

Cornell University  
ILR School  
Employment and Disability Institute

- NYS Office of Mental Health  
Career Development Initiative  
Work: It's Everybody's Business

# Foundations to Recovery

## Services and Supports ●

- Training and Technical Assistance
- Organization Development and Conversion Support

## Using This Catalog

The Foundations to Recovery catalog is a resource provided to New York State Operated Psychiatric Facilities engaged in the Career Development Initiative sponsored by the New York State Office of Mental Health.

The Career Development Initiative equips and supports facility efforts in facilitating access to community-based employment options and opportunities with individuals who are in recovery from mental illness. The Employment and Disability Institute at Cornell University, under contract with the NYS Office of Mental Health, provides training and technical support to state-operated facilities in implementing and sustaining best practices in the field of career development and employment.

The trademark slogan of the Career Development Initiative is “Work: It’s Everybody’s Business.” This slogan carries the assumption that all service providers, regardless of formal roles and disciplines, play an important part in fostering an organizational culture that promotes and demonstrates best practices leading to recovery. To this end a broad array of training and technical support ranging from recovery principles, career development, person-centered practices, organizational development to nuts and bolts in benefits planning is available to all facility personnel and service recipients. We invite you to use this catalogue as a guide to determining the type of professional and personal development that is right for your facility.

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## Requesting Technical Assistance and Support

Technical assistance and support in Foundations to Recovery is available to state facility staff actively involved in the NYS OMH sponsored Career Development Initiative. Requests for staff training in developing and/or implementing employment and employment-enhancing services and supports are welcomed. On-site support as well as off-site technical assistance, via internet or telephone, is available to staff supporting community-based employment options for individuals with psychiatric disabilities through facility programs. Consultation regarding strategic planning, including conversion planning, and person-centered planning is offered to facilities wishing to further community-based service options.

To place a request for consultation, training, technical assistance and support contact: Carol Blessing, LMSW  
(518) 283-4408 (phone)  
cjb39@cornell.edu (email)

## Determining the Right Support for You and Your Program

The goal of the Career Development Initiative is to serve as a technical resource to state-operated psychiatric facilities in the development and implementation of employment and other evidence-based practices leading to recovery for persons with psychiatric disabilities. Consultation is available to facility staff and administrators in learning and applying strategic planning processes to identify long-term goals and to develop the pathways for reaching the goals through the annual planning process. Change management strategies, staff development, and specific technical support and assistance can be tailored to respond to the unique needs and interests of each facility. Facilities may request modifications to any of the programs offered in this catalog to better meet scheduling demands and staff learning styles. Don't see what you need? Just ask! Programs can be created and resources can be obtained to meet your explicit community-based vocational goal planning needs.

# Available Training and Technical Support Services In: **RECOVERY and REHABILITATION**

**Title:** **Foundations in Rehabilitation and Recovery**  
**Description:** This session addresses the history of rehabilitation and recovery services with emphasis on the underlying values and mission of the process of recovery. Participants will be invited to remember and to reconnect with what brought them into the field in the first place.  
**Target Audience:** General  
**Number of Days:** 1

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**Title:** **Individualized Recovery Planning – Part I**  
**Description:** Learn basic concepts of person-centered practice that leads to the development of more individualized services and supports with people who are at various stages of recovery. Participants will be lead through a series of exercises that invite introspection about existing personal belief systems and the impact of these beliefs in the way services and supports are provided.  
**Target Audience:** General  
**Number of Days:** 1

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**Title:** **Individualized Recovery Planning – Part II  
One Person-One Plan**  
**Description:** Participants will learn how to develop a single recovery plan that incorporates other disciplines, programs and supports that serve the individual’s vision for recovery.  
**PREREQUISITE:** This session requires participants to have attended Orientation to Person-Centered Practices, or a comparable person-centered planning training.  
**Target Audience:** Any staff responsible for writing/implementing treatment plans.  
**Number of Days:** 1

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## RECOVERY AND REHABILITATION

**Title:** **Dealing with Stigma/Discrimination**  
**Description:** Participants will look at the stigma that surrounds mental health issues in contemporary society that directly or potentially impede the successful re-integration of people from institutions back into community settings. Participants will engage in a facility-specific stigma reduction plan that they can begin to implement beyond the session.  
**Target Audience:** General  
**Number of Days:** 1

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**Title:** **Design & Deliver Balanced Rehabilitation Programs**  
**Description:** This session offers a guide in the planning of a semester-approach to designing and implementing recovery and rehabilitation programs that promote recovery and well-being based on the changing needs of the group being provided services.  
**Target Audience:** General. Any staff responsible for design and delivery of training programs with service recipients.  
**Number of Days:** 1

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**Title:** **Effective Unit Instruction**  
**Description:** This session builds on the previous session on running purposeful groups. Through practical exercises participants will learn how to develop a unit of instruction that string together a number of group sessions into a meaningful program/unit.  
**Target Audience:** General. Any staff responsible for conducting individual/group instructional sessions.  
**Number of Days:** 1

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## RECOVERY AND REHABILITATION

Title:	<b>Conducting Purposeful Rehabilitation Groups</b>
Description:	Conducting group sessions is part of the continuum of services provided by most mental health facilities. Facilitators of these groups often find themselves at a loss as to how to reach all of the participants in the group in some meaningful way. Using a structured approach to delivering group sessions can be helpful in targeting the goal of the session; adapting the program to accommodate a variety of learning styles and engaging people in the session. This skill-building seminar will explore these issues through exercises and activities. Participants will be provided with a template for use when planning group sessions.
Target Audience:	General. Any staff who run group sessions.
Number of Days:	1

© The Couple

Artist: Paula Issac



# Available Training and Technical Support Services In: **STAFF DEVELOPMENT**

**Title:** **Coaching Staff Development to Navigate Change**

**Description:** Direct care staff are frequently required to implement new tasks and initiatives in an ever-changing environment. Managers must be skillful in supporting staff toward successfully navigating the change process while reinforcing the recovery agenda. This session will provide participants with basic change management theory and methods that can be used in effective staff development.

**Target Audience:** Supervisors, Direct Care Staff

**Number of Days:** 1

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**Title:** **Realigning Relationships and Boundary Lines**

**Description:** Rigid professional boundaries depersonalize the relationship that can be cultivated between paid staff and the people they are there to support. Personal responsibility, credibility, and accountability from staff are critical elements to engaging people as partners in the recovery process. This session will explore how to open up lines of communication by easing outmoded rules for establishing boundaries between the practitioner and the person.

**Target Audience:** General

**Number of Days:** 1

# Available Training and Technical Support Services In: **PERSON-CENTERED PLANNING**

**Title:** **Orientation to Person-Centered Practices**  
**Description:** This session provides an overview of the foundation to person-centered practices and approaches. Participants will review the basic outcomes associated with person-centered practices; person-centered principles and a necessary look at the balance of power in the relationship between provider and recipient.  
**Target Audience:** General  
**Number of Days:** 1

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**Title:** **Beyond Disability: Tools for Building Person-Centered Relationships – Part I**  
**Description:** The establishment of a positive view of a person as well as an appreciation of the unique capacity embedded in every person is critical to insuring person-driven services and supports. Participants will be oriented to tools that facilitate the emergence of positive profiles with people; finding a balance between health, safety and recovery goals; and helping staff to support choice.  
**Target Audience:** General  
**Number of Days:** 1

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**Title:** **Beyond Disability: Tools for Building Person-Centered Relationships – Part II**  
**Description:** This session builds from Part II. Participants will deepen their skills for working with individuals from a person-centered perspective through learning additional tools that provide insight and information to addressing some of the more challenging issues associated with supporting people toward recovery from mental illness.  
**Target Audience:** General  
**Number of Days:** 1- 2

## PERSON-CENTERED PLANNING

Title:	<b>Intro to A Framework for Planning®</b>
Description:	To truly be of service to a person who is interested in recovery providers must sometimes engage in non-traditional methods for listening to and learning from the individual. This requires a belief in the person's ability to lead us toward identifying the best service and supports. A Framework for Planning® provides a structure to work toward this end. Participants will be provided a general introduction to the planning process and the protocol for conducting the process will be reviewed.
Target Audience:	General
Number of Days:	1

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Title:	<b>Advanced Framework for Planning®</b>
Description:	This session is designed to provide a "live" experience of the Framework for Planning® process following the Intro to A Framework for Planning session. Participants must be willing to follow the established protocol for conducting the Framework for Planning process before, during and following the planning session.
Target Audience:	Social Workers, Employment Counselors, Clinical Counselors, Staff responsible for writing plans.
Number of Days:	1

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## Available Training and Technical Support Services In: EMPLOYMENT

Title:	<b>What is Career Development?</b>
Description:	This session discusses the importance of career development as a critical part of the recovery process. Participants will be introduced to the New York State OMH Career Development Initiative project.
Target Audience:	General
Number of Days:	1/2

## EMPLOYMENT

Title:	<b>Work: It's Everybody's Business!</b>
Description:	Traditional services are provided in silo-like formation. This often leads to frustration on everyone's part and a lack of continuity between and across the service system. Recovery and rehabilitation outcomes should span all departments and programs and lead to effective services and supports. During this session, participants will learn how they can play a key role in promoting recovery-based expectations through emphasizing the role of work, regardless of job title/position.
Target Audience:	Rehabilitation/Clinical Staff, Administrators, General
Number of Days:	1

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Title:	<b>The Evidence-Based Practice of Employment and Person-Centered Practices: A Winning Combination!</b>
Description:	Research has shown that employment is a critical component in the process of recovery. Developing solid and sustainable jobs with people depends heavily on the ability to match interests and talents with marketable job skills. Participants will learn the basic elements that link best practices in the field with person-centered employment approaches.
Target Audience:	Vocational Staff, Rehabilitation Staff
Number of Days:	1

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Title:	<b>Why Work Works</b>
Description:	Fact: unemployment is much worse for mental health than the stresses of employment. Myths surrounding the negative impact that work has on people who are living with mental illness are debunked in this compelling session.
Target Audience:	Vocational Staff, General
Number of Days:	1

## EMPLOYMENT

**Title:** **Individualizing Career Development\***  
**Description:** Participants will learn how to apply A Framework for Planning© to customize employment plans, carve vocational niches and establish responsive systems of support.  
**Target Audience:** Vocational Staff, Rehabilitation Staff  
**Number of Days:** 1

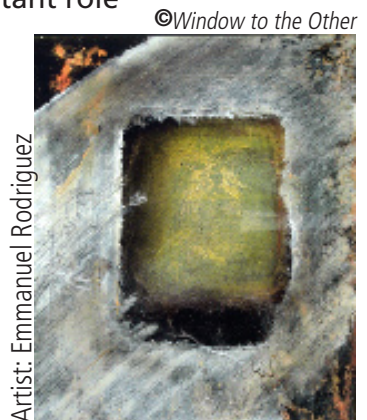
\*It is recommended that this course is preceded by the one day introductory course Intro to A Framework for Planning©.

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**Title:** **Technical Assistance in Individualizing Career Development**  
**Description:** Technical assistance and support is provided to participants wishing to further understanding in applying A Framework for Planning© through a live demonstration of the process. The process results in a preliminary plan for career development.  
**Target Audience:** Vocational Staff, Clinical Staff, Administrative Staff  
**Number of Days:** 1

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**Title:** **The Big Picture of Employment**  
**Description:** Recipients of mental health vocational services are invited to join providers in a session designed to emphasize the important role that work plays in the recovery process. A facilitated dialogue using a café-styled approach will be featured.  
**Target Audience:** Recipients of Vocational Services, Vocational Staff  
**Number of Days:** 1/2- 1



## EMPLOYMENT

Title:	<b>Journey to Work*</b>
Description:	Recipients of mental health vocational services are invited to engage providers in a technical session designed to create an individualized preliminary road map toward career development.
Target Audience:	Recipients of vocational services; Vocational Staff; Clinical Staff, Families/Care Providers
Number of Days:	1

\*Facilities requesting this session are required to conduct preliminary activities to set up this session.

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Title:	<b>Demystifying Supported Employment</b>
Description:	Participants are provided with an overview of the basic values and prevalent models for supported employment. Orientation to the primary steps leading toward supported employment will be reviewed.
Target Audience:	Vocational Staff
Number of Days:	1

Title:	<b>Best Practices in Supported Employment</b>
Description:	General supported employment processes will be covered in this session. Topics include: assessment, job development, job placement, job coaching and follow along support services.
Target Audience:	Vocational Staff
Number of Days:	2

## EMPLOYMENT

**Title:** **Six Steps to Employment**  
**Description:** Participants are provided a step-by-step review of the critical services and supports that help lead people to employment. While supported employment services are typically conducted through vocational programs, this training underscores the important role all rehabilitation staff can play in the process.  
**Target Audience:** Vocational Staff, Rehabilitation Staff  
**Number of Days:** 1

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**Title:** **Effective Marketing and Job Development**  
**Description:** General supported employment processes will be covered in this session. Topics include: effective marketing, assessing marketing skills, plan development, plan implementation, evaluating effective marketing approaches.  
**Target Audience:** Job Developers, Job Coaches, Placement Specialists, Vocational Counselors  
**Number of Days:** 2

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**Title:** **Technical Assistance in Supported Employment**  
**Description:** Participants are invited to share current questions/concerns in delivering supported employment services in a problem-solving forum of technical assistance.  
**Target Audience:** Job Developers, Job Coaches, Vocational Counselors, Vocational Program Managers  
**Number of Days:** As requested

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## EMPLOYMENT

**Title:** **Advanced Job Development**  
**Description:** Through a combination of lecture and exercises, the techniques for job creation/job carving and developing employer partnerships will be the focus for this session.  
**Target Audience:** Job Developers, Vocational Staff  
**Number of Days:** 2

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**Title:** **Supporting People to Mind Their Own Business**  
**Description:** Orientation to entrepreneurial job development and business plan development. Participants will learn the basic steps toward starting up a new business.  
**Target Audience:** Job Developers, Job Coaches, Vocational Counselors, Rehabilitation Counselors  
**Number of Days:** 1

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## Available Training and Technical Support Services In: **TRANSITION PLANNING**

**Title:** **Transition Planning with Young Adults**  
**Description:** This program will provide information regarding best practices in post secondary education transition planning with transition-aged youth. Overview of key elements of the IDEA (reauthorized 2006), required post secondary outcome life areas, and examples of model transition programs will be the focus of this session.  
**Target Audience:** Rehabilitation Counselors, Educators, Vocational Counselors, Administrators  
**Number of Days:** 1/2

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## Available Training and Technical Support Services In: **AMERICAN'S WITH DISABILITIES ACT**

Title:	<b>Your Rights In the Workplace</b>
Description:	Participants will gain information on how to support individuals who are employed or seeking employment and have a mental health disability. This session addresses key issues of disclosure and hiring, reasonable accommodation, potential discrimination, code of conduct and performance evaluations.
Target Audience:	Job Counselors, Employment Specialists, Advocates, Vocational Staff, Rehabilitation Staff
Number of Days:	1/2

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## Available Training and Technical Support Services In: **BENEFITS PLANNING**

Title:	<b>Introduction to SSA Work Incentives for Adults</b>
Description:	The Ticket to Work Act clearly identified that for beneficiaries of disability benefits to successfully return to work they need access to critical benefits planning information. During this session participants will be provided an overview of SSA's disability and return to work programs and work incentive provisions. Strategies for how programs can support career development and employment for adults with disabilities will be explored.
Target Audience:	Any staff providing benefit planning information and/or support.
Number of Days:	1- 2

## BENEFITS PLANNING

Title:	<b>Creating New Employment Supports: Options in the Ticket to Work Program</b>
Description:	The Ticket to Work Program was created by Congress to increase the number of service providers available to support the employment choices of beneficiaries of disability programs. This session provides an overview of the Ticket to Work Program and offer follow-up application support to programs interested in completing applications to serve as Employment Networks in their communities.
Target Audience:	Vocational Staff, Rehabilitation Staff, Benefits Planners, Administrators
Number of Days:	1

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Title:	<b>Connecting Beneficiaries to Benefits Planning Support</b>
Description:	This session will review the services and supports provided by Work Incentive Planning and Assistance (WIPA) and Protection and Advocacy for Beneficiaries of Social Security (PABSS) Programs. The purpose for this session is to provide information that leads to beneficiaries having access to accurate information about how their benefits will be impacted by employment decisions.
Target Audience:	Beneficiaries. Any staff providing benefit planning information and/or support.
Number of Days:	1

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## BENEFITS PLANNING

**Title:** **Introduction to SSA Work Incentives for Transition-Aged Youth**

**Description:** This session reviews SSA's disability and return to work programs and work incentive provisions that can support effective transition planning for transition-aged youth.

**Target Audience:** Benefits Planners, Service Coordinators, Vocational Staff, Family Members

**Number of Days:** 1

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**Title:** **Representative Payment**

**Description:** The Social Security Administration assumes that all beneficiaries are able to manage their own benefits. When this is not the case, SSA will appoint a third party, a representative payee, to manage the benefits on the beneficiary's behalf. Learn how this decision is made, how the appointment process works, what the rights of the beneficiary are and the responsibilities of the representative payee.

**Target Audience:** Vocational Staff, Rehabilitation Staff, Benefits Planners, Service Coordinators

**Number of Days:** 1/2

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**Title:** **How to Deal With Benefits Overpayments**

**Description:** Social Security beneficiaries often receive more benefits than they are entitled to when becoming institutionalized or when returning to work. Overpayments cause added fear and anxiety. Remedies exist. Learn how to deal with overpayments, when to file appeals, when to file a waiver of recovery and what the difference is between the two.

**Target Audience:** Vocational Staff, Rehabilitation Staff, Benefits Planners, Service Coordinators

**Number of Days:** 1/2

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## Available Training and Technical Support Services In: **ORGANIZATIONAL PLANNING**

**Title:** **Strategic Planning**  
**Description:** This session engages key stakeholders in developing a 3-5 year vision for enhancing the programs and services that best promote recovery. Participants will be introduced to individualized mapping processes designed to identify a shared vision and to chart a course for action.  
**Target Audience:** Administrators, Program Directors, Coordinators, Board Members, Recipients of Service, Line Staff, Family Members  
**Number of Days:** 1- 3

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**Title:** **Change Management**  
**Description:** This session engages key stakeholders in the process of understanding organizational change.  
**Target Audience:** Administrators, Program Directors, Coordinators, Board Members  
**Number of Days:** 1

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**Title:** **Organization Culture I**  
**Description:** This session engages key stakeholders in the process of exploring the importance and impact of organization culture.  
**Target Audience:** Administrators, Program Directors, Coordinators, Board Members  
**Number of Days:** 1

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**Title:** **Organization Culture II**  
**Description:** This session engages key stakeholders in deeper thinking of culture and the development of a learning organization. Orientation to theory of Appreciative Inquiry will be provided.  
**Target Audience:** Administrators, Program Directors, Coordinators, Board Members  
**Number of Days:** 2

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## Online Resources

### Employment and Disability Institute

[www.edi.cornell.edu](http://www.edi.cornell.edu)

### Career Development Initiative

[www.ilr.cornell.edu/edi/p-careerDev.cfm](http://www.ilr.cornell.edu/edi/p-careerDev.cfm)

### Person Centered Planning

[www.personcenteredplanning.org](http://www.personcenteredplanning.org)

### NYS Office of Mental Health

[www.omh.state.ny.us](http://www.omh.state.ny.us)

**For more information about the Office of Mental Health  
Career Development Initiative contact:**

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To discuss your training or technical assistance needs call Carol Blessing at (518) 283-4408. Resources and materials made available through this catalog are sponsored by the Office of Mental Health and Cornell University's Employment and Disability Institute to support the ongoing development of the Career Development Initiative and are only available to New York State operated facilities participating in this initiative.

The pictures seen in this catalog are made possible by two artists, Paula Issac and Emmanuel Rodriquez, care of Creedmoor Living Museum, New York City.