

Keeping Our ACT Together: Team Leader Challenges & Strategies in Sustaining Assertive Community Treatment

Presented By:

Northwest and Great Lakes Mental Health
Technology Transfer Centers Joint
Webinar Series

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Lynette Studer, PhD, LCSW**

May 27, 2021

Brought To You By:



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November 2020

MHTTC Words Matter

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

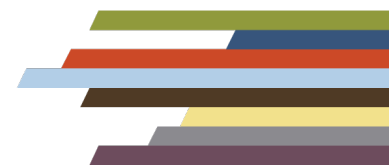
INVITING TO INDIVIDUALS
PARTICIPATING IN THEIR
OWN JOURNEYS

PERSON-FIRST AND
FREE OF LABELS

NON-JUDGMENTAL AND
AVOIDING ASSUMPTIONS

RESPECTFUL, CLEAR
AND UNDERSTANDABLE

CONSISTENT WITH
OUR ACTIONS,
POLICIES, AND PRODUCTS



Thank You for Joining Us!

A few housekeeping items:

- If you are having technical issues, please individually message Kristina Spannbauer or Stephanie Behlman in the **chat section at the bottom of your screen** and they will be happy to assist you.
- Please put any questions for the speaker in the **Q & A section, also at the bottom of the screen**. We will respond to questions following the presentation.

Thank You for Joining Us!

A few more housekeeping items:

- You will be directed to a link at the end of the presentation to a very short survey – we would really appreciate it if you could fill it out. It takes about 3 minutes.
- **We are recording this webinar and it will be available along with the slides on our website.**
- Certificates of attendance will be sent out to all who attended the full session. They will be sent via email.

A close-up photograph of several social media icons on white keyboard keys. The icons include Pinterest (red), Snapchat (yellow), Instagram (purple and pink), Facebook (blue), and Twitter (blue). The keys are arranged in a grid pattern, and the background is a light gray surface.

Follow Us On Social Media!

Facebook and Twitter:

- @GreatLakesATTC
- @GMhttc
- @GLPTTC

Upcoming ACT Webinars

- Webinar #1: December 3, 2020 (12-1 PM Central)
- Webinar #2: February 8, 2021 (1-2:30 PM Central)
- Webinar #3: May 27, 2021 (2-3:30 PM Central)
- Webinar #4: July 21, 2021 (1-2:30 PM Central)

Information on topics and how to register will be on our website

Presenters

- **Mimi Choy-Brown,
PhD, MSW**



- **Lynette Studer,
Ph.D., LCSW**



Keeping Our ACT Together: Team Leader Challenges & Strategies in Sustaining Assertive Community Treatment

Northwest and Great Lakes Mental Health Technology Transfer Centers
Joint Webinar Series

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Acknowledgements



Great Lakes (HHS Region 5)

MHTTC

Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

- Louis Kurtz, Jr
- Kerry Zaleski
- Kris Kelly
- Laura Saunders



Northwest (HHS Region 10)

MHTTC

Mental Health Technology Transfer Center Network
Funded by Substance Abuse and Mental Health Services Administration

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- Christina Clayton
- Lydia Chwastiak
- Michelle McDonald-Lopez
- Gabrielle Orsi

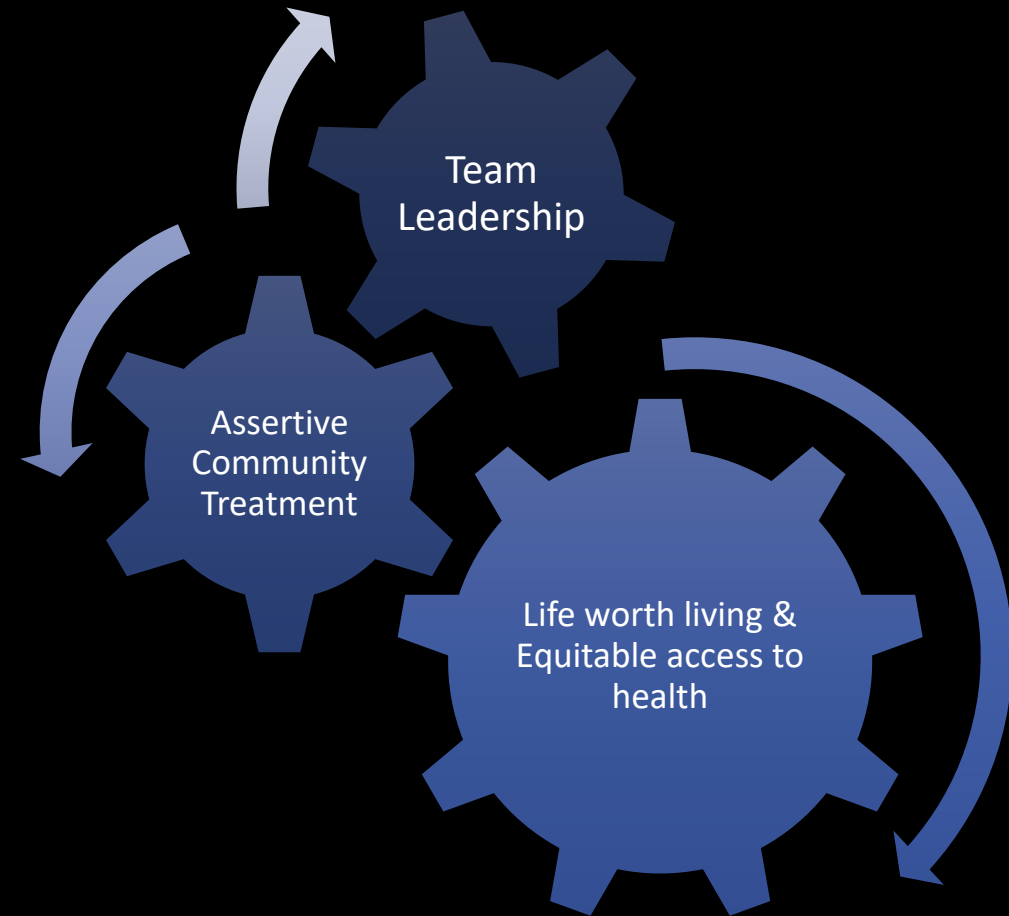
***Participating Assertive Community Treatment
Team Leaders and Staff Members***

The ATLAS Project:

The Assertive Community Treatment Leadership and Supervision Project

Overall Goal:


To support team leadership in promoting high quality ACT services for people who experience significant psychiatric disabilities.



Project Activities

➤ Four Part Webinar Series

**The Pivotal Role of
ACT Team Leaders:
What We Know!**



Erina Yashima,
Assistant Conductor of the Philadelphia Orchestra

Great Lakes MHITC & Northwest MHITC Webinar Series
Lynette Studer, Ph.D., LCSW
Clinical Assistant Professor @ University of Wisconsin-Madison, Sandra Rosenbaum School of Social Work
12/3/2020



**We are not going to fail:
ACT Team Leaders' Focus on Team Well-being**

Northwest & Great Lakes MHITC Joint
Webinar
2nd Team Leader Webinar: 2/8/2021
Lynette Studer, PhD, LCSW & Mimi
Choy-Brown, PhD

➤ Listening Sessions

➤ Survey

Plan for Today

- Project Introduction
- Engage in a Dialogue about barriers and strategies to sustaining ACT
- Evidence and commentary from scholarship
- Lessons Learned from Listening Sessions



OUR HOPE:

Spark or rejuvenate ideas about team leadership and provide an opportunity for reflection on your current, past, or future leadership in ACT

Today's Learning Objectives

- ❖ Summarize barriers to sustaining ACT
- ❖ Identify strategies that team leaders use to sustain high quality ACT
- ❖ Leave with one action step for team leaders to support the sustainability of ACT

Assertive Community Treatment

- An essential treatment model
- Widely disseminated
- Robust supporting evidence for the efficacy of ACT, particularly in the prevention of unnecessary hospital use.



Fidelity to Assertive Community Treatment

- 1) Operations and structure (e.g., team meeting)
- 2) Core team (e.g., team leader)
- 3) specialist team (e.g., employment specialist)
- 4) Core practices (e.g., community-based, high intensity face-to-face services)
- 5) Evidence-based practices (e.g., Illness Management and Recovery)
- 6) Person-centered planning & practices

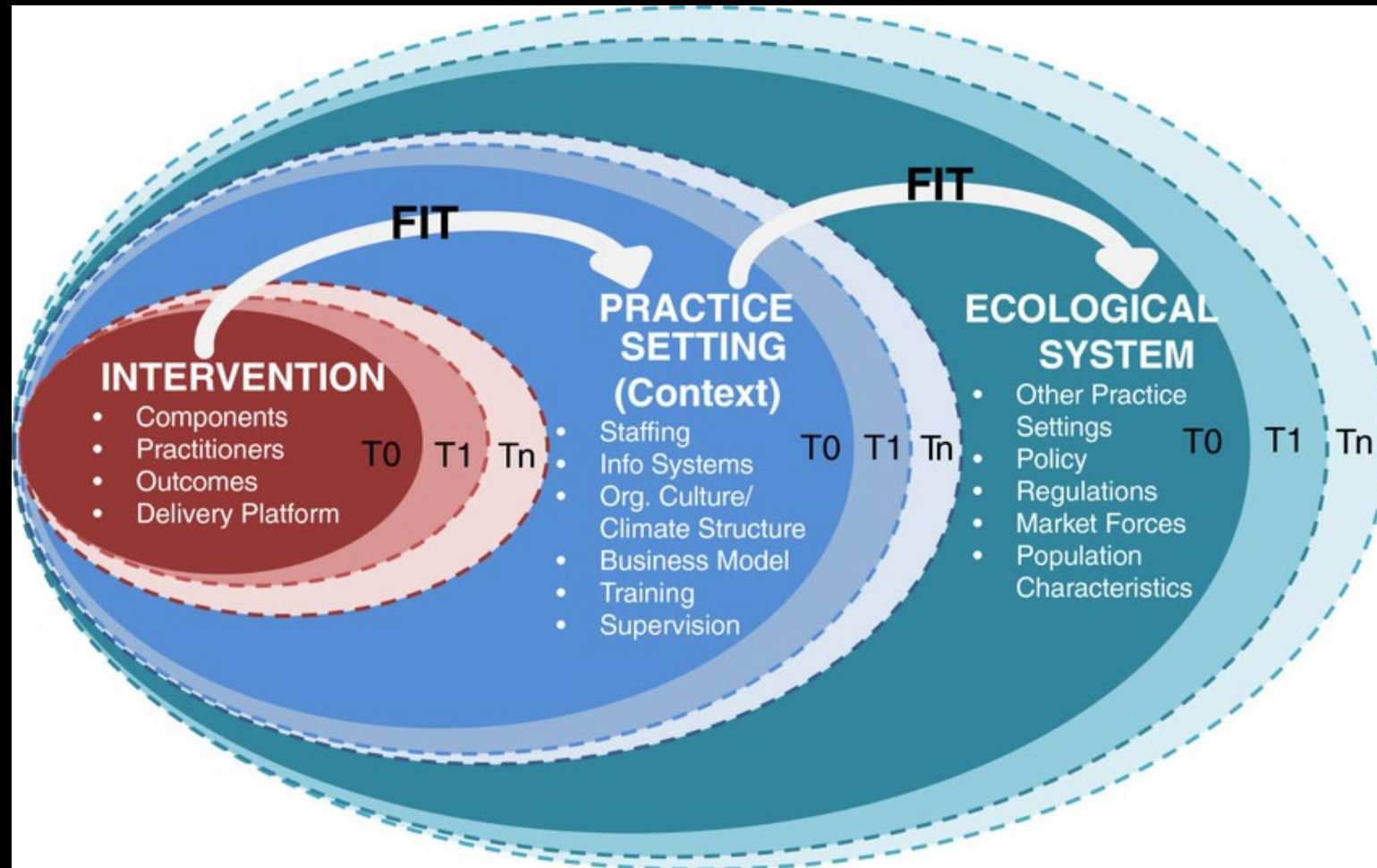
- ACT varies in how close the services being delivered mirror the developer model (i.e., with fidelity)
- Without review, ACT practices can drift from the model in significant ways
- Evidence of an attenuated effect on service outcomes when fidelity is reduced

What is sustainability?

“the continued use of program components and activities for the continued achievement of desirable program and population outcomes” (Scheirer and Dearing 2011, p. 2060).

- Process & Outcome
- Structure of the Intervention
- Dynamic
- Multilevel

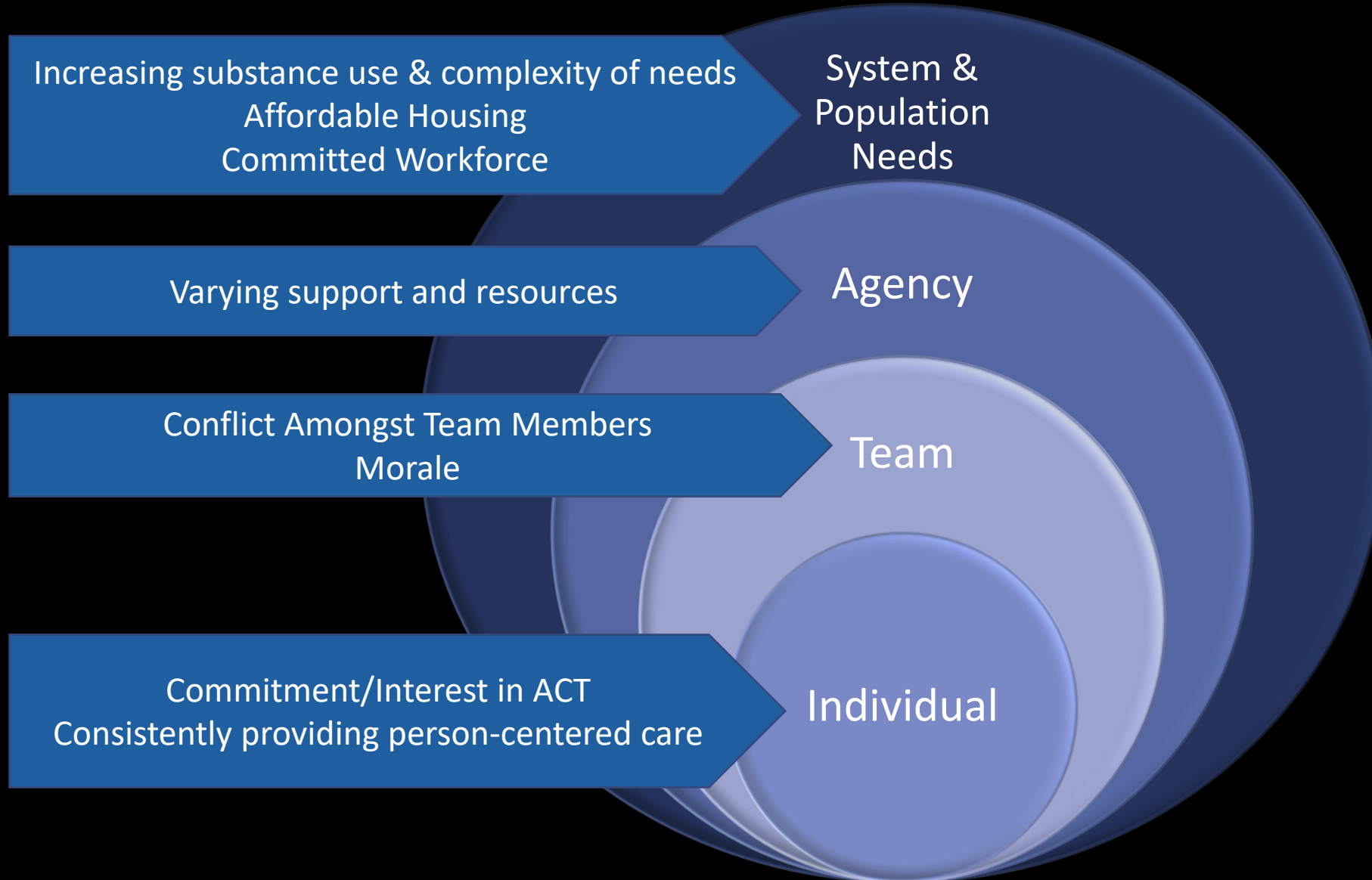
Sustaining ACT Within Dynamic Contexts



In your experience,
what is getting in the
way of sustaining
fidelity to ACT?



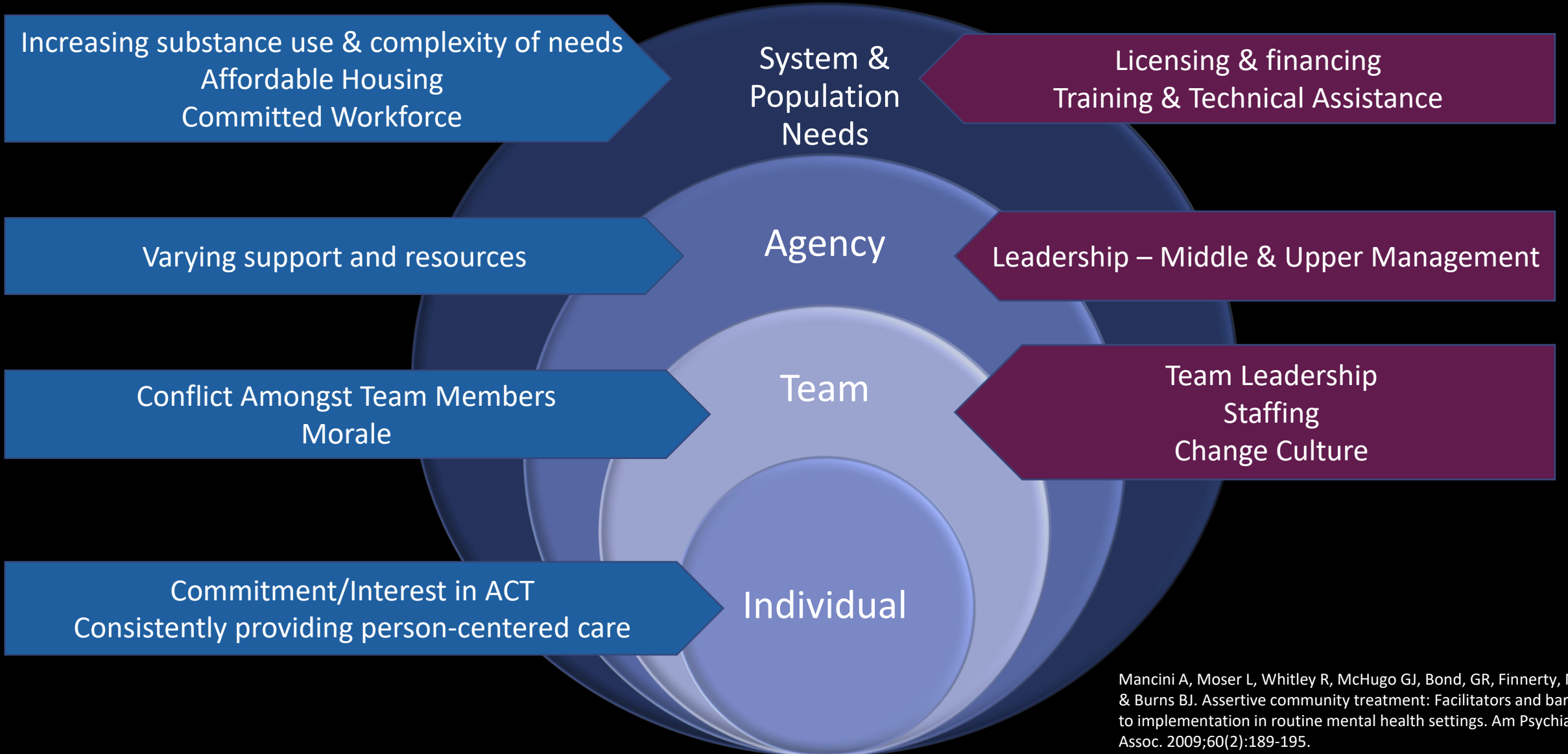
Team Leader Reported Barriers to ACT Fidelity



Additional Challenges during the Pandemic

- Access to Technology
- Missing the 'in the room' time before/during/after team meetings
- Exhaustion
- Expendable versus Essential

Additional Evidence of Barriers to ACT Fidelity



Tensions in Sustaining Evidence-Informed Interventions

Fidelity



Adaptation

New
Learning



Old Habits

Expectations



Realities

Intentions

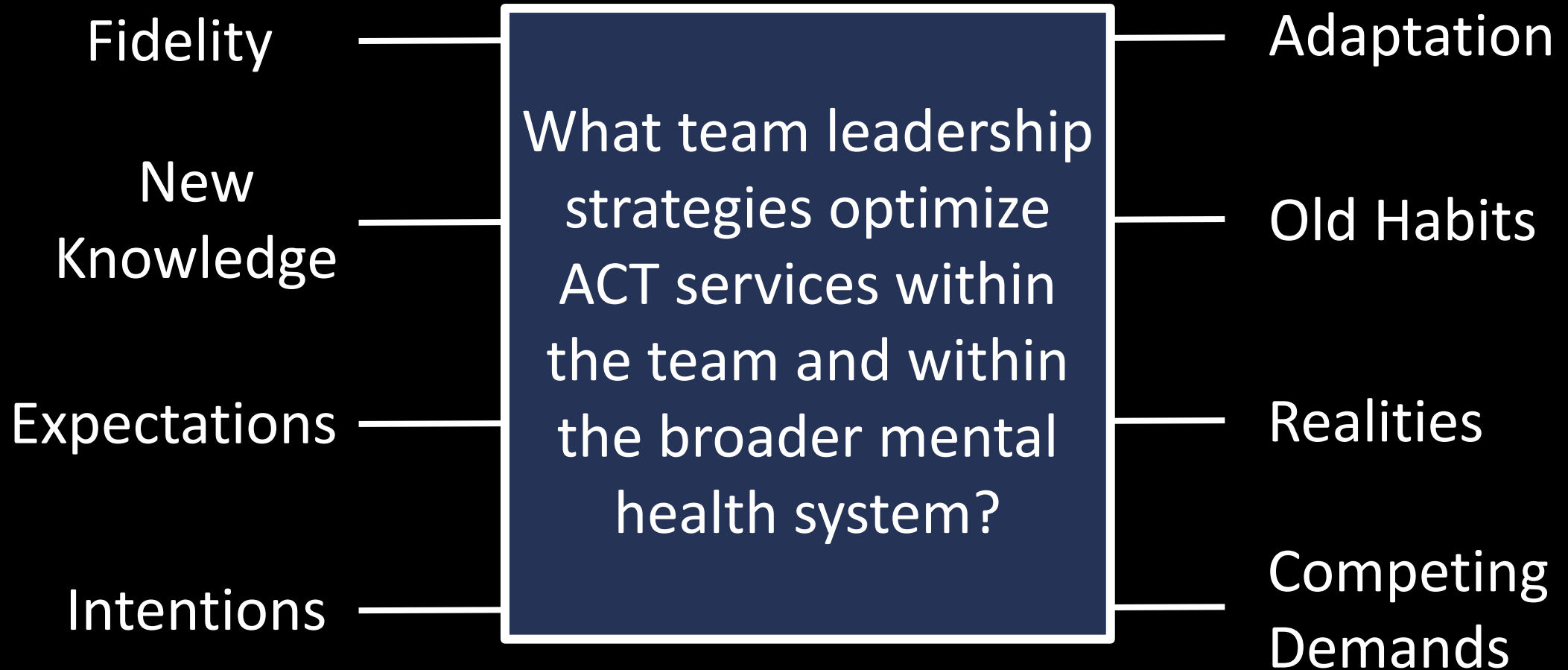


Competing
Demands

Where is the
team leader??



What remains limited is our understanding of ...



Ask the experts!

What do you do to sustain fidelity to the ACT model within and/or outside of your team?

- Please Add Your Answer in the Chat

Strengthening the Foundation

- Back to Fidelity Basics
- Refocus on Common Goals
- Revisit WHY we do what we do
- Team Communication



Team Leaders Coming Together

- To learn together focused on strategies for this specific role.
- To advocate up for resources, guidance, and support.
- To provide support to each other.
- To hold each other accountable.

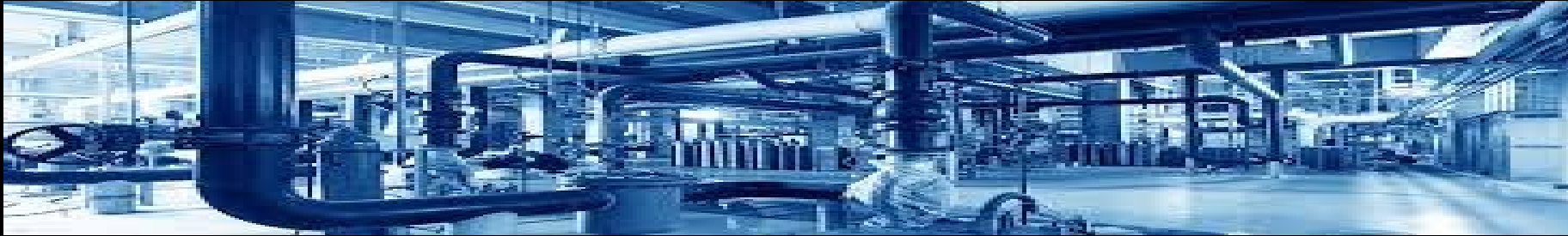
Engagement of the Team in Fidelity Review

- Program Coordinators
- Internal reviews of fidelity (quarterly)
- Pull staff “out of the weeds” of their specialty
- Using data to drive collaborative quality improvement (e.g., goal setting)

What do you do to select, develop, or retain staff?

- Please add your strategies in the chat

Build the pipeline of staff and team leaders

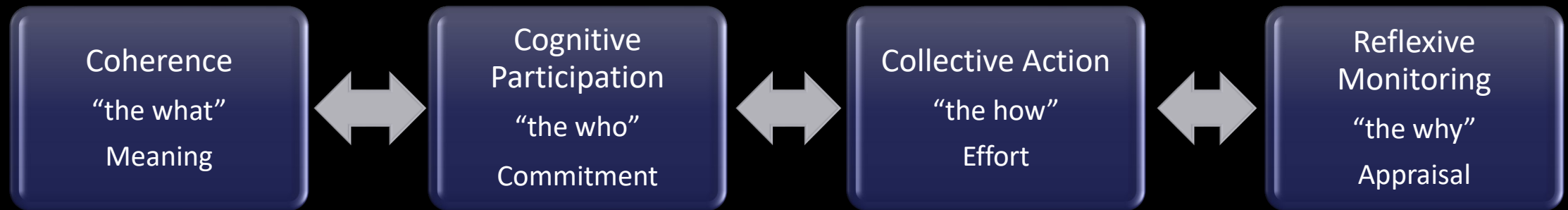


- ACT Champions and Mentors
- Presence and Availability
- “...Calmness, even inside when we are screaming, we have to bring that calmness to our team” (listening session participant)
- SLOW down the decisions
- Contextualize the work

Progress
Not Perfection



Key mechanisms to embed ACT in routine care



Supervisory Strategies to Promote Person-Centered Care

Chipping Away

Infusing reminders, Staying vigilant, Making Sense

Practicing Together

In Vivo Supervision, Modeling, Shared Experiences

Knowing Your Audience

Attuning to Staff, Motivating, Calibrating Feedback

What is one takeaway from today?

- Strategy that you will use with your team
 - Tip You have for New Team Leader
 - Question
 - Reflection on your practice
- Resource that you need to support you as a team leader

➤ Please share it in the chat.

Next Steps

Please join us on July 21st for our final webinar:

- Lessons Learned & Next Steps

Keep in touch with us!



- Mimi Choy-Brown, Assistant Professor at the School of Social Work at the University of Minnesota – Twin Cities, mchoybro@umn.edu



- Lynette Studer, Clinical Assistant Professor at the School of Social Work at the University of Wisconsin – Madison, lstuder@wisc.edu