



PROS ACADEMY

The New York State
Office of Mental Health
and the
NYAPRS Collective Present the

PROS Implementation Academy

Meeting the Challenge: Developing the Tools for Today and Tomorrow

November 17–18, 2011
Holiday Inn on Wolf Road, Albany, NY

ACADEMY AT A GLANCE THURSDAY, NOVEMBER 17

8:30am - 9:45am
Registration

9:45am - 10:00am
Opening Remarks

10:00am - 11:30am
Opening Plenary

11:30am - 11:45am
Break

11:45am - 1:00pm
Workshops Round I

1:00pm - 2:00pm
Lunch

2:00pm - 3:15pm
Workshops Round II

3:15pm - 3:30pm
Break

3:30pm - 5:00pm
Workshops Round III

5:00pm - 6:30pm
NYAPRS Member PROS Task
Force Member Session

6:30pm
Dinner on Your Own

AGENDA DAY 1 ~ THURSDAY, NOVEMBER 17 • MORNING

8:30am - 9:45am: Registration

9:45am - 10:00am: Opening Remarks

Edye Schwartz, *DSW, LCSW-R, Director of Transformation Initiatives*, and
Chacku Mathai, *CPRP, Associate Executive Director, NYAPRS, Albany, NY*

10:00am - 11:30am: Opening Plenary

Planning for PROS in Managed Care

Michael Hogan, *PhD, Commissioner, NYS Office of Mental Health, Albany, NY*
Robert Myers, *PhD, Adult Services, NYS Office of Mental Health, Albany, NY*
Greg Allen, *NYS Department of Health, Albany, NY*

MODERATOR: Harvey Rosenthal, *NYAPRS, Albany, NY*

Personalized Recovery Oriented Services (PROS) licensed programs, along with other community-based behavioral health programs, will be transitioning into managed, capitated and integrated systems of care that bring together behavioral and physical healthcare. Leadership from the New York State Office of Mental Health and the Department of Health will share timely insights into what this means for PROS and the best ways to prepare.

11:30am - 11:45am: Break

(A) The Role of Executive Leadership in PROS

David Bucciferro, *NYS Office of Mental Health, Albany, NY*

Yvonne Clark, *Community Missions, Niagara Falls, NY*

Rebecca Wulf, *LCSW, AMI Division Director, Jewish Board of Family & Children's Services, Bronx, NY*

Edye Schwartz, *DSW, LCSW-R, NYAPRS, Albany, NY*

PROS offers agencies the opportunity to look at service provision through a “recovery lens.” For many agencies, this has required a transformation process from traditional service delivery to recovery based service delivery. Executive leadership is crucial to this process and can be the decisive factor in the success or failure of the PROS program. This workshop will outline the critical factors of executive leadership, describe some strengths and barriers encountered by executives who have implemented PROS programs and offer some concrete suggestions for integrating the PROS recovery lens into the fabric and structure of your agency.

(B) Building Teams that Drive Culture Change and Results

Aaron Vieira, *LMSW, Center for Rehabilitation and Recovery, New York, NY*

This workshop is for team leaders and members who are interested in learning how to assess and enhance their team's performance. In these turbulent times of rapid system change and budget cuts, it is increasingly important for PROS programs to demonstrate their effectiveness. Work teams are the driving force for shaping program culture and achieving quality outcomes. Whether your program is facing a technical problem (e.g. figuring out how to develop an effective program schedule) or a clinical problem (e.g., how to identify and coordinate supports so a participant can succeed in a new job), teamwork is needed to find and implement the best solutions. But if your team is not functioning well, the results may be lackluster. Using an experiential learning approach, this workshop will offer participants concepts, ideas and practical suggestions for improving their team's performance.

(C) Integrating Health and Wellness in PROS

Paul Margolies, *PhD, Center for Practice Innovations, New York, NY*

Research has shown that people who have been diagnosed with a serious mental illness are at risk for serious medical difficulties, often have poor access to medical services, and die, on average, decades earlier than others. This issue is an important focus for PROS programs. Wellness Self-Management (WSM) is a program that uses a structured curriculum that focuses on recovery, mental health wellness, and medical wellness. This workshop will focus on WSM, its implementation in PROS programs, and how to access WSM materials.

1:00pm – 2:00pm: Lunch

Workshop Tracks

A Executive

B Supervision

C Program Design

SAVE THESE DATES!

14th Annual NYAPRS Legislative Day

January 31, 2012

8th Annual Executive Seminar on Systems Transformation

April 25-26, 2012

Crowne Plaza, State & Lodge Streets, Albany, NY

Check our website www.nyaprs.org
for more information!

(A) PROS and the Health Home

Doug Ruderman, *NYS Office of Mental Health, Albany, NY*

Mike Stoltz, *LCSW, Clubhouse of Suffolk, Ronkonkoma, NY*

Edye Schwartz, *DSW, LCSW-R, NYAPRS, Albany, NY*

Health Homes are almost here, now set to begin January 1, 2012, in thirteen counties around the state. Their goal is to assure person-centered care, reduce preventable hospital admissions/readmissions and avoidable emergency room visits, assure timely post discharge follow-up, and improve outcomes by addressing primary medical, specialist and behavioral health care through direct provision, or through contractual arrangements with service providers of comprehensive, integrated services. This workshop will discuss the possibility of a prominent place for PROS in this new world of service delivery and offer opportunities that PROS providers might explore within the Health Home structure.

(B) Indicators of a Person-Centered Planning Process in PROS

Diane Grieder, *MEd, Alipar Inc., Suffolk, VA*

Janis Tondora, *PsyD, Yale University School of Medicine, New Haven, CT*

This workshop will offer participants the opportunity to hear directly from nationally recognized experts on person-centered recovery planning, and identify concrete indicators of a well executed Individualized Recovery Planning (IRP) process in PROS. PROS programs will also gain the opportunity to sign up and pilot the assessment tool with follow-up assistance through the NYAPRS Collective.

(C) Creating Curriculum for PROS

David Bucciferro, *NYS Office of Mental Health, Albany, NY*

Katrina Stanton, *Southern Tier Integrated Recovery Services, Elmira, NY*

Lesley Fine, *East Village Access PROS, Community Access, Inc. New York, NY*

Chacku Mathai, *CPRP, NYAPRS, Albany, NY*

The PROS Curriculum Clearinghouse is an exciting, interactive, virtual resource center for practitioners, administrators, educators, content experts, and people enrolled in Personalized Recovery Oriented Services (PROS) licensed programs in New York State, to develop and share curriculum as a community. This workshop will offer an overview of how to access the curriculum clearinghouse as well as the best ways to prepare and deliver curriculum in your PROS program.

3:15pm – 3:30pm: Break

Workshop Tracks

A Executive

B Supervision

C Program Design

We want to thank you for your time.

As a special courtesy from Boston University's Center for Psychiatric Rehabilitation, each PROS program that registers for the PROS Implementation Academy will receive a free book!

Principled Leadership in Mental Health Systems and Programs

by William A. Anthony & Kevin Ann Huckshorn

(A) Reaching Financial Viability in PROS Through a Focus on Quality

David Bucciferro, *NYS Office of Mental Health, Albany, NY*

Dick Jaros, *NYAPRS, Albany, NY*

Edye Schwartz, *DSW, LCSW-R, NYAPRS, Albany, NY*

PROS offers an opportunity to provide an array of services in a variety of life domains. Although this allows for a very person-centered and creative approach to service provision, it has created difficulties for some in figuring out how to appropriately bill for these services, maintain regulatory compliance, and still maximize revenue. By utilizing the proper mix of service components, outreach and engagement, comprehensive tracking measures, and continuous quality improvement, many providers have demonstrated growth in the fiscal viability of their programs. Quality service provision and utilizing all the PROS components fully has helped these agencies to succeed. This workshop will share some of the barriers that agencies have faced and offer some solutions for overcoming them by outlining “best practices” for a fiscally viable PROS program.

(B) Assessing Cultural Competence in PROS

Elatisha Kirnon, *Acting Director, NYS Office of Mental Health Bureau of Cultural Competence, Albany, NY*

Geraldine Santos, *CRC, LMHC, FECS PROS, Copiague, NY*

Hyacinth Spence, *LMSW, FECS PROS, Copiague, NY*

Participants of this workshop will learn how to assess a PROS program’s progress in implementing cultural competence standards, including how to assure these standards are reflected in the PAR application and in on-going practice. Presenters will also share their direct experience and progress in implementing cultural competence standards in PROS.

(C) Implementing Individual Placement and Support in PROS

Paul Margolies, *PhD, Center for Practice Innovations, New York, NY*

Thomas Jewell, *PhD, Center for Practice Innovations, New York, NY*

Gary Scannevin, Jr., *MPS, CPRP, PhD, Center for Practice Innovations, New York, NY*

Kathy Auberger, *LCSW-R, Unity Health System PROS, Rochester, NY*

Karen May, *Unity Health System PROS, Rochester, NY*

Len Statham, *Unity Health System PROS, Rochester, NY*

Many consumers want to work, yet few do. This has been an issue for decades, across the country and within New York State. PROS programs are now implementing Individual Placement and Support (IPS), the evidence-based approach to supported employment. The Center for Practice Innovations at Columbia Psychiatry (CPI) is leading regional learning collaboratives for PROS programs that help employment staff to build competencies and program leaders with implementation supports. This workshop will focus on IPS implementation in PROS programs and how to access the CPI’s learning collaborative resources.

5:00pm - 6:30pm: NYAPRS Member PROS Task Force Session

Workshop Tracks

A Executive

B Supervision

C Program Design

6:30pm: Dinner on Your Own

**ACADEMY AT A GLANCE
FRIDAY, NOVEMBER 18**

7:30am: Registration
8:30am: Opening Remarks
8:30am - 9:30pm
Opening Plenary
9:30am - 9:45am: Break
9:45am - 11:15am
Workshops Round IV
11:15am - 11:30am: Break
11:30am - 1:00pm
Workshops Round V
1:15pm - 2:00pm
Lunch Plenary
2:00pm - 2:15pm: Break
2:15pm - 3:15pm
PROS Town Meeting

PROS Implementation Academy

AGENDA DAY 2 ~ FRIDAY, NOVEMBER 18 • MORNING

7:30am: Registration

8:30am: Opening Remarks

Chacku Mathai, *CPRP, Associate Executive Director, Albany, NY*

8:30am - 9:30am: Opening Plenary

Vision, Opportunities and Outcomes of PROS

John Allen, *Special Assistant to the Commissioner, NYS Office of Mental Health – Opportunities Through New York State’s New Employment Services System (NYESS)*

Doug Ruderman and David Bucciferro, *NYS Office of Mental Health – Vision and Outcomes of PROS*

9:30am - 9:45am: Break

DAY 2 ~ FRIDAY, NOVEMBER 18 • WORKSHOPS ROUND IV • 9:45AM – 11:15AM

(A) *WE Can Save* Tools: A Workbook for People in Recovery and a Provider’s Guide to Promoting Employment and Economic Self-Sufficiency

Oscar Jimenez, *MPH, NYAPRS*, and Kelly Stengel, *MPH, NYAPRS, Albany, NY*

Poverty is one of the most important barriers to the wellness and rehabilitation of people in recovery. Increasingly, providers and people receiving services are expressing a desire to learn about the supports available to help individuals achieve their economic goals and aspirations. This workshop will formally release two new comprehensive tools developed by the NYAPRS’ *WE Can Save* Campaign, in partnership with the Collaborative Support Programs of New Jersey (CSP-NJ), to provide individuals in recovery with a workbook to become economically empowered (Participant Workbook); and to offer practitioners tools and curricula to support individuals effectively in developing their readiness, creating a plan towards self-sufficiency, and developing skills such as budgeting, accessing work incentives, filing taxes, saving, and building credit (Provider’s Guide). The lessons and modules in these tools have been designed for a wide utilization through Personalized Recovery-Oriented Services (PROS), peer-delivered employment supports, case management, residential-based services and self-help.

(B) Twenty Things that Get in the Way of Recovery, and How to Overcome Them

Courtenay Harding, *PhD, Center for Rehabilitation and Recovery, New York, NY*

This workshop will explore puzzles. Why are some people who look like they should be well on the path toward significant improvement not moving forward? Twenty possibilities will be specifically addressed with more than twenty specific strategies to unravel the mysteries and help people move forward to reclaim their lives.

(C) Tobacco Dependence Treatment and Recovery: The New York State Partnership

Teresa Armon, *RN, PMHNP-BC*, and Gregory Miller, *MD, NYS Office of Mental Health, Albany, NY*

The NYS Office of Mental Health has created a statewide partnership to reduce tobacco use by people with serious mental illness, using principles of recovery. This workshop will describe and discuss a distance-based specialty training in smoking cessation approaches, specifically designed for people with serious mental illness. The training will be integrated within a larger distance learning platform called “Focus on Integrated Treatment” (FIT). FIT is a well established program on Integrated Dual Diagnosis Treatment (IDDT) that is utilized by clinicians and PROS programs throughout the state.

11:15am - 11:30am: Break

(A) Licensing and Certification Standards in PROS

David Bucciferro, Janice Foster and Mark Simeone, *NYS Office of Mental Health Licensing & Certification, Albany, NY*

A diverse stakeholder group including OMH Central Office and Field Office licensing and certification staff, OMH's Cultural Competence and Recipient Affairs divisions, PROS providers, and a NYAPRS representative have been working on creating a living document that will serve as a licensing tool for PROS programs. This document, which is still a work in progress, will clearly outline standards of care for the various components of PROS and offer some "anchors" that will let providers know what can be judged adequate, what will be judged as exemplary and what activities will be targeted as needing improvement. Also developed was an agency self assessment in recovery principles and practices, and a recipient survey asking for feedback about participant reactions to service provision and the ability of PROS to assist them in attaining meaningful life goals outside the mental health system. This workshop will present the preliminary work of this group.

(B) Talking About PROS: Sharing Experience and Hope

Aaron Vieira, *LMSW, Center for Rehabilitation and Recovery, New York, NY*

Edye Schwartz, *DSW, LCSW-R, NYAPRS, Albany, NY*

This workshop is intended for PROS practitioners who would like to share their direct experience with PROS. Through a dynamic process of conversation, participants will have the opportunity to express their concerns, exchange ideas, and highlight their successes. If you are interested in building a network of support and obtaining practical information, we encourage you to join our conversation.

(C) Supporting Recovery for People with Co-Occurring Mental Health and Addiction Issues

Nancy Covell, *PhD, Forrest Foster, MSW, and Paul Margolies, PhD, Center for Practice Innovations, New York, NY*

Many people with co-occurring mental health and substance use disorders don't receive good care for both issues, leading to poor outcomes. PROS programs are now implementing integrated treatment, the evidence-based approach to treating people with co-occurring mental health and substance use disorders. The Center for Practice Innovations at Columbia Psychiatry is providing online training and distance implementation supports for PROS programs that help staff to build competencies and help program leaders implement integrated treatment. This workshop will focus on how PROS programs are using that training and support, called Focus on Integrated Treatment (FIT).

1:00pm - 1:15pm: Break

1:15pm – 2:00pm: Lunch Plenary

Walking the Recovery Talk: How to Implement Recovery

Courtenay Harding, *PhD, Center for Rehabilitation and Recovery, New York, NY*

Across the world, states and countries have declared recovery visions, mission, and action steps for their systems of care, and yet there are still struggles to achieve "walking the talk!" Dr. Harding will describe some of the obstacles as well as provide examples of successes. These pockets of excellence are having much more fun for everyone in the process. The paradox is that the lighter the touch, the more significant the outcomes are!

2:00pm - 2:15pm: Break

2:15pm: PROS Town Meeting with OMH

Workshop Tracks

- A Executive
- B Supervision
- C Program Design

Registration costs for the PROS Academy:

Member Full Registration	\$135
Non-member Full Registration	\$150
One Day Member Registration	\$90
One Day Non-member Registration	\$100

Your PROS Academy registration does not include an overnight hotel room. You must register separately for overnight accommodations by completing the special hotel reservation form. Please register at <http://www.nyaprs.org/conferences/pros-academy/registration/>



Hotel Reservation Form

NYAPRS

New York Association of Psychiatric Rehabilitation Services, Inc.
Thursday, November 17, 2011 - Friday, November 18, 2011
2nd Annual PROS IMPLEMENTATION ACADEMY

at the

HOLIDAY INN WOLF ROAD • 205 Wolf Road
Albany, New York 12205 • Phone: 518-458-7250 • Fax: 518-458-7377

*ALL STARRED ITEMS MUST BE COMPLETED OR YOUR RESERVATION FORM WILL BE RETURNED FOR COMPLETION

CONTACT INFORMATION

*NAME: _____

*COMPANY: _____

*OTHER PERSON (S) IN ROOM: _____

*ADDRESS: _____ *CITY|STATE|ZIP: _____

*DAYTIME PHONE: (____) _____ *EVENING PHONE: (____) _____

*FAX NUMBER: (____) _____ *EMAIL ADDRESS: _____

RESERVATION INFORMATION

*DATE OF ARRIVAL: ____/____/____ *DATE OF DEPARTURE: ____/____/____

*ROOM PREFERENCE (BASED ON AVAILABILITY): ONE BED TWO BEDS

RATES AND PACKAGE INFORMATION

The rates below are **inclusive** of service charges, where applicable. The packages cannot be transferred to other dates.

ONE NIGHT PACKAGE (11/17-11/18) – OVERNIGHT ACCOMMODATIONS ON THURSDAY NIGHT – LUNCH AND MID AFTERNOON BREAK ON THURSDAY; CONTINENTAL BREAKFAST, MID MORNING BREAK & LUNCH ON FRIDAY

*Single Occupancy TAX EXEMPT – \$120.00 per person *Double Occupancy TAX EXEMPT – \$70.00 per person

TWO NIGHT PACKAGE (11/16-11/18) – OVERNIGHT ACCOMMODATIONS ON WEDNESDAY & THURSDAY NIGHTS – LUNCH AND MID AFTERNOON BREAK ON THURSDAY; CONTINENTAL BREAKFAST, MID MORNING BREAK & LUNCH ON FRIDAY

*Single Occupancy TAX EXEMPT – \$224.00 per person *Double Occupancy TAX EXEMPT – \$122.00 per person

CANCELLATION: If you find that you need to cancel your reservation please do so by 3 p.m. on November 11, 2011.

Reservations cancelled after 3p.m on November 11, 2011 will be billed the full amount of the package.

PAYMENT INFORMATION

A check deposit is not required. If you wish to send a check it should be made payable to the **Holiday Inn Albany on Wolf Road**. All reservations will require either a credit card, a Purchase Order or a Voucher which must be provided at the time the reservation is submitted.

*CREDIT CARD NUMBER: _____ *EXPIRATION DATE: ____/____/____

*NAME OF CARD HOLDER: _____ *SIGNATURE: _____

*PURCHASE ORDER: _____ *NAME OF AGENCY: _____

TAX EXEMPTION INFORMATION

Exemption from NYS and Local Taxes will only apply if the Hotel is supplied with the proper Exemption Certificate prior to arrival. Tax Exemption Forms should be included when submitting your Reservation Form to the Hotel. Please note that your form of payment must match your Exemption Form to be considered exempt. If the Exemption Form is not on file prior to arrival, you will be billed sales tax.

RESERVATION CUT OFF DATE: NOVEMBER 11, 2011

ALL RESERVATION FORMS MUST BE RECEIVED TO THE HOTEL NO LATER THAN 3PM ON NOVEMBER 11, 2011. AFTER THIS DATE, THE HOTEL WILL OFFER THE BEST AVAILABLE RATE AND MEALS MAY NEED TO BE RESERVED THROUGH NYAPRS.

2nd Annual PROS Implementation Academy Registration Form

1. GENERAL INFORMATION – PLEASE PRINT CLEARLY! Your name will appear exactly as you indicate. One registrant per form. Please photocopy this form for additional registrants. Please complete all parts.

Name: _____

Address: _____

City: _____

State: _____

Zip: _____

Phone: _____

Fax: _____

Email: _____

2. REGISTRATION: - The registration fee does not include hotel costs or continental breakfast unless you are staying overnight at the Holiday Inn on Wolf Road.
The full Academy fee includes registration for Thursday and Friday and all Academy materials and lunch both days.

PLEASE CHECK APPROPRIATE BOX:

Early Full Academy Registration Fees:

\$135 NYAPRS Member Rate

\$150 Registration Rate

Thursday, November 17 Commuter Rate

\$90 NYAPRS Member Rate

\$100 Registration Rate

Friday, November 18 Commuter Rate

\$90 for NYAPRS Member Rate

\$100 Registration Rate

My special needs are: Vegetarian Other

PAYMENT FOR REGISTRATION:

Total Amount Due: \$ _____ Payment enclosed: Check PO (number): _____

Charge my credit card: Visa MasterCard AMEX Discover

Name on the card: _____

Card Number: _____

Exp. Date: _____

Security Code: _____

Mail check/Purchase Order/Voucher and completed registration form to:

NYAPRS

Attn: PROS Academy
1 Columbia Place, 2nd Floor
Albany, NY 12207

CANCELLATION POLICY

Participants that are registered for a workshop and cancel up to 72 hours prior to the program will receive a 50% refund. No refunds will be given to individuals who cancel less than 72 hours prior to the event. Cancellations must be in writing (email, fax or mail)

For information on MEMBERSHIP, please go to our website: www.nyaprs.org/joinus

As a free gift: *Principled Leadership in Mental Health Systems and Programs*
by William A. Anthony & Kevin Ann Huckshorn to each PROS program that registers for this Academy.
Courtesy of Boston University's Center for Psychiatric Rehabilitation.