



Northwest (HHS Region 10)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

Pandemic Pivots: Lessons Learned

PRESENTERS

- *Adrienne Scavera*
- *Reina Bower*
- *Terry Leckron-Myers*

WE'LL BE WITH YOU SHORTLY!

KEY ITEMS BEFORE WE BEGIN:

- This **webinar is being recorded** and will be posted to our website within a couple of weeks.
- **Participants** are muted with videos off.
- Take note of the **toolbox** located at the top or bottom of your screen.
- **Use Q & A feature to ask questions.** Questions will be answered at the end of the presentation.
- **Chat feature** only goes to MHTTC staff and *should not be used for topic questions.*
- We are **not able to offer** certificates or CEUs for this session.



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PANDEMIC PIVOTS

Lessons Learned from a Peer-run Organization

02/03/2021



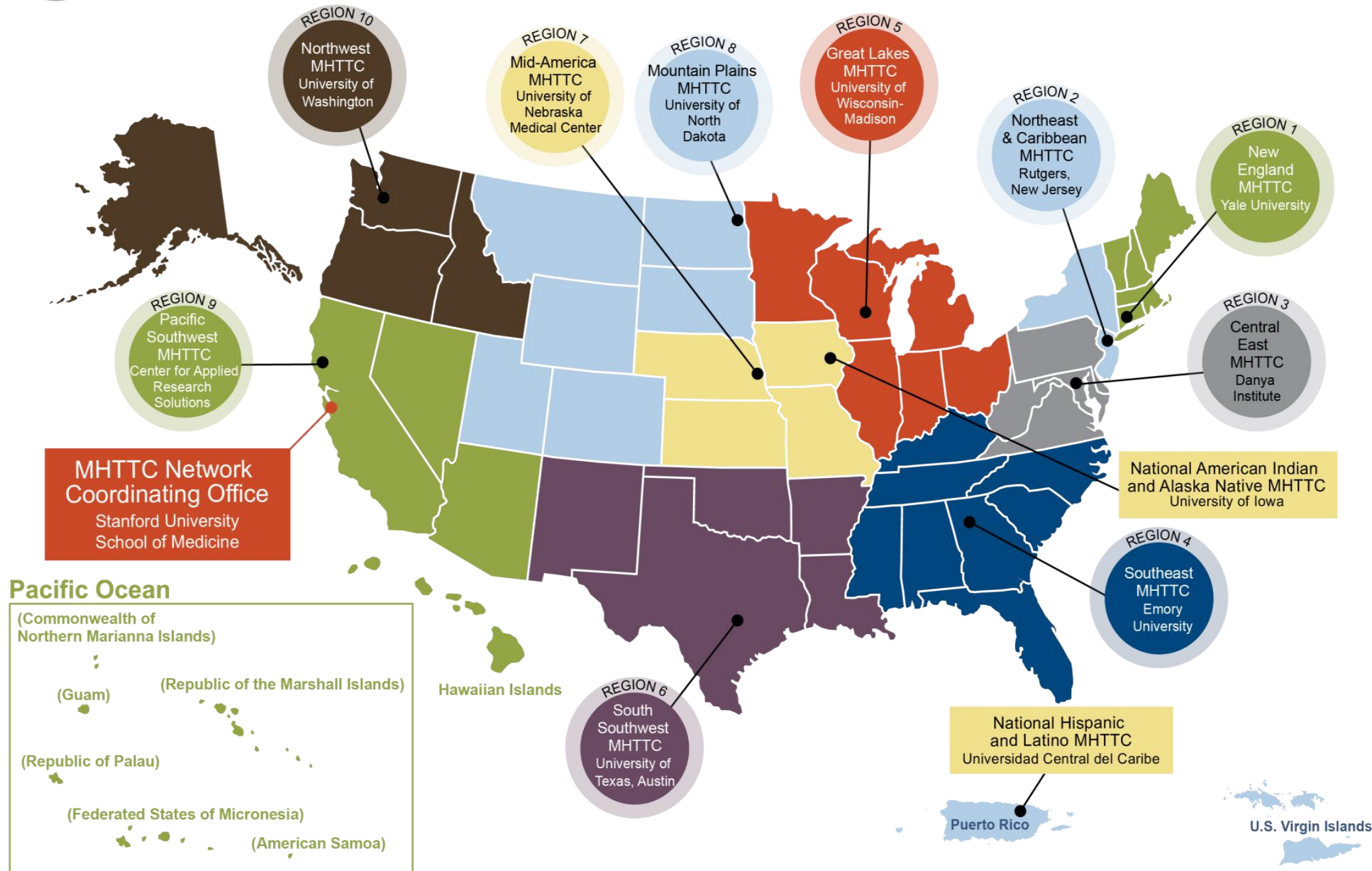


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MHTTC Network



About the Northwest MHTTC



Lydia Chwastiak, MD, MPH
PI and Co-Director



Christina Clayton, LICSW, CDP
Co-Director

The Mental Health Technology Transfer Center (MHTTC) Network is about technology transfer.

We disseminate and implement evidence-based practices for mental disorders into our field.

Our target workforce includes:

behavioral health and primary care providers, school and social service staff, and others whose work has the potential to improve behavioral health outcomes for individuals with or at risk of developing serious mental illnesses.

PROUDLY SERVING

ALASKA, IDAHO, OREGON & WASHINGTON



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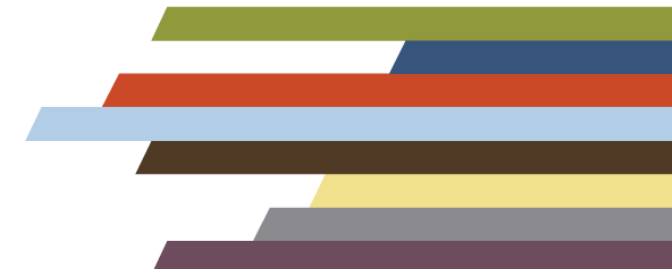
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UNIVERSITY of WASHINGTON
PSYCHIATRY & BEHAVIORAL SCIENCES
School of Medicine

SAMHSA
Substance Abuse and Mental Health
Services Administration



About the Northwest MHTTC

Online Courses

Northwest (HHS Region 10) MHTTC Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

YOUR MHTTC TRAINING AND EVENTS RESOURCES PROJECTS COMMUNICATION ABOUT

NORTHWEST MHTTC NAVIGATION (select to expand / collapse menu) Go to Center

Free online courses by the Northwest MHTTC

Cognitive Behavioral Therapy for Psychosis (CBTp) ePrimer
This 3-hour self-paced course, led by Dr. Sarah Kopelowich, is open to all types of providers and is designed to serve as a primer in foundational concepts related to Cognitive Behavioral Therapy (CBT) and its application to psychotic symptoms and experiences. [Learn more about the course.](#)

The Psychiatrist's Guide to Population Management of Diabetes
This 3-hour self-paced course is designed for psychiatric prescribers who treat patients with serious mental illness and aims to increase prescriber knowledge of and confidence in the identification and management of diabetes and other cardiovascular risk factors. [Learn more about the course.](#)

Violence Risk Assessment & Management in Community Mental Health Settings
This 3-hour self-paced course provides the necessary tools for clinicians to assess, manage, and stabilize threats of violence. [Learn more about the course.](#)

Registration
Our online courses are hosted on the HealthKnowledge.org platform. Register for any of these courses by visiting the links above or at HealthKnowledge.org.
• [How to register for a course at HealthKnowledge.org](#) and [how to get technical support.](#)

Research/Practice Briefs

Integrated Care for Older Adults with Serious Mental Illness and Medical Comorbidity: Evidence-Based Models and Future Research Directions

Collaborating TTC: Northwest MHTTC
Publication Date: May 29, 2019
Developed By: Northwest MHTTC

[DOWNLOAD](#)

MHP RES PS ACS EDU

Website with Events, Products & News

NEWS

Recovery LIVE! Supporting the Resilience of Black Men: Culturally Affirming and...

UPCOMING EVENTS

JUN 09 DBT STEPS-A Online Lesson 10: Distress Tolerance - Radical Acceptance
Click here to tune into the DBT STEPS-A YouTube Channel every Tuesday and Thursday morning at 10am

JUN 11 DBT STEPS-A: Summary Q&A for Students - Putting It All Together & Preparing for Summer
Click here to tune into the DBT STEPS-A YouTube Channel every Tuesday and Thursday morning at 10am

JUN 11 Resources for Supporting the Mental Health and Well-being of Children and Families During COVID-19
Resources for Supporting the Mental Health and Well-being of Children and Families During COVID-19

[View All](#)

PRODUCTS

Educator Wellness Webinar #4: Cultivating a Practice of Gratitude and Appreciation in Your School Community
The Northwest Mental Health Technology Transfer Center and the Northwest PBIS Network are collaborating to bring you a FREE, 4-part webinar

Ambiguous Loss: Grieving in the Time of COVID-19, Followed by Live Q&A Session
About this Resource: Life, as we knew it just a few weeks ago, has been completely turned upside down. That feeling you are feeling but can't

SMART Center 2020 Virtual Speaker Series - Dan Losen, JD, MEd
The school mental health supplement to the Northwest MHTTC is excited to co-sponsor the UW SMART Center's 2020 Virtual Speaker Series.

[View All](#)

Live Training

Psychological First Aid for Service Providers
1:00pm - May 19, 2020 | Timezone: US/Pacific
Hosted By: Northwest MHTTC

Registration Deadline: May 18, 2020

[REGISTER](#) Need more information? Contact us at nwmhttc@uw.edu

Archived Webinars

Our Archived Webinars

Series Collections

- Integrated Care Webinar Series 2019-2020
- Supporting Walk-In Behavioral Health Providers to Optimize Telehealth in Response to COVID-19
- Behavioral Health Crisis Response Systems Webinar Series
- Psychological First Aid Webinar Series

Behavioral Therapy/Evidence Based Treatments

- Clinical Innovations National Series: Telehealth and Cognitive Behavioral Therapy for Psychosis (CBTp)
- Involving Natural Supports in Cognitive Behavioral Therapy for Psychosis
- Basic Behavioral Skills
- Behavioral Activation
- CBT for Anxiety (CBT-A)
- DBT Distress Tolerance Skills

Cultural Considerations and Equity Topics

- Culturally and Linguistically Responsive Care for Early Psychosis

Integrated Medicine

- Psychosis in Primary Care (PACC-ECHO)
- Assessment of Psychosis and Behavioral Interventions
- Medication Management

Clinical Care

- Trauma and Post-Traumatic Stress Disorder with Serious Mental Illness
- Overview of Clinical Epidemiology, Theories, Assessment, Interventions, and Treatments

Peer Services

- Peer Delivered Services: A Broad Exploration
- Decision Making in Your Agency: What to Consider When Working with Youth Peers
- The Parallel Process: Trauma-Informed Considerations for Individuals and Organizations
- Recruiting and Growing the Youth Peer Support Workforce
- Recruitment and Hiring for Youth Peer Support Specialists
- Supervision and Self-care for Youth Peer Support Specialists



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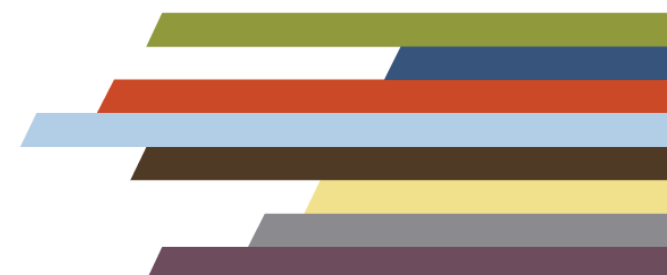
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Support and Disclaimer

This work is supported by grant SM 081721 from the Department of Health and Human Services, Substance Abuse and Mental Health Services Administration.

The opinions expressed herein are the view of our presenter(s) and do not reflect the official position of the Department of Health and Human Services (DHHS), SAMHSA.



The MHTTC Network uses affirming, respectful and recovery-oriented language in all activities. That language is:

STRENGTHS-BASED
AND HOPEFUL

INCLUSIVE AND
ACCEPTING OF
DIVERSE CULTURES,
GENDERS,
PERSPECTIVES,
AND EXPERIENCES

HEALING-CENTERED/
TRAUMA-RESPONSIVE

INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS

Adapted from: https://mhcc.org.au/wp-content/uploads/2019/08/Recovery-Oriented-Language-Guide_2019ed_v1_20190809-Web.pdf





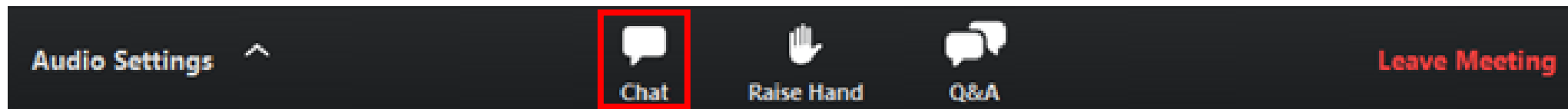
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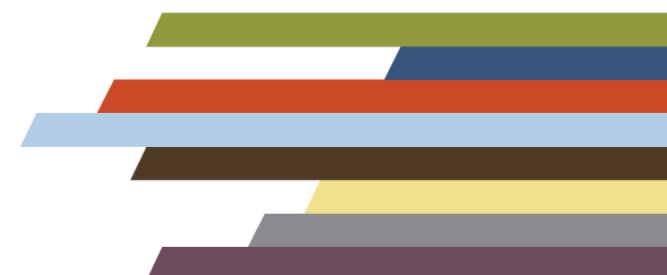
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CHAT BOX



- We'll share info about logistics
- Let us know if you are having tech issues
- To you: from our training team
- From you: only visible to hosts/panelists
- NOT for content-related questions (see next slide)

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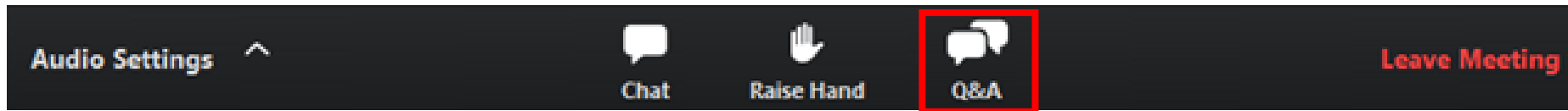
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Questions – 2 options (participants are muted):

1. Type question into Q&A Window



OR

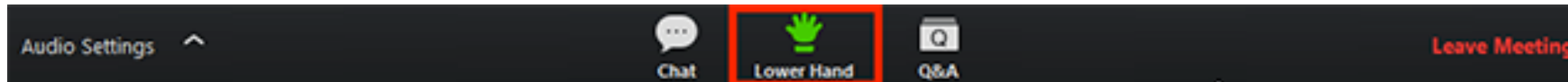
2. Raise hand (will be called on/unmuted in order)

Click **Raise Hand** in the Webinar Controls.

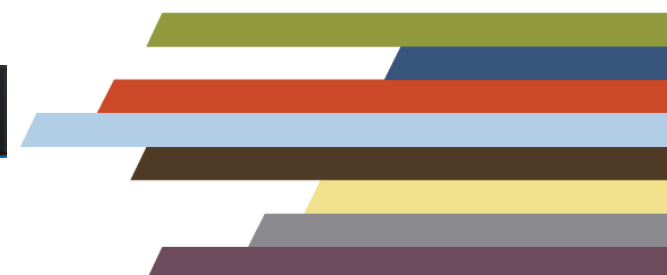


The host will be notified that you've raised your hand.

Click **Lower Hand** to lower it if needed.



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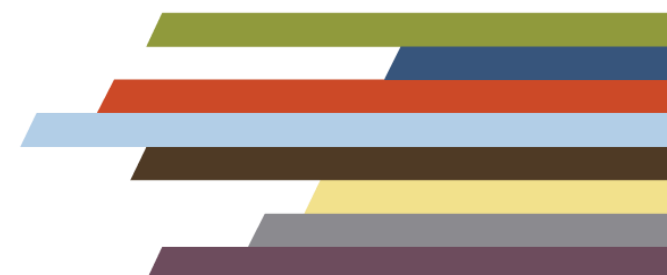
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**After today's session,
please complete the evaluation survey (LINK):**

- Will be shared in the chat box during & also emailed out
- Helps our team plan future sessions as well as evaluate today's webinar
- ***Keeps these free trainings coming!***
 - *There will NOT be certificates or CEUs for this series*
 - *Slides & resources WILL be posted after the session*

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Today's Presenters



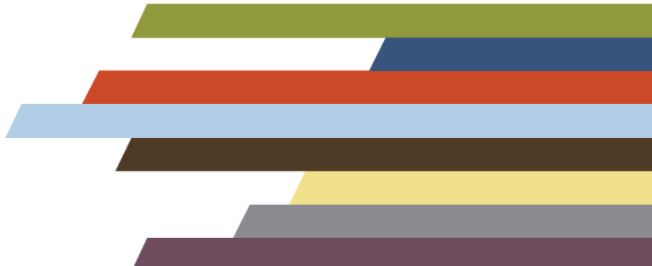
Adrienne Scavera,
Training and Outreach
Director



Terry Leckron-Myers, EVOLVE
Program Director



Reina Bower, EVOLVE Program
Director





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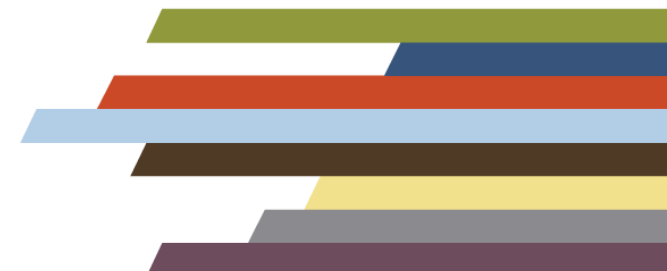
PANDEMIC PIVOTS

*Lessons Learned from a Peer-run
Organization*



Agenda

- Organizational background
- Pandemic pivots
 - Services
 - Training
 - Workforce supports
- Lessons learned
- Question and answer time



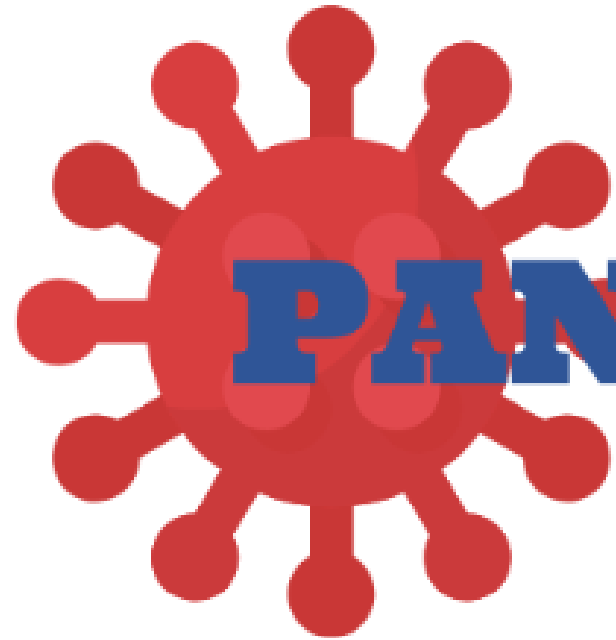
Mental Health & Addiction Association of Oregon

Mental Health & Addiction Association of Oregon (MHAAO) is an inclusive peer-run organization dedicated to self-direction honoring the voice of lived experience.

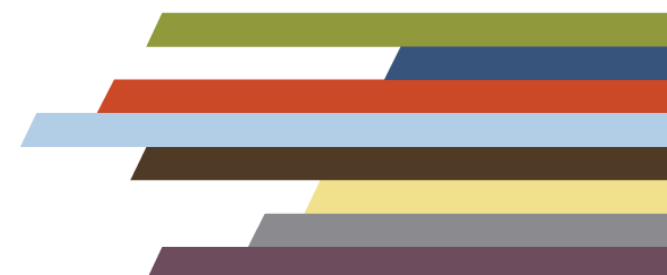
We are a peer-run organization (PRO), meaning that we are led and staffed by people with lived experience, including at least 51% of our Board of Directors.

The services provided by MHAAO include direct peer services, training, technical assistance, and consultation -- all from the Peer Recovery Perspective.





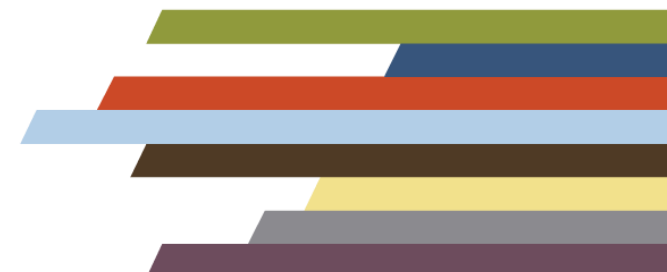
PANDEMIC PIVOTS
PEER SUPPORT





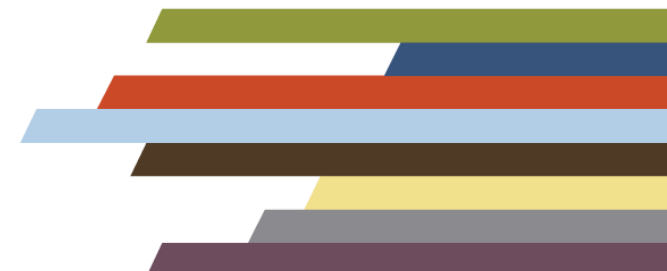
PANDEMIC PIVOTS **POLL**

The COVID-19 pandemic has impacted my organization's services in a considerable way.



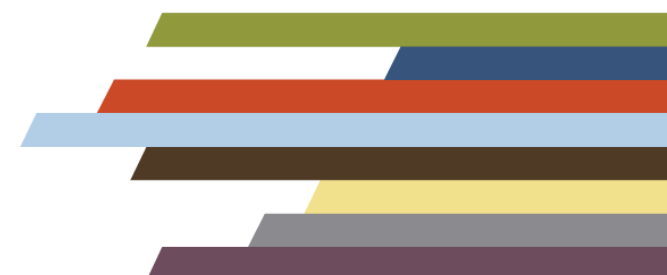
Peer-delivered services: Changing context amidst pandemic

- Increases in overdoses, suicide, child abuse, domestic violence
- Staying current on relevant resources
- Additional supports around supervision
 - Our staff are impacted, as are the people they serve
- Importance of harm reduction
 - Fentanyl strips
 - Narcan
 - Making sure has a safe place to live
- Virtually, being extra mindful
 - Reach out
 - Connect in chat, and stay aware of faces and comments in virtual settings
 - “Hidden secrets” of quarantine



Peer-delivered services: Changes to existing programs

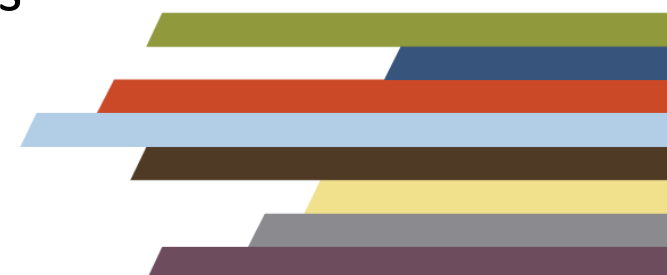
- Direct services became virtual
- Increased 1:1 supervision and daily contacts
- Taking it back to basics
- Staff needed additional training and supports around:
 - Technology
 - Reporting
 - Supporting peers around technology



Peer-delivered services: Changes to existing programs

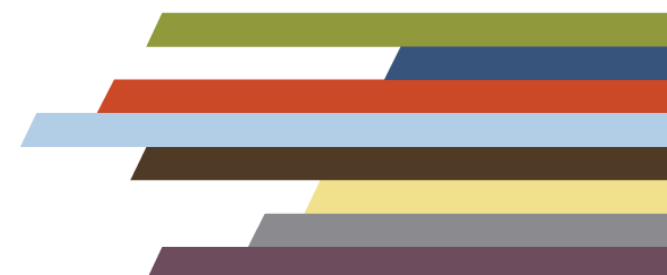


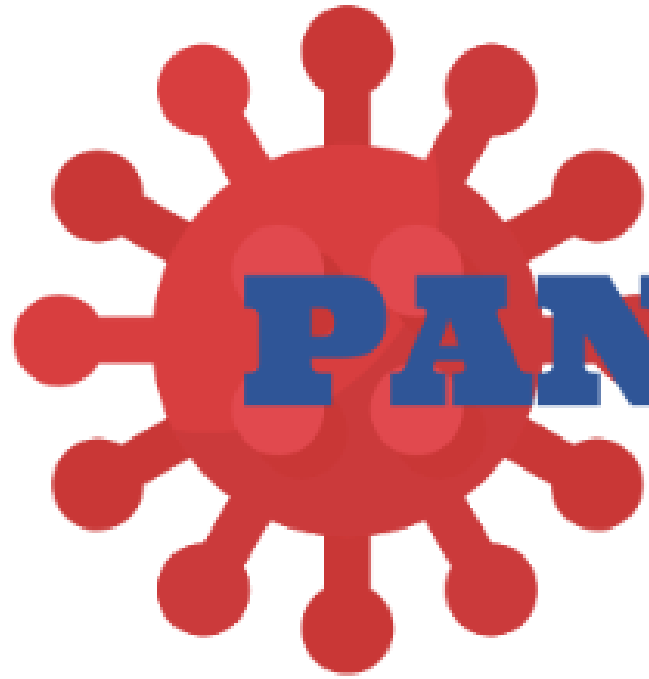
- Learning new safety protocols for staff and people receiving supports
- External services that we collaborate with have changed
 - DHS
 - Court
 - Recovery meetings
- Transportation changes
 - Public transit
 - Not transporting peers in vehicles



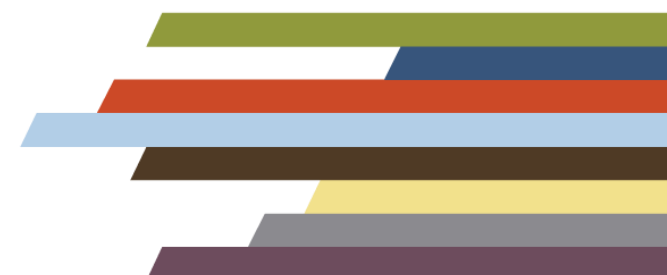
Peer-delivered services: Growth in a time of increased need

- Washington County Shelter Program
- Volunteer Isolation Motel (VIMOS)
- FEMA Crisis Counseling Prevention
- Kaiser Ambulatory Withdrawal Management
- Kaiser Recovery Pathways
- Department of Labor: Pathway Home
- Bureau of Justice Administration
- Blanchet House
- Multnomah County Peer Services Funds
- Multnomah County COVID Community Outreach



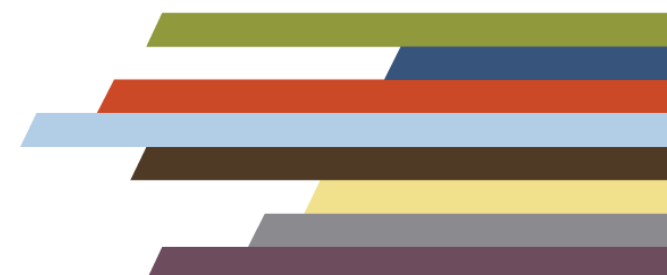


PANDEMIC PIVOTS
TRAINING



Training: Changes to existing programs

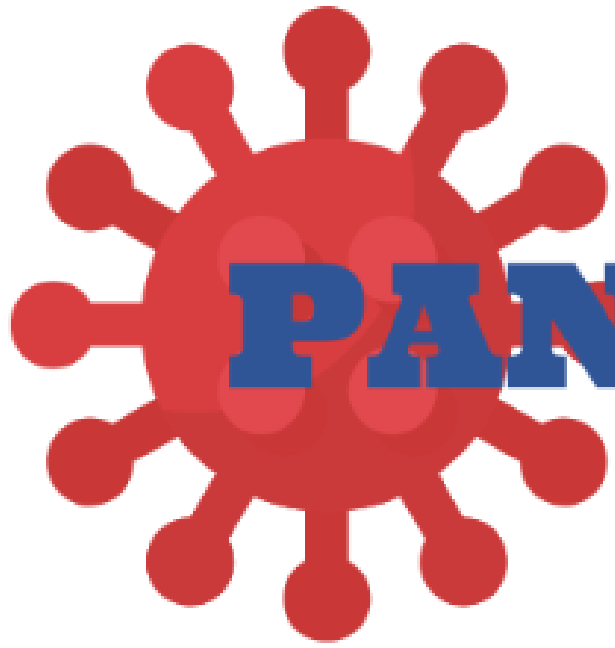
- Peer support certification training re-imagined
 - Completed accreditation waiver
 - Modified 80-hour curriculum for virtual delivery
 - Began online training delivery
- Virtual TA, training continued



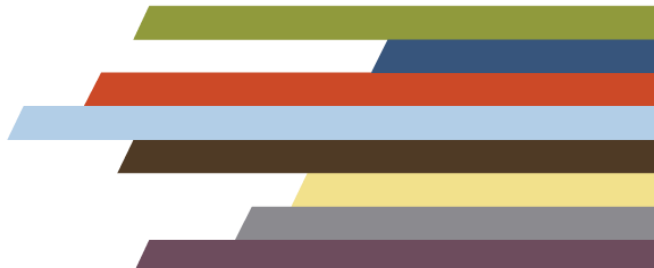
Training: Growth in a time of increased need

- Developed in response to workforce need
- OPTIC eLearning Hub: Learning at your own pace, in your own space.
 - Trauma-informed Care
 - Building Trust with the LGBTQIA+ Community





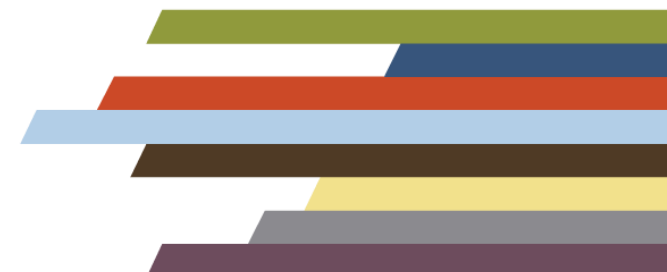
PANDEMIC PIVOTS
PEER WORKFORCE





PANDEMIC PIVOTS **POLL**

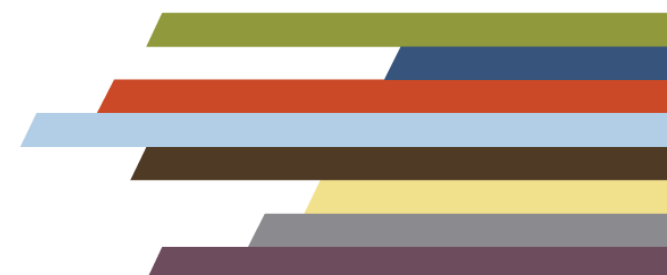
The COVID-19 pandemic has impacted my organization's staff in a considerable way.



Staff supports



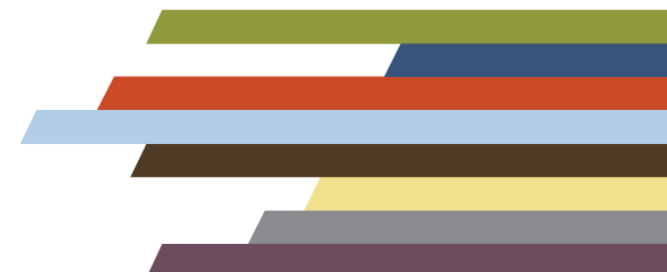
- Employee Assistance Program, including 6 free sessions per event
- 1:1 meetings with peer Trauma Informed Care Specialist
- “Art Mind Set” self-care art sessions
- Support from supervisors
- Virtual work whenever possible
- PPE
- Vaccine eligibility
- COVID-19 webpage for updates, resources, and supports
- Weekly morning check-in
 - Opportunity for staff to start with quiet meditation and have open discussion and community support





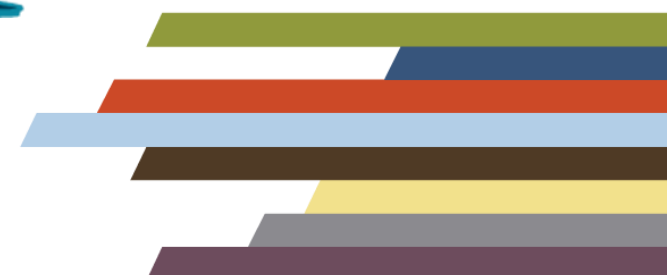
PANDEMIC PIVOTS **POLL**

**As result of the pandemic,
people who receive services
from my organization would like
to receive more frequent (or
additional) supports.**



Workforce supports

- Peer Support 4 Peer Support Specialists
- 1:1 meetings with peer Trauma Informed Care Specialist
- Free, online training opportunities





PANDEMIC PIVOTS

Lessons Learned

from a peer-run organization

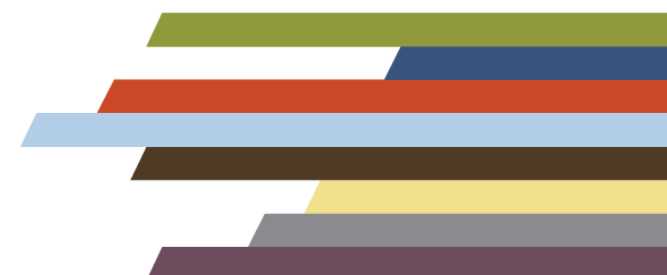


MHAIO

MENTAL HEALTH & ADDICTION ASSOCIATION OF OREGON

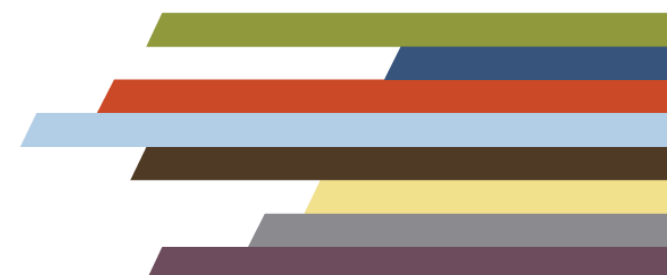
Lessons learned

- Take care of yourself!
- Those who receive services and those who provide services are challenged alike
- With compassion at the forefront, flexibility, empathy, and kindness are critical
- “Business as usual” is not a reasonable expectation
- Individuality of supports
- Importance of being trauma-informed
- Be transparent, and communicate often
 - Can’t overcommunicate!

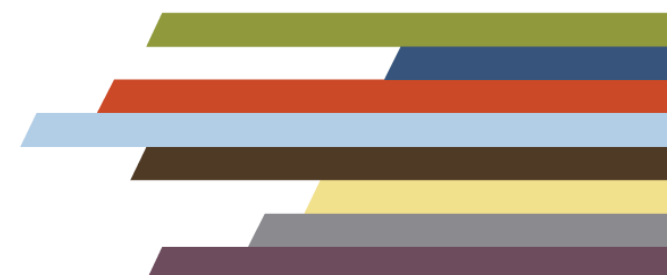


Lessons learned, continued

- Productivity can be impacted, and that's okay
- People come first
- Everyone is at a different place with technology
- Not making assumptions
- Boundaries
- Work-life balance
- Practices that match values
- Proactive versus reactive
- Role modeling
 - How do people prefer communications?
 - Be mindful of the emotions we bring into supports and messages



Questions & Discussion



Contact

Reina Bowers

EVOLVE Program Director,
MHAAO

rbowers@mhaoforegon.org

Adrienne Scavera

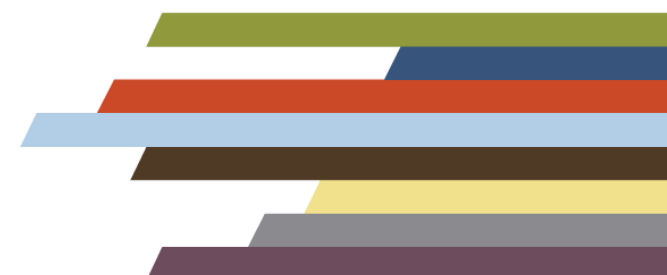
Training and Outreach
Director, MHAAO

ascavera@mhaoforegon.org

Terry Leckron-Myers

EVOLVE Program Director, MHAAO

tleckron-myers@mhaoforegon.org



Your Feedback is Important:

Post-event surveys are *critical* to our work!

- Please complete the confidential evaluation by following the link in the chat box & you'll get a reminder email also.
- Evaluation data is necessary for continued funding to offer programs

Your feedback helps us to improve and develop future programming.

We greatly appreciate your feedback!

Please complete the survey below.

Thank you!

Page 1 of 3

Participants - Please Write Your Unique Personal Code Here as Follows:

1) First Letter of Mother's First Name
2) First Letter of Mother's Maiden Name
3) First Digit of Social Security Number
4) Last Digit of Social Security Number
** must provide value*

Please select the date of the meeting you attended.

** must provide value*

What U.S. state or territory do you live in?

** must provide value*

Burden Statement: This information is being collected to assist the Substance Abuse and Mental Health Services Administration (SAMHSA) for the purpose of program monitoring of the Technology Transfer Centers (TTC) Network Program. This voluntary information collected will be used at an aggregate level to determine the reach, consistency, and quality of the TTC Program. Under the Privacy Act of 1974 any personally identifying information obtained will be kept private to the extent of the law. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid Office of Management and Budget (OMB) control number. The OMB control number for this project is 0930-0383. Public reporting burden for this collection of information is estimated to average less than 10 minutes per encounter, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to SAMHSA Reports Clearance Officer, 5600 Fishers Ln, Room 15 E57B, Rockville, MD 20857.

What is your gender?

Female
 Male
 Transgender
 None of these

reset

What is your race? (Select one or more):

American Indian or Alaska Native
 Asian
 Black or African American
 Hispanic or Latino
 Native Hawaiian or Other Pacific Islander
 White

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Upcoming training

New online training

Resources & Research Updates



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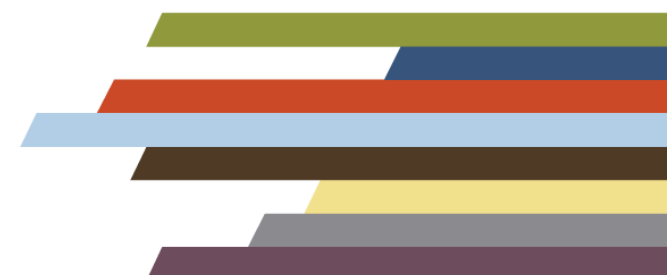
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PSYCHIATRY & BEHAVIORAL SCIENCES

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Thank You!



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