Application of Core Components:
A Mental Health Agency's Perspective

Eleanor Castillo Sumi, Ph.D., BCBA-D
VP, Research & Program Development
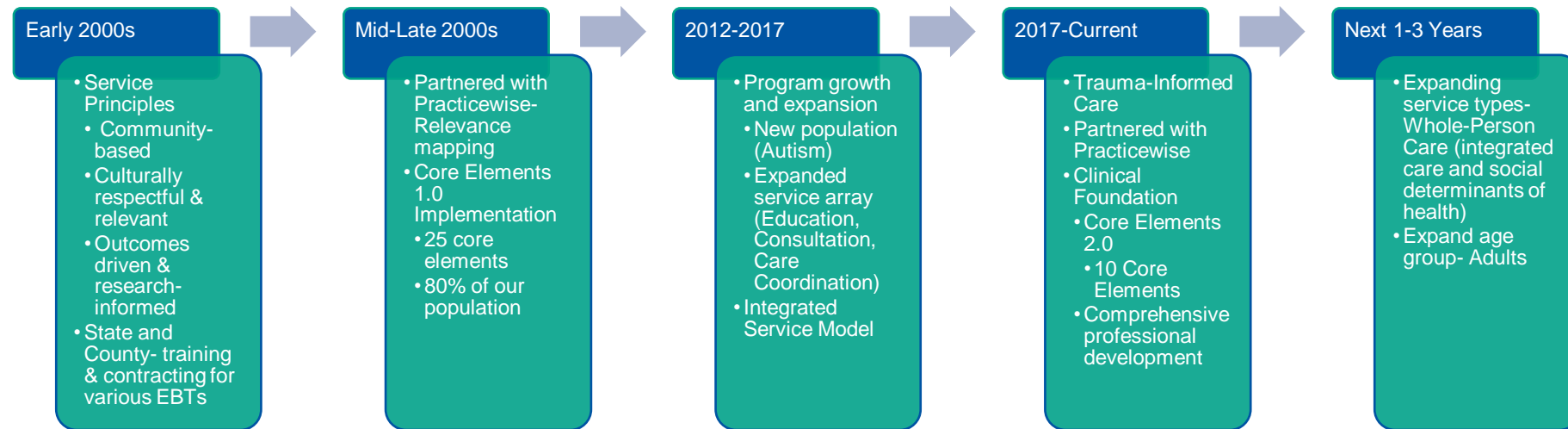OPRE 2020 Methods Meeting
October 29, 2020

Uplift Family Services

*We do whatever it takes to strengthen and advocate for **children, families, adults, and communities** to realize their hopes for behavioral health and well-being.*

Legend:
- Bay Area Region
- Capital Region
- Central Region
- Inland Empire Region
- Los Angeles Region

➢ Provide services in over 30 counties
➢ Over 100 programs
➢ Traditional services range from prevention to crisis to Wraparound/Residential
➢ Emerging services- Integrated physical and behavioral health (collaborative care), health homes (care coordination)
➢ 85% public/government funding
➢ Serve over 35,000 children, adolescents, young adults and their family members annually
➢ More than 95% are from low-income families
➢ 74% are people of color
➢ 44% Female, 56% Male
➢ Ages 0-26

# Core Components Continuous Quality Improvement

Early 2000s

- Service Principles
  - Community-based
- Culturally respectful & relevant
- Outcomes driven & research-informed
- State and County- training & contracting for various EBTs

Mid-Late 2000s

- Partnered with Practicewise- Relevance mapping
- Core Elements 1.0 Implementation
- 25 core elements
- 80% of our population

2012-2017

- Program growth and expansion
- New population (Autism)
- Expanded service array (Education, Consultation, Care Coordination)
- Integrated Service Model

2017-Current

- Trauma-Informed Care
- Partnered with Practicewise
- Clinical Foundation
  - Core Elements 2.0
    - 10 Core Elements
- Comprehensive professional development

Next 1-3 Years

- Expanding service types- Whole-Person Care (integrated care and social determinants of health)
- Expand age group- Adults

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Integrated Service Model (ISM)

- Framework for service delivery

- Integrates the humanistic and analytical perspectives

- Attends to our principles and values that we apply throughout service

- Builds a common language and practice across regions

- Focuses on partnership with families

Core Elements 1.0 Challenges and Lessons Learned

- Outcomes - Did we achieve what was intended?
  - Organization
    - Training sustainability
    - Recruitment, retention, and on-boarding efficiency
    - Fiscal stability - training, contracts
  - Clinicians
    - Adaptability
    - Efficiency in achieving treatment outcomes
  - Client
- Challenges
  - Difficulty retaining "certified" staff
  - Lack of common language between different EBPs
  - Lack of shared vision for the integration of our service principles, ISM, new programs and service lines
- Lessons learned
  - Plan beyond training – full operation and sustainability
    - Bridge training to application (training vs coaching)
    - Track professional development
  - Do not underestimate workflow and programmatic business processes
  - Design system at all levels - organization/program to support or reinforce desired clinical skills

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Speak MULTIPLE LANGUAGES
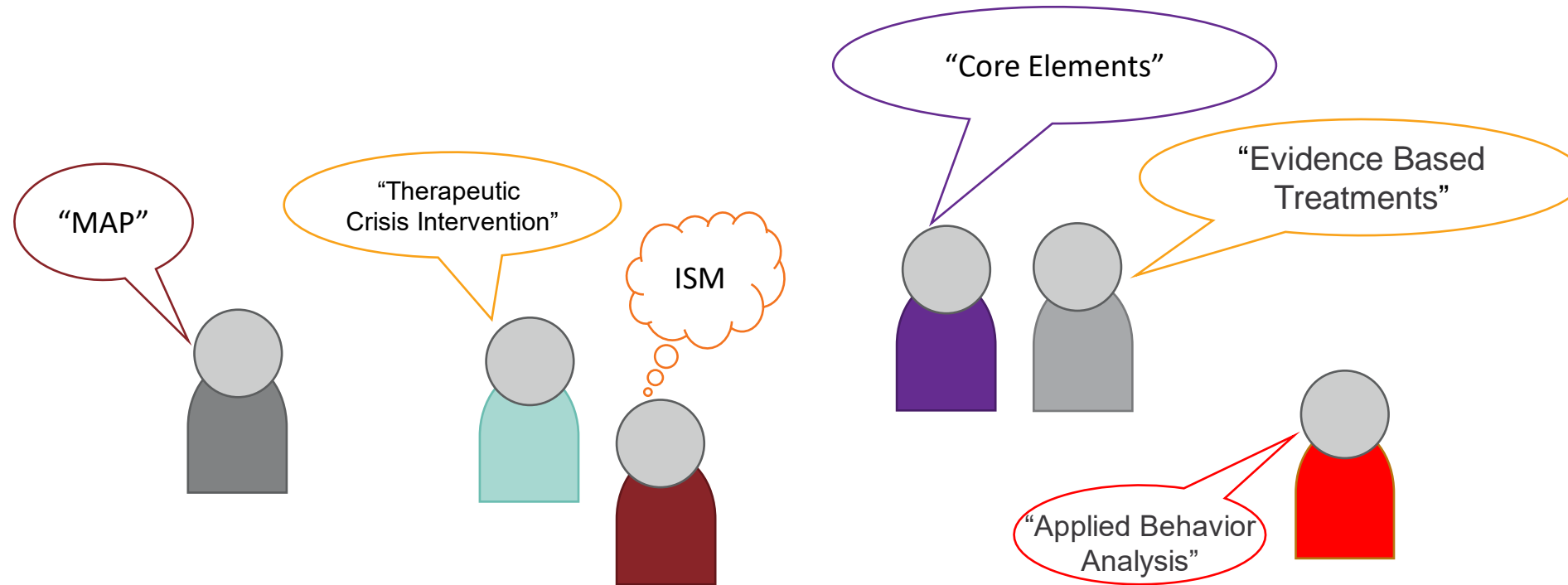
- To coordinate across multiple knowledge bases, systems must…

Core Elements: Inherent to ISM

1. Activity Selection
2. Cognitive
3. Exposure
4. **Motivational Enhancement**
5. Narrative: Trauma
6. Personal Safety Skills
7. **Praise**
8. Problem Solving
9. **Psychoeducation**
10. Relaxation

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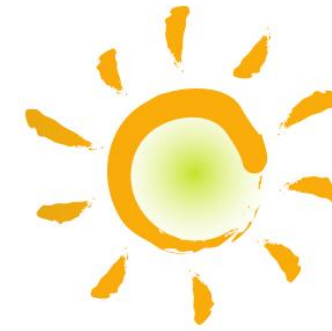
Core Elements: "FLAGSHIP" For Needs We See Most

1. Activity Selection

2. **Cognitive**

3. **Exposure**

4. Motivational Enhancement

5. Narrative: Trauma

6. Personal Safety Skills

7. Praise

8. **Problem Solving**

9. **Psychoeducation**

10. Relaxation

Core Elements: Most Common Practices For Trauma

1. Activity Selection

2. **Cognitive**

3. **Exposure**

4. Motivational Enhancement

5. **Narrative: Trauma**

6. **Personal Safety Skills**

7. Praise

8. Problem Solving

9. **Psychoeducation**

10. **Relaxation**

Trauma-Informed Care

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Clinical Foundation (Core Elements 2.0) Components

1. Re-Evaluate Core Elements

2. Re-Design Training
   - Paradigm Shift in Training
   - Professional Skills Development vs Training
   - Cultural change management
   - Modular and template
   - Training differentiation roles with heavy emphasis on supervision

3. Impact-Outcomes
   - Organization- Contracts, Sustainability, Adaptability
   - Clinician and Client

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Clinical Foundations
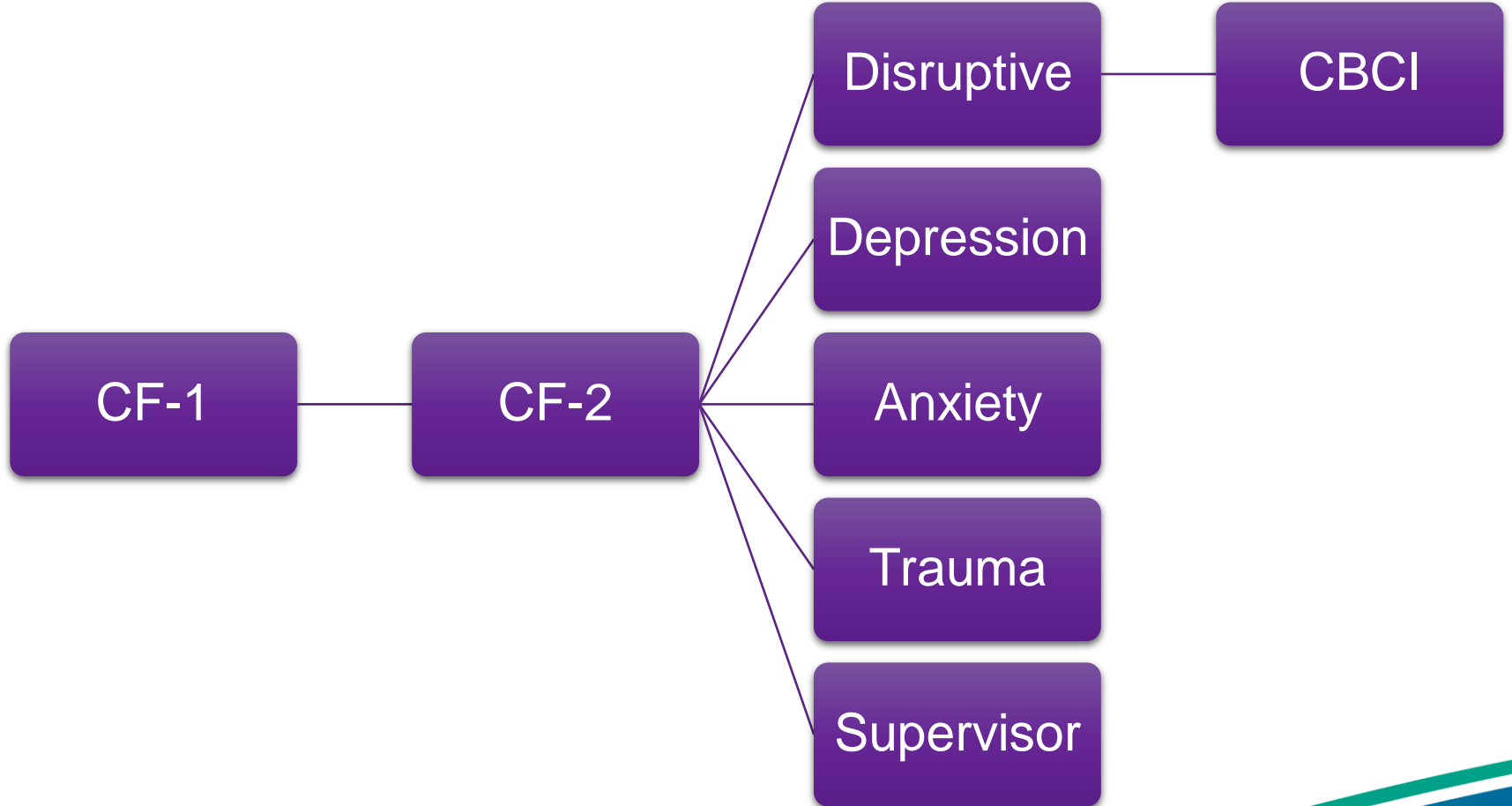
Essential Implementation and Change Management: *Organizational Drivers*

- Implementation Framework Fixsen, Naoom, Blasé, Friedman, & Wallace (2005)
  - Phases
  - Drivers
  - Communication Link
  - Teams Structure
- Project Management Tools
  - Charter, RACI matrix
- Implementation Supports
  - Electronic Health Record
  - Learning Record

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Therapist Portfolio

Learning Record

DIRECT SERVICE LEARNING RECORD

CONCEPTS	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
EBS System Model	☐	☐	☐	☐	☐	☐
CARE Process	☐	☐	☐	☐	☐	☐
The MAP	☐	☐	☐	☐	☐	☐
Connect-Cultivate-Consolidate	☐	☐	☐	☐	☐	☐
Focus-Interference	☐	☐	☐	☐	☐	☐
Clinical Event Structure	☐	☐	☐	☐	☐	☐
Embracing Diversity	☐	☐	☐	☐	☐	☐

RESOURCES	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
PWEBS	☐	☐	☐	☐	☐	☐
Practitioner Guides	☐	☐	☐	☐	☐	☐
Clinical Dashboard	☐	☐	☐	☐	☐	☐
Treatment Pathways						
Focus Area 1: _____	☐	☐	☐	☐	☐	☐
Focus Area 2: _____	☐	☐	☐	☐	☐	☐

APPLICATIONS	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
Assessment	☐	☐	☐	☐	☐	☐
Monitoring	☐	☐	☐	☐	☐	☐
Planning	☐	☐	☐	☐	☐	☐
Practice Delivery						
Practice 1: _____	☐	☐	☐	☐	☐	☐
Practice 2: _____	☐	☐	☐	☐	☐	☐
Practice 3: _____	☐	☐	☐	☐	☐	☐
Practice 4: _____	☐	☐	☐	☐	☐	☐
Practice 5: _____	☐	☐	☐	☐	☐	☐
Practice 6: _____	☐	☐	☐	☐	☐	☐
Practice 7: _____	☐	☐	☐	☐	☐	☐
Practice 8: _____	☐	☐	☐	☐	☐	☐
Practice 9: _____	☐	☐	☐	☐	☐	☐
Practice 10: _____	☐	☐	☐	☐	☐	☐
Practice 11: _____	☐	☐	☐	☐	☐	☐
Practice 12: _____	☐	☐	☐	☐	☐	☐
Practice 13: _____	☐	☐	☐	☐	☐	☐
Practice 14: _____	☐	☐	☐	☐	☐	☐
Practice 15: _____	☐	☐	☐	☐	☐	☐
Practice 16: _____	☐	☐	☐	☐	☐	☐
Practice 17: _____	☐	☐	☐	☐	☐	☐
Practice 18: _____	☐	☐	☐	☐	☐	☐

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DIRECT SERVICE LEARNING RECORD

Therapist Portfolio

Learning Record

CONCEPTS	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
EBS System Model	✓	✓	✓	□	□	□
CARE Process	✓	✓	✓	□	□	□
The MAP	✓	✓	✓	□	□	□
Connect-Cultivate-Consolidate	✓	✓	✓	□	□	□
Focus-Interference	✓	✓	✓	□	□	□
Clinical Event Structure	✓	✓	✓	□	□	□
Embracing Diversity	✓	✓	✓	✓	✓	□

RESOURCES	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
PWEBS	✓	✓	✓	✓	□	□
Practitioner Guides	✓	✓	✓	✓	□	□
Clinical Dashboard	✓	✓	✓	□	□	□
Treatment Pathways						
Focus Area 1: **Anxiety**	✓	□	✓	□	□	□
Focus Area 2: _____	□	□	□	□	□	□

APPLICATIONS	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
Assessment	✓	✓	✓	□	□	□
Monitoring	✓	✓	✓	□	□	□
Planning	✓	✓	✓	□	□	□
Practice Delivery						
Practice 1: **Psychoed: Anx-Child**	✓	✓	✓	✓	□	□
Practice 2: **Self-Monitoring**	✓	✓	✓	✓	□	□
Practice 3: **Cognitive: Anxiety**	✓	✓	✓	✓	□	□
Practice 4: **Exposure**	✓	□	✓	□	□	□
Practice 5: _____	□	□	□	□	□	□
Practice 6: _____	□	□	□	□	□	□
Practice 7: _____	□	□	□	□	□	□
Practice 8: _____	□	□	□	□	□	□
Practice 9: _____	□	□	□	□	□	□
Practice 10: _____	□	□	□	□	□	□
Practice 11: _____	□	□	□	□	□	□
Practice 12: _____	□	□	□	□	□	□
Practice 13: _____	□	□	□	□	□	□
Practice 14: _____	□	□	□	□	□	□
Practice 15: _____	□	□	□	□	□	□
Practice 16: _____	□	□	□	□	□	□
Practice 17: _____	□	□	□	□	□	□
Practice 18: _____	□	□	□	□	□	□

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Therapist Portfolio

Learning Record

DIRECT SERVICE LEARNING RECORD

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Focus-Interference	☑	☑	☑	☐	☐	☐
Clinical Event Structure	☑	☑	☑	☐	☐	☐
Embracing Diversity	☑	☑	☑	☑	☑	☐

RESOURCES	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
PWEBS	☑	☑	☑	☑	☐	☐
Practitioner Guides	☑	☑	☑	☑	☐	☐
Clinical Dashboard	☑	☑	☑	☐	☐	☐
Treatment Pathways						
Focus Area 1: Anxiety	☑	☐	☑	☐	☐	☐
Focus Area 2: _____	☐	☐	☐	☐	☐	☐

APPLICATIONS	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
Assessment	☑	☑	☑	☐	☐	☐
Monitoring	☑	☑	☑	☐	☐	☐
Planning	☑	☑	☑	☐	☐	☐
Practice Delivery						
Practice 1: Psychoed: Anx-Child	☑	☑	☑	☑	☐	☐
Practice 2: Self-Monitoring	☑	☑	☑	☑	☐	☐
Practice 3: Cognitive: Anxiety	☑	☑	☑	☐	☐	☐
Practice 4: Exposure	☑	☐	☑	☐	☐	☐
Practice 5: _____	☐	☐	☐	☐	☐	☐
Practice 6: _____	☐	☐	☐	☐	☐	☐
Practice 7: _____	☐	☐	☐	☐	☐	☐
Practice 8: _____	☐	☐	☐	☐	☐	☐
Practice 9: _____	☐	☐	☐	☐	☐	☐
Practice 10: _____	☐	☐	☐	☐	☐	☐
Practice 11: _____	☐	☐	☐	☐	☐	☐
Practice 12: _____	☐	☐	☐	☐	☐	☐
Practice 13: _____	☐	☐	☐	☐	☐	☐
Practice 14: _____	☐	☐	☐	☐	☐	☐
Practice 15: _____	☐	☐	☐	☐	☐	☐
Practice 16: _____	☐	☐	☐	☐	☐	☐
Practice 17: _____	☐	☐	☐	☐	☐	☐
Practice 18: _____	☐	☐	☐	☐	☐	☐

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Learning Record and Core Elements

DIRECT SERVICES LEARNING RECORD						
PRACTICE DELIVERY*	**Experience**		**Expertise Achieved**			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
Psychoeducation MAP						
Relaxation MAP						
Insight Building MAP						
Cognitive MAP						
Narrative: Trauma MAP						
Exposure MAP						
Personal Safety Skills MAP						
Psychoeducation MAP						
Assertiveness Training MAP						
Behavioral Contracting MAP						
Cognitive MAP						

	Required for the MAP Therapist credential	
	Duplicate practices	
…MAP	Can count toward MAP credentialing *At least 18 unique practices are required for the MAP Therapist credential*	

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Coordinating EBPs

DIRECT SERVICES LEARNING RECORD

CONCEPTS	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
Integrated Service Model						
Principles of Service Delivery						
Trauma-Informed Care						
EBS System Model MAP						
CARE Process MAP						
The MAP MAP						
Connect-Cultivate-Consolidate MAP						
Focus-Interference MAP						
Clinical Event Structure MAP						
Embracing Diversity MAP						

RESOURCES	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
Catalyst						
Shared Understanding and Action Plan Cards						
Treatment Pathways/Evidence-Based Protocols						
Community-Based Crisis Intervention						
Incredible Years®						
Parent-Child Interaction Therapy						
Positive Parenting Program						
Seeking Safety						
Trauma-Focused Cognitive Behavioral Therapy						
Treatment Pathway: ___ MAP						
Treatment Pathway: ___ MAP						
PWEBS MAP						
Practitioner Guides MAP						
Clinical Dashboard MAP						
Treatment Pathway MAP						

APPLICATIONS	Experience		Expertise Achieved			
	Reviewed	Rehearsed	Knowledge	Production	Skill	Habit
Outreach						
Engage						

	Required for the MAP Therapist credential
	Duplicate practices
…MAP	Can count toward MAP credentialing

*At least 18 unique practices are required for the MAP Therapist credential

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Research Considerations

- External/Environmental Influences
  - Contracts
  - Trends in health care

- Organizational Supports
  - Supervision, training, tools
  - Program Installation

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Questions & Answers

Eleanor Castillo Sumi, Ph.D., BCBA-D
Eleanor.Castillo@Upliftfs.org