



# MENTAL HEALTH CRISIS RESPONSE SYSTEM TRAINING & WORKFORCE DEVELOPMENT

2023 Annual 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-served individuals and communities. This system includes call center(s), mobile crisis response, community brief crisis support, behavioral health crisis centers, and crisis stabilization units.



# HIGHLIGHTS OF 2023 NETWORK OF TRAINERS AND PEERS

11 national and state experts  
develop and refine training



## 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.

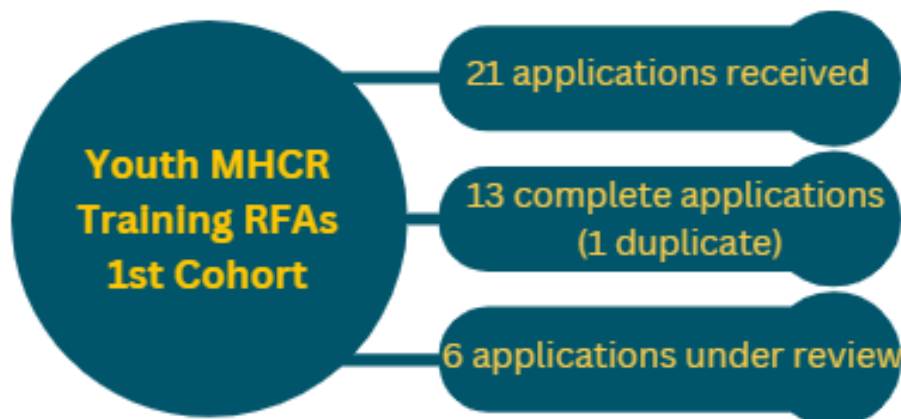
# HIGHLIGHTS OF 2023

## 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 **ADULT** crisis response workforce training.



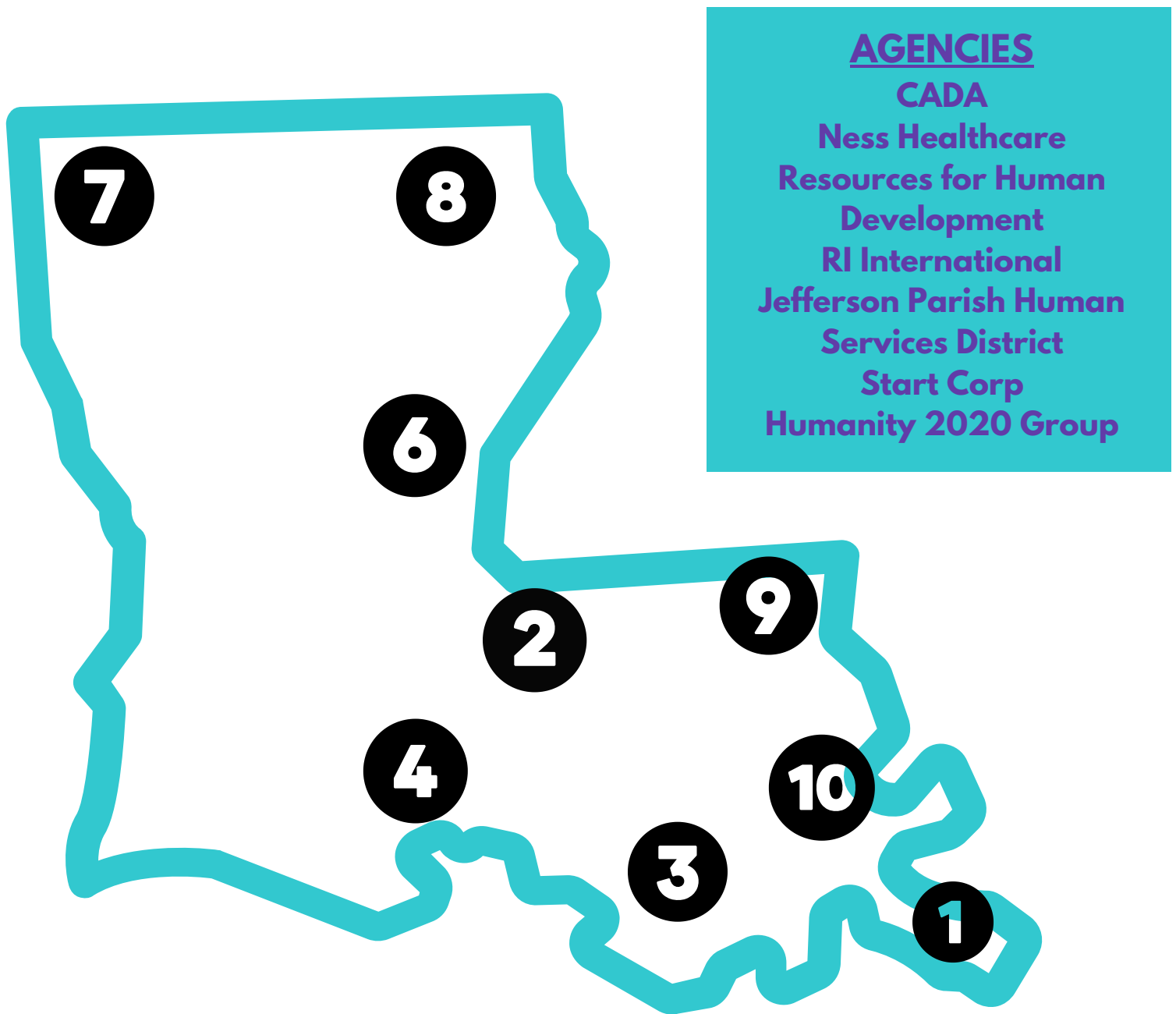
The Center for E2P developed and released the **YOUTH** crisis response training RFA to identify the readiness of agencies for this work.



# HIGHLIGHTS OF 2023

## TRAINING THE WORKFORCE

- The Center for E2P trained workforce across 7 agencies and 6 Managed Care Organizations.



# HIGHLIGHTS OF 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 2023 TRAINING DELIVERY

## TRAINING BY THE NUMBERS



11 training cohorts between Jan-Dec 2023



336 registered for training

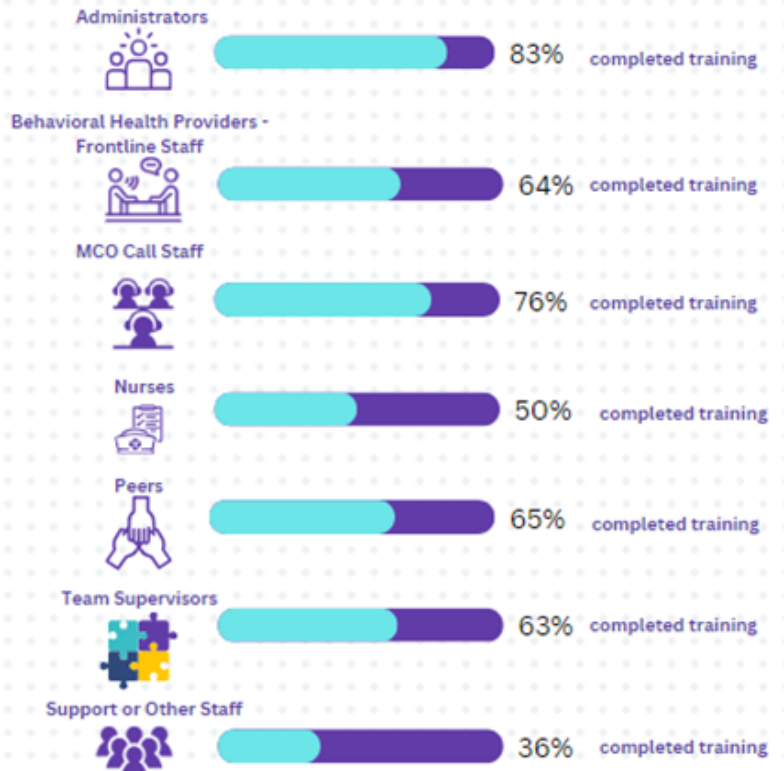


241 fully completed training



59 partially completed training

## Participant training status by profession



# HIGHLIGHTS OF 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 2023

## REINFORCING TRAINING & PROBLEM-SOLVING

### CONSULTING SESSIONS

- Two agencies that had not completed their monthly consulting sessions continued participation & discussed 7 episodes of care. One of these agencies successfully completed the 6 sessions.

 <p><b>Team Strengths</b></p> <ul style="list-style-type: none"><li>• Teamwork &amp; collaboration</li><li>• Rapport</li><li>• Communication</li><li>• Resourceful</li></ul>	 <p><b>Team Challenges</b></p> <ul style="list-style-type: none"><li>• Need additional strategies to calm/connect</li><li>• Lack of support for pregnant women</li><li>• High levels of stress</li><li>• Lack of peers (on some teams)</li></ul>	 <p><b>Team Approaches to Crisis Response</b></p> <ul style="list-style-type: none"><li>• Person-centered</li><li>• Strengths-based</li><li>• Resolution-focused</li><li>• Active listening</li></ul>	 <p><b>System Challenges</b></p> <ul style="list-style-type: none"><li>• Authorization process for CBCS</li><li>• Maximize billable services</li><li>• Low call volume</li></ul>
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# HIGHLIGHTS OF 2023

## REINFORCING TRAINING & PROBLEM-SOLVING

### REGIONAL COALITION DEVELOPMENT

Coalition Meetings Jan - Dec 2023		Coalition	Meeting Frequency	# of Meetings
Jefferson Parish Human Services District	Behavioral Health Task Force (BHFT)	Virtual monthly	5	
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	4	
RI International	Capital Area	TBD	1	
Start Corporation	Not part of existing crisis response coalition	In-person bi-monthly	6	

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.  
 \*Merakey is no longer a provider under LA-CRS as of September 2023.

### LA-CRS REGIONAL TOURS

- The Center for E2P participated in the regional town hall meetings in August 2023 to discuss the LA-CRS and engage communities on their assets and needs.

# HIGHLIGHTS OF 2023

## DEVELOPMENT OF YOUTH CRS TRAINING CURRICULUM

- **The Center for E2P collaborated with national and local experts to develop the Youth LA-CRS Training Curriculum.**
- **The Center held 3 four-hour train-the-trainer sessions to review and edit the training curriculum in November.**
  - **Modules include:**
    - **The Model**
    - **Brain Science and Crisis Response with Youth & Families**
    - **Family-centered Care**
    - **Crisis De-escalation**
    - **Risk Assessment & Safety Planning**
    - **Stabilization & Supporting Families**
    - **Mobile Crisis and Schools**
    - **Diversion from Juvenile Justice System**



# HIGHLIGHTS OF 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 Annual Report 2023. Louisiana State University Health Sciences Center- School of Public Health. New Orleans, La.