Cross-System Crisis Response Pilot Program:
Behavioral Health and I/DD Professionals working together

Louisa Wren, Rocky Mountain Health Plans

September 8, 2017
House Bill (HB) 15-1368 Cross-System Crisis Response Pilot Program

Establish a Cross-System Response for Behavioral Health Crisis Pilot Program to serve individuals with Intellectual or Developmental Disabilities
A Partnership Among Experts

“With the new program we have developed strong relationships within our partner programs. I now am able to call and connect with leaders at all of the I/DD agencies in the area. This makes crisis work more streamlined and person centered.”

Michelle Hoy, Vice President, Mind Springs, Community Mental Health Center, Grand Junction and Glenwood Springs, Colorado
Knitting Services

- Medicaid Home and Community Based Services waivers
- Medicaid State Plan
- Behavioral Health Organizations
- Colorado Crisis Services
- Private Insurers
- Cross System Crisis Pilot Program
CSCR Pilot Best Practices

- Professional Learning Communities (PLC) have been established
  > 6-month cycle to provide a train-the-trainer model for the partners
  > Creation of a library of trainings to be used across the CSCR Pilot

- A new assessment was developed and specifically tailored for individuals with co-occurring conditions
  > This assessment has streamlined the process for admissions into the CSCR Pilot

- Respite services and education for caregivers has been identified as a need to more specifically target support to families

- Addresses the need for an expedited eligibility process for individuals utilizing the CSCR Pilot to identify whether participants were eligible for an HCBS waiver
CSCR Pilot Best Practices

- Cross-system interagency meetings have been established between I/DD specialists and mental health professionals, that occur every two weeks to:
  - Share training
  - Identify areas of process improvements to be revised or implemented
  - Discuss complex cases and treatment options agreed upon

The opportunity to meet with our CMHC partners on a regular basis to discuss ‘What’s Working and What’s Not Working?’ so that processes are continually reviewed and updated. The frequency of these meetings also helps solidify our relationships and ability to work together. This collaboration has allowed us to ‘think outside the box’ when designing crisis management supports that best support the person with IDD.” - Erin Eulenfeld, COO: Services, Foothills Gateway Inc., Community Centered Board, Fort Collins, Colorado
CSCR Pilot Participation
August ‘16 - May ‘17

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<td>Child</td>
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Training

The Center for START Services

- On-site 2-day training for supervisory program staff and community first responders
  - Person-centered care
  - Evidence-based practices related to working with an individual in crisis
  - Addressing cross-system barriers
- Monthly case conference calls and consulting services
Training

Cross-System Collaboration and Training for all program staff

• Mental Health First Aid for Adults and Youth
• Orientation to Crisis Services
• Intellectual and/or Developmental Disability Overview
• Person-Centered Care/Trauma-Informed Care
• Orientation to Operational Policies and Procedures
**HB 15-1368 Implementation Highlights**

**June 2015**
HB 15-1368 is signed into law authorizing the CSCR Pilot and Actuarial Study.

**May 2016**
CSCR Pilot lead agency contract signed with Rocky Mountain Health Plans.

**March 2017**
Department received 1st program evaluation for CSCR Pilot.

**Spring and Summer 2018**
Department to receive 3rd and 4th program evaluations for CSCR Pilot.

**January 2016**
Department received responses to RFP for CSCR Pilot lead agency.

**August 2016**
CSCR Pilot began providing crisis services.

**June 2017**
Department received 2nd program evaluation for CSCR Pilot.

**June 2019**
CSCR Pilot ends.

**November 2014**
Gap Analysis released by JFK Partners.

**June 2016**
Department received 1st actuarial report.

**June 2017**
Department received 2nd actuarial report.

**Summer 2018**
Department to receive 3rd actuarial report.
Follow-up Services

- Pilot Case Manager
  - Locate, coordinate, facilitate enrollment in community services
  - Monitor ongoing community services
  - A person may continue to utilize Pilot services until follow-up services are established

“My daughter continuously blew up at home. She took a knife to my throat. My daughter stayed at the Strive Therapeutic home. We did attempt to move her to the ATU but she became suicidal and was placed on a M1 hold. Strive helped advocate for her to go to residential placement get stabilized. We were able get sent to El Pueblo. She recently returned. Strive has helped provide in home support. We have slowly been able to continue to have her remain stable at the home. Strive is available for help when I call them and ask. This has been a wonderful program to help support my family.”
In-Home Therapeutic Support

- Assist people who are in crisis within their natural living environment

- Coordinate with and train the person's current service providers and natural supports

- Coordinate with the assessment team
Site-Based Therapeutic Support

- 24 hour therapeutically-planned and professionally staffed environment
- Provide support for those who need a higher level of care but do not require in-patient hospital based services
- Crisis Management
- Stabilization
- Transition

“Before this program, I didn’t understand how to calm myself down. I would just blow up. I had to have the police called on me multiple times. I was able to go to 181* and learn new ways to calm myself down. I have been more successful in my current setting. When I do get upset, I am able to have staff call one of the staff from 181 and they help calm me down.”

CSCR Pilot participant

* "181" is the name of one of the Site-Based Therapeutic Stabilization Homes.
Pilot Project’s Regions

- Western Slope
  - Mesa County
  - Garfield County
  - Montrose County
  - Delta County
- Front Range
  - Larimer County
Local Collaboration

- **Community** Crisis Team

- Bi-monthly meetings with **mental health and I/DD staff** to continue to develop protocols and discuss issues and concerns

- Continued Cross training of staff to include **Person-Centered Thinking**

- CCBs developed **two Site-Based Therapeutic Support homes** (children and adults), acquired vehicles, supplies and equipment

- Developed protocols/work flow charts to identify individuals with I/DD and how I/DD **professionals** and services are accessed

- Memorandums of Understanding (MOU) between local community service providers
2017 Legislative Report

https://www.colorado.gov/hcpf/legislator-resource-center
Thank you! Questions?
Contact Information

Adam Tucker
Adult Services Coordinator
Division for Intellectual and Developmental Disabilities
P 303.866.5472
Adam.Tucker@state.co.us

Cody Hickman
CSCR Pilot Program Contract Specialist
Division for Intellectual and Developmental Disabilities
P 303.866.5148
Cody.Hickman@state.co.us

Josh Negrini
HCBS-DD Waiver Coordinator
Division for Intellectual and Developmental Disabilities
P 303.866.4738
Joshua.Negrini@state.co.us

Louisa Wren
Senior Community Program Leader
Rocky Mountain Health Plans
303-689-7366
Louisa.Wren@rmhp.org