Mental Health Crisis Response System Training & Workforce Development

2024 Mid-year Report
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.
10 national and state experts develop and refine training

Over 10 Peers

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

**Adult MHCR Training RFAs Jan-Jun 2024**
- 8 applications received in 2024 (3 complete)
- 2 accepted in 2024 (1 applied in 2023)
- 0 applications currently under review

**Youth MHCR Training RFAs Jan-Jun 2024**
- 11 applications received in 2024 (8 unique)
- 0 accepted (6 incomplete; 2 received feedback)
- 0 applications currently under review
The Center for E2P trained workforce across 11 provider agencies and 6 Managed Care Organizations for both youth and adult LA-CRS.

**HIGHLIGHTS OF JAN-JUN 2024**

**TRAINING THE WORKFORCE**

**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
- Humanity 2020 Group - Region 6, 8

**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 Calcasiu HSA - Region 5
- Jefferson Parish HSA - Region 10
The Center for E2P continues to implement training on a monthly basis.

**HIGHLIGHTS OF JAN-JUN 2024**

**TRAINING IMPLEMENTATION**
HIGHLIGHTS OF JAN-JUN 2024
ADULT TRAINING DELIVERY

Adult MHCR Training by the Numbers

- 6 adult MHCR training cohorts between Jan-Jun 2024
- 189 registered for training
- 156 fully completed training
- 23 partially completed training

Participant training status by profession

- Administrators n=4: 75% completed training
- Behavioral Health Providers - Frontline Staff n=26: 91% completed training
- MCO Call Staff n=85: 89% completed training
- Nurses n=13: 85% completed training
- Peers n=42: 71% completed training
- Team Supervisors n=3: 67% completed training
- Support or Other Staff n=16: 75% completed training
HIGHLIGHTS OF JAN-JUN 2024
YOUTH TRAINING DELIVERY

Youth MHCR Training by the Numbers

4 youth MHCR training cohorts between Mar-Jun 2024
119 registered for training
88 fully completed training
16 partially completed training

Participant training status by profession

Agency Leadership n=10
90% completed training

Behavioral Health Providers - Frontline Staff n=32
72% completed training

Call Center Staff n=35
71% completed training

Peers n=30
63% completed training

Team Supervisors n=5
100% completed training

Support or Other Staff n=7
100% completed training
CONSULTING SESSIONS

2 adult crisis service providers that had not completed their monthly consulting sessions continued participation & discussed 5 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

<table>
<thead>
<tr>
<th>Coalition Meetings</th>
<th>Coalition</th>
<th>Meeting Frequency</th>
<th># of Meetings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jefferson Parish Human Services District (JPHSA)</td>
<td>Behavioral Health Task Force (BHTF)</td>
<td>Virtual monthly</td>
<td>5*</td>
</tr>
<tr>
<td>Humanity 2020 Group</td>
<td>Not part of existing crisis response coalition</td>
<td>In-person</td>
<td>1</td>
</tr>
<tr>
<td>Ness Healthcare</td>
<td>Not part of existing crisis response coalition</td>
<td>In-person bi-monthly</td>
<td>2-3 in region 6</td>
</tr>
<tr>
<td>Resources for Human Development (RHD)</td>
<td>BHTF &amp; MHBD Nola Crisis Intervention Committee</td>
<td>Virtual monthly</td>
<td>4*</td>
</tr>
<tr>
<td>RI International</td>
<td>Capital Area</td>
<td>In-person</td>
<td>1</td>
</tr>
<tr>
<td>Start Corporation</td>
<td>Not part of existing crisis response coalition</td>
<td>In-person quarterly</td>
<td>1**</td>
</tr>
</tbody>
</table>

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

LA-CRS providers participated and/or led in coalition meetings across their regions.
learning community sessions were held beginning in May 2024 with the adult LA-CRS providers (team supervisors and frontline staff).
Publications & Presentations


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.

Thank You

Authors and recommended citation for this report: