



PROS NEWSLETTER

A Resource For All Personalized Recovery Oriented Services Staff

In our own words:

How Jawonio PROS Helped Us

Steven:

"Jawonio PROS (in Rockland County) has had a large impact on my life. In the last year, I have greatly opened up to my peers, even becoming a peer mentor in the process."

Timothy:

"PROS has afforded me the opportunity to size-up my abilities and talents and grow in a meaningful and productive manner towards my self-defined goals into a new tomorrow."

Graham:

"PROS helped me get back into the world. It taught me how to cope with my symptoms and helped me to deal with family issues and the death of my mother. It's helped me to feel normal again."

Joseph:

"I like that the staff are pro-consumer and they care about our recovery. It's not just a job for them. I like how we have goals to achieve, instead of just floundering around wasting our time. Jawonio PROS is the best program I have ever participated in 40 years. The staff are excellent at what they do."

Eilene:

"PROS taught me to think about myself, to know myself, and to love myself. I learned to love others that support me, despite my shortcomings. I took DBT and CBT classes to learn how to deal with my illness and I took Positive Psychology to learn how not to be so hard on myself."

Dave:

"PROS has helped me maintain stability, combat depression and anxiety and has allowed me to form new friendships."

Success stories from PROS

Carlos:

"I have been involved with the Rockland County Jawonio Program (IPRT), then with the Jawonio PROS program. Before that, I isolated myself for three years at home. I didn't know anything about mental health rehabilitation. Jawonio PROS has given me the opportunity to achieve something in my life. I am now part of their leadership programs. I am a certified Peer Advocate, a Peer Mentor, a Peer Orientation Mentor, on the Peer Advisory Board as Social Director and a Program Aide with our Outreach program. I have co-facilitated groups as well as have made a presentation at the NYAPRS conference. Thank you, Jawonio PROS."

Anonymous:

"After years of seeking help and going undiagnosed, I finally found myself hospitalized. Hospitalization was the beginning of my journey to health. This journey has not been very smooth or easy, but worth the effort. Learning the skills to cope and overcome trauma is essential to my recovery."

Alex:

"I am someone with a mental health issue who used to isolate for years when I was in my twenties. I was at a place where I was just existing instead of living. I didn't even consider myself in recovery until I had to make some changes in how I dealt with my mental health issue. Now I deal with my issues through being proactive, in being social with people and going to others for support. I also have a job as a peer specialist in order to help others with mental health issues. Now I am recovering in mental health and living instead of existing."

Establishing a Statewide Peer Advisory Council for PROS

Many PROS programs have established basic methods of collecting the input of PROS participants, either via an annual feedback survey, or informal discussions, or a suggestion box. Some programs have developed more sophisticated means to integrating the voice of the PROS participants into the model. As the PROS model matures, the opportunity for participant-informed programming grows, and OMH is ready to assist with expanding the voices of people served statewide.

Jawonio PROS (Rockland County) is one example of a PROS that has a highly-active Peers Advisory Committee. It meets independently on a weekly basis, and makes recommendations directly to the PROS administration on how to improve the programming. The Peers Advisory Committee at Jawonio gives input during the development of a new PROS services schedule, and also gets involved in the hiring process for filling PROS positions.

The Jawonio Peers Advisory Committee is seeking to establish a statewide communications network to strengthen Peer Advisory Committees. The network would work to spread effective, creative ideas to improve PROS and act as a Peer Advisory Council. OMH is available to assist in coordinating the development of this peer-led endeavor,



that would seek to conduct statewide meetings through conference calls, and keep in touch via email on a regular basis.

The details are yet to be developed, however, the first step is to identify peer representatives from different PROS around the state. ***If your PROS has a participant who would like to represent your program's peer advisory group, and is willing to take on the role of sharing information with other PROS participants statewide, have them contact Tony Trahan, Deputy Director of OMH Consumer Affairs at Tony.trahan@omh.ny.gov.***

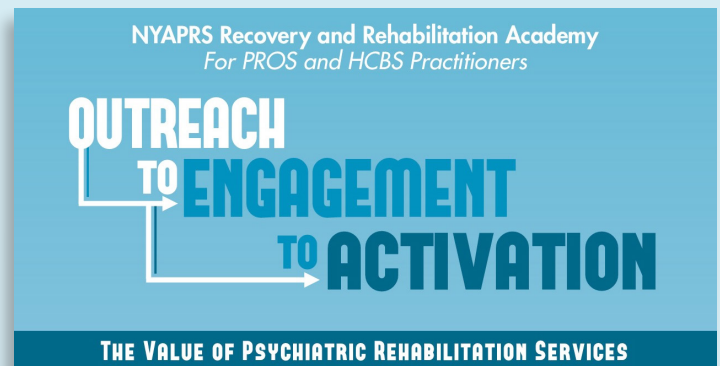
NYAPRS Recovery and Rehabilitation Academy

We hope to see all of you at the NYAPRS Recovery and Rehabilitation Academy, **November 15 and 16, 2018**, at the beautiful historic **Gideon Putnam Hotel** in Saratoga Springs!

This year, the theme will be "Outreach to Engagement to Activation; The value of psychiatric rehabilitation services." National keynote speakers will share their knowledge of recovery and community integration, and recovery oriented cognitive therapy.

All PROS providers are encouraged to bring as many staff as possible to this annual training conference filled with multiple workshops tailored to the needs of PROS staff. Samples of workshops this year include:

- PROS & Adult Home Outreach
- Shared decision making
- Facilitating an SSDS service
- Culturally relevant, trauma-informed engagement
- How to reach out to potential employers
- Supporting staff needs



See www.nyaprs.org for program and registration details and information on hotel reservations.

NYSTART: Staff Training Opportunities

To better serve PROS participants with co-morbid mental health and intellectual/developmental disabilities, OPWDD offers several training opportunities to community mental health providers.

NYSTART is a community-based program that provides crisis prevention and response services to individuals with intellectual and developmental disabilities who present with complex behavioral and mental health needs, and to their families and others in the community who provide support. For an individual to receive START services here in NY the person must have confirmed OPWDD eligibility.

Additionally, regional START teams offer various training opportunities in which community based mental health providers can participate to gain further knowledge to better understand and serve this population.

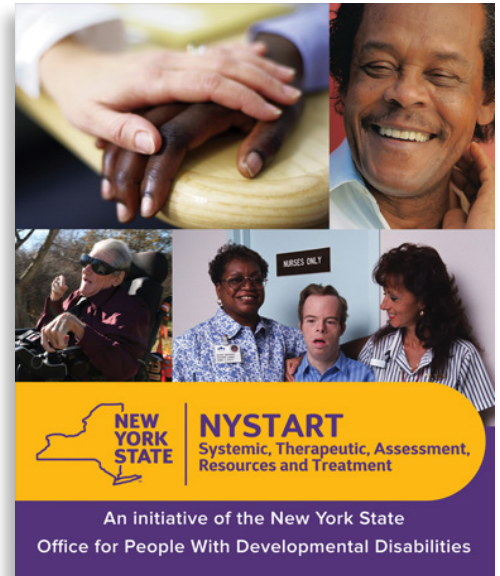
Also, each START team across the state is available, upon request, to provide training to systems and community partners on a whole library of topics. To find out more about engaging in these types of trainings or to learn what topics they offer, each START team can be contacted directly.

To find contact information for your regional START team:

<https://opwdd.ny.gov/ny-start/regional-start-liaisons-contact-list>.

The START National Training Series, which runs from September to April, is designed to provide innovative and topic-focused trainings. Each of the teams across the state have sites in which they host and facilitate the trainings, at no charge, and are typically held on the third Friday of each month.

Another great learning opportunity is the monthly Clinical Education Teams (CETs). CETs are effective learning forums for clinicians and community service providers to reflect on practices within the context of an active case. This multidisciplinary team is comprised of all START clinical team members, invited clinicians, and any local providers of mental health services, and other community service providers.



Providing "ORS-Only"

Ongoing Rehabilitation and Supports is a PROS service designed to offer extended mental health support to individuals once they are working ten or more hours per week (in general, with some nuanced exceptions per regulations). Often, this is a PROS participant who utilized a full spectrum of PROS services to reach their personal goal of employment. However, other potential ORS participants may not have previously been involved with PROS. For example, they could be someone who recently encountered mental health issues and could benefit from mental health supports to sustain their current employment, or they could be referred from ACCES-VR.

Once someone achieves job stabilization using ACCES-VR's "intensive services," they may seek "extended" supported employment services through PROS ORS for those ongoing mental health supports necessary to sustain employment. In some counties, there continues to be Ongoing Integrated Employment Services (OISE) that can also provide ongoing supports, but many counties rely on PROS ORS to fill the need for ongoing supported employment.

If someone is hesitant to enroll in PROS because they are concerned that they will be required to attend classes on-site, it is helpful to explain that ORS is

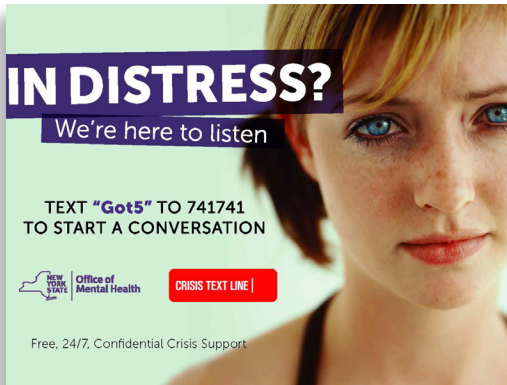
always provided in the community or at their worksite and there is an "ORS-only" enrollment option.

We often hear of many programs providing services above and beyond each of the 30-minute ORS contacts each month. PROS Employment specialists can provide most PROS services, and often do, while they are meeting with participants in the community. Please remember, if PROS services are provided in addition to ORS, they can be captured and billed as long as they are documented and the service(s) are included in the person's IRP. Along with providing needed support to the participant, the program may be able to bill a higher tier for some participants or, at the very least Tier 1 and the ORS add-on.

When a participant enrolled in ORS does not receive a minimum of two PROS units during a given month, it is still possible for a PROS program to submit an "ORS-only" bill. An ORS-only bill can be submitted during a month when the service frequency is equal to only a minimum of one PROS unit, consisting of two ORS visits of 30-minute duration each. In this situation, a claim would be made for only the ORS Add-on Rate, with no Base Rate included.

We hope this information helps providers meet the varying degrees of supports that individuals who are employed may need to sustain employment.

Crisis Text Hotline



This spring, OMH entered into a partnership with Crisis Text Line, a national not-for-profit organization, to provide free, 24-hour text-based support for people who are experiencing a mental health or situational crisis.

OMH is offering a downloadable Marketing Toolkit to help service providers promote the program. It includes posters, graphics, stickers, and suggestions on what you can do to let people know about the service.

“Crisis Text Line offers people help when they need it the most, at any time and any place, whether at school, work, home, or somewhere else,” said **Dr. Jay Carruthers**, Director of the OMH Suicide Prevention Office. “It provides an opportunity to connect with a trained counselor during a time of need. If you can text, you are never alone.”

https://omh.ny.gov/omhweb/suicide_prevention/omh-ctl-toolkit.pdf

The New PROS Portal! See Reports from CAIRS Data!

Fact: At the time of admission to PROS, 21.6% of PROS participants had attended college; 14.4% had earned a degree. *Source: The PROS PORTAL available to the public.* Reports you can run include length of stay, age, gender, race/ethnicity, living situation, employment status, education status, and court oversight/involvement. To see the full PROS Portal, go to www.omh.ny.gov and scroll down to “About OMH” and select “Statistics and Reports” and look for the PROS section. Check it out! How does YOUR program look?

Resources

Leisure Education Toolkit for Parents with Mental Illnesses

The NIDILRR-funded Rehabilitation Research and Training Center on Community Living and Participation of Individuals with Psychiatric Disabilities (Temple University Collaborative) has published an evidence-based guide, [Leisure Education Toolkit for Parents with Mental Illnesses](#), to help parents with mental illness better understand the importance of family leisure and to develop strategies to participate in meaningful family activities. The guide provides research-based information on various aspects of family leisure, worksheets and activities that parents can use with their children, and opportunities to summarize goals and issues that can be shared with a mental health professional.

Using Social Media to Enhance Community Participation

The [Temple University Using Social Media to Enhance Community Participation](#) manual examines ways in which people with serious mental illness can use social media to enhance community participation. The manual also examines social media features and functions in general, highlights specific platforms such as Facebook and Twitter, and reviews considerations and risks when using social media. No charge!

Family Members & Employment Resource

[Let's Talk Employment: A Guide for Family Members of Individuals in Mental Health Recovery](#). The guide is a resource for families who wish to support their family member in getting and keeping employment. It covers 15 major topics related to employment and recovery and is a companion to the [Family Members' portion of the Employment Repository](#). This project is supported by SAMHSA. Download for free:

<https://cpr.bu.edu/resources/family-guide/>

PROS Newsletter Archive: PROS Newsletter began in Fall 2016. To check previous editions, you can view the entire PROS Newsletter collection on the NYAPRS Clearinghouse: <http://pros.nyaprs.org/resources/>



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.