



PROS NEWSLETTER

A Resource For All Personalized Recovery Oriented Services Staff

In our own words:

Deven: Sharpening job-hunting skills

I came to the Harlem Bay Network PROS in July of 2012. After receiving services from PROS for two years, my PROS Advisor suggested I was ready to begin working on employment as my life-role goal.

With her help, I began to feel confident that I could achieve this goal. I began to work with the PROS Job Developer.

I had work experience but no resume. The Job Developer helped me create a resume. I began working with the Job Developer weekly to find open job positions online; I took weekly groups that facilitated this process, including "Job Search." I also took "Acing the Interview," which allowed me to strengthen my job-interviewing skills.

I applied for a position as a guest services representative at Barclays Center. I was selected for an interview! At that point, I began to meet with the PROS Job Developer every day for interview practice to sharpen my communication skills. We discussed the proper attire needed for the interview. I was offered the job a week later!

I've been working at this position for three years now. This job gave me purpose in life. Being employed has significantly improved my depression and anxiety. The support of my Advisor gave me the confidence to pursue my employment goal. The dedication of the Job Developer helped me find my job. The groups helped me sharpen my skills to land the job.

While I'm employed, I continue to receive services from PROS. I meet with my Advisor for emotional support and I attend groups to help me develop and sharpen skills that will help me maintain employment. I'm so grateful to PROS, which helped me get back on track and fulfill an important life role goal.

Success stories from PROS

Editor's Note: PROS encourages employment as a path to recovery. This participant explained so well how working collaboratively with a Job Developer can impact the success of someone's recovery. Thank you to Deven for sharing!

S.G.: Managing emotions

S.G. began Mosaic's Mental Health PROS program in the Bronx during August 2017 with a desire to work.

S.G. had been previously employed as an Aide for persons with developmental disabilities through her residential program. However, she'd struggled with receiving feedback from staff, setting and maintaining appropriate work place boundaries, and had difficulty regulating her emotions. S.G. presented with these same barriers when starting PROS but built trust with the staff and other participants over time.

S.G. participated in PROS classes, such as "Job Survival Basics" and "Chaos to Control," where she learned and practiced skills and techniques to manage her emotions effectively, set and maintain appropriate boundaries, and communication skills. "I cannot control other people, but I can control myself, remain focused and take deep breaths to help with my emotions," shared S.G.

Continued on the next page.

Is Loneliness the Overlooked Social Determinant of Health?

As the fiscal environment shifts to a value-based payment system, the ability to demonstrate how PROS helps improve health outcomes is important.

The *Open Minds* article “Is Loneliness the Overlooked Social Determinant?” by Sarah Threnhauser (January 30, 2018) looks at how research is beginning to reveal that social connections can have larger effects on health than many existing social determinants of health. The PROS model is well-positioned to address “social health” issues, such as loneliness.

PROS programs can easily incorporate curricula from the NYAPRS PROS Outreach and Curricula Project to provide billable services that address loneliness and its impact on health. *Open Minds* wrote, “loneliness is a growing problem across the developed world – and one that has serious health consequences: Isolated individuals who report frequent feelings of loneliness suffer higher rates of morbidity, mortality, infection, depression, and cognitive decline.”

Former Surgeon General Vice Admiral Vivek H. Murthy noted, “Loneliness and weak social connections are associated with a reduction in lifespan similar to that caused by smoking 15 cigarettes a day and even greater than that associated with obesity.”

Resources for PROS

NYAPRS Clearinghouse offers a free, fully developed PROS curriculum that addresses the need to make friends as a foundation for a healthy recovery is available for download, “Making and Keeping Friends” at <http://pros.nyaprs.org/> and look on the right margin for the Outreach and Curricula Project. Multiple topics are covered in other curricula, now including “Going for the Goal! Goal Setting for Getting Back on Track,”



“Modern World: Using Modern Technology,” “Tools for Tenants,” “Keeping the Peace: Conflict resolution,” “Show Me the Money!: Beyond Poverty and into Freedom,” and more.

‘The Mayor of PROS’

MHA of Rockland staff worked at outreach for a few months with a resident of an adult home before he agreed to take a look at the PROS site. Once he saw the programming, he enrolled. Staff noticed that during the first few weeks in his attendance he often was not feeling well and was dizzy.

They took him multiple times to the nurse who evaluated his pressure and facilitated medical treatment. He continued to attend PROS, although he spent more time in the nurse’s office than in group. After several weeks, his medical situation stabilized. He now attends groups regularly and is an active participant in all things.

He has taken ownership of assuring that flyers for special events are posted and that old flyers are removed. He distributes flyers in his residence and encourages others to attend. He does all this while attending groups and working on his own mental health concerns. This has earned him the nickname of the “Mayor of MHA PROS.” The outreach program is a great success... This man now has a purpose and a goal that has him fulfilled and active.

Success stories from PROS

Continued from the front page.

PROS staff ensured coordination with S.G.’s additional supports - including her residential program, care coordinator, ACCES-VR counselor, external psychiatric treatment providers, and a crisis team to assist S.G. on her journey.

Recently, S.G. successfully interviewed for a job and was offered a paid position as a custodian at Goodwill’s Lantern House Clubhouse. She is very excited and eager to start working in the coming weeks. “I learned how to be more positive and strong through PROS classes. To be independent and to remain focused,” and she credits “being positive” to this success. S.G. has more goals she would like to pursue, including increased independence.

Editor’s Note: Congratulations to S.G. for her efforts to develop her self-awareness and return to work. This is certainly a positive step in her recovery journey!



OMH Outreach Efforts

Encounter Payments for PROS

Did you know? Encounter payments are available for efforts made to engage Adult Home and Psychiatric Center Residents, and Adult Home Initiative “class members” located in Impacted Adult Homes. Several PROS providers have found that individuals may be more interested in rehabilitation services in the weeks and months after discharge.

During this time, many “class members” are working with housing contractors to transition to community-based housing. OMH strongly encourages PROS programs in New York City to collaborate with assigned housing contractors to identify “class members” and provide outreach encounters before and after discharge from an impacted Adult Home. Any member of the PROS staff can provide this outreach. For information, contact pros@omh.ny.gov.

NYAPRS New Choices Project Gaining Attention

With the recent release of the new *Adult Behavioral Health Medicaid Managed Care Video Services*, which is now available online, the NYAPRS New Choices project is operating at full speed ahead! This new initiative is called “New Choices in Recovery.”

The plan is to inform eligible Medicaid enrollees with mental health and substance use related conditions about managed care, Health and Recovery Plans (HARP), Health Homes, and Home and Community Based Services (HCBS). There are a lot of misconceptions around HARP and HCBS and it can be confusing. New Choices’ mission is to clear up some of this confusion and to educate people about these new possibilities.

The informal presentations, which last from 30 to 90 minutes, are delivered in a conversational and interactive manner with lots of encouragement for shared identification and empathy. They are not providing direct services like helping people fill out forms: this is a purely educational initiative.

To date, trainers have presented to nearly 150 providers from across the state. New Choices’ Outreach Specialists are also busy doing outreach at homeless shelters, soup kitchens, and other places that are difficult to reach, on average having touched the lives of more than 500 individuals a month.

For more information about the New Choices in Recovery or to schedule a presentation for your PROS, please contact Eileen Crosby at eileenc@nyaprs.org, or Len Statham at lens@nyaprs.org.

NYESS WIN

The New York Employment Services System (NYESS) has launched a new tool called the Work Incentives Navigator (WIN).

As part of the Employment First initiative, NYESS is using data available through Medicaid, the Social Security Administration, and the NYESS database to provide benefits advisement and alerts directly to participants and providers via email.

When a PROS staff (often the employment specialist) logs in to the NYESS system, they will now see WIN as a new option on the application menu. On the WIN Notifications Page, the staff can see when a NYESS notification email was sent to a PROS participant and what topic it offered information about.

The first WIN notifications were recently sent out and pertain to the Earned Income Tax Credit (EITC), which is available to qualifying low-income workers, regardless of disability. Nearly 8,000 NYESS customers (including PROS participants) were sent emails on March 6th alerting them to take advantage of the EITC and, if needed, connect to a Volunteer Income Tax Assistance (VITA) program.

Subsequent email notifications from the WIN will pertain to keeping Medicaid while earning income. It will provide information about work incentives such as the 1619(b) program and the Medicaid Buy-In Program for Working People with Disabilities. In the future, WIN will provide periodic notifications and alerts on a wide range of topics aimed at improving the lives of individuals being served in New York State.

- Learn about the NYS Work Incentives Navigator through this archived webinar, which is useful for staff, individuals and their families: <https://meetny.webex.com/meetny/lr.php?RCID=d1626149900243108a3b93005430a48d>.

Resources

CAIRS Tips

CAIRS may not always seem to be vital to a program's daily operations, but it is extremely important in terms of billing accuracy, and data collection that will help the model with the development of value based payments. As such, all programs should do a quality review of their CAIRS roster periodically to ensure it is up to date and accurate.

- Keep in mind clients should be closed in CAIRS immediately upon discharge.
- It is important to remember that a PROS program exception codes can prevent another provider from being paid; therefore, only add those services (such as Clinic Treatment) which you are certain a client will be using at PROS.
- If you serve someone who is also receiving SEMP services from OPWDD, providing PROS ORS services would be a duplication of services.

PROS 'After Hours' By Appointment

PROS Regulations Part 512.9 sections (o) and (p) address the need for PROS programs to arrange for service delivery outside the typical hours of operation. Flexible hours are also an opportunity for PROS to personalize services.

Upon request through MHPD, the hours of operation on the operating certificate can state "and by appointment." This makes it possible to offer a service to a participant who may be working during the day and available in the evening.

Another example is offering an IR Family Psycho-Education class occasionally on a weekend. Meeting your participants' needs is what PROS is about; flexibility can improve outcomes.



SAVE THE DATE!

September 12-14, 2018

NYAPRS Annual Conference at the
Honors Haven Hotel in Ellenville, NY



Office of
Mental Health

This newsletter is written by the Bureau of
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at the New York State Office of Mental Health.

Please distribute to all PROS staff.