

# Adult Engagement Dissemination Project Final Webinar

May 4, 2015  
CTAC Team



**The Community Technical Assistance Center**  
EFFICIENT PRACTICES. EFFECTIVE CARE.

# Today's Presenters

## CTAC Team

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Yvette Kelly, LMHC

Jayson Jones, LMSW

Kerry Caldronney, LCSW



# Where We Have Been

14 organizations participated in 6 month LC which included webinars and consultation calls on the following topics:

- In-person Training on the LC, best practices, and creating an implementation plan
- The importance of a quality supervisory process and the effects on engagement practices
- The characteristics of engagement best practices from the first contacts to ongoing engagement
- The barriers associated with engagement
- Ongoing Consultation



# Where We Have Been

Several organizations from our wider CTAC audience participated in several webinars on:

- The importance of a quality supervisory process and the effects on engagement practices
- The characteristics of engagement best practices from the first contacts to ongoing engagement
- The barriers associated with engagement
- Ongoing consultation

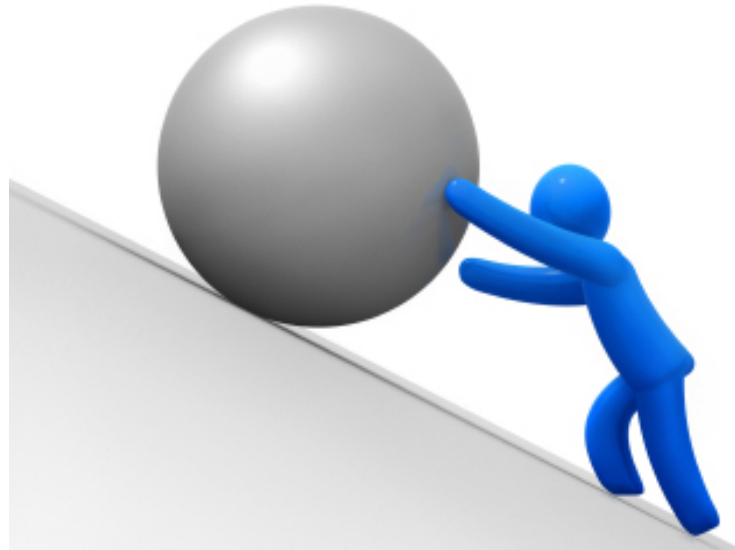


# Successful Use of Engagement Practices

- ▶ Aligns with the participant's felt need
- ▶ Emphasizes the positive outcomes and purpose
- ▶ Delivered by skilled providers with collaborative supervision
- ▶ Requires honest and consistent participant feedback
- ▶ Starts during the initial contact with the participant (via phone, or walk-in hours) and last throughout the course of the relationship until termination



# Lessons Learned: Challenges



# Challenges

Ways to engage participants in a way that increases the chances that the person will show up and attend regularly?

- How do we activate/motivate a participant?
- How to help a person make an informed decision that meets a felt need?
- How do we validate the participants, address their needs and complete the required documentation?
- How do we better utilize time outside of our sessions to engage participants?
- How to address needs of groups in rural settings?



# Challenges

## Supervisory process

- ▶ Concerns of participants related to someone new coming to group
  - participants not wanting the group to adopt a new format
  - Discomfort of the group facilitators
- ▶ Establishing ongoing supervision to insure that group facilitators demonstrate a very high level of competency
- ▶ Time and competing demands





# Poll Question # 1

For supervisors

How helpful has this webinar series or LC been in strengthening your role in supporting the staff you supervise in group work?

- a. Very helpful
- b. Helpful
- c. Somewhat helpful
- d. Not helpful



# Poll Question #2

What best describes the progress you have made in improving the quality of engagement practices since participating in our Adult Engagement Project?

- a) Excellent progress
- b) Good progress
- c) Some progress
- d) Little progress



# Let's Chat

Please type in to the chat box

What aspects of the LC and webinars have been most helpful?



# Orientation Model – Kerry C.

- 3 Session Orientation for all new participants
  - Understanding symptoms and treatments
  - Consent
  - Hospitalization
  - Coordinating Care
- Collaboratively developed through staff and participant feedback
- Billed as a group

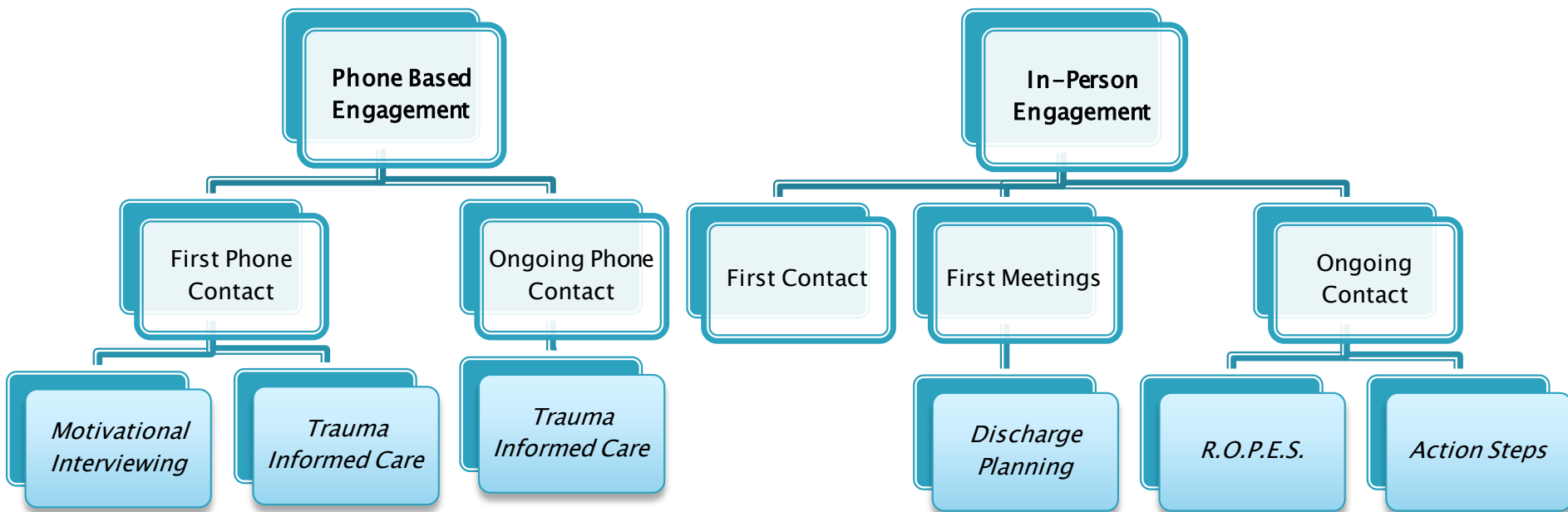


# Why We Joined the LC:

- Decrease no show rates
- Improve participant outcomes
- Decrease early termination



# Engagement Practices Process



*Every point of contact is an opportunity for engagement!*



# Areas Where We Made the Most Progress

- Gaining participant feedback
- Enhancing the engagement skills of non-clinical staff
- Discussing engagement skills with seasoned clinicians
  - Utilizing supervision



# Chat: Next Steps

- How will you continue to better engage participants?
- What resources will you utilize and what engagement practices will you focus on?
- Are you planning on targeting specific clinicians or will this be a group process moving forward?
- Survey in June!





# Any Feedback for Our CTAC Team?

- Anything we can do differently as a team to better help or support you?



# Congratulations!



# Thank you and Keep in Touch!



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