

PROS Remote Groups 101: *Getting to Know Zoom*

SOME TIPS & TRICKS FROM ISABEL RESTREPO & JESS ORENSE OF THE BRIDGE, INC. PROS

Before anything else:

Take the time to remind yourself that you are already doing your best and that you are enough! Working remotely can be tough, but you are tougher.



Pre-Zoom considerations?

Find out about participant interest and their access to tech and connectivity.

In our case, we conducted a group interest survey. These were either answered independently by participants or done over-the-phone with their workers. The Coalition has created a Technology Assessment that addresses many aspects of this.

To see our example*:

tinyurl.com/PROSONlineGroupSurvey.

Identify team members that would like to 'pilot test' the initial groups.

Similarly, members of your PROS team have varying circumstances that may impact their capacity for and/or interest in remote group facilitation. We suggest also assessing for preference and tech needs through a survey similar to the Participant Survey.

To see our example*: tinyurl.com/PROSONlineFaci

*Please note that while it states 'Online', the surveys also account for over-the-phone/dial-in options.



Helpful tips for launching your *remote groups*

*This is a good example of people
who are not practicing social distancing.

Community Meeting

You may want to organize a large Town Hall or Community Meeting to give people a low-stakes, semi-structured 'taste' of what dialing-in or joining online is like.

Have two or three staff members do outreach and track RSVPs on a shared document. This can count as EGMT 5-min calls!

After the meeting, have each worker check-in with their caseload regarding their experiences, and use this as a springboard to discuss further group participation.

Zoom Account and Meeting Set-up

Consider having an 'official' Zoom account for your PROS program.

Decide if you want to do only drop-in groups, only closed groups, or a mix of both. This will impact how you disseminate information about your groups and group schedule. (i.e. Closed groups may require facilitators to reach out individually to people on their roster.)

Find out what structure works for you. If you only have a few closed groups running, you may want to set each up as an individual meeting.

If you foresee your group schedule to change weekly and you will be doing more drop-ins, you may benefit from having a recurring daily meeting at set times.

For example:
We have two drop-in groups daily: one at 10 AM and one at 1 PM. These are set up as daily recurring Zoom meetings at their respective times.

This means the meeting ID for each time slot stays the same, even if the group 'topics' shift around.

Running a dial-in and video
Zoom group
(from start to finish)

Before the actual group:

- Host and Co-Host/s - Decide if you are tag-teaming with a co-facilitator: one can focus on process and content, while the other can focus on technical needs. Assign who will log-in first to start the meeting.
- Waiting room - This is typically used for security purposes; However, this may pose an added level of 'unfamiliarity' for participants (and ourselves!). Instead, we suggest starting the Zoom meeting at least 10 minutes before the actual group time in order to welcome folks and keep track of attendance as they arrive.
- Audio - Make sure to test your speaker and mic. Headsets or headphones with built-in mics are best to avoid feedback. You can also join using your phone audio.

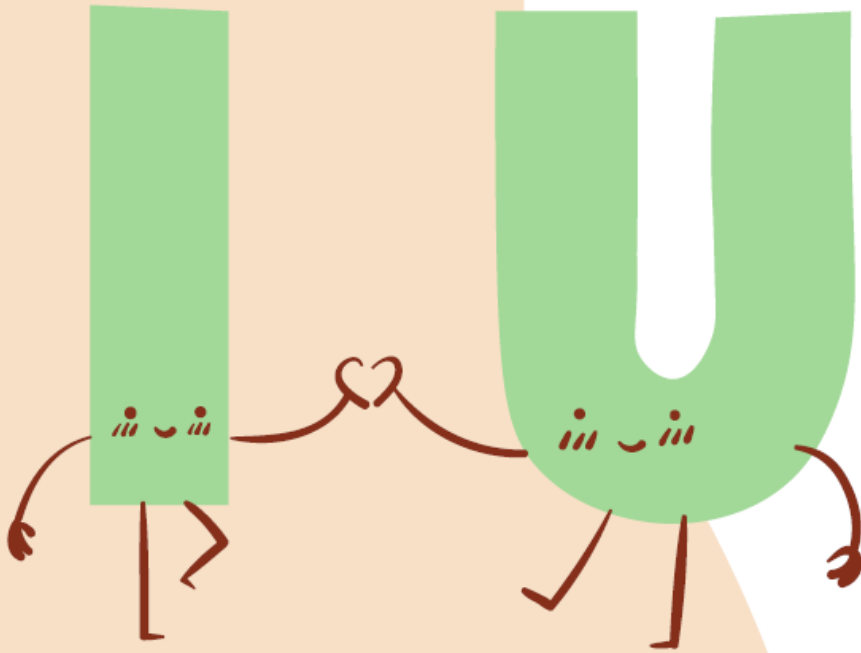


Starting the group: Participants Window

Upon clicking **Participants**, a window should appear to the right side of your screen. Each participant's username or phone number will appear as they join the meeting.

Hover over or click a participant's name, and you will see 'Mute' and 'More' (or '...'). The drop down will allow you to **Rename** participants. This is helpful to keep track of participants who are joining over phone.

- We found it helpful to have a shared document with all participant contact info, so that we can search for the last 4 digits of a phone number and identify them right away to save time. This is optional.



Starting the group: Participants Window

You should also see these four buttons below in a row

Invite

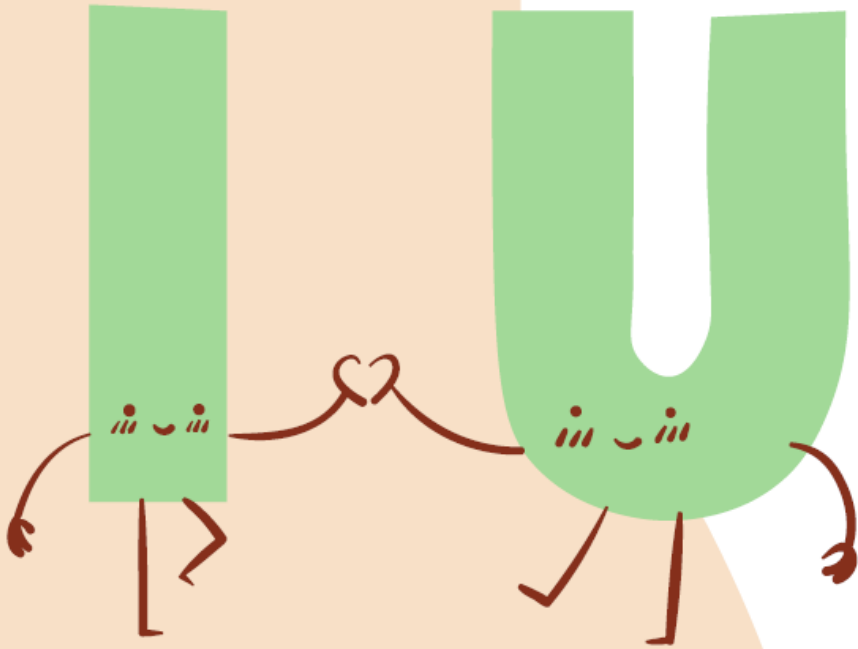
Mute All

Unmute All

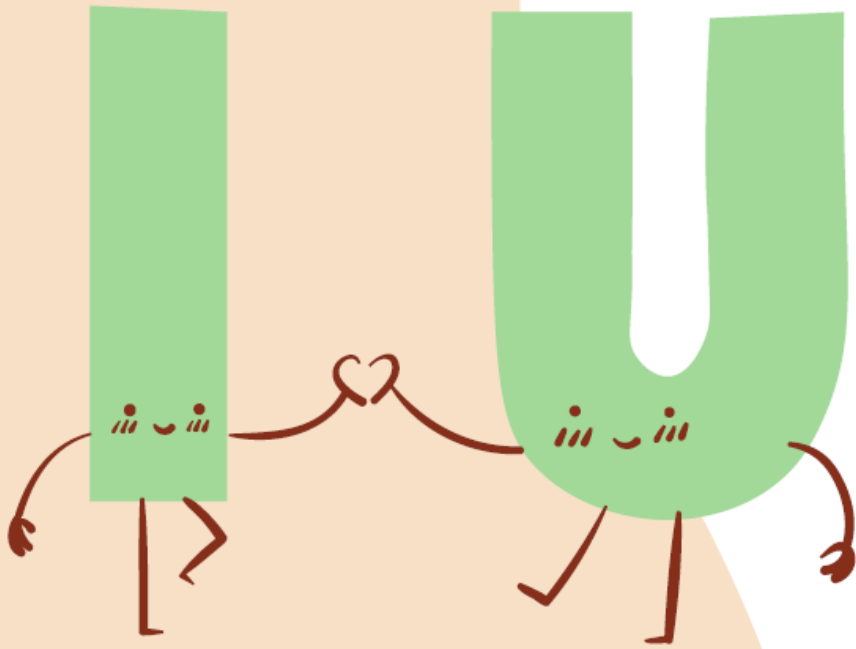
More ▾

Upon clicking 'More' you will see these options:

- **Play Enter/Exit Chime** - This may be helpful to keep track of late entries or early exits for larger groups (i.e. for the Group Note). However, this can also be disruptive for certain types of groups or activities (e.g. meditation).
- **Mute Participants on Entry** - We recommend selecting this setting to avoid feedback or 'disruptions' by late entries. A co-facilitator can be in charge of muting and unmuting specific participants as they are called on and/or managing the **Mute All** and **Unmute All** functions as needed.



During the group: Chat Window



- For facilitators
 - Make use of the (privately), function to communicate with your co-facilitator about any needs that may arise.
 - You can also message Everyone to summarize points being discussed or shared
- For participants
 - For folks joining over Zoom, they can be encouraged to type their thoughts and questions as they arise.
 - Some folks may lack privacy in their homes for various reasons and it may be safer for them to respond via chat box. Make sure participants know that there is an option to join group via Zoom without having to turn on audio or video.

During the group: Share Screen *(optional)*

By clicking the arrow next to the green Share Screen icon, you can select specific options such as Whiteboard and Share computer sound. You can also use this to view your full Desktop as it is, or view only select parts (e.g. apps, browser tabs) of your screen.

If you decide to use the Share Screen option, please try your best to use descriptive and inclusive language to keep dial-in participants in the know. Help folks feel invited to use their imagination, instead of feeling like they are 'missing out'.



The image shows a Zoom meeting interface. At the top, there are four video thumbnails. The first shows a woman with dark hair. The second and third thumbnails have large, colorful scribbles (pink, orange, and yellow) over them. The fourth thumbnail shows a phone icon. Below the thumbnails is a large whiteboard with various drawings and text. A red circle highlights a section on the left containing the text: "symbols & words that make you feel", "safe & comfortable", and "communication family & friends". Other text on the whiteboard includes "Joy & LAUGHTER", "Community", "knowing that i'm not alone in the Universe", "yes chocolate me too!!", "ANKING", and "food". There are also drawings of a sun, stars, and wavy lines at the bottom. On the right side, there is a Zoom participant list with names and icons, and buttons for "Invite", "Mute All", "Unmute All", and "More".

Shared Screen/Whiteboard from our Processing thru Art & Music CST group co-facilitated by Art Therapy/MHC Intern Elenore S. and me (Drama Therapist/Creative Arts Therapist-LP)

Other things to consider:

- Take note of everyone that 'enters', even if they only stay in group briefly (i.e. for 10 seconds). It may be useful to personally follow-up or have their worker follow-up to find out if they were encountering tech issues, or if there was any other reason that led to them leaving immediately.
- Remember that you are running a group across two platforms. Inform folks of 'who is in the room' (i.e. How many people are on video and how many dialed-in), and continue to find ways to be descriptive and inclusive.
- Find a way to check-in about safety and privacy. (e.g. Are they safe and/or comfortable enough to participate in group?, Are they on speaker/loud mode?, Are there others around?)



Ending the group:

- Closing and goodbyes may look and sound different. They may take longer as participants (and staff!) have not been 'together' or interacted with each other in a long time. Take this into account when managing time, and try your best to avoid abruptly ending the group without a proper closing to ground folks in returning to their daily routine.
- If you are using one 'official' Zoom account for your PROS program, make sure you end at least 15 minutes before the next group (if any). Group facilitators or meeting hosts who are trying to log-in may accidentally end your meeting abruptly if you are not 'out' in time.



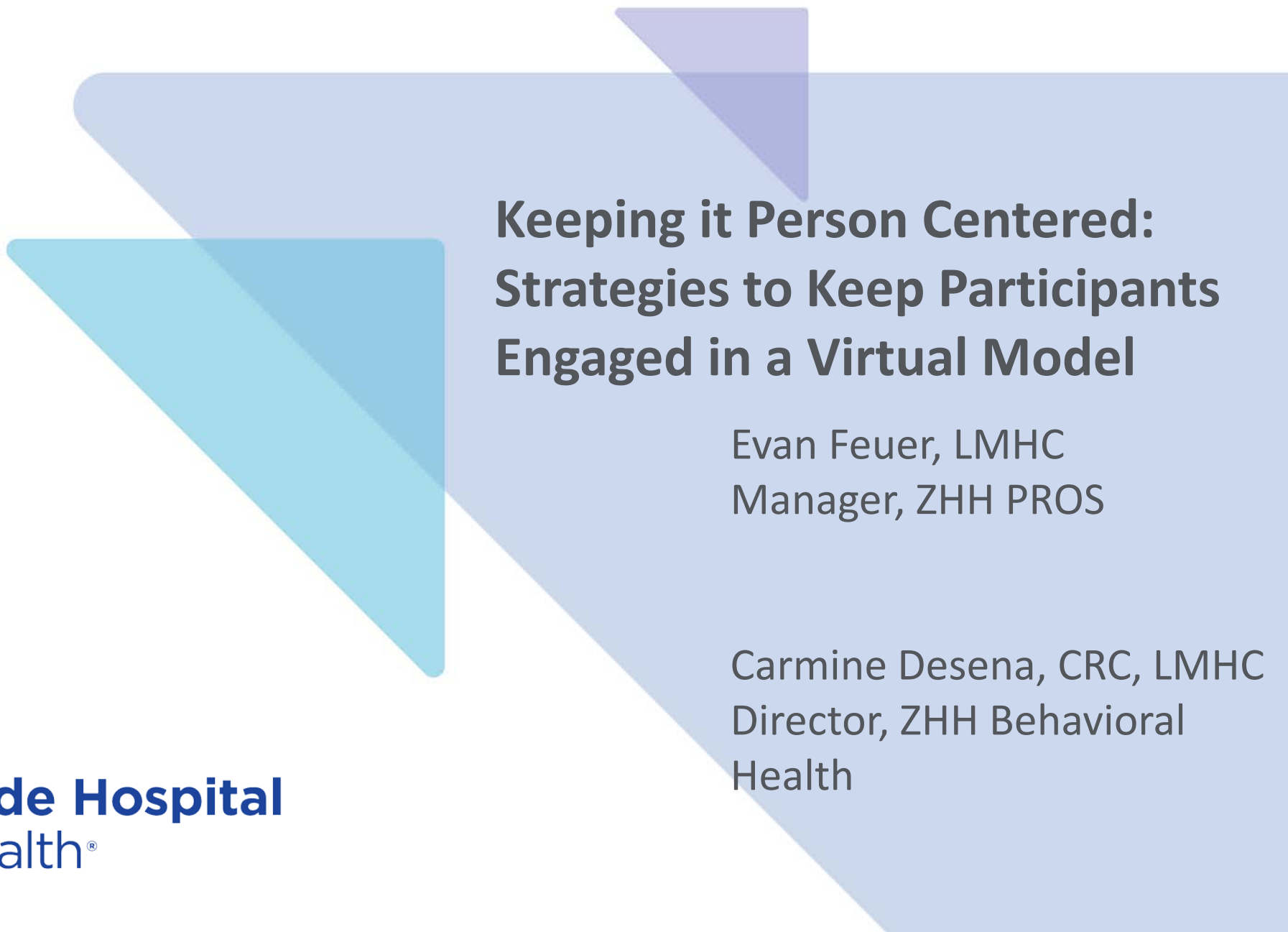
Now is the time to get creative:

Find ways to infuse joy into this process, even in training or practicing. Try running a 'test' Zoom group with co-workers in the form of team building (e.g. play games such as Pictionary, do virtual karaoke, do some meditation). When leading a group, imagine it is a radio show. Check-in with icebreaker questions. Incorporate art, music, and movement. Maybe have pets join in! +++



*Oh no! They're still not practicing social distancing...

Finally, name and validate for folks that this 'space' is different. We are all navigating this platform (and this pandemic) together. Remote groups may feel 'limiting' in some ways, but it also opens us up to new possibilities for connection.



Keeping it Person Centered: Strategies to Keep Participants Engaged in a Virtual Model

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Zucker Hillside Hospital
Northwell Health®

Where were you the week of March 16th?



Response to COVID-19 Pandemic:

- Worked quickly to minimize disruption
- Moved the program to telephonic sessions
- Telephone Conference Lines set up
- Priority to have team members able to work remote

Teleconference Schedule Active: March 17th – March 27th

Zucker Hillside Hospital PROS

Program of SCHEDULED Phone Groups: March 17th 2020

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:30 - 10:00	Counseling	Counseling	Counseling	Counseling	Counseling
11:00- 11:30	Stress Management	Stress Management	Stress Management	Stress Management	Stress Management
12 – 1	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
1:00- 1:30	Coping with Isolation	Coping with Isolation	Coping with Isolation	Coping with Isolation	Coping with Isolation

Further Transition

- Schedule was enhanced to include additional groups of coping skills, managing the stress of isolation and abrupt changes caused by the pandemic, relaxation and mindfulness, and daily check-ins.
- Continued sending out and maintain information around food pantries, financial assistance, health care and other community resources.
- Service Delivery moved to Zoom on May 5th

Schedule Active: March 30th – June 23rd
Teleconference: Until May 4th; Zoom launched May 5th

Zucker Hillside Hospital PROS

Program of SCHEDULED Groups: April 2020

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9:15 - 9:45	Morning Meditation	Morning Meditation	Morning Meditation	Morning Meditation	Morning Meditation
10:00- 10:45	Healthy Habits	Healthy Habits	Healthy Habits	Healthy Habits	Healthy Habits
11:00- 11:45	Writing for Recovery	Writing for Recovery	Writing for Recovery	Writing for Recovery	1) Writing for Recovery 2)“Fun Day” Friday Group
12 – 1	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
1:00- 1:45	Socializing for Recovery	Socializing For Recovery	Socializing For Recovery	Socializing for Recovery	1) Coping with Isolation 2)“Fun Day” Friday Group
2:00- 2:45	Stress Management	Stress Management	Stress Management	Stress Management	Stress Management
3:00 – 3:30	Journaling for Resilience	Journaling for Resilience	Journaling for Resilience	Journaling for Resilience	Journaling for Resilience

Utilizing Participant's voice to
drive the program
planning/service delivery



Participant Feedback: How

- Direct feedback during individual sessions
- Feedback provided during groups
- Group Interest Surveys
- Participant Satisfaction Survey/Engagement

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"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Budgeting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coping Fit (Physical Activity)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Music and Wellness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emotional Intelligence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<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

Participant's Needs and Interests

- Crisis Management → Goal Oriented/Skills Building Discussions
- Enhance Socialization outlets in PROS through activities
- Virtual Activities
 - 58% Yes to Virtual Community Meeting
 - 53% Yes to Virtual Birthday Parties
- Added on Yoga and an Art based group
- Continued goal acquisition in areas of employment, education, socialization and independent living

Schedule Active: June 24th - Present

Program of Scheduled Sessions Beginning June 2020					
	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
9-9:15	Community Meeting	Community Meeting	Community Meeting	Community Meeting	Community Meeting
9:15 -	1: Meditation 4255 Staff: Irene Service: WSM	Meditation 4281 Staff: Irene Service: WSM	Meditation (Brief) 4356 Staff: Donna/Irene Service: WSM	Meditation 4238 Staff: Jason Service: WSM	Meditation 4223 Staff: Donna/Irene Service: WSM
9:45	2: Problem Solving 4300 Staff: Shondell Service: WSM	2: Inspiring motivation 4358 Staff: Frank Service: WSM	2 Self-Awareness 4343 Staff: Shondell Service: WSM	2: Managing Pressure 4215 Staff: Frank Service: WSM	
10:00-	1: Managing Pressure 4264 Staff: Frank Service: WSM	1: Healthy Habits 4257 Staff: Rich Service: WSM	1: Raising Self-Esteem 4258 Staff: Frank Service: WSM	1: Writing to Recovery 4348 Staff: Rich Service: WSM	1: Healthy Habits 4212 Staff: Frank Service: WSM
10:30	2: Writing for Recovery 4361 Staff: Rich Service: WSM	2: Stepping out of your comfort Zone 4225 Staff: Michele Service: BLS	2: Stress management 4271 Staff: Rich Service: WSM	2: Independent Living 4268 Staff: Shondell Service: BLS	2: Problem Solving 4246 Staff: Shondell Service: WSM
	3: Time Management 4245 Staff: Shondell Service: BLS	3: Self- Compassion 4359 Staff: Jason Service: WSM	3: Setting Goals 4266 Staff: Shondell Service: IRP	3: Healthy Habits 4261 Staff: Frank Service: WSM	
11:00- 11:30	1: Healthy Habits 4227 Staff: Rich Service: WSM	1: Writing to Recovery 4244 Staff: Rich Service: WSM	1: Road to Recovery 4342 Staff: Rich Service: WSM	1: Emotional intelligence 4295 Staff: Frank Service: BLS	1: Creative Recovery 4240 Staff: Stephanie Service: WSM
	2: Stress management 4232 Staff: Shondell Service: WSM	2: Education Skills 4236 Staff: Frank Service: BLS	2: Independent Living 4260 Staff: Frank Service: BLS	2: Self-Awareness 4234 Staff: Frank Service: WSM	2: Setting Goals 4259 Staff: Shondell Service: IRP
	3: Inspiring Motivation 4360 Staff: Frank Service: WSM	3: Stress management 4305 Staff: Shondell Service: WSM	3: Coping Fit 4248 Staff: Ronak Service: WSM	3: Strategizing Goal Achievement 4229 Staff: Shondell Service: IRP	3: Stress management 4216 Staff: Frank Service: WSM
12 - 1	L	U	N	C	H
1:00	1: Relapse Prevention 4217 Staff: Ronak Service: WSM	1: Road to Recovery 4324 Staff: Rich Service: WSM	1: Music and Wellness 4308 Staff: Rich Service: WSM	1: Education Skills 4302 Staff: Shondell Service: BLS	1: Creative Recovery 4352 Staff: Brendan Service: WSM
1:30	2: Socialization for recovery 4346 Staff: Rich Service: BLS	2: Communication Skills 4224 Staff: Shondell Service: BLS	2: Decision Making 4231 Staff: Shondell Service: BLS	2: Music and Wellness 4345 Staff: Rich Service: WSM	2: Time management 4276 Staff: Shondell Service: BLS
	3: Reaching Goals 4218 Staff: Frank Service: IRP	3: Coping with Anxiety 4292 Staff: John Service: WSM	3: Writing for Recovery 4349 Staff: Frank Service: WSM	3: Interview Skills 4220 Staff: Frank Service: BLS	3: Social Skills at Work 4239 Staff: Frank Service: BLS
2:00-	1: Writing for Recovery 4287 Staff: Shondell Service: WSM	1: Socialization for Recovery 4230 Staff: Shondell Service: BLS	1: Emotional intelligence 4303 Staff: Frank Service: BLS	1: Work Readiness 4242 Staff: John Service: BLS	1: Raising Self-Esteem 4283 Staff: Frank Service: WSM
2:30	2: Decision Making 4286 Staff: Frank Service: BLS	2: Interview Skills 4362 Staff: Frank Service: BLS	2: Social Skills at Work 4277 Staff: Shondell Service: BLS	2: Communication Skills 4334 Staff: Shondell Service: BLS	2: Work Readiness 4312 Staff: Shondell Service: BLS
				3: Meditation (Debrief) 4280 Staff: Donna/Stephanie Service: WSM	

Introduction of Enhanced Virtual Activities

- Community Meetings
- Birthday Celebrations
- Talent Show
- Holiday/Awareness Month Events

Your virtual voice has been heard!
We are pleased to announce some
upcoming events!!

IT'S A VIRTUAL CELEBRATION!!!
The monthly birthday parties are back!!!!

When: May 28th at 1:00 PM (1 Hour) and recurring every last Thursday of month
What you need: Bring your energy, food, beverage, and your birthday vocals. Let's have a party and play some games along the way!
How to Join us: <https://zoom.us/j/93050605258?pwd=eWpFdFdPcUdjS1ION3U2MG84cm5lQT09>
Meeting ID: 930 5060 5258
Password: 640340
Dial by your location: 646-876-9923

Ready to share your talent? If so, come join us! Spectators are welcomed too!
ZOOM TALENT SHOW!!!

When: June 4th at 2:00 PM (1 Hour)
What you need: Bring your TALENT!
How to join us: <https://zoom.us/j/8509252969?pwd=T2JUME5aN1lvVIBUY3FscKlrN1B0Zz09>
Meeting ID: 850 925 2969
Password: 902620
Dial by your location: 646-876-9923

Looking to be more creative? Well come join us!
ZOOM CREATIVE ART WORKSHOPS with special guest instructor.

When: Starting June 5th at 11:00 AM and recurring every Friday at 11:00 AM till June 26th
How to prepare: Pen, Pencil, Blank Paper, and Color Pencils for the first workshop on June 5th
How to prepare for recurring sessions:
The instructor will provide you with how to prepare information for subsequent workshops.
How to join us:
<https://zoom.us/j/98236804181?pwd=aUhhU2VXZkJKKzArVzcrbEiKNmhFZz09>
Meeting ID: 982 3680 4181
Password: 166154
Dial by your location: 646-876-9923

Please stay tuned for more information regarding
virtual community meetings and other FUN events!

**Birthday
&
Halloween
Party**



When: Thursday, October 29th at 1:00 PM

Please feel free to dress up in a costume!
(No masks or inappropriate attire are permitted.)



How to join us:

<https://zoom.us/j/99286514774?pwd=RVliV2dVU1FTczRRrEtkva2hFTFhTZz09>

Meeting ID: 992 8651 4774

Password: 164261

Dial by your location: 646-876-9923

The event will also include information and activities for
LGBT History Month!

Join us for fun, activities and cultural knowledge
as we celebrate

NATIONAL HISPANIC HERITAGE MONTH!

National Hispanic Heritage Month is a period from
September 15th to October 15th
for recognizing the contributions and influence of
Hispanic Americans to the history, culture, and
achievements of the United States.

October 8th, 2020
at 1 PM

How to join us:

<https://zoom.us/j/99286514774?pwd=RVIiV2dVU1FTczRRcTkva2hFTFhTZz09>

Meeting ID: 992 8651 4774

Password: 164261

Dial by your location: 646-876-9923



National Disability Employment Awareness Month

NDEAM Events

Coming to Zoom



Monday, October 19th at 2:00pm: **Working and Benefits is Possible!**

<https://zoom.us/j/99286514774?pwd=RVIiV2dVU1FTczRRcTkva2hFTFhTZz09>

Meeting ID: 992 8651 4774

Passcode: 164261

Tuesday, October 20th at 2:00pm: **Pathways to Inclusion**

<https://zoom.us/j/91751968554?pwd=SUIZNSzK5wYkNnUFNqWUIdUISZz09>

Meeting ID: 917 5196 8554

Passcode: 565089

Thursday, October 22nd at 2:00pm: **Resume and LinkedIn Tips**

<https://zoom.us/j/94088497228?pwd=R0xWN2QzK2hQOTNyMEJpVHRtTnlzQT09>

Meeting ID: 940 8849 7228

Passcode: 835158

Thursday, October 22nd at 2:00pm: **Speed Interviews and Tips**

<https://zoom.us/j/99286514774?pwd=RVIiV2dVU1FTczRRcTkva2hFTFhTZz09>

Meeting ID: 992 8651 4774

Passcode: 164261

30th ADA ANNIVERSARY **75th NDEAM** ANNIVERSARY

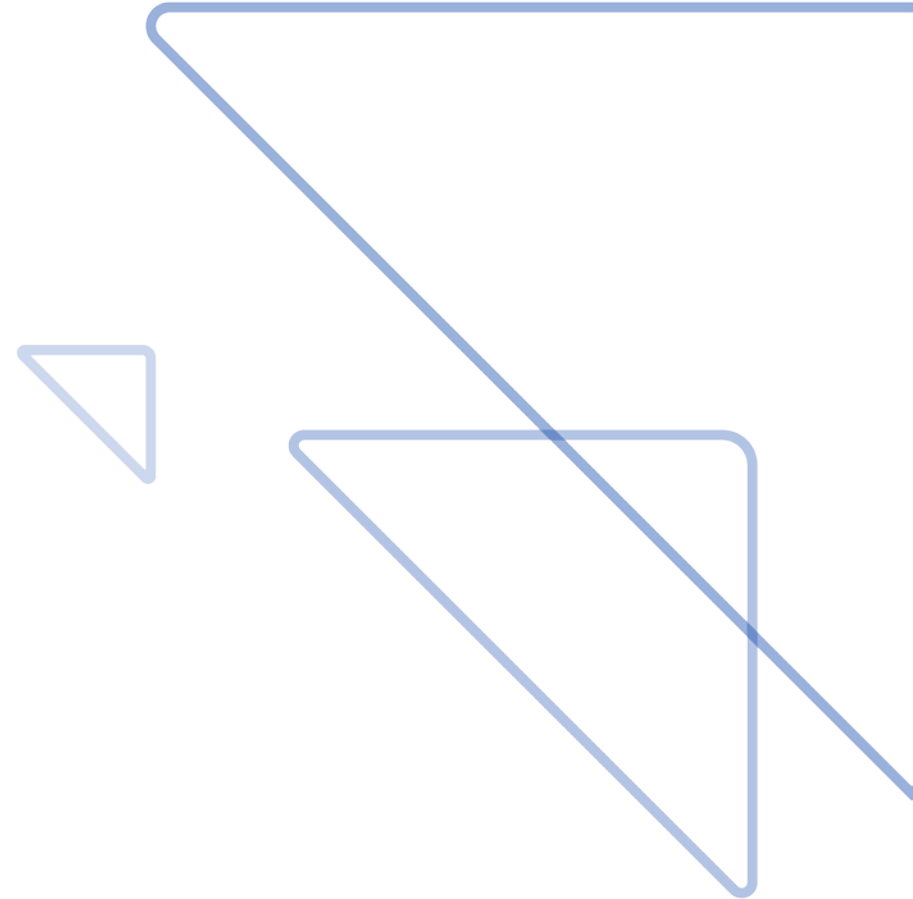
Participant Satisfaction: Feedback

2) How are you receiving services?	<input type="radio"/> Telehealth (Zoom) <input type="radio"/> Telephonic (Phone)	reset
3) Counselor	<input type="text"/>	
4) How long have you been in this program?	<input type="radio"/> 0-3 months <input type="radio"/> 4-6 months <input type="radio"/> 7-9 months <input type="radio"/> 9-12 months <input type="radio"/> more than 1 year	reset
5) Group counseling (if you did not participate select N/A)	<input type="radio"/> very poor <input type="radio"/> poor <input type="radio"/> fair <input type="radio"/> good <input type="radio"/> very good <input type="radio"/> N/A	reset
6) Amount of time your primary counselor spent with you	<input type="radio"/> very poor <input type="radio"/> poor <input type="radio"/> fair <input type="radio"/> good <input type="radio"/> very good	reset
7) Competence of your primary counselor	<input type="radio"/> very poor <input type="radio"/> poor <input type="radio"/> fair <input type="radio"/> good <input type="radio"/> very good	reset
8) Counselor's concern for your questions, worries and needs.	<input type="radio"/> very poor <input type="radio"/> poor <input type="radio"/> fair <input type="radio"/> good <input type="radio"/> very good	reset

- 99% - Counselor addresses questions, worries and needs
- 100% - collaborative conversations about goals/plans
- 81% - satisfied with groups
- 94% - likelihood to recommend services

Summary:

- Groups included in transition plan at very start
- Remembering participant's voice in program/service planning
- Keeping focus on goals (big and small)



Thank You

