



# Collective

Recovery • Rehabilitation • Rights

## NYAPRS Recovery and Rehabilitation Academy

*For PROS and HCBS Practitioners*

### Recovery and Rehabilitation:

*Realizing the Vision, Achieving the Value*

**NOVEMBER 17-18, 2016**

THE RADISSON | 205 WOLF RD | ALBANY, NY

## Official Program



**In Collaboration with:**

Center for Practice Innovations  
The Coalition for Behavioral Health Inc.

**Sponsored by:**



**Office of  
Mental Health**

**THURSDAY, NOVEMBER 17, 2016**

TIME	SESSION	ROOM
7:30AM	Registration	Upper Mezzanine
7:30AM	Continental Breakfast	Courtyard
8:50AM	<b>Opening Remarks</b>	Courtyard
9:00AM	<b>Keynote: Our Values Create Value for All</b>	Courtyard
10:00AM	<b>Plenary Session: From Programs and Models to Service and Innovations</b>	Courtyard
11:30AM	Break	
11:45AM	<b>WORKSHOPS ROUND 1</b>	
	<b>A. Psychiatric Rehabilitation Track</b> - Introduction to PSR	Stonehenge B
	<b>B.</b> The Nexus of HCBS and PROS: Supercharging Rehabilitation and Recovery	Stonehenge AD
	<b>C.</b> Health and Wellness: From Health Literacy to Wellness Self-Management	Stonehenge C
1:00PM	Lunch	Courtyard
2:15PM	<b>WORKSHOPS ROUND 2</b>	
	<b>A. Psychiatric Rehabilitation Track</b> - I Know Partnerships with The People I Serve are Critical - But How Do I Do It?	Stonehenge B
	<b>B.</b> Developing Truly Culturally Competent Service Delivery	Stonehenge C
	<b>C.</b> Capturing the Value of Our Outcomes through EHR Documentation	Stonehenge AD
3:30PM	Break	
3:45PM	<b>WORKSHOPS ROUND 3</b>	
	<b>A. Psychiatric Rehabilitation Track</b> - Choosing a Valued Role: The Heart of PSR	Stonehenge B
	<b>B.</b> If So Many Want to Join the Workforce, Why Aren't More People Working?	Stonehenge C
	<b>C.</b> The Impact of Racism and Poverty on Healthcare Access & Outcomes	Stonehenge AD

**FRIDAY, NOVEMBER 18, 2016**

TIME	SESSION	ROOM
7:30AM	Registration	Upper Mezzanine
7:30AM	Continental Breakfast	
8:30AM	<b>Plenary II: The Recovery Sector is Essential to DSRIP Success</b>	Courtyard
10:00AM	Break	
10:15AM	<b>WORKSHOPS ROUND 4</b>	
	<b>A. Psychiatric Rehabilitation Track</b> - Assessing Skills & Resources in Recovery Oriented PSR Services: More Than a Checklist	Stonehenge B
	<b>B.</b> Creating a Culture of Learning Through Supervision	Stonehenge AD
	<b>C.</b> Outreach, Engagement and Activation	Stonehenge C
11:30AM	Break	Courtyard
11:45AM	<b>WORKSHOPS ROUND 5</b>	
	<b>A. Psychiatric Rehabilitation Track</b> - The Technology of Skill Building in Recovery Oriented PSR	Stonehenge B
	<b>B.</b> Collaborating with Care Managers and Managed Care	Stonehenge AD
	<b>C.</b> In the Driver's Seat: Self-Directed Care	Stonehenge C
1:00PM	<b>Closing Remarks and Boxed Lunch</b>	Courtyard



**REGISTRATION** *Upper Mezzanine*

7:30-9:00AM

**CONTINENTAL BREAKFAST** *Courtyard*

7:30-9:00AM

**OPENING REMARKS** *Courtyard*

8:50AM

**Harvey Rosenthal**, Executive Director, NYAPRS

**Edye Schwartz**, Director of Systems Transformation, NYAPRS

**KEYNOTE:**

**OUR VALUES CREATE VALUE FOR ALL**

9:00-10:00AM

We are at a pivotal point in the transformation of our healthcare system in New York, and our recovery sector is perfectly poised to play a critical role in helping to improve outcomes for people with behavioral health related needs. Our values of person-driven care, wellness and community integration have become central elements of Medicaid reform. PROS has become a core benefit within the Medicaid program and the new Home and Community Based Services funding stream will make recovery and rehabilitation approaches available to thousands more. Our keynote speakers will look at how the central values of our recovery, rehabilitation and peer support movements will continue to bring great value to our system of care and the people who access it.

**Veronica Carey**, Chair, Academy of Psychiatric Rehabilitation and Recovery, Psychiatric Rehabilitation Association (PRA), Psychiatric Rehabilitation Foundation (PRF)

**Meggan Schilkie**, Principal, Health Management Associates

**PLENARY SESSION:**

**FROM PROGRAMS AND MODELS TO SERVICES AND INNOVATIONS**

10:00-11:30AM

How can we best build on core rehabilitation and support program models that we know work to advance our values and the healthcare choices available to those who use them within our community? In this session, leaders of best practice models like PROS, Clubhouse and Peer Support join with policy makers and new payers to share innovative ways we can expand and integrate our services into the new systems of care and support.

**Moderator: Harvey Rosenthal**, Executive Director, NYAPRS

**Kenn Dudek**, President, Fountain House

**Steve Miccio**, CEO, PEOPLE, Inc

**Peter Trout**, Chief of Services, Behavioral Health Services North

**Samantha Bicanic**, Behavioral Health Care Manager II, Outpatient Utilization, Empire Blue Cross/Blue Shield HealthPlus

**Charlotte Carito**, Deputy Director Division of Managed Care, NYS Office of Mental Health

**BREAK**

11:30-11:45AM



## WORKSHOPS ROUND 1

11:45AM-1:00PM

### **a** Psychiatric Rehabilitation Track - Introduction to PSR Stonehenge B

Psychiatric Rehabilitation is not only a service but also a logic system that provides an overall framework for interventions that focus on role recovery. The workshop will introduce the logic system and its implications for programs and providers. (Assisting Dr. Farkas with the exercises throughout the Psychiatric Rehabilitation track will be **Amanda Saake**, Senior Program Associate, The Coalition for Behavioral Health.)

**Marianne Farkas**, Director, Training, Dissemination & Technical Assistance, Center for Psychiatric Rehabilitation

### **B** The Nexus of HCBS and PROS: Supercharging Rehabilitation and Recovery Stonehenge AD

What new options are available to providers and consumers through the availability of both PROS and HCBS funded approaches? How can these approaches complement each other or be combined to create entirely new models of care? Join our panel as we take a "deeper dive" into looking at how PROS and HCBS providers can work together to create innovative new service models that advance recovery and rehabilitation.

**Moderator: Edye Schwartz**, NYAPRS

**Doug Ruderman**, Behavioral Health and Managed Care, Technical Assistance Specialist, NYS Office of Mental Health

**Liam McNabb**, Director of Rehabilitation Services, NYS Office of Mental Health

**Kathryn Lewis**, Director of Clinical Operations, ARA Services

**Joe Woodward**, CEO, Executive Director, Housing Options Made Easy

**Ed Butz**, Managing Director, Rehabilitation Support Services, Inc.

### **C** Health and Wellness: From Health Literacy to Wellness Self-Management Stonehenge C

According to the American Medical Association,

good health literacy skills are a stronger predictor of health status than age, income, education level, or racial/ethnic identification. Building on our strong value on building strong relationships, effective communication and advancing good self-care, PROS and HCBS practitioners are in a unique position to contribute to improving health literacy and advancing wellness in our communities. Participants will learn about strategies to impart health literacy and gain some "hands on experience" through audience participation.

**Emelin Martinez**, HEAL (Health Education & Adult Literacy) Program Manager, Ambulatory Care Network of New York-Presbyterian Hospital

**Paul Margolies**, Associate Director for Practice Innovation and Implementation, Center for Practice Innovations, New York State Psychiatric Institute

## LUNCH Courtyard

1:00-2:00PM

## WORKSHOPS ROUND 2

2:15-3:30PM

### **a** Psychiatric Rehabilitation Track - I Know Partnerships with The People I Serve are Critical—but How Do I Do it? Stonehenge B

Creating equality in the practitioner-participant relationship, or partnership is one of the cornerstones of a recovery oriented PSR service. But as providers working with a large range of service recipients it is not easy to do. This workshop will provide an overview of the tools needed to create that partnership, including some exercises to clarify what the tools involve.

**Marianne Farkas**, Director, Training, Dissemination & Technical Assistance, Center for Psychiatric Rehabilitation

### **B** Developing Truly Culturally Competent Service Delivery Stonehenge C

Core to our success is our ability to engage effectively with everyone who seeks our services. This requires us to pay close attention to race, ethnicity, language and cultural background to reach our outcomes and eliminate disparities. Accordingly, a culturally and linguistically competent workforce and approach is critical to the success of new DSRIP initiatives. Our presenters will explore how one PPS in

## WORKSHOPS ROUND 2 *Cont'd*

2:15-3:30PM

the Finger Lakes region is helping all members to be aware of how culture influences personal understanding of health and illness, how this affects personal health practices, and how these views can be incorporated into health promotion and interventions.

**Lenora Reid-Rose**, Director, Cultural Competence and Diversity Initiatives, Coordinated Care Services, Inc.

**Juanita R. Lyde**, Project Manager, Cultural Competency and Health Literacy, Finger Lakes Performing Provider System

The workshop will present an overview of the components of helping a person to set a personally meaningful recovery goal, despite the challenges it may present. Exercises are included in order to clarify the components.

**Marianne Farkas**, Director, Training, Dissemination & Technical Assistance, Center for Psychiatric Rehabilitation

### **If So Many Want to Join the Workforce, Why Aren't More People Working?**

**Stonehenge C**

Despite all of our efforts to advance quality vocational rehabilitation and employment support services, far too few people with disabilities are actually working. Join our presenters in exploring the most recent changes in our employment services and how we can best address the obstacles that still remain in our system, policies and funding designs, including staff and consumer ambivalence.

**Len Statham**, Director of Employment and Economic Self-Sufficiency Initiatives, NYAPRS

**Paul Margolies**, Associate Director for Practice Innovation and Implementation, Center for Practice Innovations, New York State Psychiatric Institute

**Andrew Karhan**, Director of Employment Policy, NYS Office of Mental Health

### **Capturing the Value of Our Outcomes Through EHR Documentation**

**Stonehenge AD**

Are you using data in the best way to support decision-making and service provision? Is your service contributing to the overall health of participants and the community? If so, how do you know? Good metrics can inform program operations, highlight trends, enhance collaboration and secure funding. Join our presenters as they offer some strategies for using data to help you support growth, function more efficiently, and improve the quality of your services.

**Boris Vilgorin**, Health Care Strategy Officer, McSilver Institute for Poverty Policy & Research, Silver School of Social Work, New York University

**Emily Kingman**, Program Associate, The Coalition for Behavioral Health

**David Bucciferro**, Senior Advisor, Foothold Technology

### **The Impact of Racism and Poverty on Healthcare Access & Outcomes**

**Stonehenge AD**

Disparities in health and health care have been a longstanding challenge resulting in some populations receiving less and lower quality health care than others, restricting opportunities for access and understanding, thus experiencing poorer overall health outcomes. Join our presenters as we explore strategies to change our practices, better understand cultures and learn about opportunities to overcome barriers and challenges in order to best integrate social factors with better practices to achieve population health quality outcomes.

**Yvette Kelly**, LMHC, Senior Research Scientist, CTAC / MCTAC, McSilver Institute for Poverty, Policy and Research, NYU Silver School of Social Work

**Dottie Lebron**, Associate Director, Strategic Partnerships and Community Engagement, McSilver Institute for Poverty, Policy and Research, NYU Silver School of Social Work

## BREAK

3:30-3:45PM

## WORKSHOPS ROUND 3

3:45-5:00PM

### **Psychiatric Rehabilitation Track - Choosing a Valued Role: The Heart of PSR**

**Stonehenge B**

Helping individuals to choose a role, valued by society and that the person wants to achieve is a major part of PSR services and their ability to promote recovery. However, facilitating choice is complicated by people's lack of experience in making a choice, apparent lack of desire to do so or belief that they cannot ever achieve such a goal.

**REGISTRATION** *Upper Mezzanine*

7:30-8:30AM

**CONTINENTAL BREAKFAST** *Courtyard*

7:30-8:

**PLENARY II:**

**THE RECOVERY SECTOR IS ESSENTIAL TO DSRIP SUCCESS** *Courtyard*

8:30-10:00AM

New York's DSRIP initiative is our state's primary strategy to transform our Medicaid healthcare system through the development of high performance regional PPS networks. Behavioral healthcare needs often go unaddressed or under addressed and can contribute to the high rates of avoidable ER and inpatient use that the PPSs have been designed to reduce. As a result, recovery providers have a critical role especially in the areas of outreach and engagement and crisis stabilization and diversion. The presenters will describe several strategies that PROS and HCBS providers can develop to be a critically valued partner in regional networks.

**Moderator: Edye Schwartz**, Director of Systems Transformation, NYAPRS

**Robert Myers**, Senior Deputy Commissioner and Director, Division of Adult Services, State Hospitals and Managed Care, NYS Office of Mental Health

**Keith Leahy**, Executive Director, MHA of the Southern Tier

**John Javis**, Director of Operations, Advance Health Network IPA

**Amy Anderson Winchell**, President & CEO, ACCESS: Supports for Living

**Aileen Martin**, Executive Director, Northern Regional Center for Independent Living

**BREAK**

10:00-10:15AM

**WORKSHOPS ROUND 4**

10:15-11:30AM

**a** **Psychiatric Rehabilitation Track - Assessing Skills & Resources in Recovery Oriented PSR Services: More Than a Checklist**

*Stonehenge B*

I know what I want but now, how do I get there? Helping individuals assess their own strengths and challenges requires specific provider skills. This workshop will present an overview of those skills and their application through exercises.

**Marianne Farkas**, Director, Training, Dissemination & Technical Assistance, Center for Psychiatric Rehabilitation

**B** **Creating a Culture of Learning through Supervision**  
*Stonehenge AD*

As a supervisor, you are in a unique leadership position and can have an immediate positive impact on both your services and the participants who access them. As is true with individual recovery, we know that the creation of a recovery-oriented service system is not a simple, linear process - it requires new ways of thinking, a focus on strengths and an appreciation for the importance of life beyond services. This workshop is designed so supervisors have an opportunity to think about their current work, build on the strengths of their services and staff and consider changes that might need to be implemented.

**Margy Meath**, Clinical Assistant Professor, The College at Brockport – Greater Rochester Collaborative MSW Program, Lifeworks Consulting

**C** **Outreach, Engagement and Activation**  
*Stonehenge C*

All of the work that is underway to reshape and refocus our healthcare system will be for naught if individuals with complex needs cannot experience a personal connection with care and care givers and feel motivated and supported to improve their health and circumstances. The presenters will describe emerging new approaches that are finding success in engaging people and communities and in offering new approaches in wellness and promotion.

**Tanya Stevens**, Deputy Director, NYAPRS

**Dyana Morrow, RN, CMC**, Regional Manager for Quality and Compliance, St. Joseph's Care Coordination Network

**Stephanie Buck**, Transitional Care Manager, St. Joseph's Care Coordination Network

**Jackie Negri**, Principal, Negri Management Resources, LLC

# WORKSHOPS ROUND 5

11:45-1:00PM

## **a** Psychiatric Rehabilitation Track - The Technology of Skill Building in Recovery Oriented PSR *Stonehenge B*

Helping people to develop skills can involve teaching or other strategies depending upon what people want and the strengths they begin with. Having a structured methodology to support people's ability to build their skill base depends on the provider's competencies in education, motivation, cognitive-behavioral strategies. The workshop will present an overview of skill building including some exercises to help clarify the concepts presented.

**Marianne Farkas**, Director, Training, Dissemination & Technical Assistance, Center for Psychiatric Rehabilitation

## **B** Collaborating with Care Managers and Managed Care *Stonehenge AD*

Keeping up with the rapid pace of change and the increased complexity of our healthcare system is extremely challenging to both providers and consumers alike. Each of these systems and services has its own set of admission policies and service regulations, often making it a challenge to work together efficiently and effectively. Accordingly, strong collaboration in both care management and delivery is essential. The presenters will look at emerging new approaches that are taking on these challenges and helping both those who use and those who provide services find their way through the maze of HARPs, Health Homes, Home and Community Based Services and DSRIP Performing Provider Systems.

**Nicole Haggerty**, Director, Bureau of Rehabilitation Services and Care Coordination, NYS Office of Mental Health

**Deborah Rose**, Director, HCBS Healthfirst

**Scott Ebner**, Executive Director, Circare

**Erica Bou**, HCBS Administrator, UnitedHealthcare Community Plan, NY

## **C** In the Driver's Seat: Self-Directed Care *Stonehenge C*

One of the most transformative innovations in the nation that places flexible service dollars in the hands of people with disabilities to be self-directed with the goal of improving one's health, life and recovery. The ability to self-direct one's care is included as part of New York's new Home and Community Based services and will be piloted next year by the Office of Mental Health. Get the details about this and learn how self-directed care dollars have been used in very powerful ways in states across the nation.

**Donald Zalucki**, Director of Program and Policy Development, Division of Adult Services, NYS Office of Mental Health

**Briana Gilmore**, Director of Planning and Recovery Practice, Community Access, Inc.

## CLOSING REMARKS AND BOXED LUNCH *Courtyard*

1:00PM



# 2016 NYAPRS

## Continuing Education Credits

NYAPRS is proud to offer CEU hours for CASAC, CPRP, CRC, and Social Work. Please follow the instructions below for each.

### CASAC, CPRP and CRC Credit Hours

**PICK UP ATTENDANCE FORM AT THE REGISTRATION DESK BEFORE ATTENDING WORKSHOPS.**

**ALL CONFERENCE WORKSHOPS ARE ELIGIBLE FOR CASAC, CPRP, AND CRC Credit Hours**

1. The attendance form must be completed in its entirety. Ensure that your name, credential, address and email address is complete and legible. If not, this will compromise your ability to obtain CEU hours.
2. Write in the workshop #, title, presenter's name, hours of each and the date.
3. After each workshop attended, have the presenter initial the form verifying that you attended the session.
4. At the end of the conference, sign the attendance sheet and submit the document to the NYAPRS Registration Desk. We will process and email a Certificate of Completion within 15 business days.

**All breakout sessions will offer 1.25 credit hours.**



### SOCIAL WORK

**TO QUALIFY FOR SOCIAL WORK CEU HOURS:**

1. PRIOR to the beginning of each workshop, sign-in at the front of the room. The Monitor will have the attendance sheet. If you arrive after the start of the workshop, you will not be allowed to sign-in and therefore you will not be eligible to receive CEU hours for that workshop.
2. Ensure that your name, credential, and email address is complete and legible. If not, this will compromise your ability to obtain CEU hours. Sign your name.
3. Be present for the entire duration of the workshop.
4. Complete the Evaluation form and submit it to the Monitor at time of sign-out.
5. At the end of the workshop, and only after you have submitted your completed evaluation, sign-out at the front of the room on the same line you signed-in on. The Monitor will have the attendance sheet.
6. If you have met all of these criteria, we will process and email you a Certificate of Completion within 15 business days.

*New York State Association of Psychiatric Rehabilitation Services, Inc., (NYAPRS) SW CPE is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #0253*