



COVID-19 Behavioral Health Task Force

January 29, 2021

Behavioral Health Task Force Agenda

- ❖ Housekeeping: Lauren Prole
- ❖ Welcome: Dr. Sara Salek
- ❖ AHCCCS Update: Dr. Sara Salek
- ❖ ADHS Update: Teresa Ehnert
- ❖ Social Connectedness Campaign: Wayne Tormala
- ❖ Northern Arizona Update: Dr. Aaron Goldman & Bryan Gest
- ❖ CCP Update: Justin Chase
- ❖ Questions, Open Discussion & Wrap-Up: All

AHCCCS Update (Naloxone Efforts, COVID-19 vaccine strategies for Medicaid)

Dr. Sara Salek
Chief Medical Officer
AHCCCS

ADHS Update

Teresa Ehnert

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

Social Connectedness Partnership Program

Wayne Tormala, Chief

Arizona Department of Health Services

Bureau of Chronic Disease & Health Promotions

Wayne.tormala@azdhs.gov

Health Choice of Arizona Updates

January 29, 2021

Aaron Goldman MD
Behavioral Health Medical Director



An Independent Licensee of the Blue Cross Blue Shield Association

Northern AZ Inpatient Coalition

- Meetings began at start of pandemic
- Included all behavioral health inpatient facilities in our network
- Expanded to FFS behavioral health inpatient facilities
- Goals
 - Assess need for PPE, testing, and to increase capacity for accept Covid positive members
 - Consolidate protocols used by inpatient facilities in regards to quarantine procedures, other Covid related items
 - Share innovations



Shared Innovations

- Innovations included:

- Use of tablets for participation in milieu,
- Increase airflow for those facilities that allowed it
- Testing on all admissions, then weekly in some facilities
- Purchasing their own testing from Quidel,
- Increased collaboration with counties and TGen.
- One facility retrofitting a hydroponic growing tent in order to have nursing stationed for admission testing –saved PPE
- Swimming goggles were purchased for eye protection.

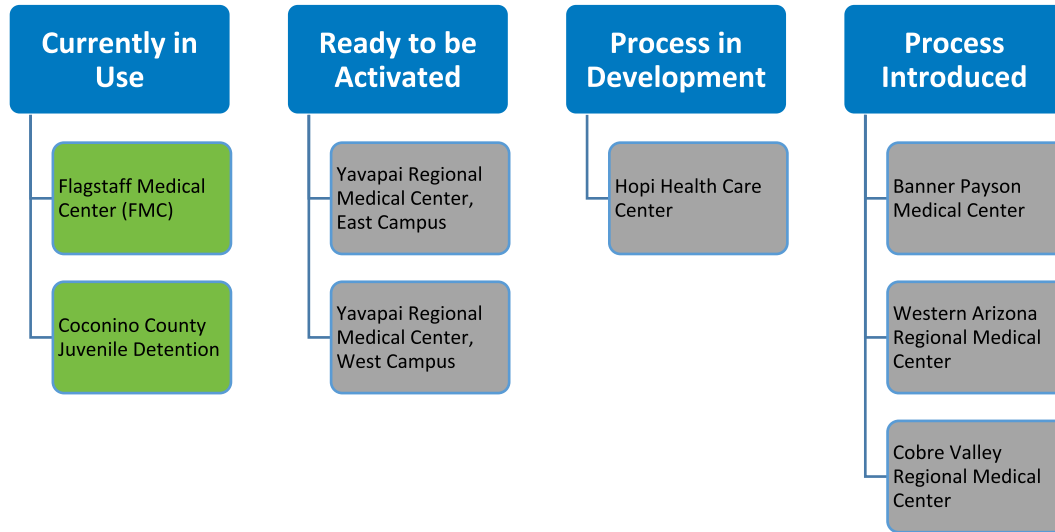
Outcomes

- This meeting supports collaborative planning, response, and interventions
 - All inpt facilities are now accepting patients who are COVID +, save one
 - Bed prioritization for Title 36 patients is key
 - Good access to PPE and use of masking by patients was accomplished
 - Some challenges continue related to quarantining in some facilities (i.e. space difficulties), access to rapid testing, capability for police transport of COVID + people, and financial burdens
 - All staff are eligible for & encouraged to receive vaccine
- **Note: Good collaboration continues across the network – and it is greatly appreciated**

Operational Metrics: Crisis Services

Telehealth Crisis Services - HCA

In response to COVID-19, we have developed processes and protocols for the delivery of mobile crisis services via telehealth. This opportunity has been introduced and implemented throughout northern Arizona.





Bryan Gest, MA, LPC

Director of Northern Arizona Crisis Services

Who We Are

*We are a healthcare company focusing on the **WHOLE PERSON**, providing primary care and specializing in mental health and substance use treatment for over 50 years.*



We save lives every day!

Our Purpose

Inspiring Change for Life

Our Core Values

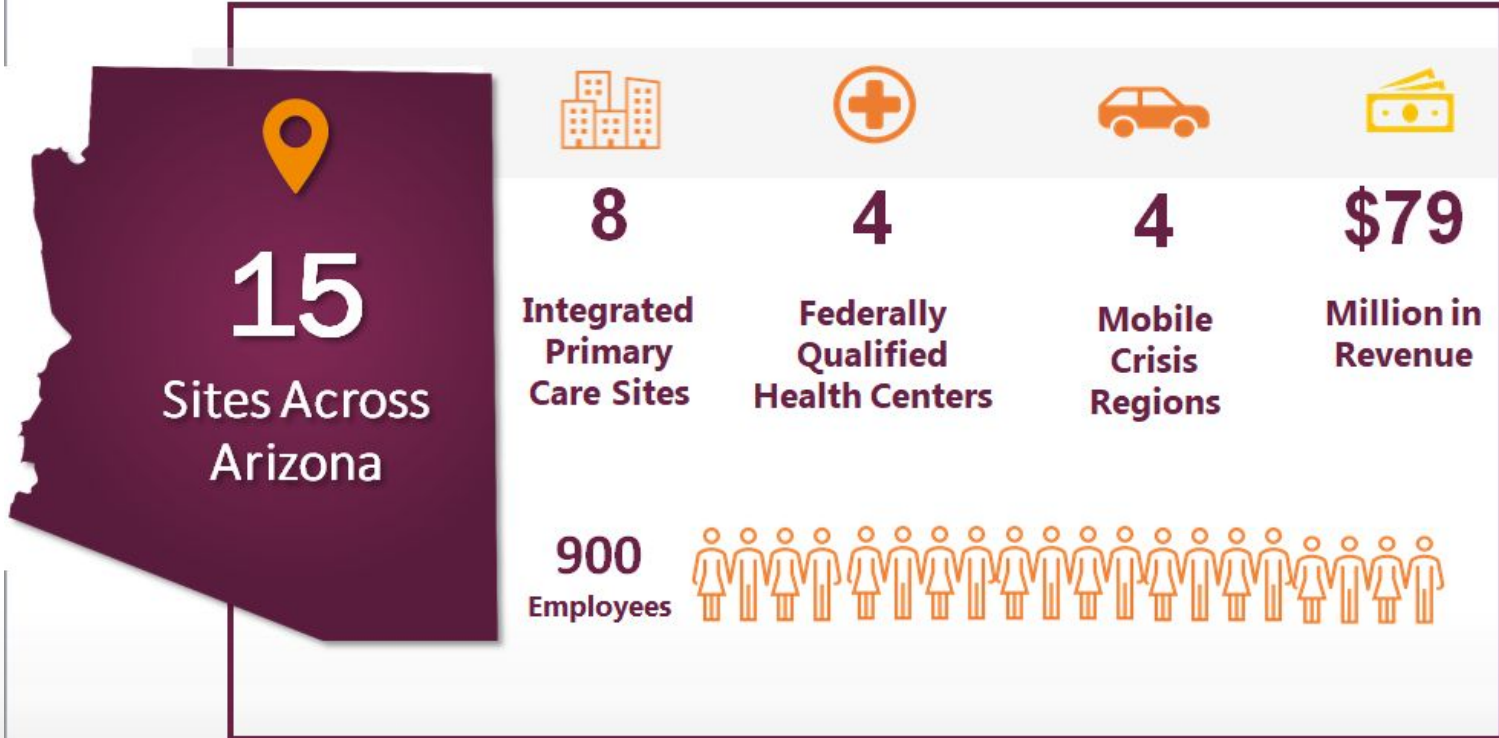
Integrity, Compassion, Empowerment
with Diversity Woven Throughout

Our Vision

*Extraordinary Care
Empowered People
Exceptional Outcomes*



Integrated Health Care Company



Northern Arizona Crisis Services



Areas We Serve:

Coconino County since November 2015

Western Yavapai County since May 2017

Mohave County since October 2017

Tribal Lands including Havasupai, Hualapai, and Fort Mojave

Modes of transportation:

- 1) By van
- 2) By foot
- 3) By helicopter
- 4) By horseback



Guided by SAMHSA best practices, we have taken Terros Health's 50+ years of success in mobile crisis in Maricopa County and adapted it to rural Northern Arizona

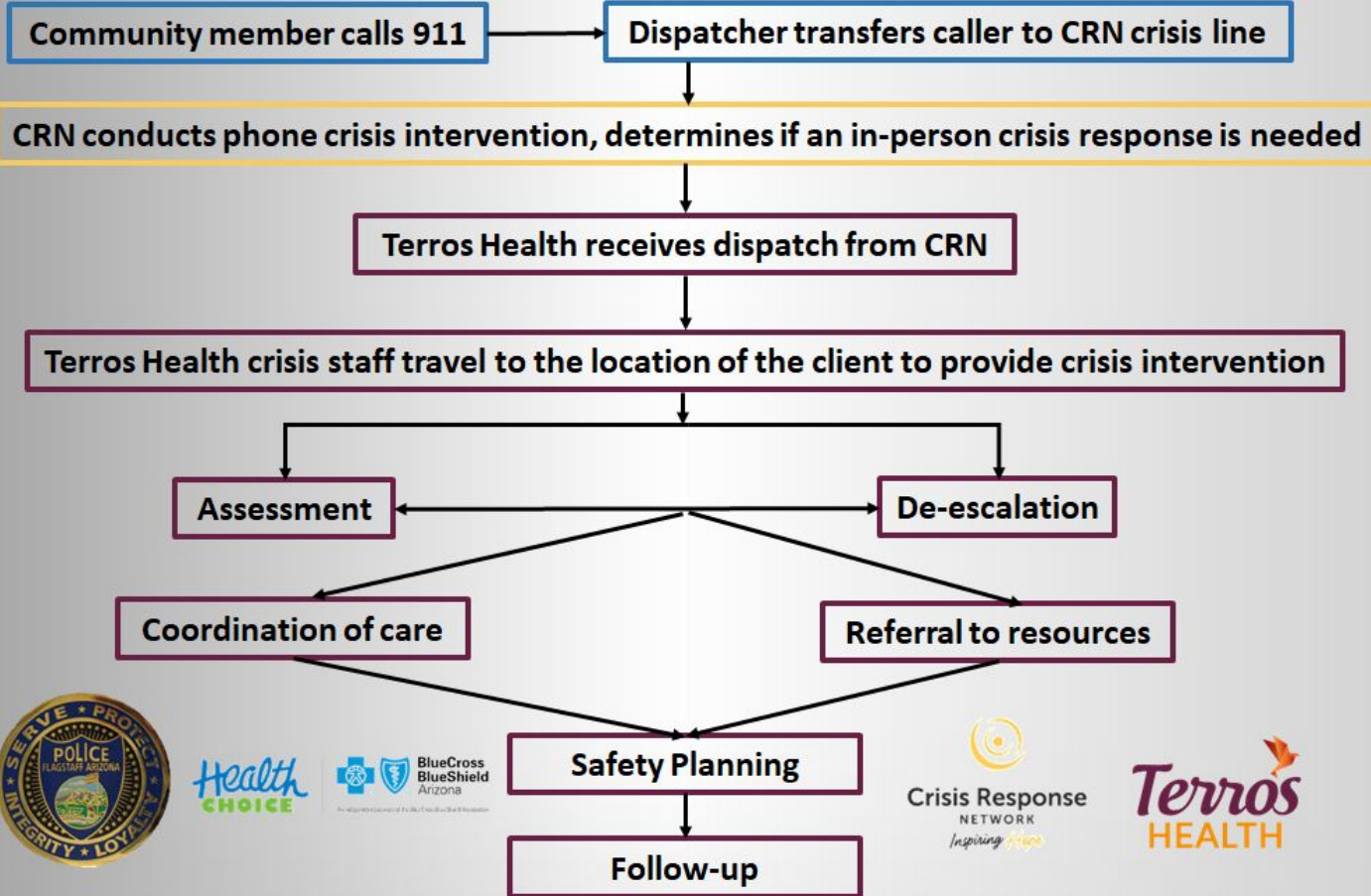
- ✓ Part of Health Choice Arizona's crisis system, along with the Crisis Response Network's call center
- ✓ Close partnerships with local community partners and stakeholders
- ✓ Based on 2-person response but with 1-person option to increase efficiency and responsiveness
- ✓ Assessment and de-escalation with the aim of stabilizing the client in their natural environment when possible

Flagstaff Area 911 Usage for Behavioral Health Crises

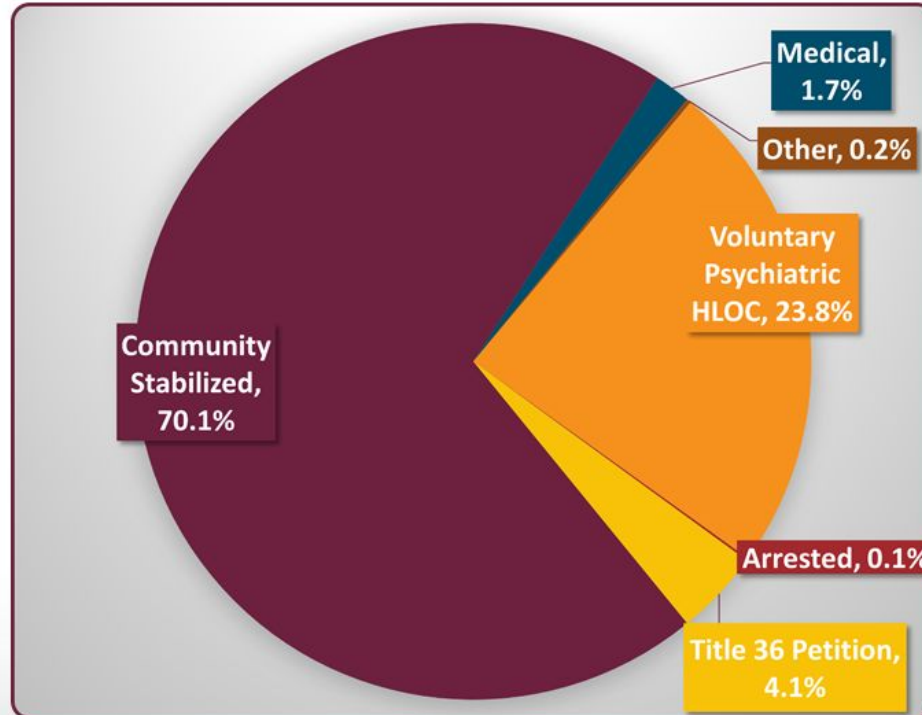
2491

Calls to 911 for Behavioral Health reasons in 2019

- **Protocols dictated that law enforcement and/or EMS be dispatched for every behavioral health call for service**
- **Not ideally suited to assess and intervene in behavioral health crisis situations**
- **Increased emergency department usage, arrests, and T36 petitions**



Coconino County Outcomes 2019-2020



Questions? Comments?

Please feel free to reach out!

Bryan Gest, MA, LPC

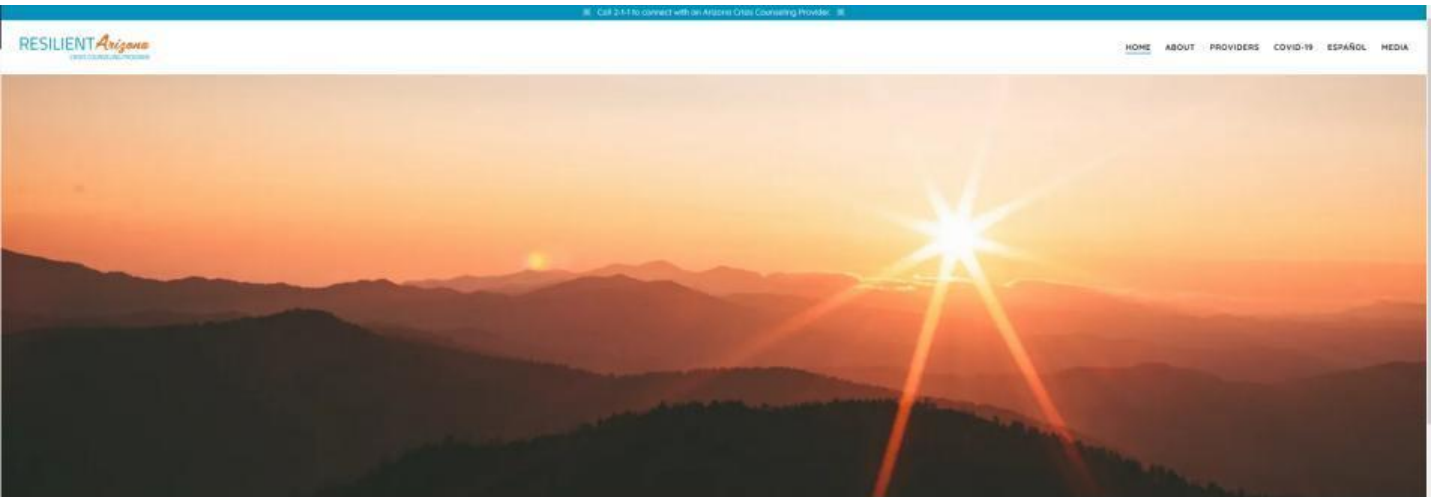
bryan.gest@terroshealth.org

COVID-19 Hotline & Crisis Line Updates

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

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM



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 3-1-1 to connect with a provider today.



Visit www.resilientarizona.org



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

CENTRAL ARIZONA



IMPACT: SUCCESS PREVENTION CENTER
Phone: 520-750-4555
Hours of operation: 24/7
Email: info@impactpreventioncenter.org

Crisis Preparation and Recovery
Phone: 480-475-6622
Hours of operation: 24/7 - 24/7
Email: ResilientARizona@resilientarizona.org



MORI International
Phone: 602-285-0222
Hours of operation: 24/7 - 24/7

Family Involvement Center
Phone: 520-288-0222
Hours of operation: 24/7 - 24/7
Email: ResilientARizona@familyinvolvementcenter.org



NORTHERN ARIZONA



The Guidance Center
Phone: 520-744-8244
Hours of operation: 24/7

MORI International
Phone: 602-285-0222
Hours of operation: 24/7 - 24/7



Family Involvement Center
Phone: 520-288-0222
Hours of operation: 24/7 - 24/7
Email: ResilientARizona@familyinvolvementcenter.org

SOUTHERN ARIZONA



LA Frontera Center
Phone: 520-288-0222
Hours of operation: 24/7 - 7:00 PM
Email: ResilientARizona@lafrontera.org

MORI International
Phone: 602-285-0222
Hours of operation: 24/7 - 24/7



Family Involvement Center
Phone: 520-288-0222
Hours of operation: 24/7 - 24/7
Email: ResilientARizona@familyinvolvementcenter.org

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Primary Service	Number Served ISP	Number Served RSP	TOTAL
Unique Referrals	1,759	2,585	4,344
Individual Crisis Counseling	571	782	1,353
Group Counseling/Public Education	557	1,510	2,067
Brief Educational/Supportive Contact	1,414	2,053	3,467
Total Unique Interactions	2,542	4,345	6,887

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Other Contacts/Materials Distributed	
Hotline/helpline/lifeline contact	741
Telephone contact	2,455
E-mail contact	5,488
Community networking and coalition building	2,174
Material handed to people	8,634
Material mailed to people	2,609
Material left in public places	10,338
Mass media	279
Social networking messages	2,522
Total	35,240



Questions, Open Discussion & Wrap Up

Next Meeting - February 12th

Thank You.

See the Behavioral Health Task Force web page for meeting past meeting presentations -
<https://www.azahcccs.gov/AHCCCS/CommitteesAndWorkgroups/BehavioralHealthTaskForce.html>

Send future topics you want to discuss to lauren.prole@azahcccs.gov