

Employing a Positive, Inclusive Consulting Model to Improve Behavioral Health Services and Outcomes

Description:

The speakers will present core findings and consulting change strategies from their work as Lead Consultants in a 3-year Recovery & Resilience Focused Transformation Initiative with all 24 Georgia State, public sector behavioral health providers. Historically, service recipients (core stakeholders) have been engaged to help implement person or patient centered strategies in behavioral health treatment. However, stakeholders are much less often engaged as partners in organizational efforts to improve access, intervention choices, care continuity, post treatment community support and inclusion options, and many other essential aspects of health promoting behavioral health treatment. Georgia's 3-year behavioral health consultation, led by the presenters, was designed to engage all stakeholders, especially service recipients, as partners to identify service gaps and challenges as well as opportunities for improvement as seen through eyes of all crucial stakeholders. These innovative partnerships between service recipients and professional providers identified change opportunities that could make the most significant positive differences in clinical outcomes and most uniquely, evoked the most intense sense of change urgency and buy-in among stakeholders.

The speakers will present their integrated, positive consulting model (drawing from Appreciative Inquiry and Cultural Competency strategies) that was employed in their Georgia consultation. This section will be described anchored in a sample interactive skill building activity used in the consultation that draws from real-world examples and scenarios experienced during their 3-year consultation in Georgia (and over 15 years of public sector behavioral services consultation). Presenters will also describe samples of core, real world findings and outcomes from their 3-year Georgia consultation, in settings that range from Crisis Units; to Adolescent, Emerging Adult, and School Based Services; to community-based Adult services and recovery supports; to mandated Drug Court services; to Intellectual and Developmental Disability services; to inpatient and outpatient Substance Use Services; among others.

Also, two participants in the Georgia consultation (agency leaders) will present outcomes/impacts of this consultation approach and their most important lessons learned in their own agencies). Consultation presenters will describe strategies to sustain positive change momentum and to measure impacts of change; as well as core lessons learned and challenges encountered in their consultation.

During this session, presenters will employ the use virtual skill building activities to present strategies for measuring change impacts and for sustaining positive change momentum over time. Finally, they will present lessons learned, and challenges encountered in their consultation.

Learning Objectives:

1. Identify at least 2 ways that the positive organizational change approach presented differs from more narrowly problem focused organizational change strategies.
2. List at least 3 appreciative questions that have proven useful in Behavioral Health organizational change.
3. Identify 2 ways to actively disrupt the cycle of discrimination presented, that can help to reduce stigma and barriers to community inclusion.

Target Audience: Mid-Level Psychologists

How to Access:

- At APA 2020 Portal
- For 1.750 CE* at SCP OnDemand
- Live Q/A Discussion on Thurs. 8/6 at 4:30pm EDT over Zoom ([Click](#))

**The Society of Consulting Psychology (SCP, Division 13) is approved by the American Psychological Association to sponsor continuing education for psychologists. The Society of Consulting Psychology maintains responsibility for this program and its content.*

About the presenters:

David Stayner, PhD

Dr. Stayner is a licensed clinical psychologist and organizational consultant with more than 20 years of experience in positive organizational and system change consulting. He is Senior Consultant in the Yale Program for Recovery and Community Health; founder of Stayner Consulting Partners LLC; and an Asst. Clinical Professor, Yale Medical School.

Dr. Stayner has led numerous consultations and positive change initiatives with state health systems and agencies, organization leaders and workforces, and community-based, service organizations in underserved communities. These consultations have included large, state or city wide Behavioral Health change initiatives, such as GA and

CT and the Province of New Brunswick, CAN; Oakland and Philadelphia; and VA systems (NY, NJ and Salt Lake City); and have included smaller, community-based agencies. Dr. Stayner is also an experienced program innovator, who collaborates with stakeholders to design creative programs, such as “Health on Wheels” a mobile, community based Integrated Health Team that serves homeless and “at risk” people in two Connecticut cities – developed through dialogue and working partnerships between community stakeholders, service leaders, and people who are homeless. In all of his work, he aims to assist health organizations, leaders (and clients) to transition from narrow, deficit and problem centered models toward approaches that emphasize strengths and recovery possibilities, building resilience, dialogue across perspectives, and increased community inclusion and equity.

In addition to his work as an organizational consultant; clinician and supervisor, program innovator and team builder, and teacher; Dr. Stayner also presents and speaks widely nationally and internationally. His presentations focus on positive organizational consulting and real world applications of positive system change approaches; on building resilience in healthcare organizations and workforces; on promoting community inclusion and equity for persons with disabilities; and on person centered, recovery and resilience focused work with individuals.



Dietra D. Hawkins, Psy.D.

Dietra D. Hawkins, Psy.D. is a licensed Clinical Psychologist who works nationally and internationally with state and local government organizations, public and private K-12 schools and behavioral health agencies as the owner and lead consultant with Both And Partners, Inc. She is a published author and frequent speaker for workshops addressing Appreciative approaches toward system change; Recovery Oriented Systems of Care, Asset Based Community Development and Inclusion, and the Healing of Racism.

Dr. Hawkins holds a faculty appointment as an Assistant Clinical Professor at Yale University, Program for Recovery and Community Health, School of Medicine. Prior to her consultation practice, she served as the Director of Consultation and Training at the Yale Program for Recovery and Community Health (PRCH). Dr. Hawkins has extensive experience with family, child, adult and community behavioral health, and has worked closely with Parent and Consumer Advocacy organizations.

Her primary research interests address racial and ethnic health care disparities; organizational systems change and transformation; HIV prevention/interventions; qualitative and community based participatory research, and the critical dimensions of cultural competency, recovery and community engagement.

She is highly regarded for her positive energy and personable approach toward difficult conversations.