



PROS Newsletter

A Resource for Personalized Recovery Oriented Services

Spring 2016

PROS Clearinghouse



There are now more than 90 PROS programs throughout New York State! Combined, all programs have a broad wealth of experience and creativity. The PROS model is a structured approach to rehabilitation, so each group service should follow a curriculum to best help participants reach specific objectives towards their life role goals. With such diversity and creativity among PROS program, creating group curricula need not be done in a vacuum. There is a lot we can learn from each other!

To provide us with a network of sharing, NYAPRS recently updated its *PROS Clearinghouse* website to provide PROS-specific information and curricula. The website has a slight name change because it contains more than curricula. There is a great deal of information that programs can use to improve overall service delivery and to help new staff understand recovery, rehabilitation and the PROS model.

One of the most striking features of the website is the ability to share your curricula with the PROS provider community. With the support of a number of PROS programs, the site already has more than 60 curricula archived to share, with plenty of space to continue to expand these resources. On the site, you can discover lesson plans that suit your program's needs, or see fresh ideas that inspire you to adapt and grow your own group service schedule.

We urge you to review what is already on the site and to participate in sharing your favorite curricula with other PROS programs statewide. To share your curricula, go to <http://PROS.nyaprs.org>. Whenever possible, share a sample of the specific, daily lesson plans used as part of your curriculum.

On the Curricula page hit the "share" button and follow the prompts to upload a copy. You will also be asked to upload a copy of your agency logo to be posted on the Curricula Contributing Provider page as recognition and appreciation of your support.

Know: Synthetic Street Drugs

There has been a significant increase in the use of synthetic street drugs statewide. In some areas, these cases are overwhelming emergency rooms and clinics. The New York State Office of Alcohol and Substance Abuse (OASAS) offers information on its website that will be useful for program staff seeking to be informed when developing strategies to assist program participants who may have involvement in substance use.

- ✚ For clinical guidance on K-2: <https://www.oasas.ny.gov/AdMed/recommend/CGD2013.1Synthetics.cfm>
- ✚ Within the OASAS information, there is a downloadable training package: *Will They Turn You Into a Zombie? What Clinicians Need to Know about Synthetic Drugs.*

The purpose of this introductory training package is to provide clinicians from a variety of work and educational backgrounds with a detailed overview of synthetic drugs, including substances known on the street as K2, Spice, and Bath Salts. The presentation seeks to raise awareness by defining key terms, describing the main classes of synthetic drugs commonly available, presenting available data on the extent of use, providing information on how to identify and assess individuals who are

In My Own Words: PROS Participants Share their Successes

Submitted by a 24 year old woman in Upstate NY:

"I cannot believe that I am finally writing my success story! I came to PROS with the goal of feeling confident in order to find employment and to find ways to cope with my stresses. At the time, I didn't know what kind of job to look for. I was afraid of getting a job and not being able to handle it.

"Several counselors helped me role-play for various challenges I was facing. Finding a clinician was extremely difficult and important for me. I role-played with staff for initial appointments to check out three different therapists. After a year of searching, I am proud to have found a wonderful therapist outside of PROS who is a good match for me.

"Here are other skills that I now have because of PROS:

1. I have coping skills to cope with my anxieties and stresses. I developed these skills through my PROS classes and trying things on my own. I used Consumer Center Family Consultation (CCFC) to improve communications with my family. Now I have a larger, stronger circle of support. I never thought of this as a coping skill. I have made several friends at PROS who have been there for me when I was feeling down and encouraged me in achieving my goals. I use swimming at a local gym as a coping skill. Trying to keep myself busy is a coping skill. Sometimes I have more than one activity in the same week. Having things to look forward to helps keep me going.
2. Problem solving—Before PROS, I always went to others to problem solve. Through my class called

"Critical Thinking/ Solving Problems," I learned the steps to problem solve. A few times I applied what I learned to my volunteer work.

3. Leadership skills and people skills - I led a Survival Spanish activity for beginners for a semester at PROS. Thanks to staff for encouraging me to take this on and supporting me. I gained more leadership skills through this experience and from being a lunch volunteer and occasional tour volunteer.
4. After being in PROS, I now understand what my mental health symptoms are. I have a relapse prevention plan, which I never had before. I now have used parts of my plan when I have gone into periods of relapse. This has helped me to make informed decisions in my recovery.
5. Lastly, I would like to thank the supported employment staff and my PROS counselors for using Individual Placement and Support. Using Individual Placement and Support, I created my own schedule of topics to discuss and worked on figuring out what I wanted to do for employment. I have already begun to apply for medical secretary and administrative assistant positions, but filing job applications takes longer than I imagined."

OMH wishes this PROS participant the best as she moves forward! OMH thanks her for letting us all know what PROS can do. If your PROS would like to submit a story, please send an email for guidance to Laura.Davis@omh.ny.gov.

April 1 NYS DOH Letters

Health and Recovery Plans (HARPs) are a health plan benefit that provide access to a cadre of Behavioral Health Home and Community Based Services (BH HCBS) that some Medicaid beneficiaries are eligible to receive. In upcoming months, PROS participants may receive letters to inform them that they are eligible for HARP.

Most participants will be passively enrolled into a HARP product, unless they call their health plan and choose not to. This process has been completed in New York City. If participants in your PROS program receive letters from the New York State Department of Health (DOH) regarding passive or active enrollment in a HARP, it is worth taking the time to discuss the participants' options as well as make them aware of the potential for new Home and Community Based Services (HCBS) services. We encourage provider agencies to be familiar with this process and the new menu of services. More information about the BH HCBS Waiver is available on the OMH website. To view a sample letter from DOH, visit: <https://www.omh.ny.gov/omhweb/bho/docs/doh-hf-outreach-sister-plan-sample.pdf>.



NYESS and Ticket to Work

The New York Employment Support System (NYESS – pronounced “Nice”) is a computer-based cross-agency, case management application for tracking vocational services to individuals. It can be an important resource in job development.

- NYESS coordinates access to all employment services and supports offered in New York State, regardless of the state agency system providing or funding such supports.
- Staff providing Individual Placement Services, or the ORS component in PROS, can use NYESS to provide job-related supports to individuals including benefits management, resume-building, **Ticket to Work** tracking, and accessing tax credits.



PROS providers accessing NYESS can be part of OMH’s Employment Network. This enables agencies to participate in the Social Security Administration’s **Ticket to Work** initiative with coordinated documentation. SSA’s **Ticket to Work** program provides financial incentives to employment service providers through “milestone payments” when they help people with SSA benefits (SSDI/SSI) get jobs.

NYESS facilitates collaboration between several participating New York State agencies to help individuals find and keep jobs. It is part of New York State Department of Labor’s One-Stop Operating System, which connects job seekers with employment opportunities in the New York State Job Bank.



If your PROS program has not connected to NYESS, contact Andrew Karhan, NYESS Director Employment Programs, at (518) 474-9892 or at: Andrew.Karhan@omh.ny.gov.

Technical Assistance File

- **The Managed Care Technical Assistance Center (MCTAC) Glossary**, <http://glossary.mctac.org/>. MCTAC can help PROS understand how to work with managed care organizations, with details about HCBS for those who are HARP eligible – including offering a list of acronyms, a glossary of terms, a *Managed Care Language Guide*, and other timely resources. OMH recommends that all PROS providers subscribe to the MCTAC listserve.
- **MCTAC Readiness Assessment**. The most critical step for agencies to prepare for the transition to Medicaid managed care is to assess a number of strengths and identify areas that need increased capacity and attention to thrive in the new reimbursement system. MCTAC offers a readiness-assessment tool for respective agency leadership and management team members to complete. The purpose of this assessment is to determine the degree to which your organization is prepared for critical changes across domains of managed care.

MCTAC evaluates all completed survey responses and provides back to agencies aggregate-readiness metrics, both on an organizational level and in comparison with other agencies across the state. Readiness assessment responses are *completely* 100% confidential. Only aggregate statewide and regional data, not individual agency-level information, will be shared with state government officials to help to inform their work coordinating the transition to managed care. Interested providers can view the OMH/OASAS adult provider readiness assessment, released in the fall of 2014, [here](#), or contact MCTAC.info@nyu.edu for information.

Archives: Webinars & Resources



“Using CAIRS – A Refresher” webinar

This webinar is a refresher for PROS staff who have not logged in to CAIRS in a long while. (45 min 23 sec)

<https://meetny.webex.com/meetny/lr.php?RCID=ffda607421964a219a813ef1118cd121>

OMH Grand Round recordings will provide training for staff looking to help individuals with co-occurring disorders:

- Synthetic Cannabinoids: An Emerging Epidemic.
<http://www.omh.ny.gov/omhweb/bps/150916-synthetic.html>
- Tobacco & SMI: Bending the Deadly Curve (January 21, 2015)
<http://www.omh.ny.gov/omhweb/bps/150121-tobacco.html>

The Employment Resource Book is a comprehensive, action-oriented guide developed by the Center for Practice Innovations and Columbia University that will provide strong support to help individuals with mental health conditions to prepare for, find, or retain employment. Download a copy of the guide at no charge at:

http://practiceinnovations.org/Portals/0/Instructions/IPS/workbook_final_online_03-30-14.pdf.

CPI has developed two new mini-modules - "infomercials" which provide information and uplifting messages about important topics. Designed for consumers and family members, these can view these modules on their own or with practitioners, and don't require a login or password to view. These modules can be used to engage individuals in discussions about these important topics, their personal relevance, and possible next steps in pursuing services:

- **"Dual Recovery"** is a 5 ½ minute module that focuses on co-occurring mental health and substance use problems. It explains integrated treatment and makes the point that dual recovery is possible. You can view this module by clicking on the photo below:
- **"Considering Work"** is a 4 ½ minute module that focuses on competitive employment. It makes it clear that individuals diagnosed with mental illness can and do work at jobs that meet their interests. It introduces the Individual Placement and Support (IPS) supported employment approach and CPI's Employment Resource Book.

Access these CPI's resources in the consumer/family portal by:

- Visiting CPI's website at <http://practiceinnovations.org/>
- Clicking on the "Consumers and Families" tab at the top of the home page.
- Clicking on the resources that are of interest to you.

SYNTHETIC STREET DRUGS *Continued from the front page.*

using synthetic drugs, and presenting clinical implications of synthetic drug use.

A series of slides have been included for audiences who have little or no familiarity with psychoactive drugs and substance use disorder-related terminology. Case examples and clinical case studies have been inserted toward the conclusion of the presentation to encourage dialogue among participants, and to illustrate how the information presented can be used clinically. The duration of the presentation is approximately 1.5 to 2 hours.

While you are visiting the OASAS website, you may also wish to check out the list of brief communications from the OASAS medical director on emerging issues in addiction, found under the FYI's tab on the left margin.



Office of
Mental Health

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