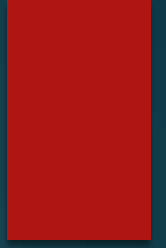


Reconnecting, Revitalizing and Reintegrating In- Person Services

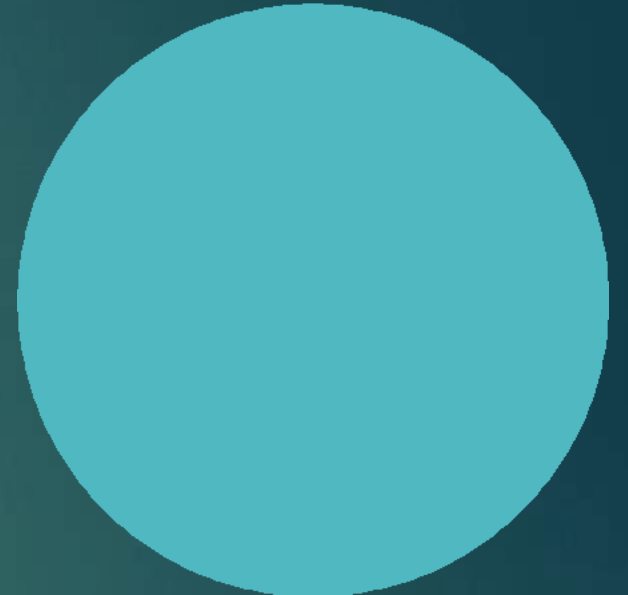
TRISHA TUTTLE, LMHC

JEFFREY MALONE, LMHC



About The Presenters

- ▶ Jeffrey Malone, LMHC
 - ▶ M.S- Mental Health Counseling at SUNY Oswego
 - ▶ Worked in PROS since 2016
 - ▶ Job Development
 - ▶ Intake
 - ▶ Program Director
- ▶ Trisha Tuttle, LMHC
 - ▶ MEd Community Mental Health Counseling at Saint Bonaventure University
 - ▶ Worked in PROS since 2014
 - ▶ Intern
 - ▶ Counselor
 - ▶ Program Director



March 2020

- ▶ COVID-19/Corona Virus
- ▶ The overnight change:
 - ▶ Service Change- Telehealth and Zoom
 - ▶ Anxiety, Uncertainty, Fear, Discomfort
 - ▶ Location of work
 - ▶ Record Keeping
 - ▶ Meeting Locations
 - ▶ Billing Policies
- ▶ Strategies that were implemented?



When is it safe and what does it look like to return?

- ▶ 2.5 Years Later
- ▶ The end to federal emergency rumors:
 - ▶ What did we begin to do? What was the planning?
- ▶ The change:
 - ▶ Service Change- **"Onsite"**
 - ▶ Anxiety, Uncertainty, Fear, Discomfort
 - ▶ Location of work
 - ▶ Record Keeping
 - ▶ Meeting Locations



Thursday May 11th, 2023: End of Federal Emergency

- ▶ The Overnight Change, again.....
 - ▶ “Hardly anyone is coming in”



Foreseen Barriers

- ▶ Onsite Services??
 - ▶ Staff Uncertainty
 - ▶ In Person- Service Regulations
- ▶ Comfort in Home
 - ▶ Staff
 - ▶ Participants
- ▶ Staff and Participant Anxiety
 - ▶ MTA
 - ▶ Larger Crowds
- ▶ Participant Feedback:
 - ▶ "The old way"



Unforeseen Barrier

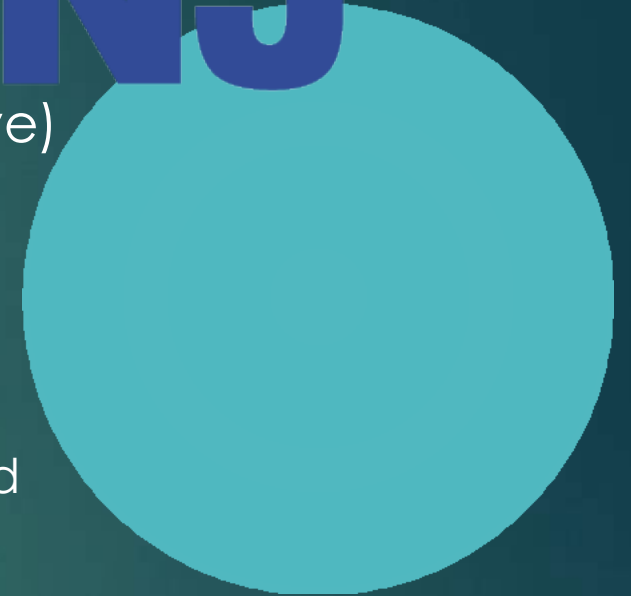
- ▶ The documentation returns.
- ▶ Participant onsite times.
- ▶ Ensuring of physical spacing
 - ▶ PPE Reminders



Goodwill- Harlem PROS



- ▶ Since 4/1/2022- 3 Moves (124th to 50 to 120th to Parke Ave)
- ▶ 8/1/2022- Goodwill Return to Onsite
 - ▶ What do group sizes look like?
- ▶ The slow group build up
 - ▶ Month by month the number of onsite groups had increased
 - ▶ Month by month participant onsite attendance increased.
 - ▶ Participant interest in onsite vs offsite

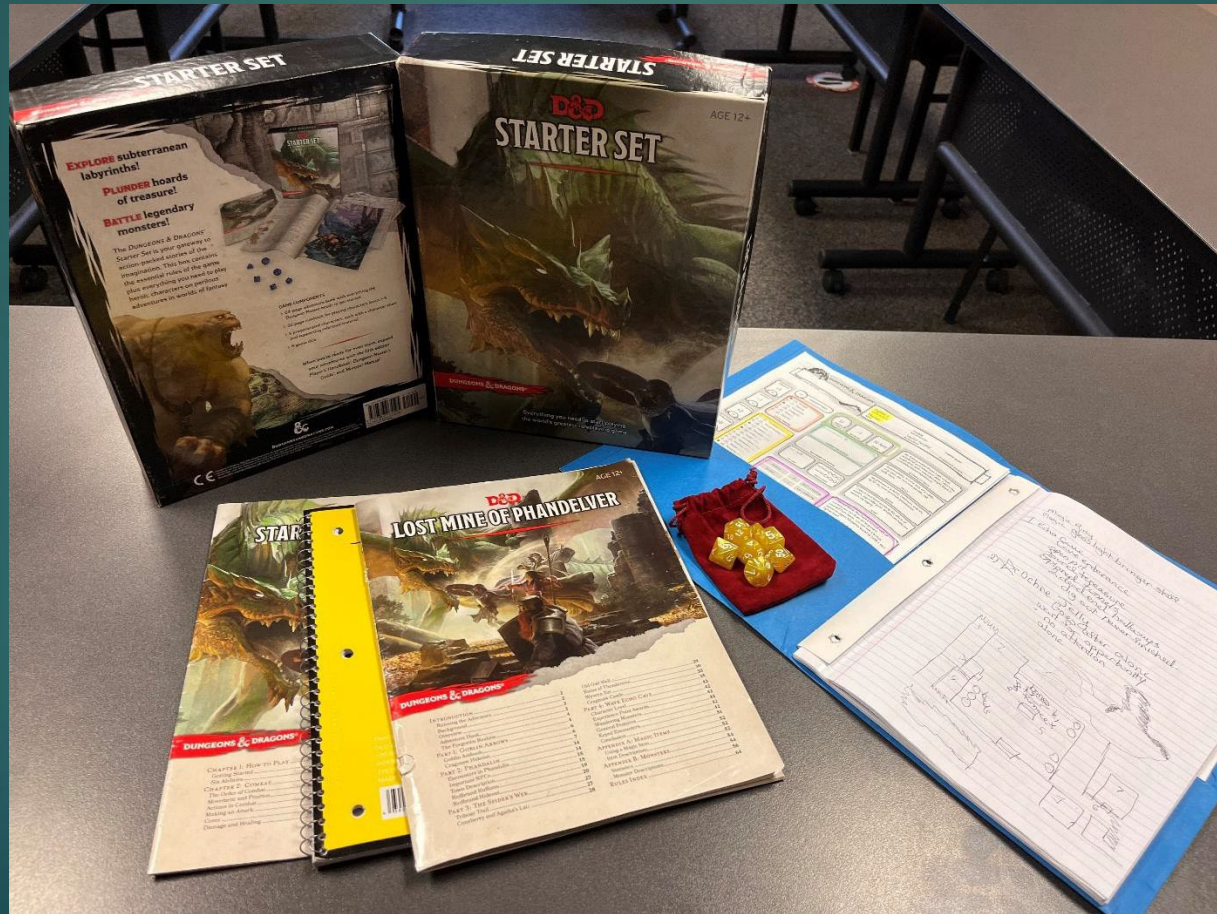


Clarity PROS

- ▶ Staff returned to the building in early August of 2020.
 - ▶ Was not difficult as staff had been requesting to come back for weeks.
- ▶ Participants returned to the building in early September of 2020.
 - ▶ Build-up to full attendance
 - ▶ Initially had approximately 50% wanting to continue telehealth services, in some cases long-term (never returning to the building)
- ▶ Strategies that were helpful for getting everyone back...



Dungeons, Dragons, and Developing Social Skills



Games and Developing Social Skills



Art and Soul



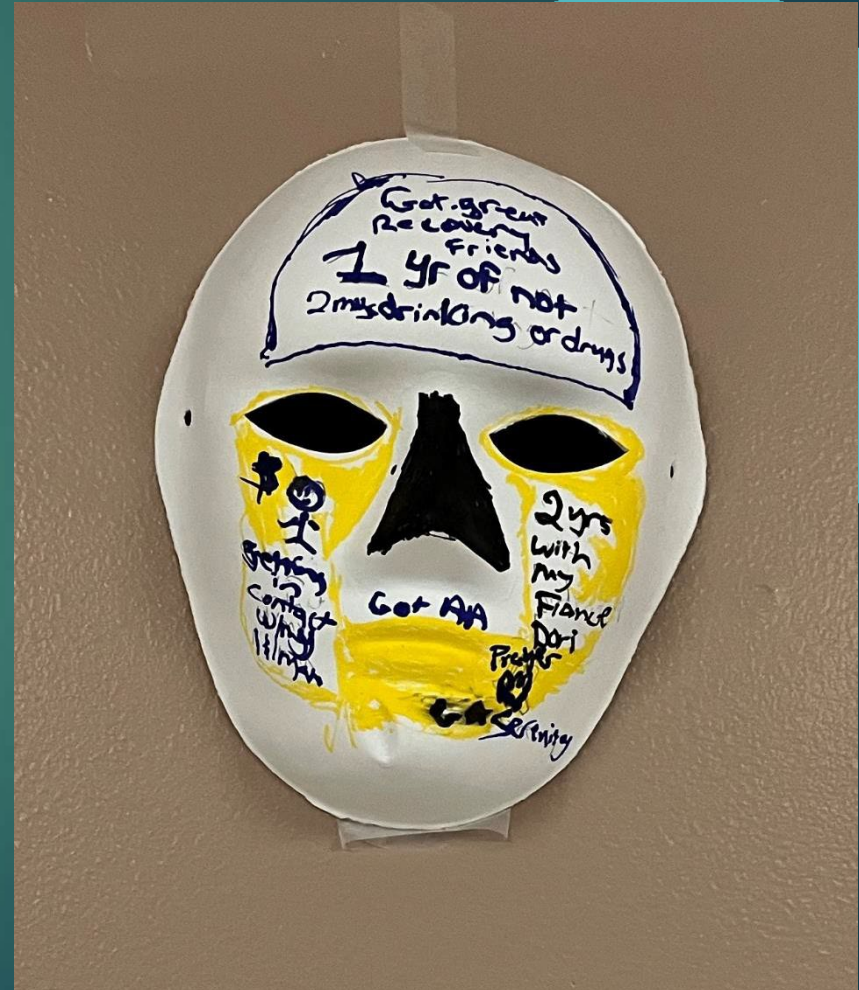
This particular exercise is called intuitive doodling where you let the pen/pencil/brush flow on the paper while focusing on what is going on inside.

Art and Soul

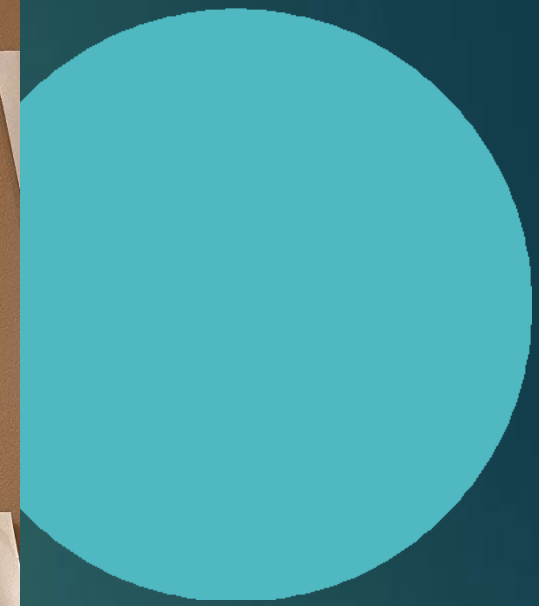


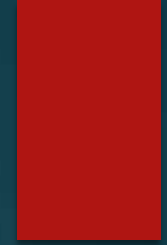
The masks were for the group held the week before Halloween.

Processing emotions and uncertainties through self-expression



Vision Boards





'I'm Gonna Get Better'

Gear Up for Fun

MY STORY

I'VE GOT THIS

LIFE

GET OUTSIDE

Older and Wiser

WHAT I KNOW NOW

IS A GIFT

Spotlighting Women

'I Had to Blaze a Trail'

Finding Success on Her Terms

Sometimes it's the little things that make the biggest difference.

smile!

I'm So Much Happier in My Skin Now
New Romance

ROAD TO

Back on Action

RECOVERY

A joyful life

'I Wanted

JP

Participant Art Gallery



Weekly Wellness Activity



Name _____

Week 27: Try Something New

Adjusting to a new diagnosis or navigating a new normal can be difficult, but it doesn't mean you've missed out on the opportunity to discover a new passion. In fact, trying new things has been shown to positively affect the brain by making new neurological connections. More of these connections can help strengthen our thinking skills and protect against cognitive decline.

Take this challenge and try one new thing this week— no matter how big or small.

Give to Trish next week to be put in the drawing for a prize!

Monday:

Tuesday:

Wednesday:

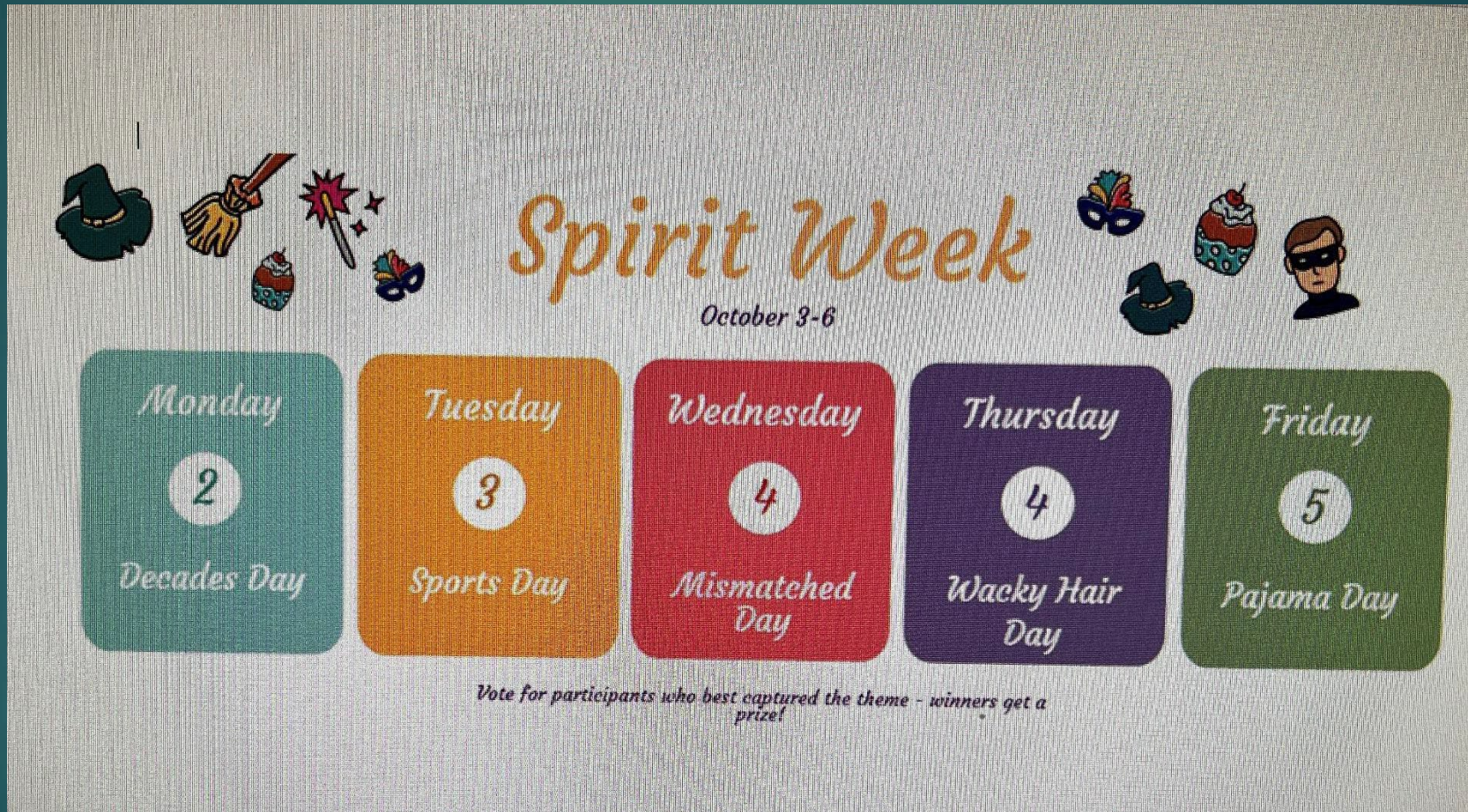
Thursday:

Friday

Saturday

Sunday

Spirit Week



Spirit Week
October 3-6

Monday
2
Decades Day

Tuesday
3
Sports Day

Wednesday
4
Mismatched Day

Thursday
4
Wacky Hair Day

Friday
5
Pajama Day

Vote for participants who best captured the theme - winners get a prize!

The poster features a central title 'Spirit Week' in a large, orange, cursive font, with the dates 'October 3-6' below it. The days of the week are listed in colored boxes: Monday (teal), Tuesday (orange), Wednesday (red), Thursday (purple), and Friday (green). Each box contains a number in a white circle and the name of the day's theme. The poster is decorated with various icons: a witch hat, a broom, a cupcake, a wand, a mask, a masquerade mask, a cupcake, a witch hat, a cupcake, and a superhero mask.

Bringing back activities that were occurring pre-COVID

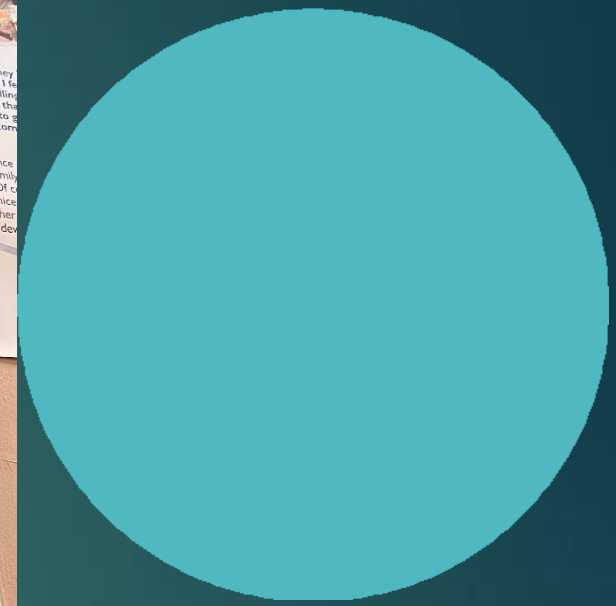
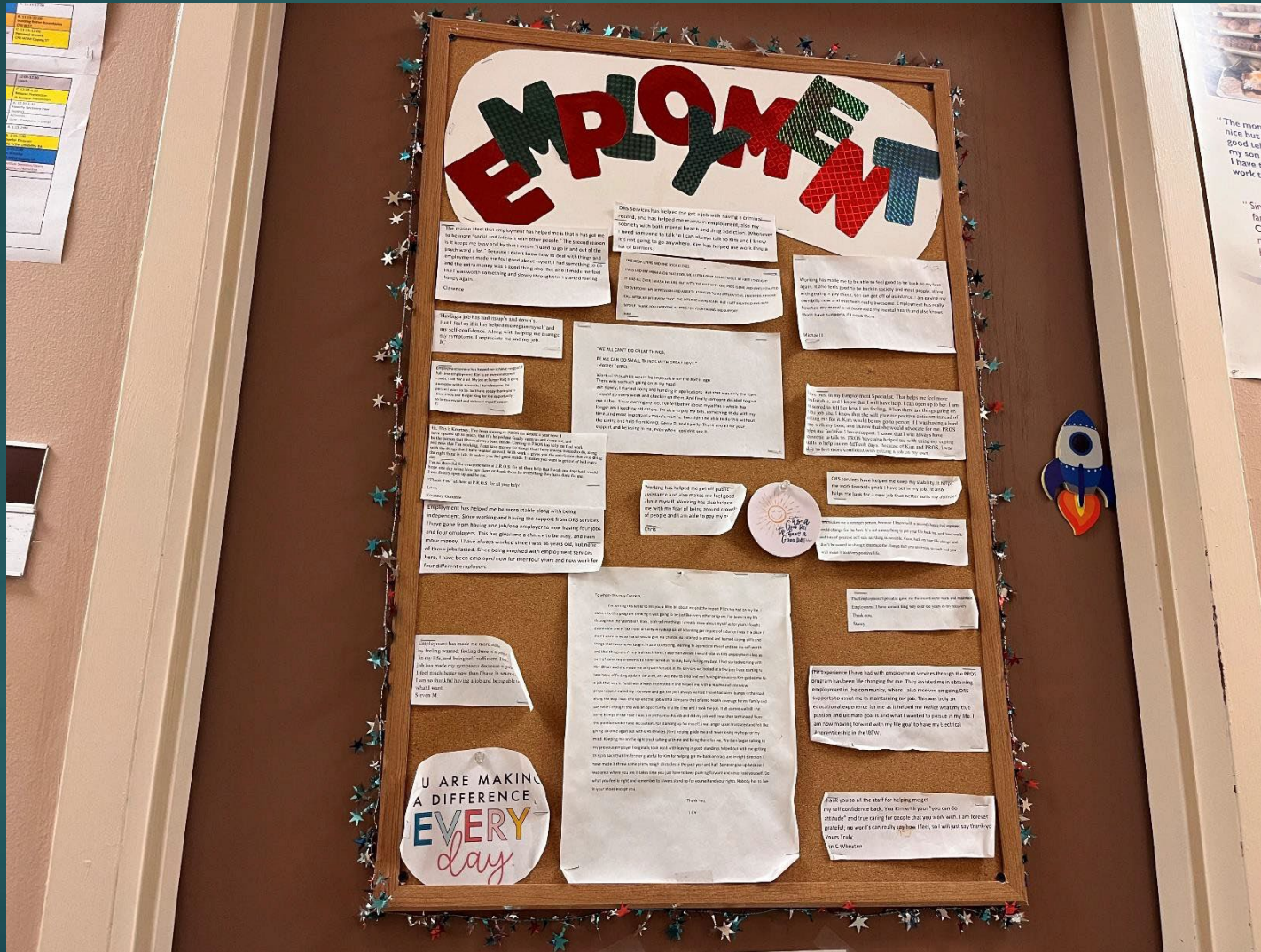
- ▶ Pizza Fridays



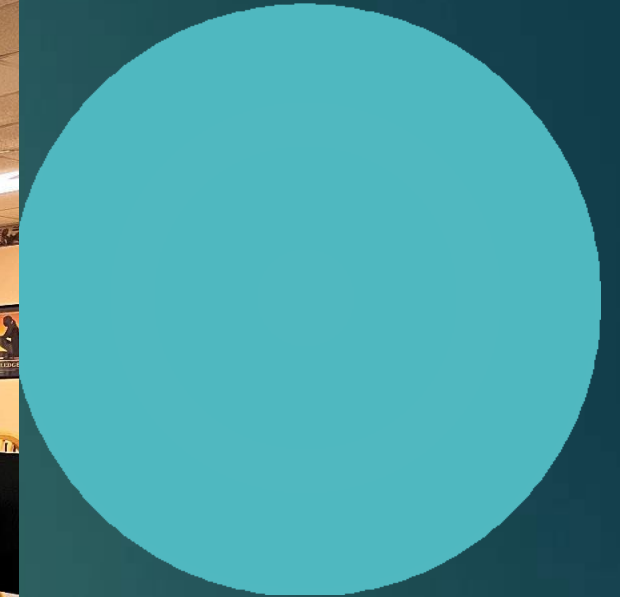
- ▶ Annual Awards Ceremony



Reengagement with Employment



Physical Wellness



Computer Lab



Activates with Goodwill

- ▶ Tuesday
 - ▶ Open Art Studio
- ▶ Thursday
 - ▶ Health Screening
 - ▶ Participant led- Open Draw
- ▶ Friday
 - ▶ Game Day
 - ▶ Friday Flicks



Coping Connect Four



Goodwill PROS Participant Successes

- ▶ New Creative Groups
 - ▶ Technology
 - ▶ Art Groups
- ▶ Job Obtainment
 - ▶ Security
 - ▶ Restaurants
 - ▶ HHA
- ▶ Outside Visitors
 - ▶ Narcan Training
 - ▶ Medicaid/Medicare Workshop



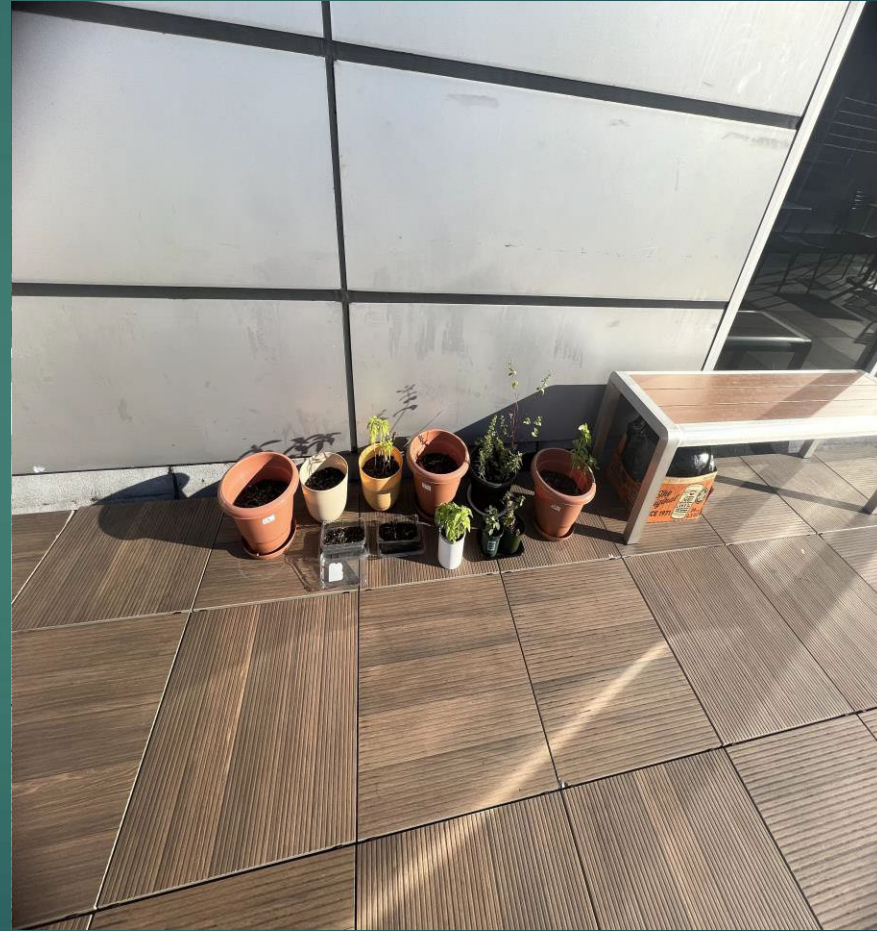
Opening The Door to Work



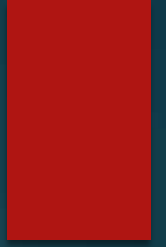
The Artwork at PROS



Gardening at PROS



The Outdoor Space




Staff at Goodwill

- ▶ Staffing Feelings:
 - ▶ “The commute..”
 - ▶ “I can just do my groups and individual from home, they all answer”.
- ▶ Staffing Morale?
 - ▶ Support and self care
 - ▶ Encouraging Growth
- ▶ Encouraging Creativity
 - ▶ “Chef it up”- BFM, BLST, etc...
 - ▶ “ Green Team Coping”- BLST
- ▶ Office Potlucks

Staff at Clarity



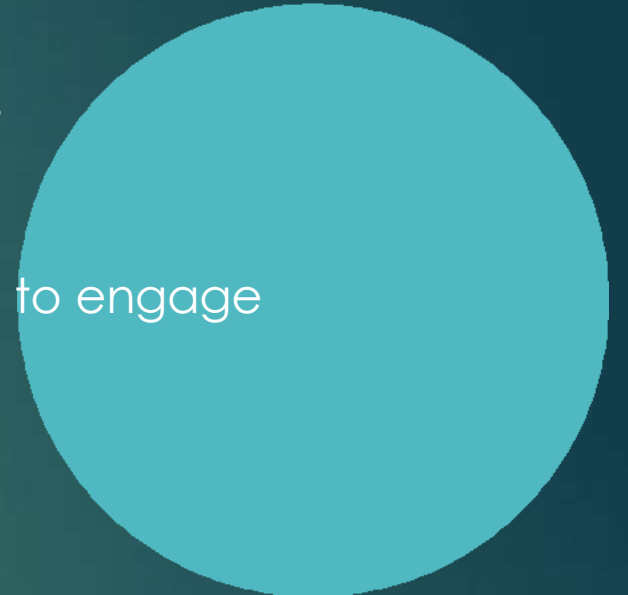
- ▶ Bringing back birthday and holiday parties
 - ▶ Encouraging discussion of concerns and challenges during staff meetings and supervision
 - ▶ Development of new groups based on counselor's strengths
 - ▶ Role modeling by management
- 

Case Story (“Bill”)

- ▶ Bill is a 26 year old male with a diagnosis of schizophrenia and intellectual disability. He joined your PROS program in May of 2021 and has only experienced PROS in a Telephonic world. Bill lives with his mom and a younger brother, both who are strong supports of Bill and his goal of employment. Bill also has a Care Coordinator who will visit him twice a month to assist him with his organizational skills. As Bill has identified that these individuals are good for him, he does not have anyone else he can really identify as a “friend”.
- ▶ Throughout the pandemic, Bill was active in Zoom groups, joining at least 4-5 groups a week and speaking with his direct worker twice a week. Since your PROS program opened in April of 2023, you have not yet seen Bill come to program, he only connects over the phone and continues to inform you: “I will come next week” or “why do I have to come onsite? We are talking right now”.

Bill Continued

- ▶ What would be your plan to assist Bill in engaging on site?
 - ▶ What is your first step?
 - ▶ How could you use Bill's goal of employment as a way to try to engage him?



Staff- “Return to site”

- ▶ Ben is a Recovery Specialist at your PROS program in Brooklyn. Ben began with PROS in 2018 (prior to the pandemic). Ben is reluctant to return to fully on-site service delivery and has continued to come up with reasons why he can not or should not return.
- ▶ Ben resides with his family, including his 72 year-old mother who is at a heightened health risk. Ben additionally has gave push back, stating that: “I get my 4 services in for all my participants every moth. They all answer my calls every time I call them. Plus, I am the one that needs to take my dog out and help my grandma into her Access-A-Ride. Maybe I can do like 3 days a week?”
- ▶ As Ben’s direct supervisor, how would you proceed?

Case Story - Clarity

- ▶ 59-year-old participant with Cerebral Palsy who was very nervous about returning due to risk of getting COVID and how that would affect her chronic illness. She is a former Social Worker who lost her job due to significant substance use and had just celebrated her one year of not using. Her CP has progressed to the point of a job in Social Work no longer being possible but she still wants to help people. How would coming back in-person help her, and what strategies could motivate her?

Thoughts, Questions or Suggestions?

