



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 **3rd Annual CORE Summit Event**

On July 16, 2025, MCTAC, in partnership with OMH, OASAS, and the Alliance for Rights and Recovery, hosted its third in-person CORE Summit in Albany.

The event brought together direct service staff, finance and billing personnel, professionals in quality improvement and compliance, program administration, and Managed Care Organizations.

The summit provided an opportunity for cross-sector collaboration, and discussion of key strategies to strengthen the delivery of CORE services across the state. Highlights of the day's presentations included:

- **Working with Families:** This session offered an overview of Family Residences and Essential Enterprises (FREE) CORE Family Support & Training (FST) service and created space for provider dialogue on engaging and supporting families of choice in recovery-focused care.
- **Marketing, Education, and Bundling CORE Services:** Presenters discussed the importance of effectively marketing and packaging services to increase visibility, understanding, and utilization among referral sources and eligible individuals.
- **Provider Panel – Lessons Learned:** CORE agencies Allwel, MHA Dutchess, Access Supports/The Guidance Center, shared insights from recent CORE consultation sessions hosted by MCTAC, highlighting common implementation challenges, successful practices such as group supervision, and areas of continued growth.
- **Workforce Strategies for Retention:** The summit closed with a session dedicated to addressing workforce sustainability, including practical strategies for improving recruitment and retention within CORE agencies.

Thank you to all who attended, presented, and helped make the event a success!



Personalized Recovery Oriented Services

PROS redesign - Supporting person-centered and sustainable services

The Personalized Recovery Oriented Services program model has been supporting individuals with behavioral health needs for more than 20 years.

OMH began evaluating the need for a redesign due to statewide enrollment numbers decreasing, programs closing due to sustainability concerns, and changes in individual's preference for how they receive services.

PROS Redesign officially launched on April 1, 2025, with significant changes incorporated to address some of these concerns. Input was gathered through participant and staff surveys, focus groups, town halls, and provider billing workgroups.


With this feedback, OMH established the following goals for the redesign:

- Serve a diverse range of individuals more effectively.
- Enhance outcomes using evidence-based practices.
- Promote competitive employment, education, and meaningful community engagement.
- Strengthen the program's financial and operational sustainability.
- Modernize the model to align with system needs and technological advancements.
- Expand access to community-based and one-on-one services.

Here is just a bit of what is new in PROS:

- A stronger person-centered approach with increased flexibility to deliver services:
 - Off-site
 - One-on-one
 - Via telehealth
- Greater focus on psychiatric rehabilitation, including:
 - Holistic assessments
 - Integrated skills and supports
 - Recovery Vision statements to guide services

The redesigned PROS model also places a stronger emphasis on psychiatric rehabilitation by **integrating** it throughout the program. Key updates include an assessment process that considers the individual and their environment, the use of updated language to clearly define personal goals, and the consistent inclusion of skills and supports across all services.


Office of Mental Health

Personalized Recovery Oriented Services (PROS)

Personalized Recovery Oriented Services (PROS) is a comprehensive, team-based mental health program. It integrates rehabilitation, treatment, and support services for adults with serious mental illness. PROS is flexible, person-centered, and recovery oriented. Services are provided at the program site and in the community.

Individuals work toward goals in different areas, for example:

- Living independently

PROS Resources:

- ❖ [Personalized Recovery Oriented Services](#) - OMH PROS Webpage (above). 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.

The model also expands opportunities for **skill-building** through off-site services and strengthens progress monitoring through monthly summaries and IRP reviews.

The staffing model now includes more rehabilitation professionals such as **Certified Psychiatric Rehabilitation Practitioners**. These new guidelines support the development of a dynamic program.

In addition, PROS now includes a **dedicated Peer Support Service**, recognizing the unique value of peer workers with lived experience. This new service focuses on psychoeducation, person-centered goal planning, coping skills, community connection, and crisis support to reduce symptoms and improve daily functioning.

Peer Support promotes recovery, wellness, self-advocacy, and the development of natural supports and community living skills. Services are guided by the participant's **Individualized Recovery Plan** and encourage active involvement in all aspects of care. Peer Support also helps participants stay engaged and committed to their recovery goals within the PROS program.

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Finally, **fiscal priorities** to improve sustainability have been implemented, including ensuring long-term viability, aligning reimbursement with modern service delivery, and removing barriers to individualized, community-based care.

Providers are encouraged to review trainings resources that cover the redesign in significant detail. These resources highlight the impact of psychiatric rehabilitation on supports, changes to billing requirements, and revisions to standards of care among other major components. These resources are available on the [CTACNY website](#).

New CORE Refresher Trainings!

OMH, in partnership with MCTAC, released [four pre-recorded CORE Refresher Trainings](#) each with a one-page reference sheet summarizing the main topic areas. These trainings bring each of the four CORE Services to life through case examples. CORE staff will have a better understanding of each service and how they can address an individual's goals with person-centered objectives and interventions that are the appropriate frequency and intensity for the individual's needs.

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 provider 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.
- ❖ picm@oasas.ny.gov – email to send questions specific to OASAS Hosted CORE Services.

Spotlight on Rehabilitation Services in CCBHCs

Supporting recovery and community integration

Certified Community Behavioral Health Clinics offer more than just clinical treatment options; they provide a full range of evidence-based services, that help individuals build the skills and support they need to thrive in their communities.

Rehabilitative services within CCBHC's include recovery supports that support positive social, emotional, educational development, facilitate inclusion, and integration.

The purpose of a CCBHC is to help people improve their health by making it easier to access treatment, reduce unnecessary

hospitalizations, and strengthen coordination between hospitals and community health care providers.

Whether delivered directly or through Designated Collaborating Organizations, DCOs, these services are essential in supporting recovery for individuals with mental health and substance use disorders.

To learn more about CCBHCs in New York State, visit: [OMH's website](#).



Individualized Placement and Support

Reviewing key IPS principles, part 1

OMH recognizes employment as a vital part of recovery for individuals with behavioral health challenges.

Individualized Placement and Support is an evidence-based model proven to help people obtain and maintain competitive, integrated employment. Whether implemented with support from an identified full time IPS Employment specialist, or through training all program members in the model, it is currently used in programs such as:

- Personalized Recovery Oriented Services
- State Aid Funded Employment Programs
- Assertive Community Treatment
- Community Oriented Recovery and Empowerment

IPS is built on eight core principles. This edition highlights two:

1. Zero Exclusion

Anyone who expresses a desire to work is eligible for support—regardless of diagnosis, symptoms, substance use, housing status, or legal history. Work can play a powerful role in recovery by offering structure, purpose, and confidence.

An example of Zero Exclusion: “Robert” recently expressed interest in finding a job but was hesitant due to ongoing challenges with alcohol use. During a meeting with an employment specialist in an Assisted Competitive Employment program, Robert was encouraged to pursue work — a shift from previous experiences where he was told he wasn’t “stable enough to work.”

This supportive approach led to successful job placement in a retail setting. With ongoing support, Robert has thrived in his role. While occasional setbacks with alcohol continue, his job has served as a strong motivator

to stay sober on workdays, and the increased self-esteem from employment has become a meaningful part of his recovery journey.



2. Systematic Job Development

Employment specialists actively engage with local employers to understand workplace needs and build strong partnerships. These connections help streamline job placement and match individuals with roles that fit their interests and strengths. An example of Systematic Job Development:

Charity, an employment specialist in New York City, has successfully developed strong relationships with local employers by using strategies from the evidence-based Individualized Placement and Support model. These connections have led to opportunities in retail, office administration (an accounting firm), and technical support (computer repair).

Recently, a participant expressed interest and skills in computer repair. Leveraging an existing employer relationship, Charity helped them apply and secure a job in that field. The participant is now successfully working in a role aligned with their interests and abilities which was a significant part of their recovery vision.

Watch for future editions featuring IPS principles.

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.