

Youth Crisis Response System Provider Training Request for Applications (RFA): Q&A Session

Hosted by LSUHSC Center for Evidence to Practice

October 18, 2023 at 2PM CST

WHAT IS A CRISIS SYSTEM OF CARE?

A **modern, innovative, and coordinated statewide crisis response** system that builds upon the unique and varied strengths, resources, and needs of Louisiana's individual communities.



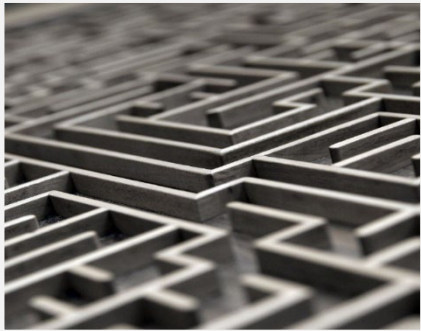
This system:

Utilizes a **person-centered** process built on **recovery & resiliency**

Provides **timely access** to a continuum of services (e.g., **prevention**, acute **intervention**, community & **mobile** based crisis services, and **post-crisis** recovery supports)

Aims to **divert from institutional levels of care**, yet respects bed-based crisis services without relying on them as a foundation

WHY IS THIS SYSTEM NECESSARY AND UNIQUE?



Community members have mental health crises and may not have access to rapid, coordinated care, rendered in a way that best allows them to remain in the community.



Existing emergency services are often not equipped to perform behavioral health work.



Reduces barriers that community members face by offering timely care needed by diverting from unnecessary hospitalizations/ ED visits to manage crisis.



Crisis system funded primarily with Medicaid. Opportunity to improve the crisis care experience for individuals and their families in ways that increase their sense of safety and trust.



EXPANSION OF MOBILE CRISIS RESPONSE SERVICES TO YOUTH

- OBH planned expansion to youth for:
 - **Mobile Crisis Response**
 - **Community Brief Crisis Support**
- OBH's goal is to begin these services for youth in **Spring 2024**.

OBH, MCOs and the LSUHSC Center for Evidence to Practice are laying the groundwork now for this planned expansion.

DESCRIPTION OF SERVICES

Mobile Crisis Response (MCR) – a mobile service available as an initial intervention for youth (and their families) in a self-identified crisis, in which teams deploy to where the individual is located in the community. The service is available 24/7 and includes maximum one (1) hour urban and two (2) hour rural face-to-face/onsite response times.

- Provider can render follow up support to the individual for up to 72 hours after the initial intervention
- During initial implementation, programs work modified hours; they are expected to expand in time

Community Brief Crisis Support (CBCS) – a face to face intervention available to youth (and their families) subsequent to receipt of MCR. This ongoing crisis intervention response is intended to be rendered for up to fifteen (15) days and are designed to provide relief, resolution and intervention through maintaining the member at home/community, de-escalating behavioral health needs, referring for treatment needs, and coordinating with local providers.

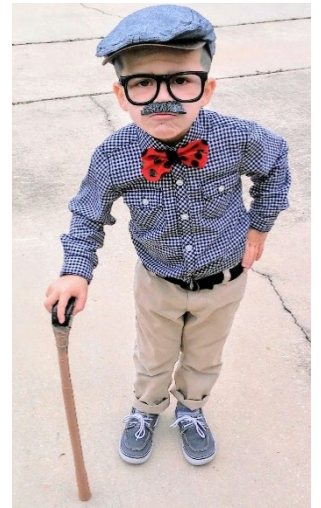
WAIT – ARE CRISIS SERVICES FOR KIDS DIFFERENT?

KIDS ARE PEOPLE, TOO!

- **Many of the values and principles that OBH has embedded in the crisis system for adults, apply to children as well.**
 - Voluntary is better: reduces iatrogenic harm, increases the likelihood of help-seeking in the future.
 - Lived experience lends credibility to helpers.
 - Goal to divert from institutional levels of care, support youth to remain in homes and communities.
 - Goal to respond to crises in ways that increase youth and family sense of safety and trust.

...BUT KIDS ARE NOT TINY GROWN-UPS

- **Developing effective services for youth requires that we understand the ways in which children’s experiences of crisis require differences in response**
 - The caller is more likely to be a parent, or a school – rather than the youth themselves.
 - Lived experience as a parent/caregiver lends critical credibility to helpers.
 - Telephonic crisis response is less effective for kids, so mobile teams should “just go.”



OBH and the LSUHSC Center for Evidence to Practice are designing policy, and a training curriculum, to support crisis services that will meet the unique needs of youth.

TRAINING AND NETWORK DEVELOPMENT

OBH is working with LSU Health – New Orleans School of Public Health’s Center for Evidence to Practice to:

- **Collaborate with communities** throughout Louisiana, developing a **readiness process for implementation** of these crisis services
- Develop a **training curriculum for crisis providers**
- Help identify workforce and **implement training** curriculum and **ongoing coaching** to ensure appropriate execution of services
- Continuous **quality monitoring & improvement**

SUPPORTING IMPLEMENTATION & SUSTAINABILITY

ADOPTION & IMPLEMENTATION

Readiness
(Community &
Providers)

Consultation /TA

Develop/ Clarify
Referral &
Engagement
Practices

Modify Agency Practices

Monitor
Fidelity &
Adaptation

Educate/Train Staff & Partners
(certification if applicable)

SERVICE DELIVERY & SUSTAINABILITY

Supervision, Case Consultation /
Coaching / Learning Communities

Supported Community
Implementation

Managing
Data

Staff
Turnover

Non-Routine
Services/
Situations

Monitoring
Outcomes &
Drift



Request for Applications (RFA) for Training

- **Youth Crisis Response System Provider Training RFA** is located here: <https://forms.office.com/Pages/ResponsePage.aspx?id=iTYGNNSCiU6jKBq3nMWNnSUZP5dUuHxNrecOW1LSYYJUQkwwTUpOWVZPMVJNNTRQNzFFWVc4UzIxSS4u>
- **Video of the Q&A session and FAQ** will be on [laevidencetopractice.com](https://www.laevidencetopractice.com)
- **Deadline for the 1st round training RFA:** November 1, 2023
- **RFA Final Selection for 1st round training:** Anticipated November 2023
- **Training is anticipated to begin:** Beginning of 2024



QUESTIONS

