SR 76-14 Optum Education and Training | Quarter 1 January— March 2020

Medicaid Expansion Webinars

Medicaid Expansion: What Providers Need to Know is a webinar designed to assist providers in supporting their clients as we expand Medicaid coverage in Idaho. The webinar, hosted by Senior Clinical Trainer at Optum Idaho, Rina Lingelbach, provides an overview of Medicaid Expansion eligibility, enrollment, and steps to access services and orients providers to what is changing, transitions to expect, and Medicaid Expansion resources that are available for a variety of questions and needs. Further information can be obtained from the resources provided throughout and at the end of the webinar. In addition to the 166 individuals who attended these trainings live or viewed the webinar recording in Q4 2019, an additional **7** providers viewed the webinar recording in Q1 2020.

Skills Training and Development (STAD)

The purpose of the Optum Idaho Skills Training and Development (STAD) course is to give providers a foundation of best practices and evidence-based strategies for running groups, for both children and adults. The training describes how to work with clients in a group setting, including considerations specific to youth, adults, and clients of different cultures, needs, and preferences. In Q1 2020, **22** providers successfully completed the STAD online training as part of their STAD Endorsement requirements in preparation to deliver STAD services.

Youth Support Community of Practice

The Youth Support Community of Practice is an online community and gathering place for Youth Support providers to participate in discussions, share insights, ask questions, address challenges, share progress and engage in ongoing learning around Youth Support while connecting with other Idaho Youth Support providers.

Facilitated by Subject Matter Expert, Diane Johnson, Optum Idaho's Education and Training team, and guests, these sessions take place on the third Wednesday of every month.

Youth Support Community of Practice (CoP)	Number of live attendees
January 2020 CoP TOPIC: Welcome and Introduction to Idaho's Youth Support Community of Practice	9
February 2020 CoP TOPIC: De-escalation Techniques in the Community	8
March 2020 CoP TOPIC: Self-Care	7
Total providers registered for series	74

Telemental Health Q & A

Given changing needs in light of COVID-19, and adjoining changing policy to allow providers to temporarily offer services via Telemental Health (TMH), Optum Idaho held two live Q&A sessions to answer any questions providers had about offering services via TMH or telephonically.

Telemental Health Q & A	Number of live attendees
Friday, March 20th, 2020	59
Tuesday, March 24th, 2020	63

Telehealth E-Learning Courses

Given changing needs in light of COVID-19, and adjoining changing policy to allow providers to temporarily offer services via Telemental Health (TMH), providers were also informed about special on-demand training opportunities related to delivering services via TMH.

Telemental Health Courses	Number of learners
Best Practices for Delivering Telehealth *This course teaches about different modalities of treatment using telehealth in the behavioral health sciences, including a description of the most effective approaches. Providers gain knowledge about building and maintaining rapport with clients remotely via telehealth, and learn about the strengths and weaknesses of telehealth practice, including ways to address those weaknesses.*	9
Ethical and Legal Guidelines for Telehealth *This course covers the ethical and legal guidelines for conducting telehealth with adults who have behavioral health issues, covering informed consent, as well as guidelines on confidentiality, boundaries, and privacy, including rules for sharing information. Providers learn about mandatory reporting under the Health Insurance Portability and Accountability Act (HIPAA), along with prerequisites for delivering telehealth.*	9
Telehealth in Clinical Practice *This course centers on what telehealth is, provides a brief history of telehealth, and discusses the research base supporting telehealth for behavioral health services. Providers gain knowledge of using telehealth technologies for behavioral health services, including potential advantages and challenges.*	8
Clinical Assessment via Telehealth Applications *This course focuses not only on telehealth delivery systems, but also on specific remote clinical services that begin with the remote intake and the referral process. In this course, providers learn helpful approaches for how to establish rapport with the people they serve via the comprehensive intake process that includes screening assessments, a brief intervention, and a referral to treatment.*	7

Blended Learning

Nonviolent Crisis Intervention Training

The purpose of the Nonviolent Crisis Intervention Training Program through the Crisis Prevention Institute (CPI) is to ensure that providers have appropriate expertise in managing crisis situations. This training, considered the standard for crisis prevention and intervention training, teaches providers proven strategies to safely and effectively respond to anxious, hostile, or violent behavior while balancing the responsibilities of care. A total of **140** individuals completed the web-based portion, and a total of **160** completed the in-person phase, of the trainings during Q1 2020.

Crisis Prevention Institute (CPI) Completed Training	Number of learners
Nonviolent Crisis Intervention Course- Blended Learning Online | In-Person	140 | 160

Relias Spotlight Series

The Relias Spotlight Series is a monthly education bulletin, delivered to providers at the start of each month. The goal of the series is to make providers aware of, and invite them to access, a list of free, easily accessible, and mostly CEU-eligible courses on Relias. By highlighting a different and highly relevant behavioral health topic area each month, the goal is to equip providers with knowledge of best practices and strategies to effectively support clients in their practice.

January 2020 Topic: Co-Occurring Disorders	Number of learners in Q1 2020
Advanced Co-Occurring Disorders	6
CBT in Substance Use Disorder Treatment	4
Co-Occurring Disorders: An Overview for Paraprofessionals	70
Integrated Treatment for Co-Occurring Disorders Part 1—EBP	3
Integrated Treatment for Co-Occurring Disorders Part 2—EBP	3
Adolescent Substance Use Disorder Clinical Pathways	7
Incorporating Recovery Principles and Practices into Mental Health Treatment	16
Total providers registered for series	64

February 2020 Topic: Transition Age Youth	Number of learners in Q1 2020
Addressing the Needs of Transition Age Youth	8
Best Practices for Youth with Behavioral Health Needs involved with the Juvenile Justice System	4
Ecological Systems Of Care for Children and Youth	1
Ethical Considerations in Substance Use Treatment for Youth	3
Non-suicidal Self-Injury in Children, Adolescents, and Young Adults	13
Prevention of Substance Use for Transitional Aged Youth	1
Promoting Normalcy for Youth in Foster Care	1
Strengths Based Approach in Working with At-Risk Youth	6
Suicide in Adolescents and Transition Age Youth	6
Total providers registered for series	28

March 2020 Topic: Cultural Competency	Number of learners in Q1 2020
A Culture-Centered Approach to Recovery	26
Cultural Competence	276
Cultural Issues in Treatment for Paraprofessionals	44
Cultural Dimensions of Relapse Prevention	13
Behavioral Health Services and the LGBTQ+ Community	7
Total providers registered for series	18

Optum Idaho E-Learning

Providers also completed a variety of e-trainings during Q1 2020. A list of representative courses and associated number of completions is provided below.

Optum Idaho Endorsement: General Foundation

Optum Idaho has developed an endorsement program to support the service delivery of YES services: Targeted Care Coordination, Skills Building/CBRS, Youth Support, as well as this General Foundation Training Plan. All training plans have been developed in alignment with national certification core competencies and/or knowledge domains where available with Idaho localization factors considered to stimulate workforce interest and provider engagement with a new endorsement program. This is the General Foundation training plan for Paraprofessionals and includes course modules on key industry topics.

Optum Idaho: TCC Toolkit Training

Optum Idaho: TCC Toolkit Training provides an overview of TCC, a new service available as of June 1, 2019 to IBHP members under the age of 18. This training outlines TCC tasks throughout the Child and Family Team process, TCC components, and TCC Toolkit documents.

Optum Idaho: Targeted Care Coordination

The Optum Idaho: Targeted Care Coordination training contains nine modules incorporating CCM core competencies with Idaho specific to the TCC role including: The Role of the Care Coordinator, Community-Based Service Array and Partnerships, Skills for Engaging and Supporting Clients, Working within Family Systems, Cultural Competency and Effective Communication, Ensuring Client Safety, Quality Outcome Evaluation and Measures, and Professional, Legal and Ethical Responsibilities.

CANS Overview Training

The CANS Overview Training introduces providers to the CANS tool— what it is, how it is used, and how it fits in with the YES System of Care.

OSSM Training

This recorded webinar guided providers in the use of The Optum Supports and Services Manager (OSSM) on-line platform utilized in some of the CFT functions and in order to submit PCSPs to Optum Idaho.

Q1 2020 - Completed Optum Idaho E-Learning	Number of learners
Respite Care for Families of Youth with Serious Emotional Disturbance	54
Respite Care for Families of Youth with SED Supervisor Training	4
Family Psychoeducation: Introduction to Evidence-Based Practices	6
Optum Idaho: Skills Building/CBRS Treatment Planning and the Service Request Form	7
Skills Building Webinar 5.17.18	6
CANS Overview Training Video	38
Optum Idaho: Targeted Care Coordination Toolkit Training	32
Optum Idaho Targeted Care Coordination	48
Optum Idaho Endorsement: General Foundation (Training Plan)	34*
Optum Idaho Youth Support	3
Optum Supports and Services Manager (OSSM) Tutorial	14
Optum Idaho Network Overview	74
Optum Idaho: Understanding Disruptive Behavior Disorders in Children and Adolescents	5
Optum Idaho: Assessing Disruptive Behavior Disorders in Children and Adolescents	7
Optum Idaho: Supporting Students with Disruptive Behavior Disorders	6
Optum Idaho: Teaching Skills to Support Children with Disruptive Behavior Disorders	6
Optum Idaho: Teaching Skills to Support Adolescents with Disruptive Behavior Disorders	6
Optum Idaho: Teaching Skills to Support Parents with Disruptive Children	5
Optum Idaho: Teaching Skills to Support Parents with Disruptive Adolescents	4
Total Relias Courses Completed	359

* Another 221 providers are in progress to completing this training.