

On the Move!

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People Get Better With Us[®]

Who We Are

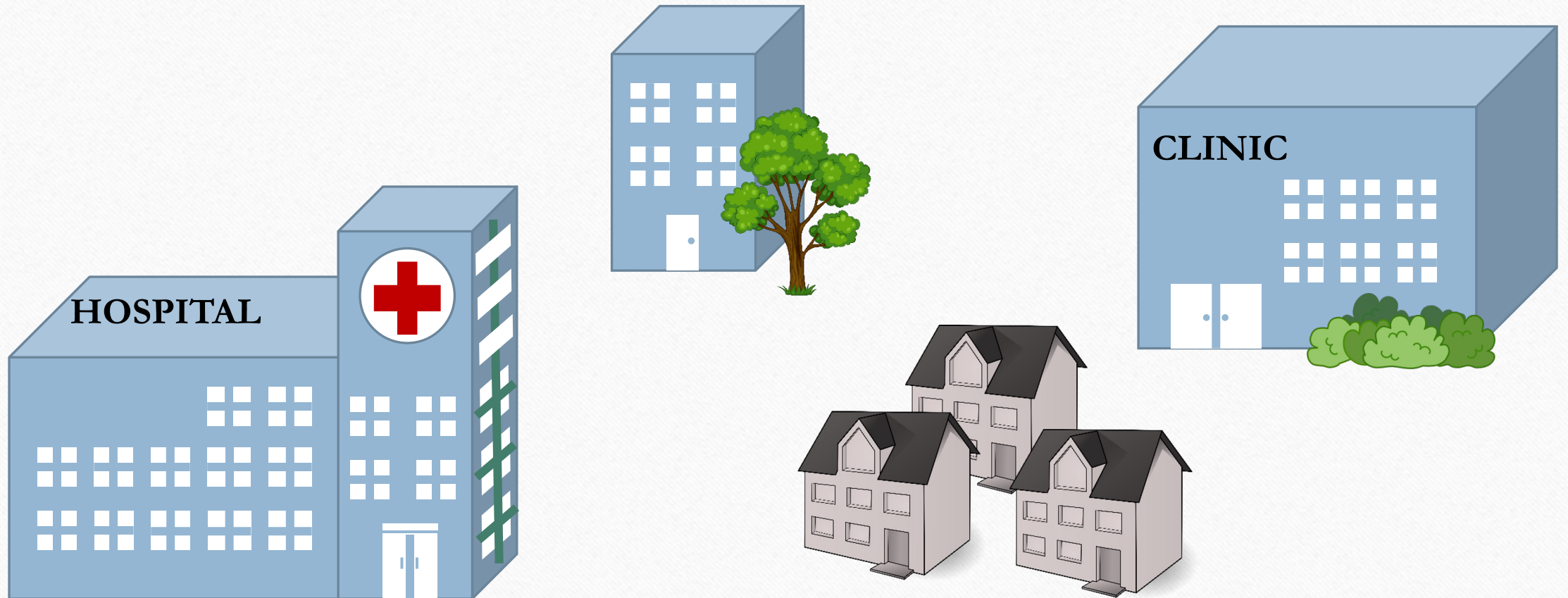
The Institute for Community Living provides a range of supportive and transitional housing, counseling, rehabilitation and other support services for adults, children and families living with serious mental illness, substance abuse, or developmental disabilities. ICL serves more than 10,000 people each year in locations throughout New York City.



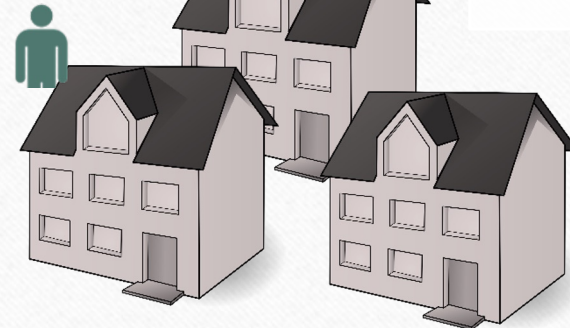
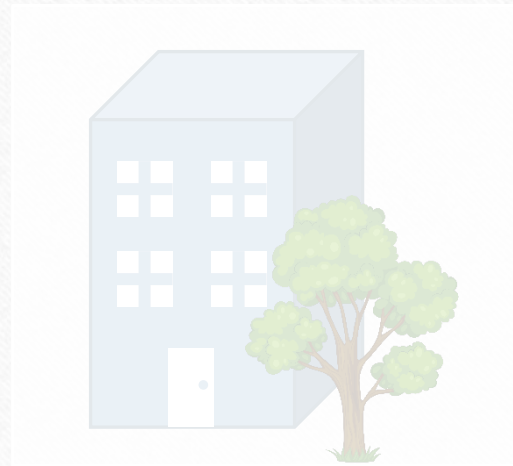
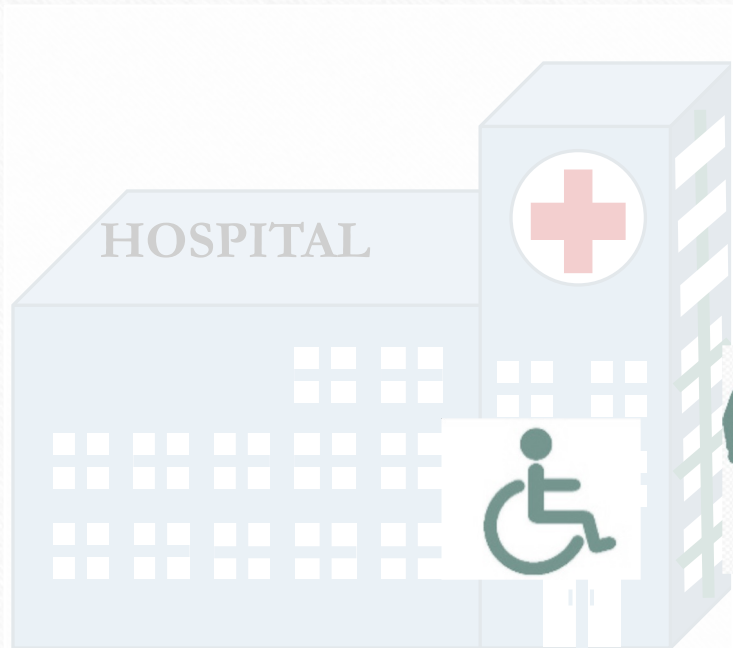
People Get Better With Us®

Why mobile services?

A robust system of care



We don't reach everyone



Mobile Services & HCBS Fill the Gap



ICL's HCBS Services

Psychosocial
Rehabilitation

CPST

Habilitation

Family
Support

Peer Support

Education
Support

Employment
(Pre-voc, Intensive, Ongoing)

ICL's HCBS program, by the numbers...

245 referrals to date

183 active clients

45 different referring agencies

It took a lot of work to get here!...

Program Development Tips

- Know your program/service regulations and standards
- Start with internal staff to ramp up for the initial phases
- Hire staff with experience working with a variety of populations
- All members of the team should have knowledge of all the services you provide
- Don't recreate the wheel – see what others are doing

Onboarding New Staff

- Orientation to the services, forms, policies and procedures
- Training on pillars of care: recovery, person-centered, trauma-informed, integrated health
- Shadow current staff
- Get access to and training on mobile technology

Ready, Set, Go!

It was hard, we struggled with:

- ✓ Completing training
- ✓ Developing workflows
- ✓ Building knowledge about HCBS
- ✓ Engaging clients



The Importance of Building Relationships

Health Home

Other Providers

Member

MCO

HCBS



What makes mobile
services different?

We meet people where they're comfortable!





Our team in action!

Engagement is faster!

- People are more receptive
- We are responsive, accessible
- Available when needed
- Since we **go to** people when they are in crisis, we can problem-solve together



Engagement Skills

- Allowing person to choose where they want to meet, and letting them set the tone for the session.
- Staying focused on the person – not getting distracted by external stimuli
- Active, empathic listening
- Keeping it in the here and now

What does supervision
look like?

Ongoing Supervision

- Check in with staff daily through
 - Email
 - Text messaging
 - Phone calls
- Individual supervision weekly – in person or by phone
- Monthly clinical meetings with entire team



Supervision includes

- Clinical issues
- Policies and procedures
- Administrative workflows and processes
- Business/billing
- Staff engagement and morale
- Collaboration with MCOs and Health Homes/CMAAs

Essential Supervisory Skills

- Organization
- Flexible
- Motivational
- Inspirational
- Team player



Success Stories

