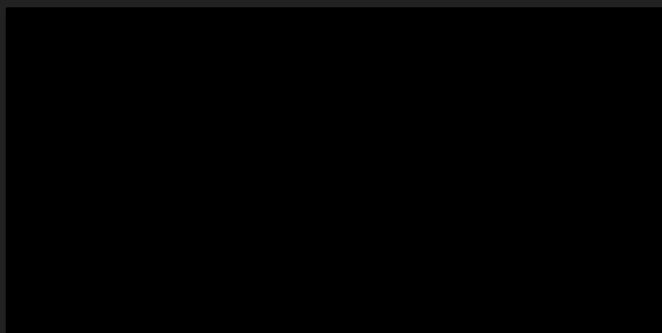
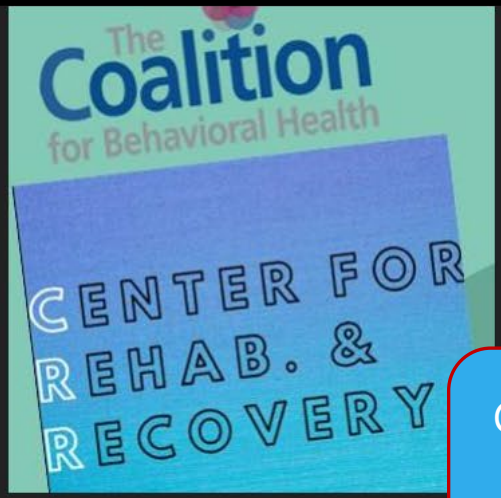




*We'll get started soon!
But first...*



When you click on Annotate, a menu of tools will appear on your screen



Click on Annotate to interact with (e.g. write on) content being shared on the screen

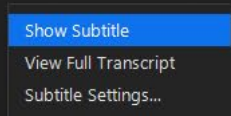
Unmute if you'd like to speak

Start Video if you'd like to interact visually

Send us your thoughts via Chat

Click on Live Transcript for English Subtitles

Click on More to see additional menu options



VIRTUAL/HYBRID SKILL BUILDING PRACTICE: HOW DOES IT WORK?

**12th Annual NYAPRS
Rehabilitation & Recovery
Academy**

**2021 November 16
2:15 – 3:15 PM
Live Zoom Webinar**

Presented By:

Evan Feuer, MA, LMHC

Program Manager, Zucker Hillside Hospital
PROS, Northwell Health
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Marlo Pasion, LCSW, CPRP

Director of Training and The Center for
Rehabilitation & Recovery, The Coalition for
Behavioral Health
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OUR WORKSHOP INTENTIONS

1. Reflect on the challenges and opportunities of transitioning in-person skill-building meetings to virtual/hybrid meetings.
2. Consider adapting a new tool, resource, or approach to implement in active skill-teaching and skill-practice meetings in a virtual/blended environment



PSYCHIATRIC REHABILITATION



MENTIMETER POLL

Different ways to connect to the poll!

1. Use our voting link (pasted in chat):

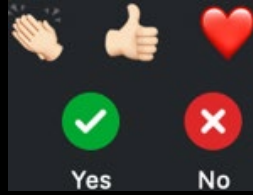
<https://www.menti.com/isbpnh4aom>

2. Use your phone camera to scan the QR code on the right

3. Go to menti.com and enter the code: 4937 1813



POLL:



YES

NO

IDK (I DON'T KNOW)

“Shifting to virtual/hybrid skill building during the pandemic has felt challenging”

(Let us know in the poll, annotation, or chat)

VIRTUAL/BLENDED SKILL BUILDING

CHALLENGES

- Translating what worked in-person to what can work in virtual/hybrid meetings.
- New and intimidating skills to learn! There tends to be a learning curve for both helpers and the people they collaborate with.
- The pressure to implement changes while navigating barriers...

TOOLS & TIPS

- Connection/elicitation tools (e.g. polls, chat, video/audio/screen sharing, annotation, emoticons), multi-media, breakout rooms, creative check-ins.
- Patience & Practice! Written/video tutorials, live demos, side-by-side/turn-taking exploration.
- Checklists & Timelines are our friends
- Practice “small things often” (baby steps or micro-movements)
– J&J Gottman

VIRTUAL/BLENDED SKILL BUILDING

BARRIERS

- **Setting a time to start/practice, while managing multiple/competing priorities. Difficulties gaining momentum or developing consistency.**
- **Compounding experiences of life: Loss, grief, crises, inequities, fear, confusion, strain, stress...**
- **Gaps in support, resources, privacy, and accessibility.**
- **Discomfort, mistrust, awkwardness, fatigue, technical issues with virtual interactions.**

TOOLS & TIPS

- **Enlist the team to invest in a shared checklist, timeline, or schedule for practice.**
- **Check-in often and with kindness.**
- **Ongoing assessments, coupled with advocacy and networking/research.**
- **Chunking/shortening meetings, inserting breaks, mixing up interactions among video, phone, email, snail mail.**
- **Factor in time for troubleshooting.**

Skill Outline – How to Build a Resume

What: A resume is a short document that communicates your work skills and experience to potential employers.

Why: To help with your goal of gaining your desired job role.

How To Steps:

1. Make a list of your contact information, skills, previous jobs, education, training, and interests.
2. Plug the information into sections of a resume document:
 - **Heading: Contact Information**
 - **Objective & Skills:** Brief description of your desired work role and skills you offer that relate to the job you want.
 - **Experience:** Dates, locations, agency names, and job duties you had in your previous jobs or volunteer work. List the most recent jobs first.
 - **Education/Training:** Dates, locations, names of education providers, and the focus of your education.
3. Save the document with a file name and format that will be easy to remember and access.
4. Proofread and edit your resume based on the job you are looking to apply to and your current skills and experience.

When, Where & With Who to Practice: Try to practice at a time of day and place where you feel focused, and with a supportive person who can walk you through the steps.

How To Steps:

1. Make a list of your contact information, skills, previous jobs, education, training, and interests.

2. Plug the information into sections of a resume document:

- **Heading: Contact Information**
- **Objective & Skills:** Brief description of your desired work role and skills you offer that relate to the job you want.
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When, Where & With Who to Practice: Try to practice at a time of day and place where you feel focused, and with a supportive person who can walk you through the steps.

Example – Sample steps

1. Jane Smith, they/them, 917-123-3333, j.smith.123@gmail.com

Oct 2018 – Mar 2019 – Worked at McDonald’s as a food prep and cashier. Worked overtime during the holidays and made employee of the month in January.

Jun 2019 – Mar 2020 – Worked at Kmart as a cashier and sales person until lockdown.

I volunteer 3x/week at PROS during lunch, serving people food

Skills – cashier, organized, punctual, motivated, people-person

Education – Highschool diploma

Interests – Going back to school for a business degree

2. In progress...they plan to go back to the library to access a computer or to the PROS computer lab and print out a copy.

3. They plan to save it as “Jane-Smith-Resume-2021” as a Word document and keep it in a flash drive their sister gave them.

4. They will proofread it with their sister/roommate over the weekend before applying to Home Depot, Shop Fair, Macy’s, and Lowe’s. They’ll do it in the morning at the kitchen table, when they’re feeling most focused.

Checklist for next steps:

- Go to PROS or library to access computer by next week
- Practice doing step 2 of the skill
- Save a Word document of the resume, named Jane-Smith-Resume-2021
- Print a copy of the resume
- Have sister and roommate look over the resume and make any edits
- Send resume to Home Depot, Shop Fair, Macy’s, and Lowe’s

VIRTUAL/BLENDED SKILL BUILDING

CONSIDERATIONS

- Awareness of disparities in people's resources/access, and comfort-level.
- Ongoing assessments, updates to policies and procedures based on new resources or guidelines
- Recognition to people's hierarchy of needs.
- Giving ourselves and each other patience and grace.

OPPORTUNITIES

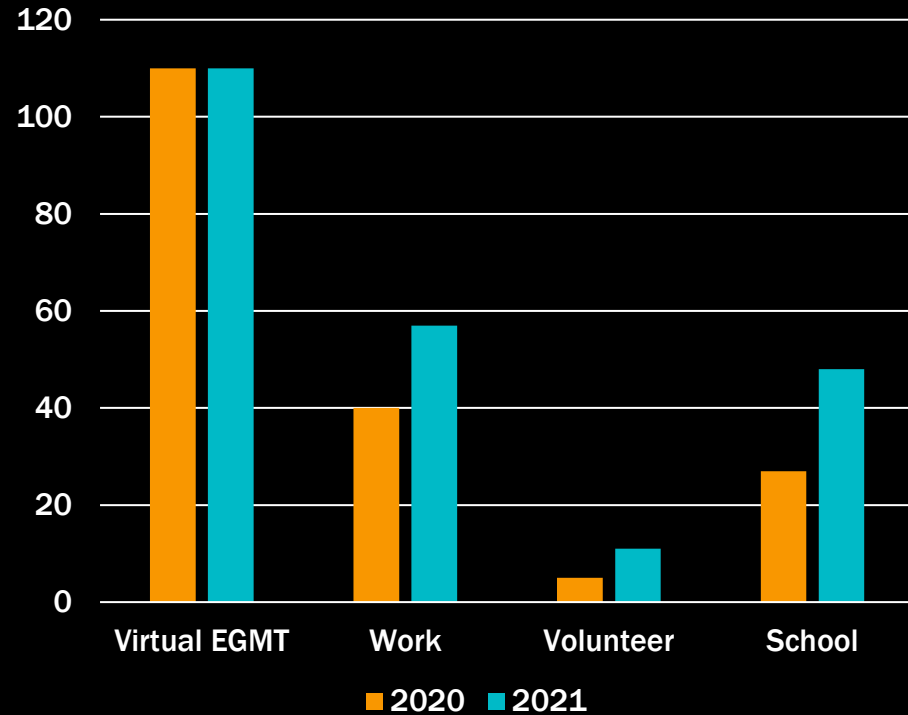
- Flexibility in scheduling and reduced costs associated with physical travel.
- In vivo practice of skills in the real world, instead of at program site, can facilitate skill application and reveal community barriers for us to actively trouble-shoot.
- Expand on ways of communicating from safe distances and learn new interpersonal and technical skills.

ZUCKER HILLSIDE PROS

Zucker Hillside Hospital's
Department of Ambulatory
Psychiatric Rehabilitation
Supports People with
Behavioral Health Disabilities
to Live, Learn, Work, and
THRIVE!



ZUCKER HILLSIDE PROS



 **Zucker Hillside Hospital**
 **Northwell Health[®]**

VIRTUAL/BLENDED SKILL BUILDING

CHALLENGES ENCOUNTERED

- Concerns about security/confidentiality
- Loss of milieu; missing face-to-face interactions; Zoom fatigue
- Concerns that virtual would be less 'hands-on'
- Limited phone access/phone minutes
- Limited access to/comfort with video interactions
- Limited access to/comfort with virtual interactions
- Lack of consistent structure/scheduling, people forget easily
- PROS model has yet to permanently incorporate telehealth piece

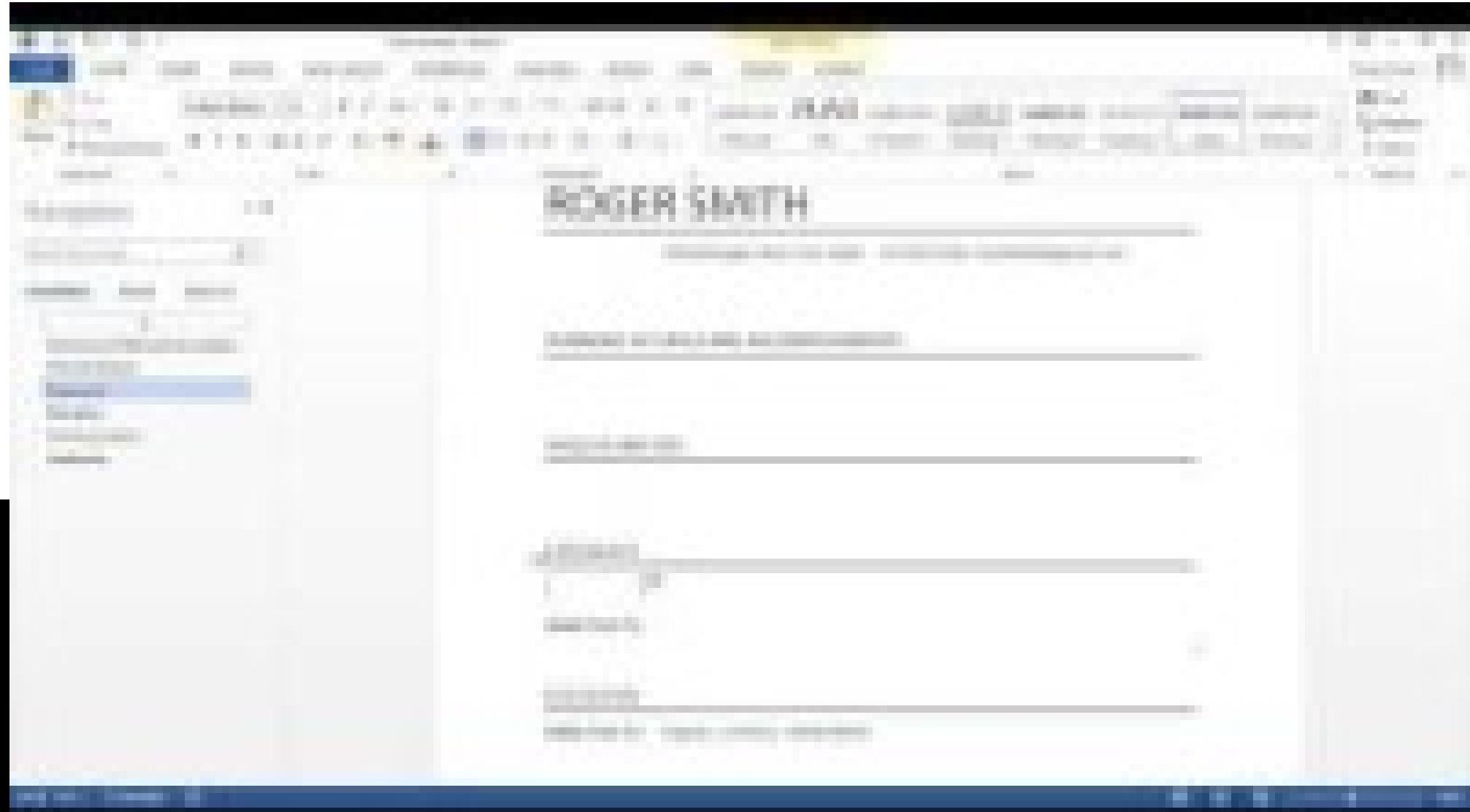
ACTION STEPS IMPLEMENTED

- Unique IDs and passwords; waiting room
- Interactive virtual activities and social events, mixing up interactions, satisfaction/interest surveys
- Screensharing bridges support/coaching; phone coaching
- Collaborate with Care Management for links to resources
- Encrypted/unencrypted email outreaches
- Snail mail communications/outreaches
- Collaborating on building routine, offering copies/reminders
- Ongoing participation in mutual aid and advocacy PROS groups re: telehealth

A SAMPLE OF SKILLS APPLIED IN A VIRTUAL FORMAT

- Practice communication skills out of the office setting
- Coping strategies in the moment
- Time management/organization skills
- Show progress toward household-based objectives such as removing clutter, cooking, etc.
- Socialization: Attending community resources with person to assist with ambivalence engaging in social activities
- Support in understanding and building confidence in using technology: problem-solving barriers in the moment; mock interviews, virtual job fairs
- Community-based counseling: support simultaneously as person is engaged in community-based goal (i.e. work, school, involvement in social group or program, etc.)
- Flexible vocational sessions

VIRTUAL PATHWAY TO EMPLOYMENT



GROUP INTEREST SURVEYS

* 1. Which groups would likely attend if offered

	Very unlikely	Moderately unlikely	Neither unlikely or likely	Moderately Likely	Likely
Coping with sleep	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coping with Arts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Procrastination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meditation/Mindfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work Readiness	<input type="radio"/>	<input type="radio"/>			
Budgeting	<input type="radio"/>	<input type="radio"/>			
Coping Fit (Physical Activity)	<input type="radio"/>	<input type="radio"/>			
Music and Wellness	<input type="radio"/>	<input type="radio"/>			
Emotional Intelligence	<input type="radio"/>	<input type="radio"/>			
Time Management	<input type="radio"/>	<input type="radio"/>			

0 of 2 answered

* 2. Lets all stay connected together: If provided would you attend the following?

	Yes	Not Sure	No
Morning Virtual Community Meetings (Goal Progress)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual Birthday Parties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

0 of 2 answered

SATISFACTION SURVEYS

- 99% reported that their counselor addresses their questions, worries, and needs
- 100% reported that goal/plan-focused conversations were collaborative
- 94% reported that they are likely to recommend PROS services

ADAPTED FROM: FEUER, E., SCHMERLER-LENNA, I., ANGLE, D., CHIECHI, F., DESENA, C. (2020). RE-IMAGINING PROS IN A VIRTUAL MODEL: KEEPING RECOVERY AT THE FOREFRONT OF COVID-19 [POWERPOINT SLIDES].

2) How are you receiving services?

- Telehealth (Zoom) Telephonic (Phone)

3) Counselor

4) How long have you been in this program?

- 0-3 months 4-6 months 7-9 months 9-12 months more than 1 year

5) Group counseling (if you did not participate select N/A)

- very poor poor fair good very good N/A

6) Amount of time your primary counselor spent with you

- very poor poor fair good very good

7) Competence of your primary counselor

- very poor poor fair good very good

8) Counselor's concern for your questions, worries and needs.

- very poor poor fair good very good

VIRTUAL/BLENDED SKILL BUILDING

OPPORTUNITIES EXPERIENCED

- Services can be delivered in the community, in people's own environment
- Potential for enhanced rapport/reinforcement of collaborative relationships
- Convenient for individuals and providers
- Person is less dependent with regard to follow-up steps

- Screenshare offers an enhanced view into the person's perspective of barriers, troubleshooting issue in vivo
- More choices! People can select which groups to attend; utilization of satisfaction surveys
- Services can be provided safely during inclement weather



RECAP & NEXT STEPS

1. Virtual/blended settings can present challenges and opportunities for skill building
2. Tools, Tips, & Considerations
3. Zucker Hillside PROS team experience with virtual skill building during COVID-19