



MENTAL HEALTH CRISIS RESPONSE SYSTEM TRAINING & WORKFORCE DEVELOPMENT

2023 Mid-year Report

ABOUT THE CENTER

The Center for Evidence to Practice was established in 2018, in collaboration with the Office of Behavioral Health to increase statewide access to best practices to address key behavioral health needs for Medicaid-insured children and families in Louisiana. In 2021, the efforts of the Center expanded to include the Louisiana Mental Health Crisis Response (MHCR) Workforce Training and Development initiative.

The Center, through its partnership with OBH, coordinates and delivers training to crisis providers who implement and render services under the Louisiana Crisis Response System (LA-CRS). The mission of this system is to execute a modern, innovative, and coordinated statewide crisis system that builds upon the existing needs, strengths and resources of Louisiana's Medicaid-serviced individuals and communities. This system includes call center(s), mobile crisis response, community brief crisis support, behavioral health crisis centers, and crisis stabilization providers.



HIGHLIGHTS OF JAN-JUN 2023 NETWORK OF TRAINERS AND PEERS

9 national and state experts develop and refine training

- 6 trainers participated in training delivery

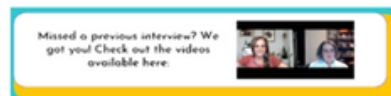
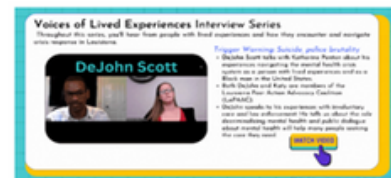


Over 15 Peers

Peers are an instrumental part of this training, and over 15 peers have participated in training delivery.

The Center released the **Voices with Lived Experiences Interview Series**, a series of 4 interviews produced in collaboration with LaPAAC via MailChimp to the Center's listserv.

The Center for Evidence to Practice presents
Voices of Lived Experiences Interview Series



Don't forget to give us a thumbs up on YouTube if you liked this interview!

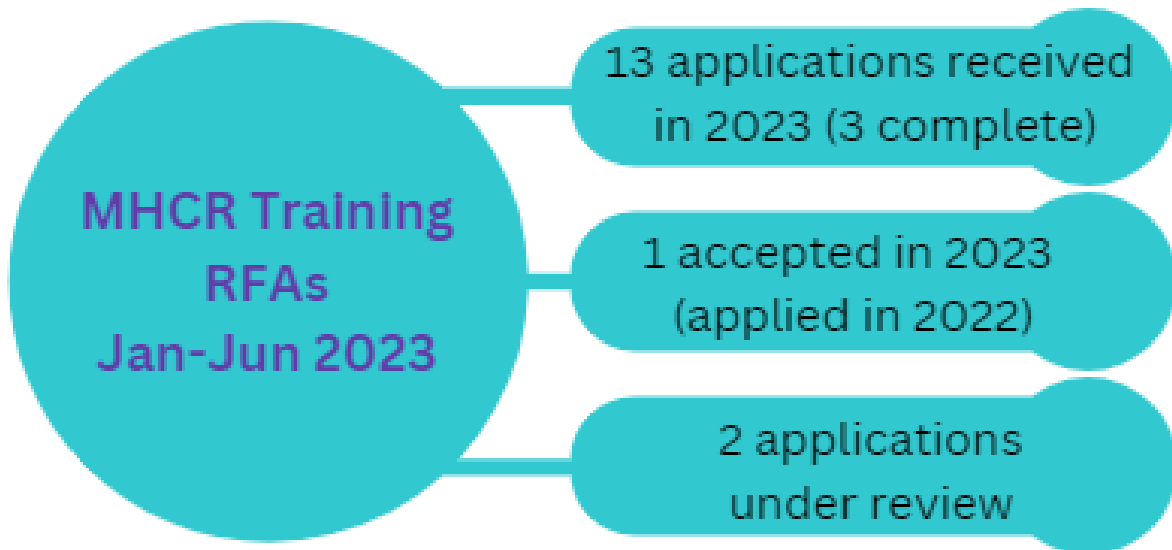


Stayed tuned for another interview next week!
Make sure you check your junk/spam folder if you do not see this email in your inbox.

HIGHLIGHTS OF JAN-JUN 2023

IDENTIFYING THE WORKFORCE

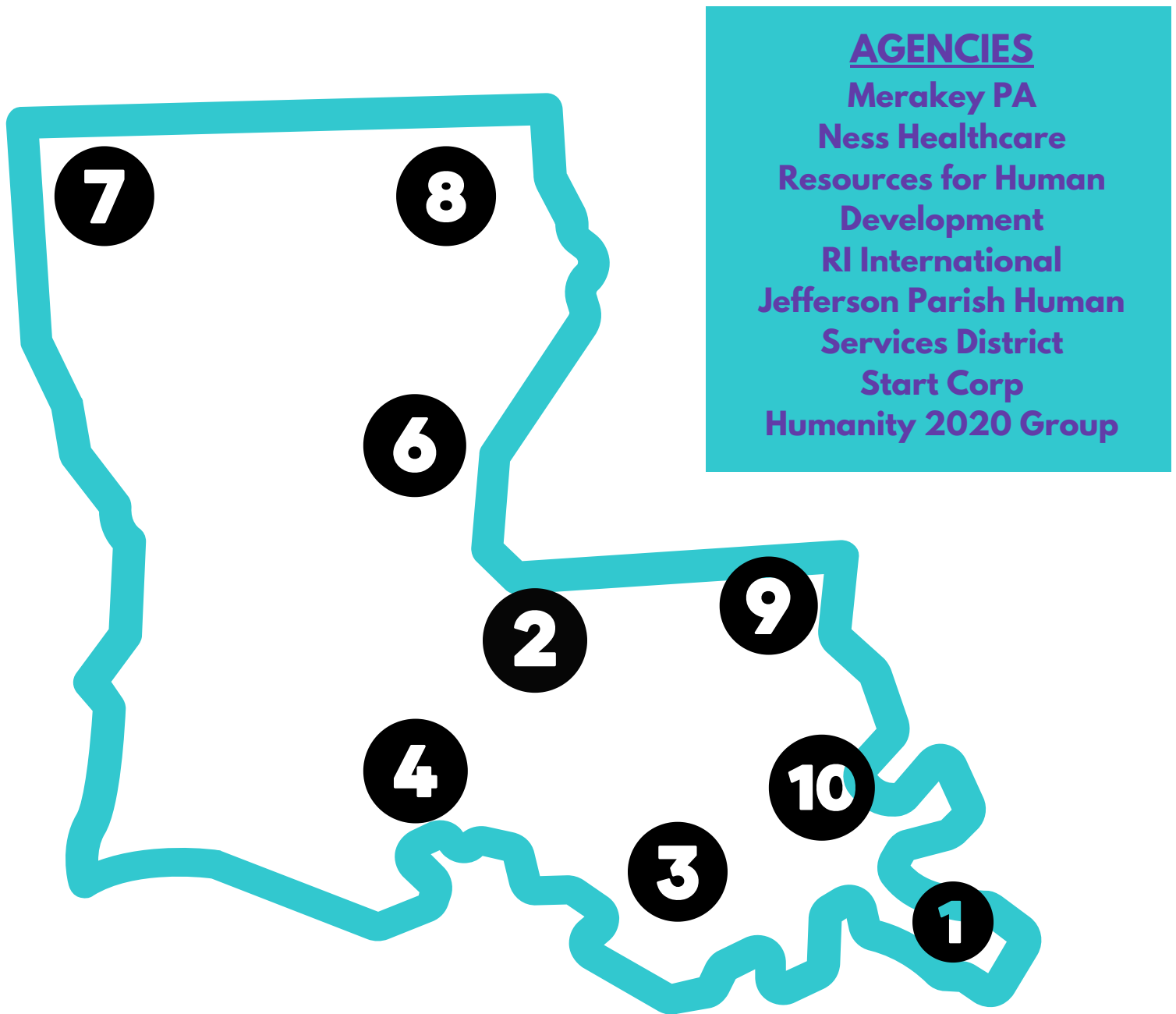
The Center for E2P continues to advertise for the crisis training Request for Applications (RFAs) to identify the readiness of agencies to workforce training.



HIGHLIGHTS OF JAN-JUN 2023

TRAINING THE WORKFORCE

- The Center for E2P trained workforce across 6 agencies and 6 Managed Care Organizations.



HIGHLIGHTS OF JAN-JUN 2023 TRAINING IMPLEMENTATION

- **The Center for E2P continues to implement training on a monthly basis.**



TRAINING IMPLEMENTATION

SCHEDULE & REGISTRATION



Center for E2P releases training schedule of upcoming 6 months.



Agencies update Training Trackers to identify training needs bi-monthly.

Center sends WELCOME message with training details to identified trainees.



Trainees make an account via E2PLearn to begin training.



TRAINING PROCESS

1

Trainees begin with pre-live training asynchronous modules 1-3 (1.5 hours) and complete quiz via E2PLearn.

2

Trainees attend 3 half-days for virtual, synchronous training of modules 4-12 on Zoom. Quiz completed on E2PLearn.

3

Trainees complete modules 13 to 15 on E2PLearn.

4

Trainees attend 1.5 days of Skills Demonstration session to apply knowledge and skills to scenarios.



Trainees complete evaluation survey to provide feedback on the training.

TRAINING VERIFICATION



Center staff verifies attendance of trainees using E2PLearn and Zoom logs.

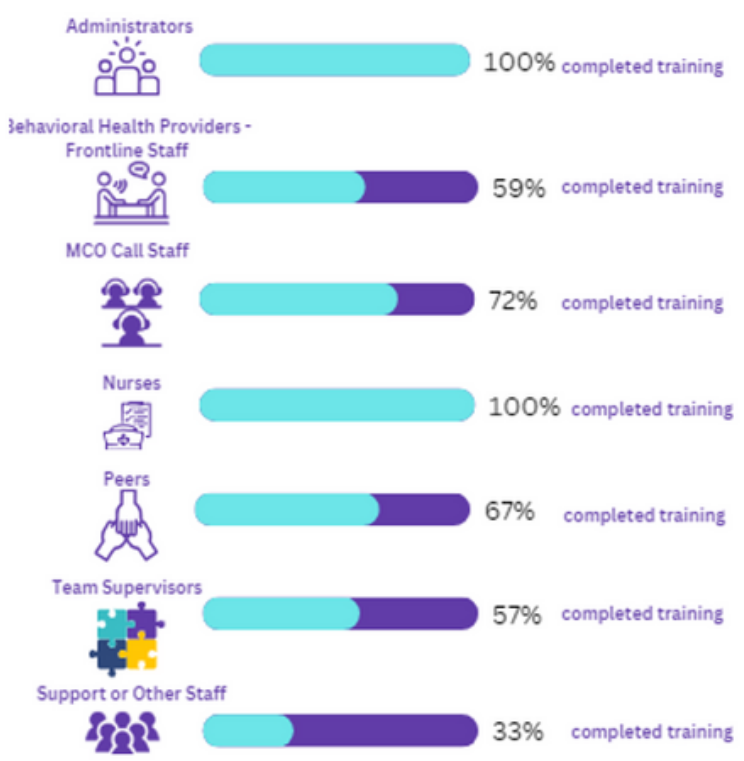


Certificate of Completion issued to those who have completed training requirements.

HIGHLIGHTS OF JAN-JUN 2023 TRAINING DELIVERY



Participant training status by profession



HIGHLIGHTS OF JAN-JUN 2023

ADVANCED TRAINING DELIVERY

The Center for E2P collaborated with national and local experts to produce and deliver the following advanced training.

MHCR Advanced Trainings Jan-Jun 2023



**Law Enforcement
Interface with Mental
Health Professionals**
March 2023



**Working with the LGBTQ+
Population: A NASMHPD
Transformation Transfer
Initiative**
April-June 2023



**Working with Individuals
Living with Intellectual &
Developmental Disabilities
During Crisis**
May 2023

HIGHLIGHTS OF JAN-JUN 2023

NAT'L GUIDELINES EVALUATION OF LA-CRS

The Center compared year 1 of the LA-CRS to SAMSHA's national best practice guidelines for behavioral health crisis care as well as the Crisis Now Framework for Self-assessment.

National Guidelines Evaluation of LA-CRS

The draft table below compares Year 1 of the LA-CRS to SAMSHA's national best practice guidelines for behavioral health crisis care. The table also shows how the LA-CRS compares using the Crisis Now Framework for Self-assessment. Where applicable, recommendations for how to move forward to meet best practice standards are provided. **For a more detailed comparison, click [here](#).**

	SAMSHA NAT'L GUIDELINES	LA-CRS	CRISIS NOW SELF-ASSESSMENT	RECOMMENDATIONS
CALL CENTER	Align with National Suicide Prevention Lifeline; incorporate caller ID function & GPS-enables technology	6 Behavioral Health Crisis Lines operated by MCOs on 24/7/365 & answered by live voice	Level 5 Level 4 Level 3 Level 2 Level 1	<ul style="list-style-type: none"> Move from 5 lines to centralized # or coordinate with 988 Ensure all LA-CRS providers registered with 988, 211, etc to facilitate transfers
MOBILE CRISIS TEAM RESPONSE	Incorporate with peers; implement real-time GPS tech; respond without law enforcement unless situation warrants	MCR teams include peer & licensed professional; provide support up to 72 hours; coordinate with crisis line and initiate referral to CBCS if needed	Level 5 Level 4 Level 3 Level 2 Level 1	<ul style="list-style-type: none"> Implement real-time GPS dispatch tech Expand statewide coverage Monitor & problem-solve via local coalitions
CRISIS RECEIVING & STABILIZATION FACILITIES	Coordinate connection to ongoing care; functions as 24-hour or less CS facility; offer designated first responder drop-off area	Availability of walk-in centers not yet 24/7/365; availability of CBCS for up to 15 days	Level 5 Level 4 Level 3 Level 2 Level 1	<ul style="list-style-type: none"> Continue increasing access statewide through open recruitment of providers; monitor utilization data; increase discussions with stakeholders

HIGHLIGHTS OF JAN-JUN 2023

REINFORCING TRAINING & PROBLEM-SOLVING

CONSULTING SESSIONS

2

agencies that had not completed their monthly consulting sessions continued participation & discussed 7 episodes of care.



6

Mobile crisis response



1

Behavioral health crisis response

REGIONAL COALITION DEVELOPMENT

Coalition Meetings January - June 2023			
	Coalition	Meeting Frequency	# of Meetings
Jefferson Parish Human Services District	Behavioral Health Task Force (BHFT)	Virtual monthly	3
Merakey PA	North Louisiana Crisis Response Coalition	Virtual monthly	4
Ness Healthcare	*Not part of existing crisis response coalition	In-person bi-monthly	3 in region 9 1 in region 4
Resources for Human Development	BHFT & MHSD Nola Crisis Intervention Committee	Virtual monthly	3
RI International	Capital Area	TBD	1
Start Corporation	*Not part of existing crisis response coalition	In-person bi-monthly	3

JPHSA and RHD also host smaller problem-solving meetings outside of the existing coalitions. Start Corp and Ness Healthcare continue to reach out to stakeholders to create their own regional coalitions.

LA-CRS providers participated in coalition meetings across their regions.

HIGHLIGHTS OF JAN-JUN 2023 PUBLICATIONS & PRESENTATIONS

Publications

Thus far in 2023, the Center has engaged the larger field with several crisis approach presentations. These include, but are not limited to:

1. Phillippi, S. (Jan 2023). Invited Presentation. De-escalation Series. National Assessment Center Association. Nationwide Webinar (USA).
 - a. January 11, 2023- Person-centered Adolescent Approach to De-escalation
 - b. January 18, 2023- Person-centered Response—Calm, Connect, Collaborate
 - c. January 25, 2023- Supporting and Reinforcing Person-centered De-escalation
2. Phillippi, S. (2023). Plenary. Brains, Bias, Trauma & Responding. Family Preservation Court Interactive Symposium (sponsored by the Louisiana Supreme Court). Covington, Louisiana.
3. Phillippi, S. (2023) Brains, Bias, Trauma & Responding. Louisiana Governor's Conference on Juvenile Justice. March 22. New Orleans, La
4. Phillippi, S, Darling, A, & Savicki, K. (2023) The Future of Behavioral Health Crisis Services for Louisiana is Expanding Now, So You May Ask Yourself...How? Plenary- Louisiana National Association of Social Work Conference. March 6, Baton Rouge, La

ACKNOWLEDGEMENTS

The Center values its partnership with OBH, Medicaid, the MCOs, and state providers to build and sustain the delivery of crisis services, expand the capacity of trained practitioners, increase access to quality crisis care, and examine practice utilization to better serve Medicaid enrolled people throughout Louisiana. Our team looks forward to this continued partnership.



Authors and recommended citation for this report:

Afaneh, H., Leonardi, C., Gonzalez, G., Dupre, B., and Phillippi, S. (2023) Center for Evidence to Practice: Mental Health Crisis Response System Workforce & Training Development Mid-year Report 2023. Louisiana State University Health Sciences Center- School of Public Health. New Orleans, La.