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# CCBHC-E National Training and Technical Assistance Center

*The Complex Care Certificate Webinar*

*May 8, 2024*

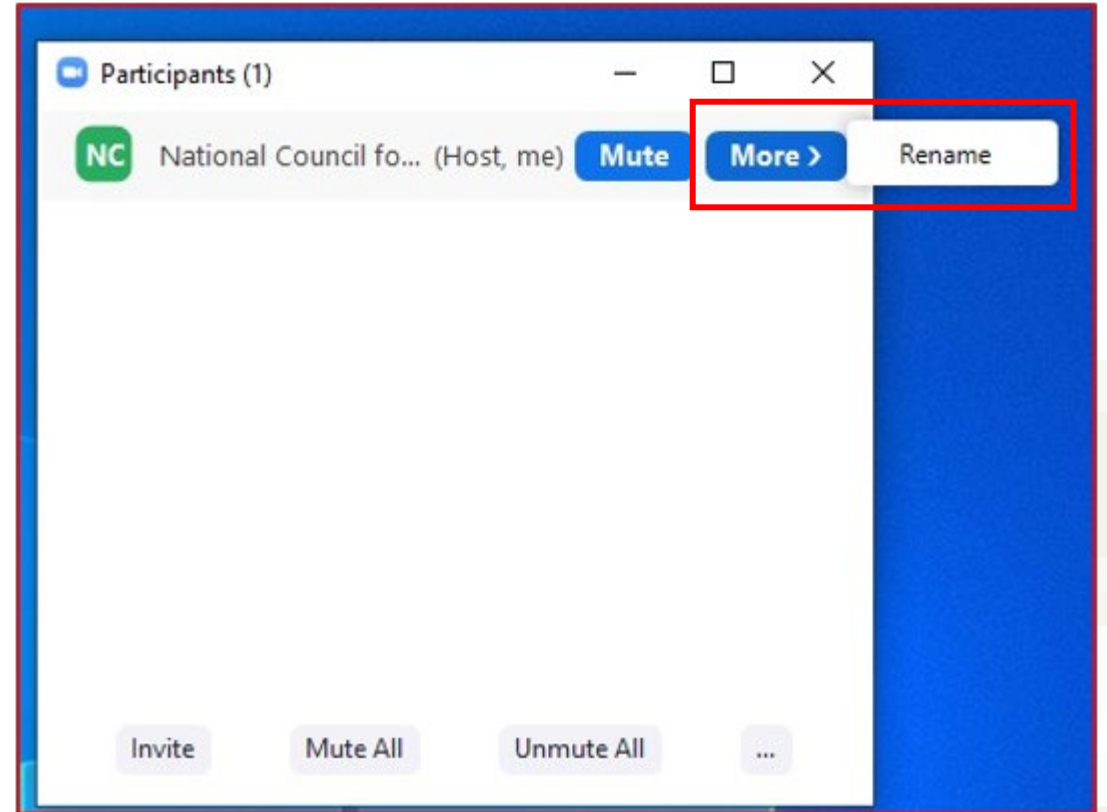
**CCBHC-E National Training and Technical Assistance Center**

*Funded by Substance Abuse and Mental Health Services Administration and operated by the National Council for Mental Wellbeing*

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# Logistics

- Please rename yourself so your name includes your organization.
- *For example:*
  - **Roara Michael, National Council**
- *To rename yourself:*
  - Click on the **Participants** icon at the bottom of the screen
  - Find your name and hover your mouse over it
  - Click **Rename**
- If you are having any issues, please send a Zoom chat message to **Roara Michael, National Council**

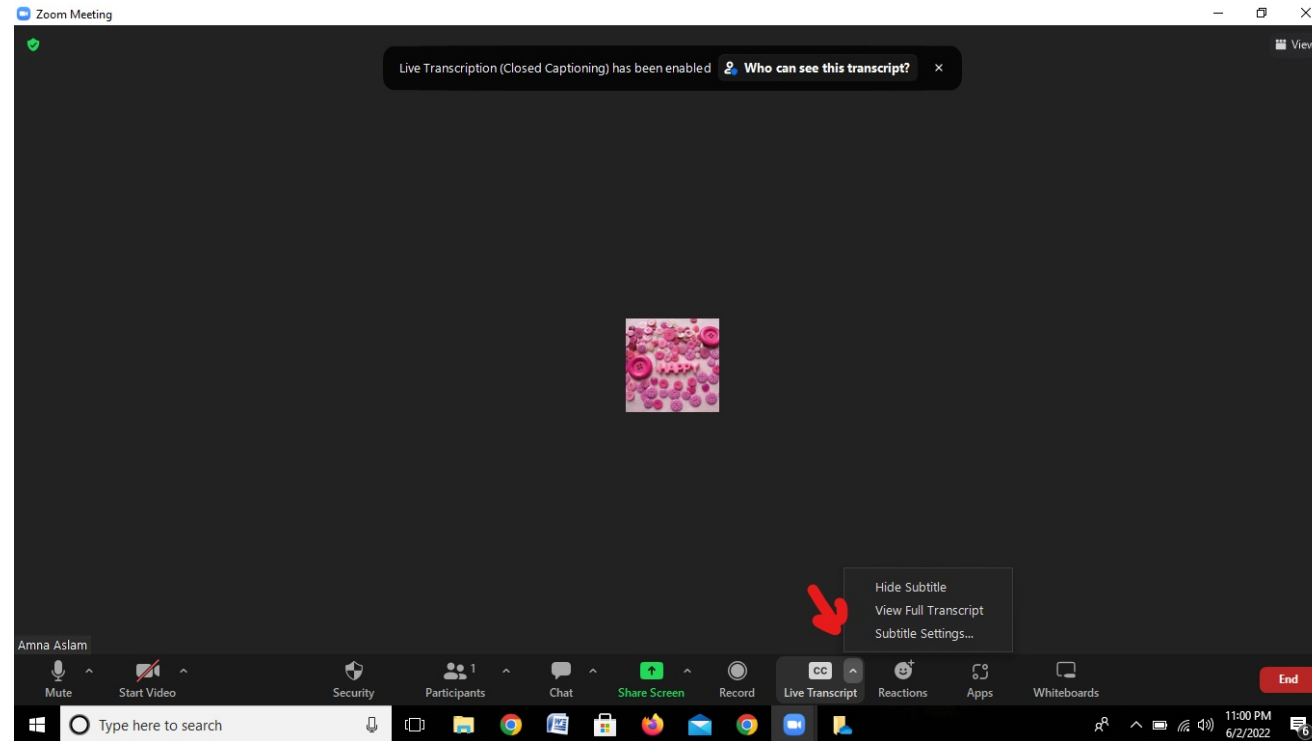


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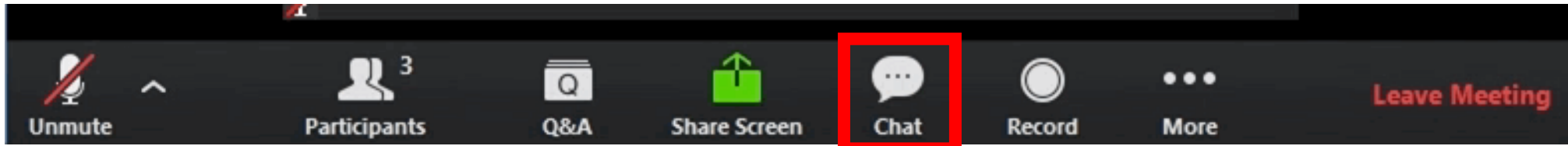


# How to Enable Closed Captions (Live Transcript)

Next to “Live Transcript,” click the arrow button for options on closed captioning and live transcript.



# How to Ask a Question



Please share questions throughout today's session using the **Chat Feature** on your Zoom toolbar.  
We'll answer as many questions as we can throughout today's session.

# Your Learning Community NTTAC Team



**Blaire Thomas, MA**  
Senior Project  
Manager



**Roara Michael, MHA**  
Project Manager



# The Complex Care Certificate

A free training resource for CCBHCs



HEALTHY MINDS ■ STRONG COMMUNITIES



# Agenda



**Amandalynn Salzman**  
Assistant Vice President  
Oaks Integrated Care



**Leigh Wilson-Hall**  
Director, Care Management and  
Clinical Redesign Initiatives  
Camden Coalition



**Carter Wilson**  
Director, National Center for  
Complex Health and Social Needs,  
Camden Coalition

Welcome and introductions

Overview of the Complex Care Certificate

Applications in CCBHCs

Open discussion

Next Steps



# Review while we discuss



<https://courses.camdenhealth.org/learning-paths/complex-care-certificate>

# The Camden Coalition

## MISSION

Improve the health and well-being of people with complex needs by demonstrating and advancing equitable ecosystems of care

## VISION

Transformed health and social systems that ensure every individual receives person-centered care rooted in authentic healing relationships

## ORGANIZATION-WIDE GOAL

By 2025, confront inequities and system failures by strengthening the ecosystems of care for 500 communities in Camden, across New Jersey, and around the country.

# Oaks Integrated Care

Certified Community Behavioral Health  
Clinic (CCBHC)

Comprehensive  
MH/SUD services

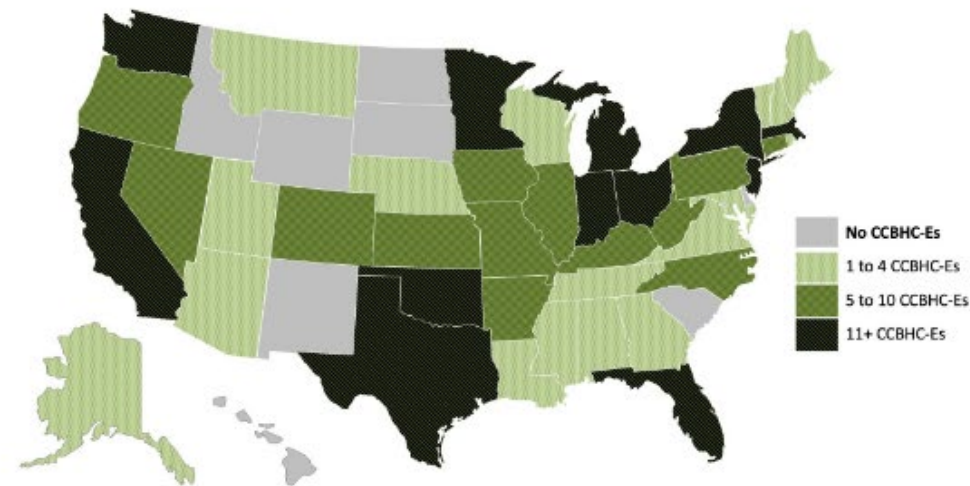
Timely and  
meaningful access  
to treatment

Care Coordination

Serve individuals  
regardless of  
ability to pay

*"Transform community behavioral health  
systems"*

SAMHSA administered grants  
for CCBHC Expansion nationwide





## The Camden Coalition's Work on the Ground:

We work directly with individuals with complex health and social needs to meet their own goals for health and well-being — and with partners locally and across the state to redesign systems to address the barriers our participants face.



# Pledge to Connect

Cross-organizational collaboration to **improve services for individuals who visit the Emergency Department for Behavioral Health challenges** by connecting them to timely, appropriate and person-centered outpatient services

- Four hospitals have come together in a five-county area to test out this transition of care workflow where a CCBHC is embedded in the ED for warm referrals & does community-based follow up with patients.
- Since January 1, 2022, **over 7,000 referrals made for 6,386 individuals.**
- **71% of patients working with a CCBHC navigator accepted services**
- **89% had a behavioral health intake appointment scheduled**
- **47% attended within 6 days of ED visit**





The National Center for Complex Health and Social Needs, an initiative of the Camden Coalition, is catalyzing the emerging **field of complex care** by inspiring, connecting, and supporting an evolving community of complex care practitioners and leaders.



**Camden  
Coalition**



**The National Center**  
for Complex Health & Social Needs  
*An initiative of the Camden Coalition*

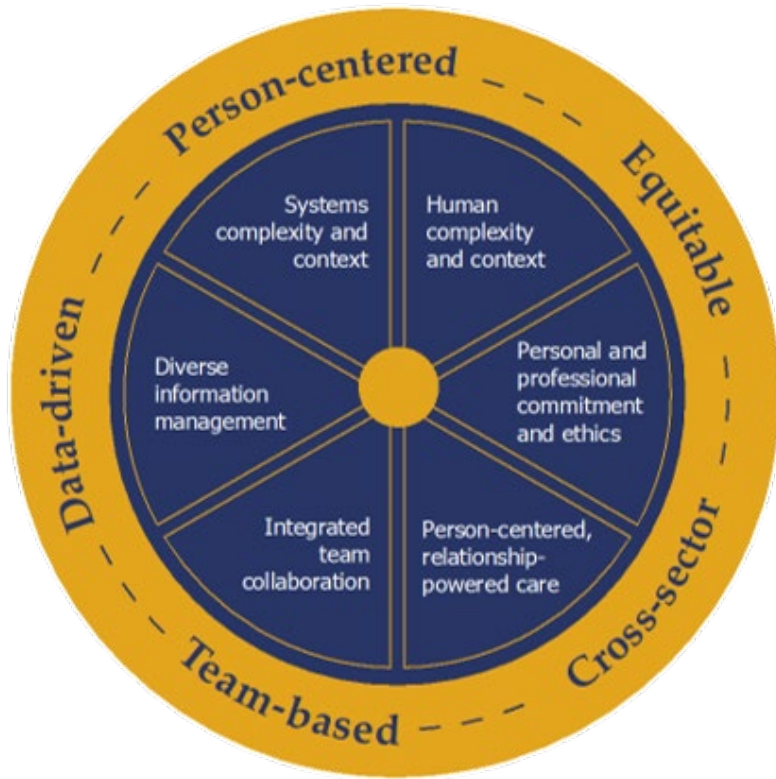


# Complex Care Certificate



# Complex Care Certificate is focused on the frontline

## Core Competencies for Frontline Complex Care Providers



A set of 30 competencies developed by the Camden Coalition in collaboration with experts from across the country, including people with lived experience. Sample competencies:

- Assess root cause of individual health needs and population disparities to inform care, programmatic, and systems-level decisions.
- Cultivate individuals' resilience, ability, and self-efficacy in high-stakes moments and ability to navigate setbacks, barriers, and complex systems.
- Contribute to collaborative decision making and collective leadership

**A free complex care training and education toolkit was released in 2021**





13 CEUs available

# The Complex Care Certificate

A comprehensive curriculum for frontline staff to build the skills and knowledge necessary to provide complex care delivery and improve the health and well-being for individuals with complex needs.



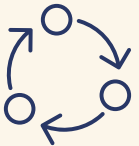
9 self-paced online courses, available individually or as an entire curriculum. Bulk discounts available!



Teaches frontline providers and their supervisors, the skills, attitudes, and knowledge needed to do this difficult work.



Perfect for all types of care workers—community health workers, nurses, case managers, social workers, peers, and many others.



Includes a variety of teaching methods: team activities, mixed media, patient & practitioner stories, discussion posts and more.



Rooted in [complex care core competencies](#) developed alongside other industry leaders, including PWLE and frontline providers.

## COMPLEX CARE CERTIFICATE

### Courses

#### *An introductory primer on complex care\**

##### ***Introduction to complex health and social needs***

Interplay and compounding effects of multiple health, behavioral health, and social needs

##### ***Relationship-building in complex care***

Building authentic healing relationships, setting boundaries, and establishing self-care practices

##### ***Power and oppression in complex care***

Power dynamics in complex care, self-reflection on privilege and bias, and responsible use of power

##### ***Trauma-informed complex care***

Principles and practices of trauma-informed care in complex care settings

##### ***Harm reduction in complex care***

Principles and practices of harm reduction in complex care settings

Up to 13 CEUs available for the following designations:  
AMA, ANCC, APA, AAPA, ASWB, CCMC, IPCE

##### ***Motivational interviewing in complex care***

Principles and practices of motivational interviewing in complex care settings

##### ***Care planning in complex care***

Generating, implementing, and maintaining strengths-based and person-centered care plans

##### ***Complex care delivery***

Person-centered language, implementing care plans, and navigating complex systems

##### ***Collaboration and communication in complex care teams***

Building authentic healing relationships, role clarity, collaborative decision-making, and conflict transformation in teams

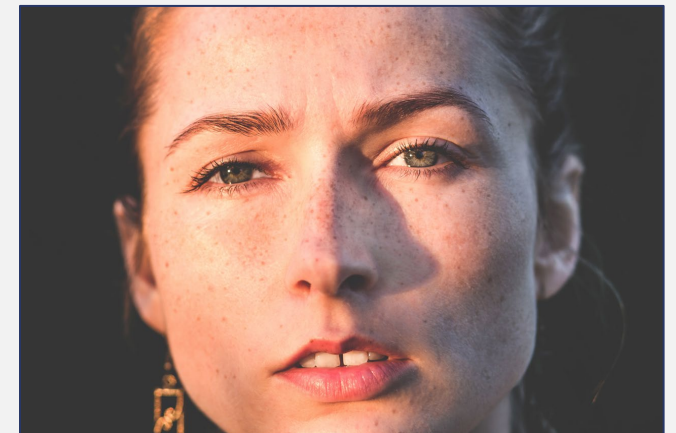
##### ***A systems change project\****

# The Certificate anchors learning in patient case studies representing key complex populations



**Jerome** is a 72-year-old Vietnam War veteran who loves telling stories about his time in the Marines. Jerome owns his home and receives his healthcare through the Veterans Administration. Due to Jerome's age, he is experiencing arthritis in his hands and feet. He rarely leaves his home because he has difficulty walking and a history of falls and is afraid of falling in public. His basic needs are taken care of through home care services, but the nurse who comes to help him is only available for a few hours throughout the day. Although Jerome keeps in touch with his family by phone, they live a couple states away. He has begun to feel the impact of his isolation and that his PTSD symptoms have been worsening.

**Sandy** is a 35-year-old woman involved in sex work. She is independent and strong, and is a bold advocate for herself; she can get loud when she doesn't feel she is getting what she needs. Her income is unstable and she has been experiencing homelessness for five years and often does not have enough money for food or transportation. She smokes crack and occasionally lets her clients inject her with stimulants



# And uses real patient and provider interactions to demonstrate



Let's watch...

Watch this video of Brian, a housing coordinator, and Charlie, a participant. Charlie was experiencing homelessness, substance use disorder, and numerous other medical, social, and legal complexities. Brian and Charlie knew each other before they started working together when they were both experiencing homelessness. Watch the video and listen for parts that show Brian and Charlie's authentic healing relationship.



# Teaches a strengths-based approach that activates the patient in their care

## A strengths-based approach

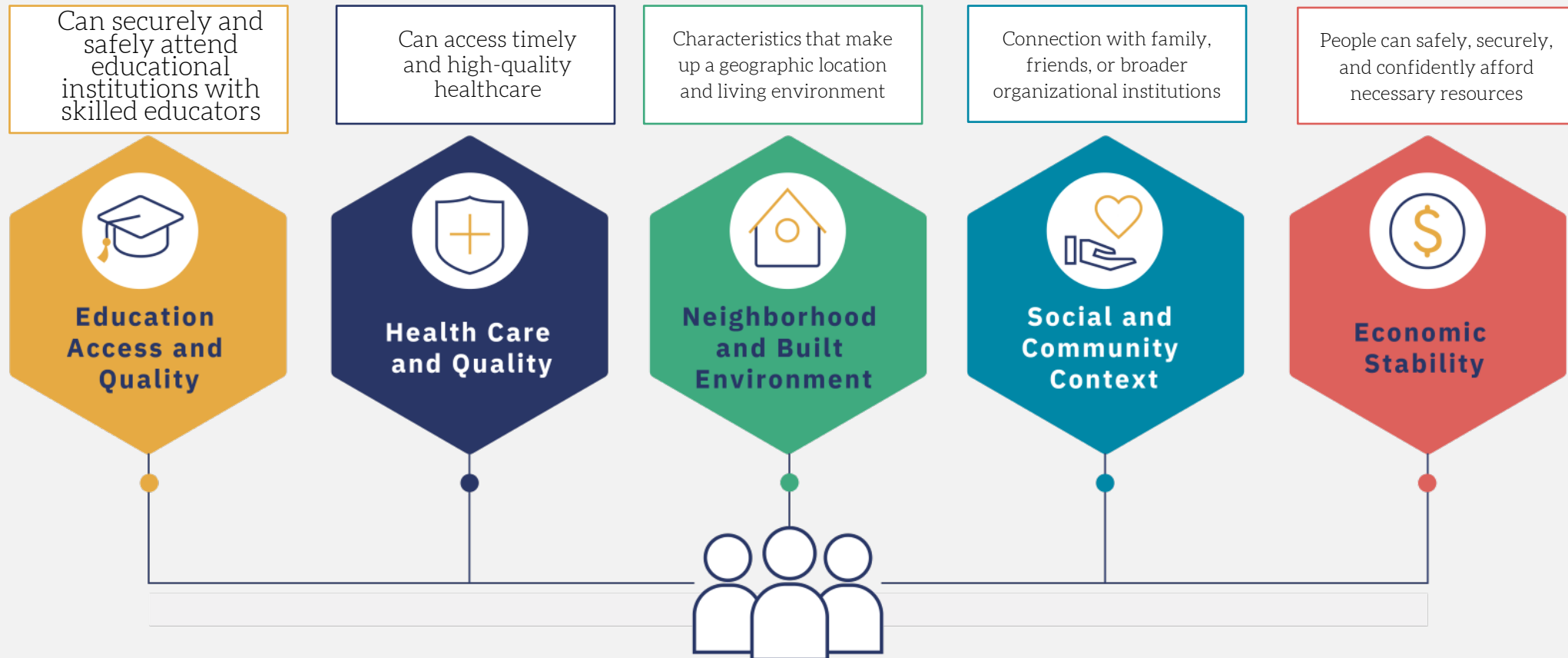


Version #1	Version #2
Reginald is a 57-year-old man who is poor, homeless, and lives in a dirty encampment by the river.	Reginald is a 57-year-old man who lives in an encampment by the river. When he is able to, he enjoys reading and learning new facts. He is quick to pick up new information.
He is paranoid, does not trust anyone, and does not leave his tent. He is not mobile and can't do any physical activity by himself. Reginald has a walker but does not use it because he's not compliant.	Reginald experiences paranoia, trusts 1-2 people, and feels most comfortable in his tent where he spends most of his time. Reginald also has difficulty with his mobility and others in the camp often assist him with what he needs. He has a walker, but it is difficult to use in the terrain where he lives and with his lower extremity conditions.
Reginald says he wants to move out of his tent but has not made the effort to get the appropriate photo ID or veterans' documentation. He is not motivated.	Reginald expresses that he wants to move out of his tent and into his own home. He is tired from the stress and paranoia of living at the encampment and wants to feel settled in a safe place. However, he is not sure how to get photo ID or any of his veteran documentation, which he knows he needs to find housing.



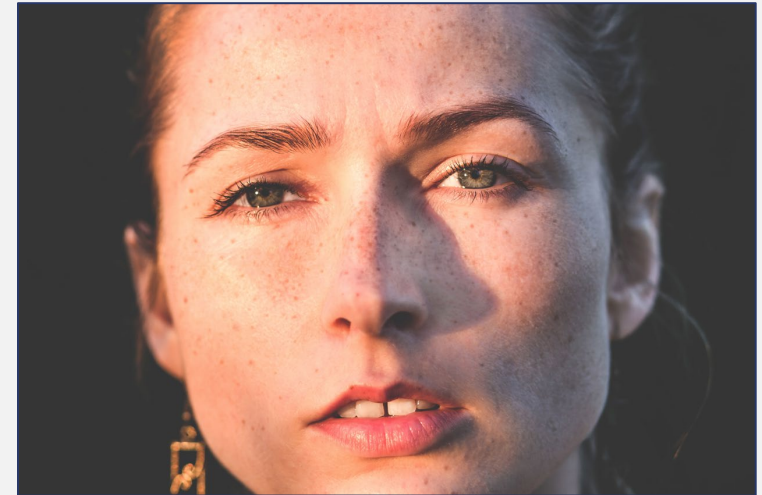
# Provides shared language and frameworks to support learning and collaboration

## Drivers of Health



# Promotes team-wide learning and collaboration through downloadable activities

One of **Sandy**'s friends recently referred her to a drop-in center where she can get meals. It is far away from where Sandy stays, and she does not have money for transportation. In the past month, Sandy was able to go a few times and got to know a social worker at the drop-in center who has given her information about substance use treatment centers and employment services. She has been thinking about looking into the services more, but she has heard from a few of her friends that some providers at the treatment facility are rude and condescending.



## Directions

**Role-players:** One person will volunteer or be assigned to play the role of the patient. Another person will play the role of the complex care practitioner. The individuals in the role-play scenario should have a 3 to 5-minute conversation where the practitioner uses OARS skills. Use a scenario from your work or one of the case studies at the end of this worksheet as background information for the role-play conversation.

## Discussion questions for role-players

- How did it feel to use the OARS skills?
- What emotions were you experiencing in the situation?
- How did the role-play remind you of a time when you were talking about behavior change in your work?
- What did you do during the conversation with the patient?
- How was it different from what you did in this scenario?
- How did it feel to be the patient during this scenario?

# Discussion

- What do new frontline providers in your organization struggle with when it comes to patient care?
- How does your organization currently train and develop frontline providers? What is working? What is missing?
- How could the Complex Care Certificate enhance or expand existing training efforts?



Thank you!

Need help accessing the Certificate?

Email us at [coursesupport@camdenhealth.org](mailto:coursesupport@camdenhealth.org)



# CCBHC-Expansion Grantee National Training and Technical Assistance Center

*We offer CCBHC grantees...*



## Virtual Learning Communities, Webinars and Office Hours

Regular monthly offerings that are determined based on grantees expressed needs.



## Opportunities for Collaboration with Other Grantees

Monthly Peer Cohort Calls for CCBHC Program Directors, Executives, Evaluators and Medical Directors.



## Direct Consultation

Request individual support through our website requesting system and receive 1:1 consultation.



## On-demand Resource Library

Includes toolkits, guidance documents, and on-demand learning modules.



Access our website to register for upcoming events, submit a consultation request or scan our on-demand resource library:  
<https://www.thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/>

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About Us Our Work Get Involved Membership News & Events

**Working to ensure that mental wellbeing is a reality for everyone.**

Our Vision & Values

**HILL DAY at Home**  
OCTOBER 18, 2023  
**Register Now!**

Event  
**Hill Day at Home 2023**  
Oct 18, 1:00 pm – 4:00 pm  
Register now for our Virtual Policy Institute, where we'll contact our elected officials and urge them to pass meaningful legislation supporting expanded access to mental health and substance use care.  
[Read more →](#) PUBLIC POLICY

Blog  
**Shaped by a Moment: My Journey to Mental Health First Aid**  
Sep 20, 2023  
[Read more →](#)

Blog  
**Keeping Youth Mental Wellbeing in Mind (Part 2)**  
Sep 15, 2023  
[Read more →](#)

Blog  
**Recovery Month: Let's Hear it for Peers**  
Sep 12, 2023  
[Read more →](#)

**NATIONAL RECOVERY MONTH**  
National Recovery Month 2023  
Sep 1, 2023  
[Read more →](#)

**How You Can Get Involved**

# Questions or Looking for Support?



Visit our website and complete the [CCBHC-E NTTAC Request Form](#)

Slides, recordings and session resources will be available on our [New Grantee Learning Community webpage](#) approximately 2 days following each session



[thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/request-training-assistance/](https://thenationalcouncil.org/program/ccbhc-e-national-training-and-technical-assistance-center/request-training-assistance/)

NATIONAL COUNCIL for Mental Wellbeing