



**University of New Hampshire**  
Institute on Disability

**NH Rapid Response Crisis Training**  
Training and Certification for New Hampshire Mobile Crisis Responders

**Enhancing Crisis Response Through Integrated Care: A New Workforce Development Training Program for NH's Rapid Response Crisis System**

**NH RRCT Project Leads**  
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*This program was financed under a Contract with the State of NH, Department of Health and Human Services. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by CDC, NHD, or the U.S. Government.*

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**Learning Objectives**

1. List and describe three (3) key components of the new NH Rapid Response Crisis Training
2. Describe at least three (3) core competencies of the NH Rapid Response Crisis Training program including the specific skills and knowledge areas that the program emphasizes to prepare Crisis Responders for integrated care environments
3. Explain the principles and benefits of an integrated care approach to behavioral health crisis response




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**Introduction**

The full curriculum for the NH Rapid Response Crisis Training (NH RRCT) & certification program was developed by a team from the University of New Hampshire's Institute on Disability in partnership with the NH Division for Behavioral Health.


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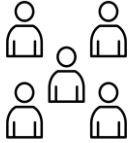
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## Checking In



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from Noun Project

What are your thoughts or experiences about the mental health workforce shortage in New Hampshire?



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## A Workforce Crisis

"The simplest indicators of success will be number of individuals hired into the NH behavioral health labor pool as a whole and the number of staff retained."

*NH Behavioral Health Workforce Center at Dartmouth Health*

In the News

More than 40 NH Health Care Organizations Urge Lawmakers to Address Workforce Shortages

By [unreadable]

Source: [unreadable] on 08/20/2024

CONTACT: [unreadable] for the Behavioral Health Workforce Center, a statewide coalition of state-based provider organizations and advocacy groups, called on lawmakers to help address the ongoing workforce crisis and increase access to care for all New Hampshire residents. [Read full story](#)

Solving the NH Behavioral Health Workforce Crisis

September 2024

A Collaborative Among:

- All members of the July 20, 2024 Behavioral Health Workforce Solution Session
- NH Behavioral Health Workforce Center at Dartmouth Health
- NH Community Behavioral Health Association
- HealthForce NH



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## Enter: Workforce Development



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## Integrated Care

Defining Characteristics	Benefits	NH Examples
<ul style="list-style-type: none"><li>• Strong cross-systems communication &amp; collaboration</li><li>• Interprofessional team</li></ul>	<ul style="list-style-type: none"><li>• Enhancing coordination and continuity of care</li><li>• Reduction in emergency department utilization</li><li>• Increased quality of care</li><li>• Increased access to care</li></ul>	<ul style="list-style-type: none"><li>• NH 10-year mental health plan (2019)</li></ul>



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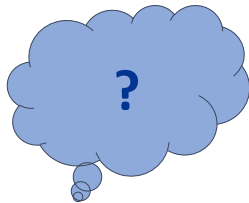
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## NH Rapid Response: Share a Fact or Question

Share one thing you know (or want to know) about NH Rapid Response



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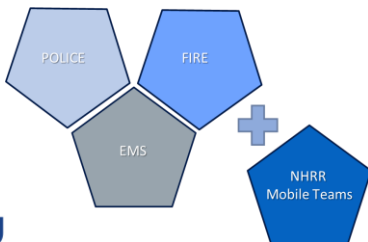
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## The Fourth Responder



We are training a 4<sup>th</sup> type of Frist Responder...



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## NH Rapid Response Crisis Training Program Overview



**Goal:** Establish practice standards and equip trainees with the necessary skills for effective crisis response.



**Target Audience:** Current *and future* Rapid Response Crisis Team Members.



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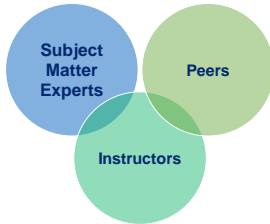
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### NH RRCT Project Team (IOD)

Manages content development for consistency & alignment with values & competencies, serving as the main contact for project staff including....



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## Values

1. Trauma Informed Care
2. Community-Based
3. Collaborative & Integrated Care
4. Cultural Sensitivity & Inclusivity
5. Continuous Improvement & Adaptability



Created by National Helpline  
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## Competencies

1. Interpersonal Communication & Positive Engagement
2. Collaboration & Teamwork
3. Screening & Assessment
4. Trauma Informed Care
5. Care Planning & Care Coordination
6. Interventions & Support Strategies
7. Cultural Competence & Adaptation
8. Systems Oriented Practice
9. Practice-Based Learning & Quality Improvement
10. Technology Literacy



The competencies for this program are based on SAMHSA-HRSA's Core Competencies for Integrated Behavioral Health and Primary Care (Hoge et al., 2014).

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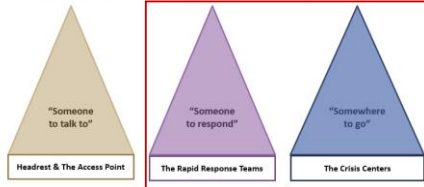
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## Certified Crisis Responders in the context of...

### NEW HAMPSHIRE RAPID RESPONSE



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## NH Rapid Response



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## Who Will Get Certified?

OPTIONAL	REQUIRED	REQUIRED
All current staff of NH Rapid Response teams who have completed the 40-hour Carelon training	Anyone hired after 6/30/24: • Master's level clinicians • Peer Support Specialists* • Bachelor's level responders  *This certification would supplement the peer support role. It does not replace any prior certification or licensure.	Anyone who meets eligibility requirements  *Offers a career pathway for those seeking a career in NH Rapid Response




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## Who Can Enroll?

- No minimum education or experience required.
- Anyone eligible to work in the state of NH may apply.



- **2.5 hour pre-employment module** required for those not currently employed on a Rapid Response team.



- **1 hour pre-enrollment module** required for all.




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## Integrating Diverse Experiences

I'm a Master's level clinician. Why do I need this training?

I'm an entry level professional seeking crisis responder certification. This is a lot of new information! I don't know if I'm qualified.




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## Curriculum Structure



Asynchronous Coursework (Canvas) | **30**  
hours (2 hrs per week)



In-Person Seminars | **11**  
hours



On-the-Job Mentoring | **15** hours



**Total: 56 hours over 15+\* weeks**

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## Module Topics

- Values & Principles of Crisis Response
- Team Member Roles & Dynamics
- Community Resources
- Overview of Substance Use Conditions
- Engagement & Communication Strategies
- Mental Health Support Strategies
- Suicide Assessment & Prevention
- Field Basics: Safety in the Field; Deployment & Assessment; Documentation & Follow Up
- Effective Crisis Response Across Populations
- Promoting the Wellbeing of Crisis Responders



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## Certification



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## Digital Badges



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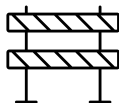
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## Commitment to Continuous Improvement

Regular evaluation and feedback loops.

- **Assessment:** Monthly trainee self-assessment via competency worksheet. Pre- and post-surveys. Content review.
- **NH RRCT Advisory Council:** Diverse representation for program relevancy and feedback.



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## Cohort Schedule

### PHASE ONE CMHC-focused

#### Cohort 1

August 5 - Nov 15,  
2024

#### Cohort 2

December 2 -  
March 21, 2025

- Max enrollees per cohort: 50
- Includes 2 sections of 25
- Each section includes Co-Instructors & NH RRCT Project team support



### PHASE TWO Community-focused

TBD

SCAN ME



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## NHRR Crisis Training By the Numbers

### • 19 Crisis Responders with lived experience

- 10 with a Graduate Degree
- 11 with a High School Diploma or GED
- 7 with undergraduate degrees
- 6 with additional certifications
- 2 with associates degrees

- 20 Subject Matter Experts providing review of program content
- 4 Instructors
- 12 Mentors for field learning



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## Preliminary Findings

- 25 trainees enrolled
- 9 CMHCs represented
- 75% full-time



- Active data collection
  - Module surveys
  - In person seminar surveys
- Post-survey for:
  - Trainees
  - On-the-Job Mentors
  - Rapid Response Directors

"I appreciate the consistent flow of the class. For example, each week, I know that I am expected to read/watch the given material, write a post, and respond to a peer, then take the weekly quiz. It is helpful that the due dates and time are the same each week."  
-NH RRCT Trainee



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## Small Group Activity

Sam, a 35-year-old experiencing a severe mental health crisis characterized by agitation and suicidal ideation, was encountered by NH Rapid Response team after a concerned neighbor called for help. The Crisis Responder arrived promptly and created a sense of safety by calmly introducing themselves and explaining every step of the process. They engaged in active listening, validating Sam's feelings, and offered choices to help restore Sam's sense of safety and control. A peer support specialist, who had experienced similar challenges, provided emotional support and established rapport, while a master's level clinician conducted a comprehensive assessment of Sam's mental health. The team collaboratively ensured that Sam was stabilized and connected to follow-up care, including an outpatient therapy appointment and a local peer support agency.



What competencies are demonstrated in this scenario?

How did the crisis responders work together to effectively respond to Sam's crisis?

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## Key Takeaways

- The NH RRCT is designed to provide a dynamic, engaged learning experience
- Certified Crisis Responders can be anyone from an entry level professional to a Master's level clinician
- The goal of the NH RRCT is to establish a set of shared practices, values, and competencies across NH Rapid Response teams
- Crisis response requires a values-driven, integrated care approach



Email us at [nhrct.iod@unh.edu](mailto:nhrct.iod@unh.edu)

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## References

Hoge M.A., Morris J.A., Laraia M., Pomerantz A., & Farley, T. (2014). Core competencies for integrated behavioral health and primary care. Washington, DC: SAMHSA - HRSA Center for Integrated Health Solutions.

Jha, V. (2016). Training and development program and its benefits to employee and organization: A conceptual study. *International Journal of Scientific Research in Science and Technology*, 2(5), 80-86.

Substance Abuse and Mental Health Services Administration (SAMHSA). (2020). National guidelines for behavioral health crisis care- A best practice toolkit. U.S. Department of Health and Human Services (HHS). <https://www.samhsa.gov/sites/default/files/national-guidelines-for-behavioral-health-crisis-care-02242020.pdf>



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