

Riding the Waves of
CHANGE

2011 ACLAIMH Conference

Pre-Conference Institute
and
Workshop Session
Topics



ASSOCIATION OF COMMUNITY LIVING AGENCIES IN MENTAL HEALTH

1. Everything Available About Behavioral Health Organizations, Health Homes and Managed Care to Date

This Pre-Conference Institute will comprehensively cover what we know to date about the direction of behavioral health, its integration with health as well as care coordination in Health Homes. First, an overview of Behavioral Health Organizations (BHOs) and Health Homes (HHs) will be presented by state officials and then we will hear from a panel of the winning BHO bidders from each region. Finally, we will break out into separate rooms so that providers from each region can spend some informal time discussing the future with the winning BHOs in their regions. *Note: the Long Island Region BHO has not been announced by the State Department of Health.*

Presenters: Overview – Greg Allen, NYS Department of Health & Robert Myers, NYS Office of Mental Health; BHO Panel – Ann McCabe, Magellan Behavioral Health (Central Region); Sandra Forquer, OptumHealth (NYC Region); James Gavin, Community Care Behavioral Health (Hudson River Region) and Adele Gorges, New York Care Coordination Project (Western Region).

2. Developing Your 7th Sense: A PRACTICAL Approach to Personal Safety & Workplace Violence Prevention

One part of personal safety is about changing our mindsets. So many think, “It’s not going to happen to me.” The first step in being safe – whether it is in personal life, school, college or workplace – is accepting the fact that violence *can* happen to us. Once we recognize that fact, we can take measures to protect our family and ourselves from harm. The PRACTICAL approach to personal safety is about taking personal responsibility, recognizing threats and situations that put us at risk, and then responding prudently and appropriately. This exciting and interactive presentation will teach participants how to increase personal safety by addressing the issues of awareness, assessment and response as it pertains to the workplace. The program will focus on the phrase PRACTICAL – **P**lanning, **R**esponse, **A**wareness, **C**ommunication, **T**hreats, **I**ntuition, **C**alming, **A**ssessment, **L**istening – thereby helping participants develop a “7th Sense”. Throughout this training, participants will learn to identify and assess the signs of violence in the workplace; understand how to contain a violent situation by managing behavior and body language; and respond by utilizing calming and de-escalation techniques to possibly defuse, prevent or at least mitigate an incident of violence. By the end of this session, participants will develop their “7th Sense”.

Presenter: Sandra J. King, President, Practical Consultants, LLC

ACCLAIMH Night at the Movies

When you register for the conference, don’t forget to vote for your movie choice!

On **Tuesday, November 1st starting at 8:00 p.m.** in the Conference Center, ACLAIMH will be showing a feature film for your enjoyment. The title with the most votes will be selected. Movie options are:

- ◆ **The King’s Speech (2010)** *The story of King George VI of Britain, his impromptu ascension to the throne and the speech therapist who helped the unsure monarch become worthy of it.*
- ◆ **Girl, Interrupted (1999)** *Based on writer Susanna Kaysen’s account of her 18-month stay at a mental hospital in the 1960s.*
- ◆ **Black Swan (2010)** *A ballet dancer wins the lead in “Swan Lake” and is perfect for the role of the delicate White Swan - Princess Odette - but slowly loses her mind as she becomes more and more like Odile, the Black Swan.*
- ◆ **Analyze This (1999)** *A comedy about a psychiatrist whose number one-patient is an insecure mob boss.*

1. The Development of Young Adult Housing

FEGS has developed the first licensed CR/SRO in New York State that focuses on young adults, which opened in February 2011 in Brooklyn, NY. The SRO helps 15 young men ages 18-24 in their overall recovery in order for them to reach their goals and become valued members of the community. Funded by the NYS Office of Mental Health, the young men have either aged out of licensed Residential Treatment Facilities or Foster Care, or are inpatients in New York State Psychiatric hospitals. This workshop will discuss the opening of the program and what has been effective in working with the young adult population.

Presenters: Martin Sussman & Leonard Thomas, FEGS, Inc.

2. Embracing the Family: A Recovery Oriented Approach to Supported Housing

Being a parent is a highly valued and normal life role for adults, including individuals with serious mental illnesses. Those who become parents or want to become parents do not always find support in existing models of care. This workshop examines how an agency's commitment to recovery involved a commitment to supporting individuals in all their life roles, including being a parent. The presenters will discuss stigma and barriers that parents face in the mental health system as well as lessons learned from over ten years of experience working with families in the Supported Housing setting. The workshop will focus in on case examples and positive outcomes for families.

Presenters: Daniel Donoghue & Leslie Lusteran, Transitional Services for New York, Inc.

3. Welcoming Forensic Clients into Existing Programs

Forensic individuals are entering our existing residential programs in increasing numbers so it is important that providers prepare to meet their particular challenges. This workshop will educate staff in how to help forensic clients integrate into a program successfully, how to respond to the problems and hardships facing this population with the goal to keep them housed.

Presenters: Carmen De Jesus, Olga Brito & Suzette Sclafani, The Bridge, Inc.

4. Creating a Comprehensive PROS in Collaboration with Residential Services

When designing a PROS program, it is imperative to create a model that allows for collaboration with residential providers. In this presentation, we will provide an overview of RSS' new PROS program and discuss the mechanisms by which residential providers are integrated into the rehabilitation process.

Presenter: Matthew Crave, Rehabilitation Support Services, Inc.

5. BTSAS: Introduction to an Evidence Based Practice – Behavioral Treatment of Substance Abuse in Individuals with Serious and Persistent Mental Illness – Part One

This workshop will introduce human service professionals to an evidence based behavioral approach to treating individuals with co-occurring disorders – BTSAS. CUCS will provide audience members with concrete strategies for using BTSAS and its interventions to identify and address ambivalence about substance abuse in consumers and develop short and long term goals towards decreasing use and increasing motivation for drug refusal. *Part Two of this series is Workshop #6*

Presenters: Aaron Levitt & Bradley Pierre, Center for Urban Community Services, Inc.

6. BTSAS: Introduction to an Evidence Based Practice – Behavioral Treatment of Substance Abuse in Individuals with Serious and Persistent Mental Illness – Part Two

Part Two of a two-part series. *See Workshop #5 for a description.*

Presenters: Aaron Levitt & Bradley Pierre, Center for Urban Community Services, Inc.

7. Against All Odds: Fostering Resiliency Under Adverse Circumstances

This workshop will highlight success stories of program participants who came from long term hospital stays, prisons and who were in and out of the foster care system. By using an integrated approach to care, staff, with program participants who are multiply enrolled in ACT teams, PROS and various housing programs, work proactively to help program participants reach desired life goals and move to more independent levels of care. We will discuss models of practice and specific tools and interventions. We will review assessment material and the importance of building a support system for staff. Presenters and participants will share their stories.

Presenters: David Kamnitzer & Katherine Hammer, Institute For Community Living, Inc.

8. Adapting Critical Time Intervention (CTI) for Community Base Housing

In 2009 FEGS implemented a modified version of Critical Time Intervention (CTI) services, a designated Substance Abuse and Mental Health Services Administration (SAMHSA) Best Practice designed to provide transitional supports to ensure consumers adjust to their new housing situations. FEGS has adapted what was originally designed as a nine month, independently funded program for homeless consumers into a 90 day program for all behavioral health consumers in all levels of housing using current staff resources. This workshop discusses how the implementation of this program has aided consumers in successfully transitioning into the community, and the challenges faced in adapting the program.

Presenters: Gerardo Ramos & Pedro Rios, FEGS, Inc.

9. The Cycle of Effectiveness: Plan-Do-Review

In the current climate of competition for funds and higher expectations related to measurable outcomes in all areas, it is necessary for staff at all levels to understand the cyclical relationship between planning, doing (service delivery and outcomes) and reviewing (evaluation). In the basic early education model this is used routinely and is called Plan-Do-Review. Through this workshop each of these areas will be defined and information given about how to accomplish goals in each area. The presentation will also focus on the cyclical relationship that each stage has to quality programming and program improvement in successful programs.

Presenters: Lisa Malinowski, Community Missions of Niagara Frontier, Inc. & Bonnie Malakie, Community Action of Orleans & Genesee

10. Out of the Comfort Zone: The New Normal in Supportive Housing Development

NYS OMH is no longer the one stop shop or the lead for congregate housing development. This session will examine the effects of this new reality and discuss alternatives for acquisition and capital financing, as well as answer these questions: Where are these resources? How important is the developer? How do I to evaluate development risk? How do I partner with for-profit developers?

Presenters: Robert Sanborn, The Housing Collaborative, LLC & James Lupoli, NYS Office of Mental Health

11. Housing Re-Design – Two Projects that Promote Success and Recovery through Partnering, Aspiration and Inspiration

This workshop will discuss two OMH re-design projects. The first, Partners in Recovery Project (PRP) operated by Occupations in Orange County, is an innovative apartment program that embraces the principles of recovery, wellness, strength based, and wrap-around planning, which has operated since March 2010. The presentation will include a time-line of the idea and approval process as well as outcome measures and lessons learned from implementation and ongoing operations. The second project, operated by FREE in Suffolk County, is a redesign of the traditional model of housing that converted existing resources to more specifically meet the needs of individuals. The mission is to have individuals aspire to succeed and to have staff inspire the individuals. They have been successful in moving individuals through the system by providing them with supports necessary for successful transition.

Presenters: Renee Lentino, Terri Mihok & Pat Murphy, Occupations, Inc.; Anu Arnold & Holly Richards Mosby, Family Residences & Essential Enterprises, Inc.

12. Best Practices in Management and Compliance of OMH Tax Credit Projects

The interactive session will provide an overview on how tax credits work in OMH Housing and will answer many questions. What is needed to be in tax credit compliance while serving the needs of your OMH residents and complying with OMH requirements? How are tenant rent, property, support service and debt service funding streams properly accounted for? What new challenges arise with a mixed population? Participants will better understand the ins and outs of working with tax credits in OMH housing projects

Presenter: Lisa Taylor & Tony Thesing, National Equity Fund, Inc.

13. Bringing Recovery Training to Our Staff

Join us to find out how we developed a recovery training specifically for our direct care staff. We will review how we worked to train staff on the principles of recovery and how we reinforce them on an ongoing basis. Our goal is to train staff so that they can instill hope in our consumers as well as set and reach goals to ensure successful outcomes.

Presenter: Mary Schweitz & Cathy Lovejoy, Lakeview Mental Health Services, Inc.

14. Managing Complex Medical Risks in Mental Health Residences: A Systems Approach

A majority of persons served by mental health residences have co-morbid medical conditions and risk factors that complicate their paths to recovery. The Institute for Community Living (ICL) has developed a Medical Risk Management system that assists residential staff in identifying those persons and stratifying different levels of medical risk based on factors such as acute and chronic conditions, treatment adherence and medical care requirements. Multidisciplinary discussions involving program directors, clinical supervisors, case managers and nursing staff are conducted regularly to review service needs and person-centered health goals for persons in the highest risk categories. This workshop will present the medical Risk management system and tools and place them in the context of integrated health initiatives at ICL and across New York.

Presenter: Le-Nise Watson-Hudson & Marcia Titus-Prescott, Institute For Community Living, Inc.

15. "Turning the Page Again" for our Consumers

TSINY has always believed that recovery is tied to the workplace, so we support an affirmative business as a way for consumers to learn the skills needed to compete. As a result, we have created our own workplace niche where consumers are trained to perform tasks that employers would value — a used bookstore which has been a welcome addition to the Queens community and well received by the public. We are grateful for the support of the New York City Department of Health and Mental Hygiene. Recovery is an integral outcome of this model.

Presenters: Dr. Larry Grubler & Barbara Cohen, Transitional Services for New York, Inc.

16. Evolution of Mental Health 101: Incorporating Young Adult Consumer Participation in Offering Introductory Mental Health Trainings to Direct Care Staff and Community Partners

Unity House of Troy has implemented a Mental Health 101 training for direct care staff & community partners. This workshop will describe the evolution & development of this program, which incorporates young adult consumer input & participation. Presenters will outline the current format, how it evolved over the years and how integrating flexibility has been critical for community partners. A recent service learning project of consumers, staff and students at Russell Sage College will be reviewed, along with feedback from previous training participants. Current participants will learn how consumer participation has increased overall engagement in goal participation, self-empowerment and practice of life management & social skills. Materials will include: consumer testimonials, documented changes in functioning level, provided harm-reduction interventions and evidence of person-centered service planning that incorporates functional skill building in everyday routines/goals.

Presenters: Maureen Nuttall & Margaret Arias, Unity House of Troy, Inc.

17. Health Homes & Supportive Housing

New York State is about to implement Health Homes (HH), a massive reform effort which will provide comprehensive care coordination for nearly one million Medicaid recipients with chronic health conditions. While recognized as a social determinant of health, housing is often viewed as an afterthought in health reform. This workshop will review the HH initiative, describe Project Renewal's experience integrating healthcare & housing, & explore critical public policy questions about the role supportive housing should play in the rapidly changing system of healthcare delivery & coordination.

Presenter: Mark Hurwitz, Project Renewal, Inc.

18. Keeping a Watchful Eye on the Payment Police: the OMIG and MFCU – Part One

Medicaid providers are increasingly under fire by the NYS Office of the Medicaid Inspector General and the NYS Attorney General's Medicaid Fraud Control Unit, as well as the Office of the Inspector General of the United States Department of Health and Human Services. Be informed about what the Payment Police are doing and how to handle the situation when the time comes. *Part Two of this series is workshop #22*

Presenters: David Ross & Richard Harrow, O'Connell & Aronowitz, Attorneys at Law

19. Providing Culturally Competent Services in a Residential Program

Providing culturally competent services is a goal of many agencies; however there are many different thoughts & definitions about what "culturally competent" actually means in scope & in practice. As direct care staff, how can you provide services in a culturally competent way? As a supervisor, how do you teach your staff these values & infuse them into your programs? This presentation will answer these questions & many others.

Presenters: Nolly Climes & Susan Miller, Rehabilitation Support Services, Inc.

20. Evolving Issues in Compliance & Quality: Where Do We Go From Here? – Part One

From False Claims to Facebook and Audits to Abuse, there is an array of professional, ethical, and quality issues facing agencies today. What is “the right thing” to do? Are policies more than just paper? Issues to be addressed include: Hot Topics in Compliance & Quality Assurance (QA); The line between QA & Compliance; Will my compliance program hold up to an audit; How organizational culture affects services. Examples and case studies will be provided and group discussion will be encouraged. The 2nd part of this session will focus on revamping, revitalizing and refocusing QA & Risk Management programs, processes and policies as well as participants’ roles in assuring quality services. Understanding key elements such as education, enforcement and evaluation will help participants prepare for what will certainly be additional challenges in the future. *Part Two of this series is workshop #23*

Presenter: Frank Caria, South Shore Association for Independent Living, Inc.

21. Partnering for Success: Case Study of a First Time Tax Credit Project Partnership

Are you thinking about pursuing a new apartment project funded with tax credits? East House Corporation and Providence Housing Development Corporation partnered to propose and win an \$8.6 million, 45 unit project. Join us to share in a discussion about forming new partnerships and winning an HCR award from a novice (EHC) and an experienced development corporation (PHDC). The project is currently under construction.

Presenter: Gregory Soehner, East House Corporation & Monica McCullough, Providence Housing Development Corporation

22. Keeping a Watchful Eye on the Payment Police: the OMIG and MFCU – Part Two

Part Two of a two-part series. *See Workshop #18 for a description.*

Presenters: David Ross & Richard Harrow, O'Connell and Aronowitz, Attorneys at Law

23. Evolving Issues in Compliance & Quality: Where Do We Go From Here? – Part Two

Part Two of a two-part series. *See Workshop #20 for a description.*

Presenter: Frank Caria, South Shore Association for Independent Living, Inc.

24. Question, Persuade, Refer (QPR) – Ask a Question, Save a Life

As someone who may be in an important position to prevent suicide, you will find that QPR is designed to help you help someone who may be considering suicide. QPR involves three life-saving skills. How to: Question...a person about suicide, Persuade...the person to get help and Refer...the person to the appropriate resource. This presentation will review QPR and explore how you may save a life.

Presenters: George Roets, Schuyler County Community & Public Health Services & Michelle Jensen, Arbor Housing & Development, Inc.

25. Acing the Interview

Often having the skill set necessary to do a job is not enough. Consumers still have to make it through the interview process, competing in an increasingly competitive employment environment. This is an interactive workshop that will provide participants with the tools and resources necessary to empower consumers to interview successfully so that they can acquire that often elusive goal...employment.

Presenters: Darla Montoya & Diane Yusim, PSCH, Inc.

26. Service Integration: Recovery from the Ground Up

Service integration is key for improving health outcomes. SUS will present its Recovery Center and approach to Care Coordination, which is a co-location of its Wellness Works Mental Health Clinic, Clubhouse, Employment Program and ACT Team and which serves as a model upon which to build an integrated Health Home. It is built on a platform of recovery and represents an evolution of SUS' housing, community support and treatment services for people with mental illness, HIV-AIDS, substance abuse issues and multiple medical conditions.

Presenters: Donna Colonna, Dr. Yves Ades, Wanda Cruz-Lopez, and Nancy Southwell, Services for the Underserved, Inc.

27. A Delicate Balance: Successful Strategies for Creating and Financing High Quality Housing

Providing well-designed, high quality special needs housing can be a challenge given the changing landscape of funding resources, competing policy agendas of funders, as well as new and conflicting regulations. This session will review two award-winning housing projects - how they were conceived and financed. The presentation also will look at the delicate balance between design and budget that is needed to achieve a successful housing project.

Presenters: Mark Wickham, Lakeview Mental Health Services, Inc. & Mark Pandolf, PLAN Architectural Studio

28. Modifying Evidence Based Practices to Increase Cultural Competence – Part One

Although NYS-OMH has been in the forefront of the promotion of Evidence Based Practices we know little about how to adapt them for use with the culturally diverse population in NY. The Center of Excellence on Culturally Competent Mental Health at the Nathan Kline Institute has developed a Toolkit for Modifying Evidence Based Practices to Increase Cultural Competence, which will be reviewed in this workshop. A case study will be used and a Toolkit Checklist and Workbook will be included as well as information to access the full Toolkit and its accompanying documents. *Part Two of this series is Workshop #30.*

Presenters: Judith Samuels & Wendy Schudrich, The Nathan Kline Institute for Psychiatric Research

29. Where Have All the Leaders Gone? – Part One

At a time when experienced leaders are entering retirement, organizations are looking to fill critical positions with the leaders of tomorrow. Where will these leaders come from? What skills will they need to succeed? This two-part workshop session is dedicated to the leaders of tomorrow. The competencies for effective leadership will be explored with an opportunity for the participants to rate themselves in the areas needed for leadership development. A positive model for coaching staff for professional development will be taught and participants will have the opportunity to develop these skills in a safe environment. *Part Two of this series is Workshop #31*

Presenter: Creighton Drury, Creighton Drury Consulting, Inc.

30. Modifying Evidence Based Practices to Increase Cultural Competence – Part Two

Part Two of a two-part series. See Workshop #28 for a description.

Cancelled
Presenters: Judith Samuels & Wendy Schudrich, The Nathan Kline Institute for Psychiatric Research

31. Where Have All the Leaders Gone? – Part Two

Part Two of a two-part series. See Workshop #29 for a description.

Presenter: Creighton Drury, Creighton Drury Consulting, Inc.

32. Wellness Works: A Look at Innovation and Coordination at SUS

In 2009, Services for the Underserved received two SAMHSA Grants to develop, implement and coordinate two clinical programs that provide a strong clinical team, support and evidence based practices. This year, after reviewing the programs, SAMHSA stated that SUS was setting new standards in housing. SUS would like to share the findings and outcomes of this particular Journey to Recovery.

Presenters: Dr. Yves Ades, Wanda Cruz-Lopez & Nancy Southwell, Services for the Underserved, Inc.

33. Employment Discrimination and Sexual Harassment: What Employers Need to Know

Partly due to the economy, there has been an increase in the number of employment discrimination and sexual harassment lawsuits. This presentation will provide practical guidance to employers to help them protect themselves from these particular types of claims.

Presenter: Adam Lancer, Ohel Children's Home and Family Services, Inc.

34. Health Homes, Medicaid Reform and the Challenge of Sharing Electronic Health Records

The coming changes in health reform promise an efficient, seamless system of care that will allow consumers to move within a network of medical & behavioral health providers, with each of these professionals having accurate, up-to-date treatment information. The key to achieving this long-elusive ideal is the ability of treatment providers to easily & efficiently upload real-time health data for the individuals they serve. This workshop will examine the challenges in sorting out the myriad details & acronyms associated with health care reform as it relates to collecting & sharing treatment information. Terms & concepts will be examined in light of recent State & Federal reform efforts, such as meaningful-use data, regional health information organizations (RHIO), health information exchanges (HIE), & emerging data sharing technologies. Ample time for questions and answers will be provided.

Presenters: Steve Coe, Community Access, Inc.; Marlowe Greenberg, Foothold Technology; Rachel Block, NYS Department of Health; William DeVita, Rehabilitation Support Services, Inc.

35. Going Smoke Free in a Residential Setting

Mohawk Opportunities has taken a leading proactive approach to better the overall health of its consumers by implementing a complete smoke-free policy of all sites. Presenters will take participants through the process developed to make all office buildings, certified apartments & community residences (CRs) completely smoke-free; their CRs previously allowed clients to use "smoking rooms." Presenters will outline barriers encountered & steps taken to overcome them. Information on policy development, timeliness, smoking cessation classes, overall client & staff education & helpful tips will be shared, in addition to materials from NYS OMH, the Seton Health Butt Stops Here Smoking Cessation Program and more. There will be time for questions and answers from workshop participants.

Presenters: Todd Faubel & Colleen Seeley, Mohawk Opportunities, Inc.

36. Affordable Housing Development De-Mystified

Housing alternatives for persons recovering from mental illness have come a long way in the last decade or so. With the introduction of more effective medications, independent apartments, integrated into the community, are what most consumers strive for & deserve. Financing these alternatives has also changed. Not very long ago, our partners at NYS OMH directly provided all the capital financing without using private lenders. Now, non-profit (NFP) agencies must raise capital funds through tax credit investors, state & federal housing grants, as well as private lenders. Many NFP agencies do not want to become affordable housing developers for their own recipients, or for others who are poor, because they are not experienced enough or it is outside their mission. Today's presentation will give attendees options for developing affordable housing for low-income individuals, special needs or not, without having to be design/construction/financing experts or be responsible for all of the financial risk involved.

Presenters: Mark Fuller, DePaul, Inc.; Michael Newman, Christa Development; Chris Betts, The Community Preservation Corporation

37. ACL Quality Assurance Workgroup - Progress Update and Strategic Planning Session

Each ACLAIMH region has a Quality Assurance (QA) group which meets regularly. Over the past year the focus has been analyzing Parts 593 and 595, working on resolutions to QA questions and learning invaluable lessons from those who have faced OMIG audits of their Medicaid programs. This session will provide an update of the group's regulatory review effort and will share a summary of regional recommendations that will be discussed with NYS OMH in the future. QA staff from all ACL member agencies are encouraged to attend this important discussion.

Moderator: Doug Cooper, Association for Community Living, Inc.

ACLAIMH 32nd Annual Bash

It's Halloween week —
bring your favorite costume and enjoy this
year's theme party!

Thursday, November 3rd ~ 9:00 p.m.

38. Legislative Update

ACL's lobbyists and staff will lead a discussion about ACL's role in government advocacy efforts on behalf of its members, including how it educates and informs government officials in the legislative and executive branches about its members' statutory, regulatory and funding challenges. Included will be a review of the tools that ACL uses (e.g. Political Action Committee) and how its members can be part of the overall strategy to enhance ACL's efforts. Information will be provided on this past year's efforts, including how we organized the largest lobby day in ACL's history.

Presenters: John Casellini & Christine Rutigliano, The Roffe Group; Lindsey Chase & Doug Cooper, Association for Community Living, Inc.

39. Integrating Mental Health, Health and Substance Abuse Services

This presentation focuses on strategies to respond to the demand for a comprehensive range of services to clients in residential treatment. The presentation emphasizes on-going collaborative methods of integrating mental health, physical health and substance abuse services that promote clients' sustained stability.

Presenter: Cynthia Isaac-Gueye, Unique People Services, Inc.

40. Technical Assistance with Frank Jaklitsch & Moira Tashjian

Be sure that you and your staff have a thorough knowledge of all of the OMH contracting, funding and development issues that you face every day by attending this workshop. Our OMH colleagues, Frank Jaklitsch and Moira Tashjian, will lead an open discussion on various contract, funding and development issues that affect residential providers. Please join us in welcoming Moira to this workshop as she replaces recently retired Mike Newman, who participated in this workshop for many, many years.

Presenters: Frank Jaklitsch & Moira Tashjian, NYS Office of Mental Health

