Improving quality.
Improving care.

The VCE
Annual Report

Funded By:

DWMHA
Your Link to Integrated Healthcare

Detroit Wayne Mental Health Authority

This report also is available at: www.vceonline.org

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VCE MISSION

VCE is committed to being a leader in providing quality education and training opportunities to an increasingly integrated healthcare workforce. By optimally equipping this workforce, the VCE supports quality and consistent care to individuals receiving services for physical health, mental health, substance use disorders, intellectual or developmental disabilities and their families. Our efforts are dedicated to improving the competency and retention of the healthcare workforce for the benefit of those served.

VCE GOALS

- Identifying the workforce to understand and meet their learning needs.

- Supporting Evidence-Based Practices (EBPs), including offering trainings important for EBP implementation and sustainability.

- Developing targeted trainings for CMH staff.

- Distributing high-quality training products through a variety of formats and media platforms, including web-based training and teleconferences for the convenience and cost-savings of our workforce.

- Providing an array of continuing education credits for live and online trainings to ensure that the workforce maintains licensure and credential requirements.

- Evaluating, analyzing and summarizing the results of new and ongoing systems transformation efforts across the DWMHA provider network.

- Ensuring continuous process improvement and continuing to evolve to provide the highest quality and content of training possible.

Executive Summary

VCE successful in accomplishments

The VCE is in its eighth year of providing high-quality training to the Detroit Wayne Mental Health Authority (DWMHA) workforce and beyond. VCE is proud to have offered **40,837.5** hours of live training and to have added over **100** new online courses and training videos to its website. See page 6 for a breakdown of the types of credit offered and Appendices A and B for a complete listing of all live and online training delivered during the past year.

In addition to VCE's ongoing and sustaining training series, such as the Children's Mental Health Grand Rounds and the System Transformation Learning Series, the VCE undertook a dozen new training initiatives this year. Among the most popular were the Autism assessment tool trainings with Susan Risi, PhD, the DDCMHT and DDCAT Dual Diagnosis assessment tool trainings with Randi Tolliver, PhD, CAADC, and the Early Childhood Series aimed at bridging the gap between training for infant mental health and children's outpatient and home-based staff.

A new training on Integrated Healthcare for case managers and supports coordinators was developed by the National Council for Behavioral Health and delivered in multiple sessions dedicated to specialists in the areas of mental health, intellectual and developmental disabilities, and substance use disorders. In partnership with MDCH grant recipient Training and Treatment Solutions (TTI) in Oakland County, VCE delivered **42** session of the adult, youth and veteran versions of Mental Health First Aid (MHFA).

In the arena of online behavioral health training, VCE continues to lead the field with its engaging mix of specially produced trainings and edited recordings of live events. A standout among this year's additions to the VCE course catalog was a seven-part series to train Applied Behavioral Analysis Technicians to serve the Autism Waiver population. A step forward in our ability to deliver the latest format of online courses was made with the addition of Moodle Learning Management System technology. Our first course offered in this format, *Common Elements in Behavioral Health*, was produced at the University of Michigan's School of Social Work by Mary Ruffalo, PhD, and Brian Perron, PhD.

VCE is now offering credits for Certified Rehabilitation Counselors for several of our courses, including the new *Traumatic Brain Injury & Substance Abuse* by Carolyn Lemsky, PhD, in partnership with the Michigan Public Health Institute (MPHI).

In the DWMHA system's continued efforts toward Metro Region training reciprocity, VCE developed courses on *Emergency Preparedness* and *Seizure Disorder* in partnership with Macomb Oakland Regional Center (MORC), Community Living Services (CLS) and Gateway Community Health.

In continued commitment toward reducing suicide, VCE expanded its Suicide Prevention offerings to include courses specific to the intersection of suicidality and cultural competence, alcoholism and veterans.

As were many of the organizations to which it provides training services, VCE was hit with a significant budget cut this year of 25%. This caused VCE to examine all aspects of the budget and make some changes that were not only cost-efficient, but also more environmentally friendly. See page 12 for an in-depth discussion of our cost-saving efforts.

In its continuous process improvement efforts, VCE was pleased to add **12** new courses to its list of Closed Captioned offerings and will be adding Spanish and Arabic language captioning options early next year.

This report also is available at: www.vceonline.org

Live & Online Training Data

VCE Offers Almost 300,000 Credit Hours

In fiscal year 2013-2014, the VCE trained nearly **137,970** duplicate participants (**more than double the number of last year**) through **235** live and online trainings. Together, they received almost **300,000** hours of various continuing education credits. An example of a duplicate participant is when one participant attends six trainings in one year; they are counted six times in this number.

In Figure 1, the credits associated with VCE's **168** live training events accounted for Social Work, Licensed Professional Counselor (through the National Board of Certified Counselors), Substance Use Professionals (through MCBAP), Medical Professionals (through Continuing Medical Education credits/Continuing Nursing Education credits), Child Mental Health Professionals (CMHPs), Qualified Mental Health Professionals (QMHPs) and Qualified Intellectual Disability Professionals (QIDPs). Just under **8,500** people attended these live events.

These same credits also are available for most of VCE's online trainings.

Another **168,000** online training credits were earned by our users. This can be seen in Figure 2. These trainings included the MDCH-required trainings as well as supplementary professional development courses.

VCE also offers online training videos that qualify for CMHP, QMHP and QIDP continuing education credits, which are not counted in these figures.

To view VCE's live and online training grids, see Appendices A and B.
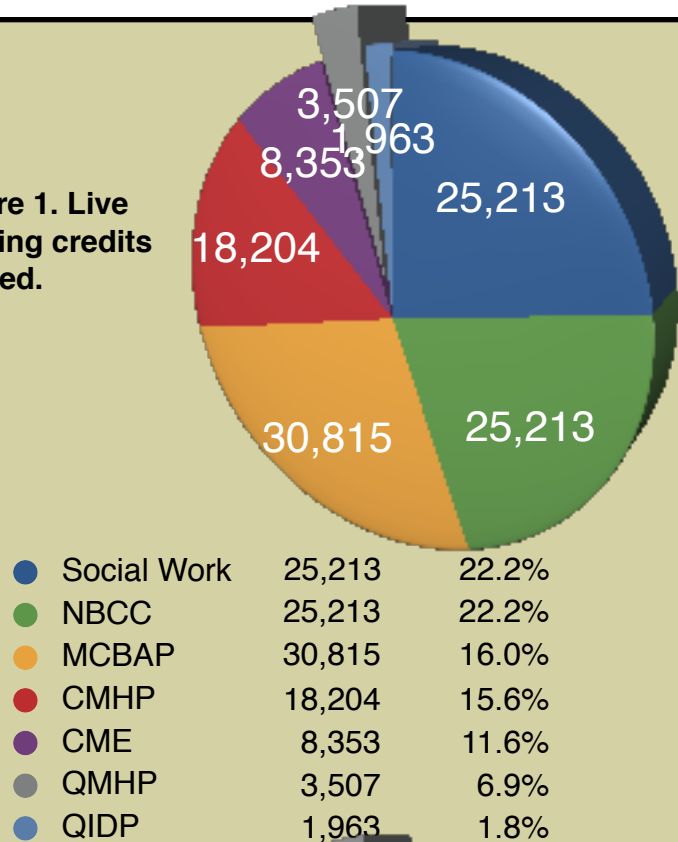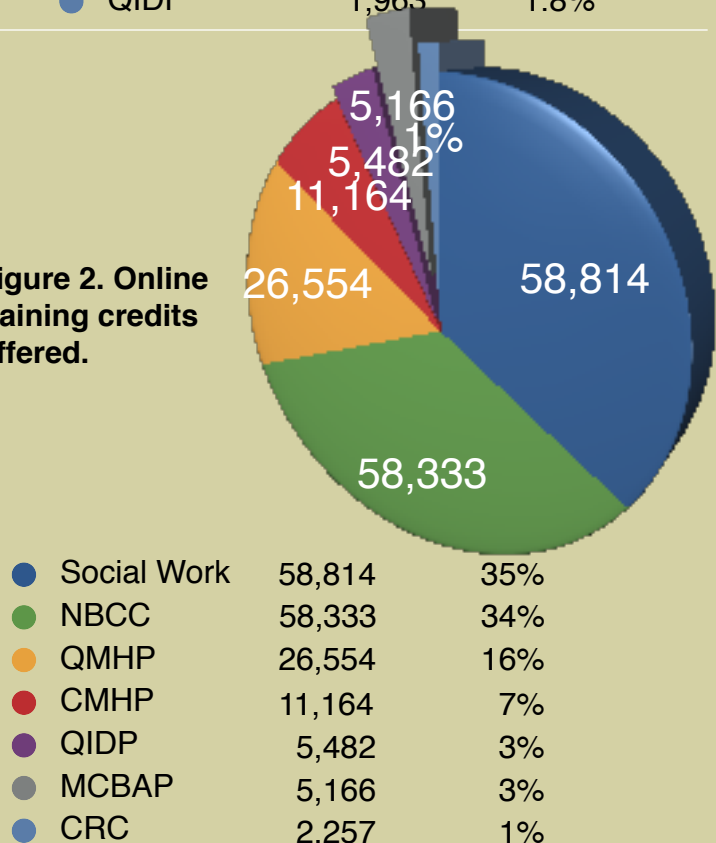
Figure 1. Live training credits offered.

● Social Work	25,213	22.2%
● NBCC	25,213	22.2%
● MCBAP	30,815	16.0%
● CMHP	18,204	15.6%
● CME	8,353	11.6%
● QMHP	3,507	6.9%
● QIDP	1,963	1.8%

Figure 2. Online training credits offered.

● Social Work	58,814	35%
● NBCC	58,333	34%
● QMHP	26,554	16%
● CMHP	11,164	7%
● QIDP	5,482	3%
● MCBAP	5,166	3%
● CRC	2,257	1%

Improving Customer Service

VCE Turns Feedback into Action

VCE operates under a Continuous Process Improvement (CPI) strategy. It conducts surveys and evaluations in order to get feedback from the workforce. In addition, various committees provide feedback and input into the actions of VCE. State and federal mandates affect the actions of VCE as well.

The DWMHA, with valued input from the VCE Advisory Coalition, directs the activities of the VCE. The following are areas where feedback influenced positive impact.

Closed Captioning
In an effort to allow the VCE website to be more accessible to audiences, including those with special needs, the VCE has added closed captioning to all of its MDCH-required trainings, and other popular courses:

- Abuse & Neglect
- Adolescent Suicide Prevention, Assessment and Intervention
- Autism Research: Toward a Biology of Higher Impact Intervention
- Cognitive Behavioral Treatment of Children and Adolescents
- Cultural Competence
- Cultural Competency: Working with LGBTQ Youth
- Ethical Issues in Child and Family Therapy
- Gender Development in Children
- LEP
- Pediatric Traumatic Brain Injury
- Play Therapy with Children: Practice Concepts and Clinical Illustrations
- Recovery Enhancing Environment (REE)
- Stages of Change: A Motivational Approach
- Substances of Abuse
- The Impact of Child Trauma on Sensory Processing
- Working with People with Disabilities with Sarah Palk

After receiving additional feedback on the needs of low-visibility users, VCE is looking into adding software that would allow users to enhance the visibility of the VCE website to meet their needs. This may be a future enhancement.

Community Calendar
In an effort to serve as a community resource for visitors who may not have a VCE membership, VCE has removed the login restriction to view community calendar events and made the community calendar available to all.

CRC Credits
This fiscal year, after learning there were more than 700 Certified Rehabilitation Counselors (CRC) around the State of Michigan, VCE started offering CRC credits on several of its online courses. These credits also transfer for VCE's Canadian members.

DWMHA Policies
Earlier in the fiscal year, VCE updated all Recipient Rights policy documents to help ensure users receive the most up-to-date policy information available to download and reference.

Google Analytics
The VCE uses Google Analytics to identify sluggish traffic in certain areas of the website that may need more attention.

When areas of the website are not experiencing the desired attention, the VCE can alter the marketing of that particular area to draw more traffic.

Additionally, Google Analytics allows VCE to see user demographics: where they are from, what devices they are using and more.

Transcripts

VCE's redesigned online transcript helps users to easily identify the approved continuing education credits by type. Members are now able to better manage their certification/certificates and licensure and ensure all required courses have been taken by accessing their online transcript 24 hours a day, 7 days a week as part of the VCE membership. Additional improvements are coming that will benefit HR personnel and supervisors with a summary of the following credit types -- MI-CEC, NBCC, MCBAP, CRC/CRCC, CMHP, QIDP, QMHP and training hours also will appear on the "Your Information" tab with the option to calculate totals based on a specific date range. From this tab, VCE has added a section to notify users of expired courses, which also is indicated by color-coded text for training set to expire within 30 days as well as expired training.

Training Catalog

VCE has expanded its training catalog by introducing **26** categories with training relevant to each specific category and applied credit types for each of the training videos listed in our catalog. Previously, members only received training hours after completing a training video. Other updates include the addition of **14** community-based trainings offered to all guest members and color codes associated with each of the **26** categories to help users identify live events and online training related to their job category.

Useful Documents

As the VCE membership base continued to grow, it was necessary to add a new section under Useful Documents for CAFAS, PECFAS and DECA guidelines, case studies and outcomes used to clarify requirements for the administration of tools and training requirements.

CAFAS & PECFAS Trainings

Passing rates high in Wayne County

Training	Number of Trainings	Number of Attendees	Passing Rate
CAFAS Initial	6	200	91%
CAFAS Booster	7	160	92.5%
PECFAS Initial	5	171	99.4%
*PECFAS Booster	2	45	100%

*This is the first year that the PECFAS Booster training has been required.

The Child and Adolescent Functional Assessment Scale (CAFAS) and the Preschool and Early Childhood Functional Assessment Scale (PECFAS) are used universally for children with SED to measure functioning over the course of treatment. Clinicians are required to maintain their certification to reliably use the assessments. VCE has been working with DWMHA on organizing, training and tracking the following trainings: CAFAS Initial, CAFAS Booster, PECFAS Initial and PECFAS Booster.

Attendees are required to attend the training as well as pass the test in order to maintain their appropriate certification. The data from this fiscal year showcases the high passing rates for these trainings.

VCE Provides Input

Staff serves on multiple committees

Committee	Frequency	VCE Role
State Training Guidelines Revision Work Group (reports to the MACMHB Policy Committee)	Monthly	Active participant and helps to inform VCE's Direct Care activities
Metro Region Direct Care Reciprocity Work Group	Monthly	Active participant and helps meet the goal of training reciprocity in the tri-county area
DWMHA/VCE Continuing Education Review Committee	Quarterly	Chair of committee; helps to determine credits for VCE trainings
DWMHA/VCE Direct Care, Intellectual & Developmental Disabilities & Older Adults Curriculum Committee	Bimonthly	Chair of committee; helps to determine training needs for these groups
DWMHA/VCE Advisory Coalition	Bimonthly	Co-Chair and recording secretary of committee; advises on the direction of the VCE
DWMHA/VCE Contract Management Committee	Semimonthly	Director, Event Manager, Project Manager, Content Producer; program directives are discussed
DWMHA Integrated Healthcare Committee	Bimonthly	Member; informs VCE of new integrated healthcare training needs
DWMHA Quality Improvement Steering Committee	Monthly	Member; informs VCE audit needs
DWMHA Quality Task Force - Direct Care Subcommittee	Limited Time	Member; informs VCE of new direct care training needs
Adult Mental Illness Learning Collaborative Subcommittee	Limited Time	Member, informs VCE of new adult initiatives training needs
Children's Initiatives Committee	Semimonthly	Member, informs VCE of new children's initiatives training needs
CAFAS/PECFAS MCPN Committee	Bimonthly	Member; informs VCE of training activities and statistics
CAFAS/PECFAS Agency Committee	Bimonthly	Member; informs VCE of training activities and statistics
CAFAS/PECFAS Trainer Committee	Quarterly	Member; VCE helps coordinate trainers and rollout of new standards
Children's Systems Transformation Committee	Bimonthly	Member, informs VCE of new children's initiatives training needs
Standards Practice Committee	Monthly	Member; informs VCE of very specific training needs
Project/Event-Specific Committee Meetings	Varies	Liaison; advising on status and direction of various large events
Web Team	Semimonthly	Meets to inform website changes/additions
Event Team	Monthly	Meets to plan upcoming events

VCE Takes on New Initiatives on behalf of DWMHA

Autism
DWMHA requested assistance from VCE to conduct an ADI-R training and an ADOS-2 training as part of a state mandate and grant. The timeline was very short and VCE performed all the marketing, recruitment and contracting with the presenter, securing a venue, obtaining continuing education credits, preparing training materials, etc. With only two weeks to plan, VCE was able to make these two two-day trainings successful.

The ADOS-2 training allowed **22** participants from **10** organizations to attend.

The ADI-R training had **22** attendees from **10** organizations.

CARF
The CARF training held this year was in collaboration with MARO, a community service organization, who brought the trainer to Wayne County to conduct the training. In return for VCE's assistance with this training, MARO opened the training to anyone in the DWMHA system to attend.

In all, **35** people from **16** organizations attended this training.

DDCMHT & DDCAT
The VCE, in partnership with the DWMHA, offered two trainings on the Dual Diagnosis Capability in Addiction Treatment (DDCAT) index and the Dual Diagnosis Capability in Mental Health Treatment (DDCMHT) index. These assessment tools are designed to evaluate the ability of an agency to deliver services to people with co-occurring disorders (DDCAT) and mental health issues (DDCMHT).

Both the DDCAT and DDCMHT assess an agency in the following seven areas: program structure, program milieu, clinical practice assessment, clinical practice treatment, continuity of care, staffing and trainings. Through our joint training efforts, **32** individuals from six (**6**) agencies and organizations completed the training needed to begin mastery for administering these organizational assessment tools successfully.

Early Childhood Series
In 2014, VCE added new trainings for those professionals working with children who are 4-6 years old. The goal for these trainings was to offer tools and resources for the workforce working with these children. There were two trainings with **51** total participants trained.

Fatherhood Initiative
The Wayne County Fatherhood Initiative (WCFI) continued its mission to provide support, networking and education to men who are fathers or male caregivers. The WCFI held six (**6**) trainings including the Second Annual Fatherhood Forum this year. Over **240** people attended these trainings to learn about the essential role a father plays in his child's life.

Integrated Healthcare – Case to Care Management
Case to Care Management training is a key strategy in preparing organizations as healthcare reform transitions to health home models. This new marketplace requires case managers to expand their capacity in healthcare navigation, build on their existing skills in health behavior change, and possess a better understanding of the common health problems and basic interventions both for individuals with series mental illness and those with chronic health problems. Four (**4**) one-day trainings were held for a total of **163** participants. They covered the key issues for each of the service populations (Adults with a Developmental Disability, Adults with a Mental Illness or Substance use Disorder and Children (0-17 years old) with a Mental Illness or a Developmental Disability).

Making Recovery Real

DWMHA continued to transform the system and support a Recovery-Enhancing Environment (REE) by offering nine (**9**) Making Recovery Real: Recovery Trainings for **278** peers, consumers, family members, clinical staff, board members and community stakeholders. The training provided a practical approach to recovery and an introduction to recovery principles, practices and tools for transformation.

Mental Health First Aid (MHFA)

Mental Health First Aid (MHFA) is an eight-hour course that trains attendees to assist someone who is experiencing a mental health problem or crisis. The course covers topics such as anxiety, substance use disorders, eating disorders, depression and more. The VCE has offered three (**3**)separate course variations during the 2013-2014 Fiscal Year for those who interact with adults, youth (12-18) and veterans for a total of **42** trainings. Through these trainings nearly **700** individuals were certified.

Online Courses from Other High-Quality Sources

VCE has begun to bring trainings to its website from other trusted sources. With a whole different format for online training, this process was lengthy but allows users to be more interactive with their online training. The first course, "Common Elements", was in beta testing by the end of the fiscal year, but will be published early in the new fiscal year.

PECFAS Booster

In 2014, VCE introduced a one-day Preschool and Early Childhood Functional Assessment Scale (PECFAS) Booster training. Previously, all PECFAS raters were required to attend the two-day PECFAS Initial training every two years to remain reliable. To complete certification, staff must successfully rate six vignettes. VCE offered two PECFAS Booster trainings, training **45** participants.

Recipient Rights

The VCE continued to assist DWMHA with live and simulcast New Hire Recipients Rights trainings at the Center for Excellence in Southgate and Community Living Services in Wayne.

This has allowed the DWMHA Office of Recipients Rights to better manage the amount of new hires into the system in need of this training. VCE held seven (**7**) trainings at two (2) locations each and trained **396** people.

SafeTALK

SafeTALK teaches participants to recognize and engage persons who might be having thoughts of suicide and to connect them with community resources trained in suicide intervention. SafeTALK stresses safety while challenging taboos that inhibit open talk about suicide. The training is open to anyone over the age of 15. VCE offered three (**3**) SafeTALK trainings in 2014, training **42** participants.

Saving Money

VCE Increases Efficiency Each Year

Budget Reduction

The VCE received a 25% general fund budget reduction this fiscal year, which resulted in a reduction of staff positions and less funding for supplies and equipment.

Children's Mental Health Grant Rounds

In an effort to save on expenses this year, VCE closed its Dearborn location for the monthly Children's Mental Health Grand Rounds trainings. The consequence of this was that the capacity at the live site (Center for Excellence in Southgate) was much smaller than that of the Ford Performing Arts Center in Dearborn. However, participants still had five different convenient locations from which to view the training.

Email Marketing

VCE utilizes multiple resources for marketing its events. Once such marketing tool is Constant Contact, an email marketing site that allows VCE to send weekly emails to members to inform them of upcoming events, new online courses, new state or local requirements and much more.

Throughout the FY 2013-2014, VCE sent over two million (recipients are duplicate numbers) emails to members. By marketing events in this way, VCE has decreased its printing of hard copy marketing materials, saving on printing costs.

Facebook Page

VCE uses Facebook to further market its events, as well as announcements from DWMHA. This free tool allows VCE to reach a broader audience with instant messages. VCE has over **100** followers via Facebook and it continues to grow.

In-House Studio

With funding from a Juvenile Justice Workforce Development Grant, the VCE was able to create a studio atmosphere inside its training location in Southgate. This included lighting and audio enhancements. This allows VCE to utilize its existing space as an in-house studio to ensure a high-quality and polished training with minimal costs.

Linked In

VCE recently created a Linked In account that allows us to further market ourselves to Linked In users as well as other organizations. Leveraging Linked In as a marketing tool has been proven very effective in other markets and VCE plans to use this tool to its advantage.

Online Evaluations

As a requirement for providing continuing education credits (CECs), the VCE must provide evaluations for each of its live trainings. In the past, VCE has provided paper evaluations for each of its live trainings. The costs for this included the paper to print the evaluations (most were at least two sheets of paper, provided to each training participant), the printing of the pages and the labor to enter the data and perform an evaluation summary.

In 2013, VCE moved to online evaluations, where training participants are provided a website link to an online survey, where they may express their opinions about the training. This allows VCE to remain in compliance with the CEC-approving bodies, but also decrease its costs. This move to online surveys allowed VCE to move its Research Associate position to a part-time position at an additional cost savings. VCE has continued to use online evaluations for all of its events after a soft rollout. This has saved on paper and printing costs as well as labor.

To review the evaluation summaries, please see Appendix C folder on the enclosed CD.

The VCE Team ...

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Audio/Video Specialist

David Perez, AAS
Technical Support Specialist

Felicia Hartman, ABA
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Camille Ulrich, BA
Event Planner

Tiffanie Martinez, MSW
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Event Planner

Carolyn Miranda, BA, CPC-R
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CFE Receptionist

Judy Nagy
Data Cleaner

Nate Staley, BA
Research Associate

Please see Appendices on the attached disc.

This report also is available at: www.vceonline.org