



Great Lakes Mental Health Technology Transfer Center: **Year Two** in Review

The Great Lakes Mental Health Technology Transfer Center (MHTTC) provides training and technical assistance to behavioral health providers and other stakeholders working HHS Region V: Minnesota, Illinois, Wisconsin, Michigan, Indiana and Ohio. Our mission is to promote the implementation of evidence-based mental health practices by delivering high-value training and technical assistance targeted to local needs.

Impact of the Pandemic

The COVID-19 pandemic has drastically changed the provision of training and technical assistance. In mid-March 2020 we ceased all in-person training events and quickly implemented a plan to deliver all of our services virtually. With support from our skilled production team, the transition to virtual services proceeded smoothly. Our funder, the Substance Abuse and Mental Health Services Administration, also asked us to revise our original workplan to a focus on specific training topics: telehealth, grief, loss and bereavement, mental health disparities, and racial equity and cultural diversity. Our provider association subcontractors in each of our six states also began to convert in-person events to virtual delivery.

Area of Focus: Process Improvement in Behavioral Health



The Great Lakes MHTTC provides training and technical assistance in the NIATx model of process improvement, which assists behavioral health organizations to identify and address problems in their work processes, speed up and sustain the adoption of evidence-based practices, and reduce barriers to treatment. NIATx training is typically delivered through a one-day Change Leader Academy (CLA) with ongoing coaching provided following the one-day skill-building session. During Year Two, five NIATx Change Leader Academies in our region trained 95 behavioral health professionals. **In response to COVID-19**, we developed and are testing a virtual version of the CLA. The CLA is also being developed as an online course that will be

available on-demand through HealthKnowledge, the Network's online learning portal.

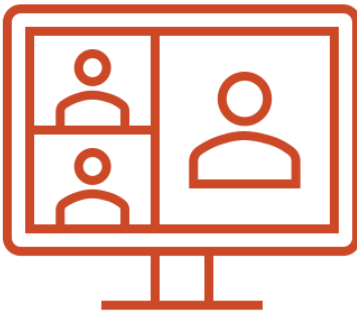
Year Two Highlights

During Year Two, the Great Lakes MHTTC continued to build relationships with key stakeholders across the region, including consumer and family run organizations, state behavioral health authorities, local behavioral health and primary care providers, and others.



Central to this network of relationships are our subcontracts with behavioral health provider associations in each of our six states. In collaboration with these organizations we are better able to assess and meet varying needs at the state and local level. Over the course of the year, the Great Lakes MHTTC provided 77 training and technical assistance events attended by 7,341 participants. Of this number, 32 events were sponsored by our state subcontractors. Events included on-site trainings, intensive technical assistance projects, webinars, meetings, and conference exhibiting. The events included 24 webinars, 44 training events, 12 technical assistance activities, and four meetings.

Specific project highlights include:



Enhanced Illness Management and Recovery (E-IMR)

Skills Training: This in-person and virtual skills training was offered to practitioners in two different cohorts in Illinois and Wisconsin. Sixty individuals attended the first set of in-person trainings in September 2019, and 53 individuals completed the virtual sessions in May/June 2020, as the training was adapted for on-line learning due to COVID-19.

Grief Sensitivity: Dr. Pauline Boss, noted author, presented “Using the Lens of Ambiguous Loss to Treat COVID-19 Pandemic Fear and Anxiety.” More than 200 individuals attended this webinar. Additionally, Doug Smith presented on “Rewriting Grief and Loss” for our Wisconsin

subcontractor agencies.

Telehealth: In April 2020, the Great Lakes MHTTC hosted a webinar titled “Telehealth in Public Health Emergencies” hosted by Dr. Jonathan Neufeld of the Great Plains Telehealth Resource Center. Aligned with this webinar, we curated a webpage of telehealth resources which the MHTTC NCO used as a foundation for a similar page for the Network.

Communication activities increased visibility of the Great Lakes MHTTC and the MHTTC Network as a whole. Year 2 activities included:

- A comprehensive communication plan
- Great Lakes MHTTC website: content refreshed weekly
- Great Lakes MHTTC monthly e-newsletter, *The Great Lakes Current*
- Expanded social media presence expanded: Twitter, Facebook, and YouTube
- Databank account for customer relationship management. Mailing list increased in Y2 to more than 5,000 subscribers.

To help increase awareness of the Great Lakes MHTTC throughout the region, the state subcontractors sent announcements about upcoming trainings and new products to share with their networks and email contact lists.



Great Lakes MHTTC School Mental Health Supplement

Under the direction of a full-time School-Based Mental Health Project Manager, we continued our relationships with a variety of stakeholders in state government, school districts, and community mental health centers to identify ongoing needs and provide targeted technical assistance and training opportunities. In addition to working with the MHTTC Network Coordinating Office and other regional MHTTC school mental health leads to develop and deliver national initiatives responding to COVID-19 and racial violence, significant accomplishments included:



- Coordinating 32 training events for 2,278 participants
- Exhibiting at four major school mental health conferences reaching more than 4,320 attendees
- Participating in a 9-month intensive technical assistance project with the Wisconsin STAR-QI program to help community mental health centers engage with local school districts
- Providing training on the National Curriculum for School mental health at events in five states.

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