

# The Zoom Interface

The screenshot displays the Zoom Webinar interface with several key components and annotations:

- Header:** "Zoom Webinar" title bar, "You are viewing David Terry's screen", and "View Options" dropdown.
- Main Content:** TTC Technology Transfer Centers logo, "Thank you for joining us today!", and "You will not be on video during today's session".
- Q&A Window:** A "Question and Answer" window is open, showing a question: "This is a test question!". It includes tabs for "All questions (1)" and "My questions (1)", and a text input field labeled "Type your question here...". Annotations explain that users can switch between questions and use the Q&A feature to ask questions of the host and presenters.
- Chat Window:** A "Zoom Webinar Chat" window is open on the right. It shows a "To: All panelists" field and a message: "Your text can only be seen by panelists". Annotations explain that the chat feature allows users to talk with others and that the "To" field indicates who will receive the message.
- Bottom Bar:** Contains "Audio Settings" (with a callout "Click Here to adjust your audio settings"), "Chat", "Raise Hand", "Q&A", "Click here to leave the session", and a "Leave" button.
- Other Callouts:** "Click here to maximize your session view" and "Enter Full Screen" buttons are also present.

# Program Implementation and Evaluation, Session 2: Implementation

Sean Karyczak

Northeast and Caribbean MHTTC

September 19, 2023



**Mental Health Technology Transfer Center**  
*Funded by SAMHSA*

**Northeast and Caribbean  
Region 2**

**General Mental  
Health Workforce**

**Provider  
Wellness**

**Youth & Young  
Adult Services**

**School Mental  
Health Workforce**



Northeast and Caribbean (HHS Region 2)

**MHTTC**

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

**EPBs** for serious mental health conditions

**Wellness & Recovery** for Providers and people with mental health conditions

**School Mental Health**  
Comprehensive, multi-tiered services & supports

**Hispanic and Latiné** mental health education

**Online Education Courses**  
Wellness Matters, IMR, Functional Thinking & more

## Services Available

No-cost training, technical assistance, and resources





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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!



Northeast and Caribbean (HHS Region 2)

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# 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.



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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.

This work is supported by grant H79SM081783 from the DHHS, SAMHSA.

# Your Interactions With Us

## Question and Answers

- Q & A will occur at the end of the call.
- Type your questions in the Q & A feature in Zoom located on the task bar (hover over task bar).
- Note: your question may be visible to other participants.

## Chat and Polls

- Throughout the webinar, we will be asking for your input.
- Use the Chat or Poll features in Zoom located on the task bar.
- 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

A woman with dark, curly hair and a nose ring is looking out a window. The window shows a view of a blue sky with clouds and green foliage. The woman is in the foreground, and the window is in the background.

# 988

SUICIDE  
& CRISIS  
LIFELINE

**For people experiencing:**

- Suicide, mental health, substance use crisis
- Emotional distress
- People concerned about someone in crisis

# Meet Today's Presenter



**Sean Karyczak**

*Northeast and Caribbean MHTTC*

*Rutgers University*

*Assistant Research*

*Coordinator*



# Recap of The Planning Stage

- Building a Planning Team
- Assessing Program Readiness
- Identifying Outcomes
- Creating a Data Collection Plan
- Shared Planning Worksheets

# TODAYS AGENDA – IMPLEMENTATION STAGE

01

Types of Data and Collection Design

02

Putting the Plan into Action

03

Making Adaptations

04

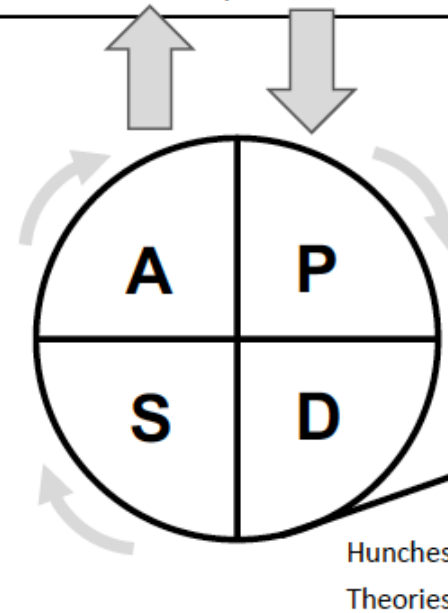
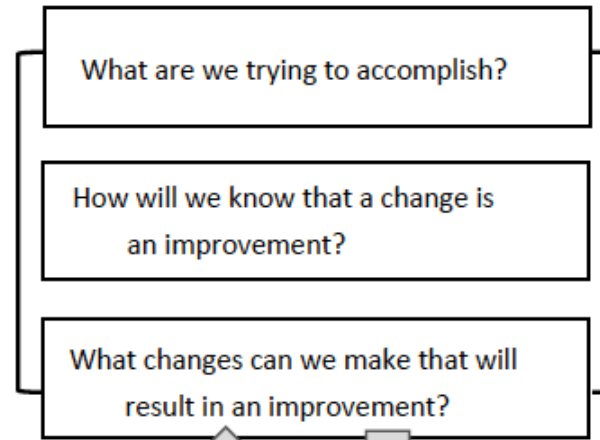
Common Barriers

# Implementation and Evaluation Frameworks

- Many different models
  - RE-AIM
  - PDSA
  - ERIC
  - EPIS
  - NIA NTx

**NOTE:** PDSA Cycles are entered on pg-2 of the *Change Project Form*.

## MODEL FOR IMPROVEMENT<sup>1</sup>



## PDSA Cycle explained<sup>2</sup>

### Plan

- Plan a change or test, aimed at improvement.
- Include how you will collect data.
- What is your prediction for the test?

### Do

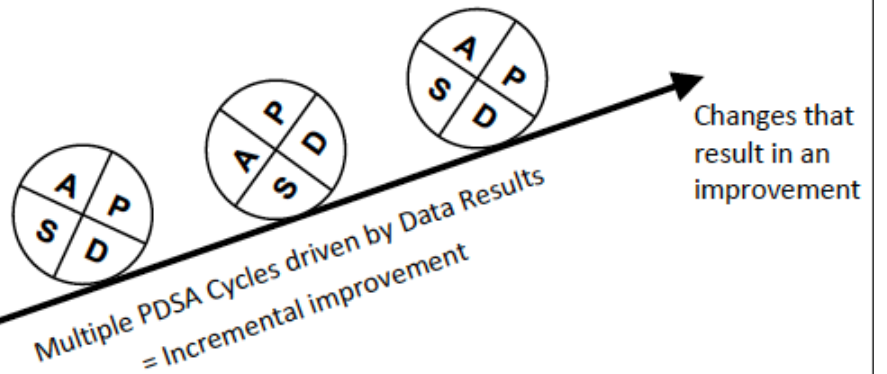
- Carry out the change or test, preferably on a small scale.
- Document your observations.
- Record data.

### Study

- Study the results. Was your prediction correct?
- What worked and what went wrong.
- Summarize what was learned.

### Act

- Adopt the change (or) abandon the change (or) adapt the change and run another cycle.
- Move on to next cycle.



**Rapid-Cycle Testing:** Trying a small scale change for a short period of time to see if it is an improvement. (NIATx Principle #5)

<sup>1</sup>Source: Langley, Nolan, Nolan, Norman, & Provost. (2009 Apr. 20) *The Improvement Guide*.

<sup>2</sup>Adapted from: Moen R. (2009 Sep. 17) *Foundation and History of the PDSA Cycle*.





# How Planning Leads to Implementation

- Importance of change team
- Accent the strengths
- Be aware of limitations

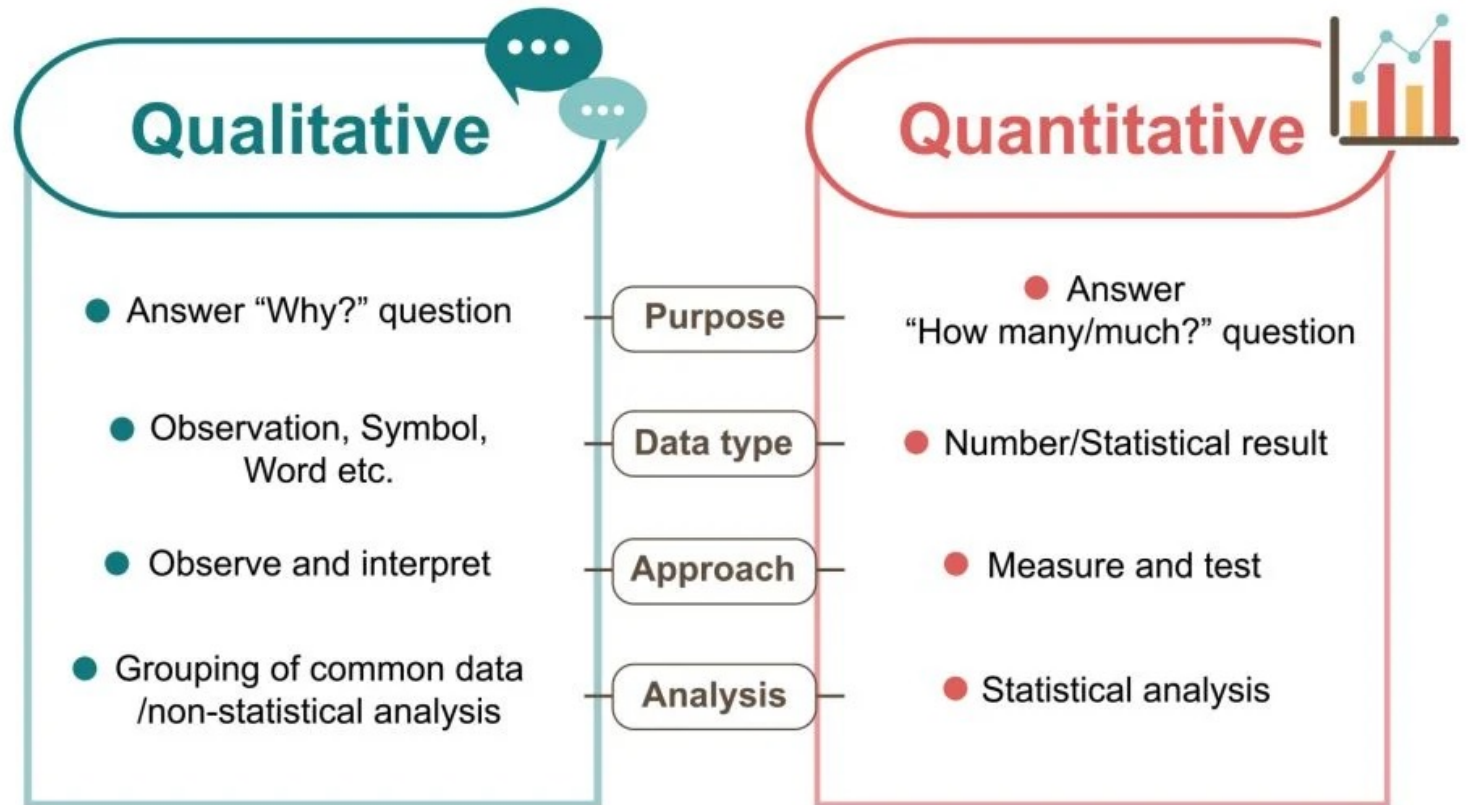
# Selecting Data Collection Tools

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- Demographic Information
- Assessment tools
  - Qualitative
  - Quantitative

SCIENCE ● ● ●

## Type of research design



# Quantitative Data

- Data that can be counted
- “Black and White” Data
  
- Likert Scales
- Selection Questions

The pace of the training was satisfactory.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

# Qualitative Data

- Data that extends beyond numbers
- “Grey” data
- Open-ended questions
- Interviews
- Observations

What did you like most about the training(s)?



# Mixed Methods

- Quantitative - What is your favorite color?
- Qualitative – Why is blue your favorite color?

# Research Design

- O = Observation, collection of a data point
- X = Intervention, providing a service

## Pre-Post Design

O – X – O

## Use of a Control Group

O – X – O

O ----- O

## Waitlist Control

O – X – O ----- O

O ----- O – X – O



Questions and Check In

# Putting the Plan into Action

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- Raise awareness to the rest of the team
- Disseminate information





# Setting Up for Successes (and Failures)

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- Communication
- Supporting counselors and staff
  - Supervision
  - Ongoing trainings
- Open Discussion on progress

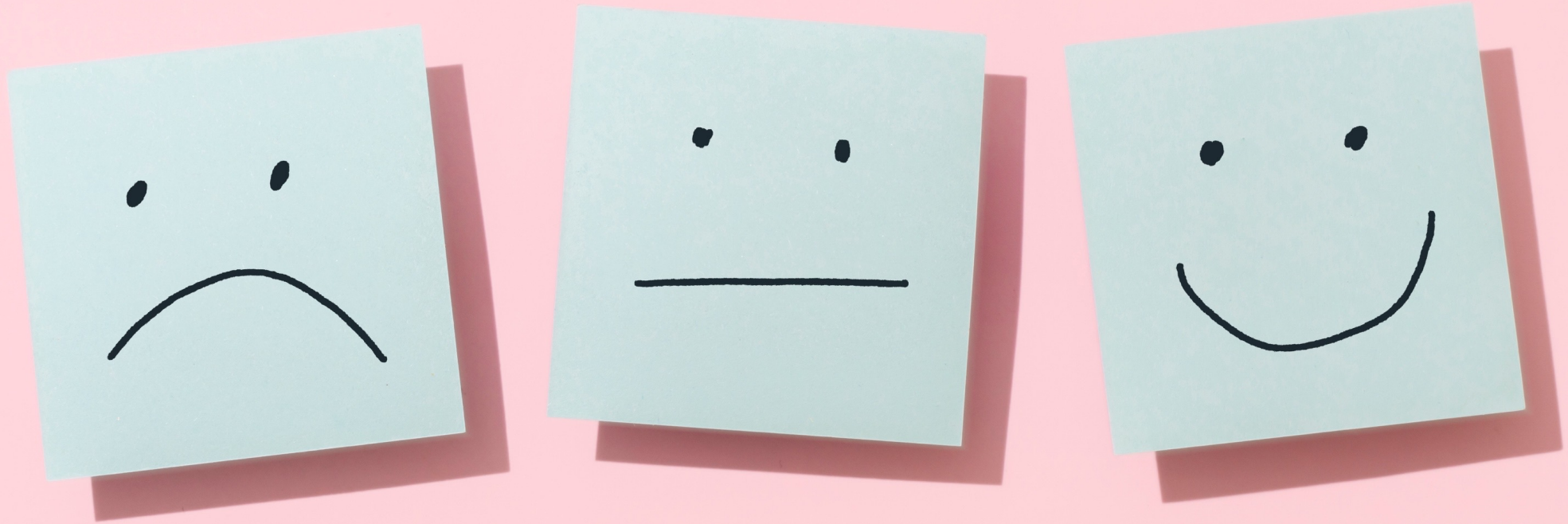


# Making Changes On the Fly

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- What is working?
- What isn't working?





Questions and Check In

# Barriers

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- Lack of clarity
- Lack of resources
- Resistance to change
- Commitment to the project



# Lack of Clarity

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- Programs Goals & Objectives
- Roles and responsibilities
- **Ample time for planning**



# Lack of Resources

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- Staff
- Physical Resources
- Financial Resource
- **Setting realistic expectations and goals**



# Resistance to Change

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- New Things are Scary!
- For staff
- For agency
- **Including staff in planning**
- **Good Communication**



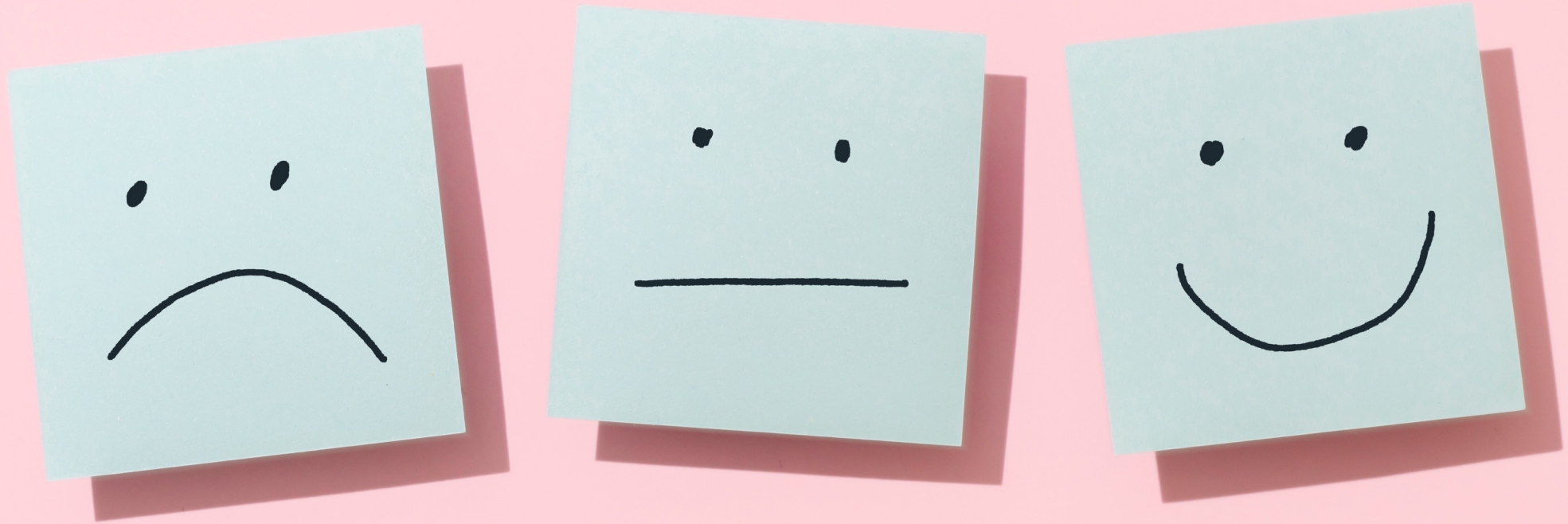
# Commitment to the Project

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- Seen previous initiatives before
- Commitment from administrators







Questions and Check In



# Ideas for Identifying Issues

- Walkthrough
- Flowcharting

# Question and Answer



# 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.



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*\*Please allow 14 business days for all recordings to be made available.*

# Certificate of Completion

A Certificate of Completion will automatically be emailed to all online participants within 7 days of webinar broadcast.

# Connect With Us

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**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration





# MHTTC

Mental Health Technology Transfer Center Network

Funded by Substance Abuse and Mental Health Services Administration

The purpose of the MHTTC Network is technology transfer - disseminating and implementing evidence-based practices for mental disorders into the field.

Funded by the Substance Abuse and Mental Health Services Administration (SAMHSA), the MHTTC Network includes 10 Regional Centers, a National American Indian and Alaska Native Center, a National Hispanic and Latino Center, and a Network Coordinating Office.

Our collaborative network supports resource development and dissemination, training and technical assistance, and workforce development for the mental health field. We work with systems, organizations, and treatment practitioners involved in the delivery of mental health services to strengthen their capacity to deliver effective evidence-based practices to individuals. Our services cover the full continuum spanning mental illness prevention, treatment, and recovery support.

## CONNECT WITH US



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