

New York State Office of Mental Health  
and the  
**NYAPRS Collective**  
Present the

**6<sup>th</sup> Annual**  
**PROS Implementation Academy**

November 19-20, 2015

***PROS: The Pathway to Integration,  
Innovation and Outcomes***



at the  
**Radisson Hotel Albany**  
*(formerly Holiday Inn Albany on Wolf Road)*  
205 Wolf Rd, Albany, NY

in collaboration with the  
**Center for Practice Innovations**  
**Center for Rehabilitation and Recovery**





## 6<sup>th</sup> Annual PROS Implementation Academy

November 19-20, 2015

# Building the Recovery Platform for Tomorrow

Radisson Hotel Albany, 205 Wolf Rd, Albany, NY

## At-A-Glance

### Thursday, November 19, 2015

8:00am **Registration**..... Upper Mezzanine

9:00am **Opening Remarks** ..... Courtyard

9:15am- 10:15am ~ **Keynote** ..... Courtyard  
**Looking Back: Moving Forward!**

10:15am - 11:30am ~ **Plenary Session** ..... Courtyard  
**PROS Transformation to Improve Population Health: Working with DSRIP, Health Homes, FQHCs and MCOs**

11:30am - 11:45am **Break**

**Workshops Round 1 ~ 11:45am - 1:00pm**

- a. **Preparing PROS for Managed Care** ..... Stonehenge A&D
- b. **PROS Program Participation Promotes Recovery** ..... Stonehenge B
- c. **Challenge and Opportunity Dialogue** ..... Stonehenge C  
**Cultural Activation: Expanding the Concept of Health Literacy and Consumer Activism**

1:00pm - 2:00pm **Lunch**

**Workshops Round 2 ~ 2:00pm - 3:15pm**

- a. **Encouraging Employment Success Through Individual Placement & Support (IPS)** . Stonehenge A&D
- b. **PROS and the New Marketing Paradigm: Appealing to New Populations** ..... Stonehenge B
- c. **Challenge and Opportunity Dialogue** ..... Stonehenge C  
**Home & Community-Based Services (HCBS) and PROS: Meeting Individuals Needs and Performances**

3:15pm - 3:30pm **Break**

**Workshops Round 3 ~ 3:30pm - 4:45pm**

- a. **Comprehensive Psychiatric Rehabilitation Assessment: Approaching Recovery from a Rehabilitation Perspective** ..... Stonehenge A&D
- b. **Understanding Data Metrics for PROS: The What, Where, When & How**..... Stonehenge B
- c. **Challenge and Opportunity Dialogue** ..... Stonehenge C  
**Attracting People to the Workforce**

4:45pm **Adjourn for the Day ~ Dinner on Your Own**

### Friday, November 20, 2015

8:00am **Registration** ..... Upper Mezzanine

8:30am - 10:00am ~ **Plenary Session** ..... Courtyard  
**New York's Value Based Payment Roadmap: Where is the Path for PROS?**

10:00am - 10:15am **Break**

**Workshops Round 4 ~ 10:15am - 11:30am**

- a. **Creating a Group Schedule that Meets People's Goals** ..... Stonehenge A&D
- b. **Why PROS and Health Homes are so Integral to the Success of DSRIP**..... Stonehenge B
- c. **Challenge and Opportunity Dialogue**  
**Essential Skills for Effective Supervisors in the New Environment** ..... Stonehenge C

11:30am - 11:45am **Break**

**Workshops Round 5 ~ 11:45am - 1:00pm**

- a. **Building Recovery Oriented Groups** ..... Stonehenge A&D
- b. **PROS: A Key to Primary Care Integration**..... Stonehenge B
- c. **Challenge and Opportunity Dialogue**  
**Reaching and Maintaining Fiscal Viability** ..... Stonehenge C

1:15pm **Lunch and Closing Remarks**



### ***Challenge and Opportunity Dialogue***

*The **Challenge and Opportunity Dialogue** is a chance for you to share your ideas and brainstorm with your colleagues about a topic of interest and importance to PROS providers. Each dialogue is facilitated by someone knowledgeable in that area who will assist in exploring all the nuances of the topic. Come prepared to talk and share with your peers.*

# Thursday, November 19, 2015

8:00am **Registration - NYAPRS Registration Desk** .....Upper Mezzanine

9:00am **Opening Remarks** ..... Courtyard

**Harvey Rosenthal**, Executive Director, NYAPRS, Albany, NY

**Edye Schwartz, DSW, LCSW**, NYAPRS, Mahopac, NY

## Keynote - 9:15am-10:15am

**Looking Back: Moving Forward!**..... Courtyard

*PROS was designed to help transform the mental health system by creating a “one-stop shop” where people could access treatment, rehabilitation, and self-help in an atmosphere of respect and mutual support. Let’s review how far PROS has come and take stock of where we are today by hearing the powerful experiences of people who have used PROS services. Then, let’s envision how the PROS of the future can build on these best practices and play a pivotal role in the emerging new managed care and value-based payment environments.*

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

**Michael Stoltz**, Executive Director, Association for Mental Health and Wellness, Ronkonkoma, NY

**Len Statham**, Project Manager: Employment and Economic Self Sufficiency, NYAPRS, Rochester, NY

## Plenary - 10:15am-11:30am

**PROS Transformation to Improve Population Health:**

**Working with DSRIP, Health Homes, FQHCs and MCO’s**..... Courtyard

*Medicaid redesign, Provider Performing Systems and DSRIP projects, and the overall transition to managed care requires a transformational re-design of PROS services and the ways in which they are delivered. Our panelists will share their experiences, lessons learned, and some insights about their relationships with “new customers” such as PPSs, health homes, Federally Qualified Health Centers (FQHCs) and managed care organizations. Learn how your PROS program should be positioning itself as a critical component to improve overall population health.*

**Amanda Semidey**, Director of Health Homes, Coordinated Behavioral Care, Inc., New York, NY

**Amy Anderson-Winchell**, President and Chief Executive Officer, Access: Supports for Living, Middletown, NY

**Dani Heifitz**, Assistant Vice President Behavioral Healthcare Products, Fidelis Care New York, Rego Park, NY

**John Jarvis**, Director of Operations, Advanced Health Network, Coram, NY

**Rebecca Kieffer**, Program Manager, PROS at GMHC, Rochester, NY

Moderator: **Jackie Negri**, CEO, Negri Management Resources, LLC, Albany, NY

11:30am-11:45am - **Break**

## Workshops Round 1 ~ 11:45am - 1:00pm

### 1A. **Preparing PROS for Managed Care** ..... **Stonehenge A & D**

*As we enter the world of managed care, every program faces a similar dilemma. How will I fit in? How do I best convey to a health plan or provider partner that I am a provider of choice? What immediate and longer term steps should I take? This session will engage attendees in a meaningful discussion about how a transformed PROS program could best enter and operate within a managed care environment. Participants will walk away with a blueprint for what they can do and the information to make that happen.*

**Michael Stoltz**, Executive Director, Association for Mental Health and Wellness, Ronkonkoma, NY

**Shawn Sabella**, Program Director, Behavioral Health Services North, Plattsburgh, NY

Moderator: **David Bucciferro**, Consultant, NYAPRS, Albany, NY

### 1B. **PROS Program Participation Promotes Recovery** ..... **Stonehenge B**

*Groups are the foundation of PROS. They are used to cultivate connections to recovery, teach new skills, and provide critical support. But groups are only one resource. Program participation outside of groups, including planned activities, is also valuable. One of the greatest perks of the PROS design is that program participation is built into the reimbursement structure. This workshop will explore how PROS program participation can promote recovery, develop skills, and create pathways for peer support and leadership development.*

**Emily Kingman**, Program Associate, and **Amanda Saake**, Senior Program Associate, Coalition of Behavioral Health Agencies, New York, NY

**Marlo Pasion**, Team Leader and **George Theodoridis**, Advisor, Harlem Bay Network PROS, MHA of New York City, New York, NY

### 1C. **Challenge and Opportunity Dialogue**

#### **Cultural Activation: Expanding the Concept of Health Literacy and**

#### **Consumer Activism** ..... **Stonehenge C**

*The Cultural Activation Prompts (CAPS) tool is a set of cues on information people might benefit from communicating to staff including: what he/she might like to be called, what name they give to mental health challenges, their perceived causes and consequences. It also provides prompts on stresses, coping strategies, and views on service provision. Join the dialogue on how we can increase health literacy through greater consumer participation in our own healthcare.*

**Lenora Reid-Rose**, Director, Cultural Competency & Diversity Initiatives, Coordinated Behavioral Care, Inc.; co-Director, NKI Center of Excellence in Culturally Competent Mental Health, Rochester, NY

**Neville B. Morris**, Interpersonal Communication Skills Development, Endwell, NY

**Len Statham**, Project Manager: Employment and Economic Self Sufficiency, NYAPRS, Rochester, NY

### 1:00pm - 2:00pm **Lunch**..... **Courtyard**

## Workshops Round 2 ~ 2:00pm – 3:15pm

### 2A. Encouraging Employment Success through Individual ..... Stonehenge A&D Placement & Support (IPS)

*The Individual Placement and Support (IPS) model of supported employment is the evidence-based practice that has led to the highest employment outcomes when implemented with fidelity. PROS programs across NYS have been implementing IPS for a number of years and have achieved, on average, employment outcomes that are consistent with national benchmarks. This workshop is both for PROS programs that are experienced with IPS and for those that have not yet begun IPS implementation and will focus on the practical aspects of meeting high fidelity standards. Representatives from two PROS programs, one newly licensed and one well established, will discuss their experiences, challenges, and accomplishments.*

**Paul Margolies**, Associate Director Practice Innovation and Implementation, Center for Practice Innovations, Division of Mental Health Services and Policy Research, NYS Psychiatric Institute, New York, NY

**Raymond Gregory**, IPS Trainer and **Thomas Jewell**, Project Manager, Center for Practice Innovations, New York, NY

**Kerry Strnad**, Program Director and **Christopher Somelofske**, PROS Practitioner, Samaritan PROS, Troy, NY

**Charles Benson**, Vocational Supervisor and **Alex Hartline**, Employment Specialist, Jewish Board of Family and Children's Services Bronx Real PROS, Bronx, NY

### 2B. PROS and the New Marketing Paradigm: Appealing to New Populations..... Stonehenge B

*Everything is changing within our healthcare system! There are a number of new populations who can benefit from PROS services. To assure that PROS services are properly recognized and valued for their potential to serve a broad diversity of groups, we must consider a new paradigm for marketing our services to current and new partners and payers. Learn how your colleagues have developed new ways to introduce PROS as a powerful vehicle to assist people with a wide variety of needs and challenges.*

**Thomas Buckles**, Program Director, **Neil Edwards**, Mental Health Therapist and **Bethany Murphy**, Peer Advocate, Foundations for Change PROS Program, Olean, NY

**Robert Franco**, Senior Vice President for PROS and **Nicole Ness**, Assistant Director, PROS, Service Program for Older People (SPOP), New York, NY

**Joe Zweig**, PROS Program Director, Jawonio PROmiSe, New Hempstead, NY

**Nancy Luther**, Manager of PROS/Addiction Rehab and **Michelle Clark**, Quality Assurance, Northeast Career Planning, Albany, NY

Moderator: **Larry Hochwald**, Training & Technical Assistance Facilitator, NYAPRS, Staten Island, NY

### 2C. Challenge and Opportunity Dialogue

#### **Home & Community-Based Services (HCBS) and PROS:**

#### **Meeting Individual's Needs and Preferences ..... Stonehenge C**

*Have you been wondering what the difference is between a PROS service and a Home and Community-Based Service (HCBS)? Could a PROS program also offer HCBS services? Come to this open forum facilitated by Doug and Liam to tackle these critical issues.*

**Douglas Ruderman**, Behavioral Health and Managed Care Technical Assistance Specialist and **Liam McNabb**, Director of Rehabilitation Services Unit, NYS Office of Mental Health, Albany, NY

**3:15pm – 3:30pm Break**

## Workshops Round 3 ~ 3:30pm - 4:45pm

### 3A. **Comprehensive Psychiatric Rehabilitation Assessment: Approaching Recovery from a Rehabilitation Perspective** ..... Stonehenge A&D

*What exactly is rehabilitation and how does it support recovery? Learn about the rehabilitation process and how PROS services can help a participant choose, get, and keep a desired life role. Presenters will also review the new Comprehensive Psychiatric Rehabilitation Assessment (CPRA) tool which was recently developed by a group of OMH staff, providers, and leaders in the rehabilitation field. The new CPRA tool can more effectively support PROS practitioners and participants in selecting a Life Role Goal and identifying the critical skills and supports necessary to be successful. Hear from a PROS provider about how the new CPRA has improved recovery planning.*

**Susan Friedlander**, Coordinator, Rehabilitation and Recovery Services New York City Field Office, NYS Office of Mental Health, New York, NY

**Carol Sabatino**, Deputy Director, NYS Office of Mental Health Western NY Field Office, Buffalo, NY

**Ann Bergeman**, Manager, Rochester Regional Health System, Unity PROS, Rochester, NY

### 3B. **Understanding Data Metrics for PROS-The What, Where, When & How** ..... Stonehenge B

*What constitutes desired participant outcomes and how do they matter to programs, to payers, and to the people who use PROS services? The presenters will describe their data collection efforts and provide models that can help us to increase and demonstrate our effectiveness and reduce overall costs.*

**Kelly Housler**, Mental Health Program Specialist 2, NYS Office of Mental Health, Albany, NY

**Kristy Champignon**, PROS Team Leader, Access: Supports for Living, Union Street PROS, Middletown, NY

**Robert Franco**, Senior Vice President for PROS and **Nicole Ness**, Assistant Director, Service Program for Older People (SPOP), New York, NY

Moderator: **Boris Vilgorin**, Health Care Strategy Officer, MCTAC, New York, NY

### 3C. **Challenge and Opportunity Dialogue**

#### **Attracting People to the Workforce** ..... Stonehenge C

*While 70% of people with disabilities express a desire to work, only about 15% of people with psychiatric disabilities are currently employed. This dialogue will look at the barriers people face and share a number of methods for inspiring and supporting people to bring their valuable talents into the workforce.*

**Matthew Crave**, Program Director, RSS Capital District PROS, Albany, NY

**Len Statham**, Project Manager: Employment and Economic Self Sufficiency, NYAPRS, Rochester, NY

**4:45pm - Adjourn For the Day, Dinner on Your Own**



# Friday, November 20, 2015

8:00am **Registration** - NYAPRS Registration Desk .....Upper Mezzanine

## Plenary - 8:30am-10:00am

### **New York's Value-Based Payment Roadmap: Where is the Path for PROS?..... Courtyard**

*New York is fast on the move to creating a healthcare system based on value-based payment that is intended to reward services that help produce good healthcare and social outcomes and reduce avoidable costs. Since behavioral health conditions are often associated with the highest costs, there should be unprecedented opportunities for behavioral health providers to prove their worth and to play central roles within PPS, managed care, and health home networks. So, how can PROS programs take their appropriate place within innovative projects focused on system transformation and service improvement? Our top state policymakers will provide us with the latest assessment as to where we all are in the move towards Value-Based Payment and be part of the discussion that will highlight the opportunities and challenges that lay before us.*

**Greg Allen**, Director, Program Development & Management, Office of Health Insurance Programs, NYS Department of Health, Albany, NY

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

**Harvey Rosenthal**, Executive Director, NYAPRS, Albany, NY

### 10:00am - 10:15am **Break**

## Workshops Round 4 ~ 10:15am - 11:30am

### **4A. Creating a Group Schedule That Meets People's Goals ..... Stonehenge A&D**

*While PROS offers most of its services in a group format, these groups' content and aims must evolve from each individual's specific goals and objectives. How do you create an individualized group schedule that can meet these needs and still remain fiscally viable? This workshop's presenters will share ways that they have learned to create a viable group schedule that is very individualized but also effective and efficient.*

**Krista Zanfardino**, PROSper Program Director, Putnam Family and Community Services, PROSper, Carmel, NY

**Kate Lewis**, Program Director, ARA (Allegany Rehabilitation Associates, Inc.) PROS, Wellsville, NY

**Amy Grosshandler**, Assistant Director, Family Residences and Essential Enterprises, Inc. (FREE) PROS, Bethpage, NY

Moderator: **Colleen Sheehan**, Training & Technical Assistance Facilitator, NYAPRS, Woodstock, NY

### **4B. Why PROS and Health Homes are so Integral to The Success of DSRIP ..... Stonehenge B**

*The majority of Medicaid members at highest risk for avoidable hospital utilization are those individuals eligible for Health Home Care Management. According to the NYS DOH, 59% of hospital readmissions in NYS are related to chronic medical conditions in persons with serious substance use and/or mental health conditions. Join this discussion on how successful transformation of the behavioral health system will require effective Health Home Care Management combined with a redesign of the healthcare delivery system to ensure access to primary/preventive healthcare services and supportive social services.*

**Kathryn Murphy**, Program Coordinator, PROS Recovery Community, St. Joseph's Hospital Health Center, Syracuse, NY

**Arielle Taitz-Paine**, Program Director, OHEL Kadimah PROS, Brooklyn, NY

**Kelly Sutton**, Program Director, Lakeshore Behavioral Health Abbott Corners PROS, Orchard Park, NY

Moderator: **Jackie Negri**, CEO, Negri Management Resources, LLC, Albany, NY

#### 4C. Challenge and Opportunity Dialogue

##### **Essential Skills for Effective Supervisors in the New Environment**..... Stonehenge C

*What makes a good supervisor? Come join this workshop to open the dialogue and review the qualities that make an effective supervisor, the challenges of supervising staff, and how we can best support and coach them in their multifaceted roles.*

**Paul Margolies**, Associate Director Practice Innovation and Implementation, Center for Practice Innovations, Division of Mental Health Services and Policy Research, New York State Psychiatric Institute, Assistant Clinical Professor of Medical Psychology (in Psychiatry), NYS Psychiatric Institute, Columbia University, New York, NY

**Ruth Colón-Wagner**, Senior Projects Coordinator, NYAPRS, Tappan, NY

**11:30am - 11:45am Break**

### **Workshops Round 5 ~ 11:45am – 1:00pm**

#### 5A. **Building Recovery Oriented Groups** ..... Stonehenge A&D

*In recent years we have seen a dramatic increase in the use of groups that facilitate recovery through an often powerful and dynamic process. This workshop will provide an overview of group work and the skills needed for engagement, motivation, and mediation. Presenters will share examples of dynamic groups and how they are helping people achieve their recovery goals.*

**Amanda Saake**, Senior Program Associate, Center for Rehabilitation and Recovery/The Coalition of Behavioral Health Agencies, New York, NY

**Marsha Mandel**, Team Leader, Access: Supports for Living, Squire Center PROS, New Windsor, NY

**Clinton Green**, Assistant Director of PROS, East Village Access/Community Access, New York, NY

Moderator: **Ruth Colón-Wagner**, Senior Projects Coordinator, NYAPRS, Tappan, NY

#### 5B. **PROS: A Key to Primary Care Integration** ..... Stonehenge B

*It's become clear that "there's no health without mental health" and that good healthcare must integrate medical, mental health, and addiction recovery focused services. Building on the PROS platform may provide the perfect vehicle for achieving this successful integration. This workshop will provide an overall framework for integration and provide the experiences of PROS programs that have successfully engaged in this transformation.*

**Jason Cheng**, Director of Integrated Health and **Danielle Coward**, Director, ICL PROS, Institute for Community Living, New York, NY

**Jacqueline Pasco**, Chair, Department of Psychiatry and **Kathy Paton**, Senior Director Behavioral Healthcare, St. Mary's Healthcare, Amsterdam, NY

Moderator: **Mike Dorr**, Training & Technical Assistance Facilitator, NYAPRS, Phelps, NY

#### 5C. Challenge and Opportunity Dialogue:

##### **Reaching and Maintaining Fiscal Viability**..... Stonehenge C

*Regardless of how excellently our services are designed and delivered, if we cannot create enough revenue to cover our basic expenses, we will not be able to stay in business. This is something that we all struggle with and in this time of value-based payments, it becomes even more important to be able to maintain the integrity and fidelity of our services and yet be financially stable. Join the dialogue about how individualized person-centered service provision can be good for business and that fiscal stability and recovery service provision do not have to be mutually exclusive.*

**Kate Lewis**, Program Director, ARA (Allegany Rehabilitation Associates, Inc.) PROS, Wellsville, NY

**Rebecca Kieffer**, Program Manager, PROS at GMHC, Rochester, NY

**Edye Schwartz**, Director, Systems Transformation Initiatives, NYAPRS, Mahopac, NY

**1:15pm Lunch and Closing Remarks**..... Courtyard