

Mental Health Crisis Response System Training & Workforce Development

**2022
Annual Report**



**LSUHSC School of Public Health
Center for Evidence to
Practice**

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.



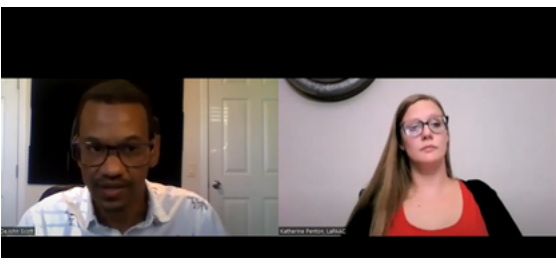
HIGHLIGHTS OF 2022 NETWORK OF TRAINERS AND PEERS

- **9 national and state experts developing and implementing training**
 - **7 trainers participated in training delivery**



Over 25 Peers

Peers are an instrumental part of this training, and over 25 peers have participated.



The Center for E2P collaborated with Louisiana Peer Action and Advocacy Coalition (LaPAAC) to produce 5 interviews of peers for training.

HIGHLIGHTS OF 2022

IDENTIFYING THE WORKFORCE

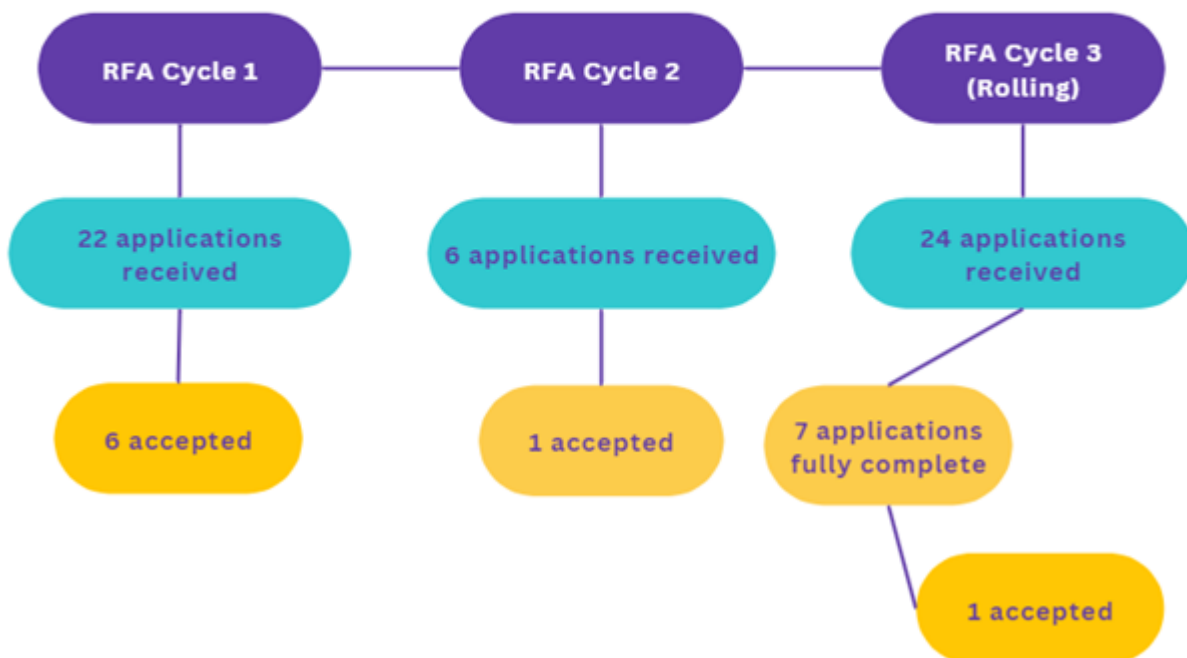


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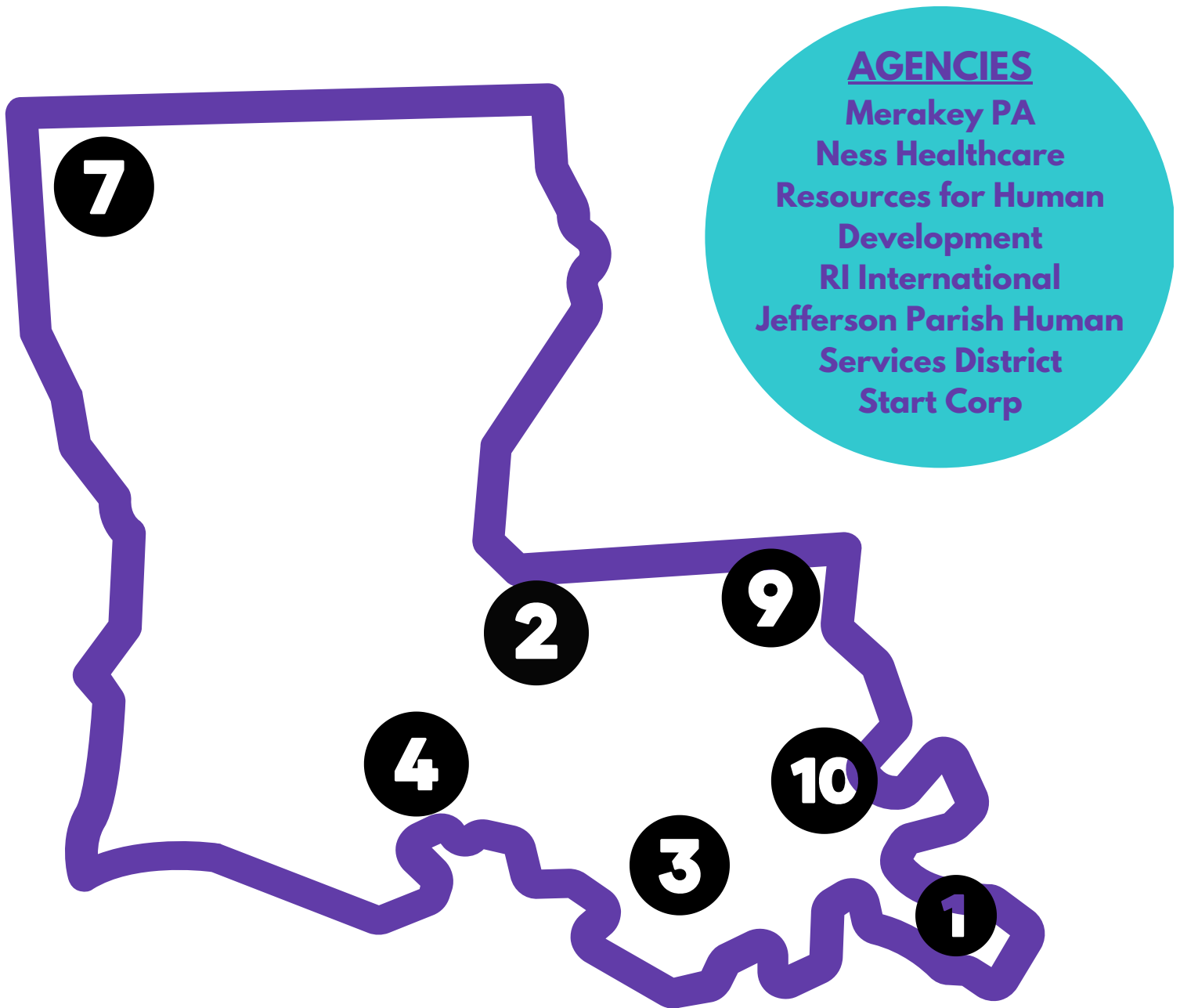
announcements of the rolling Training RFA via the Center's newsletter since June 2022

- Center for E2P released 3 crisis training Request for Applications (RFAs) to identify the readiness of agencies for workforce training.

MHCR Training RFAs



- The Center for E2P trained workforce across 6 agencies and 5 Managed Care Organizations.



HIGHLIGHTS OF 2022 TRAINING CURRICULUM

- Center for E2P produced a modular curriculum and online platform, E2PLearn, that includes 7 asynchronous modules, 9 synchronous live modules, and a 12-hour skills demonstration live online.



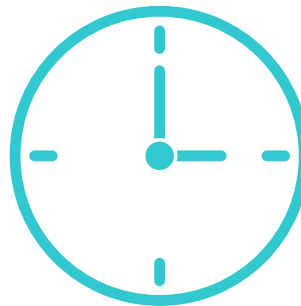
Pre-training Modules
1-3
1.5 hours

Online Remote Modules
4-12
Three half-days (12 hours)

Post-remote Modules
13-15
1.5 hours

Skills Demo Session
1.5 days (12 hours)

OFFICE HOURS



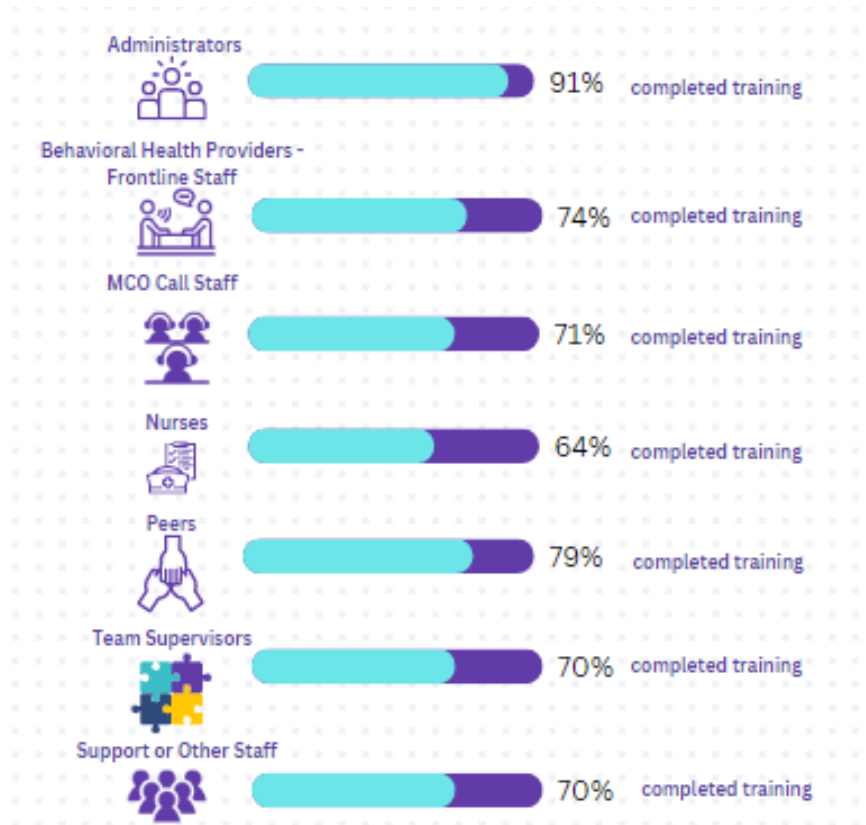
The Center offers virtual
weekly office hours on Tuesday
from 10am to 12pm CST.

HIGHLIGHTS OF 2022 TRAINING DELIVERY

Training by the Numbers



Participant training status by profession



HIGHLIGHTS OF 2022

REINFORCING TRAINING & PROBLEM-SOLVING

CONSULTING SESSIONS

4

agencies participated in monthly consulting sessions and discussed 22 episodes of care.



21

Mobile Crisis



1

Behavioral Health Crisis Care

REGIONAL COALITION DEVELOPMENT

The Center for E2P developed a regional coalition guide to aid agencies in building local collaboration.



Held initial meetings with each agency to identify 'Who's Who' in the region.

HIGHLIGHTS OF 2022

PUBLICATIONS & PRESENTATIONS

Publications

- Afaneh, H., Danos, D., Whiting, W., Gonzalez, G., Dupre, B., Phillippi, S. (2022) Center for Evidence to Practice: Mental Health Crisis Response System Workforce & Training Development Mid-Year Report 2022. Louisiana State University Health Sciences Center-School of Public Health. New Orleans, La.
- Phillippi, S. & Afaneh, H. (2022). Louisiana Crisis Response System: Regional Coalition Development Guide. Louisiana State University Health Sciences Center School of Public Health's Center for Evidence to Practice. New Orleans, La. Available at https://laevidencetopractice.com/wp-content/uploads/2022/11/Louisiana-Crisis-Coalition-Guide-WORD_DRAFT_11.23.pdf
- Phillippi, S., Thomas, B. (2022). Crisis in Services: Self-Care, Self-Directed Care, and the Use of Technology Supporting All. Paper No. 7. In From Crisis to Care: Building from 988 and Beyond for Better Mental Health Outcomes. (Technical Assistance Brief Series). The Substance Abuse and Mental Health Services Administration (SAMHSA), Washington, DC. in partnership with the National Association of State Mental Health Program Directors (NASMHPD), Arlington, VA. Available at <https://store.samhsa.gov/sites/default/files/pep22-01-03-001.png>

Presentations

- Phillippi, S., Maddenwald, K., Becker, S., Fitch, Eberts, C., Phoehling, C., Lorio, A., Brown, C., Middleton, H., Afaneh, H. (Jan 2022). Seminar. Louisiana Crisis Response System Training. Virtual statewide. Louisiana.
- Phillippi, S., Becker, S., Fitch, Eberts, C., Phoehling, C., Lorio, A., Middleton, H., Afaneh, H. (Feb 2022). Seminar. Louisiana Crisis Response System Training. Virtual statewide. Louisiana.
- Phillippi, S. (Sept 2022). Nat'l Invited Presentation. Crisis in Services: Self-Care, Self-Directed Care, and the Use of Technology Supporting All. Nat'l Association of State Mental Health Program Directors. (Virtual Meeting).
- McDermott, R., Darling, A., & Phillippi S. (Sept 2022). Plenary. Louisiana's New Behavioral Health Crisis Response System. Behavioral Health Symposium 2022. Baton Rouge, Louisiana.
- Phillippi, S., Henderson-Smith, L, St. George, L, Vanderploeg, J, Darling, A & Becker, S. (Nov 2022). Plenary. Responding to Adult and Child Crises Now: The Question is How? National Dialogues on Behavioral Health Pre-Conference. New Orleans, LA.
- Phillippi, S. (Nov 2022). Invited Presentation. Crisis in Services: Self-Care, Self-Directed Care, and the Use of Technology Supporting All. Tampa Bay Thrives. (Virtual Meeting).

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. (2022) Center for Evidence to Practice: Mental Health Crisis Response System Workforce & Training Development Annual Report 2022. Louisiana State University Health Sciences Center- School of Public Health. New Orleans, La.