



# Center of Excellence Overview

March 21, 2023



CENTER OF  
**EXCELLENCE**  
FOR BEHAVIORAL HEALTH  
IN NURSING FACILITIES

# Center of Excellence for Behavioral Health In Nursing Facilities

- Three-year grant
- Administered by Substance Abuse and Mental Health Services Administration (SAMHSA)
- Cooperative agreement between SAMHSA and CMS
- National initiative
- Started September 30, 2022





# SAMHSA & COE Models

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**SAMHSA:** SAMHSA leads public health and service delivery efforts that promote mental health, prevent substance misuse, and provide treatments and supports to foster recovery while ensuring equitable access and better outcomes.



**Other SAMSHA Centers of Excellence (Model):**

- E4 Center of Excellence for Behavioral Health Disparities in Aging
- African American Behavioral Health Center of Excellence
- Center of Excellence for Infant and Early Childhood Mental Health Consultation
- LGBTQ+ Behavioral Health Equity Center of Excellence

# COE-NF Purpose

**Purpose:** The COE-NF serves as a centralized hub for expanding capacity in CMS certified nursing facilities to care for residents with a variety of behavioral health conditions. Training, technical assistance, and workforce development is provided to staff in nursing facilities.

**Behavioral health areas of focus:**

- Serious Mental Illness – SMI
- Serious Emotional Disturbance – SED
- Substance Use Disorders – SUD
- Co-Occurring Disorders – COD
- Updated CMS nursing facility guidance (behavioral health, resident rights, quality of care)

# Goals of the COE-NF

1. Develop mental health and substance use resources for nursing facilities and community partners.
2. Disseminate core resources to support nursing facility staff caring for residents with severe mental illness (SMI), serious emotional disturbance (SED), substance use disorder (SUD), or co-occurring disorders (COD).
3. Increase the awareness, knowledge, and skills of nursing facility staff caring for residents with SMI, SED, SUD, or COD.
4. Provide customized technical assistance to nursing facilities.
5. Use state, regional, national partnerships to amplify and sustain COE-NF work.



# COE-NF Team

## Regional Behavioral Specialists Model

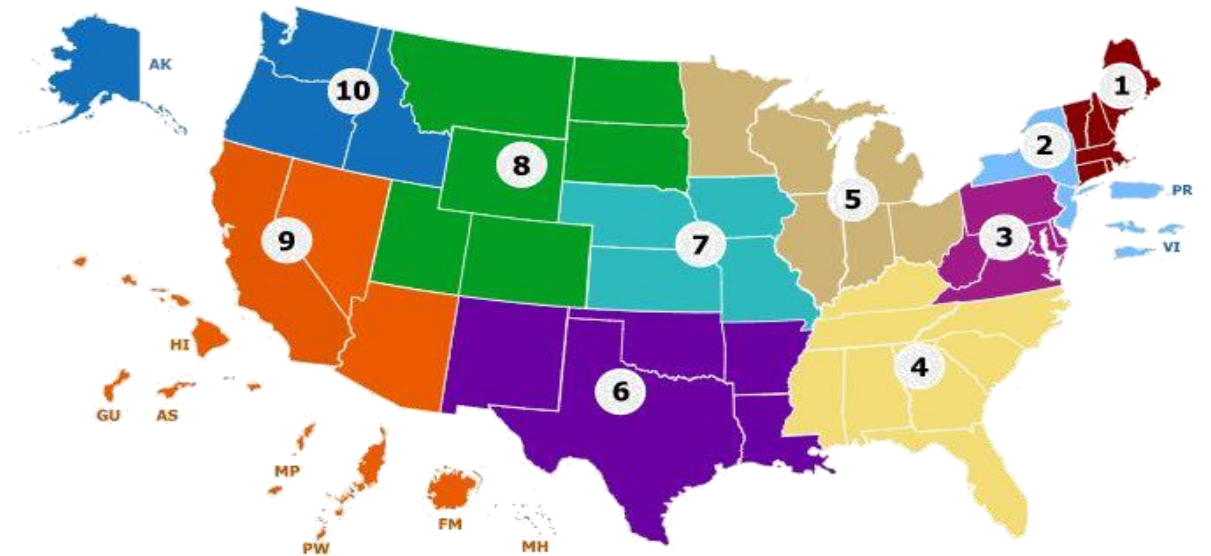
- Experienced behavioral health professionals
- 10 COE behavioral specialists
  - Alliant regions 1,2,3,4,5,7
- Each specialist is dedicated to an HHS region
- They live and work in the region they serve

## Comagine Health

- Partner
- Cohort Learning
- Supporting regions 6,8,9,10

## Additional Support

- Recovery specialist
- Training and education lead
- Subject matter experts on a variety of behavioral health topics



# COE-NF Team Members



**Eugene McLaughlin**  
REGION 1



**Ramon Monteiro**  
REGION 2



**Ahlea Freeman**  
REGION 3



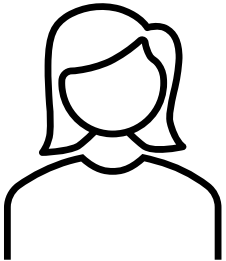
**Sherri Creel**  
REGION 4



**Jornelle Blair**  
REGION 5



**Faith Sharp**  
REGION 6



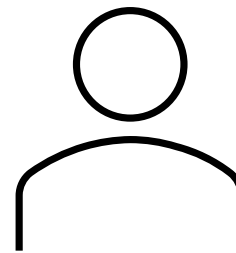
**Janeen Williams**  
REGION 7



**Stephanie Smith**  
REGION 8



**Tara Bowsher**  
REGION 9



**David Rodriguez**  
REGION 10



**Wilbert Martin**  
RECOVERY SPECIALIST



**Nikki Harris**  
COE-NF TRAINING AND  
EDUCATION LEAD



# COE-NF Behavioral Specialist Region 5

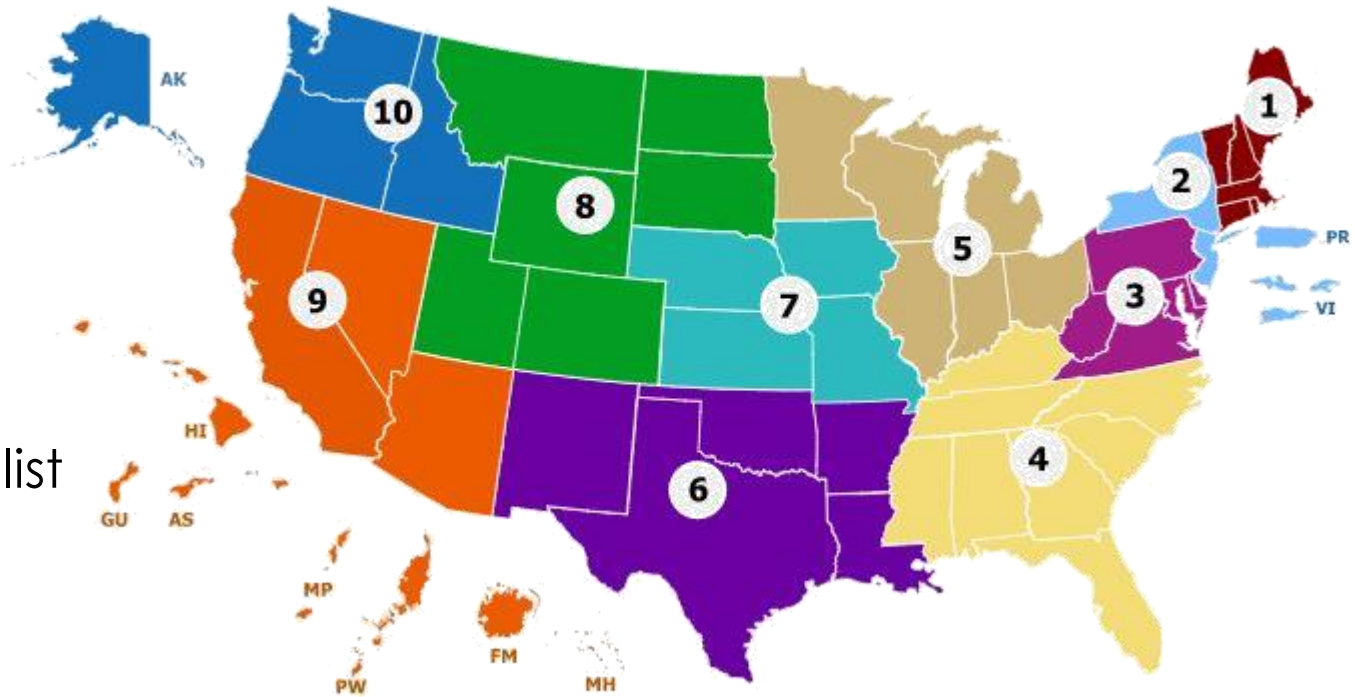


**Jornelle Blair, BS**

Region 5 behavioral specialist  
- resides in Ohio

## **Region 5:**

Illinois, Indiana, Michigan,  
Minnesota, **Ohio**, and  
Wisconsin





# Services Available to Nursing Facilities

## Foundational Trainings

- Behavioral health trainings identified needs assessment (literature review/interviews)
- Frequently offered and available on a monthly rotation
- Multiple facilities participate in same training session
- Trainings are inclusive of, but not limited to:
  - De-Escalation Strategies
  - Mental Health First Aid
  - QPR, Mental Health 101
  - Substance Use 101
  - Trauma-Informed Care

# Services Available to Nursing Facilities

## Customized Technical Assistance

- Facility level behavioral health individualized technical assistance
- Provided by behavioral specialists based out of the region they cover
- Customized training opportunities to match facility's needs



# Services Available to Nursing Facilities

## **Audience**

- Nursing facility staff at all levels; from direct/indirect care staff to administrators

## **Behavioral Health Resources**

- Geared toward SMI/SED/SUD/COD topics with a specialized focus on nursing facility considerations
- Online on-demand learning modules
- Bite-sized learnings
- Fact sheets and educational flyers



# Services Available to Nursing Facilities

## Inquiries We Love to Get

- Nursing facility requests for behavioral health trainings or resources
- Nursing facility requests for assistance with best practices related to behavioral health services
- Nursing facility requests for technical assistance – when unsure of what training or resource they need

## Inquiries We Refer Elsewhere

- Requests for assistance in non-behavioral health areas
- Requests or concerns from residents or care partners (e.g. relatives/friends)
- Requests from providers that are not CMS certified nursing facilities
- Emergencies - call 911

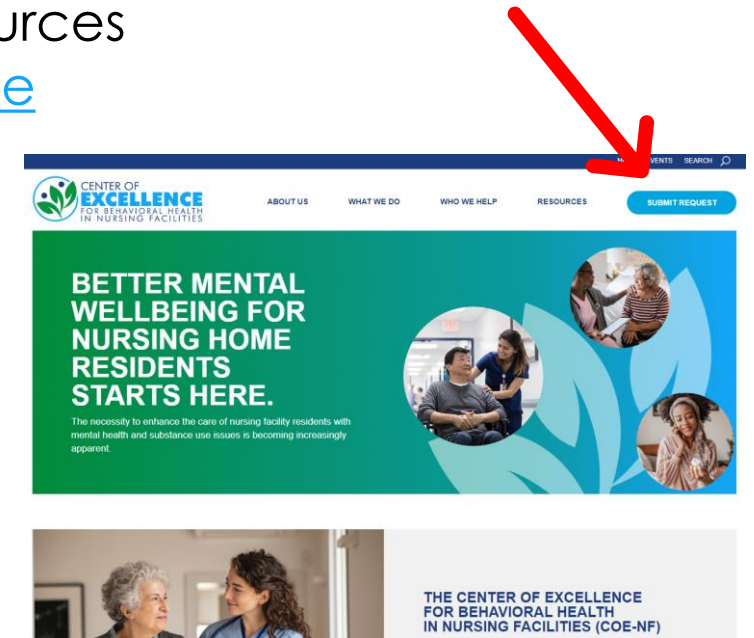
# How to Submit a Request

## Dedicated Website

- Online form where nursing facilities can submit consultation requests
- Online requests are responded to **within 48 hours**
- Nursing facilities can also download behavioral health resources
- <https://nursinghomebehavioralhealth.org/request-assistance>

## National Call Center: (844) 314-1433

- Staffed by COE behavioral specialists
- Answers to facility's behavioral health questions
- Assistance with completing the consultation request form
- Live Monday-Friday from 1-5 p.m. EST
- Messages will be returned **within one (1) business day**
- Non-emergency line



# Engagement Strategies

## Monthly Newsletter

- Shares behavioral health resources
- Provides nursing facility behavioral health regulatory updates
- Announces upcoming training opportunities

## Social Media Profiles (coming soon!)

- Launching social media channels to engage nursing facility staff and share information on COE-NF resources and trainings

## Text Messaging Platform

- Enables nursing facility staff to receive COE-NF updates on their smartphone

**SCAN ME**



**Scan QR code to  
sign up for COE  
text message  
notifications.**



## Questions ?



# Contact Information

## **Linda Kluge, RD, LD, CPHQ**

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## **Jacob Berelowitz, LNHA, LMSW, CPHQ, CCM**

Program Manager

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## **Jornelle Blair, BS**

Behavioral Specialist, Region 5

[Jornelle.Blair@AlliantHealth.org](mailto:Jornelle.Blair@AlliantHealth.org)

# Connect with Us!

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## Join our text message list!

Scan the QR code or visit

<https://bit.ly/COETextList> to sign-up and receive text notifications from COE-NF. Stay up-to-date on COE-NF services and news.

## Contact us:

For more information or to request assistance, we can be reached by phone at **1-844-314-1433** or by email at [coeinfo@allianthealth.org](mailto:coeinfo@allianthealth.org).

## Visit the website:

[nursinghomebehavioralhealth.org](http://nursinghomebehavioralhealth.org)



# Thank You!

