

ANNUAL REPORT 2021

**The Behavioral Health Training &
Education Network (BHTEN)**



TABLE OF CONTENTS

Program Overview _____	3
Organizational Overview _____	3
Operating Highlights _____	4
Strategic Highlights _____	5
Organizational Accomplishments _____	6
Looking Ahead _____	10
Appendix A: Organizational Chart _____	11
Appendix B: Staff Reflections on BHTEN's 2021 Accomplishments _____	12
Appendix C: Message from the Director _____	15
Appendix D: Connect with BHTEN _____	15



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
- 2 Full time Training Coordinators
 - 1 coordinator with focus on forensic related trainings
 - 1 coordinator with focus on child and adolescent trainings
- 1 Full time LMS Administrator
- 6 Full time Training Specialists
 - 1 Training Specialist with focus on trauma related trainings
 - 2 Training Specialists with focus on general mental health trainings
 - 1 Training Specialist with focus on organizational development trainings
 - 2 Training Specialists with focus on addiction recovery trainings
- 1 Full time Registrar
- 1 Full time Clerical Assistant
- 1 Part time Clerical Assistant
- 2 Student Interns

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

Operating Highlights



Operations in 2021 were, in many ways, an extension of 2020. BHTEN remained a remote workplace with an entirely virtual training catalog. Midway through the year, a hybrid work option became available, with staff working in the office 1 day a week. As such, BHTEN offices and training rooms were updated to create a safe and collaborative work environment.

New tables, chairs, and plastic barriers were purchased to allow for social distancing measures. Air purifiers and hand sanitizing stations were strategically stationed throughout the BHTEN administrative offices and training rooms. Additionally, an all-staff retreat was conducted in summer 2021, to outline priorities for staff wellness, productivity, and creativity in the new hybrid environment.

BHTEN educational offerings remained virtual and, with the launch of the BHTEN Marketplace through the DBHIDS Learning Hub, seating capacity was expanded, and participants were able to have immediate access to zoom links, course materials, evaluations, and continued education credits and certificates of attendance. The increased stakeholder network established in 2020 remained steady throughout 2021, with continued high demand for popular trainings, new content, and continuing education credits in a remote environment.

Lastly, BHTEN successfully completed 5-year re-accreditation processes with IACET and APA, to continue to offer continuing education with compliance, integrity, and quality. BHTEN also met rigorous standards and demonstrated the ability to offer high-quality continuing education activities to social workers and was approved as an Association of Social Work Boards Approved Continuing Education (ACE) Provider.

Strategic Highlights

BHTEN's priorities for calendar year 2021 focused on bolstering our digital footprint and scope, enhancing use of data and evaluations to increase data driven decision making, and enriching our training catalog. Some strategic highlights include:



Priority Area	Goal	Achievement
Bolster Digital Footprint	Increase digital scope through implementation of a learning management system	<ul style="list-style-type: none"> Implementation of the BHTEN Marketplace on the DBHIDS Learning Hub which yielded 106 courses, 9,923 orders from 300+ agencies/universities, \$5,715 in order sales with \$1,300 in bulk orders. Implementation of CE/CEU certificate delivery through the DBHIDS Learning Hub.
	Repurposing of the BHTEN website	<ul style="list-style-type: none"> Selected local vendor to re-design website. <i>Anticipated launch date was delayed due to illness and anticipated to occur in early 2022.</i>
Enhance Use of Data and Evaluations	Retool training evaluations	<ul style="list-style-type: none"> Updated training evaluation using feedback obtained in 2020 from city data analytics consultants at GovLabPhl. Launched new training evaluations through survey monkey and the DBHIDS Learning Hub.
	Develop a peer consultation collaborative	<ul style="list-style-type: none"> Developed and launched a monthly training evaluation process via an internal peer consultation model.
	Update annual stakeholder survey	<ul style="list-style-type: none"> Revised stakeholder survey, based on current educational climate and issued 2021 Annual Stakeholder Survey, which yielded 131 responses.

Enrich Training Catalog	Inventory training gaps within the BHTEN training catalog	<ul style="list-style-type: none"> Completed targeted training inventories in the areas of addictions services, peer support, school-based services, and racial and social justice. Conducted data analysis of annual stakeholder survey and training evaluations.
	Expanding training content in prioritized areas	<ul style="list-style-type: none"> Created eLearning content in the areas of addictions services, organizational development, children and adolescents, and peer services. Developed and facilitated new webinars in the areas of leadership, stigma, addictions services, justice involved services, mindfulness and wellness, and racial and social justice.

Organizational Accomplishments



BHTEN has provided quality training experiences for DBHIDS staff, the Philadelphia area behavioral health provider community, & local cross-systems partners for 20+ years. Organizational accomplishments from 2021 built on successes of our rapid shift to remote learning. End of year organizational accomplishments include:

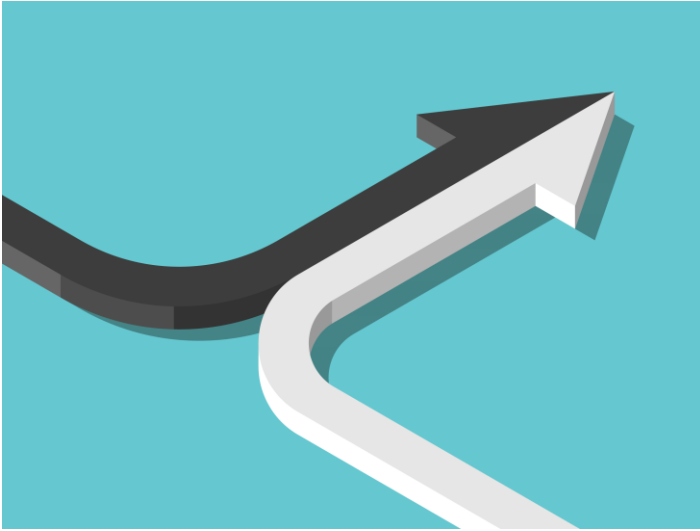
- Provided training & education opportunities for approximately 15,000 Philadelphians over the course of an estimated 361 educational events.
 - Educational opportunities included 343 standalone webinars, 15 blended virtual training series, and 3 virtual conferences.
 - Topics include, but not limited to: Trauma Informed Care, Anti-Violence/Bullying, Effective Supervision, Crisis Prevention, Motivational Interviewing, Organizational Development, and Overdose Prevention and Rescue, Suicide Prevention, Change Management, Racial and Social Justice, Addiction Prevention and Treatment, and Evidence-Based Practice.

- Coordinated and facilitated DDAP regulatory trainings in virtual learning formats, including Screening and Assessment, Basic HIV, Confidentiality, Practical Applications, TB-STI, Case Management Overview, and ASAM Treatment Planning.
- Coordinated county and/or state mandated training series for targeted service systems in virtual classroom formats including:
 - TIP Residential and Recovery House Series
 - Child & Adolescent Case Management Orientation
 - Adult Case Management Orientation
 - Student Assistance Programs
 - Psychiatric Rehabilitation Services Training Series
 - Peer Training Series
 - Forensic Subspecialty Series
- Expanded specialized training initiatives, to meet the needs of systems stakeholders, including:
 - System Wide ASAM Training: offered ASAM eLearning modules to 363 addictions services providers, produced 46 supplemental webinars, developed 6 eLearning modules and awarded 4 scholarships to aid in the advancement of Philadelphia addictions counselors' PCB certification.
 - Psychological First Aid: expanded to offer a 2-hour introductory course that includes basic emergency behavioral health information on normal reactions to disaster and a 2-hour specialty course on post pandemic behavior and impacts on the workforce. 9 sessions were offered in 2021.
 - Racial and Social Justice: expanded series to offer 10 rotating topics including: Understanding and Addressing Intergenerational Trauma, The Impact of Intergroup Empathy on Prejudice, Conversations around African American History, Introduction to Cultural Competency in Latinx and LGBTQIA Communities, Trauma Narratives with Urban Youth, Holistic Health and Wellness Approaches in the African American Community, Addressing Disparities when Working with African Americans to Achieve Behavioral Health Equity, Trans Affirming Care, and Understanding Bi-Sexuality. 19 sessions were offered in 2021.
 - Trauma/Resilience: offered 3 rotating topics on understanding trauma, responding to vicarious trauma, and supervision to support staff wellbeing, in collaboration with DBHIDS and CBH training staff. 9 sessions were offered in 2021.
 - Leadership and Organizational Development: expanded catalog to offer 4 rotating topics, in collaboration with Community Behavioral Health (CBH), including: Keys to Effective Clinical Supervision, Administrative Supervision, Cultivating Organizations to Thrive, and Change Management for Leaders. 13 sessions were offered in 2021.
 - Tobacco Wellness Recovery Initiative (TWRI) - expanded initiative to offer 5 rotating topics including: Tobacco Recovery is Recovery, Recovery Oriented Strategies to Address Tobacco Use in BH Services, The Rationale: Addressing Tobacco Use in Behavioral Health Services, and Tobacco Dependence Treatment in Behavioral Health Services, and Writing a Tobacco Free Policy for Behavioral Health Providers. 9 sessions were offered in 2021.

- Mindfulness and Wellness: expanded catalog to offer 8 rotating topics, in collaboration with The Health Federation, including: Understanding the Stress Response and its Impact on Health, Mindfulness Based Stress Reduction Tools: Awareness of Breath and Body, Mindfulness Based Stress Reduction Tools: The Nature of Thoughts, Mindfulness Based Stress Reduction Tools: Working with Discomfort in the Body-Mind, Mindfulness Based Stress Reduction Tools: Exploring Emotions, Mindfulness Based Stress Reduction Tools: Exploring Daily Activities, Tools to Stabilize the Nervous System, Practicing Self-Compassion. 8 sessions were offered in 2021.
- Maintained partnerships with cross systems entities for FY21 and FY22, including:
 - Department of Human Services (DHS):
 - Building from BHTEN's successful collaboration with DHS University over the last several years, in 2021, DHS requested additional courses with an expanded budget in order to provide diverse professional development opportunities to all DHS social workers, leadership, and community partners.
 - Offering additional sessions of popular trainings, including "Trauma & Resilience" and "Understanding and Addressing Intergenerational and Historical Trauma."
 - Added new trainings to the DHS audience, including "Cultivating Organizations to Thrive: Introduction to Organizational Development." This partnership continues to grow and benefit both parties through the development and delivery of quality educational events that are relevant to so many community-facing systems in Philadelphia.
 - Pennsylvania Network for Student Assistance Services (PNSAS)
 - Received Lead SAP Trainer and virtual training approval
 - Scholarships made available to 33 SAP training participants
 - Piloted virtual SAP training for Philadelphia area
 - Behavioral Health and Justice Department (BHJD)
 - Re-developed and delivered second session of forensic training series with the Philadelphia provider network
 - Continued partnership in developing training programming for the Philadelphia's co-responder program (CIRT)
 - Trained over 100 officers in CIT at the police academy in various topics around behavioral health topics
 - Coordinated and delivered virtual training around trauma and support for family members of police officers through the PPD employee assistance program
 - In partnership with BHJD and Drexel professors, designed and delivered training around clinicians' duty to warn of impending danger in response to new PA Supreme Court ruling
 - In partnership with Lindsey Mossor, JD (Nationalities Service Center) delivered first Human Trafficking training to the provider network as part of an effort to increase awareness of this issue in Philadelphia
 - Office of Domestic Violence Strategies

- The Three-Tiered Intimate Partner Violence (IPV) Training Series is now in the midst of its second year at BHTEN, with support from the Office of Domestic Violence Strategies.
 - Expanded the frequency of training sessions and add brand new training titles to the series for the 2021-22 year.
 - Expanded Tier II foundational trainings in the series, which address supporting all individuals engaged in abusive relationships.
 - Added a new advanced, Tier III course, "Staying Centered While Safety Planning," to encourage professional well-being.
- Evidence Based Practice and Innovation Center (EPIC)
 - Continued partnership with EPIC to include oversight for continuing education credits for a variety of evidence-based practice training initiatives, including Dialectical Behavior Therapy (DBT), Cognitive Behavioral Therapy (CBT) through the Penn Collaborative Series, Trauma Focused Cognitive Behavioral Therapy (TF-CBT) through PACTS, Prolonged Exposure (PE), Parent Child Interaction Therapy (PCIT), and several family therapy models.
 - Expanded partnership with EPIC to include oversight for continuing education credits for staff working in IBHS across Philadelphia County.
- Maintained accreditation to offer CEUs by the following entities:
 - International Association of Continuing Education and Training (IACET)
 - Social Work Co-Sponsored by Bryn Mawr Graduate School of Social Work
 - Pennsylvania Certification Board
 - Psychiatric Rehabilitation Association
 - American Psychological Association
 - Successfully completed 5-year re-accreditation process
 - Received approval to offer CEs for asynchronous learning (home study)
- Awarded accreditation to offer CEs by the following entity:
 - Association of Social Work Boards (ASWB)

Looking Ahead

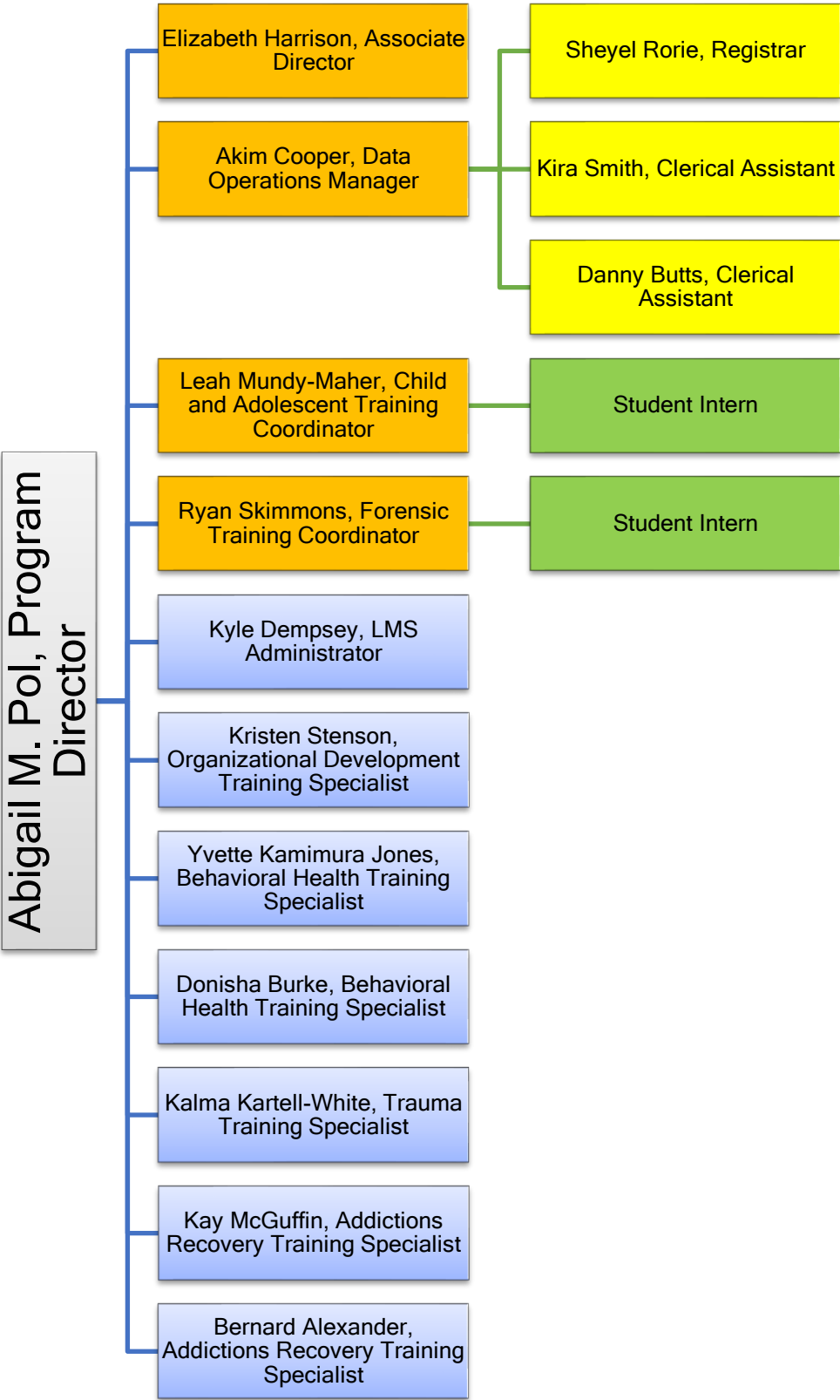


BHTEN plans to continue to build upon the strategic priorities of increasing opportunities for bolstering our digital footprint and enhancing our use of data in the new year. Operations will focus on fine-tuning our virtual and hybrid training protocols and processes, using a CQI approach. Internally, BHTEN will continue to prioritize staff wellbeing through hybrid work options, team wellness activities,

and targeted professional development approaches. Strategic goals for 2022 include:

- Identify sophisticated data analysis system to track training registration, attendance, and evaluation data.
- Utilize no-show rate data to benchmark seating capacity.
- Synthesize evaluations, depicting data in a user-friendly format.
- Transition DDAP training registration to the DBHIDS Learning Hub.
- Pilot CE/CEUs for select asynchronous eLearning modules.
- Launch select trainings in a hybrid learning format.
- Re-tool select training series to offer more flexibility and capacity for current workforce.
- Develop post training learning assessment.

Appendix A: Organizational Chart



Appendix B: Staff Reflections on BHTEN's 2021 Accomplishments



Leah Mundy-Maher
*Child and Adolescent
Training Coordinator*

“If 2020 was the year we made virtual learning happen because we had to, 2021 was the year we had a chance to reflect on our virtual training practices and consider BHTEN’s identity as a training organization amidst constantly shifting expectations and needs. We’ve grown as a team and found new ways to collaborate and connect. We’ve listened to stakeholders and participants in order to deliver trainings that meet the moment, both in content and structure. We’ve been able to offer more trainings than ever before. Throughout the year, we’ve demonstrated our flexibility and dedication to quality professional development. In many ways, we are the same BHTEN we’ve always been proud of, but I am also excited to be a part of the new BHTEN we’re building each day.”



Yvette Kamimura-
Jones, *Behavioral
Health Training
Specialist*

“Under the leadership of Abigail Pol, BHTEN has grown by leaps and bounds. During a time when the world was turned upside down because of the pandemic, our team pulled together to become Philadelphia’s virtual hub for behavioral health education. BHTEN was able to meet the needs of our provider network by transforming classroom education into a virtual format. This allowed us to expand and reach more people than ever. I’m so grateful to be a part of such a wonderful team.”



Ryan Skimmons
*Forensic Training
Coordinator*

“2021 was another year of continued success for BHTEN and our team under Abbey’s stellar supervision. We continued to expand in scope and reach with new staff and brand-new training opportunities for our provider network. We continued our efforts to provide motivational interviewing training to a large cross-section of the network and expanded our social justice training offerings with Intergroup Empathy. On the forensic front, BHTEN continued its partnership with BHJD and delivered cutting-edge training around clinicians’ duty to warn of impending danger in response to new PA Supreme Court ruling as well as a brand-new training around Human Trafficking. In December we will be providing crisis prevention training to Philadelphia Probation and Parole and we have continued to train hundreds of Philadelphia Police Officers in mental health topics as part of the CIT program. On the horizon, we are looking to offer a second training for a new cohort of the CIRT co-responder program. Personally, I am honored and thankful to have been promoted to Forensic Training Coordinator, a brand-new position that allows me to have expanded contracting opportunities and internship supervisory responsibilities with West Chester University. I am looking forward to another year of great success for BHTEN as we continue looking to revolutionize our training and technological capacities!”



Donisha Burke
*Behavioral Health
Training Specialist*

“As I reflect on 2021, there were many life complexities that have reshaped work culture. However, BHTEN’s use of transparency & commitment to excellence have strengthened the workplace as our operational processes continue to transform. Additionally, in the fight for racial and social justice, BHTEN has invested in multiple trainings that have addressed disparities in healthcare in relation to race, gender, sexual orientation & how it impacts the Philadelphia community. These trainings are important to the workforce as it drives social change and positively impacts those who are disenfranchised, marginalized & underrepresented. I am pleased to work for an organization that is on the forefront of educational experiences that reshape communities positively. I look forward to the continued expansion of these efforts in 2022.”



Kalma Kartell White
*Behavioral Health
Training Specialist*

“It’s been a good year at BHTEN. With Abbey’s leadership during this challenging time, we’ve continued to grow, manage the growth, and as a team, provide high-quality training as well as expand what we offer. Thinking about retiring in the next several years, my focus is on working to help ensure that attention to trauma remains the important focal point it has become -- that BHTEN continues to offer low- or no-cost, up-to-date trauma-related training for direct service and clinical staff working in the public sector. Since the time of Freud the subject of trauma has gone in and out of social, cultural, political and even service consciousness - as described in the literature by clinicians and researchers studying trauma as being a result not just of war and combat but also of childhood abuse, domestic violence and household dysfunction. In collaboration with a number of BHTEN Training Specialists trauma-related training has been expanded, with new training created and co-presented. A goal this upcoming year is to work toward developing a Trauma Training Certificate series for DBHIDS provider staff.”



Elizabeth Harrison
Associate Director

“The BHTEN team is inspired and motivated! We consistently challenge ourselves to think of new, innovative ideas to grow and expand our services.

While we each contribute to our unique and productive working environment, we also hold each other accountable. We are personally invested in the success of the BHTEN - we do what is needed to reach specific goals, even if it means navigating around daily obstacles. The challenges simply make us stronger!

More importantly, we are grateful to have a leader who cares. Abbey asks questions, listens and is genuinely interested in the well-being of the BHTEN staff. She shows respect for the team’s hard work and dedication and, on a daily basis, demonstrates her appreciation!”



Kristen Stenson
*Organizational Development
Training Specialist*

“2020- 2021 was a pivotal time where we as team completely revolutionized our process, our services, and how we learned, trained, worked as a team. As we transitioned as an organization so did my research and thus my trainings completely changed to adhere to the landscape of the working conditions, organizational development, and person in environment psychology. It’s been intriguing and fascinating to assess new research and to change my trainings based on evaluations, feedback and needs based assessments to match our target audiences’ needs.

I’m thankful for a team and a leader like Abbey who not only listens to our needs and concerns, but executes on them to make us feel validated and valued.

This year I am developing more trainings based on the needs of our clients such as Strategic Planning and Logic Models. I am excited to see how this new position will continue to grow in the Behavioral Health Field”



Kay McGuffin
*Addictions Recovery
Training Specialist*

“Joining the BHTEN team has been one of my most exciting shifts in 2021. Being one of the Addictions Recovery Trainings Specialists has allowed me to take my personal passion for harm reduction and connect with hundreds of behavioral health professionals in Philadelphia to help them in understanding and debunking myths about harm reduction as a philosophy and practice. I am so grateful to have Abbey Pol as a supervisor, who always upholds her integrity and care for her work and staff. Abbey has given incredible professional guidance while also allowing me to develop content and partnerships where I see the need. I was proud to launch BHTEN's Harm Reduction, Trans* affirming, and (co-launch) Change Management trainings this year, and I look forward to working with my wonderful colleagues to expand this content in the new year.”

Appendix C: Message from the Director



Dear Reader,

This past year, in some ways, felt like an extension of 2020, as remote work and virtual educational events remained steadfast.

The BHTEN team worked diligently to expand our training catalog and increase our seating capacity. This led to offering an additional 100+ educational events, which reached 1,000 more participants than in 2020. Evaluations and data were reconfigured, and digital reach was broadened through the launch of the BHTEN Marketplace on the DBHIDS Learning Hub. This truly revolutionized BHTEN's data operations, as it allowed for a secure, centralized location for participants to register for trainings, access course documents, complete evaluations, and download certificates.

Internally, BHTEN gained 3 new team members: Kay McGuffin, Bernard Alexander, and Kira Smith. Each brought unique strengths and talents to the table. Two training specialists, Leah Mundy-Maher and Ryan Skimmons, were promoted to Training Coordinators, enabling them to take on additional leadership roles within the organization. Most importantly, BHTEN staff remained committed to the mission of the organization and the vision for our future.

I am truly grateful for the hard work and camaraderie of each and every person on the BHTEN team. Each and every success is that of our unified vision and values. I am also grateful for all of our myriad of stakeholders and all of the training participants who take a BHTEN course of the past year. Our success is your success.

I look forward to fine tuning our operations in 2022, using data driven decisions and outcomes as drivers.

Thank you for your support.

Best wishes to you and your loved ones,

Abigail M. Pol, LSW

Abigail Pol, BHTEN Program Director
apol@bhten.com

Connect with BHTEN



@BHTEN_Philly



Our Next Upcoming Training is:

- Upcoming trainings can be found at: www.bhten.com/calendar



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