



The Role of an Intermediary Purveyor Organization in Identifying and Responding to Workforce Priorities to Address Culturally-Responsive Services



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Abstract

Technical assistance (TA) priorities to address culturally-responsive services were identified via needs assessment survey of 306 workforce members in HHS Region 10. The Northwest Addiction Technology Transfer Center (Northwest ATTC) then initiated an ongoing, responsive program of work encompassing universal, targeted, and intensive TA. This includes sponsorship of products and activities for local, regional, and national audiences.

Needs Assessment Survey Methods and Results

Iteratively developed by a multidisciplinary team, survey content included ten relevant items as TA priorities, each rated on a five-point scale of importance (1=Not At All, 5=Extremely). A lone inclusion criterion for respondents, recruited via Northwest ATTC website, was employment as a health professional in an HHS Region 10 state (AK, ID, OR, WA). Northwest ATTC leadership compiled a cumulative record of responsive products and activities.

In this workforce sample, a generalized linear model indicated broad interest in culturally-responsive services across survey items, and that this pattern was robust across HHS Region 10 states of Alaska, Idaho, Oregon, and Washington. The five greatest TA priorities were:



- 1) Understanding impacts of one's cultural beliefs on substance use behavior ($M=4.42$, $SD=.73$),
- 2) Understanding impacts of one's cultural beliefs on treatment-seeking ($M=4.41$, $SD=.72$)
- 3) Respect for diversity in cultural, racial, religious, and linguistic background ($M=4.40$, $SD=.81$),
- 4) Respect for diversity in gender, sexual orientation, and socioeconomic or disability status ($M=4.38$, $SD=.82$),
- 5) Recognition of the role of culture in treatment relationships ($M=4.38$, $SD=.79$)

Responsive Northwest ATTC Products and Activities

For the identified TA priorities, Northwest ATTC has sponsored a number of relevant universal, targeted, and intensive TA offerings. These include: 1) webinar presentations for regional and national audiences, 2) a pre-service lecture series for students in health service degree programs, 3) educational products for workforce members, and 4) longitudinal projects seeking to foster system-level changes.

Universal TA

Monthly Webinar Series (select titles)

The Impact of Stigma on Healthcare for People With Substance Use Disorders

Substance Use Treatment Perceptions and Experiences Among Men Who Have Sex With Men Who Use Crystal Methamphetamine

Qungasvik (Tools for Life): An Indigenous Intervention to Prevent Alcohol Misuse and Suicide Among Yup'ik Alaska Native Youth

All webinar recordings are available at:

<https://attnetwork.org/centers/northwest-atc/northwest-atc-webinar-series>

UW Tobacco Studies Program Lectures

The Tobacco Epidemic in the United States Addressing Equity in Tobacco Treatment Tobacco and Opioid Dependence

All lecture recordings, presentation slides, and FAQ sheets are available at:

<https://attnetwork.org/centers/northwest-atc/tobacco-related-health-disparities>



Targeted TA

Educational Products



A self-paced training in use of *Caring Contacts* to promote retention of clients from underserved communities. The training, and downloadable *Caring Contacts* templates, are available at:

<https://attnetwork.org/centers/northwest-atc/product/staying-touch-using-caring-contacts-sustain-connection-your-clients>

Cultural Humility Primer: Peer Support Specialist and Recovery Coach Guide to Serving and Supporting Diverse Individuals and Their Recovery Journeys

A cultural reference tailored to peer workforce, with orienting information, applied vignette exercises, and other resources. Available at:

<https://attnetwork.org/centers/northwest-atc/diversity-equity-and-inclusion-resources>



Intensive TA

Building a County-Level, Recovery-Oriented System of Care (ROSC)

In a multi-year collaboration with a county public health department in WA state, the following objectives have been addressed through provision of intensive TA services:



- Increase county leadership's ROSC knowledge
- Assess strengths and gaps in current system
- Create a county-level vision, reflecting ROSC-aligned core values and guiding principles
- Develop a ROSC-guided plan to address points of inequity (ie hiring practices, access to care)

ROSC Equity Summit

During a three-day virtual gathering of behavioral health leaders from 15 states, the utility of ROSC as means to promote equity and reduce disparities was explored in depth. This occurred via:

- Presentations by national subject matter experts
- Perspective-sharing by the recovery community
- Use of geographically-defined breakout rooms to generate local action steps
- Planning for additional future events at which utilization of ROSC concepts may support transformation of behavioral health systems

Implications

An initial, survey-based needs assessment of regional addiction workforce members informed subsequent Northwest ATTC provision of universal, targeted, and intensive TA to address culturally-responsive services. This simple, data-informed process may be informative to other intermediary purveyor organizations seeking to similarly address focal TA priorities in their locales.

While listed Northwest ATTC products and activities reflect a sampling rather than compendium of our work to date, a continuum of TA service is reflected. These responsive products and activities encompass efforts to promote awareness (universal TA), cull knowledge and skills of individual clinicians (targeted TA), and support systems-level change (intensive TA).

To what extent the identified TA priorities generalize to the broader addiction workforce awaits future study. To that end, we see value in data-sharing efforts that may occur inter-regionally, via the national ATTC network, as well as intra-regionally in conjunction with other SAMHSA-funded workforce development entities like the Northwest Mental Health Technology Transfer Center (Northwest MHTTC) and Northwest Prevention Technology Transfer Center (Northwest PTTC).

Acknowledgements

This work was supported by SAMHSA H79TI080201, Northwest Addiction Technology Transfer Center. The contents are those of the authors and do not necessarily represent official views of, nor endorsement by, HHS, SAMHSA, or the U.S. Government. We thank the HHS Region 10 workforce members who completed the survey, as well as the many contributing partners with whom the noted TA activities were provided.