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

HCBS Conference

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**Presenters**

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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
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.
Provider Focus: Building Capacity

- System-wide training strategy
- BCBA and RBT development
- Credentialing standards
- Outcomes measurement
- 24/7 availability
- Clinician driven/acuity-based referral
- Transition & placement planning
- Standardized crisis assessments & response protocols
- Integration of response among BH, healthcare & other providers
- Law enforcement, human service agency coordination
- On-site support/consultation
- Front line staff/caregiver competency
- Crisis scenario training
- Person-centered, trauma-informed services
- System-wide training strategy
- BCBA and RBT development
- Credentialing standards
- Outcomes measurement
- Crisis scenario training
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- Transition & placement planning
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

**Programmatic**

- Lack of person-centered supports
- Inadequate onboarding/training of new staff

**Systemic**

- Insufficient crisis stabilization options
- Insufficient workforce

**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

Organizational Development
- Person Centered Services
- Trauma Informed Care
- Systems Assessment
- Crisis Response
- Directors & Management

Therapists & Teachers
Provider Focus Outcomes Data

Crisis Recidivism

- ER Visit: 11%
- Hospital Admission: 7%
- Disruption in Placement: 7%
- Staff Turnover: 4%
- Law Enforcement Involvement: 4%

Data reported by provider agencies, April to November 2021
Dr. John Lovett  
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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
Crisis Diversion 
Center
FY22 Request:
One New Crisis 
Diversion Center 
(Located in Region 2)

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*
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
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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