



PROS NEWSLETTER

A Resource for Personalized Recovery Oriented Services

In Our Own Words: Success Stories from PROS

My name is Kameron. I am 18 years old trying to make sense of my thoughts and feelings that become extremely overwhelming.

I get bored out of my mind and space out, having a lot of thoughts in my mind. My emotions get stuck, my thoughts build up which cause me to become angry and explode like a bomb. I was anxious the end of my high school education. The intense work and exams of high school, coupled with the transition to applying for college, became a too much. I have had struggles in school in the past and had special education services with PPD, and currently intense anxiety about my future, but I am a good student. I am a good son and brother.

Addressing Stress About College

At the end of senior year, I became tired with a lack of motivation, burned out from the pressure of school work, exams, and the social life of high school. Then the thought of applying for college and then going to college really stressed me out. The anxiety, stress, and fear from past incidents, difficulty leaving the house with a feeling that events from my past or dangerous events might occur and became a challenge for my future.

I have only been at TGCW PROS for a few months and it is fixing my motivation. It is keeping me on my feet. I feel like I am back to my regular schedule. PROS is helping me cope with anxiety, stress, emotions, and manage anger in a positive and compassionate way.

Classes like "Stress management through music" and "Coping through Crafts" help me think more positive than negative. I use the music to reduce stress and express my emotions by using the music to help me focus and meditate on the tune. I play by ear and I analyze what I hear, interpret it, and practice. Then I make sure



'Gaining Control of My Life'

I put it together. This helps me clear my mind and feel good. I get a feeling of knowledge and accomplishment. I feel like I accomplished that mission. It was a no-brainer. As long as I make sure the audience liked it, they enjoyed it then it makes me feel like I did a great job!

Expressing Thoughts Through Art

The art is important to me because it helps me express my thoughts because my thoughts and ideas are hard to put into words. I have a creative mind. I make my interpretations of the given project. I pick the right design and colors and then sketch out what I imagine. It is a form of expressing my thoughts and keeping my mind occupied.

If I hadn't heard about PROS I would be lazy, stressed out, and not motivated at all. Days would drag on and I would be lost in my thoughts until I exploded like a bomb. I am on the path of getting my motivation back together, to learning, and practicing how to vent my emotions in a positive way. I have made great progress in those areas and will continue to work on this goal until I feel ready to make the next life changing goal which is to channel what I learned at PROS by gaining control of my life and become an accomplished film maker.

Editor's Note: Thank you to Kameron for sharing his perspective on how the PROS model is effective for him and we wish him well on his path!

Funding Now Available for Outreach Encounters

The new Adult Home and Psychiatric Center Initiative is designed to incentivize encounter visits in an effort to engage individuals transitioning to community living from long-term settings. Individuals who have lived in Adult Homes or have been in state operated residential facilities (including psychiatric centers, SOCR, and TLR settings) for a long time can benefit from skill development in order to successfully live more independently.

This recorded webinar provides highlights of the initiative: <https://meetny.webex.com/meetny/ldr.php?R-CID=c3f27b9d1553dab91895e33cc8fb04d4>.

Meeting With Potential Participants

The intention of encounter visits is to meet with potential PROS participants and through conversations around hope and recovery, discussions about life role goals using motivational interviewing, an introduction to concepts of psychiatric rehabilitation and integrated treatment, and an overview of the PROS model that they would consider engagement in the recovery process. These encounter visits are intended to inspire an individual to go on-site to explore the possibility of enrolling in PROS.

State funds are now available for encounter visits with this population; we hope that you will pursue opportunities to market the PROS model as an excellent program to promote skill development. To qualify for reimbursement, an encounter must meet the established guidelines.

Any member of the PROS staff may provide an encounter visit, including peer support staff. The reimbursement rate is to cover staff travel costs and time spent in the community meeting with individuals (minimum 15 minute duration) or small groups (minimum 30 minute duration for groups up to eight). For further details, refer to the memo emailed to PROS Program Directors on April 14, 2017. These OMH funds, administered through NYAPRS, are expected to be available until September 2018.

PROS Program Curricula

In addition, OMH is excited to announce that for the first time a set of curricula is being developed specifically for PROS programs. NYAPRS is currently developing curriculum to assist PROS staff meet the needs of this population (and any other PROS participant as well) identified through a survey of adult home residents and staff. The new materials will cover a broad range of topics and each will include specific lesson plans and handouts. These curricula will be posted on the NYAPRS PROS Clearinghouse as they become available. Stay tuned for future announcements!



Keeping Up Team Spirit: Taking Care of Your Staff

"It's so important to do the small things each day that help your staff feel valued," Mary Van Lienshout of Madison County Consumer Services PROS recently said at a regional PROS Forum. This is great advice! Below are two other ways to help keep your team motivated.

Creating a Team Wellness Recovery Action Plan

The NYAPRS Collective training staff is available to come to your program to help your team identify stressors that can lead to job burnout, impact the quality of services delivered, and chip away at team cohesiveness.

Learn how this exciting, evidence based, internationally recognized approach to Creating a Team Wellness Recovery Action Plan can help your team develop inexpensive and simple strategies that can reenergize, refocus, and repurpose your team. The NYAPRS Collective is devoted to increasing organizational and program level systems transformation among OMH licensed and funded programs through intensive, on-site training and technical assistance. Trainings and technical assistance initiatives are offered at your site and are developed with your specific program needs in mind. For more information: <http://www.nyaprs.org/systems-transformation/collective/training.cfm>.

Rekindling our Professional Lives: Overcoming Burnout

This archived videoconference was previously broadcast live and is 1.5 hours in length. Statewide Grand Rounds are based on the latest applicable research findings for a topic, and developed with OMH psychiatrists and physicians in mind, though viewers from other mental health service systems and professions can benefit as well. Rekindling our Professional Lives: Overcoming Burnout features Dr. Jeffrey Selzer, Medical Director, Committee for Physician Health; Director, Northwell Health Physicians' Resource Network; and Associate Professor at Hofstra Northwell School of Medicine & Albert Einstein College of Medicine. For information, visit: <https://www.omh.ny.gov/omhweb/bps/>.

'You've Given Me Enough Recipes, Let Me Start Cooking!'

This is What CRS-SSDS Does!

Structured Skill Development and Support (SSDS) is a service within the Community Rehabilitation and Support (CRS) component.

If your program has not yet begun offering CRS-SSDS regularly, we strongly encourage you to give it a try! Participants enjoy the interactive format and it adds vibrancy to your programming.

While many CRS classes often rely on a lecture format that provides "recipes" on what skills can lead to a healthier life, CRS-SSDS is the "skills laboratory" of PROS. It provides a structured opportunity for participants to roll up their sleeves and start personally testing the implementation of skills and building confidence.

Tell, Show, Do

When planning the curriculum, lessons should be designed using the "Tell, Show, Do" teaching method, and conclude with a debriefing with each participant to determine how well the specific skill worked for them to overcome an identified barrier. Staff needs to remain through the entirety of each session after first providing a demonstration of the skill.

Through a process of teaching, practice, and feedback CRS-SSDS is designed to impart skills for success in life role goals that may include work, school, parenting, or participating in other environments. The service outcome is an increased proficiency in implementing the coping skill or strategy. CRS-SSDS is not intended to teach technical skills, such as how to cook, clean, operate machinery, decorate bulletin boards, or plan events, although participants may be involved in many types of tasks during a CRS-SSDS session.

Here is an example of how a program might provide this service:

"Sue" is struggling to manage hallucinations and has a life goal of employment at a retail store. She has attended several CRS-WSM-Coping Skills classes, and Benefits Counseling, and recently has stated that while she wants a part time job, she is feeling anxious about whether she can actually implement the coping skills discussed in classes. The PROS Counselor suggests trying CRS-SSDS as a way to practice implementing the use of coping skills; Sue agrees and CRS-SSDS is added to her IRP.

During CRS-SSDS, Sue will be involved in selling coffee and tea through the PROS Coffee Shop, where she will need to interact with individuals while operating a cash register that she has never used before. The focus of the service is on the strategies Sue will be practicing to manage her hallucinations while she is involved in stressful situations such as using new technology and juggling multiple tasks.

Role of Staff

At each service, staff will begin with demonstrations of the skill to be practiced that day, such as deep breathing, using eye contact, or and concentration methods. Then, the staff will step back to allow participants to engage in their tasks while the staff remain nearby. Staff must observe throughout the entirety of the session, to offer encouragement and counseling. Staff then spends several minutes at the end of the session providing feedback and debriefing with individual participants to learn how challenging it felt or how useful the skill seemed to be in helping them to overcome their personal mental health barrier. In this example, staff would ask Sue whether using the skill helped her to "tune out" her auditory hallucinations in order to better focus while involved in her task.

PROS is on YouTube!

Jordan Gallant, a college student with a passion for mental health advocacy and who personally understands mental health struggles, was intrigued when she learned about how the PROS model serves participants. Jordan believes it is important to move beyond hospitalizations and medication treatments as the sole means to help people, so she offered her talents to help spotlight the recovery oriented foundation of the PROS model.

Tompkins County PROS opened its doors in May 2016. They quickly agreed to work with Jordan and together they developed a documentary project that includes participants and staff sharing their perspectives. Available on YouTube, this 18-minute long video highlights the lifesaving impact of PROS. Watch it here: <https://www.youtube.com/watch?v=zGniG9Yivjl>.

This video could be incorporated during a Pre-Admission group as a way to open a discussion about the many ways PROS can support people, or used as part of a marketing strategy.



Technical Assistance

New PSYCKES Utilization Reports

The Psychiatric Services and Clinical Knowledge Enhancement System for Medicaid (PSYCKES-Medicaid) is a Health Insurance Portability and Accountability Act (HIPAA)-compliant, web-based portfolio of tools designed to support quality improvement and clinical decision-making in the NYS Medicaid population. Now, to assist all licensed providers improve quality and prepare for managed care value-based payments, PSYCKES has add three Utilization Reports: payer mix, provider network, and service setting and volume reports. Each can be filtered and exported. The webinar and slides specifically about the new Utilization Reports can be found for download here: <http://ctacny.org/training/psyckes-utilization-reports-webinar>. For help with access or technical support (Mon.-Fri. 9-5) contact psyckes-help@omh.ny.gov. For general information on PSYCKES: www.psyckes.org.

NYESS Tips

To look at the Active Participant Listing, check out the NYESS Outcome reports. Also, check out the NYESS Quality Control reports to see if you have records entered incorrectly.

New NIMRS Training Videos

The NIMRS Team is excited to announce a new batch of training videos is now available on the NIMRS Learning Center! These bite-sized videos are easy to follow and teach you step by step the ins and outs of the New York State Incident Management and Reporting System. The NIMRS system allows for reporting of incidents, restraints, and medication events in a real-time environment and eliminates the need for excessive paper-based incident management processes. From linking incidents to updating your computer settings for access, after watching these videos you'll surely be on your way towards becoming a NIMRS champion at your facility! <https://www.omh.ny.gov/omhweb/dqm/bqi/nimrs/videos.html>.

E-mail all **Managed Care concerns** to: omh-managed-care@omh.ny.gov.

Resources

A Toolkit for Effectively Employing Young Adult Peer Providers

This toolkit is specifically for provider organizations that employ or want to employ young adult peers as an integral part of their team. It includes information on how to help them learn to advocate for clients' voices to be heard, effectively using shared lived experience to establish credibility and trust, and collaborating with team members to support clients. It also addresses supervision issues and more. For information, visit: http://www.umassmed.edu/globalassets/transitionsrtc/publications/effectivelyemployingyoungadultpeerproviders_a_toolkit.pdf.

Note: While many peers can benefit from peer certification training, the PROS Regulations do not require a participant to become a Certified Peer to work in a PROS. (Other service delivery models may, such as the new HCBS Peer Support service.)

The Life Skills Manual: Strategies for Maintaining Residential Stability

Available for free upon request from the National Rehabilitation Information Center: <http://naric.com/?q=en/content/order-life-skills-manual>.

Regulatory Change Alert!



Effective immediately, no new waivers will be granted for credentials necessary to be identified as a professional-level staff. Previously issued waivers will continue to be valid.



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.