



PROS NEWSLETTER

A Resource for Personalized Recovery Oriented Services

In Our Own Words: Success Stories from PROS



Reisha is a successful peer advocate specialist, who has been involved in peer counseling and peer run classes. She has facilitated peer support groups at the Allegany Rehabilitation Associates PROS. Reisha is currently working on a newsletter with other participants in the program regarding mental health issues.

A Challenging Past

Reisha describes her past as “challenging, with a family as dysfunctional to the max.” A lack of stability pervaded every part of her life. Living in poverty, her family moved from place to place, staying with her mother’s friends. She experienced abuse as a young child and was diagnosed with ADHD, which made school difficult for her. In school, she was an easy target for bullies and has never forgotten the ridicule and abuse she suffered.

At age 17, Reisha suffered her first psychological break. She overdosed and ended up in a mental health unit in Rochester for a month. “It was so scary,” she said. During this hospitalization, Reisha was first diagnosed with serious mental health conditions. She hit rock bottom four years ago, after a conversation in which a family member said she wasn’t smart enough to go to college and that people may make fun of her there just like in high school.

Bringing Myself Back Up

“Maybe I had to hit rock bottom to begin bringing myself back up,” Reisha reflected after starting to attend PROS in 2014. **She said that PROS has helped her to understand that “mental illness is a diagnosis, but it does not have to be everything that I am. I am a person with talents and strengths. I am going to have bad days just like everyone else, but I can overcome them.”**

Through groups and services at PROS, Reisha has been able to develop coping skills for managing her symptoms, and has improved her communication skills “so that others cannot just tell me that I won’t amount to anything – without me giving them my own thoughts about it.”

Reisha developed a plan. It began with leaving the past behind her. “A year ago, I was homeless; lost everything I owned in a house fire and had nowhere to go. One day, everything finally clicked. I knew I had to love myself and accept my disease. This helps me to establish positive relationships with others. I began to experience empathy, which I never had before.” Reisha feels that starting her newsletter at PROS has been a big step in helping herself and others see that mental illness does not have to define who they are as a person. This has led to friendships and positive experiences for both herself and others within the program.

Excited About the Future

Her future life plans now include getting tutoring, going to a community college, and then onward for her Masters in Art Therapy. Art and creativity had been her only refuge through the dark years, and she was able to express her pain, isolation, fears, and anger with art when she could not put it into words. Reisha is hopeful that she will be able to provide that same outlet for others who struggle with mental health challenges.

At 36, Reisha is excited about her future. She is grateful for the help she has received at ARA PROS with learning more about her mental illness and how to manage her symptoms in order to have the life that she wants. She has a strong support network and caring friends. Reisha is hopeful that more people will realize that there is help out there for people like her and that recovery and a positive life is possible with a mental illness. Reisha continues to help others and is a messenger of hope to the people whose lives she touches.

OMH thanks Reisha for sharing her personal story! To submit a story for this column, please contact Laura Davis for submission guidelines at laura.davis@omh.ny.gov.

Highlights of the Revised PROS CAIRS

The revised PROS CAIRS has been released! The new system was designed through the partnership with and feedback from many PROS programs. The revamped system captures more information including physical health, substance use, and a participant's progress toward achieving life role goals.

PROS programs can now capture more detailed data for measuring overall program performance, as well as specific progress related to employment and education. PROS CAIRS is now a more efficient, simplified tool for programs to use for tracking program and participant data, while better reflecting the recovery oriented philosophy of the model.

In addition, practitioners' efforts to aid a person's recovery that previously were completed "behind the scenes" can now be more naturally incorporated into direct PROS services, as PROS programs encourage clinicians to complete CAIRS using Concurrent Documentation when appropriate. This change may result in opportunities to stimulate discussions with PROS participants. With practice, practitioners can evolve their use of CAIRS in a person-centered manner so that it becomes a clinical tool used during IRP Planning or CRS-Assessment, and billable when completed in a particular manner.

New CAIRS screens have significantly fewer keystrokes, embedded tips, and some auto-populated sections to eliminate redundancy. There are also new opportunities to include a participant's subjective responses, including a Likert scale to rate their own perception of their personal progress towards their goals and objectives. By gathering information in new ways, for example, about substance use, PROS leadership can identify new tools and training that may increase the program's ability to assess and treat co-occurring disorders as they respond to staff training needs and participants' clinical needs.

Programs may need to adapt their practices to adjust to reporting requirements. Follow-Up Dates are now auto-populated like Registration dates and are **no longer editable**. There is a six-week grace period, which allows for follow-ups to be completed two weeks prior through four weeks after a Due Date to accommodate staff absence or weekends. The Discharge Date is also now auto-populated and **not editable**.

Indications are showing that the changes have been well received. We encourage you and your staff to explore the full potential of the revised PROS CAIRS.

Technical Assistance for PROS CAIRS Users

PROS staff can view a pre-recorded (one hour) training on the new PROS CAIRS:

<https://meetny.webex.com/meetny/lsr.php?RCID=cdfafb3af89e44e4986b-f5349e33fce1>.

For any additional questions or concerns related to the new PROS CAIRS including reports, contact: Kelly.Housler@omh.ny.gov

For questions about OMH Security Tokens, login issues, or password resets contact: helpdesk@omh.ny.gov, or the **brand NEW 24/7 ITS Service Desk:** fixit@its.ny.gov, or dial **844-891-1786**.

- If you don't login to CAIRS for one year, your access will be deactivated. At that point you will be required to submit a new RFA.

For assistance with completing the Request for Access forms for new users to access PROS CAIRS, contact: Laura.Davis@omh.ny.gov.

- To have the highest level of access to CAIRS, request "local admin" as the security group. This will permit you to read/write/edit and access reports, and more.

For new users of PROS CAIRS a pre-recorded technical assistance training on the basics is available at <https://meetny.webex.com/meetny/ldr.php?RCID=0c-9568f7469eab7d0f9befe01330e303>.



Clip this box and SAVE it for reference!

ALERT! Mental Health Diagnoses in the Revised PROS CAIRS

Note: an email providing further information, including screen shots, was sent to PROS Program Directors on January 5, 2017.

It has come to our attention that the diagnoses that are currently available for use in the Mental Health Diagnosis field have been changed. We learned that ICD-10 diagnoses without a comparable DSM-5 diagnosis are no longer available for use in the Mental Health Diagnosis field.

Programs that are using ICD-10 solely are especially impacted by changes on the Diagnosis tab. **Thank you to the programs that have shared about the impact of these changes on the programs' ability to complete Admissions, Follow-ups, and Discharges in a timely manner.**

Please know that we have submitted a request for all ICD-10 diagnoses to be reinstated for use in the Mental Health Diagnosis field. We will update programs when there is a decision.

In the meantime, we encourage programs to select an appropriate diagnosis that has a comparable DSM-5 diagnosis. We recognize that programs wish to remain current on consumers' cases in PROS CAIRS, yet they may not have access to psychiatry time to rediagnose consumers in between appointments.

Tip: When appropriate, consider selecting one of the "Other Specified...disorder" or "Unspecified ... disorder" diagnoses for use in the Mental Health Diagnosis field. This will allow users to complete PROS CAIRS screens in a timely fashion in between MD/NPP appointments. Of course, a proper diagnosis can be identified at the next MD/NPP appointment.

Please contact us with any questions or concerns about this issue at: Kelly.Housler@omh.ny.gov.

NYAPRS Rehabilitation and Recovery Academy 2016: Realizing the Vision, Achieving the Value

This year, the NYAPRS annual November conference, formerly known as the “PROS Implementation Academy,” was renamed the “Rehabilitation and Recovery Academy.” The event was a remarkable success with more than 300 attendees traveling to Albany from all over the state.

This year, NYAPRS welcomed new Home and Community Based Service (HCBS) providers, who joined the PROS providers, to look at how to build on rehabilitation and recovery philosophy to provide value based services in the managed care environment. There were many excellent presentations and workshops – a highlight of this year’s Academy was a series of workshops presented throughout the two days by Marianne Farkas, Director of Training, Disseminations, and Technical Assistance from Boston University’s Center for Psychiatric Rehabilitation.

The OMH PROS Team thanks NYAPRS for this successful event created in collaboration with the Coalition for Behavioral Health and the Center for Practice Innovations, and OMH.

A great takeaway from the NYAPRS 2016 Academy:

It is important to be able explain “recovery” quickly and clearly. Can you?

Working on Recovery with someone is...

- Moving beyond symptom reduction to helping them reclaim a meaningful life;
- Using evidence based practices to help someone regain vitality through building hope and identity;
- Working in partnership with them to offer choices to develop their personal skills to reach their life goals. It is not about compliance with the professionals’ plan.



Announcements

- ✓ **The Coalition of Behavioral Health Agencies in NYC recently changed its name to the Coalition for Behavioral Health.** The Coalition for Behavioral Health is the umbrella advocacy organization of New York’s behavioral health community.

The Center for Rehabilitation and Recovery is a division within The Coalition for Behavioral Health whose mission is to increase service access and quality so more people can achieve the promise of recovery by fostering change through clinical training, organizational development consulting, information dissemination, and cross-system collaboration. OMH is thrilled to partner with The Center for Rehabilitation and Recovery (The Center) to provide training and technical support to PROS providers. Though The Center is New York City based and serves the NYC PROS community, its skills and expertise often reach all PROS programs throughout the state through initiatives and guidance.

The PROS Team at The Center includes Director Bradley Jacobs, Amanda Saake, Emily Kingman, Melissa Thomas, Margie Staley, Pat Feinberg and Deborah Short. To learn more about the Coalition for Behavioral Health and its Center for Rehabilitation and Recovery, visit: <http://www.coalitionny.org/> and The Center at: http://www.coalitionny.org/the_center/about_us/.

- ✓ **The PROS Provider Showcase is a new feature on the NYAPRS PROS Clearinghouse** which highlights providers with creative curriculum to share. Currently showcased is the Service Program for Older People PROS (SPOP), which is recognized for its creative work with people to manage their physical and mental health.

Gateway PROS was the first to be featured for its contribution of a holistic wellness curriculum that recognizes that recovery and rehabilitation involves the body and mind, and includes references such as the Food Education for People with Serious Psychiatric Disabilities as valuable resources.

Many PROS providers are doing great work and if you are interested in featuring your creative work, contact Ruth at NYAPRS at ruthcw@nyaprs.org. Check out the PROS Provider Showcase at <http://pros.nyaprs.org/featured-pros-provider-of-the-month/>.

Resources

The PROS Overview Webinar (approximately 30 minutes): Provides a basic overview of the PROS model as well as a description of the PROS Unit that is used for billing. This recording can be used to train new program staff, agency leadership and can also be shared with Managed Care Organizations (MCOs) in an effort to help explain the PROS components, services and billing.

<https://meetny.webex.com/meetny/ldr.php?RCID=7c0c788518d54f8374bfd97664eed393>.

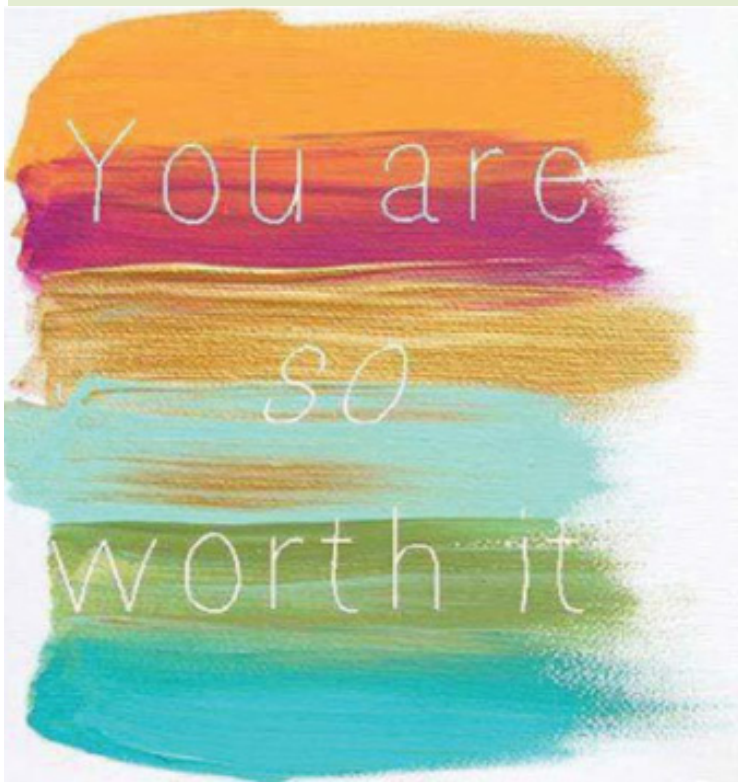
NYESS Master Training for Employment Specialists: Teaches the required elements of NYESS. This is the standard, in-person, initial training on how to use NYESS, and is intended for new staff learning the system. Please register with Sabrina Devine at sabrina.devine@omh.ny.gov, or at 518-473-6579

- Syracuse - March 7 – 9 a.m. to 1 p.m., Hutchings Psychiatric Center, 545 Cedar St., Suite 102 Syracuse, NY 13210
- Albany – March 15 – 9 a.m. to 1 p.m., Office of Mental Health, 44 Holland Ave., 1st FL., CIT Room, Albany, NY 12229

SAMHSA's Recovery to Practice (RTP) Newsletters: RTP webinars expand and enrich topics addressed in the quarterly newsletter for behavioral health practitioners and others interested in recovery-oriented care. If you are not receiving the RTP newsletter, you can [sign up](#) today!

The National Council on Behavioral Healthcare (NCBH) has produced a series of short videos for New York State to help implement best practices for integrated care. Examples:

- Motivational Interviewing and Warm Hand-off (five minutes): <https://www.youtube.com/watch?v=GpSU7zMZ6xA>
- What Does Recovery Mean to You? (two minutes) from NCBH: <https://www.youtube.com/watch?v=pEtJiGIEVX0>



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NATIONAL SUICIDE PREVENTION LIFELINE
1-800-273-TALK (8255) | suicidepreventionlifeline.org

 facebook.com/nysomh  twitter.com/nysomh  youtube.com/nysomh

The New York State Office of Mental Health has created this inspiration card and many others like it as part of its community outreach. Programs are free to print and distribute. For more information or a printing template, contact Laura.Davis@omh.ny.gov



This newsletter is written by the Bureau of Rehabilitation Services and Care Coordination at the New York State Office of Mental Health.