

## Medi-Cal Mobile Crisis Services Benefit: Training Courses Overview\*

Required Core Trainings	Required Enhanced Trainings	Recommended Supplemental Trainings
<ol style="list-style-type: none"> <li>1. Crisis Intervention and De-escalation Strategies</li> <li>2. Harm Reduction Strategies</li> <li>3. Delivering Trauma-Informed Care</li> <li>4. Conducting a Crisis Assessment</li> <li>5. Crisis Safety Plan Development</li> </ol>	<ol style="list-style-type: none"> <li>1. Crisis Response Strategies for Special Populations (may be a two-part training)               <ol style="list-style-type: none"> <li>a. Children, Youth and Families</li> <li>b. Tribal Communities</li> <li>c. Individuals with Intellectual and Developmental Disabilities (I/DD)</li> </ol> </li> <li>2. Co-occurring Disorders/Responding to SUD Crises</li> <li>3. Delivering Culturally Responsive Crisis Care</li> </ol>	<ol style="list-style-type: none"> <li>1. Community Partnership Coordination Strategies</li> <li>2. Staffing Mobile Crisis Teams and Team Composition</li> <li>3. Aftercare and/or Post Crisis Follow-up Strategies</li> <li>4. Motivational Interviewing</li> <li>5. Suicide Prevention</li> <li>6. Psychiatric Advance Directives</li> <li>7. Provider Safety</li> <li>8. Crisis Response for Rural Areas</li> <li>9. Accessibility Strategies</li> <li>10. Service Guidelines and Access to Services Criteria</li> <li>11. Documentation Requirements for Mobile Crisis Services</li> <li>12. Medi-Cal Eligibility Verification</li> <li>13. Claiming/Billing and Reimbursement for Mobile Crisis Services</li> <li>14. Data Reporting for Mobile Crisis Services</li> <li>15. Process and Safeguards for Maintaining Privacy and Confidentiality</li> <li>16. Dispatch and Timely Response of Mobile Crisis Teams</li> <li>17. Considerations and Strategies for Meeting Timeliness Standards</li> <li>18. Facilitation of Warm Handoffs to Alternative Treatment Settings</li> <li>19. Transportation Strategies for Beneficiaries Experiencing a Behavioral Health Crisis</li> <li>20. Appropriate Use of Telehealth for Mobile Crisis Services</li> <li>21. Coordination with Family Urgent Response System, Regional Centers, and other Dispatch Lines</li> </ol>

For more information regarding training requirements, please review [Behavioral Health Information Notice 23-025](#).

\*Not yet listed in order of scheduled delivery