



PROS NEWSLETTER

A Resource For All Personalized Recovery Oriented Services Staff

In our own words:

MP: Enjoying Life and Being Alone

I started attending Franklin PROS approximately 14 months ago. I have learned so much since coming to PROS. I feel one of my biggest accomplishments is that I am capable of being alone with myself for long periods of time. I was afraid of myself, afraid of the silence, but I learned that although my thoughts that were so loud in my head, I had control over whether I listened or not.

I have learned that some of my basic emotions are ones that a lot of people probably know before they're teenagers. I am now getting a better understanding of how my body feels, how my mind tends to think, and emotionally what all that is together.

Knowing this has definitely helped me understand why I don't want to talk about something and realizing when I need to push myself to talk about something. I have learned to be still through grounding skills, my favorite is naming different birds, and mindfulness skills.

PROS has helped me to see life as something I have a chance at enjoying. I have accomplished quite a few goals in a little over a year. **I finished my classes online to become a certified peer specialist.** And I have really opened up to my counselor here, which is usually something that I don't feel safe doing – in the past I would always test counselors. The goal I am most proud of is that I have been hospital-free for over a year, something I really haven't been able to do since I was first diagnosed at 15 years old.

I would definitely recommend PROS to someone needing assistance. I have received amazing treatment since starting here, the staff have great attitudes towards clients even when we are struggling to have great attitudes towards ourselves. I still have a bit to go before I will move on from PROS, but with PROS behind me I have faith I can not only "graduate" but use my skills and strengths to stay on a good path.

Success stories from PROS

Editor's Note: We appreciate that MP recognizes the value of using "grounding skills" to find a comfortable place to be within. Thanks for sharing your insight, MP!

RR: The Best Version of Myself

I have been attending Franklin PROS since January 2015; that is when I decided to seek help. I have learned a lot about myself and I have matured. I have learned to communicate effectively with others. I have learned how to effectively manage my symptoms of mental health, become a disciplined person, have peers, and I feel like I have a family in this program. This program has taught me how to value life.

The program has many resources to develop and reach a variety of goals. One class I appreciated is "Forgive to Heal," because I did not know what it meant to forgive. I always lived bitter, I didn't care about anything or anyone. After I came here to the program, little by little, I understood that they were people. Not only that, but that I had to forgive myself in order to forgive others.

I understood that forgiving myself was part of the process and I learned that forgiving would allow me to have a better life. I am more than blessed for this program that has had me live a better life in every sense. In the "Mindfulness and Depression" class, I developed an understanding of a lot of things about my mental health.

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Consumer-Centered Family Consultation Revised for PROS



This spring, the Family Institute for Education, Practice and Research released a revised Consumer-Centered Family Consultation (CCFC) training for delivering the Family Psychoeducation service in PROS programs. The Family Institute worked closely with OMH to tailor the materials to more closely align with the PROS program model.

The revised materials allow for more flexibility for PROS participants and practitioners, and better fits the needs and wants of PROS participants. Programs that have already had staff trained in CCFC may find having a staff refresher training useful. Contact **Anne Smith** at **585-758-0978** or at Annem_Smith@urmc.rochester.edu, to learn more or to arrange staff training.

PROS Portal

The first phase of the PROS Portal will be live in early July! The PROS Portal will allow public access to reports generated from the information you enter into CAIRS (friendly reminder about why keeping CAIRS updated is important!).

Aggregate data with PHI removed will be available for programs and the public via the OMH website, so that individuals can make more fully informed decisions about their mental health services. **Reports can be statewide, regional, by county, and by program.** The first reports to be made available will be: Average Length of Stay, Age, Gender and Race/Ethnicity with many more to come! Be on the lookout for an announcement the first week of July. **Check out a preview at** <https://my.omh.ny.gov/bi/pros>.



A History of Incarceration and Mental Illness

NYAPRS held its annual conference in April in Albany that offered intriguing plenary sessions and breakout workshops. The theme of the event was “The Way Forward,” and covered topics ranging from collaboration among state agencies and managed care companies to consideration of how we treat people with mental illness when they are involved in the criminal justice system.

Ideas on how PROS might better serve people in their programs with a history of incarceration were evident during the “New Partnerships for Peer Services” workshop. Ellen Healion, CEO of the Hands Across Long Island Clubhouse program, described how, during the past 15 years, they developed supports for people coming out of prison. A Post-Release Group can help individuals learn how to relate to community police officers differently than they may have with correction officers. Peer supports can help someone adapt to living successfully in the community. People being released from prison after decades often need help getting “up to speed” with the technological changes: for example, there are no more pay phones, there are now ATMs, etc. Consider how your program can use PROS services to address needs like these.

Success stories from PROS *Continued from the front page.*

I have learned to control my depression, anxiety, and my panic attacks; I always put in practice the advice and skills to live a better life, because I understood that I needed help.

I have accomplished a housing goal after seeking housing for over two years. **I have learned how to socialize with my peers and in the community.** I have also been given the opportunity to study English while being supported by the program. Of course, I would recommend the program to anyone.

I have been able to practice everything that I have learned in the program, especially skills to help me live a better life. I am grateful for this program because it has helped me become the best version of myself.

Editor's Note: Finding a home and feeling “like I have a family” are tremendously valuable to achieving a sense of belonging in the community, and sustaining recovery. Thanks for sharing your experience, RR!

Getting Started on Value-Based Payments

Graham Bowman, Senior Budget Analyst from the OMH Western NY Field Office, shares the steps that PROS programs can take today at the program level to be ready for the shift to value-based payments.



- **Step 1: Take a deep breath and forget Value-Based Payments!** Though it sounds counter-intuitive, start by sitting down to think about what matters to you, at your level, and how you define success within your program. Then discuss with your administration, clinicians, etc. what you'd like to see as measurable outcomes and how you think you are doing. Currently, while many outcomes-focused measurements exist for physical health, many organizations are struggling with defining "recovery" for behavioral health measurement. Any data tracking by a PROS, especially regarding employment, stable housing, or other social determinants, is a plus.
- **Step 2: Talk to PROS participants** to learn what outcomes they are seeking, and look at their IRPs to show what goals are being worked on. Cluster this information. Do their desired outcomes align with those that you've identified in Step 1? How are you performing as a program on these measures as compared to your own?
- **Step 3: Check out all available data sources.** Check if your systems, (EMR, CAIRS, PSYCKES, etc.) are capturing what you need/want to show. Start evaluating if you are meeting the outcomes identified, and benchmark your program against other similar programs to inform your direction. Talk to one another! Other PROS programs may have great ideas for measures you can track or ways to demonstrate value.
- **Step 4: Connect with referral sources,** behavioral health collaboratives, and network with potential partners. Market yourselves and your unique services to negotiate contracts of service. Be clear about what you bring to the table and leverage what you offer. Both qualitative and quantitative measures can highlight the unique aspects of PROS, but make sure that you stand out! Use your metrics to tell the story you want to tell, as well as the story your partners want to hear.

Working with Psychiatric Centers

There is opportunity to improve referrals and coordination between state-operated clinics, residential and inpatient facilities to PROS programs.

It is critical for PROS programs to promote their expertise through the sharing of information with PCs. Developing regular consistent contact between key players at both PCs and PROS in order to identify how you can mutually fill needs and ameliorate any misconceptions and perceived barriers can be valuable for gaining referrals.

Clarifying your approach to pre-admission services may create a bridge to your region's psychiatric center. Try to establish a mechanism with your regional PC so your staff provides face to face "inreach" while someone is in inpatient, residential or clinic services, and/or invite the PC staff to bring someone to tour your PROS site before discharge.

The issue of converting "State Inpatient Medicaid" coverage to "Community Medicaid" is important for PROS, so clarity is needed on who will take the lead on completing the paperwork before discharge. If it is getting close to the 90-day mark for billing and you still have not gotten word that Medicaid has been converted, contact your regional Field Office Patient Resources unit for help.



Recovery Roadmap: A New Planning Tool

Last call! Sign up now!

OMH has partnered with Yale University's Program for Recovery and Community Health (PRCH) and Center for Social Innovations (C4) to offer a unique opportunity for PROS practitioners and participants.

We are conducting a study on a web-based, person-centered recovery planning (PCRP) tool called the Recovery Roadmap. It has two core components: One component guides people in recovery through the completion of certain pre-planning activities that prepare them to more actively partner in the PCRP process. The other component educates direct-care providers and supports the implementation of PCRP through interactive, case-based, video stories that simulate PCRP interactions.

Finally, an online coaching and resource center is available where providers will get additional support from experts in the field via coaching calls (covering both the process and documentation of PCRP), access to a PCRP Resource Library, and the use of an online learning community for mutual support.

The best part? The tool can be used as a billable IRP development service! Any PROS program statewide that is interested in learning more about this exciting opportunity should contact Trish Blizzard by **Wednesday, June 20** at patricia.blizzard@omh.ny.gov.



Resources

PSYCKES Utilization Review Reports for Value-Based Practices

The OMH Managed Care Division and MCTAC have worked closely with the PSYCKES team to pull together reports that will better align providers to be ready for the shift to Value-Based Payment. This archived webinar explains the value of reports available through PSYCKES. Recorded in 2017, this webinar is 54 minutes long.

<http://ctacny.org/training/psyckes-utilization-reports-webinar>

Welcome, Steve Vroman!

The Bureau of Rehabilitation Services and Care Coordination is pleased to announce the addition of our new staff member, Stephen Vroman.

Steve joins the Rehabilitation Unit from OMH's Children's Division, where he worked on waiver services. Steve has years of experience as an intensive case manager and has an M.S. in Counseling Psychology. We welcome his perspective!

SAVE THE DATES!

September 12-14, 2018
NYAPRS Annual Conference
NEW LOCATION!
Honors Haven Hotel in Ellenville

November 15 -16, 2018
NYAPRS Rehabilitation Academy
NEW LOCATION!
Gideon Putnam Hotel, Saratoga



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.