

# PROS Newsletter

A Resource for Personalized Recovery Oriented Services

Fall 2015



## MCTAC.org

The Medicaid Managed Care Technical Assistance Center (MCTAC) is a valuable resource for all behavioral health community providers seeking to better understand the changes to the health care delivery system underway. MCTAC provides a variety of tools and trainings to assist providers with improving their business and clinical practices as they navigate the changing healthcare environment.

MCTAC's goal is to engage and provide free resources to all 877 OMH and OASAS licensed agencies in NYS as well as for those organizations interested in providing Home and Community Based Services (HCBS) as part of the transformed system. Their in-person and web-based trainings are designed to reach as many providers as possible and always include the opportunity for individual questions. MCTAC will also be launching intensive implementation learning communities for groups of providers to work together to assess an area of readiness and implement a plan to increase capacity in a specific area.

Visit their [webpage](#) for archived information and news, and register for their announcements.

## A PROS Check-up

Ongoing evaluation of the overall health of your PROS program is beneficial in many ways. The OMH PROS Team from Central Office, along with OMH Field Office staff, have worked with numerous agencies in the past several months to evaluate the overall health of PROS Programs through Quality Improvement visits.

During these visits, OMH PROS staff meet with program leadership to review billing data and billing processes. Specifically, we help programs review their utilization data from various sources and determine if the PROS is fully capturing billing for all appropriate services.

We also discuss referral sources, Pre-Admission practices, and explore opportunities for improving engagement by evaluating the program schedule. These discussions help identify issues/challenges related to engagement and service delivery. We've learned that it is especially critical to have a robust program schedule in place to offer a variety of services at the appropriate times to meet participant needs.

If you think your program could benefit from a Quality Improvement visit, please contact Liam McNabb, Director of the Rehabilitation Services Unit at (518) 473-8561.

# PROS Reporting Requirements on Employment

Employment support is one of the many opportunities PROS can offer to help an individual discover or rediscover his or her identity. Employment is a tremendous outcome for any mental health program striving to achieve and demonstrate success. Achieving integrated and competitive employment has been shown to improve mental health status, improve quality of life, and reduce inpatient hospital use and psychiatric crisis services.

In order to offer employment services and supports through vocational staff and services not eligible for Medicaid reimbursement (i.e. job development), PROS programs receive Vocational State Aid (OMH Funding). Every PROS program is expected to have dedicated vocational staff embedded in the program and included on the staffing plan.

In addition to Vocational State Aid, PROS programs have access to numerous resources for on-site training and distance learning related to job development, and the evidence-based approach known as IPS through the Center for Practice Innovations (CPI) (<http://practiceinnovations.org/>).

Every PROS program is now required to complete and submit a monthly report that identifies the amount of staff time (FTE) dedicated to employment, percentage of time spent in the community (job development) and specific employment outcomes (number of individuals who have worked competitively during last month, last three months, etc.).

CPI will send the link below to programs on the 10th of each month (asking about the prior month's data) and will collect the data by the 20th of each month. To view the report and specific data requests, click [here](#). This reporting requirement became effective September 2015 and each program will be contacted by CPI.

Many PROS programs are currently participating in the IPS Learning Collaborative and are already submitting this report to CPI. It is now critical for every program to make a commitment to employment and demonstrate the effort through the required monthly report.

Save the Date!  
**NYAPRS 6<sup>th</sup> Annual PROS  
Implementation Academy**  
**PROS: The Pathway to Integration,  
Innovation and Outcomes**  
November 19-20, 2015  
Holiday Inn Wolf Road, 205 Wolf Rd, Albany, NY 12205  
Stay tuned for more information or visit our website at [www.nyaprs.org](http://www.nyaprs.org)

## CAIRS Security Level Access for PROS Staff

### Q. Which box do I select on the RFA form?

#### A. Determine the specific task the staff will need to complete in CAIRS and pick that which fits:

- At least one person on the staff must be given Local Admin access: This allows access to all screens, reports and functionality. If you select "Local Admin" you will have FULL access.
- Choose Basic Adult if the staff member needs 'read only' access to the demographic screens.
- Choose General Adult if the staff member needs 'read/write' access to the demographic information screens and any clinical screens.
- Choose Client Info Update if the staff member needs 'read/write/edit' access to the demographic and clinical information screens. It is recommended choosing "Client Info Update" for staff who need to add PROS participants to CAIRS and who need the ability to edit that information.
- Also, if the staff member needs to run reports, please choose Adult Client Rpt L7 and Adult Agency Rpt L8 (under REPORTS) in addition to selecting a security group.

**Do Outcomes Measurements**

**Be Data Driven**

**Demonstrate Value**

# Healthy Lifestyles



### Active Living Every Day (ALED)

The ALED program helps less active people with or without arthritis to become and stay physically active by incorporating physical activity into their everyday lives. Developed by researchers at the Cooper Institute, ALED is a 12-week program that meets in small group sessions for one hour per week.

Participants do not engage in exercise during the program sessions; instead, they learn different ways to increase their physical activity and make it part of their daily routine. This information is used to make personal decisions about the type, frequency, intensity and amount of exercise that is suitable for each participant.

ALED topics include: Addressing challenges and barriers to physical activity, setting realistic activity goals, time management, developing social support systems.

**If you are interested in offering free evidence-based health promotion and wellness programs, visit the [Quality and Technical Assistance Center \(QTAC\) at the University at Albany](#) to learn more.**

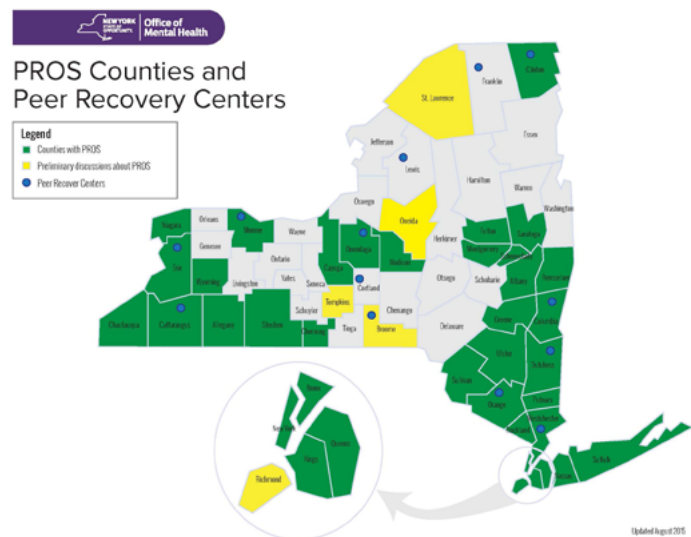
# Statewide Grand Rounds

Statewide Grand Rounds are sponsored by the NYS Office of Mental Health's – Bureau of Psychiatric Services and Research Institute Support and provide OMH physicians with skills and knowledge, based on the latest applicable research findings, relevant to the evaluation, treatment, and rehabilitation of adults and children with psychiatric disabilities resulting from serious mental illnesses.

OMH welcomes viewers from other mental health service systems and professions, and we hope they are of benefit to your staff. This is one way to convey evidence based practices to direct line staff.

Selected interactive videoconferences were previously broadcast live via satellite to OMH facilities and recorded; they are posted on the OMH website. If you would like to view a list of all the archived Grand Rounds, and to access them at no charge, visit the [website](#).

- [In and Out of Jail: Improving Continuity of Mental Health Services](#) (June 17, 2015)
- [Missing the Trees for the Forest: ADHD, Depression & PTSD in Complicated Youth](#) (May 20, 2015)
- [Working with Suicidal Patients: Basics & Beyond](#) (March 18, 2015)



**As of August 2015, there are 90 PROS programs operating statewide, serving approximately 11,000 people!**

## OMH Archives

Search OMH webpages for the following presentations:

- [Balancing Incentive Program archived webinar– Receive enhance payments for PROS providers by serving the “BIP” population](#)
- [Psychiatric Rehabilitation Assessment Tool archived webinar](#) - Learn about the new tool designed specifically for PROS;

Other Archives:

- MHANYS forum: [Employment After Incarceration](#) - A full audio recording of the forum.

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