

Skill Development During a Pandemic: Moving Skills Training from Community- Based to Virtual

11th Annual Rehabilitation and Recovery Academy

CENTER FOR
REHAB. &
RECOVERY

SPOP

SERVICE PROGRAM FOR OLDER PEOPLE

Why Are We Here Today?

When COVID-19 initially hit New York State, many programs had to reimagine how they were supporting people. Part of that reimagining was how to help people continue developing and strengthening skills in the community. In this presentation, we will discuss *the transition to providing skills training in the community* in this new environment. Representatives from *Service Program for Older People (SPOP) PROS* will speak about their successes and challenges with skills training.

Objective

Offer skills and techniques to coach people with skills training in the community



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Talking Vs. Teaching

What Is A Skill?



In psychiatric rehabilitation, a skill is

- ✓ **S**pecific (concrete)
- ✓ **T**eachable (7 or less)
- ✓ **O**bservable (external)
- ✓ **M**easurable (action)
- ✓ **P**ractice (learned through)

that can be used to enhance one's quality of life

Steps of Skills Training, featuring “Tell, Show, Do”

- Explain the why and what of the skill (**Tell**).
- Describe the steps of the skill. (**Tell**)
- Demonstrate/model the skill (**Show**)
- Have a learner try the steps of the skill (**Do**)
- Provide **positive feedback**.

Steps of Skills Training, featuring “Tell, Show, Do”

- Provide **corrective feedback** (1-2 specific suggestions for fine tuning).
- Have the same learner try the steps again in a new scenario/context. **(Do)**
- Provide additional feedback.
- Ask learners to practice the skill with each other **(Do)**
- Help learners identify practice opportunities outside of your skills training session.

*Service
Program for
Older People
(SPOP) PROS*

SPOP

SERVICE PROGRAM FOR OLDER PEOPLE

What Is
SPOP
PROS?

Who are we?

Who is in our
program?

What a day in SPOP looked like before COVID19

- Breakdown in day in terms of how many groups on the schedule are skills training
- The challenges in-person were for teaching skills training to older adults

Time	Monday		Tuesday		Wednesday		Thursday		Friday	
9:45	Focus on It!	BLST	Ready Set Goals!	IRP	Tobacco and My Health	DDE	Wellness Toolbox	RPP	Money!	BFM
10:20	BREAK		BREAK		BREAK		BREAK		BREAK	
10:30	Recovery 101	RPP	Know Yourself Thru Dance	BLST	Back to Basics: Connect to PROS	EGMT	One Step Stronger	BLST	Me and My Meds	MESM
	Adaptarme a mi edad	CST	Keeping the Peace	PSST	Wellness Toolbox	RPP	Keeping the Peace	PSST	Move Your Body	CST
	Don't Sweat the Small Stuff	PSST	One Day at a Time	IRPRV	Let's Talk About Sex	BLST	Up! From Depression	CST	One Day at a Time	IRPRV
11:05	Community Meeting		Community Meeting		Community Meeting		Community Meeting		Community Meeting	
11:15	Community Connections	CLE	Food for Thought	BLST	Pathways to Health	PSST	Confronting Anxiety	CST	Food for Thought	BLST
	Move Your Body	CST	Stress Less Thru Art	CST	Know Yourself Thru Art 1	CST	Art and Me	BLST	Ready Set Goals!	IRP
	One Day at a Time	IRPRV	Wellness Toolbox	RPP	One Day at a Time	IRPRV	One Day at a Time	IRPRV	Growing with Grief (Art)	CST
11:50	BREAK		BREAK		BREAK		BREAK		BREAK	
12:00	Self Help Seminar	IERSH	Looking and Feeling Your Best!	BLST	Recovery 101	RPP	Know Yourself Thru Dance	BLST	Pathways to Health	PSST
	Good Vibrations	CST	Back to Basics:Connect to PROS	EGMT	Know Yourself Thru Art 2	CST	Community Connections	CLE	Confronting Anxiety	CST
	Wellness Toolbox	RPP	Uno Dos Tres Metas!	IRP	Spirituality (Bilingual)	CST	Don't Sweat the Small Stuff	PSST	Recuperar 101	RPP
12:35	LUNCH		LUNCH		LUNCH		LUNCH		LUNCH	
1:15	Yoga Movement	CST	Me and My Meds	MESM	Communication Skills Training	BLST	Making and Keeping Friends	BLST	Wellness Toolbox	RPP
1:50	BREAK		BREAK		BREAK		BREAK		BREAK	
2:00	Looking and Feeling Your Best!	BLST	Adapting to Aging	CST	Yoga Movement	CST	Stress Less Thru Art	CST	Focus on It!	BLST
2:35	END OF GROUPS		END OF GROUPS		END OF GROUPS		END OF GROUPS		END OF GROUPS	

What Changed?

What started to become apparent in this new landscape was the need, more than ever, for our participants to navigate the community independently and therefore requiring a lot of 1:1 skills training with their recovery counselors.

(Ex: setting up medication, managing medication independently, technical support and training, accessing applications and resources online etc.)

Reimagined Support

- SPOP utilized a conference line and facilitated groups, eventually introducing zoom groups.
- We individually 1:1 taught zoom and conference calling skills to participants interested in groups via telehealth/ phone.
- Began to scale back on the 1:1, pushed groups, focused on adapting goals to reflect COVID landscape
- Looked into documentation and redoing assessments to get people re-invested in their goals

Offer skills and techniques to coach people with skills acquisition

- What did our community need in terms of groups?
- Groups: -A lot of WSM groups
- Limited skills training groups at first. Introduced new groups slowly as needs of community began to shift
- Individual -time to shift from phone to zoom (time included 1:1 skill training to do so or help from natural supports or collaterals, lots of care coordination in ways we haven't done before)
- A lot of 1:1 individual skills training. Ex- BLST (cooking with microwave, calling pharmacy, scheduling appointments, etc.)

Phone conference line: 929-279-4050; Meeting ID: 673393

Zoom links- see master list

Monday	Tuesday	Wednesday	Thursday	Friday
<p>11am- Weekend Report [RPP]</p> <p>12pm- Zoom Don't Sweat the Small Stuff [PSST]</p>	<p>11am- Ready, Set, Goals! [IRP]</p>	<p>11am- Wellness Toolbox [RPP]</p>	<p>10am- Zoom Understanding my Medication [MESM]</p> <p>11am- Keeping the Peace [PSST]</p>	<p>10am- Community Meeting</p> <p>11am- Zoom TGIF [EGMT]</p>
<p>2pm- Zoom Growing with Grief [CST]</p>	<p>2pm- Staying Connected [RPP]</p>	<p>1pm- Zoom Open Doors [BLST]</p> <p>2pm- Communication Skills Training [BLST]</p>	<p>2pm- Zoom Yoga Movement [CST]</p>	<p>2pm- Spirituality [CST]</p>

Challenges

- Large emphasis on 1:1 in beginning and moving away from that.
- Lack of resources, lack of technology, hard to model over the phone
- Difficult to model skills/ role play over the phone/ no visual aids or handouts.
- Learning new ways to communicate respectfully, group rules look different in a virtual landscape, almost like a new language to learn
- Resistance/struggles with adapting to change in general from participants / dip in census
- Staff learning to be comfortable with technology
- Zoom fatigue

Successes

- Focus on small steps.
- Shifting focus really to interpersonal skills, honesty, opportunities for unique problem solving, increased independence
- Support between peers and mutual aid among colleagues
- Individuals moving on/ not needing us
- Increased investment in their goals and group attendance.
- 65% of our census are accessing virtual groups.

What Lies Ahead?

Moving forward as we shift- asking
once again- what does the community
need now?

Plans to move towards more zoom
groups with greater opportunities for
modeling skill building

Questions?

