



## Welcome to today's Tribal Consultation Meeting!

**We will begin shortly. All lines have been automatically muted.**

While you are waiting TEST YOUR AUDIO.  
LISTEN FOR MUSIC.

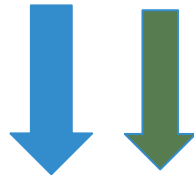


Please use the chat feature for questions or raise your hand.

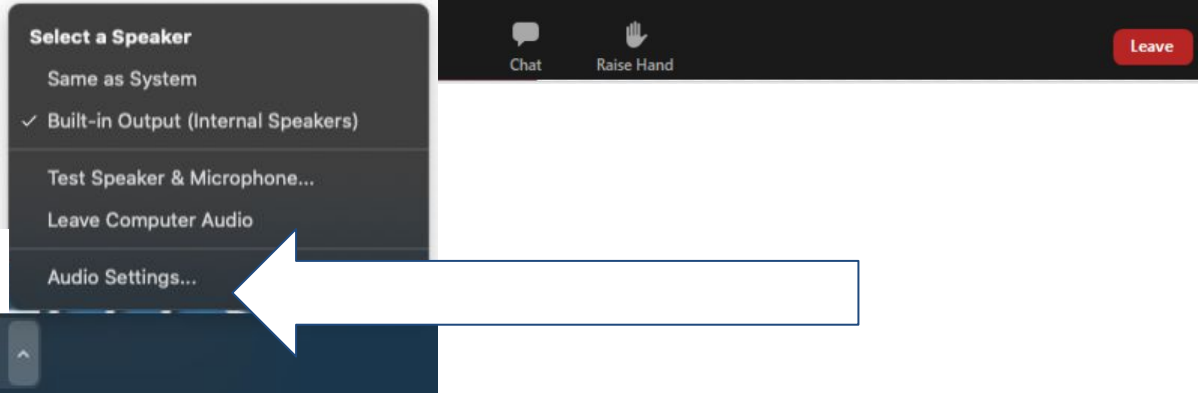
Thank you.

# Zoom Webinar Controls

Navigating your bar on the bottom...



- **Windows:** You can also use the **Alt+Y** keyboard shortcut to raise or lower your hand.
- **Mac:** You can also use the **Option+Y** keyboard shortcut to raise or lower your hand.





# Special Tribal Consultation Meeting: 9-8-8 Implementation on Tribal Lands

September 28, 2021



# Background on 9-8-8

LeCroy & Milligan Associates



Rachel Rios-Richardson, MSW  
Evaluation Associate



Natalie Long, MSW  
Evaluation Associate



# Purpose of Today's Session

- AHCCCS has presented about 9-8-8 (the new number for the National Suicide Prevention Lifeline starting in July 2022) at the last two quarterly Tribal Consultations. There was not enough time during those sessions for an in-depth conversation.
- This Special Tribal Consultation was scheduled to be able to provide more thorough background on the NSPL moving to a single 3-digit number (9-8-8) and to seek input, ideas, and recommendations from tribal partners.
- The planning process is ongoing through January 2022 and beyond. AHCCCS welcomes ongoing feedback and participation in the planning process.
  - While AHCCCS is required to submit a plan Jan 2022, as a result of the planning grant awarded, AHCCCS intends to continue the conversation and tribal feedback ongoing.

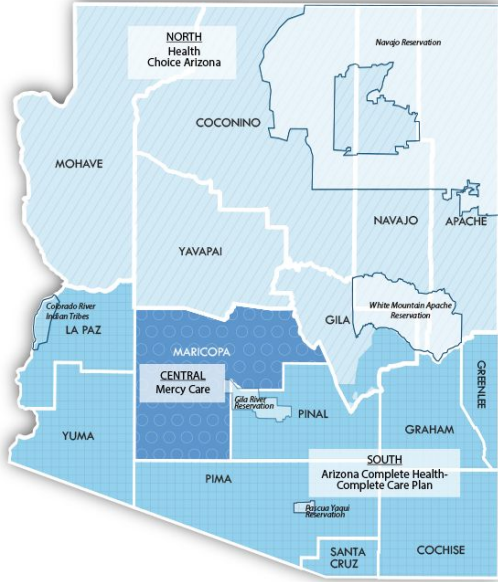
# Behavioral Health Crisis Services

Crisis services are intensive, time-limited (24-72 hours) services to help stabilize behavioral health crises.

Services are available to everyone (children and adults), regardless of AHCCCS eligibility.

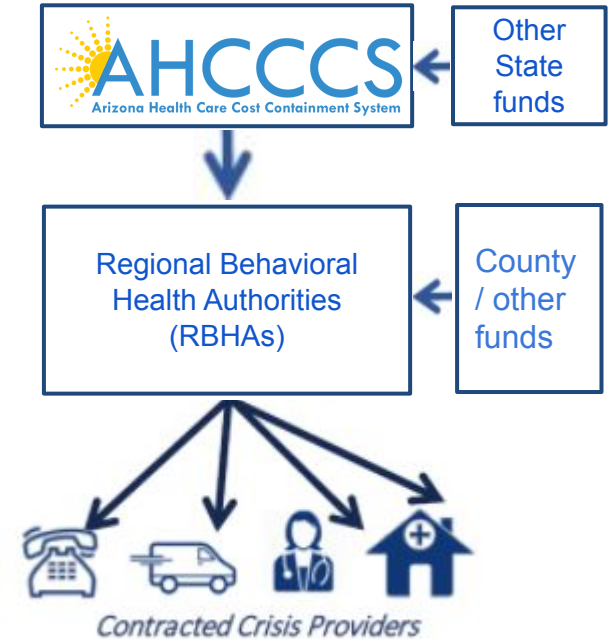
Crisis services include crisis lines, peer-run warmlines, Mobile Crisis Teams, Crisis Stabilization Facilities and other supports.

# Crisis System Responsibility



## Regional Behavioral Health Authorities (RBHAs):

- North (Health Choice)
- Central (Mercy Care)
- South (Arizona Complete Health)



# Crisis Hotlines

## Local Suicide and Crisis Hotlines by County

### Phone

Maricopa County served by Mercy Care: **1-800-631-1314** or **602-222-9444**

Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties served by Arizona Complete Health – Complete Care Plan: **1-866-495-6735**

Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties served by Steward Health Choice Arizona: **1-877-756-4090**

Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

Salt River Pima Maricopa Indian Community: **1-855-331-6432**

Tohono O’odham Nation: **1-844-423-8759**

### Especially for Teens

Teen Life Line phone or text: **602-248-TEEN (8336)**





# Crisis Care Continuum



\*Balfour ME, Gasper JL, Data With a Soul: National Council for Behavioral Health Annual Conference 2019

# What is 9-8-8?

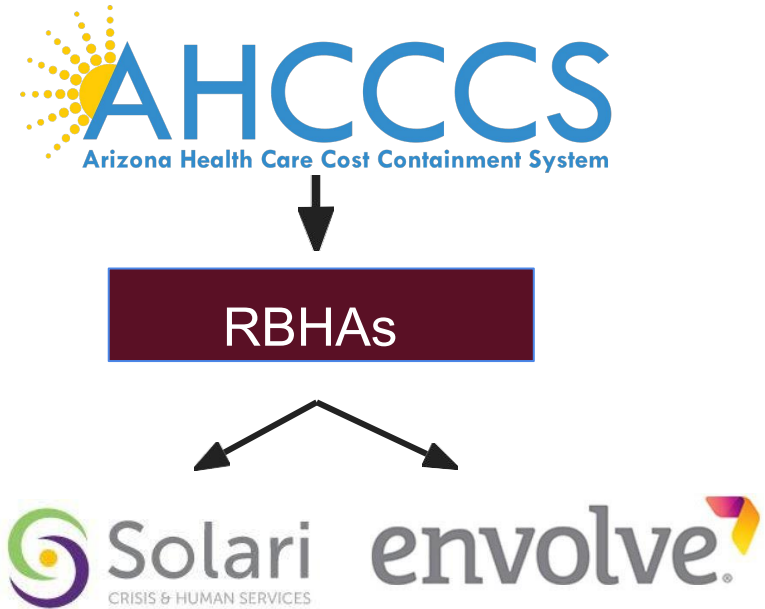
The National Suicide Prevention Hotline Designation Act was signed into law in October 2020.

Beginning **July 16, 2022**, dialing “988” will route calls to the National Suicide Prevention Lifeline (Lifeline or NSPL), replacing the current phone number of 1-800-273-TALK (8255).

Anyone experiencing a mental health crisis or emotional distress will be able to call 9-8-8 for support (you do not have to be experiencing thoughts of suicide).

***This does not replace Arizona’s crisis lines.***

# 9-8-8 and Arizona Crisis Lines



Note: There will be a single, statewide crisis call center provider as of October 2022.

# Volume of Crisis Calls

Between Oct 2019 to Sept 2020, the RBHA-administered crisis centers (Solari and Envolve) responded to nearly **350,000 crisis calls**.

In 2020, the Lifeline centers (La Frontera EMPACT and Solari) answered almost **32,000 crisis calls**.

For every call that reaches the Arizona Lifeline centers there are about 11 calls to the RBHA crisis lines (a ratio of **1:11**).

We do not yet know how the easy-to-remember 9-8-8 number will change this pattern.

# 9-8-8 Implementation Planning

Planning grants were awarded to 50 U.S. states and territories (privately funded by Vibrant Emotional Health).

The focus of the grant is to develop a detailed **implementation plan** for how 9-8-8 calls will be answered and how people who contact 9-8-8 will be connected with resources..

In Arizona, the planning grant was awarded to AHCCCS. AHCCCS is working with LeCroy & Milligan Associates (a local research and evaluation company) to gather input into the planning process.

# 9-8-8 Planning: Core Considerations

1. Ensuring **24/7 statewide coverage** for 9-8-8 calls, chats and texts.
2. Identifying and supporting diversified **funding** streams.
3. **Capacity building** at the centers answering 9-8-8 contacts.
4. Accounting for the operational, **clinical and performance standards** for Lifeline member [centers](#).
5. Gaining **multi-stakeholder input** through a 9-8-8 implementation coalition.
6. Maintaining local resource and referral listings and **assuring linkages to local community crisis services**.
7. Providing **follow-up services** to 9-8-8 callers, texters and chatters.
8. Delivering consistent **public messaging**.

# National Suicide Prevention Lifeline: Routing

Calls to the Lifeline are currently routed based on the caller's area code. Current Arizona routing:

- Calls from numbers with area codes 520, 480, 602, and 623 get routed to La Frontera EMPACT.
- Calls from 928 area code get routed to Solari (backup of for area codes 480, 602, and 623).

Chats and texts to the Lifeline area currently routed nationally to the first available crisis center (not necessarily local).

# Still to be determined...

There are many unknowns at this stage in the planning process. Some key questions include:

- Will calls to 9-8-8 (the Lifeline) continue to be routed based on area code, or based on geolocation?
  - Federal Communications Commission (FCC) is currently considering.
- Will people be able to text 9-8-8?
  - FCC is also considering this question.
- How will the 9-8-8 system and Arizona's existing crisis system interact?
  - By October 2022 there will be an ACC-RBHA single statewide call center provider. The relationship between this future statewide call center and the Lifeline is still to be determined. AHCCCS is exploring how to integrate/streamline these systems.



# 9-8-8 Stakeholder Meetings To Date

**April:** Overview and input on stakeholder feedback plan

-TRBHA crisis representatives participated.

**May/June:** Two sessions with different stakeholders about the strengths/weaknesses of the crisis system and opportunities/threats of the 9-8-8 roll out.

-TRBHA crisis representatives participated in the May session.

**July:** Meeting on crisis text and chat.

-TRBHA crisis representatives participated.

**August:** Meeting in messaging and communication.

# Arizona Crisis Line Survey

AHCCCS and LeCroy & Milligan Associates (LMA) developed an online survey to gather feedback from people with lived experience of calling crisis lines for themselves or others.

- Amanda Bahe, AHCCCS Tribal Liaison, helped to distribute.
- Survey brought to August 2021 Tribal Consultation
- Survey was open from July 12, 2021 to August 31, 2021.
- Received 600+ responses.
- LMA is in the process of analyzing and summarizing the survey responses.

# What happens next?

We will continue to have stakeholder meetings on various 9-8-8 planning topics (at least monthly). We welcome your involvement! If you or other partners would like to join, please contact Rachel at [rachel.rios@lecroymilligan.com](mailto:rachel.rios@lecroymilligan.com)

Planning to have focus groups with people who have lived experience with mental health crises (October-December).

Will integrate feedback from meetings, survey, focus groups etc. into the 9-8-8 implementation plan for Arizona.

Final 9-8-8 implementation plan is due in January 2022.

# Summary of Stakeholder Feedback Related to Tribal Communities and 9-8-8 (continued)

## Suggestions and recommendations:

- Have comprehensive Tribal Consultation discussions.
- Ensure there is a Tribal Liaison for 9-8-8 in Arizona.
- Important to build trust: “Trust develops when needs are met.”
- Consult and collaborate with Indian Health Services (IHS).
- Regarding messaging: “have tribes drive messaging,” work with the ACC Tribal Liaisons, potentially partner with Tribal Courts.
- Work with Tribal Governments and IHS to create opportunities for Tribal Members to be crisis responders.

# Summary of Stakeholder Feedback Related to Tribal Communities and 9-8-8

## Questions and considerations:

- Will AI/AN providers staff the hotline?
- Is Arizona going to develop a dedicated tribal crisis line?
- It is important to take into account that there are some rural areas and areas on tribal lands where there is limited access to cell phone coverage (i.e., infrastructure).
- Arizona has 22 diverse tribes in the state, need inclusiveness to ensure “statewide” is considering rural areas and tribal communities.

# RBHA Tribal Coordinators

- Arizona Complete Health
  - Sheina Yellowhair, Tribal Programs Supervisor
    - [syellowhair@azcompletehealth.com](mailto:syellowhair@azcompletehealth.com)
- Health Choice Arizona
  - Holly Figueroa, Tribal Liaison
    - [holly.figueroa@healthchoiceaz.com](mailto:holly.figueroa@healthchoiceaz.com)
- Mercy Care
  - Faron Jack, Tribal Relations Administrator
    - [jackf@mercycaresaz.org](mailto:jackf@mercycaresaz.org)

# Open Discussion

# Discussion



# Crisis Plans and Current Experiences

What has been your experience with the National Suicide Prevention Lifeline (1-800-273-8255)?

Discussion of crisis plans and the Lifeline.

- Is the National Suicide Prevention Lifeline part of your current tribal crisis plan?
- Moving forward, are you interested in including the 9-8-8 number in your crisis plans? Can you share about why or why not?

# Jamboard Discussion

We will use a Jamboard as a tool for the next part of our discussion. Comments that you add to the Jamboard are generally anonymous. If you would like us to know the comment is from you, please include your name or affiliation in the comment.



# Planning for 9-8-8

What are your overall suggestions related to 988?

Can you share about any infrastructure challenges or other barriers you anticipate related to 988?

- Do you have recommendations to address these?

What are some of the current barriers with the 911 system?

- How could the 988 project roll out in a way that avoids these types of barriers?

# Meeting the Needs of Tribal Communities

- How could the National Suicide Prevention Lifeline/9-8-8 best meet the needs of:
  - Individuals living on tribal lands?
  - Tribal members living on non-tribal lands?
- Do you have suggestions for tribal-specific providers that could be part of the 988 crisis system moving forward?

# Meeting the Needs of Tribal Communities (continued)

If the Lifeline Centers in Arizona had a Tribal Liaison, what roles would you want them to have?

What ideas or suggestions do you have about clear messaging about 9-8-8 and other local crisis line options in tribal communities?

# Open Discussion

# Participation in Ongoing Planning Efforts

If you are interested in participating in ongoing planning efforts such as meetings, focus groups, etc., please email Rachel Rios-Richardson.

- Email: [rachel.rios@lecroymilligan.com](mailto:rachel.rios@lecroymilligan.com)

Feedback Deadline Specific to this Session:

**October 31, 2021**

(unless otherwise noted)



# Announcements

## Next AHCCCS Tribal Consultation:

**November 04, 2021 at 1 pm**

Please check [AHCCCS Tribal Consultation Webpage](#) for meeting information.

\*Please send any agenda recommendations to [Amanda.Bahe@azahcccs.gov](mailto:Amanda.Bahe@azahcccs.gov) by October 18, 2021.

# 2021-2022 Tribal Consultation Calendar

- **November 4, 2021: Regular Quarterly TC**
  - Agenda Item Request Deadline: October 18, 2021
- **February 10, 2022: Regular Quarterly TC**
- **May 12, 2022: Regular Quarterly TC**

For all AHCCCS Tribal Consultation Dates and Meeting Materials, see the following link: <https://www.azahcccs.gov/AmericanIndians/TribalConsultation>

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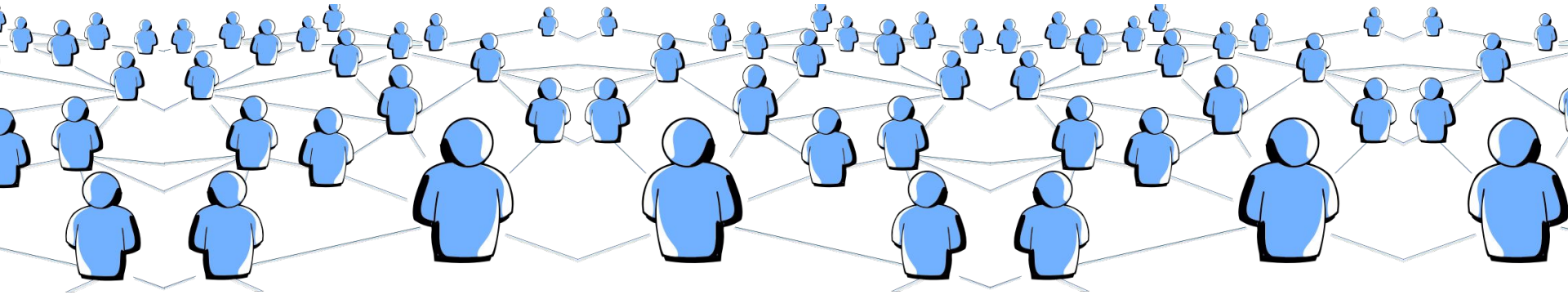
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## Other Resources - Quick Links

- AHCCCS [Waiver](#)
- AHCCCS [State Plan](#)
- AHCCCS [Grants](#)
- AHCCCS [Whole Person Care Initiative \(WPCI\)](#)
- AHCCCS [Office of Human Rights](#)
- AHCCCS [Office of Individual and Family Affairs](#)
- [Future RBHA Competitive Contract Expansion](#)

Thank You.

Have a great day!