ACT Institute
Center for Practice Innovations at Columbia Psychiatry
New York State Psychiatric Institute
Report for Contract Period
November 1, 2018 – October 31, 2019
&
Plan for Contract Period
November 1, 2019 – October 31, 2020
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I. INTRODUCTION AND SUMMARY

ACT teams are interprofessional teams comprised of behavioral health-licensed professionals, each providing specialty care, and led by a Team Leader: Psychiatrist, Nurse, Family/natural supports Specialist, Substance Use Specialist, Vocational Specialist, and Peer Specialist. In addition to contributing to generalist practice with shared tasks, each specialist has two main priorities, provision of direct service in their respective specialty and training/coaching to the rest of their team. The goal is to foster productive synergy among team providers across all dimensions of ACT work from engagement, wellness management to integration in the community. The collaboration across specialists on the team creates space for flexibility in that each specialist may focus their skillset on a subset of ACT participants, while providing more general support to the rest of the participants. Such synergistic triaging of skills allows ACT Teams to consider the ACT participant’s needs and values in order to determine the most appropriate specialist service. As such, the goal is for ACT teams to be equipped to offer tailored and adaptable support to participants based on their unique needs at any given point in time.

To this end, in this contract year the ACT Institute in collaboration with OMH revised the required training in two major ways 1) The online module entitled: ACT: on the road to recovery (transition practice) was incorporated within the CORE required training for all ACT providers; 2) A unique required online, self-paced curriculum for each role was designed and implemented (introduction to the role, key online modules and additional recommended online training modules, tools and resources. To monitor uptake and provide reports and feedback to team leaders, OMH central, regional officers and DOHMH a new reporting system was developed and implemented by CPI’s learning management system staff and data-group. While the new required training had been a topic of conversations at regional team leader meetings, at all our team leader and role specific clinical care calls since January 2019, the new required training officially took effect August 25th, 2019. ACT providers and their agency leadership received formal notification from NYS OMH Central Office, and the ACT Institute communicated this new requirement through a News Brief that same week. As outlined in NYS-OMH memo, all ACT providers currently working on ACT teams will have one year to complete the module: ACT on the road to recovery as well as the required training unique to their role. It is expected that all new employees complete the required CORE training within the first 6 months of hire and the required role training within the first year of hire.
II. ACT INSTITUTE TRAINING FACULTY AND STAFF

This year we welcomed Abaigeal Duke to the ACT Institute as Recovery Specialist & Trainer to work two days each week. Click here to more about Abbe.

Click here for an overview of the roles and responsibilities of ACT Institute’s faculty and staff.

III. TRAINING, IMPLEMENTATION SUPPORT AND CURRICULUM DEVELOPMENT EFFORTS

A. Training for all Providers on ACT Teams

New York State’s Assertive Community Treatment program consists of 108 teams in New York State. The ACT Institute provides training and implementation support for all ACT providers. This contract year we met all targeted deliverables and exceeded the projected goals in key training and curriculum areas.

i. Core Training

• Met and exceeded all training requirements for both Core and Person-Centered Treatment Planning face to face training
  o With the ongoing onboarding and staffing up of new teams, the number of ACT providers grew from 935 providers (June 2018) to 1020 providers (June 2019)
  o Despite the increase of ACT providers throughout the State, the ACT Institute maintained a high number of fully trained ACT providers 81.31% (N= 1020) as of June 2019 which is an increase from 76.12% (N= 935) as of June 2018. Click here for more information on Core Training.
  o 76 Certificates for fully trained teams were awarded this year (an increase from the 68 certificates awarded during last contract year.) Link here to Upcoming Training Newsletters from last December and July that tells who the fully trained teams are.

ii. On-Site Trainings

• Conducted 11 team trainings. This included trainings for teams onsite and training conducted at NYS Regional Team Leader Meetings. This exceeded our target number of 10. Click here for more information on trainings we conducted.
• Implemented our focused and targeted consultation program and met our target number of 30 consultations.
B. Training and Implementation Support: Learning Communities

- Continued two distinct learning communities:
  - **Clinical Care Calls for Justice-Informed Practice** ([Click here for details](#))
    - Conducted monthly calls using a case-based learning format that provided a forum for knowledge exchange among and between teams with expert consultants.
    - In collaboration with the Justice Informed Practice Academy, we conducted a five months’ project to work with ACT, FACT and Shelter teams to complete an organizational self-assessment adoption of justice-informed standards for Behavioral Health Providers serving clients with criminal justice involvement.
  - **OUR Turn Learning Community: Shelter ACT Teams (10) and Mental Health Shelter (27) representation**
    - Monthly Learning Community calls provided a platform for knowledge exchange between ACT and Mental Health Shelter Providers to collaboratively integrate systems.
    - Conducted an all-day training for Mental Health Leadership and or their designee on the CORE principles of ACT. [Link to News Brief](#)
    - Hosted the third annual ACT Shelter Team/Mental Health Shelter Meeting. [Link to News Brief](#)

[Click here more information about Learning Communities.](#)

C. Training & Implementation Support for Team Specialty Roles

- **ACT Team Leader** ([Click here for more information](#))
  - **Team Leader Support calls** (Continued, 10 per year)
    - ACT program assistants joins this call quarterly
  - **New Team Leader Trainings**
    - In collaboration with the OMH NYC field office and DOHMH NYC held two trainings
  - **Team Leader Retreat** (team leaders, their vocational specialists and ACT OMH officials). Held 2 x ½ day retreat October 10th and 11th, Albany New York
  - **ACT Profile Support Call**. In collaboration with the Office of Mental Health’s Performance, Measurement and Evaluation Department (PME) and OMH ACT program director and staff started back up the AC. As PME is working on a new way of showing ACT outcome data (Tableau visualization), these calls only took place during the first half of the year. As the OMH ACT Tableau visualization was launched summer 2019, the ACT profiled support calls were resumed in September and will continued on a monthly basis.
- Team Leader Role Online and Self-Paced Training Curriculum launched with required and recommended training and tools. [Link to curriculum](#)

- **Substance Use Specialist** ([Click here for more information.](#))
  - Provided a monthly support call for Substance Use Specialists (10).
  - Launched Substance Use Specialists Role Online and Self-Paced Training Curriculum with required and recommended training and tools. [Link to curriculum](#)
  - Provided [Resource News Briefs](#)

- **Peer Specialist** ([Click here for more information.](#))
  - Provided a monthly support call for Peer Specialists (10).
  - Hosted the third annual Peer Learning Community Day uniting peer and team leaders. [Link here to News Brief from the Event](#).
  - Concluded a nine months-long statewide workgroup (September 2017 – May 2018) consisting of key stakeholders of ACT Peer Specialists, OMH, DOHMH and Team Leaders to develop a [Scope of Practice for Peer Specialists on ACT teams](#) and [ACT MAPS Tool](#).

  [Click here for detailed report about ACT MAPS](#).

- Established a Power of Language Peer Specialist Workgroup. This group meets every other month for six-month period (September 2018 – May 2019) and developed a document assisting Peer Specialists on ACT team in their documentation of peer services and person-centered treatment planning

- **Family Specialist**
  - Provided monthly clinical care calls for Family Specialists (10)
  - Developed [Resource New Briefs for Family Specialists](#)
  - Launched Family Specialists Role Online and Self-Paced Training Curriculum with required and recommended training and tools. [Click here for link to curriculum](#)
  - Developed a curriculum for ACT Family Specialists on how to work on family planning called “Let’s Talk About Parenting and Family,” [linked here](#).

- **Prescriber** ([Click here for more information.](#))
  - Provided monthly clinical care calls for Prescribers (6)
  - Developed a list serve
  - Conducted interviews with 11 psychiatrists across the state as well as a review of 12 months of Audit reviews with focus on citations associated with the psychiatrist role to understand training needs. [Click here for link to report](#).
  - Launched Psychiatrist Online Self-Paced Training Curriculum with required and recommended training and tools. [Link to curriculum](#)

- **Vocational Specialist** ([Click here for more information.](#))
  - Revised and enhanced the self-paced role curriculum
  - Established a workgroup with the goal of adapting IPS (Individual placement support) to ACT
    - Held a planning meeting with Vocational Specialists
- Conducted a survey of Vocational Specialists’ understanding and implementation of Vocational Specialists’ perception of their role. Click here for a link to the report of the survey.
- Interviewed ACT providers in other states to understand integration of IPS with ACT
- Held regional meetings with Vocational Specialists and team leaders to review IPS and its adaptability within the ACT model
  - Provided monthly clinical care calls for Family Specialists (10)
  - Launched Vocational Specialist Role Online and Self-Paced Training Curriculum with required and recommended training and tools. Link to curriculum
- Nurse
  - Invited Nurses to the Monthly calls for Prescribers
  - Launched Nurse Online Self-Paced Training Curriculum with required and recommended training and tools. Link to curriculum
- POST CALL FEEDBACK
  - This year we distributed a brief survey after each of the calls that we conducted. Through the survey, we requested immediate feedback about the call, the usefulness of the call to ACT work as a team and ACT work with participants. In addition, we also asked for suggestions for future calls. The immediate feedback on the post call survey provided information about ACT providers felt need for training to improve the quality of their work.
  - Click here for feedback on Learning Communities and Specialist Role Calls

IV. ACT Fidelity – New York State ACT Fidelity (NYSAF)

Spearheaded by Luis Lopez, ACT Institute, a stakeholder workgroup was established in November 2018 to adapt the TMACT to a New York State ACT Fidelity (NYSAF) Tool. The workgroup was comprised of members from DOHMH, NYSOMH, ACT Team leaders and ACT Institute leaders. The workgroup met four times during which each item on the TMACT was discussed and revised. The NYSAF is now a 27-item measure with clear descriptions of a three-point rating scale and instructions for ways to rate each item. A workbook is in the development using excel to assist in completing the NYSAF. The NYSAF is currently being reviewed by OMH Central Office Program Director. Once approved (at this stage), we will conduct a pilot study to assess the fidelity of the instrument. Click here for more information

V. Supervision Guidelines Initiative (SUGI)

With the launching of the role specific training, team leaders expressed a need for guidance and support in how to supervise each role. Hence, we developed supervision guides for each role. After several rounds of “workshopping” the supervision guides at regional team leader meetings and with OMH regional officers, the supervision guides have been included in the Required Trainings for each role. Click here for more information about the ACT Supervision Guidelines Initiative.
VI. ACT Training Data

- Developed a visualization for training data using Tableau software. All ACT Institute training uptake and demographic data can be accessed in one user-friendly dashboard using Tableau’s dynamic data visualization capabilities.

VII. ACT Institute Communication

This year the ACT Institute worked to enhance the ACT Institute’s communication strategy.

- Improve ACT landing page on the CPI website
- ACT training section of the CPI Learning Community
- Regular News-briefs to inform the ACT provider community of reports from training events, new developments within the Assertive Community Treatment model and research opportunities. ACT providers are encouraged to submit articles.
- Upcoming Training Newsletter. Continues to provide up-to-date information about upcoming trainings, events, and important announcements for ACT Teams
- Provide Role Resource New Briefs for ACT Providers, Participants, and their Families
- Updating role on the LMS monthly news
- New ACT Curriculum guide

Click here for a detailed report of the ACT Institute’s outreach approach.

VIII. Professional Development and Continuing Education

We continue to provide continuing education credits (Social Work, Mental Health Counselors and CASAC) for most of our various training activities. Furthermore, all ACT providers can access all available trainings online at CPI. This year CPI is applying to become provider of CME for physicians.

IX. ACT Institute Listservs

The ACT Institute has continued to host a list serve for all interested ACT providers and agency managers. The ACT listserv currently has 409 subscribers. Posts during November 2018-October 2019 included: ACT Institute monthly newsletters, CUCS trainings, NYAPRS news briefs, CPI news briefs, ACT job postings, the new ACT training curriculum, and OMH updates/regulations on newly designed Shelter, Forensic and classic NYS ACT teams. Pascale Jean-Noel, Director of ACT Training moderates the listserv.

In July 2019, we initiated a second for ACT Clinicians delivering medical and psychiatric care to ACT Participants – Psychiatrists, Nurse Practitioners and Nurse. Team Leaders are invited to participate as well. The Listserv allows ACT practitioners to communicate and learn from one another about clinical, logistical and administrative issues, and importantly, to do so at their convenience. Dr. David Lowenthal, Medical Director at the Center for Practice Innovations moderates the listserv.
X. Curriculum Development: Safety Modules

The ACT Institute work group continued to develop a context for an online module training all ACT Providers on safety in the community. Please see detailed plan for the module development linked here.

XI. Advisory Board/ Stakeholder Meeting

The advisory function for the ACT Institute continues as part of the broader advisory/oversight structure of CPI. The CPI Executive Committee meets twice a year. The Stakeholders meet quarterly. The ACT Institute also convenes ad-hock stakeholder workgroups for expert guidance on training needs assessments, curriculum development, pilot testing and scaling up.

XII. Knowledge Dissemination: Lessons Learned from NYS ACT

- ACT faculty and staff presented at key statewide and national conferences:
- 3 Key Note Presentation at national and international ACT Conferences
- 23 Peer-Reviewed Papers, Posters and Workshops
- 2 Invited Presentations & Workshops

Click here for a full list of presentations, workshops, and Peer-Reviewed Papers and Posters.

XIII. ACT Institute and Student Training

This year the ACT Institute continued to offer trainings for master levels social work students in their second year. Click here for a description of their learning while interning at the ACT Institute as well as Peer Specialists trainees from Howie the Harp Training Program

XIV. PROPOSED DELIVERABLES FOR NOVEMBER 1, 2019 – OCTOBER 31, 2020

- CORE Trainings for Newly hired ACT providers
  - 16 Regional in person trainings for CORE Principles of ACT
  - 16 Person Centered Treatment Planning
- Onsite Team Training and Consultation Activities
  - 40 onsite training and consultation activities will be conducted as requested by individual Team Leaders, OMH/ DOHMH Program and licensing officers and directors. See On-site Training offerings available to ACT teams
- NEW ACT Team Leader trainings
- 2 Trainings held annually for the New York City & Metropolitan area (ACT Institute in collaboration with OMH/DOHMH)
- Trainings in Rest of State as needed

**ACT Learning Communities**
- Quarterly forums for ACT Team Supervisors in agencies that have more than two or three ACT Teams. Facilitated by Ms. Pascale Jean-Noel and Mr. Luis Lopez
- Clinical Care Call Focused on for Justice - Informed Practice
  - 10 monthly 45 calls facilitated by Drs. Thorning, Lowenthal and Rotter
- ACT Profile Support Call
  - 10 Monthly 1-hour calls facilitated by Ms. Pascale Jean-Noel Train on the use of ACT team and participant outcome data: Tableau Visualization

**Monthly Clinical Care/Support Calls (10 monthly 1-hour calls)**
- ACT Team Leader Support Calls with quarterly participation of the Program Assistants facilitated by Ms. Pascale Jean-Noel
- Peer Specialists Clinical Care Calls facilitated by Abbe Duke, and Recovery Couch and Luis Lopez
- Substance Abuse Specialists Clinical Care Call facilitated by Mr. Noah Lipton and Mr. Luis Lopez and guest lecture Dr. Leslie Marino.
- Family Specialists Clinical Care Call facilitated by Dr. Helle Thorning
- Vocational Specialists Clinical Care Call facilitated by Mr. Noah Lipton with Dr Margolies and Gary Scannevin (CPI IPS Initiative)

**Annual Team Leader Retreat**
- Our annual Team Leader Retreat will be held October 2020. Team leaders and one other role will be invited to attend. Program to be developed in Spring, 2020

**Curriculum Development**
- Complete the Community Safety Online Curriculum for ACT Providers
- Develop an Online modules for introduction to ACT Provider Primary Roles

**Stakeholder work groups for curriculum development**
- Vocational Specialists: ACT & IPS (Individual Placement Support)

**Team Leader Supervision Training Pilot**
- While we develop the Supervision Guidelines for Team Leaders to support supervision for each role, team leaders reported a need to develop guidelines for its use. A pilot project has been developed November 2019. Prior to the implementation of the pilot project, a survey was distributed to all providers (team leaders and specialists) to establish current supervision practices in order to better understand training need. The pilot is expected to be conducted between November 2019 – September 2020 with the goal of producing a protocol for best usage of the supervision guidelines.

**New York State ACT Fidelity Pilot Project**
- It is anticipated that testing of the NYSAF will begin in Spring 2020 with the goal of establishing the validity of the tool.

**Monthly Reports on all ACT providers training status**
- Maintaining high level of ACT providers compliance with required training
- Ongoing requests for ACT provider feedback to assess satisfaction with training activities and training needs
- Pre post knowledge test for face-to-face training
- Post knowledge test for all training activities associated with continuing education credits (most of all we offer)
- Satisfaction with all trainings

Respectfully submitted, December 31, 2019

The ACT Institute:
- Helle Thorning, Director
- Pascale Jean-Noel, Director of Training
- Luis Lopez, Coordinator of ACT Fidelity and Best Practices
- Krystal Ayala, Coordinator
- Miranda Muca, Data Manager
- Aboaigeal Duke, Implementation Specialists, Peer
- David Lowenthal, Medical Director, CPI & ACT
- Noah Lipton, Implementation Specialist
- Kristen Torres, Social Work Intern, NYU University
- Yiyang Tang, Social Work Intern, NYU
- Ana Lanas, Social Work Intern, NYU
- Heesu Rachel Chae, Social Work Intern, NYU
- Angelina LaMastra, Social Work Intern, Columbia University
- Ife Samms, Howie the Harp Intern
- Drew Musa, Howie the Harp Intern