

# CRISIS SERVICES

## SHARING VS DUPLICATING

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# CASE STUDY





Crisis Assistance ▾

Alcohol and Drug Use

Mental Illness

Developmental Disabilities

Programs

Suicide Prevention Resources

Alcohol/Drug Abuse Region Map

Behavioral Health Crisis Hotline

DD Regional Offices

Coping with Disaster

Gambling Problems

## Strategic Priorities...

### MISSOURI Department of Mental Health

2018 Version 1.0



We will be nationally recognized in policy-making, treatment, and services for individuals with mental illness, substance use disorders, and developmental disabilities

#### THEMES

Develop better medical, behavioral, and developmental disability service integration and strengthen the community services system

Advance the Missouri Model for behavioral health

Enhance safety for employees and the individuals DMH serves

Expand programs and services for children and families and move DMH to a trauma informed system of care

Create mental health leadership for the future and strengthen the DMH workforce

#### INITIATIVES

- Create and implement a new model for individuals with complex MI-DD conditions
- Build collaborative relationships and

- Build capabilities via expanded programs:
  - Crisis intervention Team (CIT) training
  - Community Mental Health Liaison program

- Continue to improve consumer safety through staff training such as tools training
- Decrease turnover of direct care staff to ensure safety

- Develop a more effective MI/SUD/DD service model for children and families in protective services
- Develop a model for school-based mental

- Continue to grow the Director's Leadership Academy
- Revamp professional development dialogues (i.e. ENGAGE)

## How do I find?

Help with Developmental Disabilities

Help with Mental Illness

Help with Substance Use

Help with Gambling Addiction

DMH Employment Opportunities

Mental Health First Aid

Service Members, Veterans & their Families

Disability Benefits 101

Healthcare Homes

CCBHC Demonstration Project

Opioid Crisis Response

## Other Services and Supports

Constituent Services

Deaf Services

Housing

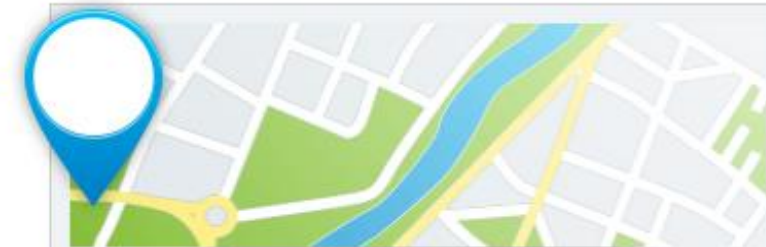
Employment Services



Crisis Hotline



Coping with Disaster



Mental Health Facilities & Office Locations

# CRISIS ASSISTANCE

Hover Here: Click here for SUD resources.

Substance  
Use Disorder  
Assistance

Suicide  
Prevention

Hover Here: Prevention resources. Need suicide prevention assistance, dial 1-800-273-TALK (8255). By clicking on the box, it will take you to the suicide prevention page.

Developmental  
Disabilities  
Assistance

Hover Here: Click here for DD resources.

## CRISIS RESOURCES

Hover Here: Access Crisis Intervention (ACI) Hotline available statewide 24 hours per day 7 days per week. Click here to find nearest ACI provider near you.

Behavioral  
Health  
Assistance

Trainings

Hover Here:

- TOOLS Training
- Trauma Informed
- Crisis Intervention Team (CIT)

Click here for more details.

Coping with Disaster

# WHAT IS AGENCY TIERED SUPPORTS?

Agency Tiered Supports is a DMH-DD organizational behavior management program supporting contracted providers to develop universal support strategies across all levels of their agency.

Agencies participating in the program will receive ongoing support and guidance from the Agency Tiered Support Consultants (formerly the Behavior Resource Team) in the following areas:

## Staff Focused:

- ✓ Staff Training
- ✓ On-Site Coaching
- ✓ Morale and Retention
- ✓ Skill Maintenance Systems

## Agency Focused:

- ✓ Agency Values and Mission
- ✓ Data Based Systems
- ✓ Organizational Goal Planning and Tracking
- ✓ Regional Office Support: Communication

## Individual Focused:

- ✓ Person-Centered Planning Tool Creation
- ✓ Teaching Strategies
- ✓ Increase in Desirable Behaviors



# AGENCY TIERED SUPPORTS (ATS)

## **How much does it cost?**

ATS is a free program offered throughout the State of Missouri by your regional Agency Tiered Supports Consultants Team from the Department of Mental Health, Division of Developmental Disabilities.

## **How will this benefit my agency?**

The ATS program offers you a one-on-one Agency Tiered Support Consultant who will support your agency through assessment, education, and will be an ongoing resource for your team. The benefits vary depending on your agency's desired focus area some common outcomes are: data-based decision making, action planning, leadership skills, coaching programs, and training.

**AGENCY TIERED SUPPORTS ALSO INCLUDES TOOLS OF CHOICE TRAINING**

# WHAT IS TOOLS OF CHOICE?

TOOLS of Choice is a free 18-hour course, divided into six three-hour skills based sessions.

- ✓ Available to any support staff, caregiver, community member, or professional.

## Objectives:

- ✓ To educate about “behavior,” develop concrete strategies to strengthen relationships, build de-escalation skills to ensure safety and success in handling difficult situations, and provide ongoing support to ensure competency and confidence.
- ✓ Examples and tips on how to effectively handle difficult behaviors and make them less likely to happen in the future
- ✓ Teach simple interaction skills to build relationships that increase positive interactions



# COST OF TOOLS OF CHOICE

com/pcmapcmtraininglist.asp?PID=BTools

Certification Courses, Instru... X

Home PCMA Training/Certification Consulting/Legal Resources Contact Information

**PCMA**  
PROFESSIONAL CRISIS MANAGEMENT  
ASSOCIATION  
*Helping Professionals • Changing Lives*

**PCMA training schedule**

All Courses All International Courses

Instructor Certification Courses Instructor Re-certification Courses BehaviorTools Courses

3/5/2019 (4 Day Class)	9AM to 5PM	Everyday BehaviorTools - Instructor Certification Course @ <b>PCMA Headquarters</b> - 10269 NW 46 Street Sunrise, FL [MAP]	Seats Available	<b>REGISTER</b> ▶
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### Registration Form

**Selected Course**  
Everyday BehaviorTools - Instructor Certification Course

Training Date: 3/5/2019  
Location: Sunrise, FL [VIEW MAP]  
Time: 9 AM to 5 PM  
Duration: 4 Days  
Training Cost: \$1,125.00

First Name:   
(Required)

Last Name:   
(Required)

Phone #:   
(Required)

Facility:   
(Required)

Fac. Address:   
(Required)

Fac. City:   
(Required)

Fac. State:   
(Required)

Fac. Zip Code:   
(Required)

Email:   
(Required)

Notes:

Voucher #:

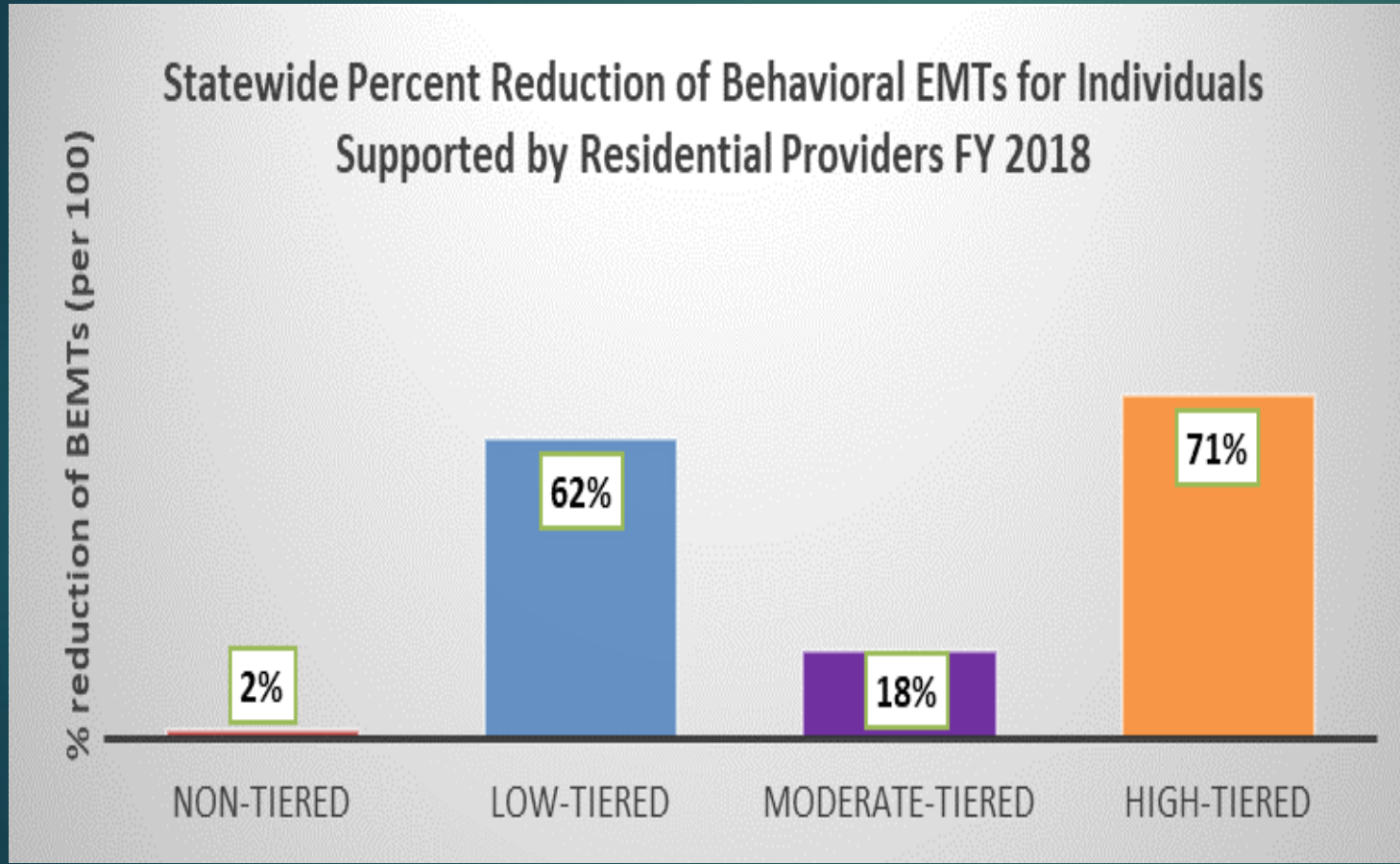
Payment: ☐ Credit Card ☐ Check

☐ Are you the first person to sign up for a training for your organization.

**RESERVE YOUR SEAT >>**



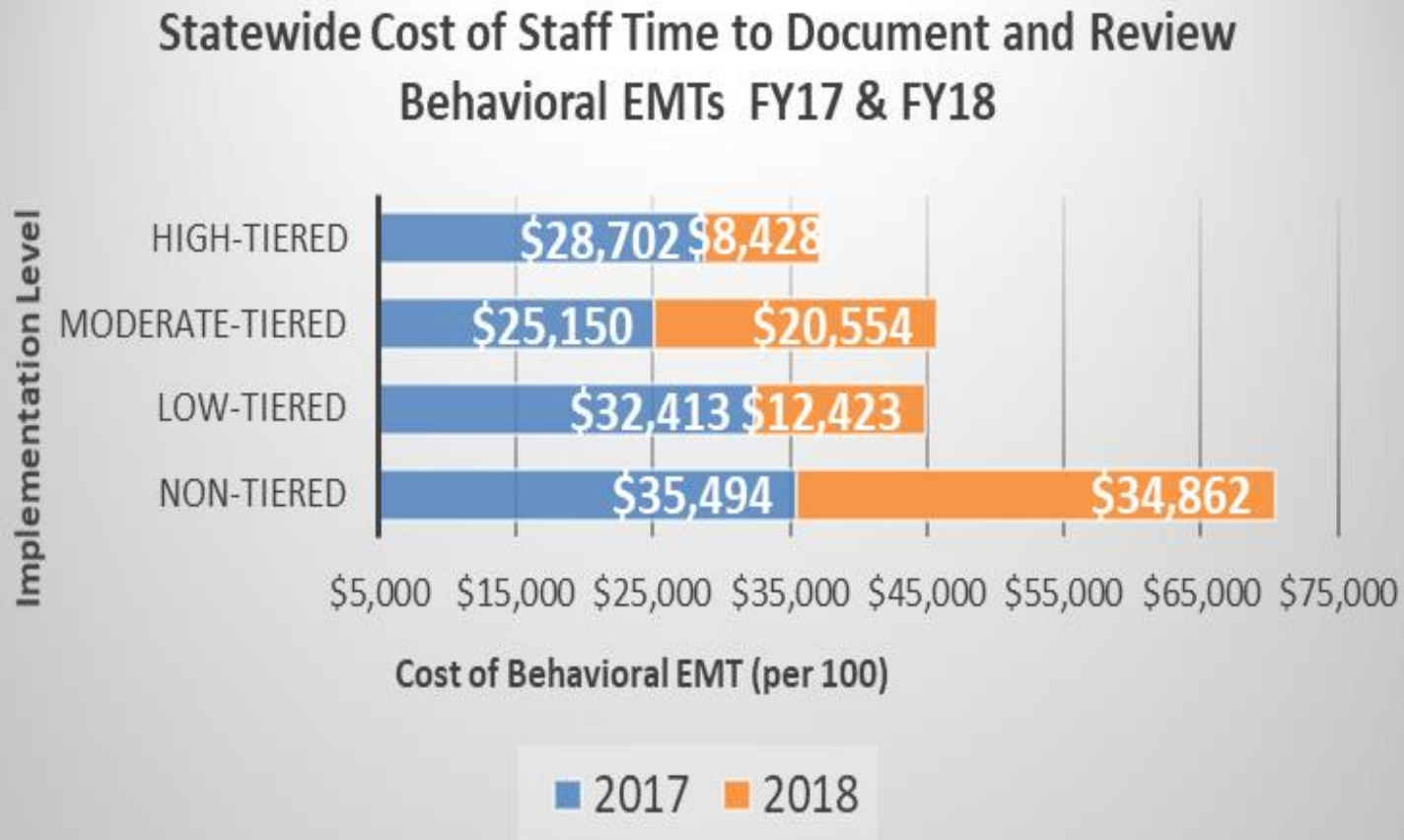
# IMPACT AND EFFICIENCY MEASURES FOR TIERED SUPPORTS INITIATIVE



This data shows that all tiered agencies experienced a significant decrease in reporting behavioral incidents as compared to the agencies that are not participating in the process.

*\*Data provided by the state-wide Agency Tiered Support Consultants*

# IMPACT AND EFFICIENCY MEASURES FOR TIERED SUPPORTS INITIATIVE



The staff time cost of documenting and reviewing incident reports was computed based on the estimated hourly wages of the staff typically involved in the documentation process (\$30 per behavioral EMT).

The analysis estimates that the number of behavioral incidents and cost associated is significantly higher for agencies not participating in the tiered supports process demonstrating that the tiered supports initiative is effective in reducing behavior problems.

*\*Data provided by the state-wide Agency Tiered Support Consultants*



# PROPOSAL

- ✓ WEBSITE ENHANCEMENTS
- ✓ IMPLEMENT TIERED SUPPORTS DEPARTMENT-WIDE
- ✓ IMPLEMENT TOOLS OF CHOICE TRAINING DEPARTMENT-WIDE

## BENEFITS



