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**Crisis Systems & Provider Capacity Building to Support
Complex Populations: Alabama & Arkansas**

HCBS Conference

December 9, 2021

Presenters

Partners

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ADDRESS MULTI-SYSTEM IMPACT OF IDD/BH PROVIDER CAPACITY LIMITATIONS



PROVIDER ENGAGEMENT THROUGH SHARED CLINICAL SUPPORT



CONSULTATION & RECOMMENDATIONS VIA TELEHEALTH



IN-PERSON & VIRTUAL TRAINING & COACHING



TARGETED USE OF LIMITED FUNDING



DATA-DRIVEN SYSTEMS ANALYSIS



**PROVIDER CAPACITY
BUILDING CONCEPT**



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Provider Focus Director
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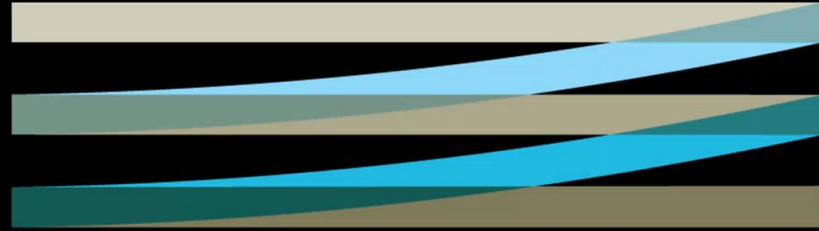
Jodi Fenner
Director, Product Development
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Medicaid Strategy & Development
Anthem, Inc.

Arkansas Provider Focus Project



Arkansas Summit/Anthem Provider Focus

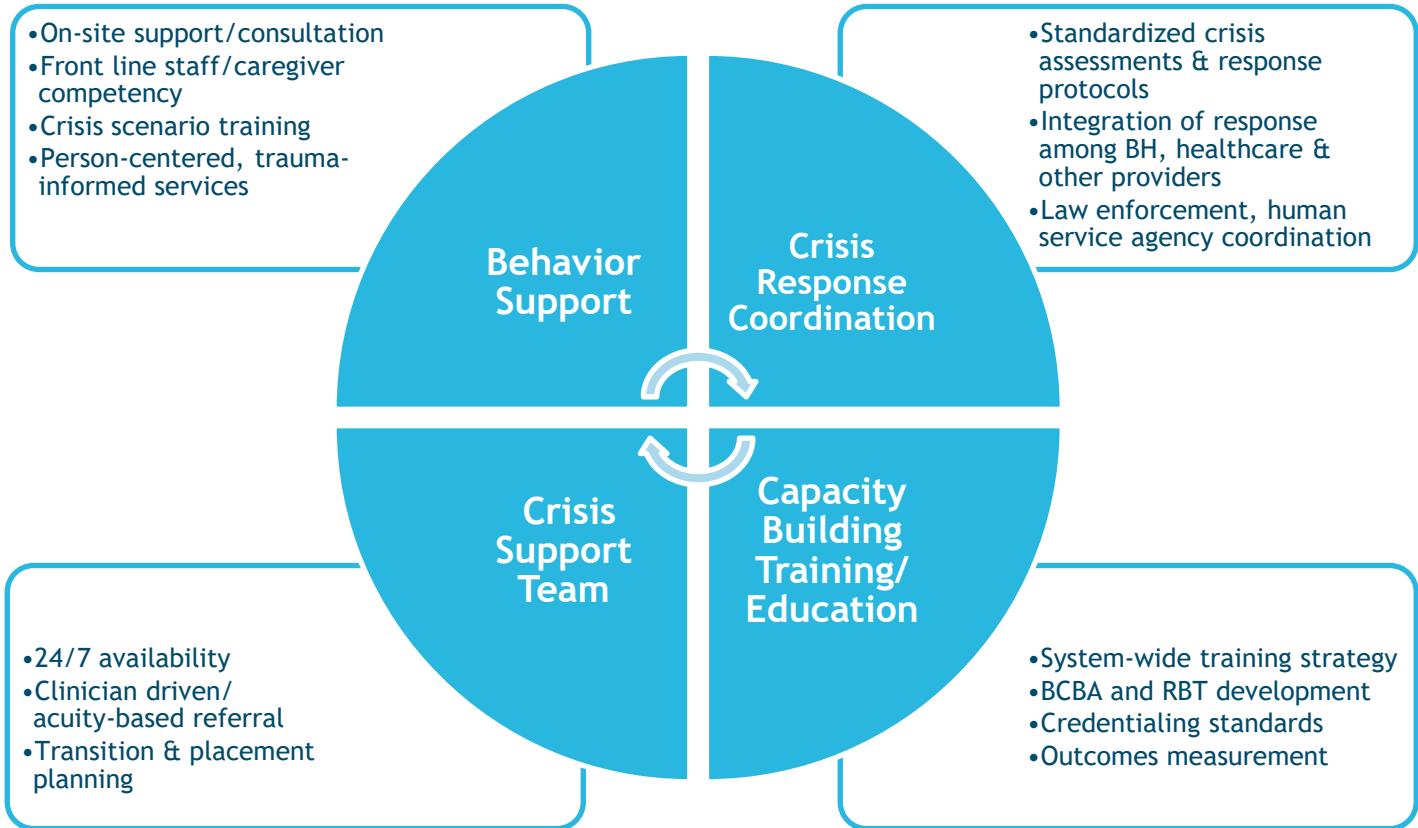
As part of Summit's Community Investment Initiative, the Provider Focus project contributes to the development of sustainable crisis response practices across the system of care. The project aims to build provider capacity to support individuals with an intellectual/developmental disability (IDD) using person-centered approaches in hopes of preventing behavioral challenges and psychiatric crises.



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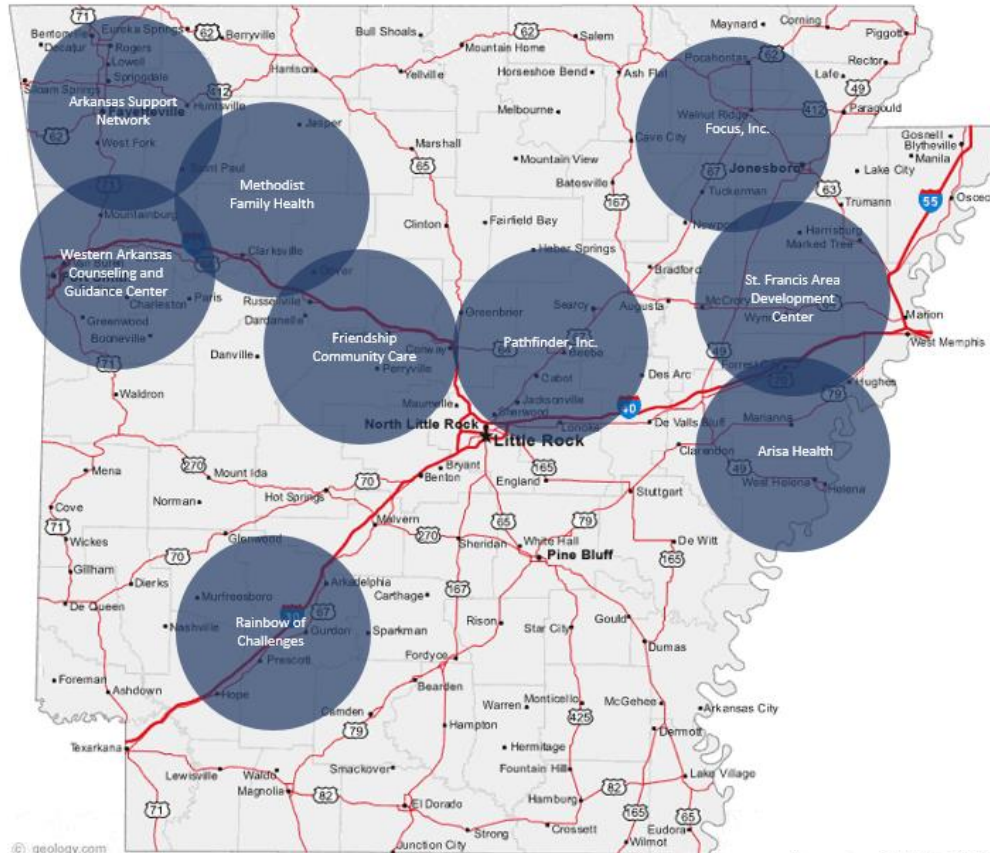
Provider Focus: Building Capacity



Targeted Outcomes

- Increased potential for the persons served to enjoy sustained healthy lives in the community
- Reduction in costs related to supplemental staffing, critical incidents or employee injuries
- Diversion from emergency department or encounters with law enforcement
- Prevention of future crises and reduced recidivism
- Fewer disruptions in placement

Provider Focus Locations



Six IDD Providers

- Arkansas Support Network
- Friendship Community Care
- Focus, Inc.
- Pathfinder, Inc.
- Rainbow of Challenges
- St. Francis

Three BH Providers

- Arisa Health
- Methodist Family Health
- WACGC



Provider Focus Systems Analysis: Top Barriers

0
1

PROGRAMMATIC

Lack of person-centered supports

0
2

PROGRAMMATIC

Inadequate onboarding/training of new staff

0
3

SYSTEMIC

Insufficient crisis stabilization options

0
4

SYSTEMIC

Insufficient workforce

0
5

PSYCHOSOCIAL

Lack of inclusion opportunities



Training Strategy

Behavior Management Principles



A-B-C Model

Antecedent Interventions

Behavior Extinction

Mental Health Diagnosis

Direct Support Professionals,
Caregivers, & Parents



Dual Diagnoses



Behavior Support Plans

De-escalation Techniques

Behavior Skills Training

Data Collection

Therapists &
Teachers



Organizational Development



Person Centered Services

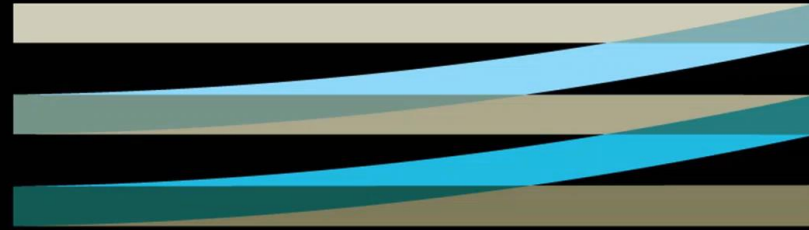
Trauma Informed Care

Systems Assessment

Crisis Response

Directors &
Management





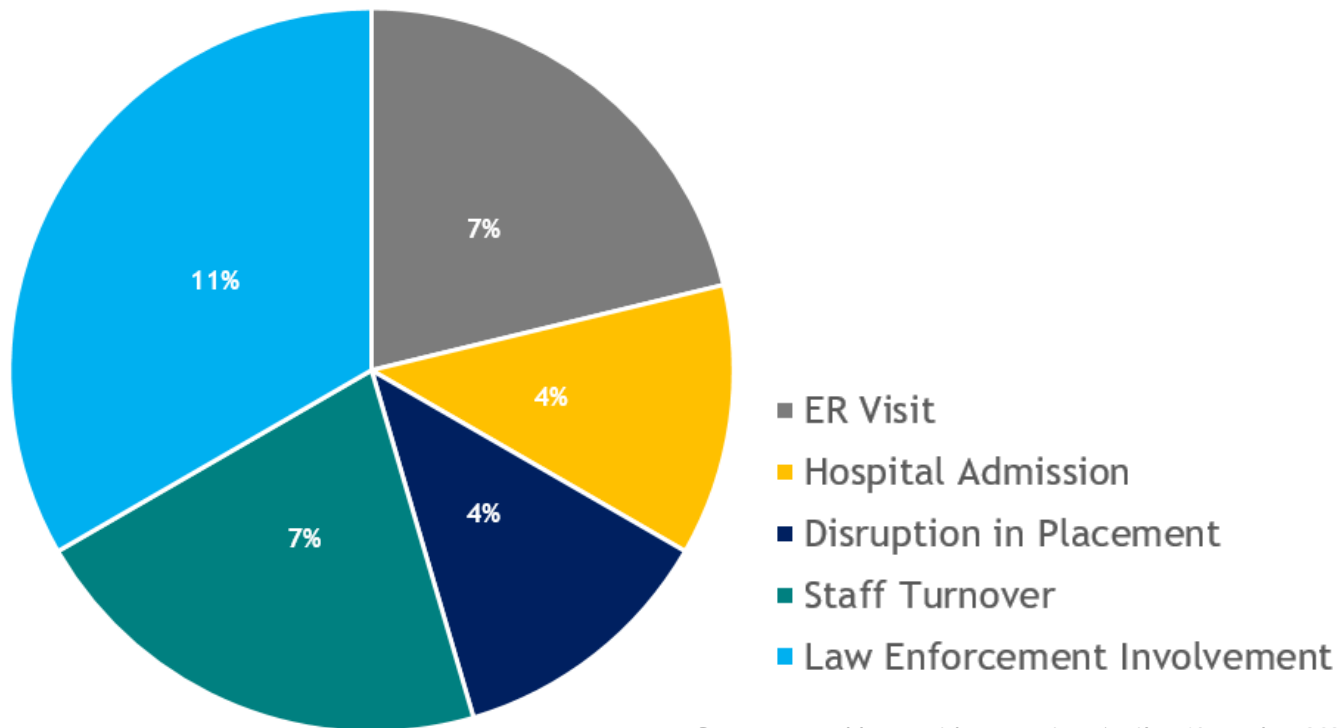
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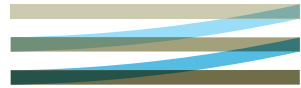


Provider Focus Outcomes Data

Crisis Recidivism



Data reported by provider agencies, April to November 2021



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Alabama Crisis Continuum



Alabama Behavioral Health Crisis Continuum

- 3-year contract w/ Alabama DMH
- System Research and Design
- RFP Development for Crisis Diversion Centers
- ADMH awarded 4 contracts totaling \$28 million



Vision for Crisis Care in Alabama

Establishing crisis care in the right place, at the right time, by the right person, for mental and physical evaluation, stabilization and referral is a crucial part of the system of care.



Core Components of Diversion Centers

- 24 / 7 / 365 Access, Assessment, Linkage
- Temporary Observation (< 24 hours)
- Extended Observation (< 7 days)
- Collaboration with Specialty Providers
 - *Intellectual / Developmental Disabilities, Deaf Services, Substance Use Disorder*



Important to Note

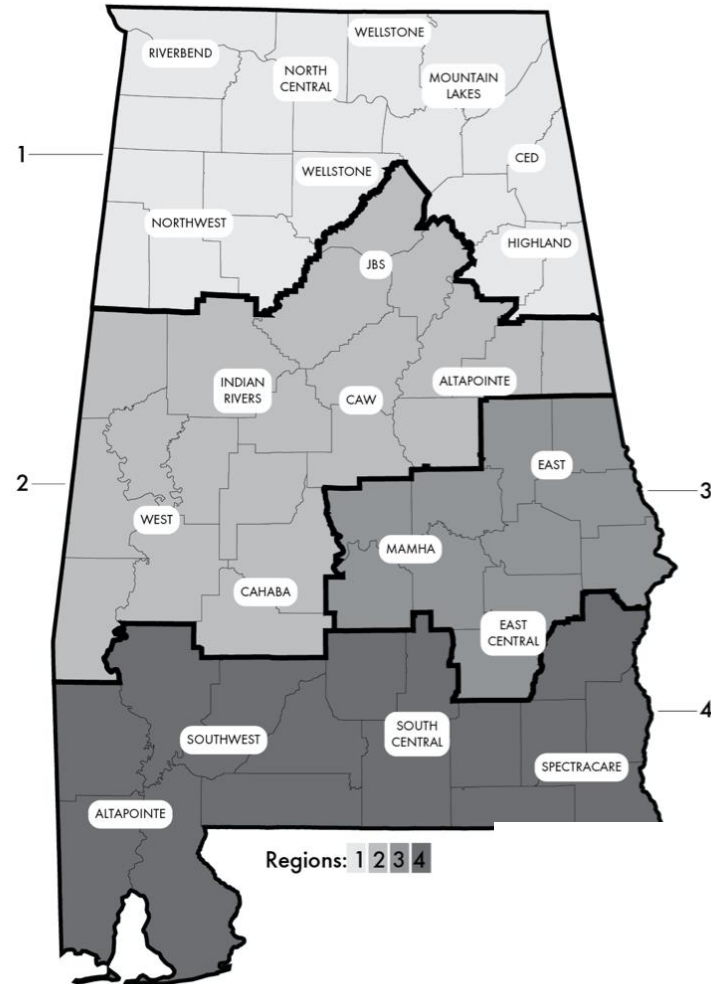
- Mental Health / Substance Use Specific
- Exclusionary Criteria
 - Primary diagnosis of IDD, ASD, dementia, or organic brain disorder *absent* a current mental health or substance use crisis
- Medical Clearance
- Must include Community Collaborative



Benchmark's Role

- Primary liaison between ADMH and stakeholders
 - *Law enforcement, hospital systems, behavioral health providers, advocates, probate judges, and other community partner*
- Internal / external stakeholder engagement
- Data collection and analysis
- Writing of requests for proposals
- Design and deliver tailored technical assistance
 - *Policies and procedures, facilities and operations, critical incident management, community collaborative*

Mental Health Regions of Alabama



2020

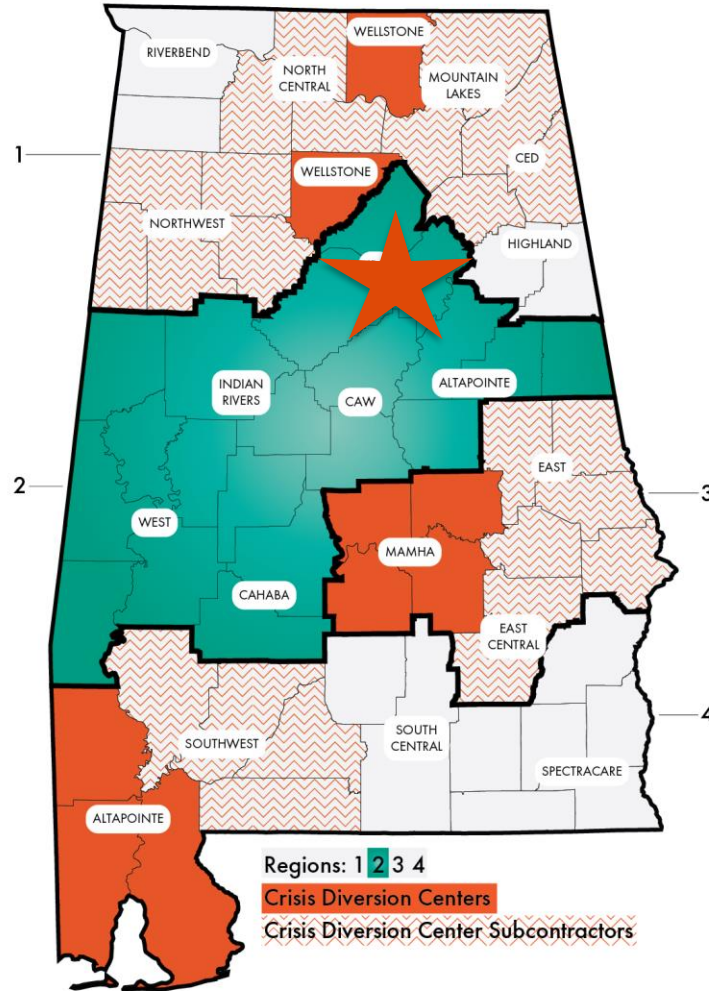
WellStone

MAMHA

AltaPointe

2021

JBS



Preliminary Data

- Crisis Evaluations
- 30-day Readmission Rate
- 7-day Ambulatory Follow-up
- % admitted to higher level of care

Next Steps

- **Additional Integrations**
 - Primary diagnosis at evaluation
 - Primary referral sources
 - Veteran / Military status
 - TBI integration
- **Gap Analysis**
 - IDD System Analysis & Capacity Building

IDD System Analysis & Capacity Building



- Systems Analysis
- Provider Capacity Building and Crisis Support
- *Specialized Residential Supports**



IDD System Analysis & Capacity Building

Systems Analysis

- Conduct a holistic system assessment, including a gap analysis of system and provider capacity, technical gaps within the current system of care, and challenges for providers
- Develop recommendations to support individuals with a wide range of complex needs



IDD System Analysis & Capacity Building

Provider Capacity Building and Crisis Support

- Direct support and consultation to providers
- Intensive care coordination for individuals with most significant support needs/those on the waitlist
- Internal development of staff behavior support expertise
- Database to monitor persons in crisis



IDD System Analysis & Capacity Building

*Specialized Residential Supports**

- Intensive, short term out-of-home support to coordinate individuals' care and stabilize the crisis situation
- Specialized residential/day supports prioritizing active lifestyle, safety for self and others, personal growth, and increased satisfaction for the person being supported

IDD System Analysis & Capacity Building



- Systems Analysis
- Provider Capacity Building and Crisis Support
- *Specialized Residential Supports**



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Frequently Asked Questions



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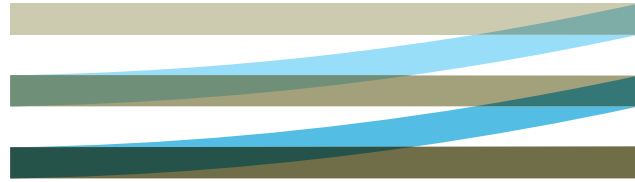
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THANK YOU