



# Transitions Counseling and Consulting

Pre-Adolescent and  
Adolescent PHP/IOP  
Welcome Packet





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## Thank you for choosing Transitions Counseling and Consulting!

We are honored to support you and your family and are committed to providing a great healthcare experience.

Below please find some information about the program, resources you can access anytime, and ways you can communicate with your team here at Transitions.

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# What is a Partial Hospitalization Program (PHP)?

PHP stands for **Partial Hospitalization Program**. The name can be misleading because there is no hospital stay involved. Rather, it's a specialized 4–6-week program that offers a focused course of treatment like a hospital, but participants return home every evening. This group meets 5 days each week for 4 hours per day.

The goal of the program is to support long-term improvement of moderate to severe mental health symptoms.

Our PHP curriculum is grounded in Dialectical Behavior Therapy (DBT). DBT is demonstrated to be effective via high-quality scientific studies. Treatment focuses on teaching new ways to handle strong or painful thoughts and feelings and on resolving problems more skillfully. The group is designed to provide daily opportunities to practice and develop mastery in these key skills for long-term wellness.


The facilitator may incorporate other treatment methods such as expressive art therapy and Cognitive Behavioral Therapy to compliment DBT.

PHP is particularly helpful for those who have recently left hospital-based care as it serves as the first step in a gradual “step down” in treatment.

This planned step-down helps to avoid an abrupt reduction in supportive treatment (which can result in the need for returning to the hospital shortly after leaving).

This treatment is also beneficial for those who are experiencing symptoms that are impacting multiple aspects of their daily functioning, such as school performance or their relationships with family and friends



A young man and woman are sitting on a wooden bench, looking out at a modern apartment building. The man is in the center, looking slightly to the right. The woman is on the left, looking towards him. They are both wearing light blue shirts. The background is a large, multi-story apartment building with many windows. The scene is brightly lit, suggesting daytime.

While participating in PHP, clients will meet with a psychiatry provider weekly during program hours. **There is no pressure to take medications if you do not wish to do so.**

The meeting is to confirm that this type of specialized care is still the best fit for your needs and to assess progress in treatment. However, our team can provide medication management at that session if you'd like. It's okay if you already have an established outside provider - this weekly appointment will simply be a check-in.



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## What happens after graduation from PHP?

After graduation from PHP, we recommend enrollment in our Intensive Outpatient Program (IOP). This provides a structured and gradual step down to less intensive treatment (including fewer days and hours per week), but continues to provide multiple opportunities per week to practice therapy skills with support, building readiness to do so independently long-term.

This enables the team to continue monitoring safety and symptom improvement closely.

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# What is an Intensive Outpatient Program (IOP)?



IOP stands for **Intensive Outpatient Program**. IOPs meet three days a week for about 2 ½ hours each session. Our 24 session IOP focuses on helping group members develop and practice evidence-based skills to cope with very painful thoughts, feelings, and physical sensations in a new, healthy way. In terms of hours, it's like attending a year's worth of traditional individual therapy in the span of 2-3 months.

The skills we teach are grounded in Dialectical Behavior Therapy (DBT), which is strongly supported by high-quality scientific research. DBT treatment is effective with a variety of concerns including anxiety, depression, coping with difficult school and/or family challenges, low self-esteem – and even self-harming behavior and suicidal thoughts.

We provide professional DBT materials in group, which explore therapy skills and concepts in detail. These skills focus on handling thoughts and feelings in a new way, so they take practice to learn. It's worth the time and effort to master them because they can be used now and throughout life. An IOP group is an ideal setting for gaining these skills because the program provides structure, dedicated time, expert guidance from a clinician, and social support from peers to stick with it.



## What is recommended after graduation from IOP?

After graduation from IOP, we recommend transitioning to individual therapy and psychiatry services. Typically, individual therapy is scheduled for 1 hour each week and psychiatry appointments are monthly or quarterly.

This ensures support is still available regularly, though less frequently, as your child steps down from a more intensive therapy focus.

It also helps to support ongoing skill-building and increasing the ability to apply coping skills successfully in a variety of real-life situations and challenges.





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# Getting Ready for Group

Once a start date is confirmed, the lead therapist will email you information about the group including dates, times, and the location. We invite you to respond to that email to confirm that we have your correct contact information.

Our team provides regular updates on progress in treatment and we want to be sure they reach you!



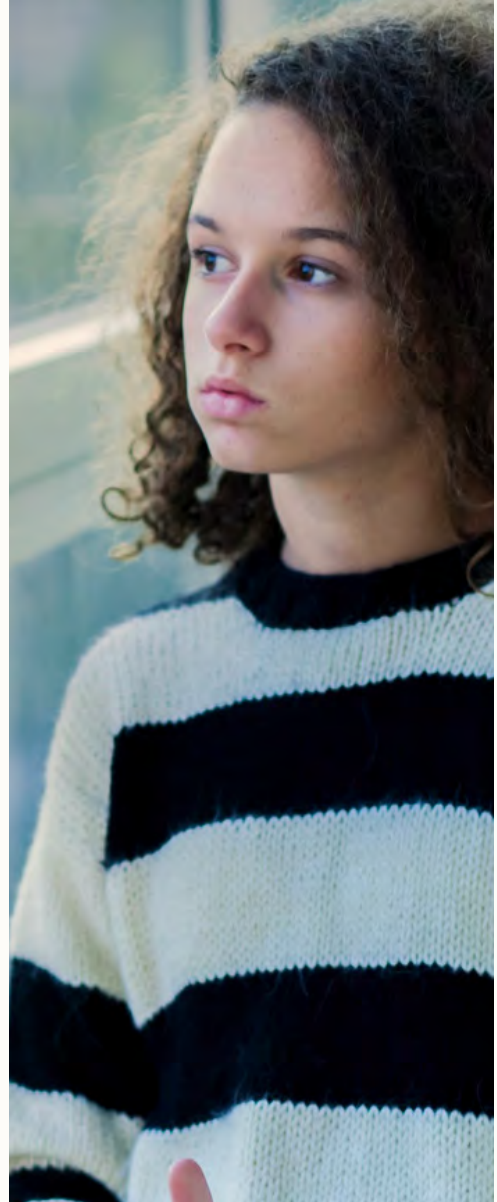
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# What can my child expect on their first day of group?

On the first day of IOP or PHP the group therapist will meet you and your child in the lobby, 5-10 minutes prior to the group start time. The therapist will make introductions, provide a brief tour of the office and group room, and go over group guidelines and expectations. Once this is completed the facilitator will walk you both back to the lobby to gather the remainder of the group to get started for the day.

Once in the group room, clients place electronic devices into a container (to limit distraction and for confidentiality purposes), take a check-in sheet, pen, and clip board, and choose a seat. Each group member is invited to use the check-in sheet to communicate how they are feeling and how the group can help support them that day.

The check-in sheet includes evidence-based screening measures that can help the therapist to assess safety and track progress in treatment.



The therapist will lead the group in introductions and will go over the guidelines for the group, which we've also included below. Each group session will include a lesson and activity plus opportunities for each member to share. IOP includes a 10-minute break for a snack and restroom break. PHP includes periodic breaks throughout the group session.

# Introduction, Midpoints and Discharge Sessions

An introduction session is scheduled with you and your child to discuss group expectations, answer questions, and create the treatment plan.

The midpoint session is scheduled with the goal of meeting with you and your child to discuss progress, approximate graduation date, to begin creating an aftercare plan, and discuss any feedback.

The discharge session follows the same format as the midpoint session, and we'll also confirm group graduation date and provide treatment recommendations for follow-on care.



# Attendance & Safety

Based on an extensive body of research, clients achieve the best results when they regularly attended the full course of therapy appointments – and we want to help your child achieve the best possible outcome for the time you invest in therapy.

We understand that occasionally, your child might not be able to attend a group session. If that happens, please notify the facilitator 24 hours in advance. This can be done via email or by calling the administrative team at our main phone number. As there is often a wait to enter these specialty groups, after three absences we may invite a waiting client to take your place in the group. We fully support and welcome your return in the future when your schedule permits attendance.

For safety purposes, once a group member enters the building, they may not leave the building until group is dismissed unless their parent or guardian permits their departure.

Controlled substances (nicotine, drugs, alcohol, etc.) are prohibited in our facilities.



# Adolescent Group Guidelines

## Review as a Family

### Confidentiality

- Most of what said in the group is confidential indefinitely, which means that what was discussed in the group will not be shared anywhere else. However, it's ok for you to share what you learned in group!
  - There are a few specific things that therapist must tell others if we learn about them. These include:
    - Any thoughts, plans, or attempts to hurt yourself or someone else.
    - Any indication that you are being harmed or that your basic needs (food, water, shelter) are not being met.
  - When we say “tell others” that includes your parents or guardian and may include other professionals like therapists, emergency room staff, police officers, etc. We will only tell them the minimum amount of information needed to keep you safe.
- At times, it's helpful to share other information about your treatment – but we will meet with you and your family to ensure everyone is aware of what that will include. Each person is unique in what they would like to share so it's best to have a conversation just with you and your family, so we're all on the same page.
- If you see one of your therapists in a public place, we will not interact with you unless you choose to say hello to us first. We do this to protect your privacy because you might not want to discuss how you know us – and it's your right to choose to tell others or not.

# In-Group Expectations

- It's tough to start sharing in group – but it's worth it! The more you share, the more we can offer support and feedback. Group is a safe place to practice skills!
- Group is a judgment-free zone. Try not to use terms such as “good” or “bad” when talking about yourself or others. Instead, try using words such as “healthy” or “adaptive.”
- Feedback is used to support and relate to each other. Our goal isn't to “fix” anyone. We want to understand and support each other. One way to help is to share things that worked for you in the past such as by saying, “when I experienced that, this helped me” to offer support.
- If you experience moments of strong, painful thoughts or feelings during group, first use your skills to help tolerate the distress until it lessens. If needed, you can signal to the group leader that you'd like extra support and a facilitator will step in to help.
- As we practice healthy relationship skills together, we encourage group members to actively set boundaries around difficult topics. For instance, it's ok to ask, “Can we change the subject?” There is no pressure to share why you need to set that boundary. We trust that you need to do that.
- Please be aware of language, tone of voice, or details that might be upsetting to others. This includes using curse words or inappropriate language or other potentially upsetting content.
- Tissue rule – feel your feels. In therapy we encourage you to feel your feelings. It's a safe place. Tissue boxes are placed strategically around the room.
- We collect phones at the beginning of each group to make sure the group is private and to help limit distractions.



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## Parent Group

Transitions offers a biweekly Parent Group as part of the pre-adolescent and adolescent IOP and PHP programs, although all parents of Transitions' clients are welcome to join. The group provides a glimpse into the skills and activities that are presented in detail during our IOP and PHP programs. Each session includes a check-in, which focuses on your child's progress, followed by an opportunity to learn the skills that your child is also learning and practicing.

These skills include communication styles and tools, boundaries, and science-based strategies for coping with painful thoughts and feelings.

Parents that participate noted the group provides a place of support for them, and they are also better prepared to help their child practice skills at home.

The group meets bi-weekly on Wednesdays, from 6:30 pm – 8 pm virtually. If you wish to join this group, please reach out to the group facilitator or our administrative staff and we'll send you the link to join.



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# How to Stay in Touch with Us

## Group Therapy

Prior to the first day of group, you will receive an email from the group facilitator with their contact information as well as details about the group. Please feel free to communicate with the lead facilitator at any time through their direct email or through your patient portal in the Opus system. You can also give the administrative team a call for assistance during business hours at (602) 363-0629.

## Important Contact Information

Please feel free to email or call us with general questions about billing, office hours, etc.

- Transitions team main phone number:  
[\(602\) 363-0629](tel:(602)363-0629)
- Billing Questions:  
[billingtransitions counseling and consult.com](http://billingtransitions counseling and consult.com)
- Administrative Questions:  
[helptransitions counseling and consult.com](http://helptransitions counseling and consult.com)

## How to Access the OPUS Patient Portal

There are two ways to access the OPUS Patient Portal:

1. Go to our website at [www.transitionscounselingandconsult.com](http://www.transitionscounselingandconsult.com) then click on the green “Patient Portal” button on the upper right-hand side of the screen (or the top of the screen if you’re using your phone).
2. This will take you directly to the OPUS Patient Portal Link:  
<https://tcc.portal.opusbehavioral.com/welcome>

## Our Main Website and Social Media Pages

We’d like to invite you to visit both our webpage and our social media sites – we regularly post updates, resources, and articles that many of our clients and their families find helpful!

Transitions Counseling webpage: [www.transitionscounselingandconsult.com](http://www.transitionscounselingandconsult.com)

Facebook: [www.facebook.com/transitions counseling az](http://www.facebook.com/transitions counseling az)

Instagram: [www.instagram.com/transitions counseling az](http://www.instagram.com/transitions counseling az)



Although our webpage and social media pages have messaging features, please only use the OPUS Patient Portal or our main phone number for any non-emergent communications that are related to your mental health care.

***If you are in crisis or have a mental health emergency, please call the National Suicide Prevention Hotline at 988. If an emergency occurs, please call 911 immediately. Please also note that email and social media should never be used for urgent or emergency issues.***