

TRAINING DELIVERY MATRIX

Training Implementation	Trainee Role					
	Agency Leadership	Agency Medical Director(s)	Clinical Directors /Team Supervisors	Direct Care (Frontline Staff: Nurses, LMPH, Peer Support, etc.)	Support Staff (Business Dept, front desk, admin etc.)	MCO Call Center Staff/Magellan/Carelon (LCH) *Required for Carelon and Optional for Magella and MCOs
PRE-TRAINING ASYNCHRONOUS – On Your Own on E2P Learn (BOTH Adult and Youth Providers unless otherwise stated)						
X indicates REQUIRED minimum participation!						
Module 1: Introduction to Mental Health Crisis Response Workforce Training	X	X	X	X	X	X
Module 2: Louisiana Crisis Response System	X	X	X	X	X	X
Module 3: Fundamentals of Crisis Response System	X		X	X		X
Module 4: Crisis Response Teams and Services	X		X	X		X
Module 5: Crisis Triage Approaches and Processes	X		X	X		X
Module 6: Provider Self-care and Self-care Planning			X	X		
Module 7: Supervision		X	X	X		
Adult Module 8: Voices of Lived Experiences Part 1			X	X		
IN-PERSON ONLINE [REMOTE] – BOTH ADULT AND YOUTH PROVIDERS						
DAY 1 LIVE (4 hours)						
Module 9: How Our Brains Respond to Stress and Resolution Planning			X	X		
Module 10: Person & Family-centered Approaches in Crisis Response			X	X		
Module 11: Crisis De-escalation Part 1			X	X		
DAY 2 LIVE (4 hours)						
Module 11 cont: Crisis De-escalation Part 2			X	X		
Module 12: Connecting to Resources			X	X		

Module 13: Crisis Work Supervision and Self-care Planning			X	X		
MID-TRAINING ASYNCHRONOUS – On Your Own on E2P Learn (BOTH PROVIDERS UNLESS NOTED OTHERWISE)						
Module 14: Working with Law Enforcement			X	X		
Module 15: CAMS and SAFE-T Suicide Module			X	X		
ADULT SPECIFIC MODULES						
Adult Module 16: Adult Mental Health Considerations			X	X		
Adult Module 17: Sustained Care: Recovery after Crisis			X	X		
YOUTH SPECIFIC MODULES						
Youth Module 18: MCR and Schools			X	X		
Youth Module 19: CAT Tool Part 1			X	X		
Youth Module 20: CAT Tool Part 2			X			
Youth Module 21: Serving DCFS Involved Families			X	X		
IN-PERSON ONLINE [REMOTE]						
ADULT DAY 3 LIVE (4 Hours)						
Adult Module 22: Safety- Yours and Theirs			X	X		
Adult Module 23: Taking the Call – Demonstrations and Exercises			X	X		
Adult Module 24: Voices of Lived Experiences Part 2			X	X		
YOUTH DAY 3 LIVE (5 Hours)						
Youth Module 25: Family-centered Risk Assessment and Safety Planning			X	X		
Youth Module 26: Supporting Families			X	X		
Youth Module 27: Taking the Call – Demonstrations and Exercises			X	X		
AFTER MHCR TRAINING: Youth Provider Suicide Safety Planning						
SSP Module 1: Patient-Centered Suicide Safety Planning with Youth and Caregivers: Tips, Tricks, and Recommendations			X	X		

SSP Module 2: Developing Client-Centered Skills for Youth Safety Planning			X	X		
SSP Module 3: Supporting Quality Control for Youth Safety Planning in Your Organization			X			
SSP Module 4: Don't Drift: Self-Evaluation to Help You Improve the Quality of the Safety Planning Experience			X	X		
AFTER MHCR TRAINING: CONSULTING SESSIONS						
<i>*Peer support leadership will be engaged throughout training and coaching sessions.</i>						
<i>Coaching Teams (crisis response review-specific) (1 hr per month x 6 months)</i> <i>Coaching forms completed in advance by agency team</i>	Optional		X	X		
System Success						
System Problems						
Crisis response review (1-2)						