

## X. Training and Technical Assistance



The successful continuation of the behavioral health home initiative requires BHH designated provider agencies to maintain a culture and practice that stresses the importance of integration and person-centered care. To facilitate these shifts in care, and support the BHH teams, a variety of training, technical assistance, and professional development opportunities will be provided on an ongoing basis.

### Work Groups”

DMHAS and the ASO will provide work groups, formally known as implementation sessions, for the purpose of providing direction and support as issues arise. These groups are geared toward assisting BHH Directors in the work they are doing and issues they may be facing, but other BHH team members are encouraged to attend.

To view past working group notes, visit: <http://www.ctintegratedcare.com/providers/prv-events.html>.

### Statewide Learning Collaborative:

CT Partners for Integrated Care will establish a statewide learning collaborative and provide follow-up technical assistance, to assist BHH designated provider agencies with transforming service delivery. Learning collaborative activities will be designed to assess, engage, and offer education on the six core behavioral health home services, and provide a forum to share lessons learned. The goals are to identify the Behavioral Health Home models with the greatest potential for desired outcomes, review best practices, and overcome barriers and challenges. Each Behavioral Health Home designated provider agency’s ability to successfully implement organizational change and transformational approaches are key to the success of the overall Behavioral Health Home program. These meetings provide opportunities for education, collaboration, and resource sharing. Topics will be based on surveys and/or working group recommendations.

BHH designated provider agencies will be asked for feedback after each learning collaborative event or technical assistance consultation in order to improve the process and ensure that their learning needs are being met.

### BHH Webinars:

CT Partners for Integrated Care will host BHH webinars. These virtual meetings will present providers with the opportunity to receive training on a variety of topics including, but not limited to:

- BHH Data and Reports
- BHH Overview
- Health Integration Concepts and Best Practices
- Person-Centered Care Models
- Treatment Planning and Service Documents
- Other topics as appropriate

The structure of the BHH webinar will depend on the needs of the providers.

### Technical Assistance:

Technical assistance (TA) may include on-site or web-based training or consultation on specific topics. TA will be provided to any BHH designated provider agency who requests it, or for whom the Departments determine technical assistance to be necessary. Special needs or questions can be requested and addressed by calling 1-844-551-2736.

CT Partners for Integrated Care will also provide on-site, telephonic, or e-mail technical assistance to ensure BHH implementation and performance are progressing as planned.

