

Mental Health Crisis Response System Training & Workforce Development

2025 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 2025

NETWORK OF TRAINERS AND PEERS

10 national and state experts develop and refine training



10 Peers

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

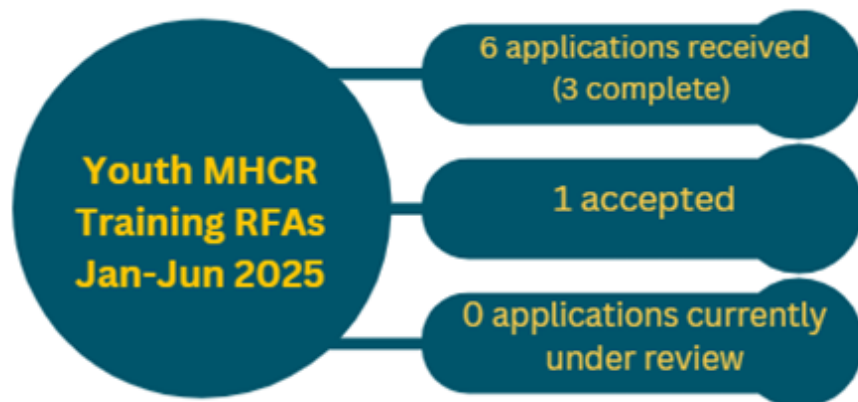
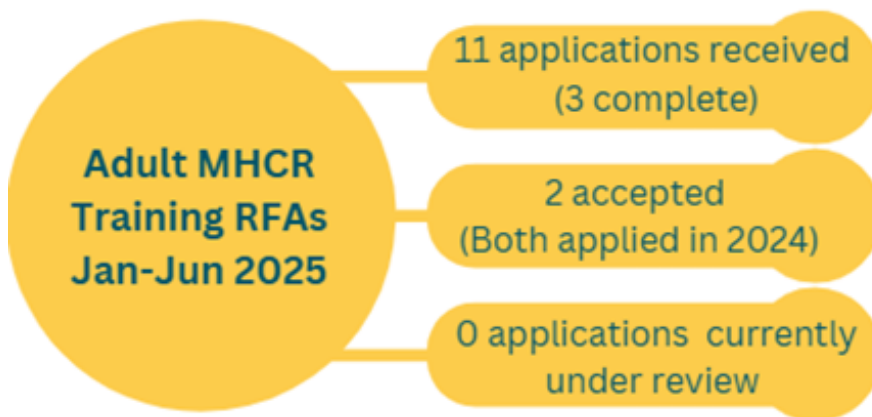
The Center worked with national and local experts to develop the **Suicide Safety Planning Training** as well as the **Crisis Assessment Tool (CAT) training**.



HIGHLIGHTS OF JAN-JUN 2025

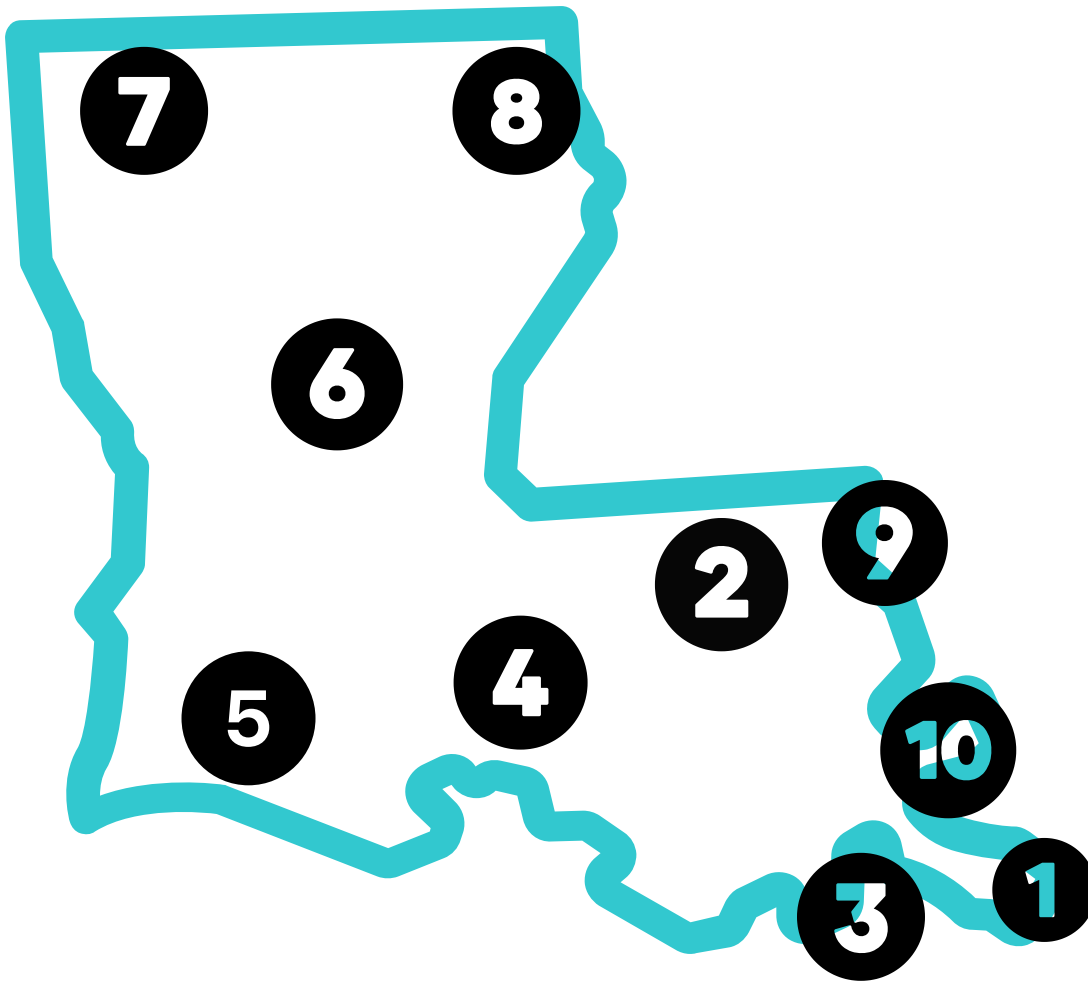
IDENTIFYING THE WORKFORCE

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-JUN 2025 TRAINING THE WORKFORCE

The Center for E2P trained workforce across 14 provider agencies and 6 Managed Care Organizations for both youth and adult LA-CRS.



- Adult MHCR Providers**
- CADA - Region 7
 - Ness Healthcare - Region 9
 - Resources for Human Development - Region 1
 - RI International - Region 2
 - Jefferson Parish Human Services District - Region 10
 - Start Corp - Region 3
 - Red River Healthcare - Region 6
 - Morning Star Rehab Services - Region 2
 - Bright Minds of Louisiana - Region 1

- Youth MHCR Providers**
- Resources for Human Development - Region 1
 - Southeast Community Health Systems - Region 2, 9
 - Gulf Coast Family and Teaching Services - Region 3, 6
 - The Extra Mile- Region 4
 - Imperial Calcasieu HSA - Region 5
 - Jefferson Parish HSA - Region 10
 - Jenkins Counseling Services - Region 7

MHCR TRAINEE DASHBOARD

The Mental Health Crisis Response Workforce Trainee Dashboard Includes key trainee information such as name, agency, role, training status, certification completion, and adult or youth service affiliation.

HIGHLIGHTS OF JAN-JUN 2025 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.

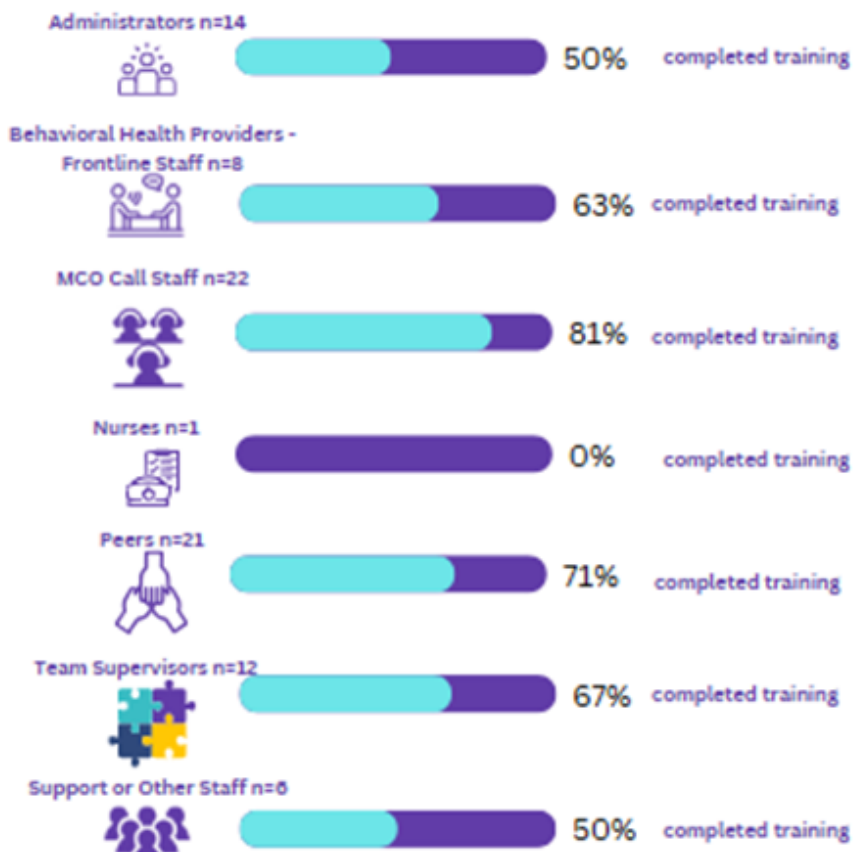
1863.50

CEUs offered to the crisis response workforce over the last 6 months.

HIGHLIGHTS OF JAN-JUN 2025 ADULT TRAINING DELIVERY



Participant training status by profession



HIGHLIGHTS OF JAN-JUN 2025

REINFORCING ADULT MHCR TRAINING & PROBLEM-SOLVING

CONSULTING SESSIONS



adult crisis service providers that had not completed their monthly consulting sessions continued participation & discussed 4 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 - Jun 2025		Coalition	Meeting Frequency	# of Meetings
Jefferson Parish Human Services District	Behavioral Health Task Force (BHFT)	Virtual monthly	4	
CADA	Part of existing crisis response coalition	Monthlu	3	
Ness Healthcare	Not part of existing crisis response coalition	In-person bi-monthly	1 in region 9	
Resources for Human Development	BHFT & MHSD Nola Crisis Intervention Committee	Virtual monthly	3	
Start Corporation	Not part of existing crisis response coalition	In-person quarterly and virtually	1	

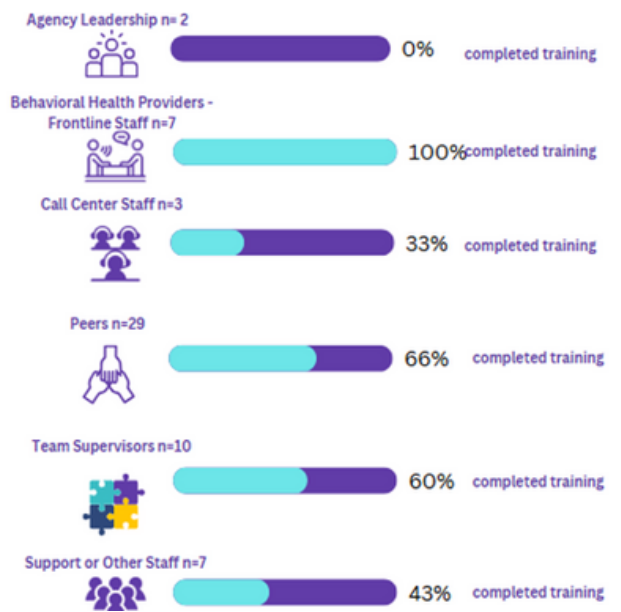
JPHSA and RHD also host smaller problem-solving meetings outside of the existing coalitions.

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

HIGHLIGHTS OF JAN-JUN 2025 YOUTH TRAINING DELIVERY



Participant training status by profession



CONSULTING SESSIONS

2

youth crisis service providers that had not completed their monthly consulting sessions continued participation & discussed 6 episodes of care.

HIGHLIGHTS OF JAN-JUN 2025

TOOLS AND ADVANCED TRAININGS

BUSINESS METRIC TOOL

The Center sought to better understand the business of the crisis response system in Louisiana in order to develop metrics that might help providers identify what is financially needed to start and sustain a crisis response workforce. Both adult and youth crisis response providers were asked to provide the salary and benefits for their teams. Based off this information as well as Child Health and Development Institute's expertise in crisis response systems, a budget development tool was created to guide providers in program development and considerations. For more information, please see here.

ADVANCED TRAINING

Suicide Safety Planning

In March 2025, the Center for E2P added the 'Suicide Safety Planning Training Modules' to be completed by trainees within 90 days after the month's youth MHCR training concludes. The training series aims to prepare the workforce to deliver suicide safety plans for youth and parents/guardians/etc. through applying demonstrated clinical skills, supervision skills and support. The modules include the following:

- Module 1: Patient-Centered Suicide Safety Planning with Youth and Caregivers: Tips, Tricks, and Recommendations
- Module 2: Developing Client-Centered Skills for Youth Safety Planning
- Module 3: Supporting Quality Control for Youth Safety Planning in Your Organization (*supervisors only*)
- Module 4: Don't Drift: Self-Evaluation to Help You Improve the Quality of Safety Planning Experience

HIGHLIGHTS OF JAN-JUN 2025

PUBLICATIONS & PRESENTATIONS

Selected Publications & Presentations

1. Afaneh, H., Leonardi, C., Marlowe, H., Yeh, A., and Phillippi, S. (2024) 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.
2. Phillippi, S. & Santelli, J. (February 2025). Seminar. Crisis Intervention Training- Youth: Training the Trainer. Training for state of Georgia's mental health providers and law enforcement. NAMI-GA Statewide Meeting. In-person training by the National Youth Screen & Assessment Project. Atlanta, GA.
3. Savicki, K, Phillippi, S & Darling A (2025). An Evolving System: Medicaid Mental Health Services Across the Lifespan. Louisiana National Association of Social Workers Regional Conference. March 25. Baton Rouge, Louisiana.
4. Phillippi, S. (2025). The adolescent brain: Understanding development to strengthen prevention efforts. Louisiana Childrens Trust Fund Child Abuse Prevention Conference. April 10. Lafayette, Louisiana.
5. Phillippi, S. & McGee, T (March 2025). Beyond the Storms: Behavioral Health & Long-Term Disaster Recovery. Henderson County Behavioral Health Conference. March 24. Henderson County, North Carolina.

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:

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