

Using PSR in CORE to Advance Employment and Education Goals

NYAPRS Rehabilitation and Recovery Academy

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Agenda

- ▶ What is Psychiatric Rehabilitation?
- ▶ Individual Placement and Support (IPS)
 - ▶ What is it?
 - ▶ How is the IPS model used?
- ▶ CORE Psychosocial Rehabilitation(PSR)
 - ▶ Service Definition
 - ▶ Components
 - ▶ How CORE PSR differs from PROS and HCBS
- ▶ How CORE PSR can support education and employment goals
- ▶ Service example
- ▶ Excluded activities
- ▶ Questions/Discussion

Psychosocial/Psychiatric Rehabilitation

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Definition of Psychosocial Rehabilitation

- ▶ Psychosocial rehabilitation helps people develop the social, emotional and intellectual skills they need in order to live happily with the smallest amount of professional assistance they can manage. Psychosocial rehabilitation uses two strategies for intervention: learning coping skills so that they are more successful handling a stressful environment and developing resources that reduce future stressors.
- ▶ Treatments and resources vary from case to case but can include medication management, psychological support, family counseling, vocational and independent living training, housing, job coaching, educational aide and social support.

NAMI

<https://www.nami.org/About-Mental-Illness/Treatments/Psychosocial-Treatments>

Definition of Psychiatric Rehabilitation

Psychiatric rehabilitation promotes recovery, full community integration, and improved quality of life for persons who have been diagnosed with any mental health condition that seriously impairs their ability to lead meaningful lives. Psychiatric rehabilitation services are collaborative, person-directed and individualized. These services are an essential element of the health care and human services spectrum, and should be evidence-based. They focus on helping individuals develop skills and access resources needed to increase their capacity to be successful and satisfied in the living, working, learning, and social environments of their choice.

Psychiatric Rehabilitation Association

<https://www.psychrehabassociation.org/about/who-we-are/about-pra>

Important
Concepts

Choose

Get

Keep

Skills

Resources / supports

Important Concepts

Success

Satisfaction

Recovery-oriented

Person-centered

Role/setting specificity

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Individual Placement and Support

Evolution of Vocational Rehabilitation

- ▶ What approaches to vocational rehabilitation have been offered to consumers over the years?
- ▶ What has been their track record?

What is Supported Employment?

- ▶ Supported Employment helps people diagnosed with mental illnesses find and keep meaningful jobs in the community.
- ▶ These jobs exist in the open labor market, pay at least minimum wage, and are in work settings that include people who are not disabled.
- ▶ *SAMHSA Supported Employment Tool Kit*

Individual Placement and Support Principles

Competitive employment is the goal

Eligibility is based on consumer choice -
zero exclusion

Consumer preferences are important

Supported employment is integrated with
treatment

Personalized benefits counseling is
provided

Employment staff develop relationships
with employers based upon consumers'
job preferences

Rapid job search -- starts soon after a
consumer expresses interest in working

Follow-along supports

Individual Placement and Support Practitioner Skills

- ▶ Engagement
- ▶ Assessment: Career / Vocational profile
- ▶ Employment planning
- ▶ Benefits counseling
- ▶ Job development
- ▶ Working with state vocational rehabilitation department
- ▶ Follow-along supports

Supported Education Can Help People Who Are Interested In:

TASC (high school equivalency)

Vocational training (truck driving school, cosmetology school, pharmacy tech certification...)

Community college certificate and academic programs

4-year colleges and graduate programs.

Supported Education Can Help With:



SKILLS INCLUDING TIME
MANAGEMENT AND STUDY HABITS



SUPPORTING THE APPLICATION
PROCESS INCLUDING FINANCIAL
AID



ACCOMMODATIONS/ACCESSIBILITY

CORE Psychosocial Rehabilitation

Service Definition and Components

CORE Psychosocial Rehabilitation (PSR)

- ▶ Psychosocial Rehabilitation (PSR) is designed to assist an individual in improving their functional abilities to the greatest degree possible in settings where they live, work, learn, and socialize.
- ▶ Rehabilitation counseling, skill building, and psychoeducational interventions provided through PSR are used to support attainment of person-centered recovery goals and valued life roles.
- ▶ Approaches are intended to **develop skills to overcome barriers** caused by an individual's behavioral health disorder and **promote independence and full community participation.**

Person-Centered Assessment, Recovery Planning, Documentation, and Collaboration

- ▶ A person-centered planning process is used to support the individual's recovery goal.
 - ▶ Engaging the individual in shared decision making around service and recovery planning;
 - ▶ Regular assessment of progress toward goals and updating the ISP, as needed.
 - ▶ Communicating with collaterals, including other providers, to ensure integrated, collaborative services and access to necessary supports/resources.

Individual Psychoeducation and Skill Building

- ▶ Interventions designed to develop or improve personal coping strategies, prevent crises, and promote recovery.
- ▶ These interventions are tailored to the individual's goal and are adapted to where the individual lives, works, learns, and socializes. Providers may utilize the Wellness Self-Management (WSM) approach.
 - ▶ Mental health and addiction psychoeducation;
 - ▶ Coping skills and stress reduction/management skills training;
 - ▶ Problem-solving skills training;
 - ▶ Medication education and self-management skills training; and
 - ▶ Crisis prevention planning.

Rehabilitation Counseling Interventions

- ▶ Individualized, goal-driven interventions that facilitate, promote, and improve functioning in living, working, learning, and social environments. Rehabilitation Counseling is used to help the individual *choose, get, and keep* valued life roles.
 - ▶ Identification of strengths and resources which may aid the individual in achieving recovery;
 - ▶ Teaching skills/strategies to ameliorate the effect of behavioral health symptoms in work and academic settings;
 - ▶ Resource and support coordination to help an individual identify, assess, develop and secure available supports. This may include working with the individual to use their existing supports, finding new supports, and modifying available supports to meet their needs;

Rehabilitation Counseling Interventions

- ▶ Identification of personal, environmental, and behavioral health barriers that may impede the development of skills necessary for functioning in work or school, with peers, and with friends and family;
- ▶ Develop, strengthen, and support the individual's independent community living skills and community participation through self-advocacy and system navigation; promoting access to necessary rehabilitative, medical, social, academic, and other services and supports;
- ▶ Instruction in accessing and using community resources such as transportation, translation, and communication assistance; for example, helping to secure TTY services, language services, or other adaptive equipment needs;

Rehabilitation Counseling Interventions

- ▶ Instruction and skill building to increase the individual's capacity to independently manage their own financial resources, including public benefits and entitlements, scholarships and financial aid, work incentives, and earned income;
- ▶ Establishing and sustaining personal relationships and a supportive recovery social network, connecting with natural supports and recovery resources, including family, community networks and civic engagement/ volunteering, and faith-based communities;

Rehabilitation Counseling Interventions

- ▶ Skill development to support social skills and functional skills, including but are not limited to adaptation to home, work, school, and social environments, learning and practicing interpersonal skills, time management, technology/computer literacy, personal money management/budgeting, household management, academic survival skills, etc.;
- ▶ Skill development to support the individual to self-recognize emotional triggers and to self-manage behaviors related to the behavioral health disorder;

Rehabilitation Counseling Interventions

- ▶ Skill programming to support the individual to develop step by step plans to use the skills successfully in their lives.
- ▶ Cognitive remediation, including specific drills, activities and exercises, designed to enhance an individual's functioning in the environment of their choice. These skills include but are not limited to, the ability to pay attention, remember, process information, solve problems, organize and reorganize information, communicate and act upon information; and,
- ▶ Ongoing counseling, mentoring, advocacy and support for the purpose of sustaining an individual's success and satisfaction in their valued life role.

Supporting Education with CORE PSR

- ▶ Providing support in navigating application, enrollment, registration, and financial aid processes;
- ▶ Education and information regarding educational programs and resources available in the community, disability rights and resources, tutoring and mentoring services, and social supports;
- ▶ Skill development related to academic survival skills, including time and stress management, self-advocacy in the educational setting, building and maintaining appropriate social supports in the educational setting; and,
- ▶ Cognitive remediation to help with organization, time management, attention

Supporting Employment with CORE PSR



Skill building related to the job application and interview process



Development of “soft skills” to retain employment



Supporting an individual in exploring and identifying job opportunities in the community



Personalized benefits counseling



Cognitive remediation



Ongoing counseling, mentoring, advocacy and support for the purpose of sustaining an individual's role in employment

A person wants a job!

Step One: Person-Centered Assessment Process to refine the goal, assess functioning (skill performance), identify strengths/resources to be leveraged

- Barriers might include: deficits in interpersonal skills, difficulty navigating transportation, addiction/substance use, no or limited work history
- Resources needed: clinical counseling and therapy and/or MAT, resume writing support

Step Two: Begin skill development to address deficits identified in assessment process & begin making connections/linkages to community resources and other levels of service as needed

- Skills to be taught: social skills, transportation navigation, harm reduction/ coping skills, job application and interview skills
- Resources to be connected to: outpatient clinic, One Stop for resume writing

A Person Wants a Job!

Step Three: Skill and resource programming

- Skills to be practiced/tailored: using social skills in the work environment, managing symptoms on public transportation, managing triggers/cravings using coping skills, making adjustments to job app/interview skills based on results/ feedback
- Resources: ongoing collaboration with clinician to ensure integrated care, OneStop supports as needed

Step Four: Wrap around support to ensure sustained performance / discharge planning

- Skills maintained: Employing social skills, problem-solving skills, coping skills in the workplace
- Resources: ongoing collaboration with clinician, potentially refer to job coaching based on performance in the workplace

Excluded activities...and why??

Some things you may have done as a job coach, PROS employment specialist, or an HCBS education/employment staff may not be “allowable” with CORE PSR

- ▶ Job Development - working with prospective employers in the community that offer jobs of interest, i.e. developing connections
 - ▶ Why? This task is not specific to an individual, their goals, or their barriers.
 - ▶ What else could I do? Support an individual exploring and identifying job opportunities in the community. Based on information learned during the assessment process, interests and skills, barriers, and supports, provide support and skills training so the individual can choose, get, and keep employment.

Excluded activities...and why??

- ▶ Job Training and Job Coaching - providing training and coaching on how to do a specific job (filing, cleaning, packing, etc.)

Why? This is not rehabilitation counseling, i.e., helping someone to develop the skills and supports needed to overcome a mental health barrier, job training/coaching is simply showing someone how to complete a task.

What else could I do? Resource and support coordination - help the individual to access supports like Acces VR, who are able to provide job training/coaching supports.

- ▶ Note Taking/Testing Assistance

Why? As with the above example, this is not rehabilitation counseling.

What else could I do? Again, resource and support coordination - help the individual to access supports within the academic environment to address their barriers.

Discussion Questions

