



Office of  
Mental Health

Fall 2017

# PROS NEWSLETTER

A Resource For All Personalized Recovery Oriented Services Staff

## In Our Own Words: Mike V: 'Finding Wellness'

I have taken health and wellness groups at PROS twice in the last year, and it was such a great help to me! I have physical issues such as high blood pressure, obesity, and back issues. The things I learned in the group, such as what to buy when I food shop, has helped keep my blood pressure the lowest it has been in over five years!

Cutting down on salt intake has been a great help. Since I am also allergic to all fruit except bananas, the instructor always came up with creative ways for me to lower my weight. She came up with many different things with bananas which I love, so I could have variety.

As for food shopping, I learned to read the ingredients on the foods I buy now, something I never did before. A big thing for me was eating during the night, which is very harmful. I no longer eat anything after 8 p.m.; that along with better shopping habits I have managed to lose 12 pounds!

### Success Stories from PROS

I also have sleep issues and I participated in a group that discussed "sleep hygiene." I found that to be very, very helpful. I learned to turn off the television and try to go to bed around the same time every night. And that the bed is for sleeping only – no eating or even reading in bed.

I try my best to keep doing what I have learned from the Eating and Living Well Group at PROS. It has been very important in my life.

**Editor's note:** We are impressed by how motivating the classes at Cove Care Center (formerly known as Putnam Family & Community Services) PROS has been to help MV improve his health and wish him the best in continuing his path to wellness.

## Cultivating a Culture of Collaboration in Rehabilitation and Recovery Services



## NYAPRS Recovery and Rehabilitation Academy

For PROS and HCBS Practitioners

# Save the Date

## November 16 & 17, 2017

The Radisson, 205 Wolf Rd, Albany

Registration coming soon. Visit [www.nyaprs.org](http://www.nyaprs.org).

New York Association of Psychiatric Rehabilitation Services

In collaboration with Center for Practice Innovations and the Coalition for Behavioral Health, Inc.

Sponsored by the New York State Office of Mental Health

# Sarah B: 'Working on My Dreams'

Ever since I was a little girl, I've always felt different. I was a gifted storyteller and had a very creative imagination. Ever since I could talk, I was a master at escapism. Once I discovered I could escape reality through the simple childhood act of pretending, I did it constantly.

My younger cousins used to beg me to tell them stories, asking me: What adventures we were going on that day? What were we going to become? Where were we going to travel through time and why? I day dreamed whenever I could. Anything to become lost and unattached from reality. I read books for hours, usually of the fantasy genre, feeling that deep need to be someone else, anyone else. Anything to fill that emptiness, that void.

## I'm a Survivor

I am a survivor of physical, mental, emotional as well as sexual abuse. My first alcohol and drug use was at the early age of nine. My first suicide attempt at age 13. As I said, I always knew I was different. I knew I needed help. Unfortunately, I never found or received that help until the age of 22.

It was 2009 and I had just lost everything. My grandfather passed away. My husband, Michael, died unexpectedly; I lost my house, my car, my job, and my beloved pets. That was when I was first diagnosed with bipolar, depression, anxiety, personality disorder, and severe PTSD.

I struggled for a long time since then, eight years to be exact. I moved to Plattsburgh in late 2013 and found BHSN PROS in late 2014. I've been coming off and on ever since. The Dual Recovery Module and the Journaling group were very helpful.

In 2015, I found myself in some legal trouble. Last year, a judge asked me to attend BHSN, begin Mental Health Court, and finish probation. The only alternative was sitting and wasting away in jail. I did not want that. I wanted to and needed to change. I needed to grow up. I began going to Dual Recovery Module twice a week, offered at BHSN PROS, and going to mental health court biweekly. This group, mental health court, and my hard work and determination changed my life.

## Openly, Honestly, Safely

The PROS has so much positive support, love, kindness, and patience. It's a place where I can feel safe and go to talk with others like me that can understand and relate. We lean on each other and give each other advice. We learn and grow together. We can share openly, honestly, and safely. We can dump all the negative weight off our shoulders. Because of my counselor at BHSN PROS, the classes, and many other positive supports I have in my life today, I'll be eight months clean in September and no suicide attempts or hospitalizations for over a year!

My counselor and BHSN PROS are also inspiring me to accomplish my life-long goals and dreams. They are assisting me with receiving ACCES-VR services to help me with financial aid so I can start college, hopefully by January. I want to pursue my veterinarian degree. They also helped me lift and build my self-esteem. The staff of BHSN PROS believed in me until I was able to believe in myself. They saved me from myself! Thank you!

**Editor's note:** *It's hard work to start to believe in yourself, and make your daydreams into reality, so it's very exciting to hear this story of your success! Thank you for sharing your experience at Behavioral Health Services North. Best wishes!*

## New PROS Curricula Available

NYAPRS is proud to support the PROS Community with curricula developed by NYAPRS specifically for PROS providers working with individuals on their independent living goals. The focus of these curricula is to assist the people you work with to increase their confidence and their skills to live independently in the community.

These curricula are specifically designed to assist PROS staff when working with people transitioning from Adult Homes and State Psychiatric Centers. The lessons are also valuable to a broader audience within PROS. The curricula are available at no cost to you and we encourage you to review and implement as many as you like. For information, visit:

<https://pros.nyaprs.org/pros-outreach-and-curricula-project>.

To access the Clearinghouse, you will need to register and log in at <https://pros.nyaprs.org>. Additional curricula will be uploaded continuously so we recommend you check back often.

For on-site staff training on a variety of PROS relevant topics, contact the NYAPRS Collective Training Department at [RuthCW@NYAPRS.org](mailto:RuthCW@NYAPRS.org).







## What's in a Name?

### Mental Health Provider Data Exchange (MHPD)

You know that the service delivery system has been changing rapidly for several years now, as we move toward new payment methods for more person-centered services in community settings. Many agencies are joining larger networks to improve care coordination, and to have more influence on insurance companies.

Still, some things don't change. OMH remains the governmental oversight agency that is responsible for setting policy and granting operating certificates for licensed programs. It is very important that providers remember to keep their agency and program information up to date in the OMH database.

While it may seem merely like a bureaucratic task, it is important to keep your information current for several reasons. For example: The database feeds information directly to the "Find a Provider" tab on the OMH website that the public views.

It also is used internally by OMH to track when to license your program, how much your county will receive as state aid, and by the Security Unit to permit your staff CAIRS access, or when the Help Desk tries to assist. In other words, the formal name of your agency matters very much. Your agency leadership can update changes easily by going through the MHPD database online:

<https://www.omh.ny.gov/omhweb/mhpd>.

Through MHPD, you can submit site or agency name changes, you can update contact information, notify OMH that you need to change your hours of operation, and more.

**Please take a moment to check that your information is current to avoid confusion.** Note that changes to the incorporation of your agency resulting from a merger or the use of an assumed name will require review of Department of State filing documents by OMH prior to updating the database.

## Using Successful Outcomes Successfully

Being able to articulate the successful impact of a program isn't about "bragging rights," but a necessity to explain how your efforts help people and how it helps the system of care, including payers.

In an environment where payers are increasingly inclined to enter into value based contracts, it is now more important than ever to know what payers are seeking and to demonstrate how your operations meet their needs.

A recent *Open Minds* article, "In the Land of the Blind," summarized the perspective of payers in terms of what they are seeking in a values-based environment. Here are some of the key points:

- Do the operational basics well.
- "It's hard to have a conversation about values-based reimbursement if you have a ton of claims being denied."
- Do you provide rapid access to care? This has been a significant issue and solving it for a payer is a key step toward helping them keep down costs.
- How are you using data from your EHR? Are you interpreting it and having staff respond to what it indicates?
- Are you using your available data on demographics, utilization, outcomes, and showing efficient use of resources?

You can learn more about how to use data by accessing the MCTAC archived training, "Tools to Support the Development of a Performance Driven Culture," including the PowerPoint slides, brainstorming activity, and assessment, and outcomes visualization tools. Available [here](#).

**Keep asking "How are we doing; how do we know; can we do better?"**

## MCTAC Training in Albany: Nov. 13

MCTAC is excited to partner with Open Minds for an in-person training opportunity to address strategies and actions.

This event will feature representatives from several New York State behavioral health organizations who will share their experience creating partnerships. This training will not be videotaped or recorded, but the slides will be made available on [ctacny.org](http://ctacny.org) afterward.

**The event is free of charge and is targeted toward organizational and agency leadership.**

**Monday, November 13, 2017 9:30 a.m. to 3:30 p.m.**  
**Albany Marriott, 189 Wolf Road in Albany.**

To register, visit: [www.mctac.org](http://www.mctac.org).

## Resources

- **Co-mingling PROS with Adult BH HCBS Recipients.**

The Office of Mental Health has released the following guidance around co-mingling groups of PROS Program or Clubhouse/Psychosocial Club participants with Adult BH HCBS recipients. View guidance [here](#).

- **Behavioral Health News.**

You and your staff may enjoy exploring in-depth coverage on various topics related to mental health through the *Behavioral Health News*. Published quarterly, this is a community resource whose mission is to provide vital behavioral health education to the community. Available in newspaper hard copy or online formats: <http://www.mhnews.org>.

# \$1,007,165

in Ticket to Work funds have been distributed to 19 agencies that operate a PROS.

**Are YOU claiming YOUR share?**



## Tips for Getting the Most Out of NYESS

The Social Security Administration has recently changed the name and address of the federal “Ticket to Work” website from [www.youtickettowork.ssa.gov](http://www.youtickettowork.ssa.gov), to the “Choose Work” site at: [www.choosework.ssa.gov](http://www.choosework.ssa.gov).

Using NYESS

is the way an OMH provider can secure Ticket-



**New York Employment Services System**

to-Work revenue through the Social Security Administration. NYESS is the online case management system utilized by New York State, including OMH, and is identified in the Standards of Care for OMH licensed programs. There are various benefits to using NYESS, particularly as a means to generate addition revenue for your agency through Ticket-to-Work.

NYESS users should:

- Know who your agency’s Security Manager is, because this is the person who can create a new NYESS user account.
- Be sure to look at your agency’s data in the Oracle BI Tab.
- Check out the NYESS Outcome reports to look at the Active Participant Listing.
- Check out the NYESS Quality Control reports to see if you have records entered incorrectly.
- When you have a PROS participant create a new Job Zone account, it will auto-populate a partial record in NYESS, cutting down on staff’s data entry time!

For questions, please contact [andy.sink@omh.ny.gov](mailto:andy.sink@omh.ny.gov), or call the Help Desk at (518) 474-5554.

## Recent Changes in NYESS:

“NYESS – OMH – PROS – APEG” has changed to:  
“NYESS – OMH – PROS – CRS or IR”.

“NYESS – OMH – PROS – ESS” has changed to:  
“NYESS – OMH – PROS – ORS”.

Services funded under the old titles do not need to be changed; they will automatically be categorized using the new titles.



**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.

**Please distribute to all PROS staff.**