

Mental Health Crisis Response System Training & Workforce Development

2024 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-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-DEC 2024

NETWORK OF TRAINERS AND PEERS

10 national and state experts develop and refine training



Over 10 Peers

Peers are an instrumental part of this training, and over 10 peers have participated in training delivery.

The Center worked with national and local experts to develop **two** videos and **four** fact sheets on working with the **LGBTQ+** population placed on our learning platform and resource library, respectively.

Advanced Training Recordings

As part of the Mental Health Crisis Response Workforce Development, below are recordings from advanced training sessions held by the Center for Evidence to Practice. **Stay tuned for recording training** on topics, such as crisis responders working with law enforcement, responding to individuals living with intellectual and developmental disabilities, and more.



The training covers law enforcement culture, the interaction with mental health professionals and tips to keep in mind when understanding the interaction between law professionals. The training led by law enforcement and law enforcement officers.

Working with LGBTQIA+ Individuals: Quick Fact Sheets

For a quick guide on supporting **Trans** individuals in crisis, see this fact sheet. For a quick guide on affirming **polyamorous**, see this fact sheet. For a quick guide for **sexual** **competence**, see this fact sheet. For a quick guide on **helping gender diverse people to extend resources**, see this fact sheet.

Creating and Sustaining Regional Coalitions: A Guide

The Center for Evidence to Practice has created a **regional coalition guide** (in two formats) for Louisiana Crisis Response System (LCRS) providers to use as a resource when developing and sustaining regional coalitions.



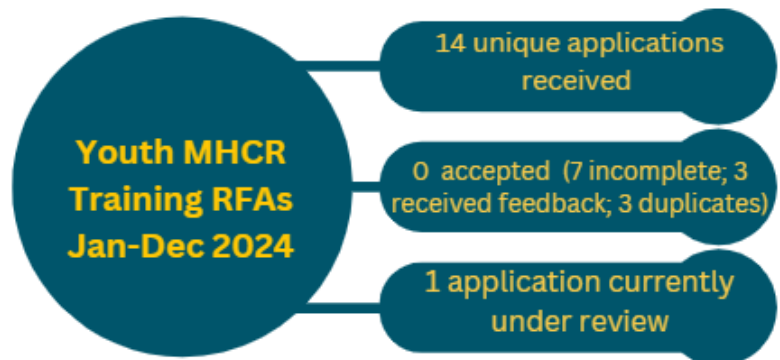
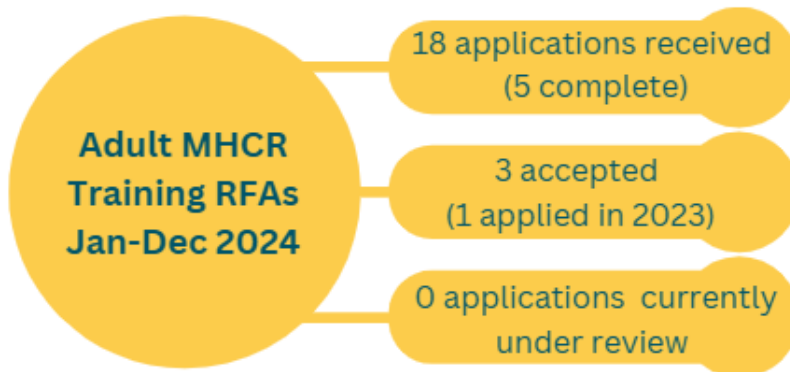
More Resources

Keep up with the latest news surrounding mental health crisis response activities and beyond.

HIGHLIGHTS OF JAN-DEC 2024

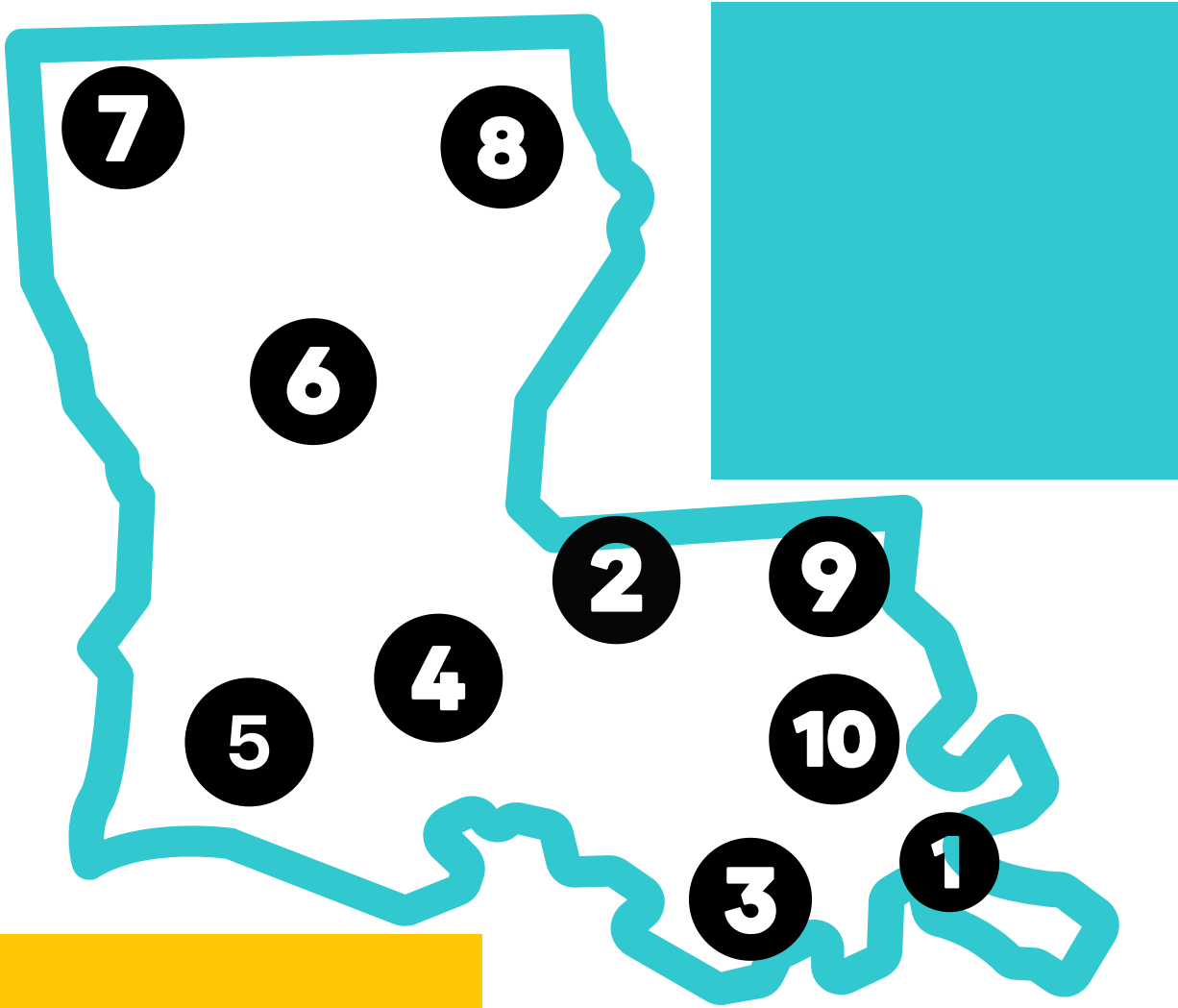
IDENTIFYING THE WORKFORCE

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



HIGHLIGHTS OF JAN-DEC 2024 TRAINING THE WORKFORCE

The Center for E2P trained workforce across 10 provider agencies and 6 Managed Care Organizations for both youth and adult LA-CRS.



HIGHLIGHTS OF JAN-DEC 2024 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 and complete quizzes associated via E2PLearn.

2

Trainees attend two 4-hour days for virtual, live training on Zoom. Quizzes are completed on E2PLearn.

3

Trainees complete another set of asynchronous modules and quizzes on E2PLearn.

4

Trainees attend last two 4-hour days for virtual, live training on Zoom. Quizzes are completed on E2PLearn.

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.

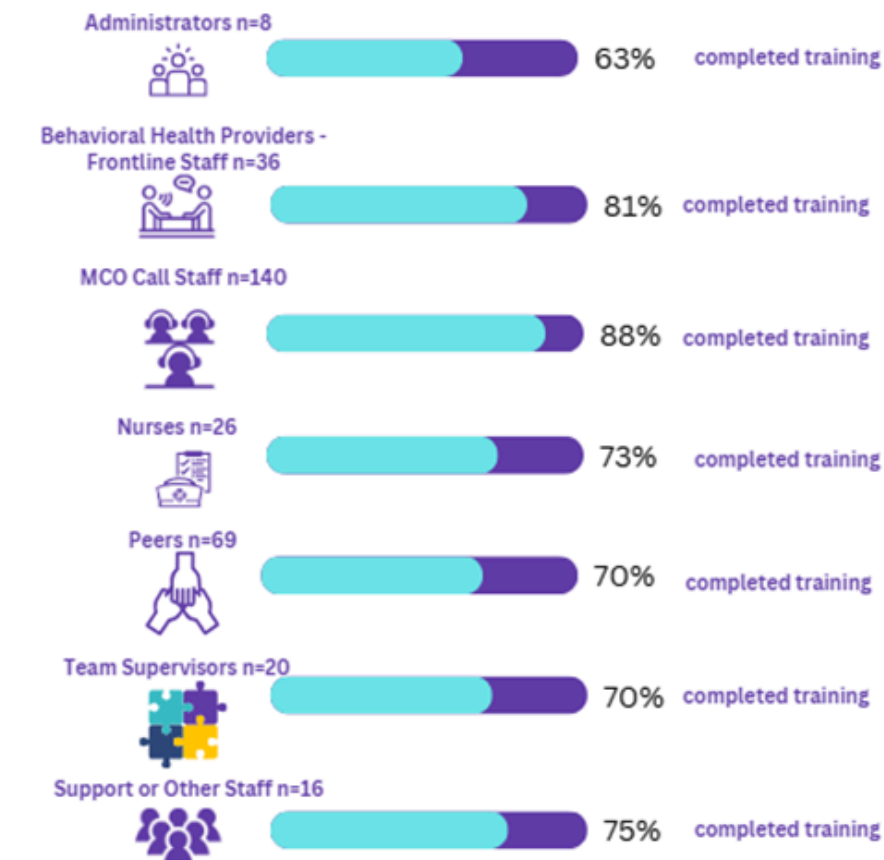
6399.19

CEUs offered to the crisis response workforce over the last 12 months.

HIGHLIGHTS OF JAN-DEC 2024 ADULT TRAINING DELIVERY



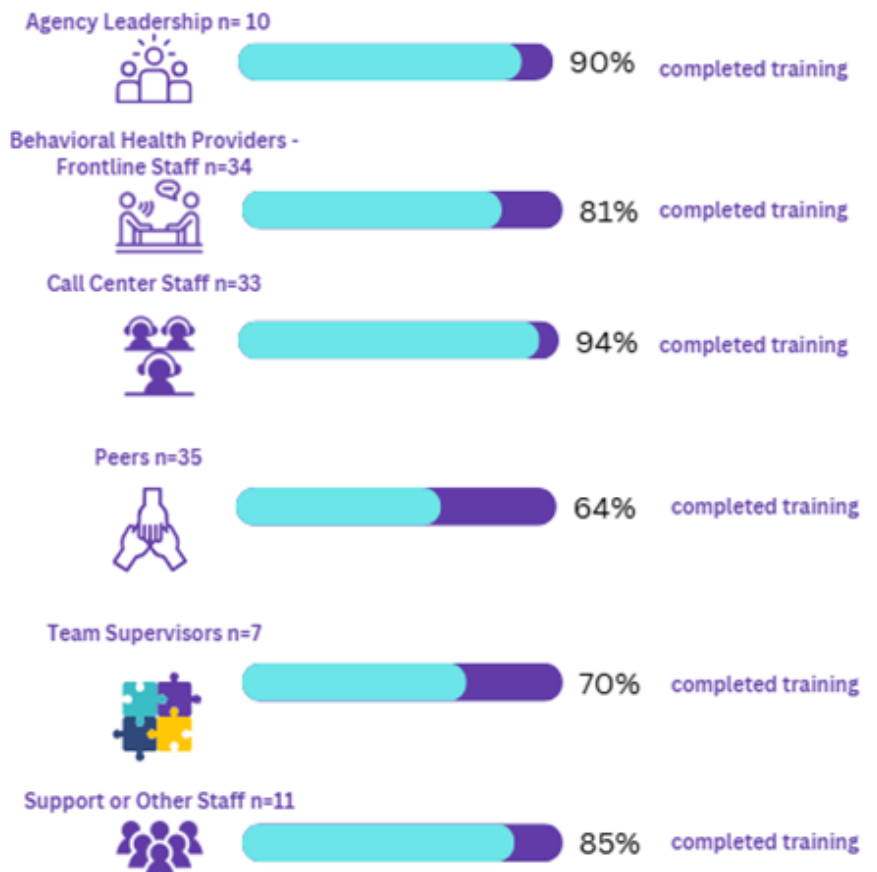
Participant training status by profession



HIGHLIGHTS OF JAN-DEC 2024 YOUTH MHCR TRAINING DELIVERY



Participant training status by profession



HIGHLIGHTS OF JAN-DEC 2024 REINFORCING ADULT MHCR TRAINING & PROBLEM-SOLVING

CONSULTING SESSIONS

3

adult crisis service providers that had not completed their monthly consulting sessions continued participation & discussed 7 episodes of care.

The Center is tracking feedback provided by trainers to look for trends and issues at the agency and system level in order to problem solve further as needed.

REGIONAL COALITION DEVELOPMENT

Coalition Meetings Jan - Dec 2024			
	Coalition	Meeting Frequency	# of Meetings
Jefferson Parish Human Services District	Behavioral Health Task Force (BHFT)	Virtual monthly	10
CADA	Part of existing crisis response coalition	Monthlu	10
Ness Healthcare	Not part of existing crisis response coalition	In-person bi-monthly	2 in region 9
Resources for Human Development	BHFT & MHSD Nola Crisis Intervention Committee	Virtual monthly	5
RI International	Capital Area	In-person	1
Start Corporation	Not part of existing crisis response coalition	In-person quarterly and virtually	3

JPHSA and RHD also host smaller problem-solving meetings outside of the existing coalitions. Start Corp also has created a number of subcommittees with stakeholders in the community and meet with those stakeholders on a regular basis.

LA-CRS providers participated and/or led in coalition meetings across their regions.

HIGHLIGHTS OF JAN-DEC 2024 LEARNING COMMUNITY

LEARNING COMMUNITY

6

learning community sessions were held beginning in May 2024 with the adult LA-CRS providers (team supervisors and frontline staff).

LC Session 1

- **Topic:** Co-creating the Learning Community Space: Mission, Vision and Goals
- 12 attendees

LC Session 2

- **Topic:** Identifying Resources
- 12 attendees

LC Session 3

- **Topic:** Team Successes
- 9 attendees

LC Session 4

- **Topic:** Case Study
- 8 attendees

LC Session 5

- **Topic:** Successes, Challenges and Networking
- 4 attendees

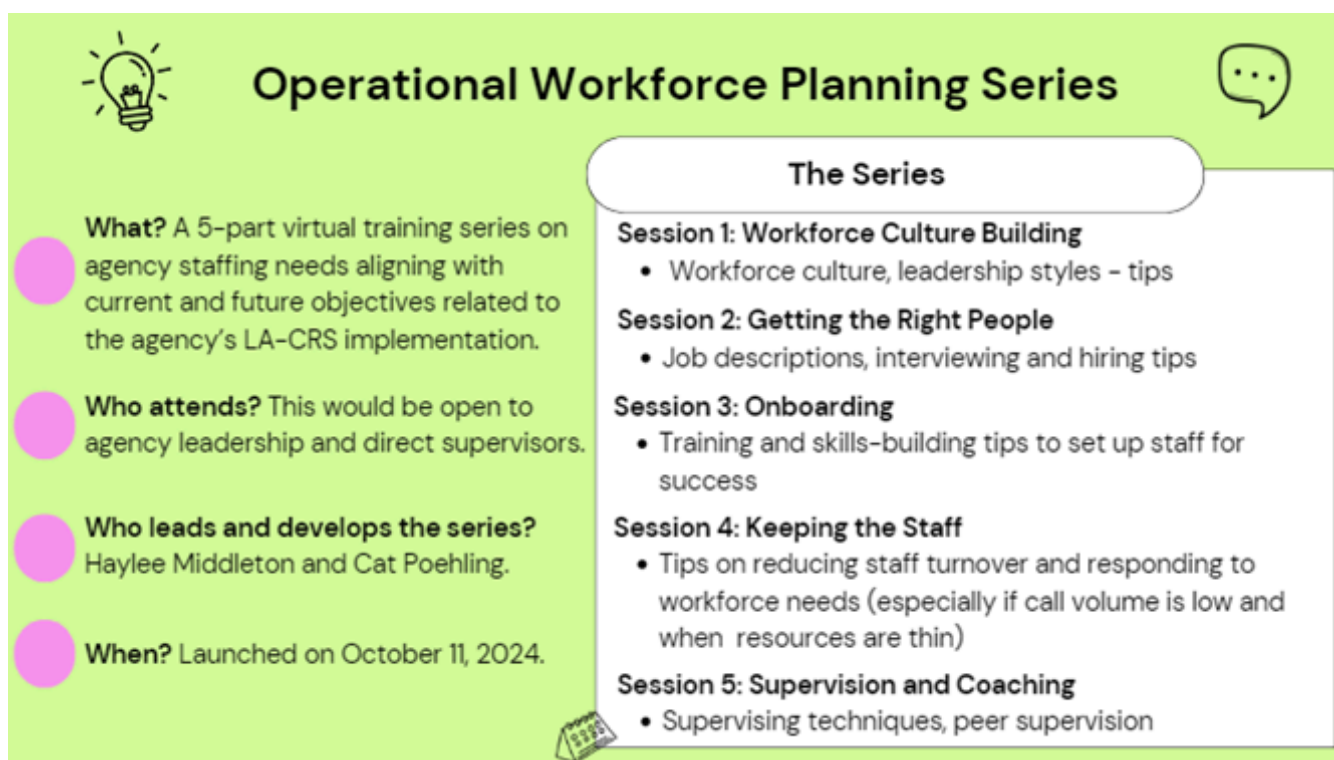
LC Session 6

- **Topic:** Group Discussion on Path Forward with LC
- 10 attendees

HIGHLIGHTS OF JAN-DEC 2024 OWP SERIES

OPERATIONAL WORKFORCE PLANNING (OWP) SERIES

The Center launched the Operational Workforce Planning series in October. It was a 5-part virtual training related to high-level agency operations and staffing needs to align with current and future objectives related to the Louisiana Crisis Response System (LA-CRS) implementation. The series is open to current and potential LA-CRS providers.



Operational Workforce Planning Series

What? A 5-part virtual training series on agency staffing needs aligning with current and future objectives related to the agency's LA-CRS implementation.

Who attends? This would be open to agency leadership and direct supervisors.

Who leads and develops the series? Haylee Middleton and Cat Poehling.

When? Launched on October 11, 2024.

The Series

- Session 1: Workforce Culture Building**
 - Workforce culture, leadership styles - tips
- Session 2: Getting the Right People**
 - Job descriptions, interviewing and hiring tips
- Session 3: Onboarding**
 - Training and skills-building tips to set up staff for success
- Session 4: Keeping the Staff**
 - Tips on reducing staff turnover and responding to workforce needs (especially if call volume is low and when resources are thin)
- Session 5: Supervision and Coaching**
 - Supervising techniques, peer supervision

Recordings and materials can be found [here](#).

HIGHLIGHTS OF JAN-DEC 2024

PUBLICATIONS & PRESENTATIONS

Selected Publications & Presentations

1. Afaneh, H., Leonardi, C, Dupre, B & Phillippi, S. (2024). Center for Evidence to Practice: Mental Health Crisis Response System Workforce & Training Development Annual Report 2023. LSU Health New Orleans School of Public Health.
2. Phillippi, S. & Santelli, J. (April 2024). Seminar. Crisis Intervention Training- Youth: Training the Trainer. Training for state of Georgia's mental health providers and law enforcement. In-person training by the National Youth Screen & Assessment Project. Atlanta, GA.
3. Phillippi, S. (2024). Invited Presentation. Gaps and Needs: Services and Workforce Analyses. State Mental Health Policy Support Centers. March 12, 2024. National Webinar- Live Online.
4. Phillippi, S. (2024). Keynote Presentation. The Louisiana Crisis Response System: The Future of Behavioral Health Crisis Services for Louisiana Youth is Expanding Now, So You May Ask Yourself...How? Louisiana Behavioral Health Advisory Council. May 6, 2024 in Baton Rouge, Louisiana.
5. Savicki, K. & Phillippi, S. (2024). Mobile Crisis Response Services for LA Youth: Expansion of the Louisiana Crisis Response System. Louisiana Teacher Leader Summit. May 30, 2024. New Orleans, Louisiana.
6. Afaneh, H., Gonzales, G., Leonardi, C, & Phillippi, S. Engaging a new public health workforce: Lessons learned from launching the mental health crisis response system in Louisiana. The American Public Health Association (APHA) Annual Meeting and Exposition, 2024 (abstract).
7. Phillippi, S. (2024). Presentation. The Louisiana Crisis Response System: The Future of Behavioral Health Crisis Services for Louisiana. Jefferson Parish Human Services Authority Board Retreat. August 3, 2024. Metairie, Louisiana.
8. Walker, S., Weaver, C., Phillippi, S, Southam-Gerow, M, & Vanderploeg, J (2024) Advancing Implementation Policy-Practice-Research Synergy at Scale: A Panel Discussion with a National Network of State Intermediary Organizations.. Accepted for symposium presentation. Society for Implementation Research Collaboration (SIRC) bi-annual conference. September 2024. Denver, Colorado. [Finalist for Outstanding Symposium Award].

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., Marlowe, H., Yeh, A., and Phillippi, S. (2025). Center for Evidence to Practice: Mental Health Crisis Response System Workforce & Training Development Annual Report 2024. Louisiana State University Health Sciences Center- School of Public Health. New Orleans, LA.