



Working with Families: a **FREE** success story

Ashli Marshall, LMHC; and **Eric Speciale, LMHC-D;** presented at the [3rd Annual CORE Summit](#) to share how [Family Residences and Essential Enterprises \(FREE\)](#) has engaged participants in CORE Family Support and Treatment Services (FST).

They shared the incredible journey of a woman who was referred to FREE after suddenly losing her beloved husband to a heart attack and her son to murder several months after. Upon admission, she was overwhelmed with grief, financial instability, cognitive and emotional challenges, and struggling to maintain sobriety.

Shock, numbness, intense despair, difficulty concentrating, financial challenges, and social withdrawal led to instability and hopelessness. After establishing rapport, her assigned counselor discussed FST services in detail, emphasizing the benefit of working collaboratively with family members of her choice to help aid in her recovery and improve her outcomes.

After agreeing to receive the service, staff worked collaboratively with her daughter and brother both individually and in group settings in her home, connecting them to suitable resources including community-based grief groups, NAMI support groups and local AA meetings. Staff provided education on social security benefits, financial assistance programs, and education around her mental health barriers. These resources assisted her family with working through unresolved family conflict and tension, strengthening their connection.

With the help of FST services, her emotional health and stability improved tremendously overtime. Someone who once labeled herself as “broken and unfixable”, is now living a fulfilling life in a beautiful apartment, socializes in her community, has been able to maintain sobriety and is now working towards obtaining employment. Having her family’s support on this journey has led her to gain stability and find a “new norm” without her loved ones.

To make a referral to [CORE Services](#), please see the [Designation Lists](#) for CORE Agency’s in your area and contact information to the CORE referral staff.



We want to hear from YOU!

Do you have a success story to celebrate or an important rehabilitation-focused initiative happening in your program?

The *Adult Psychiatric Rehabilitation Newsletter* is a space to highlight the incredible work happening throughout New York State.

Whether it's an innovative program development, a best practice worth sharing, or a powerful recovery journey, your insights can inspire and inform others. If you'd like to be considered for a feature, complete the form at this link: [Feature article submission](#)

We look forward to showcasing the great work happening in adult rehabilitation services throughout New York State!

Community Oriented Recovery and Empowerment, CORE

Check out the updated CORE Financial Modeling Calculator Tool and Companion Guide!

The [CORE Financial Modeling Calculator Tool and Companion Guide](#) has been updated to include [fee schedule changes](#). Before implementing programmatic changes it's important to understand how these changes may affect your financial business model.

To help providers develop a sustainable CORE business model, MCTAC, CCSI, and ARR developed a Financial Calculator Toolkit to allow providers to test assumptions such as staffing costs, productivity, and strategize based on the results.

The written companion guide details what data is needed and more information about categories listed on the excel. If you are interested in 1:1 technical assistance with the CORE Leads in Central Office regarding this tool, please email core-services@omh.ny.gov.

CORE Resources:

- [Community Oriented Recovery and Empowerment \(CORE\)](#) OMH webpage.
- In collaboration with MCTAC, there is a CORE Services Special Initiative page on their website that is a collection of training offerings



for CORE Service providers, as well as other specific recorded webinars discussing CORE and the benefit of these services to individuals currently being served in other service types. This site can be found at:

<https://www.ctacny.org/special-initiatives/CORE/>.

- Anyone interested in making a referral for an eligible individual to a designated CORE providers can look at the [CORE Services Designation](#) page for both the New York City and Rest of State CORE Services Designation lists. On each list are the names of designated providers, the services they are designated to provide and the counties they are designated to provide this service. After identifying the service and agency you would like to refer to the best contact information for the agency is also listed with telephone and email contacts.
- core-services@omh.ny.gov – email to send questions specific to OMH Hosted CORE Services.
- pimc@oasas.ny.gov – email to send questions specific to OASAS Hosted CORE Services.



The Alliance for Rights and Recovery, along with our partners from Center for Practice Innovations and the Center for Rehabilitation and Recovery at InUnity Alliance, are thrilled to invite you to the **16th Annual Recovery & Rehabilitation Academy**, happening **November 20 and 21** at the **Crowne Plaza Albany**.

This year's theme, "From Program to Purpose: Strengthening Recovery Through Community Connection and Innovation," sets the stage for transformative conversations and community-driven solutions in recovery and rehabilitation.

Nyla Christian is the keynote speaker. Nyla is the Executive Director of the Center for African American Recovery Development and a visionary leader in inclusive behavioral health. As a Certified Interventionist and Peer Specialist, she has pioneered culturally responsive, community-based programs across the country. Her work—especially through the Living Well Project—focuses on empowering marginalized communities and building sustainable recovery infrastructures.

Registration opens soon — keep an eye on emails for more details!



Featuring Nyla Christian

- Transformational leader with 17+ years experience driving culture change
- Founder of Lifelnsired Development
- Executive Director of the Center for African American Recovery Development

✱ **November 20-21**
Crowne Plaza Albany
660 Albany Shaker Rd
Albany, NY 12211

Individualized Placement and Support, IPS

Reviewing Key Principles, Part 2

Our Spring 2024 newsletter introduced Individualized Placement and Support and its integration with adult community-based programs. As a reminder, Individualized Placement and Support is an evidence-based model proven to help people obtain and maintain competitive, integrated employment. In this edition, we highlight two more of the eight key IPS principles: Personalized Benefits Counseling and Attention to Worker Preference.

Personalized Benefits Counseling

One common barrier to employment is fear of losing benefits. Providing clear, personalized information about Social Security, Medicaid, and other entitlements is essential to help individuals feel confident about working.

A recent example from a Community Oriented Recovery and Empowerment (CORE) program illustrates this:

An individual in CORE's Psycho-Social Rehabilitation service expressed interest in working but feared losing benefits. With support from the IPS Employment Specialist, they were connected to a Disability Resource Coordinator who explained how employment would impact their benefits and what protections were available. With this reassurance, the individual began job searching and is now successfully employed—with no negative impact to their benefits.

Attention to Worker Preference

IPS emphasizes that services are guided by each person's interests and choices, not provider assumptions. Finding the right job fit greatly increases the chance of long-term success.

In last quarter's newsletter, we shared the story of an individual who had tried several jobs without success. Through guided conversations about their interests, history, and hobbies, their Employment Specialist discovered a passion for technology. Leveraging existing employer relationships, they helped the individual secure a computer technical support position. This job has been a lasting success, with increased engagement and satisfaction thanks to aligning work with personal preferences.

Watch for future editions featuring IPS principles.

PROS Resources

- [Personalized Recovery Oriented Services \(PROS\)](#) - OMH PROS Webpage. This page includes a general description of the PROS program and services, links to guidance documents, and other program resources.
- pros@omh.ny.gov – email to send questions specific to PROS programs.

SAFEP Resources

- [Supported Employment Services](#) - OMH supported employment webpage. This page includes information on program types, IPS, and New York Employment Services System (NYESS)*.
- employmentservices@omh.ny.gov - email to send questions specific to employment services.