

The Zoom Interface

The screenshot shows a Zoom Webinar interface. At the top, it says "Zoom Webinar" and "You are viewing David Terry's screen". Below this is a navigation bar with "Click here to maximize your session view" and "Enter Full Screen". The main content area displays the TTC logo (Technology Transfer Centers) and a message: "Thank you for joining us today! You will not be on video during today's session". A "Select a Speaker" menu is open, showing "Speakers (Realtek(R) Audio)" selected. A "Question and Answer" window is open, showing a test question: "This is a test question!". Below the question is a text input field labeled "Type your question here...". A "Zoom Webinar Chat" window is also open, showing a message: "The chat feature will allow you to talk with other people in today's webinar." and a "To: All panelists" field. The bottom navigation bar includes "Audio Settings", "Click Here to adjust your audio settings", "Chat", "Raise Hand", "Q&A", "Click here to leave the session", and "Leave".

Callouts in the image provide the following information:

- Q&A Window:**
 - "You can switch between questions you've asked and those asked by others using these buttons." (pointing to "All questions (1)" and "My questions (1)")
 - "You can use the Q&A feature to ask questions of the host and presenters. These questions can receive text or live responses. To begin asking a question use the field below. You can see a test question above." (pointing to the "Type your question here..." field)
- Chat Window:**
 - "The chat feature will allow you to talk with other people in today's webinar." (pointing to the chat area)
 - "The To field will tell you who will receive your message. Be mindful of who you are chatting to." (pointing to the "To: All panelists" field)

All attendees are muted. Today's session will be recorded.

ACCES-VR Mental Health Webinar Series and Community of Practice

Application of Knowledge and Skill of Understanding the Impact of our Values, Beliefs, and
Attitudes in Vocational Rehabilitation Counseling

Joni Dolce, MS, CRC

Rutgers University

2/3/2022



Northeast and Caribbean (HHS Region 2)

MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

About Us ...

The Northeast and Caribbean MHTTC received 5 years (2018 – 2023) of funding to:

- Enhance capacity of behavioral health workforce to deliver evidence-based and promising practices to individuals with mental illnesses.
- Address full continuum of services spanning mental illness prevention, treatment, and recovery supports.
- Train related workforces (police/first responders, primary care providers, vocational services, etc.) to provide effective services to people with mental illnesses.

Supplemental funding to:

- Support school teachers and staff to address student mental health
- Support healthcare providers in wellness and self-care activities



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We Want Your Feedback!

Our funding comes from the Substance Abuse and Mental Health Services Administration (SAMHSA), which requires us to evaluate our services. We appreciate your honest, ANONYMOUS feedback about this event, which will provide information to SAMHSA, AND assist us in planning future meetings and programs.

Feedback about this training will assist us in developing future trainings that are relevant to your professional needs. Therefore, your feedback counts!

Video Recording Information

Please Note:

We will be recording this webinar and posting it to our website along with the presentation slides and any relevant resources.

Disclaimer

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At the time of this presentation, Miriam Delphin-Rittmon served as Assistant Secretary for Mental Health and Substance Use at SAMHSA. The opinions expressed herein are the views of the speakers, and do not reflect the official position of the Department of Health and Human Services (DHHS), or SAMHSA. No official support or endorsement of DHHS, SAMHSA, for the opinions described in this presentation is intended or should be inferred.

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Your Interactions With Us

Question and Answers

- Q & A will occur at the end of the call.
- Please share your questions in the chat box
- Note: your question is visible to all participants.

Chat and Polls

- Throughout the webinar, we will be asking for your input.
- We will also have breakout sessions- these sessions will not be recorded.
- You can control who can see your chat comments.

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 AND 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

Our Presenter:



Joni Dolce, MS, CRC

The upcoming series

1/20/22

Understanding Our Own Values, Attitudes, and Beliefs about People with Mental Health Conditions and the Impact on Vocational Rehabilitation

2/3/22

Application of Knowledge and Skill of Understanding the Impact of our Values, Beliefs, and Attitudes in Vocational Rehabilitation Counseling

2/17/22

Communication Strategies When managing Difficult Situations/Behaviors

3/3/22

Applying Communication Strategies to Effectively Manage Challenging Situations and Behaviors

Community of Practice Sessions

March 17, April 14, May 12, June 9, July 14, and August 11, 2022 | 1:30-2:30 pm ET

1

Describe scenarios of common challenges/behaviors when working with people with mental health conditions.

2

Apply counseling and rehabilitation principles and best practices when managing challenging situations/behaviors

3

Identify ways to implement tools and resources in own work.

Review



Facts about Mental Health Conditions



1 in 5



46.6 million
adults¹

changes in thinking,
mood, or behavior.

depression, anxiety,
PTSD, bipolar
disorder,
schizophrenia

1. Any Mental Illness (AMI) Among Adults. (n.d.). Retrieved June 15, 2019, from https://www.nimh.nih.gov/health/statistics/mental-illness.shtml#part_154785

Values in Vocational Rehabilitation



Preparation for 2/3/22 Session

Application and Discussion: A challenging situation

1. Participant's de-identified info (age, mental health condition, symptoms)
2. What is the person's career goal?
3. What are their strengths and barriers related to the goal?
4. What specific concerns/challenges are you experiencing?

Activity: Part 1

Each breakout room will have two facilitators. One facilitator will lead the discussion on the following google doc. The second facilitator will take notes. Each breakout group will identify at least three examples based on your preparation work and real challenges you and your colleagues are experiencing.

Application of Principle Exercise

Challenge/Barrier	Relevant Value/Principle	Applying the Value/Principle	How will I incorporate this into my work/agency?

Strategies for Facilitating Employment

<http://www.acces.nysed.gov/vr/mental-health#addressingadditionalpersonal>

Engagement

Exploration

Exposure

Experience

Psychiatric Rehabilitation Goals, Values, and Principles (Pratt et al., 2014)

Goals

- Recovery
- Community integration
- Improved quality of life

Values

- Self-determination and empowerment
- Dignity and worth of every individual
- Optimism that everyone has the capacity to recover, learn and grow
- Wellness
- Cultural diversity
- Promotion of valued social roles and normalized environments

Principles

Person-centered approach

Partnership between service provider and service user

Focus on career development

Assessments related to person chosen goals and environments

Partnership with family members and significant others

Utilization of peer support

Goal-related skills training, resource development

Integration of treatment and rehabilitation

Utilization of natural supports

Strengths focus

Ongoing, accessible, and coordinated services

Empirical orientation

Activity: Part 2

Each breakout room will have two facilitators. One facilitator will read the questions on the following google doc. The second facilitator will take notes. Complete part 2: Identifying and applying strategies and values/principles.

James

- James meets with you for the first time in your office. He seems distracted and unable to focus. You are trying to gather the necessary information to assist him in getting registered for services. He is actively experiencing symptoms, such as responding to auditory hallucinations, inability to concentrate, and moving from one topic to the next.

How will you respond?

How might you use the practice principles/strategies to guide your response?

Specifically,

- Identify the principle/strategy and how you would apply it.

How can you create a supportive environment?

Jasmine

- Jasmine was referred to you by the local behavioral healthcare agency. They have a diagnosis of bipolar disorder. However, when you meet with them, they are adamant that they do not have a diagnosis and express uncertainty as to why they were even referred to you. They get very annoyed and begin raising their voice and express that they are insulted by what you are saying.

How will you respond?

How might you use the practice principles/strategies to guide your response?

Specifically,

- Identify the principle/strategy and how you would apply it.

How can you create a supportive environment?

Isaiah

- Isaiah has been working for about two months as a pharmacy technician. Today, he comes into your agency unannounced and seems upset. He tells you that he is not happy with the services he's receiving from his job coach and is planning on quitting his job. He says the job coach is not helping him and he is getting in trouble with his boss for coming in late everyday. He said he's so stressed that he's been drinking more lately, which he's concerned about because he had been sober for over three years.

How will you respond?

How might you use the practice principles/strategies to guide your response?

Specifically,

- Identify the principle/strategy and how you would apply it.

How can you create a supportive environment?

Activity: Part 3

Each breakout room will have two facilitators. One facilitator will read the questions on the following google doc. The second facilitator will take notes. Complete part 3: Incorporating in our own work.

Takeaways



Upcoming Session

2/17/22

Communication Strategies When managing Difficult Situations/Behaviors

Question and Answer



Mental Health Resources

Bazelon Center for Mental Health Law

www.bazelon.org

National Alliance on Mental Illness (NAMI)

www.nami.org

National Institute of Mental Health

www.nimh.nih.gov

National Mental Health Association

www.nmha.org

US Dept. of Health and Human Services Substance Abuse and Mental Health Services Administration

www.samhsa.gov

U. S. Psychiatric Rehabilitation Association

www.uspra.org

Work Incentives Planning and Assistance

<https://www.ssa.gov/work/WIPA.html>

References

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Drake, R.E. & Whitley, R.(2014). Recovery and Service Mental Illness: Description and Analysis. *Canadian Journal of Psychiatry, 59(5)*, 236-242.

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Evaluation Information

The MHTTC Network is funded through SAMHSA to provide this training. As part of receiving this funding we are required to submit data related to the quality of this event.

At the end of today's training please take a moment to complete a **brief** survey about today's training.



Connect With Us

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