



LOUISIANA CRISIS RESPONSE SYSTEM / 988 - IMPLEMENTATION PLAN UPDATE



April 28, 2022

AGENDA

- Welcome / Introductions
- 988 Implementation Update
- Louisiana Crisis Response System (LA-CRS) Implementation Update
 - Implementation Update
 - Where and How to Access Services
 - LSU Training Spotlight
 - LA-CRS Provider Spotlight
- Questions
- Next Steps

Update-Implementing 988

Darrell Montgomery, LCSW, BACS



What is 988?

- The National Suicide Prevention phone number is changing From a.....

10-Digit Number to a
3-Digit Number



1-800-273-TALK
(8255)



988

As SAMHSA explains...

- If a family member experiences severe chest pains in the company of another family member, both the patient and the family member, despite their heightened anxiety, would remember the number 911.
- The concern is that people experiencing a suicidal crisis or their family members at a similar moment of suicidal crisis **might not remember** 1-800-273-8255 (TALK).
- A “3-digit access” would make it easier to connect people in need with “help” and “deliver” timely and effective crisis intervention services to millions of Americans and will reduce the stigma surrounding suicide and mental health conditions.

When will 988 be available?

- The 988 dialing code will be available nationwide for call, text, or chat on **July 16, 2022**.
- Until then, those experiencing a mental health-related or suicidal crisis, or those looking to help a loved one through a crisis, should continue to call the Lifeline at its current number, **1-800-273-8255**.

988 Update

1. Additional Funding

2. Focus Groups

3. In-state Capacity

4. Count Down to Implementation

Updates-New SAMHSA Cooperative Agreement

The purpose of the cooperative agreement is to continue to **build infrastructure** and expand crisis center capacity to **improve the in-state response to 988 contacts** (including calls, chats, and texts) originating in Louisiana by:

1. **recruiting, hiring and training behavioral health workforce** to staff local 988/Lifeline centers to respond, intervene, and provide follow-up to individuals experiencing a behavioral health crisis;
2. engaging Lifeline crisis centers to **unify 988 response across the state**; and
3. expanding the crisis center staffing and response structure needed for the successful implementation of 988. It is expected that the grant will:
 - (I) **ensure all calls originating in Louisiana first route to an in-state Lifeline crisis call center**;
 - (II) **improve state response rates to meet minimum key performance indicators**; and
 - (III) **increase state capacity to meet 988 crisis contact demand**.

Updates-New SAMHSA Cooperative Agreement

- The funding period for the **\$1,352,934** grant is April 30, 2022 through April 29, 2024.
- The Cooperative Agreement will continue to build upon the work that was accomplished through the 988 Implementation grant in which a 988 Implementation Plan and routing structure has been established for Louisiana.

Update-Focus Groups

- OBH is planning the **process to develop and meet with focus groups** to get input on key issues including how to develop effective “massaging” on 988.
- The goal will be to **target messaging** to individuals with lived experiences, BIPOC, LGBTQ+, American Indians/Alaskan Natives, Veterans and other underserved individuals.

Update-Increase In-state Capacity

- OBH is in the process of contracting with the two certified Lifeline Call Centers in Louisiana to ensure in-state primary and back-up coverage.
 - VIALINK –Area Codes 225, 504, and 985
 - Louisiana Association on Compulsive Gambling-Area Codes 337 and 318

79 days to GO.....



OBH 988 Team

- Robyn Thomas, Project Lead-Robyn.Thomas@la.gov
- Lisa Longfellow, 988 Program Manager-Lisa.Longfellow@la.gov
- Darrell Montgomery, 988 Program Manager-Darrell.Montgomery@la.gov

OBH CRISIS RESPONSE SYSTEM – UPDATE

- Continuing to work with providers on READINESS for implementation.
 - This occurs through weekly meetings with providers and MCOs as programs prepare for go live.
- Implementation will occur via a soft launch of services with some programs initially operating 40 hours a week.
 - OBH is allowing 12 – 18 months for this soft launch, as services become established within their local areas and a centralized crisis hub for triage/dispatch is operationalized and implemented. Note: this Crisis HUB is separate from 988 implementation
- Work underway to establish services statewide and ensuring coverage in those areas without identified providers.

OBH CRISIS RESPONSE SYSTEM – PROVIDER STATUS

Applicant	Regions	MCR	CBCS	BHCC	CS
Merakey Pennsylvania	1			5/2022	Vacant
Resources for Human Development, Inc.	1	4/2022	4/2022		
Recovery Innovations DBA RI International	2	4/2022	4/2022	4/2022	4/2022
Start Corporation	3	4/2022	4/2022	4/2022	SFY23
Ness Healthcare	4	5/2022	5/2022	5/2022	Vacant
Vacant	5	Vacant	Vacant	Vacant	Vacant
The United Youth Center	6	6/2022	6/2022	Vacant	Vacant
Merakey Pennsylvania	7	3/2022	4/2022	4/2022	Vacant
Vacant	8	Vacant	Vacant	Vacant	Vacant
Ness Healthcare	9	5/2022	5/2022	5/2022	
Start Corporation	9				SFY23
Jefferson Parish Human Services Authority	10		4/2022	4/2022	
Resources for Human Development, Inc.	10	5/2022			Vacant

HOW TO ACCESS LA-CRS SERVICES WHERE IMPLEMENTED

Contact the individual's MCO via their 24-Hour Behavioral Health Crisis Lines:

- **Aetna Better Health**
 - 1-833-491-1094
- **AmeriHealth Caritas of Louisiana**
 - 1-844-211-0971
- **Healthy Blue**
 - 1-844-812-2280
- **Louisiana Healthcare Connections**
 - 1-844-677-7553
- **United Healthcare**
 - 1-866-232-1626

HOW TO ACCESS LA-CRS SERVICES WHERE IMPLEMENTED

Provider	Region - Parishes Served	Mobile Crisis Response access via the MCO's 24 Hour Behavioral Health Crisis Line	Behavioral Health Crisis Care
Resources for Human Development	1- Orleans, Plaquemines, and St. Bernard Parishes	8:00a – 5:00p Monday – Friday	n/a
RI International/ Bridge Center for Hope	2 – Ascension, East Baton Rouge, East Feliciana, Iberville, Pointe Coupee, West Baton Rouge, and West Feliciana Parishes	8:00a – 5:00p Monday – Friday	Available 24/7 Access by calling RI International / Bridge Center for Hope at 225-256-6604 or visiting 3455 Florida Blvd, Suite 400, Baton Rouge, LA 70806
Start Corporation	3 – Assumption, Lafourche, St. Charles, St. James, St. John the Baptist, St. Mary and Terrebonne parishes	8:00a – 4:30p Monday - Friday	8:00a – 4:30p Monday – Friday Access by calling Start Corporation at 985-333-1633 or 985-266-8340

HOW TO ACCESS LA-CRS SERVICES WHERE IMPLEMENTED

Provider	Region - Parishes Served	Mobile Crisis Response access via the MCO's 24 Hour Behavioral Health Crisis Line	Behavioral Health Crisis Care
Merakey Louisiana	7- Bienville, Bossier, Caddo, Claiborne, DeSoto, Red River, Sabine, Webster, and Natchitoches parishes	12:00p – 8:00p Monday – Friday	8:00a – 4:30p Monday – Friday Access by calling Merakey Louisiana at 318-219-4167 or 336-277-8615
Jefferson Parish Human Services Authority	10 – Jefferson Parish	n/a	11:00a – 7:00p Monday – Friday Access by calling JPHSA at 504- 349-3740 or by visiting 5001 Westbank Expressway, Suite 200, Marrero, LA 70072

Additional services in these and other regions will be announced as they go live.

“The Four Walls” by Mark Ragins, MD

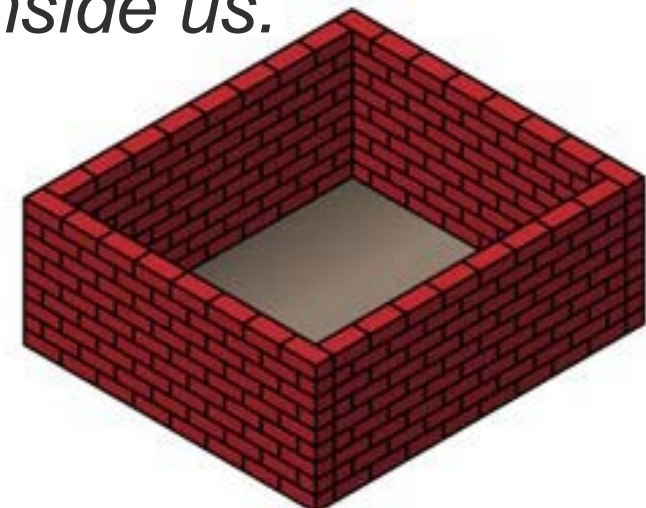
Looking back, I can see “four walls” that we (professionals) had to break through to change ourselves:

- 1. The wall of the medical model*
- 2. The wall of professionalism*
- 3. The physical wall of our building*
- 4. The often-hidden wall of stigma and prejudice inside us.*

<https://www.recoverystories.info/the-four-walls-by-mark-ragins/>

LISTEN: NASMHPD Crisis Jam October 13, 2021 <https://talk.crisisnow.com/videos/>

<https://www.markragins.com/>



PROVIDER SPOTLIGHT:

- Recovery Innovations/Bridge Center For Hope
- Start Corporation
- Jefferson Parish Human Services Authority



the
bridge center
for hope



INTERNATIONAL

RESERVED
PARKING
VAN
ACCESSIBLE

No Wrong Door

Why NO WRONG DOOR matters

Find ways to say YES

Managing “Medical Clearance”

Substance Use Disorders

High Acuity

Our part in fighting stigma



Community Brief Crisis Support

- Referral Only Service
- Navigation team that will assist guests post crisis episode with ongoing peer support services and linkage to outpatient services and community resources.

Care management team consists of:
LMHP and Certified Peer Support Specialist

**Available:
8am-5pm
Weekdays**



Mobile Response Team

- Referrals made only through Medicaid MCO
- Provides crisis intervention and stabilization services in the community
- Consists of a two-person team
 - LMHP and Certified Peer Support Specialist



23 Hour Crisis Stabilization Unit/Behavioral Health Crisis Care Unit

- Length of stay 23 hours or less
- 16 recliner chairs
- Individuals monitored every 15 minutes for safety and acuity
- Clinical Assessments
- Psychiatric Evaluations
- Nursing Assessments
- Individual and Group Therapy
- Peer Engagement

24/7 Access



- Psychiatrists
- Psychiatric Nurse Practitioners
- LMHPs
- Nurses
- Certified Peer Support Specialists
- Milieu Specialists

Short Term Psychiatric Unit/Crisis Stabilization Unit

- 16 Beds (8 Double Occupancy Bedrooms)
- Average Length of stay 3-5 Days
- Individuals monitored every 15 minutes for safety and acuity
- Robust Daily Schedule
- Daily Treatment Sessions with providers
- Individual and Group Therapy
- Peer Engagement

24/7 Access



- Psychiatrists
- Psychiatric Nurse Practitioners
- LMHPs
- Nurses
- Certified Peer Support Specialists
- Milieu Specialists

Substance Use Detoxification Unit

- 16 Beds (7 Double Occupancy and 2 single occupancy Bedrooms)
- Average Length of stay 3-7 Days
- Individuals monitored every 15 minutes for safety and acuity
- Robust Daily Schedule
- Daily Treatment Sessions with providers
- Individual and Group Therapy
- Peer Engagement

24/7 Access



- Psychiatrists
- Addictionologist
- Nurse Practitioners
- LMHPs
- Nurses
- Certified Peer Support Specialists
- Milieu Specialists

START

CORP.

"CREATING OPPORTUNITIES"

SINCE
1984

The mission of Start Corporation is to promote opportunities, which enhance the self-sufficiency of people who are impaired in their abilities to live and function independently.



IF YOU ARE 18 OR OLDER AND
EXPERIENCING A BEHAVIORAL
HEALTH CRISIS

We are here to help

Services
Available:

Mobile Crisis Response (MCR)

Behavioral Health Crisis Care (BHCC) Center

Members need to call their health plan before calling Start.
Members of the plans below can call for assistance.

MCO CRISIS NUMBERS:

Aetna Better Health: 1-833-491-1094

AmeriHealth Caritas of Louisiana: 1-844-211-0971

Healthy Blue: 1-844-812-2280

Louisiana Healthcare Connections: 1-844-677-7553

United Healthcare: 1-866-232-1626



Serving
Region 3



Lafourche
Terrebonne
St. John
St. James
St. Charles
St. Mary
Assumption

Available Monday-Friday 8am-4:30pm.
Warm handoffs from the MCO call center
or by calling the Crisis Line directly at:

(985) 333-1633



Mobile Crisis Response (MCR)



A mobile service that is available as an initial intervention for individuals in a self-identified crisis, in which teams deploy to where the individual is located in the community. The service is available Monday-Friday 8am-4:30pm and includes maximum one (1) hour urban and two (2) hour rural face-to-face/onsite response times. This service can assist with face to face interventions including de-escalation and stabilization in the community.

Behavioral Health Crisis Care (BHCC) Center



A facility based service that operates Monday-Friday 8am-4:30pm as a walk-in center providing short-term behavioral health crisis intervention, utilizing a peer support to offer a community based voluntary alternative crisis intervention.

BHCC Location:

420 Magnolia Street
Houma, LA 70360



Eunoia Center: Crisis-Response Alternative to the Emergency Room

Presented by Rosanna DiChiro Derbes, Psy.D

Executive Director

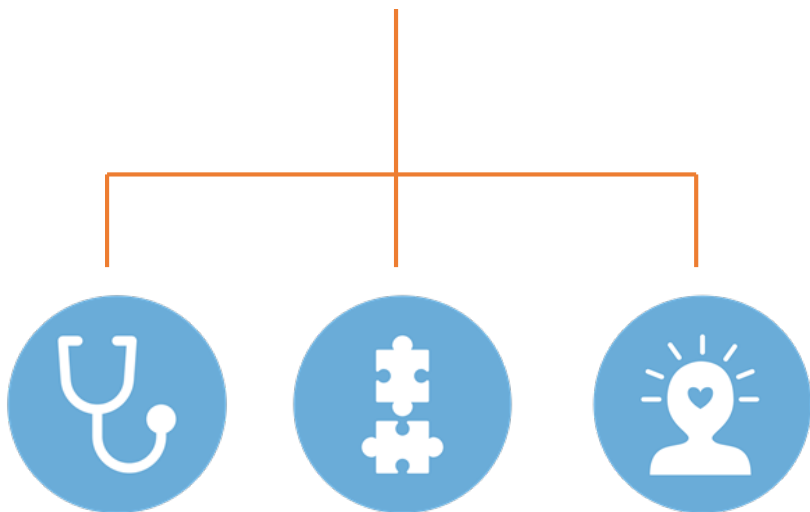
Jefferson Parish Human Services Authority



Who is JPHSA?

Serves Jefferson Parish through the following programs:

- JeffCare Community Health Center
- Developmental Disabilities Community Services (DDCS)
- Behavioral Health Community Services (BHCS)
 - Eunoia Center ←







What is the Eunoia Center?

- Healing, crisis respite for people experiencing behavioral health crises
- Comfortable, calm, homelike environment as opposed to a traditional clinical space (based on "Living Room" model)
- Alternative to ER for those needing intervention



A decorative pattern of stylized leaves in various colors (teal, orange, purple, green) arranged in a circular, overlapping fashion on the left side of the slide.

How does it operate?

- Staffed by counselors, registered nurse, and peer support specialists
- Open 11 a.m. – 7 p.m.
- Monday-Friday





What are the benefits?

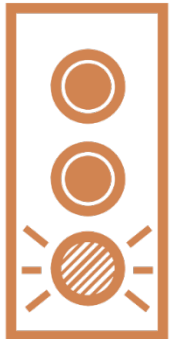
- Provides a comfortable environment that encourages crisis de-escalation
- Engages individuals in continued behavioral healthcare after crisis is resolved
- Refers to internal and external support services to meet individuals' diverse needs
- Offers trauma-sensitive care versus re-traumatization at the ER





How does referral work?

- Warm hand-off from MCO to Eunoia staff
- Provider in community can complete referral form and send to Eunoia Center by fax at 504-349-3748
- Provider in community can also assist client in contacting Eunoia Center at 504-349-3740 to complete screening.
- Client can contact Eunoia Center at 504-349-3740 for information.
- Warm hand-off from JPHSA's Health Centers.
- We can assist with transportation if needed.
- We can arrange translation services, also.





COVID-19 Precautions

- Masks required and available to those without
- Temperature screening at Eunoia Center before entry
- Social distancing in effect



NEXT STEPS:

- LSU-HSC Crisis Trainings (selected providers): May and ongoing
- Continued efforts to ensure statewide coverage of services
- Budget Request for CS: 2022 Legislative Session
- CS Go Live: SFY 23 (pending approval of funding)
- Development of Statewide and Regional Crisis Coalitions for ongoing readiness and implementation updates
- Statewide Webinars*:
 - June 30, 2022 – 2:30p
 - August 25, 2022 – 2:30p
 - October 27, 2022 – 2:30p

* Dates subject to change

QUESTIONS?



The presentation will be available at the My
Choice Louisiana website located at:

<https://ldh.la.gov/Crisis>