



# COVID-19 Behavioral Health Task Force

October 23, 2020



# Welcome to Behavioral Task Force Meeting

- ❖ You were automatically muted upon entry.
- ❖ Please keep yourself on mute throughout the meeting to limit feedback.
- ❖ Do not put us on hold.
- ❖ To unmute your line - click on the microphone icon or press “\*6” on your phone.
- ❖ Please use the chat feature for questions.

Thank you.

# Agenda

- ❖ Housekeeping: Lauren Prole
- ❖ AHCCCS Update: Dr. Sara Salek
- ❖ ADHS Update: Teresa Ehnert
- ❖ Youth Opioid Campaign: Jacqueline Kurth
- ❖ Inpatient Admissions - Valleywise: Dr. Carol Olson
- ❖ Southern Arizona Crisis Line Update: Johnnie Gasper
- ❖ COVID-19 Hotline and Crisis Line Updates: Justin Chase
- ❖ Questions, Open Discussion & Wrap-Up: All

# AHCCCS Update

Dr. Sara Salek  
Chief Medical Officer  
AHCCCS

# AHCCCS Telehealth Forum

Thursday, October 29th 3-5pm

Zoom Webinar Registration Link:

[https://ahcccs.zoom.us/webinar/register/WN\\_XpnjXeykQoumwppN2Tsgkw](https://ahcccs.zoom.us/webinar/register/WN_XpnjXeykQoumwppN2Tsgkw)

# ADHS Update

Teresa Ehnert

Bureau Chief, Public Health Emergency Preparedness  
Health Emergency Operation Center/ ESF8  
PHEP/HPP Director, Arizona

# Youth Opioid Campaign

Jacqueline Kurth  
Office Chief Injury and Violence Prevention  
Arizona Department of Health Services



ARIZONA DEPARTMENT  
OF HEALTH SERVICES



PARTNERS

# Youth Opioid Prevention and Awareness



INSIGHT

# In s i g h t

With the society in chaos because of the global pandemic, youth are more likely to turn to Opioids in order to escape their current reality.

# REASON TO BELIEVE

At-risk youth, and youths in general, are facing a new normal that is anything but normal.

Many are separated from their friends & family because of physical isolation. Environmental stressors are putting pressure on the entire family unit.. Many parents have lost their jobs and the stress of going back to school online are additional pain points in their already complicated lives.

All of this and more leads to feelings of hopelessness and despair - emotions that young people are not as equipped to handle. In response, some teens are turning to substances like opioids to help them cope with their current reality.

# Get

At-risk youth (12-18y/o) statewide in Arizona

# To

Say no to Opioids misuse

# By

Showing them there's a way to handle the realities of life without Opioids

TONE OF VOICE: Hopeful, Honest, Positive



Find Your Joy



# Find Your Joy

Young people turn to substances for a variety of reasons, including influence from peers and as a way to cope with difficult circumstances or emotions.

The concept of “Alternative Reinforcers” is the idea of replacing the drug with something positive. These are activities (i.e. hobbies, sports, dancing, arts, school, etc.) that represent alternative ways of obtaining pleasure outside of substance use.

## Video

We'll take objects that represent “Alternative Reinforcers” like “paint brushes”, “skateboards”, “Tennis raquets” and dozens of other examples and place them in an “X” shape over an Opioid tablet signaling the universal “No” sign.

The voice over explains that there are so many choices with which you can enjoy life without Opioids.

## Tagline

Find your joy. Cross-out Opioids.

<URL>

# Find Your Joy

Insta story ads



**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



# Find Your Joy

FB/Instagram In-feed ads



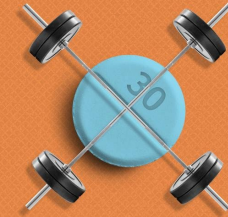
**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



# Find Your Joy

Snapchat ads



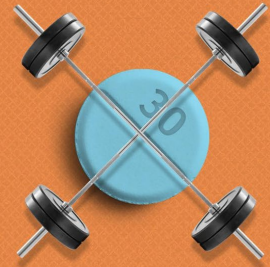
**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



**FIND YOUR JOY.**  
**CROSS OUT OPIOIDS.**



# Find Your Joy

Drugs can produce intense feelings of pleasure. Some people who suffer from social anxiety, stress, and depression, especially now during the time of COVID-19, start using drugs to try to cope.

But there are so many other ways to handle the pressure of day-to-day life. Here, we will help point out those ways and help kids to realize there's a better way to find happiness without Opioids.

## Video

This idea takes its inspiration from the buzz around the musical, "Hamilton."

Let's write a musical, it starts with the lyric, *"This is not my fault / I didn't ask for this / staring at these walls / I'm so tired of this / pandemic"*. Then it tells the story of how they feel trapped in today's world and how they could turn to Opioid abuse—but turn to other activities to stay away from becoming dependent. It then ends with the idea that "No one chooses to misuse Opioids and if you're struggling, choose help. (URL)."

## Tagline

Find your joy. Cross-out Opioids.



# Find Your Joy

## Rough Outline Lyrical Sketch

THIS IS NOT MY FAULT / I DIDN'T ASK FOR THIS  
STARING AT THESE WALLS / I'M SO TIRED OF THIS

PANDEMIC

I KNOW YOU GOT NOTHING TO DO / SO MANY CHOICES  
SOME OF THE REAL BAD SOME OF THEM AWFUL / BUT THE BOTTOM OF A  
PILL BOTTLE IS

HOLLOW

DON'T GO THERE/NO DON'T GO THERE  
DON'T GO THERE/NO DON'T GO THERE

SO, I GRABBED MY BEST MATE / AND WE WENT OUT FOR A SKATE  
IT FELT SO GOOD / IT FELT RIGHT

WAIT  
WHY DIDN'T I THINK ABOUT THIS FIRST PLACE FOR HEAVEN'S  
SAKE

YOU CAN DRAW PLAY BALL / DANCE RUN TRACKLET YOURSELF GO /  
DON'T HOLD BACK





## Rough Outline Lyrical Sketch contd.

HERE'S THE THING  
WHEN YOU DO WHAT YOU LOVE  
YOU SEND JOY TO YOUR BRAIN  
SO DO IT AGAIN AND AGAIN  
AND AGAIN AND AGAIN

WHEN YOU DO WHAT YOU LOVE  
YOU SEND JOY TO YOUR BRAIN  
SO DO IT AGAIN AND AGAIN  
AND AGAIN AND AGAIN

I'M GOING TO FIND MY JOY  
FIND YOUR JOY  
I'M GOING TO FIND MY JOY  
FIND YOUR JOY  
I'M GOING TO FIND MY JOY

AND LOSE THE OPIOIDS

VO: FIND YOUR JOY. LOSE THE OPIOIDS.  
<URL>

Thank you

# Inpatient Admissions

Dr. Carol Olson  
Valleywise Behavioral Health  
[Carol\\_Olson@dmgaz.org](mailto:Carol_Olson@dmgaz.org)

# Southern Arizona Crisis Line Update

Johnnie Gasper  
Manager - Crisis System  
Arizona Complete Health

# Crisis System-Overview



- IB Calls and Episodes/Primary Presentation

- Added volume for review against previous year/months
- Significant change in volume
- CY2019 against CY2020 CMT activity showed a 5% decrease
- Supports CMT activations less affected then overall volume and episode changes

- CISM Update

- Completed CISM response for each Pima County Health Dept. Office
- High levels of attendance and request for additional support
- Reviewing Resiliency Training
- Beginning contact with previously supported hospitals

	CY2019 Avg	Rolling 12	Sep-20	Change CY2019	Change Rolling 12
<b>Inbound Volume</b>	10425	9273	8867	<b>-17.6%</b>	<b>-4.6%</b>
	CY2019 Avg	Rolling 12	Sep-20	Change CY2019	Change Rolling 12
Anxiety	25.5%	26.8%	26.2%	0.8%	-0.6%
Self-harm/Suicidal	20.1%	17.9%	18.4%	-1.7%	0.5%
Psychosis	14.1%	13.9%	16.0%	1.9%	2.1%
Substance use/abuse	6.0%	6.5%	7.1%	1.1%	0.7%
Coordination of care	7.6%	9.7%	6.8%	-0.8%	-2.9%
DTO	4.9%	5.0%	5.5%	0.6%	0.5%
Aggression	3.9%	4.9%	5.5%	1.6%	0.6%
Depression	5.7%	5.1%	4.9%	-0.7%	-0.2%
Social Concerns	3.2%	3.4%	3.2%	-0.1%	-0.3%
Other	3.9%	2.1%	2.3%	-1.6%	0.2%
Medical/medications	1.7%	1.7%	1.7%	0.0%	0.0%
DV	1.6%	1.3%	1.2%	-0.4%	-0.1%
Housing problems	1.2%	1.1%	0.6%	-0.5%	-0.4%
Follow up	0.7%	0.6%	0.5%	-0.2%	-0.1%

\*Rolling 12 is taken from September 2019-August 2020



# COVID-19 Hotline, Crisis Line & Resilient Arizona Updates

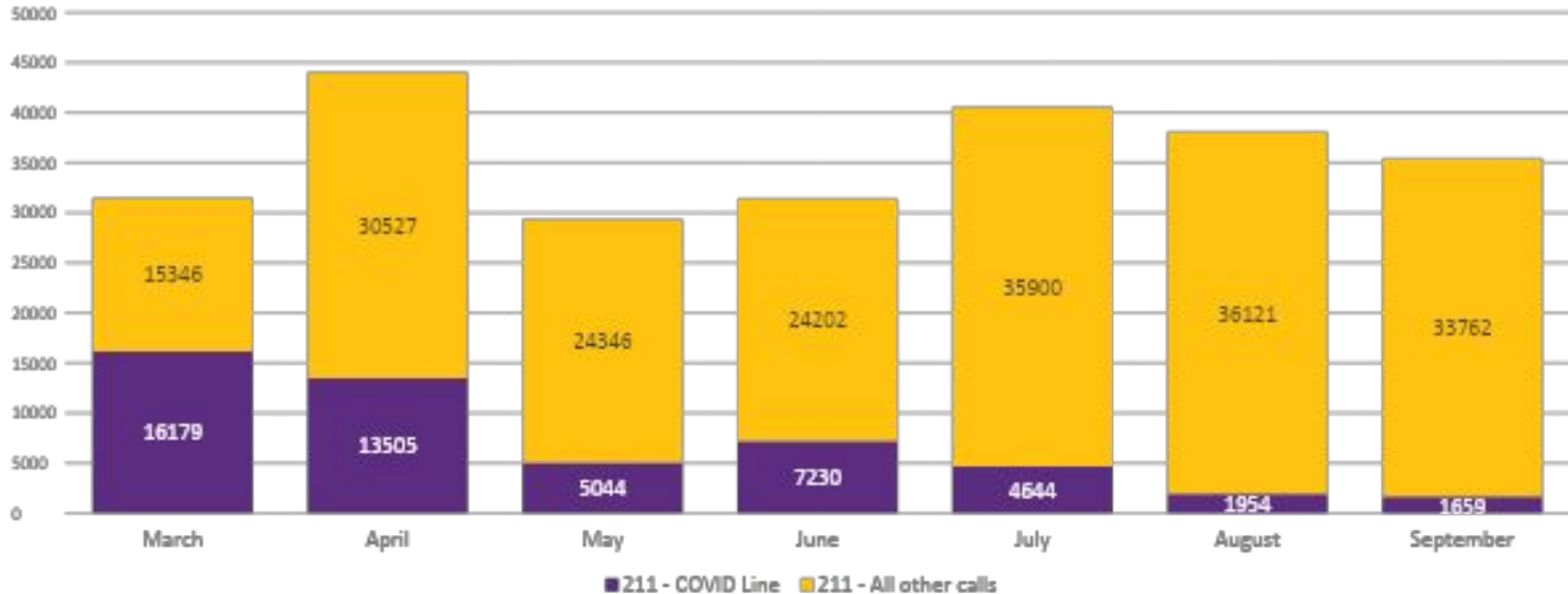
Justin Chase , LMSW, CPHQ, FACHE  
Chief Executive Officer  
Crisis Response Network



# 211 Statewide COVID-19 Hotline

211 Call Volume

Total: 250,149 calls

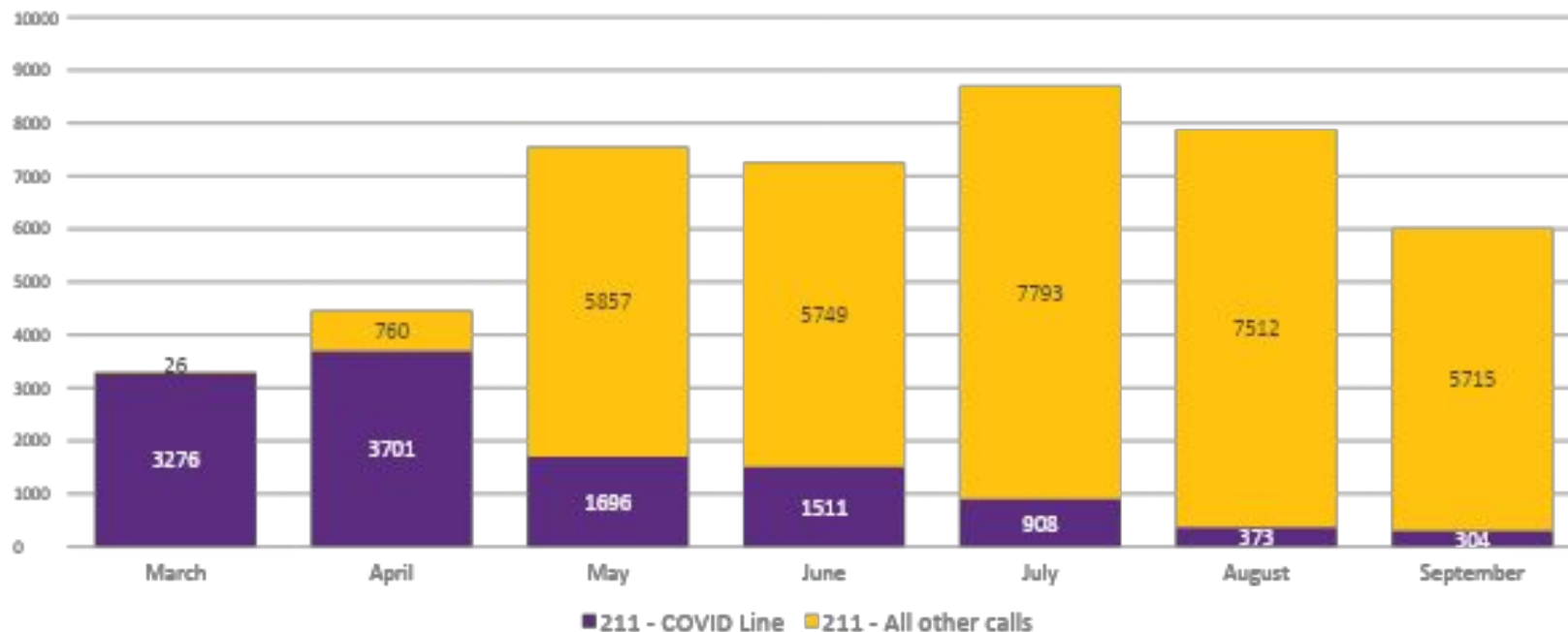


# 211 Statewide Volume

2.1.1

Arizona

211 Calls Handled by Staff  
Total: 45,181 calls



# 211 Statewide Volume

## Top Needs Identified

2.1.1

Arizona

	Jul - 2020	Aug - 2020	Sep - 2020	Total
Utility Assistance	3,748	4,235	4,713	12,696
Housing Expense Assistance	2,592	2,538	3,211	8,341
Disaster Relief Services	923	744	643	2,310
Emergency Shelter	786	826	675	2,287
Residential Housing Options	627	727	701	2,055
Emergency Food	677	663	507	1,847
Housing Search and Information	323	307	249	879
Nutrition Related Public Assistance Programs	163	180	225	568
Administrative Entities	148	139	220	507
Categorical Program Administrative Units	153	149	129	431
Health Education	91	66	228	385
Personal Goods/Services	101	142	103	346
Disease/Disability Specific Screening/Diagnosis	142	76	87	305
Meals	117	72	102	291
Landlord/Tenant Assistance	113	101	73	287
Unemployment Insurance	81	119	76	276
Detoxification	50	133	89	272
General Legal Aid	60	92	95	247

# Crisis Line Updates (2019 vs 2020)

Measure	October 2019	October 2020	Variance
Total Call Volume	12,969	11,953	7.8% Decrease
Mobile Team Dispatches	1,285	1,263	1.7% Decrease
Reasons for Call			
Depression	292	381	30.5% Increase
Anxiety	355	439	23.7% Increase
Medical	164	222	35.4% Increase
Suicidal/Self-Harm	1,409	1,451	3.0% Increase
Domestic Violence	60	72	20.0% Increase
Population			
Adults	4,532	5,281	16.5% Increase
Children (<18)	878	895	1.9% Increase

# Crisis Line Updates

## September vs. October 2020

Measure	September 2020	October 2020	Variance
Total Call Volume	12,841	11,953	6.9% Decrease
Mobile Team Dispatches	1,377	1,263	8.3% Decrease
Reasons for Call			
Depression	397	381	4.0% Decrease
Anxiety	548	439	19.9% Decrease
Medical	197	222	12.7% Increase
Suicidal/Self-Harm	1,592	1,451	8.9% Decrease
Domestic Violence	58	72	24.1% Increase
Population			
Adults	6,013	5,281	12.2% Decrease
Children (<18)	1,051	895	14.8% Decrease

# Crisis Line Updates (CY2019 vs Rolling 12)

	CY2019 Avg.	Rolling 12	Change
Aggressive/DTO	6.38%	6.68%	4.98%
Anxiety	6.55%	7.33%	12.13%
Coordination of Care	17.62%	17.74%	0.84%
Depression	5.58%	5.54%	-0.55%
Domestic Violence	1.11%	1.09%	-2.24%
Follow-Up	2.21%	1.91%	-13.56%
Housing Problems	3.92%	3.51%	-10.37%
Medical or Medications	3.54%	3.43%	-2.99%
Psychosis	7.63%	8.20%	7.53%
Self-Harm/Suicidal	25.56%	24.89%	-2.46%
Social Concerns	8.94%	9.71%	8.82%
Substance Abuse	10.96%	9.97%	-8.91%
<b>Total</b>	<b>100.00%</b>	<b>100.00%</b>	

# RESILIENT *Arizona*

## CRISIS COUNSELING PROGRAM

Call 2-1-1 to connect with an Arizona Crisis Counseling Provider.

RESILIENT *Arizona*  
CRISIS COUNSELING PROGRAM

HOME ABOUT PROVIDERS COVID-19 ESPAÑOL MEDIA



### What we do

Resilient Arizona Crisis Counseling Program is a federally funded program that helps people and communities recover from the effects of disasters and/or pandemics through short-



### Free and confidential

Our services are 100% free and confidential.



### Providers

Resilient Arizona providers are located throughout Arizona and specialize in short-term counseling and emotional support. Dial 2-1-1 to connect with a provider today.



Visit [www.resilientarizona.org](http://www.resilientarizona.org)



CALL 2-1-1 TO CONNECT WITH A CRISIS COUNSELING PROVIDER.

### CENTRAL ARIZONA



ENPACT - Suicide Prevention Center  
Phone: 602-750-4555  
Hours of operation: 24/7  
Email: [enpact@lafronteraaz.org](mailto:enpact@lafronteraaz.org)

Crisis Preparation and Recovery  
Phone: 480-477-5822  
Hours of operation: 7 AM - 6 PM  
Email: [crisisprep@crisisprepandrec.org](mailto:crisisprep@crisisprepandrec.org)



RI International  
Phone: 602-455-0332  
Hours of operation: 8 AM - 6 PM

Family Involvement Center  
Phone: 602-268-0555  
Hours of operation: 9:30 AM - 5:30 PM  
Email: [familyinvolvement@familyinvolvementcenter.org](mailto:familyinvolvement@familyinvolvementcenter.org)



### NORTHERN ARIZONA



The Guidance Center  
Phone: 520-754-4545  
Hours of operation: 24/7

RI International  
Phone: 602-455-0332  
Hours of operation: 8 AM - 6 PM



Family Involvement Center  
Phone: 602-268-0555  
Hours of operation: 9:30 AM - 5:30 PM  
Email: [familyinvolvement@familyinvolvementcenter.org](mailto:familyinvolvement@familyinvolvementcenter.org)

### SOUTHERN ARIZONA



La Frontera Center  
Phone: 520-389-5685  
Hours of operation: 8 AM - 7 PM  
Email: [lafrontera@lafronteraaz.org](mailto:lafrontera@lafronteraaz.org)

RI International  
Phone: 602-455-0332  
Hours of operation: 8 AM - 6 PM



Family Involvement Center  
Phone: 602-268-0555  
Hours of operation: 9:30 AM - 5:30 PM  
Email: [familyinvolvement@familyinvolvementcenter.org](mailto:familyinvolvement@familyinvolvementcenter.org)



# RESILIENT *Arizona*

## CRISIS COUNSELING PROGRAM

Primary Service	Number Served ISP	Number Served RSP	TOTAL
Unique Referrals	1777	862	2,639
Individual Crisis Counseling	578	232	810
Group Counseling/Public Education	572	279	851
Brief Educational/Supportive Contact	1460	641	2,101
Total Unique Interactions	2610	846	3,456



# Questions, Open Discussion & Wrap Up

Next Meeting - November 6th  
(Meetings are every other Friday)

# Thank You.

Future Topics - Send topics you want to discuss to [lauren.prole@azahcccs.gov](mailto:lauren.prole@azahcccs.gov)