facilities employ nursing personnel who oversee medication administration, and all medication is kept in a secure, locked cabinet and distributed in accordance with the physician's prescription. At our three adolescent Academies, Phoenix House staff or contract psychiatrists can provide necessary prescriptions for psychotropic and/or addiction medication (except for methadone).

How do I keep updated on my loved one's progress and am I allowed to visit?

Family visitation is welcome and varies by facility and program. You can be included in case conferences and updates by your loved one's counselor.

What if I have an emergency and need to contact my loved one in treatment?

One of the rules at Phoenix House California is open communication, and families of clients may call our facility and speak to their loved ones. In the event of an emergency (such as the destruction of a home or the hospitalization, serious injury, or death of a loved one), you may contact our facility at any hour of the day or night. All emergency conversations will be conducted with full confidentiality.

Will my loved one be able to come home for a visit while in treatment?

Phoenix House's long-term residential programs include home visits as a part of the treatment regimen. The specific rules about home visits vary by program and are different for adults and adolescents. Home visits are not necessary for short-stay residential programs.



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Where will I live while in treatment?

Depending on the level of care, a client may live in one of our 24-hour residential facilities, at home, or in a sober living facility.

Do your programs provide food for people with special medical diets (diabetes, high blood pressure) religious or lifestyle preferences?

Yes, special dietary arrangements can be made at most of our programs. Phoenix House California menus are created and approved by a registered nutritionist and take into account the health needs of all of our clients.

Will I be able to continue working and/or go to school while in treatment?

Individualized treatment plans are designed by each client and his or her therapist, taking into account goals and provisions for continued employment and/or education.

What if my loved one leaves the program before completing treatment?

Phoenix House California makes all efforts to ensure the lasting recovery and rehabilitation of our clients. When clients decide to leave treatment against our advice, we provide them with a list of other services that are available in the community. Clients may be re-admitted to our program at their request, after a review of their case by our clinical team and with the approval of our medical director and program director.

Does your program admit 24/7?

Yes, Phoenix House California may admit clients 24/7 based on urgency and imminent need. The standard of practice is to schedule an assessment; however, a qualified mental health professional can guide the person seeking treatment to the most appropriate resource for care even in time of emergency.

What are the rules at your facilities?

Phoenix House California's residential and outpatient treatment programs ensure the well-being, health, and safety of all clients and staff by maintaining and enforcing the rules of conduct listed in our Policies and Procedures. Although these are somewhat different for each facility, all of our residences and offices are drug- and alcohol-free and are maintained as safe, welcoming spaces in order to support full recovery in a healing environment.

Do you have treatment services for veterans?

Phoenix House California's adult treatment services are available to veterans, who constitute about 15 percent of our total adult client population. In Santa Ana we also offer transitional housing for homeless veterans through a contract with the VA Long Beach Medical Center.

