

Preliminary evaluations of an online training for service providers working with young adults with mental health issues



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1 | Background

Emerging adulthood from years 15-25/30.

Discouraging outcomes:

- » High school and post-secondary education
- » Employment
- » Stable housing

Risk factors:

- » High school and post-secondary education
- » Employment

Service gaps (Tunnels and cliffs):

- » Age cut-offs
- » Different eligibility criteria across systems
- » Specialization across service agencies

2 | Training

- » Ten one-hour modules developed from tested core content and approved by national advisory group of young adults, family members, service providers, and researchers.
- » Asynchronous, free training through narrated slides, interactive exercises, knowledge checks, and video clips of young people, service providers, and family members.
- » Each focuses on one or two core competencies, emphasizing knowledge, attitudes, and skills.

Modules	
Module 1. <i>Partnering with youth and young adults</i>	Module 6. <i>Providing Individualized and Developmentally Appropriate Services</i>
Module 2. <i>Promoting recovery</i>	Module 7. <i>Developing Healthy Relationships</i>
Module 3. <i>Increasing Cultural Awareness and Building Community Support</i>	Module 8. <i>Planning partnerships with providers of other services and collaborating to bridge service gaps</i>
Module 4. <i>Fostering Resilience and Family Supports</i>	Module 9. <i>Promoting support from family, peers, and mentors</i>
Module 5. <i>Promoting Cross-Cultural and Intergenerational Relationships</i>	Module 10. <i>Using Evidence-supported Practices and Individualizing Interventions</i>

3 | Pilot Evaluation Project I

- » Open call through conference sign-up sheets, mailing lists and website announcements for evaluation of module 1 and 2.
- » 100 service providers providing wide range of services and students for module one and 33 for module two.

Type of services provided sample module 1

Services	N
Disability	17
Education	28
Family Support	30
Housing	17
Peer Support	22
Mental Health	48
Mentoring	19
Social Services	28
Special Education	14
Transition Planning	38
Vocational and Career Services	30

Type of services provided sample module 2

Services	N
Disability	6
Education	9
Family Support	9
Housing	3
Peer Support	8
Mental Health	20
Mentoring	6
Social Services	8
Special Education	4
Transition Planning	16
Vocational and Career Services	10

- » Instruments included the Transition Service Provider Competency Scale (TSPC) pre- and post-test, helpfulness ratings of the training segments, and open-ended questions.
- » 90% of participants rated the training as *very helpful* or *somewhat helpful*.
- » Video segments, especially of young persons, were rated most helpful.

Module	TSPC pre-test	TSPC post-test
Module 1 ^a	72.34 (25.92)	83.55 (20.71)***
Module 2 ^b	82.41 (13.98)	89.30 (9.58) ***

Note. ^a N = 41. ^b N = 21. *** = .000

4 | Pilot Evaluation Project II

- » Module 1 & 2 for Performance Improvement Project (PIP) for regional support network (NSMHA).
- » TSPC over 2 and 4 months post-training.
- » 73 Master or higher level clinicians providing ≥ 5 therapeutic outpatient Medicaid services to at least 1 high-risk youth aged 16-20 in a 3 month period.

Assessment (TSPC)	Pre-training	2 months	4 months
# eligible & available*	82	62	53
# completed (response rate)	79 (96.3%)	57 (91.9%)	51 (96.2%)
Mean (SD) TPSC Score	74.1 (15.6)	82.1 (12.1) †	83.2 (14.4) †

* Not lost to follow-up due to leaving position/agency, FMLA, etc.

† $p < 0.05$

Top Boosters:

- » Supervision
- » Contact with other colleagues
- » Refresher opportunities

Top Barriers:

- » Not identifying as high-risk transitional aged youth specialist, and not seeing such youth frequently enough to regularly use skills.
- » Structure of practice system (time, integration with caseload/other responsibilities, lack of resources) and client/family engagement.
- » “Too much training/not enough time” infrequently endorsed as barrier.

5 | Implications

- » Training feasible and effective for improving self-assessment of competence.
- » Need more information about translation into practice behaviors.
- » Pathways Transition Training Partnership (PTTP) evaluation project:
 - » Group 1 online training modules only, group 2 online training and training boosters, and group 3 no training waitlist.

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