



# Welcome to today's Behavioral Health Task Force 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.



# COVID-19 Behavioral Health Task Force

February 12, 2021

# Behavioral Health Task Force Agenda

- ❖ Housekeeping: Lauren Prole
- ❖ Welcome: Dr. Sara Salek
- ❖ AHCCCS Update: Dr. Sara Salek
- ❖ Crisis Update & 988 State Planning Grant: Alex Herrera
- ❖ CCP Update: Justin Chase
- ❖ Banner Behavioral Health Epidemic Work: Dr. Sandy Stein
- ❖ Questions, Open Discussion & Wrap-Up: All

# AHCCCS Update

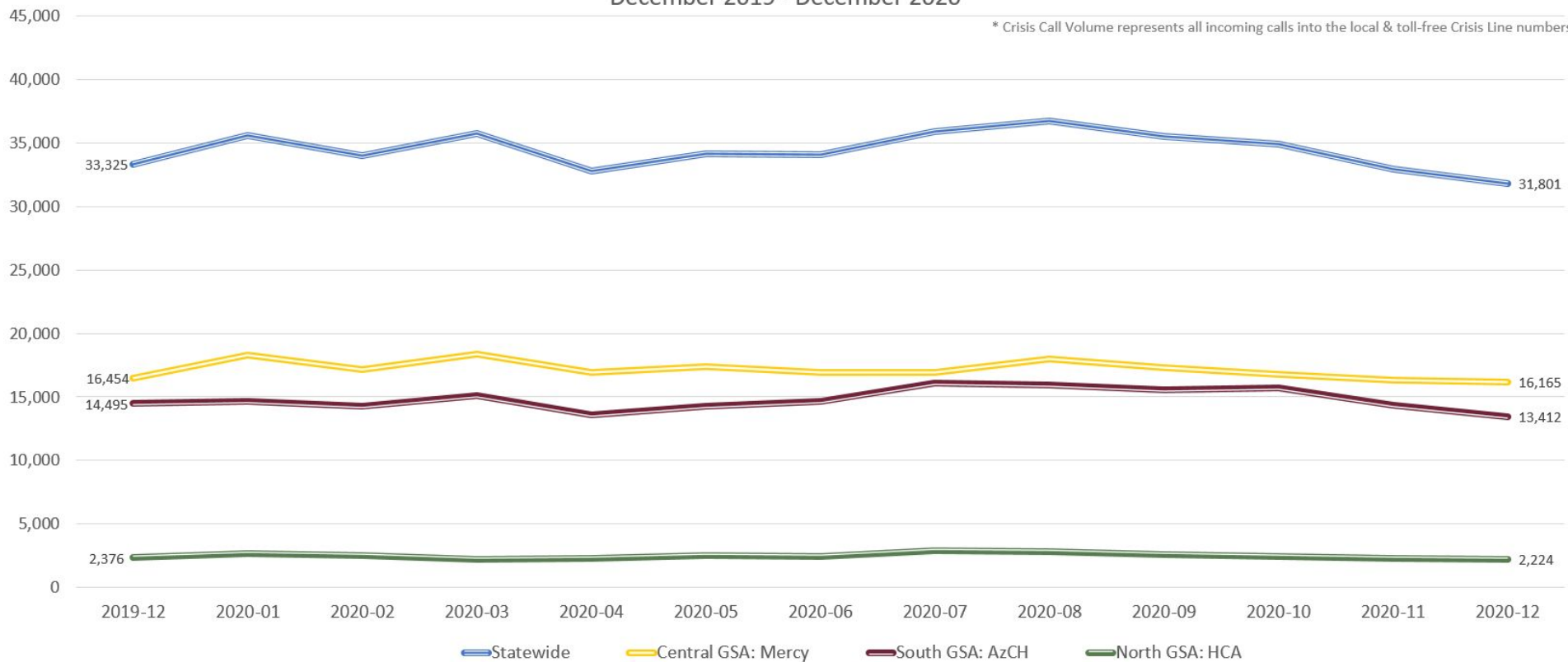
Dr. Sara Salek, MD  
Chief Medical Officer  
AHCCCS

# Crisis Data Review

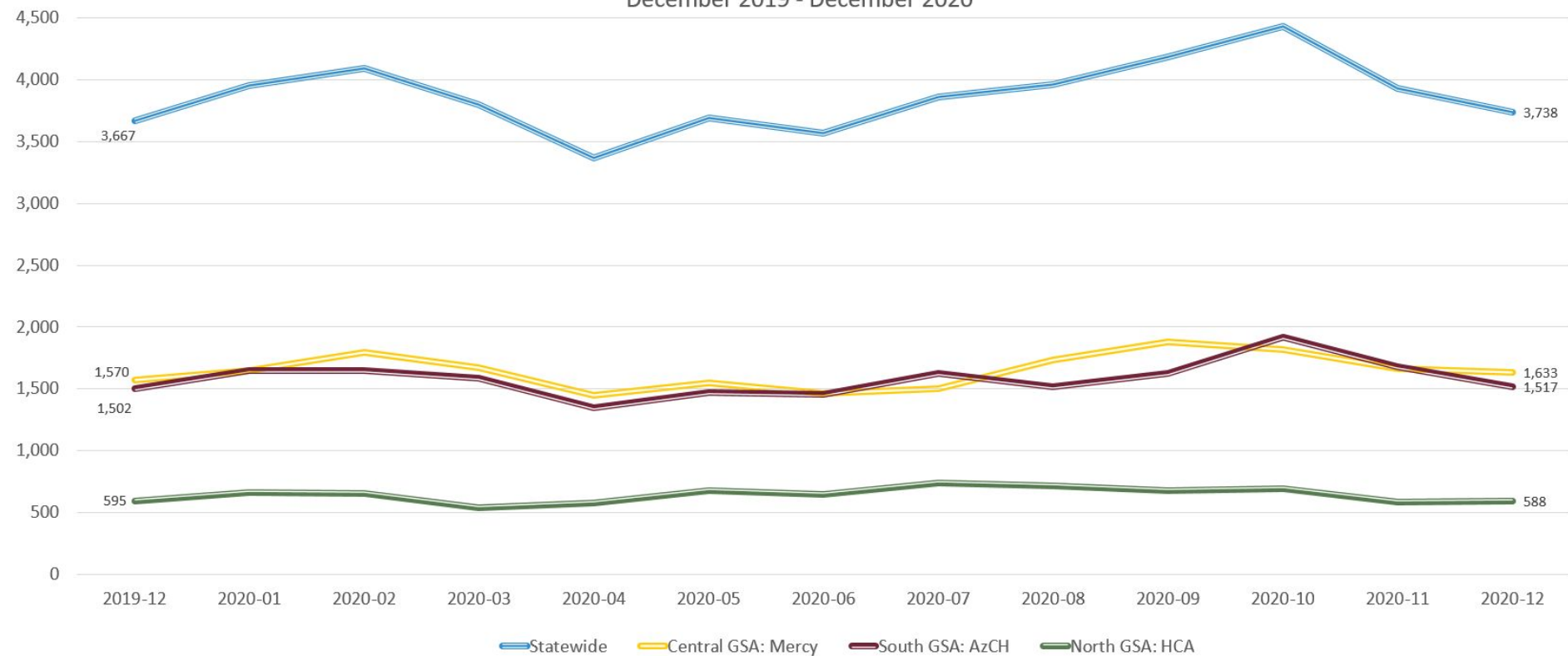
Alexandra Herrera  
Crisis Administrator  
AHCCCS

## Crisis Call Volume December 2019 - December 2020

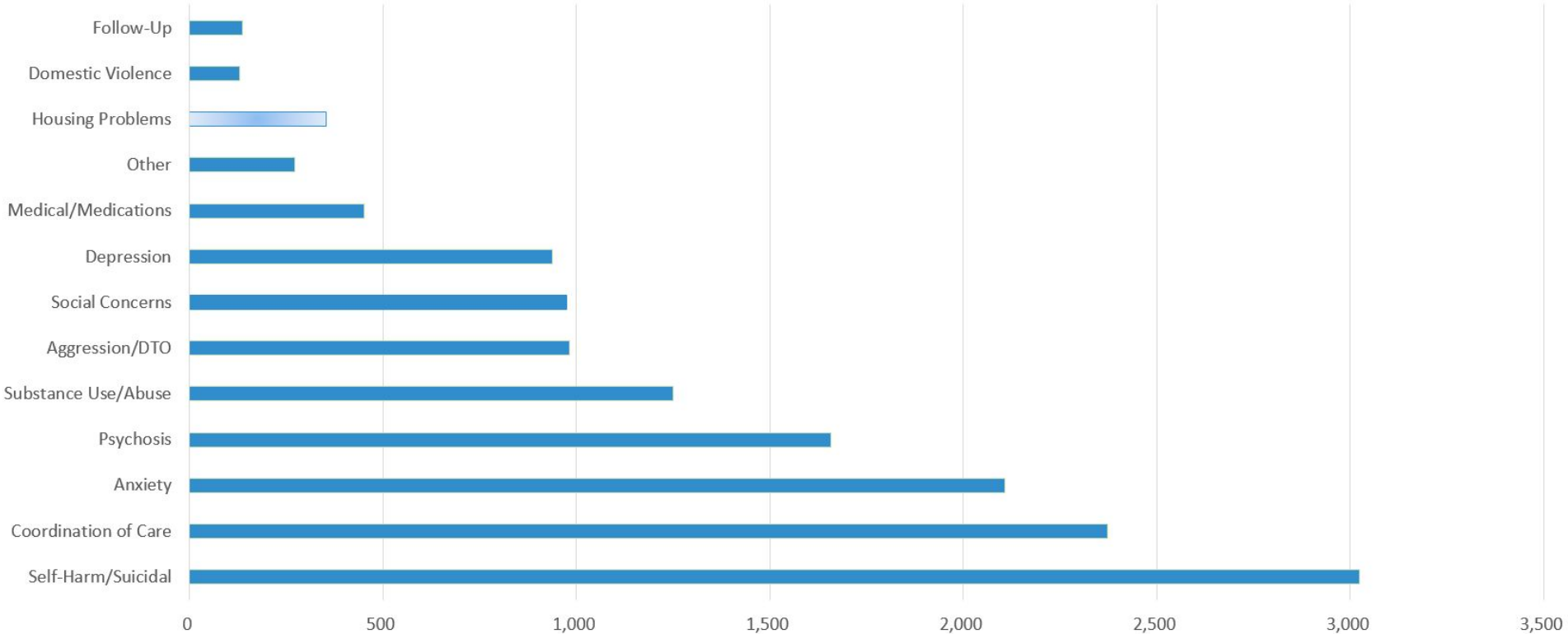
\* Crisis Call Volume represents all incoming calls into the local & toll-free Crisis Line numbers



# Mobile Team Dispatch Volume December 2019 - December 2020

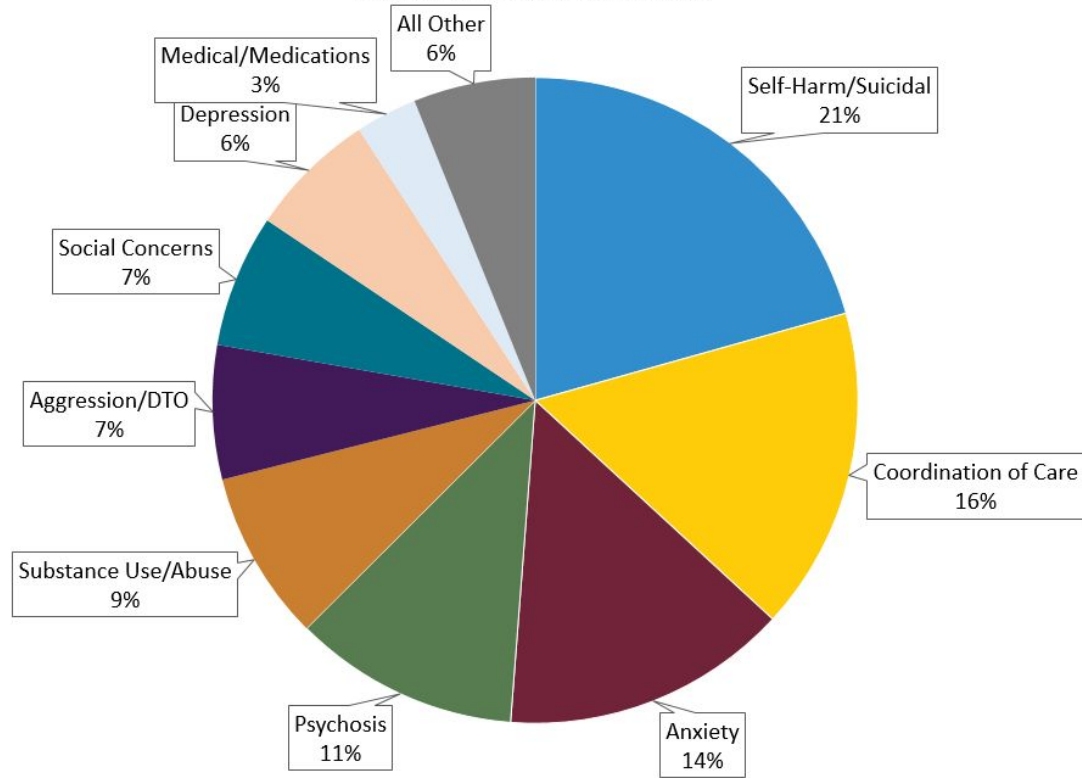


## Crisis Call Center - Top Reasons for Calls December 2020 Statewide



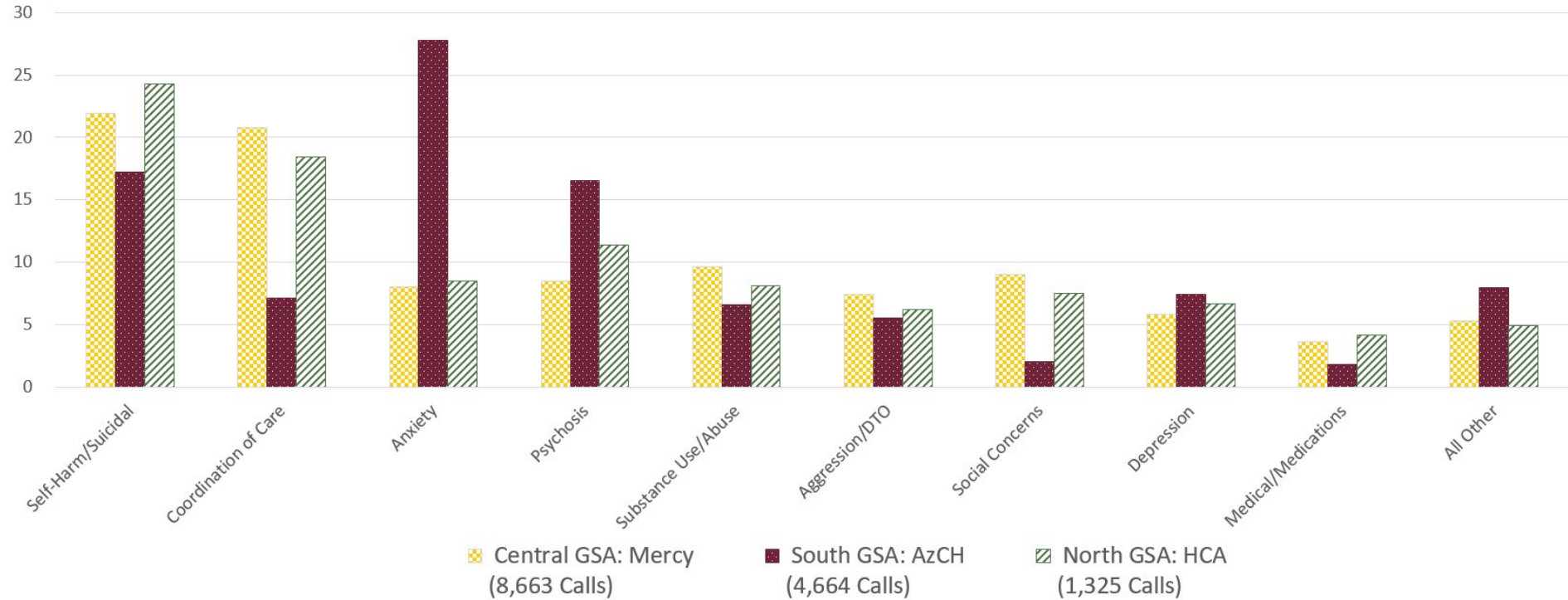


## Crisis Call Center - Top Reasons for Calls December 2020 Statewide



■ Self-Harm/Suicidal ■ Coordination of Care ■ Anxiety ■ Psychosis ■ Substance Use/Abuse ■ Aggression/DTO ■ Social Concerns ■ Depression ■ Medical/Medications ■ All Other

**Crisis Call Center - Top Reasons for Calls**  
**December 2020**  
 (By RBHA/GSA, Rate Per 100 Calls)



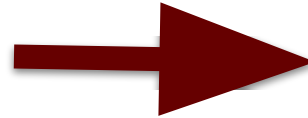
# 988 State Planning Grant

Alexandra Herrera  
Crisis Administrator  
AHCCCS

# 9-8-8 Legislation

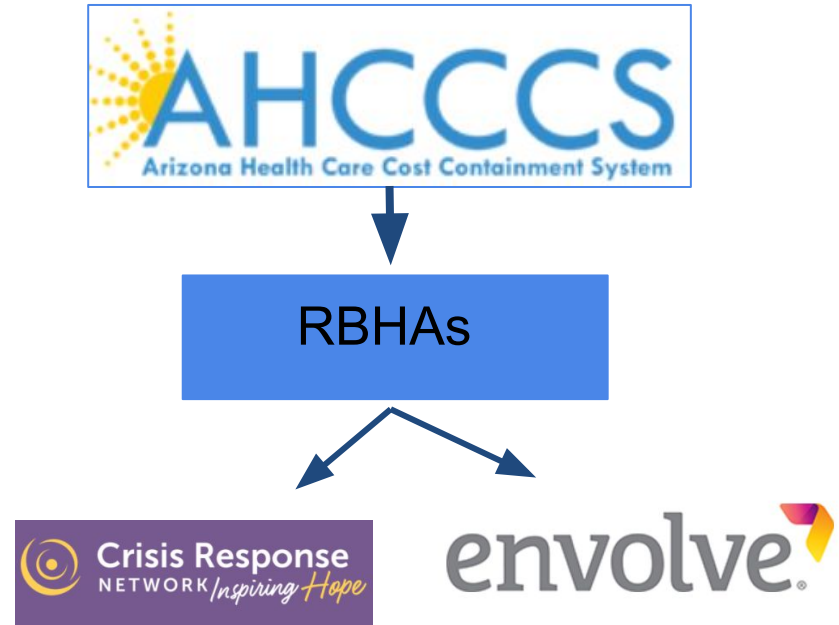
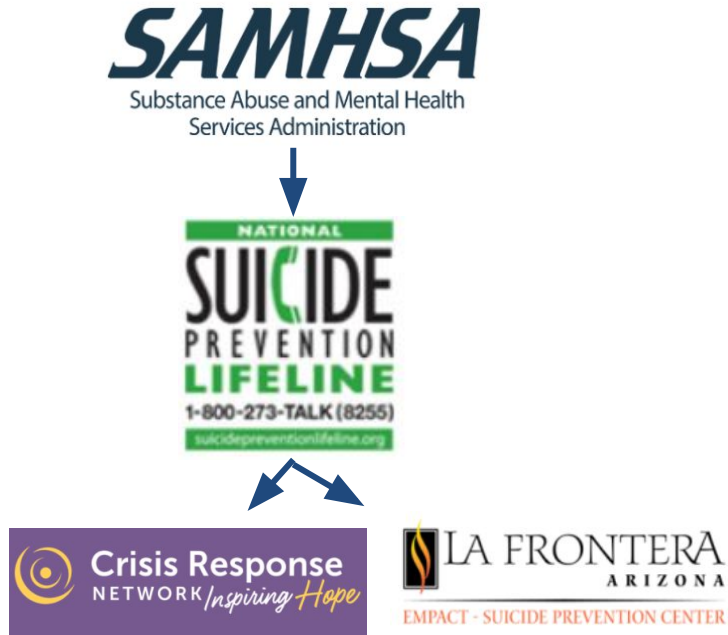
## National Suicide Hotline Designation Act (S. 2661)

- Signed into law on October 17, 2020
  - Designates 988 as the dialing code for the Lifeline
  - Increased Lifeline federal appropriation
  - Clears a path for states to deploy a local telecommunications fee to fund 988 (similar to how 911 is funded).



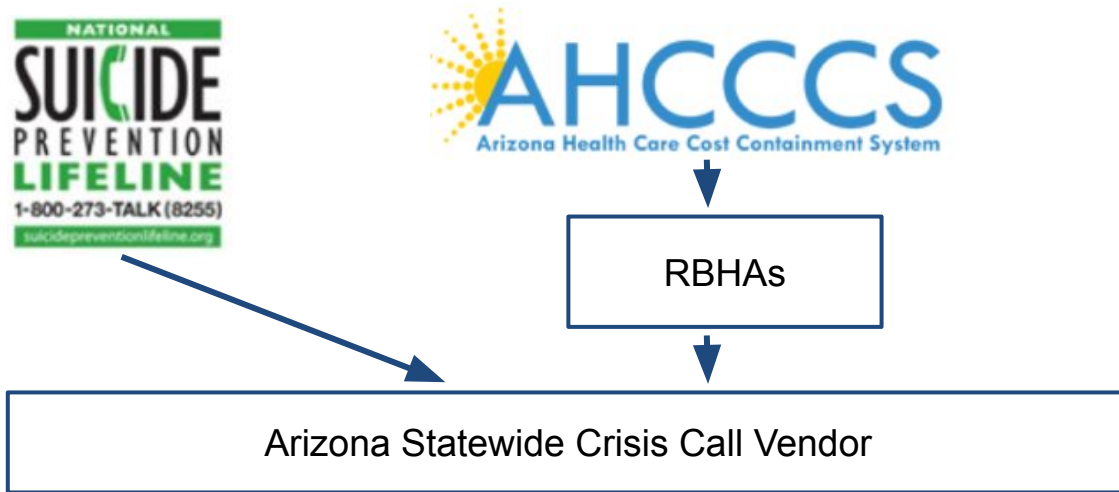
- Implementation on or before **July 16, 2022**

# 9-8-8 and Arizona Crisis Lines



# 9-8-8 Planning Grant

- \$135K to be awarded 2/1/21 for 9-8-8 implementation planning.
- Funds will be used to establish a stakeholder coalition to discuss and consider consolidation of current in-state crisis call center services into a singular statewide network inclusive of 988, leveraging existing RBHA crisis call lines and the NSPL into a single statewide provider.



# Resources / Contact

- AHCCCS Crisis Services Website:  
[azahcccs.gov/BehavioralHealth/crisis.html](http://azahcccs.gov/BehavioralHealth/crisis.html)
- AHCCCS Crisis Services FAQs:  
[azahcccs.gov/AHCCCS/Downloads/ACC/View\\_Crisis\\_System\\_FAQs.pdf](http://azahcccs.gov/AHCCCS/Downloads/ACC/View_Crisis_System_FAQs.pdf)
- 988 Fact Sheet:  
<https://www.fcc.gov/sites/default/files/988-fact-sheet.pdf>
- **Contact: Alexandra Herrera - Crisis Administrator / Project Manager**  
[alexandra.herrera@azahcccs.gov](mailto:alexandra.herrera@azahcccs.gov) (602) 364-0975

# COVID-19 Hotline & Crisis Line Updates

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




# 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-term counseling and emotional support. Dial 2-1-1 to connect with a provider today.

**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



**IMPACT: SUICIDE PREVENTION CENTER**  
Phone: 520-754-4000  
Hours of operation: 24/7  
Email: [info@suicidepreventioncenter.org](mailto:info@suicidepreventioncenter.org)

**Crisis Preparation and Recovery**  
Phone: 480-477-8447  
Hours of operation: 24/7, 24/7  
Email: [disaster@publichealth.maricopa.gov](mailto:disaster@publichealth.maricopa.gov)



**RI International**  
Phone: 602-485-0322  
Hours of operation: 24/7, 24/7

**Family Involvement Center**  
Phone: 602-485-0322  
Hours of operation: 24/7, 24/7  
Email: [familyinvolvementcenter@mrinetwork.org](mailto:familyinvolvementcenter@mrinetwork.org)



### NORTHERN ARIZONA



**The Guidance Center**  
Phone: 928-754-8848  
Hours of operation: 24/7

**RI International**  
Phone: 602-485-0322  
Hours of operation: 24/7, 24/7



**Family Involvement Center**  
Phone: 602-485-0322  
Hours of operation: 24/7, 24/7  
Email: [familyinvolvementcenter@mrinetwork.org](mailto:familyinvolvementcenter@mrinetwork.org)

### SOUTHERN ARIZONA



**LA Frontera Center**  
Phone: 520-424-4333  
Hours of operation: 24/7, 24/7  
Email: [info@lafronteracenter.org](mailto:info@lafronteracenter.org)

**RI International**  
Phone: 602-485-0322  
Hours of operation: 24/7, 24/7



**Family Involvement Center**  
Phone: 602-485-0322  
Hours of operation: 24/7, 24/7  
Email: [familyinvolvementcenter@mrinetwork.org](mailto:familyinvolvementcenter@mrinetwork.org)

# RESILIENT *Arizona*

## CRISIS COUNSELING PROGRAM

Primary Service	Number Served ISP	Number Served RSP	TOTAL
Unique Referrals	1,759	2,866	4,625
Individual Crisis Counseling	571	841	1,412
Group Counseling/Public Education	557	1,717	2,274
Brief Educational/Supportive Contact	1,414	2,143	3,557
Total Unique Interactions	2,542	4,701	7,243

# RESILIENT *Arizona*

## CRISIS COUNSELING PROGRAM

Other Contacts/Materials Distributed	
Hotline/helpline/lifeline contact	791
Telephone contact	2,653
E-mail contact	5,757
Community networking and coalition building	2,428
Material handed to people	8,879
Material mailed to people	2,856
Material left in public places	10,829
Mass media	427
Social networking messages	3,021
<b>Total</b>	<b>37,641</b>



**Arizona**

211 and COVID-19 Hotline



Arizona

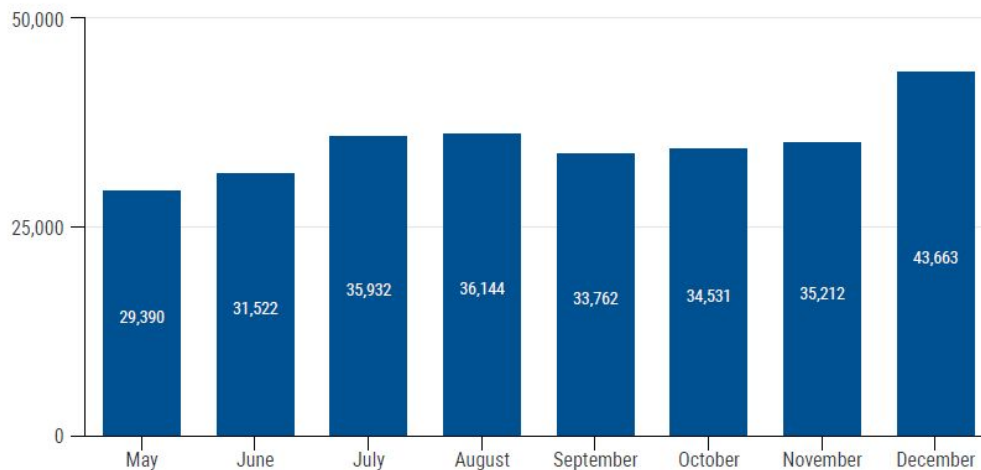
**355,713**  
Total Calls to 211



**58,669**  
Total Calls to the  
COVID-19 Hotline



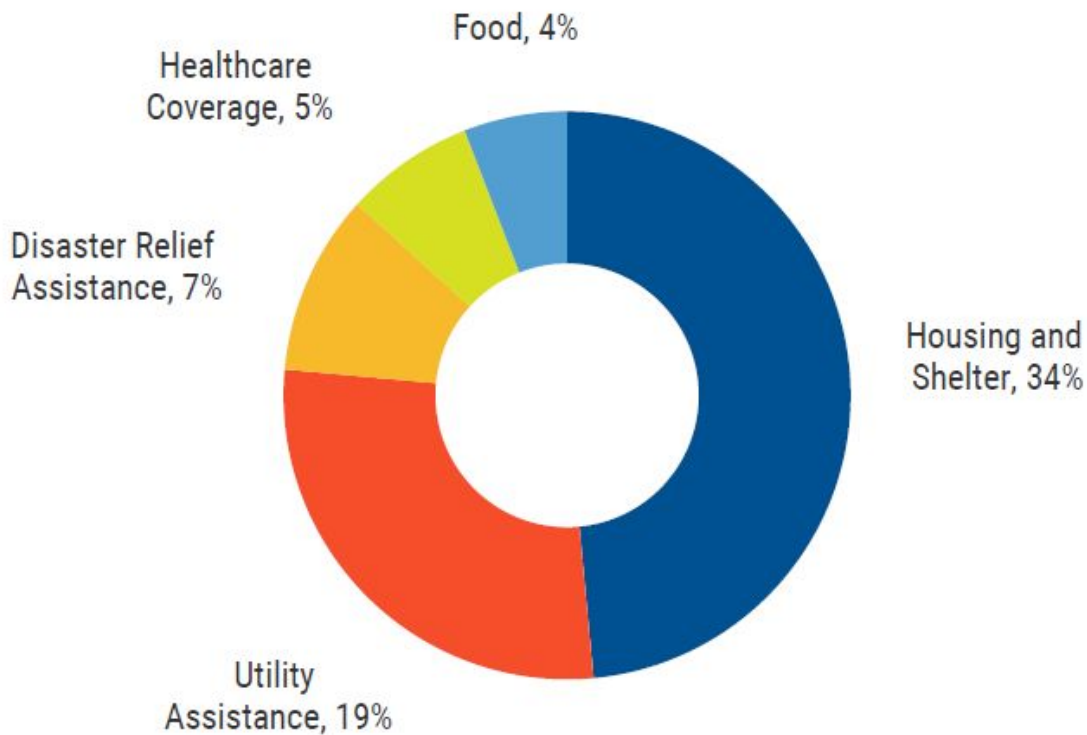
### 211 Call Volume, Monthly Breakout



2.1.1

Arizona

## Top 5 Reasons for Calling





211 general funding allowed CRN to stand up 211 specialty programs in short time frames. CRN has partnered with public and private partners to respond swiftly to community needs. **Partnering with 211 provides easy, 24/7, statewide access to needed services.**

Program	Funder/Key Partner	Count
Eviction Prevention Line	Arizona Department of Housing	1,166 applications submitted
Crisis Counseling Program Referrals	Federal Emergency Management Agency (FEMA) and Arizona Health Care Cost Containment System (AHCCCS)	4,188 referrals to crisis counselors
COVID-19 Resource and Referrals	Department of Economic Security (DES)	12,938 calls handled by a specialist
Contact Tracing	Maricopa County Department of Public Health	Over 80,271 calls
COVID-19 Compliance Hotline	Arizona Department of Health	Over 3,377 calls

# COVID-19 and the Behavioral Health Epidemic

Sandy Stein, MD

CMO

Banner University Health Plans (BUHP)



# COVID-19 and the Behavioral Health Epidemic

Sandy Stein, MD  
CMO, Banner University Health Plans (BUHP)




Banner  
University Health Plans

# Behavioral Health Epidemic Initiative

- Data: Critical implications from a public health perspective
- BH Epidemic Workgroup was developed to address the mental health crisis
- Collaborative brainstorming and development of a community-based strategy
- Over 75 community partners involved including DES, DCS, providers, schools, justice system, peers/members and other community stakeholders
- Critical focus is on public awareness and resource linkage including:
  - **Education: Diagnosis**
  - **Pandemic associated behavioral health data**
  - **Stigma reduction**
  - **Access to resources/information**
- Integrated focus: BH diagnosis and treatment-not just a BH issue
- Partnership with Sonora Quest Labs, Banner Urgent Cares and Crisis Response Network/CRN ( Az. 211 line)
  - Planning a multimodal approach to get information out to the community
  - Leveraging technology
- Tremendous community energy behind this!

# Behavioral Health Epidemic Initiative




**DOES COVID-19 HAVE YOU FEELING STRESSED,  
DOWN OR USING DRUGS OR ALCOHOL?**

**OVER 40% OF ADULTS HAVE REPORTED  
MENTAL HEALTH SYMPTOMS DURING  
THE PANDEMIC. YOU ARE NOT ALONE.**

**2-1-1**

Arizona

  
Banner  
University Health Plans

# Behavioral Health Epidemic Initiative

**DOES COVID-19 HAVE YOU FEELING STRESSED,  
DOWN OR USING DRUGS OR ALCOHOL?**

**OVER 40% OF ADULTS HAVE REPORTED MENTAL  
HEALTH SYMPTOMS DURING THE PANDEMIC.  
YOU ARE NOT ALONE. GETTING HELP IS EASY.**

**Dial 2-1-1 or visit [211Arizona.org](https://211arizona.org)**



# Behavioral Health Initiative Epidemic (Continued)

Discussion/  
Questions??



# Questions, Open Discussion & Wrap Up

Next Meeting - February 26<sup>th</sup>

# 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](mailto:lauren.prole@azahcccs.gov)