



# ANNUAL REPORT 2020

The Behavioral Health Training &  
Education Network (BHTEN)



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## Program Overview

The Behavioral Health Training & Education Network (BHTEN) is committed to supporting DBHIDS and other human service systems by planning, coordinating, and providing quality learning experiences in behavioral health and related topics. Our training audiences include providers and administrators of services, individuals engaged in services, family members, and other interested community members.

## Organizational Overview

BHTEN is comprised of a diverse, innovative, and multidisciplinary team, who bring an array of experience as trainers and educators, behavioral health and human service providers, family members, persons with lived experiences and community members. BHTEN is currently composed of the following staffing structure:

- 1 Full time Director
- 1 Full time Associate Director
- 1 Full time Data Operations Manager
- 8 Full time Training Specialists
  - 1 Training Specialist with focus on trauma related trainings
  - 1 Training Specialist with focus on child and adolescent trainings
  - 2 Training Specialists with focus on general mental health trainings
  - 1 Training Specialist with focus on forensic related trainings
  - 1 Training Specialist with focus on organizational development trainings
  - 2 Training Specialists with focus on addiction recovery trainings
- 1 Full time LMS Administrator
- 1 Full time Registrar
- 1 Full time Clerical Assistant

See Appendix A for full organizational chart of current staffing structure.

## Operating Highlights

Operations in 2020 drastically changed, due to the global pandemic. As a preventive measure to ensure the health and safety of all stakeholders, BHTEN cancelled all scheduled classroom training events and transitioned to a full telecommuting structure on March 16, 2020. All BHTEN staff were equipped with laptops, VPN access to personal and shared drives, and can access voicemail remotely. To maintain productivity, the BHTEN Program Director coordinates a weekly team project grid, holds individual weekly supervisions, offers a weekly team wellness check, and holds group discussion boards.

BHTEN staff have shifted their workload to meet current system needs under COVID-19 pandemic. This included the development of a COVID-19 webinar series, conversion of the entire training catalog to a virtual format, enhancing digital platforms, and updating daily operational processes and procedures.

BHTEN was able to substantially increase our stakeholder network through the transition to virtual learning. Demand increased as popular trainings met seating capacity within minutes of opening registration and training attendance doubled in size.

Lastly, BHTEN was able to work with CEU accreditation bodies to offer CEUs for many of our synchronous webinars. The ability to offer CEUs with compliance, integrity, and quality required a shift in organizational processes and protocols ensure fit with new synchronous virtual learning.

## Strategic Highlights

BHTEN's priorities for CY20 focused on enhancing BHTEN's training portfolio, bolstering intelligence and infrastructure, and strengthening community partnerships. Some strategic highlights include:

Priority Area	Goal	Achievement
Enhance Training Portfolio	Expand training capacity and cross training	<ul style="list-style-type: none"><li>Expanded training capacity for Motivational Interviewing (MI) through monthly introductory MI workshops and an advanced MI course specific to conversations around intimacy and sexuality.</li></ul>

		<ul style="list-style-type: none"> <li>• Expanded suicide prevention education by offering a variety of training opportunities, including: ASIST, QPR, and Black Youth &amp; Suicide Risk Panel with CHOP.</li> <li>• Used a cross training model with DBHIDS to develop and expand offerings in the realm of trauma, resilience, administrative supervision, and racial &amp; social justice.</li> </ul>
	<p>Create eLearning modules</p>	<ul style="list-style-type: none"> <li>• Generated eLearning content for the following topics: Adolescent Substance Use, Forensic Navigation, Organizational Development, Co-Occurring Disorders, Harm Reduction, MAT, and Trauma &amp; Addictions.</li> </ul>
	<p>Develop new training</p>	<ul style="list-style-type: none"> <li>• Developed a COVID-19 web series, which included topics such as: sleep hygiene, intimate partner violence, maintaining recovery during a crisis, social and emotional connections of vulnerable populations, strategies for coping and engaging in self-care, supporting children, and considerations for alcohol dependence and withdrawal.</li> <li>• Developed introductory trainings around organizational development, including: Cultivating Organizations to Thrive, Leading Virtual Teams, and Best Practices for Telecommuting.</li> <li>• Developed new forensic training, including a brand-new forensic subspecialty series and a system navigation training through the Root Cause Project.</li> </ul>

	Update existing educational content	<ul style="list-style-type: none"> <li>• Conversion of in-person standalone trainings to a virtual format, including: Crisis Prevention Institute (CPI), Trauma/Resilience, Motivational Interviewing, Trauma Theory 101, Co-Occurring Disorders, and Culturally Affirming Environments.</li> </ul>
<b>Strengthen Community Partnerships</b>	Establish and renew partnerships	<ul style="list-style-type: none"> <li>• Maintained collaborative partnerships with community stakeholders, such as: Department of Human Services (DHS), Health Federation, PA Masonic Youth Foundation, and Office of Domestic Violence Strategies.</li> <li>• Garnered new partnerships with community stakeholders, including: Justice Partners through the Root Cause Project, Philadelphia Children’s Alliance, and Olney Charter High School.</li> </ul>
<b>Enhance Internal Infrastructure and Intelligence</b>	Enhance staffing composition	<ul style="list-style-type: none"> <li>• Transitioned Instructional Design Specialist position into LMS Administrator position in June 2020.</li> <li>• Transitioned part time Clerical Assistant position to full time position in August 2020.</li> <li>• Obtained 2 interns for summer and fall 2020.</li> <li>• Gained funding for 2 temporary Addictions Recovery Training Specialist positions in September 2020.</li> </ul>
	Enhance staff flexibility and wellness	<ul style="list-style-type: none"> <li>• Piloted employee telecommuting program from December 2019 - March 2020, with a transition to 100% remote work beginning mid-March 2020.</li> <li>• Transitioned BHTEN administrative offices to location more conducive to collaborative</li> </ul>

		work and staff wellness in April 2020.
	Increase visibility on social media	<ul style="list-style-type: none"> <li>• Bolstered marketing efforts, which yielded an increase in contacts registered for BHTEN mailing lists.</li> <li>• Enhanced use of social media through use of Facebook Livestream and You Tube.</li> </ul>
	Initiate implementation of the Learning Management System (LMS)	<ul style="list-style-type: none"> <li>• Conversion and launch of targeted training series on the DBHIDS Learning Hub,</li> </ul>

## Organizational Accomplishments

BHTEN has provided quality training experiences for the DBHIDS system, behavioral health provider community, and cross-systems partners for 20+ years. Highlighted below, are some of BHTEN's major accomplishments from 2020.

- Provided training & education opportunities for approximately 14,000 Philadelphians over the course of an estimated 195 educational events.
  - Educational opportunities included 70 in-person classroom trainings, 122 synchronous virtual trainings, 3 Facebook Lives, and 4 blended virtual series on the DBHIDS Learning Management System (LMS).
  - Topics include, but not limited to: Trauma Informed Care, Anti-Violence/Bullying, Effective Supervision, Crisis Prevention Institute (CPI), Motivational Interviewing, Organizational Development, and Overdose Prevention and Rescue (Narcan).
- Coordinated and facilitated DDAP regulatory trainings in both in-person classroom and virtual learning formats, including: Screening and Assessment, Basic HIV, Confidentiality, Practical Applications and TB-STI.
- Coordinated county and/or state mandated training series for targeted service systems in both in-person classroom and virtual classroom formats including:
  - Recovery House Training Series: 1 in-person series, shortened to 6 sessions due to COVID-19
  - TIP Residential Training Series: 1 in-person series, shortened to 5 sessions due to COVID-19
  - Child & Adolescent Case Management Orientation: 1 virtual classroom series using a mixed media format
  - Adult Case Management Orientation: 1 in-person series & 1 virtual classroom series using a mixed media format
  - Student Assistance Programs: 1 in-person training

- Psychiatric Rehabilitation Services Training Series: 1 in-person Orientation to Psychiatric Rehabilitation (OPR), 2 virtual webinars on OPR, 1 virtual webinar on Ethics, 1 virtual webinar on Engagement, and 1 virtual webinar on LGBTQIA+ awareness
- Developed and coordinated new training initiatives, to meet the needs of systems stakeholders, including:
  - System Wide ASAM Training: offered 4 two-day ASAM Skill Building workshops, 2 ISP workshops, 2 CRAFT workshops, 1 Motivational Interviewing workshop, and 10 supplemental webinars.
  - Root Cause: grant funded training program developed in conjunction with BHJRS delivered to a selection of criminal justice professionals to help them understand the unique considerations of individuals with behavioral health diagnoses; 1 virtual train-the-trainer workshop held in June 2020 for participants across the justice system.
  - Psychological First Aid: 2-hour introductory course that includes basic emergency behavioral health information on normal reactions to disaster; held monthly beginning in November 2020.
  - Racial and Social Justice Series: offered 2 webinars around understanding and addressing intergenerational trauma and the impact of intergroup empathy on prejudice in September and October 2020.
  - Trauma/Resilience Webinar Series: offered 3 webinars on understanding trauma, responding to vicarious trauma, and supervision to support staff wellbeing in October 2020.
  - Cultivating Organizations to Thrive Series: offered 4 webinars on the core components of organizational development- culture, climate, employees, leadership, strategy, and structure beginning in July 2020.
- Expanded partnerships with cross systems entities for FY20 and FY21, including:
  - Department of Human Services (DHS) - 25 sessions; 8 topics
  - Forensic Sub-Specialty Treatment Series- 1 virtual classroom, 4 - week series developed in conjunction with members of the Drexel Psychology department, will aim to help behavioral health professionals working with individuals with behavioral health and criminal justice involvement.
  - Tobacco Wellness Recovery Initiative (TWRI) - 1 in-person classroom training and 1 virtual webinar on recovery-oriented strategies to address tobacco use in behavioral health services.
  - Advocates for Human Potential (AHP) and Mental Health Transfer Technology Center (MHTTC)- 13-week virtual classroom in mixed media format on behavioral health business and data driven decision making.
- Maintained accreditation to offer CEUs by the following entities:
  - International Association of Continuing Education and Training (IACET)
    - Completed 5-year re-accreditation process
  - Social Work Co-Sponsored by Bryn Mawr Graduate School of Social Work
  - Pennsylvania Certification Board
  - Psychiatric Rehabilitation Association
  - American Psychological Association

## **Looking Ahead**

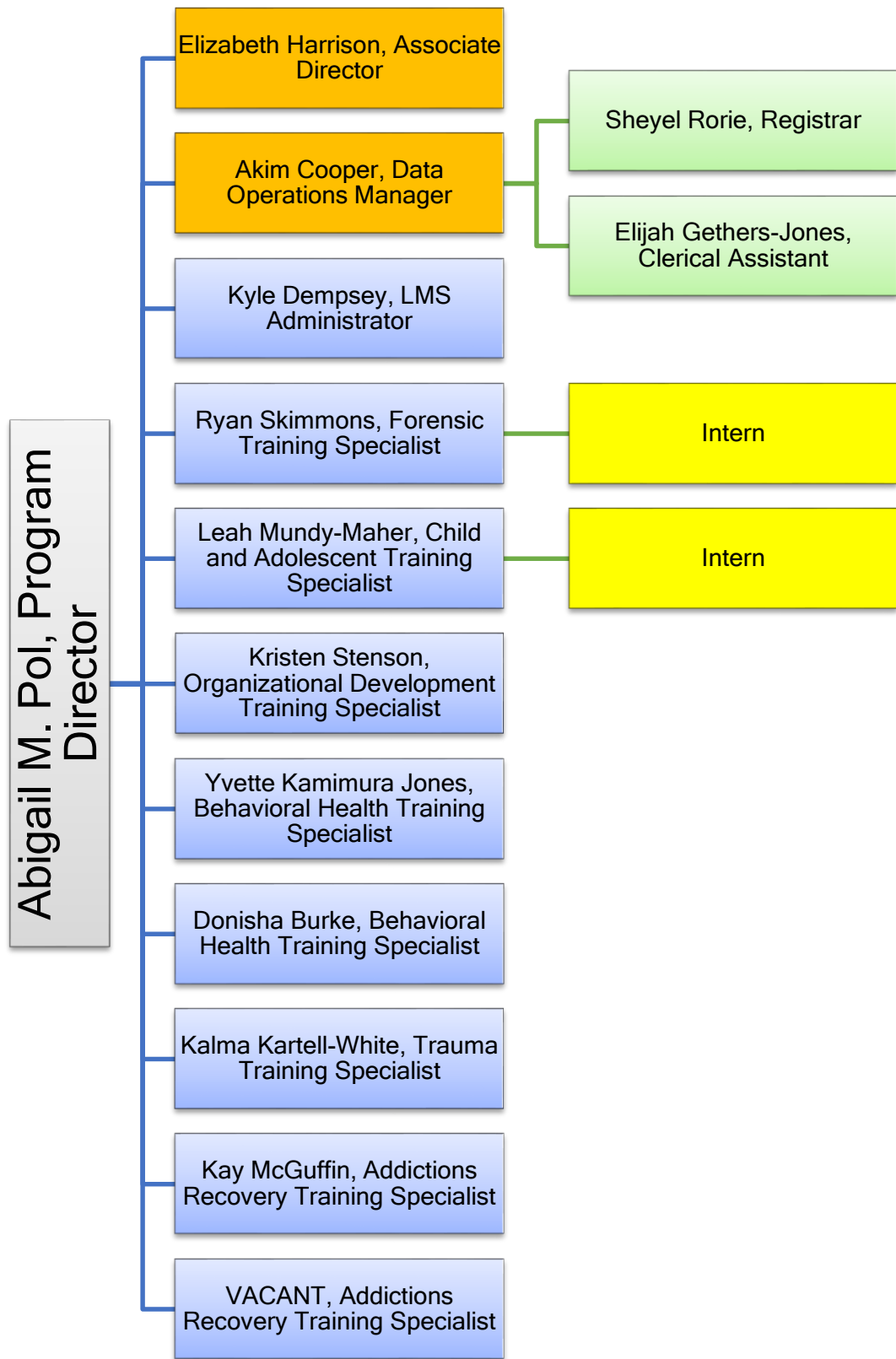
BHTEN plans to continue to build upon the strategic priorities of increasing opportunities for training innovation and bolstering our digital footprint in 2021. Additionally, BHTEN will prioritize enhancing our use of data and evaluations to make data driven decisions around training needs and educational material. Furthermore, BHTEN will advance the implementation of the DBHIDS Learning Hub, including integration of our registration, payment, and certificate processing system into the Learning Management System (LMS).

Operationally, BHTEN will continue to work toward expanding seating capacity for all foundational level courses, offer high demand courses on a more frequent basis, and make additional recordings and asynchronous eLearning content available via the DBHIDS Learning Hub. New training content will be launched in the areas of mindfulness, motivational interviewing, addictions and recovery, diversity and inclusion, and system thinking.

Internally, BHTEN will continue to prioritize staff wellbeing through our telecommuting program and team wellness activities.



# Appendix A: Organizational Chart



## Appendix B: Staff Reflections on BHTEN's 2020 Accomplishments

"While so many have struggled over this difficult past year, I'm thankful to say that BHTEN has been able to expand and increase our opportunities under the vigilant leadership of Abbey and through the support of a stellar team. BHTEN has been able to provide consistent training and education to Philadelphia and the surrounding regions over the past year when knowledge and expertise is needed more than ever. Our pivot to a robust virtual catalog was seamless and increased our reach more than we could ever have dreamed. I am personally proud to have finally launched the inaugural Forensic Training series in conjunction with BHJRS after nearly a year of planning. The partnership continues to be amazing and we're excited about expanding our forensic training catalog in the coming months."

- Ryan Skimmons, BHTEN Forensic Training Specialist

"I have spent the last decade of my professional life bearing witness to the strength, resolve, and resilience of Philadelphians. At BHTEN, our focus is always on providing education and training to behavioral health providers that highlights these qualities and fosters growth and recovery in behavioral health service participants. It is this foundation we build from each day and that makes BHTEN an invigorating workplace. With the support of empathic, forward-thinking leadership, we are able to explore creative techniques and frameworks for training that will meet the needs of service providers and participants in an ever-changing world. Our team understands our unique city's personality and structure, and with that knowledge, we work together each day to bring a little more of that Philadelphia resilience to light. I say with pride that I am part of BHTEN."

- Leah Mundy-Maher, BHTEN Child and Adolescent Training Specialist

"I went to school to learn about the best leadership and management practices and found a place where that has been employed. Abbey's leadership is invaluable, and she has continued to show her persistent support to each one of us in ways that drive growth, innovation, and creativity. I also greatly appreciate my colleagues and the dynamic work culture at BHTEN which supports quality outputs. I look forward to enhancing the Philadelphia behavioral health providers knowledge and understanding on organizational development."

- Kristen Stenson, BHTEN Organizational Development Training Specialist

"During this difficult time of pandemic, unrest and stressful uncertainty I was actually *delighted* to read the 2020 BHTEN annual report - *delighted* is not my usual response to an annual report I must say. During the 20 years I've been at BHTEN (the most cordial work setting in my experience), out of my 40 years in the field, I've been fortunate to be able to work on issues I am passionate about. BHTEN's founding directors established our positive culture. Those of us hired have come on board with needed skills and solid work ethics. Though diverse we have all been committed to being a cohesive, effective team - a great base for BHTEN's remarkable development and growth since Abbey Pol became director two years ago. Abbey's management skill sets have been a lynchpin. She has that wonderful ability to be able to perceive both the forest and the trees. Her remarkable communication and proposal development efforts have led to additional funding and staff for BHTEN. Overnight it seems, in response to the pandemic we were able to very successfully transition to virtual training."

- Kalma Kartell- White, BHTEN Behavioral Health Training Specialist

“This was my most impactful reflection. Almost one year ago, we had our first retreat under the direction of our new Director, Abigail Pol. At that time, we had many very new staff members. We were entering into a new year with no idea where 2020 was headed. All we had was a mixture of old staff and new, and a leader with very new ideas. We pulled together to trust Abbey and her vision. As I write this reflection, I look at a picture of us standing together at our retreat. This picture reflects who we are, even until this day, standing together, connecting to accomplish one goal; to provide the best education possible to behavioral health and drug and alcohol field. I am proud to say, with our current environment, BHTEN has stood the test and our team has grown stronger together.”

- *Sheyel Rorie, BHTEN Registrar*

“As we present our reflections of BHTEN's accomplishments, the process requires one to think about periodic conversations/meetings with our relatively new leader of BHTEN regarding her vision for the future. As Abbey shared her vision, the piece that distinctly began to stand out was her refusal to think small, her refusal to be confined based on the current circumstances. Abbey believed that our positive customer focus would allow doors to open. If we just don't limit ourselves then we can create opportunities to explore new means and methods of providing a product that we all know and love.

From the beginning of Abbey's leadership, we have been challenged to reassess our individual skills, talents, and abilities. She modeled that process by demonstrating trust, embracing enthusiasm, and challenging the way we think about the product that we provide. We were motivated to take chances with this organization that we all believe in, to be okay with not always getting right, and to continue to strive towards excellence in ourselves and each other. Today, we embrace this mindset.”

- *Elizabeth Harrison, BHTEN Associate Director*

“Through navigating the pandemic, witnessing social and racial injustices, losing loved ones and coping with isolation, 2020 has been a challenging year. Pressure often exposes the type and quality of leadership skills we possess. Yet Abbey continues to demonstrate compassion, business acumen and how to stride in challenges times. Because of her strategic thinking and leadership BHTEN has doubled the number of trained participants and have expanded their training catalogue to include topics that are pertinent and relevant to the current needs of DBHIDS employees.

For illustration, in partnership with DBH, I have been able to transform the entire case management series from an 8-week course into a 11-week virtual pilot. This transformation took extensive coordination and collaboration and was unprecedented. The series has also been expanded to include CPI, QPR, IPV and an enhanced MI training. Furthermore, BHTEN has implemented two new training series: Trauma and Social Justice. I am proud to say that I was a contributor to the brainstorming and building of each series. I am also the coordinator for the Social Justice series and will be a facilitator of both series in 2021.

Because of Abbey's exemplary leadership 2020 has been a year of growth, change and innovation for BHTEN staff. Abbey continues to empower the team, creates an inclusive environment, and has a clear vision for staff. As we are in preparation to close out another year, I am confident that BHTEN will continue to thrive as a premier training organization.”

- *Donisha Burke, BHTEN Behavioral Health Training Specialist*

“This year, 2020, was anything but ordinary. It was a year that challenged us, both personally and professionally, as individuals and as an organization. During this strange and peculiar year, I am

grateful to work at an organization which allowed me to be successful as a working mom to 2 small and very rambunctious boys (*who made many appearances on zoom*). I am honored to lead a team of dedicated and talented individuals whose work has been unparalleled this calendar year. I am thankful for a stakeholder network that responded with open arms to our brand-new way of offering education. I am excited for the new growth and development in 2021, aligned with our core mission and vision of providing educational opportunities to the Philadelphia behavioral health community and beyond.”

- *Abigail Pol, BHTEN Program Director*

## Appendix C: Connect with BHTEN

# Connect with BHTEN

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### Our Next Upcoming Training is:

- Upcoming trainings can be found at: [www.bhten.com/calendar](http://www.bhten.com/calendar)

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