

NYAPRS REHAB AND RECOVERY CONFERENCE

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Essential Tips for Providing Successful Community
Based Services

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CRS Component

WELLNESS SELF MANAGEMENT-

- Assist member/client in Managing Anxiety.
- RN attends PCP appointment with member/client.
- Peer Specialist attends DHS/Social Security Administration appointment with member/client or ACCESS VR members attend orientation.
- PROS staff takes member/client to get emergency housing – Open Door Mission.
- Assist member/client with grocery shopping.

CRS COMPONENT

STRUCTURED SKILL DEVELOPMENT

- PROS staff take member/client to Foodlink.
- Member/Client practices their skills in this setting to overcome their identified barriers.
- Staff acts as a recovery coach and helps prompt member/client on using skills while doing tasks.

COMMUNITY LIVING EXPLORATION –

Help member/client get exposure to community resources:

- Clothing closets
- Art Gallery
- Coffee shops
- YMCA
- Recovery Fitness
- Life Sills- Peer run club in Rochester
- Creative Wellness Center
- Hair cuts- inexpensive salon

IR COMPONENT

GOAL ACQUISITION -

- Job Development- Vocational Specialist takes member/client into community- to apply for jobs, accompany them on interviews, and attend job fairs with them.
- Tour learning goal resources - GED Programs, college setting, business schools, etc.
- Tour Living Environments - SROS, apartment programs, etc.

ORS COMPONENT

- Meeting member/client in the community to provide ORS services (coffee shop, park, or job site (their choice)).
- Vocational Specialist attends meeting with member/client and their employer. They help with a job save and review job duties to see what adjustments can made to better support member/client.
- The goal is for member to sustain this employment.

CLINIC COMPONENT

- RN- goes to member/client home to do injection.
- PROS therapist will provide clinical counseling and support.

REMEMBER:

All PROS services can be provided on site or offsite, except ORS.

ORS needs to be provided in the community.



Essential Tips for Providing Successful Community-based Services

A LOOK INTO OUR HCBS SERVICES AND PROVIDERS



Recovery Options Made Easy, formerly known as Housing Options Made Easy, has been providing peer-based supportive housing services in Western New York communities for 30 years.



Our services have grown to include multiple recovery services including crisis services, intensive peer support services, training and self-advocacy services, and Home and Community Based (HCBS) Services.



Most of Recovery Options' services are community-based vs. site-based allowing the agency to develop a level of expertise in providing services to individuals in the community.

What is Recovery Options?

What is HCBS?

Adult BH HCBS are available for people 21 and over who are enrolled in a Medicaid Managed Care Health and Recovery Plan (HARP).

Recovery Options' Services:

- Education
- Empowerment
- Habilitation
- Intensive Supported Employment
- Ongoing Supported Employment
- Pre-vocational services
- Psych-social Rehabilitation Services
- Respite

Benefits of Community- based services

Meet people where they are

Create opportunities for community integration

Focus on maintaining independence in community settings

Encourages developing natural supports

Allows for a greater understanding of a participant's personal circumstances

Provides opportunity for more targeted services & community linkages

Bridges some transportation gaps when visiting participants

Quality Services

Consistent

Person-Centered

Trauma-Informed

Culturally Competent

Flexible

Hands-on

HCBS Design & Implementation

Pre-pandemic

- All HCBS providers were delivering services face-to-face.
- Providers could go into participants homes and into the community more easily
- Staff had an office to report to for paperwork

Pandemic

- All staff and management began working exclusively from home
- All staff completed visits via telehealth – no face-to-face visits allowed
- All meetings internally and with outside organizations were conducted over ZOOM, Skype, Microsoft Teams, etc.

Where we are now

- Staff works on a density model with the offices – only a certain amount of staff can be in the office at one time
- Staff can complete service visits either face-to-face or over telehealth
- If doing a face-to-face visit, staff must follow COVID procedures
- Staff can provide services in the community again – not inside participants homes but in places such as the library, Tim Hortons, etc.

Staff Qualities

Essential Qualifications

- ▶ High School Diploma or GED
- ▶ Additional caseload dependent on level education.
 - ▶ Bachelor's or Master's Degree or equivalent combination of education and experience per service guidelines
- ▶ Certification of APS courses
- ▶ Completion of CPI courses

Essential Qualities

- ▶ Flexibility
- ▶ Adaptability
- ▶ Empathy
- ▶ Respect for individuals' situations
- ▶ Time management
- ▶ Working autonomously

Interview with Tom Donahue ROME HCBS Provider since November 2019



Interview with Maggy Romero ROME HCBS Provider since March 2020



Engaging Participants



Consistency



Patience



Build Rapport



Communication



Empathy / Respect



Solutions focused



Willing to think outside of the box



Shared experiences

Challenges & Solutions in Rural Service

▶ Challenges

- ▶ Fewer providers available in rural areas
- ▶ Transportation is limited in certain counties
- ▶ Fewer cultural opportunities
- ▶ HCBS team is spread out (i.e. not always in the same office) to fit the needs of the rural area participants
- ▶ Fewer organizations delivering services in the area

▶ Solutions

- ▶ Working closely with care coordination
- ▶ Community based services goes to the participant
- ▶ More creative thinking
- ▶ Utilize technology more
- ▶ More partnerships – organizations know each other on a more personal level
- ▶ More opportunities for collaboration among organizations

Challenges & Solutions in Urban Service Delivery

▶ Challenges

- ▶ There are not enough qualified service providers to match the amount of eligible participants
- ▶ Individuals rely more on public transportation
- ▶ The participant population is more diverse
- ▶ More agencies doing the same services; can be overwhelming for the participant to choose what they want

▶ Solutions

- ▶ Creative time management and consistent recruitment
- ▶ More transportation options available (bus lines, taxi's, uber, etc.)
- ▶ More flexibility in seeking solutions to work with a diverse community
- ▶ Consistent and open communication with care coordination

Essential Tips and Tricks Recap

- ▶ Be consistent
- ▶ Time management
- ▶ Have empathy
- ▶ Respect for others
- ▶ Communication is key
- ▶ Patience
- ▶ Rapport Building
- ▶ Be creative / solutions focused
- ▶ Collaboration



Questions? Comments?