



PROS at Association for Mental Health and Wellness

Synergy Center for Health and Wellness

- **Transitioned from Clubhouse model with IRPT to PROS in May 2007**
- **Provide full array of PROS services which include:**
 - **CRS (WSM, BLST, Engagement, Crisis, IRP Planning, Cognitive Remediation)- 104 enrolled**
 - **IR (Intensive Goal Acquisition, Intensive Relapse Prevention, IDDT)- 48 enrolled**
 - **ORS- 17 enrolled**
 - **Clinic services (medication management and clinical counseling)- 57 enrolled**

Staffing

- **1 full time para professional**
- **1 part time Peer Specialist**
- **4 full time Social Workers**
- **2 Full time Licensed Mental Health Counselors**
- **1 Art Therapist**
- **1 Per diem staff- Physical Health Trainer**
- **2 Psychiatric Nurse Practitioners**
- **3 part time drivers**



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Outreach and Quality of Services

Agency History

Agency history is the best predictor of future outcomes.

MCO's, referral sources, collaborators will be looking at your history of successes, triumphs, philosophies, and ability to make and withstand change.

This will help them to make assumptions of future success and positive outcomes and influence their desire to work with or collaborate with your agency.

1990-Started as a clubhouse model called Clubhouse of Suffolk

1993-Opened our IPRT within the Clubhouse program

2001-Began our Case management program

2007-Transitioned to PROS with clinic services, IDDT, and cognitive remediation

2015 Merged with MHA of Suffolk as well as Suffolk County United Veterans

2015 Opened 3 Food Pantries

2016? Opened our Wellness Center on site at Synergy

2017-Through DSRIP and SCC, have onsite physical health care

We began as a grass roots organization. We are still a relatively small agency but have a giant foot print.

Our roots hold up a fortress of hope and commitment to the individual's, families, and communities we serve.

Our history makes it that much easier to market, there are many great selling points.



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Outreach

Internally

- Regularly attend staff meeting with our Care management and O&E organizations
- HCBS
- Wellness Center
- Keeping staff at SCUUV informed of our services

Externally

- Ongoing (every 6 weeks) presentation at Mather Partial Program
- Attend and present at our local BOCES yearly transition fair
- Attend and present at Local high school yearly transition fairs
- Present at Suffolk County Community College
- Present at local Psychiatrist offices for the staff
- Discussions with all mental health service providers at the 2 county jails as needed.



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The Approach

- **Starts with our person centered practice**
- **Can be seen in all that we do**
- **Member (the persons we serve)inclusion:**
 - **Community outreach always with members of our organization along side staff, nobody can sell what we are serving better.**
 - **Member inclusion in almost all of my staff interviews, with the members having greatest say in who is hired.**
 - **Member choice in the services offered and provided. Always asking our membership what is needed and working to provide it.**
 - **Member created services, member run support groups, they determine their needs, we support them.**
 - **In-house member volunteer opportunities with support and autonomy.**
 - **Discussions include the services provided and how they can be helpful as well as our whole person approach.**
 - **Invitations to come and see, or try out the program without making any commitment.**
 - **Discuss our success rate. Most potential members are job seeking and like hearing that 30% of our members are employed.**
 - **Use/discuss our history serving our community and our responsiveness to individual and community needs.**

We market this to referral sources and potential members of our community. Shows what our focus is and has been. Our membership.



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Responsiveness:

- **To the needs of potential members , MCO's and all referral sources**
 - **Starts with the first touch whether by phone or in person. First impressions count.**
 - **Same day call backs and follow up, nobody wants to be kept waiting**
 - **Rapid intake and admission**
 - **Trial periods for all who want to sample the program prior to making commitment**
 - **Collaboration with other community programs and resources for services we are unable to provide to prevent/reduce delays in needed treatment.**
 - **One administration point person for ongoing communication with MCO's-helps to quickly build the relationship rather than a multitude of staff, easier to identify internal shortcomings for quicker resolution. Rapid connection to SAI for any additional information needed by MCO's.**
 - **PDSA's-Helps to maintain focus on goals and objectives, shows we are always working towards improving and maximizing staff and agency potential**



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Marketing-Let yourself shine

- **Evidence based practices, ongoing education and training. All direct service staff have/will complete IMHATT training, Trauma Informed care training, Mental Health First Aid, Cultural Competency and Suicide Prevention.**
 - **Certificate courses help to show what you know.**
 - **Whole staff trainings show commitment**
 - **Diversity of trainings show focus on desired outcomes.**
 - **Provide onsite trainings; Financial assistance for external trainings and conferences, encourage continuous learning and relearning.**
- **Staff satisfaction and retention**
 - **All staff including administration-Too much turn over may signal problems and issues within the agency, this will likely instill fear in MCO's, potential referral sources, and lead to dissatisfaction from your consumers.**
 - **In the past 8 years, I have had 2 staff leave my agency, both retired.**
 - **Create safe environment for staff to be open about their needs, be supportive without lowering expectations.**
 - **Be mindful of the stress and effect this work has on your staff as this will have an effect on the work they do.**
 - **EAP**
 - **Lead by example**



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Diversification

- **Whether it is in house or through external collaborations, it is essential to show a diverse set of treatment abilities that meet the various needs of those that you serve.**
 - **Clinical treatment**
 - **Employment and educational support**
 - **Cognitive remediation**
 - **Dual diagnosis treatment and Smoking Cessation**
 - **Communication and Social skills training**
 - **Family outreach and supports**
 - **On site medical care**
 - **Care Management**
 - **HCBS**
 - **Wellness Center**
- **Most recent collaboration with FSL to provide clinical care for those we cannot provide to due to clinical staff shortage. A Win Win Win Win Win situation.**
 - **A win for: Synergy Center and my staff, referred member, MCO,, future members, FSL.**