

Welcome!

- We are asking that everyone make sure and mute your phones throughout the meeting
- Do not put us on hold
- ***To unmute your phone you will need to click on the microphone icon to remove the X or select *6 on your phone.***



COVID-19 Behavioral Health Task Force

April 24, 2020

Agenda

- Lauren Prole: Roll Call and Housekeeping for Webex
- Dr. Sara Salek: In-office respite ADHS licensure waiver request
- Alisa Randall: SAMHSA Grant Update
- Teresa Ehnert: ADHS Update
- Kelli Williams and Zeruah Buchanan: Teen Lifeline Data
- Justin Chase: Crisis Response Network (CRN) Update
- Shanna Palumbo: Southern Arizona Crisis Line Update
- Mike Boylan: Crisis Preparation and Recovery (CPR) Update
- Jill Rowland: Resources & Outreach/Talking Points Recommendations
- Dr. Sara Salek: Questions, Open Discussion & Wrap-Up



In-Office Respite ADHS Licensure Waiver Request

Dr. Sara Salek

Chief Medical Officer, AHCCCS

In-Office Respite

- On-premise respite licensure requirements have similar standards to child care settings which many outpatient treatment centers (OTCs) who provide community respite are not able to meet in a short timeframe to meet emergency needs
- With community locations such as schools, libraries, and recreational centers now closed due to COVID-19, community respite availability has been substantially reduced.
- The demand for respite has increased during the COVID-19 emergency, as families and children face significant biopsychosocial stressors. These stressors place children and families at risk for Emergency Medical Service (EMS) involvement and higher level of care utilization including emergency department and hospitalization.
- To address this increase in demand for respite during the COVID-19 emergency, AHCCCS has received authorization from CMS to increase our limit from 600 to 720 hours of respite per benefit year.
- Recommend temporary waiver of specific sections of R9-10-1025 of ADHS licensure



SAMHSA Emergency COVID-19 Grant

Alisa Randall

Assistant Director of Division of Grant Administration

AHCCCS

AHCCCS SAMHSA Grant Award

- AHCCCS awarded 2 million SAMHSA Emergency COVID-19 Grant on April 16, 2020
- Implementation to begin April 20, 2020



ADHS Update

Teresa Ehnert

Bureau Chief, Public Health Emergency Preparedness

Health Emergency Operation Center/ ESF8

PHEP/HPP Director, Arizona



Teen Lifeline Data

Kelli Donley Williams, MPH Suicide Prevention Specialist
Zeruiah Buchanan, MPH State Suicide Epidemiologist

Teen LifeLine Data

Since the beginning of COVID changes in AZ (March 15th)

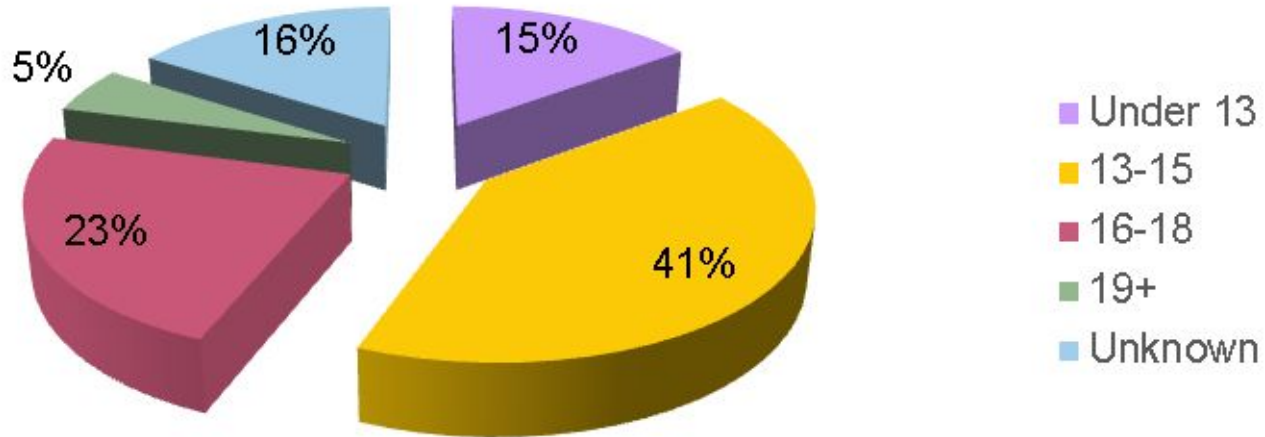
We have received 2,144 calls/texts. This is a 10% increase in calls and texts above what we would have anticipated for this time of year.

Identified Sex

- Female: 61%
- Male: 29%
- Unknown: 10%

Teen LifeLine Data

Age Distribution



Teen LifeLine Data

Identified
Issues/Problems/reason
for call or text

- Suicide/Self-injury: 35%
- Parent or Child/Family Discord: 31%
- Depression/Anxiety Symptoms: 13%
- Relationship Problems: 12%
- School Problems: 6%
- Child Abuse/Dating Violence: 5%
- Bullying: 4%
- LGBTQ: 4%
- Pregnancy/STI: 3%
- Runaway/Legal Issues: 3%
- Substance Abuse: 2%
- Eating Disorders/Body Image: 2%

Teen LifeLine Data

Evaluation Data

Short-Term

Identified feeling better at conclusion of initial call: 92%

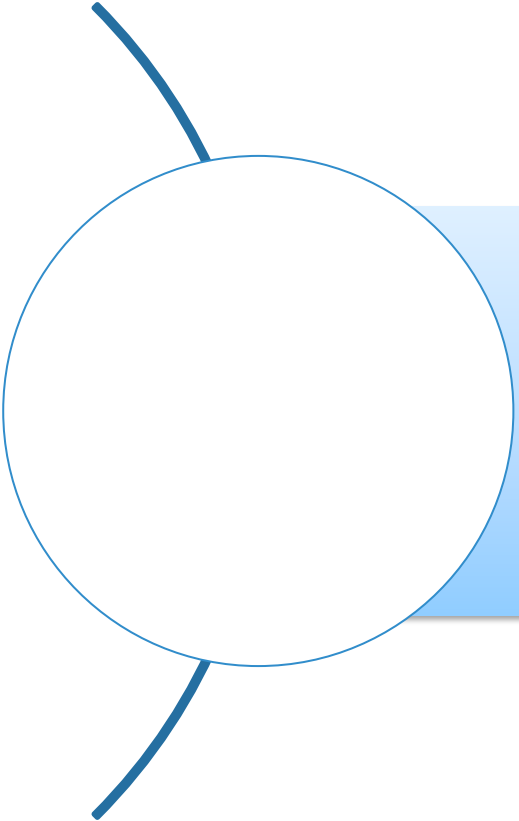
Identified feeling the same at conclusion of initial call: 8%

Long-Term

88% have an outcome rating of average to excellent (little no follow-up needed ongoing)

12% have outcome rating of fair to poor (ongoing contact or higher level of care needed)

Extended Hours



In response to COVID and the closure of schools, we have extended texting hours M-F to include noon -9pm (Saturday and Sunday remain 3pm-9pm).



COVID-19 Hotline & Crisis Line Updates

Justin Chase
CEO, Crisis Response Network

211 Statewide COVID-19 Hotline



COVID-19 Hotline - Program Data Report

Report Dates: 3/20/2020 through 4/22/2020

	Program Summary
COVID-19 Hotline Inbound Calls	26,159
COVID-19 Hotline Calls Handled by Agent	6,167
Transferred to Poison Control	6,321
Maricopa County: 1 (844) 542-8201	3,093
All Other Counties: 1 (520) 626-4160	3,228

211 Statewide COVID-19 Hotline



Arizona

Report Dates: 3/20/2020 through 4/22/2020

** Primary Reason for Call is documented on calls handled by agents*

Primary Reason for Call	Total
Information about COVID-19 (symptoms, how it's contracted/spread, vulnerable populations, statistics, prevention)	1,745
Other	1,500
Resources: Financial assistance (eviction prevention, utility assistance, etc.)	1,052
Testing information and availability	516
Best sources of information	439
Travel, events, group gatherings	362
Supplies availability - masks, sanitizer, cleaner	88
Resources: Housing and homelessness	85
Eviction Prevention – Other	83
Resources: Food assistance	70
Treatment	45
Eviction Prevention – Full Application	29
Eviction Prevention – Completed Prescreen	11

Crisis Line Updates

Measure	March 1-21 st	April 1-21 st	Variance
Total Call Volume	14,998	14,722	1.8% Decrease
Mobile Team Dispatches	1,514	1,301	14.1% Decrease
Reasons for Call			
Depression	378	308	18.5% Decrease
Anxiety	531	618	16.4% Increase
Medical	272	282	3.7% Increase
Suicidal/Self-Harm	1,751	1,600	8.6% Decrease
Population			
Adults	3,021	2,986	1.2% Decrease
Children (<18)	495	356	28.1% Decrease



Southern Arizona Crisis Line Update

Shanna Palumbo

Director/Arizona Crisis Line, Involve People Care



Crisis Preparation and Recovery (CPR)

Mike Boylan

CEO, Crisis Preparation and Recovery, Inc.

CPR HRR Locations

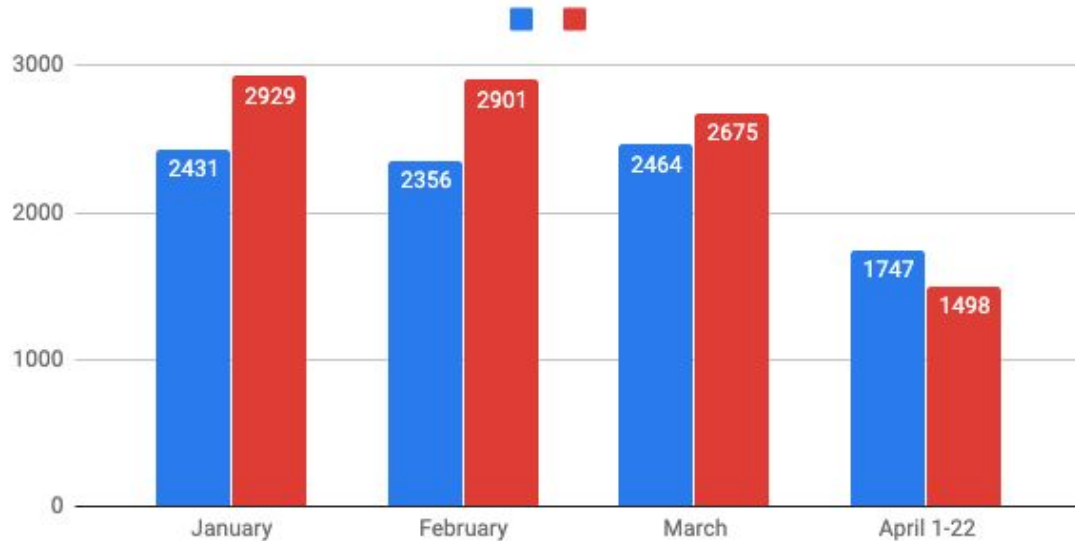
- 14 Arizona Generals (Dignity Health)
- 12 Banner Hospitals in Maricopa and Pinal Counties
- 8 Abrazo Hospitals
- 6 Honor Health Hospitals
- 2 Steward Hospitals
- Mayo, PCH, PIMC, Wickenburg, Valley Wise



HRR Call Volume

CPR HRR Call Volume

Blue = 2019, Red = 2020



ED Holds for AHCCCS Members

- Number of patients holding dropped approximately 50 percent end of March '20/early April '20
- Week of 4/20/2020 has seen a steady increase with current holds similar to April 2019
- Number of petitioned ED patients remain the same as April 2019
- Began transitioning to TeleHealth for Crisis Calls on 3/22/2020 (74% in person, 19% phone, 7% video)



Crisis Intervention

- CPR provides an intervention:
 - Identify presenting concerns
 - Assess for level of risk, to include lethal means counseling when appropriate
 - Stabilize symptoms
 - Obtain collateral information
 - Coordinate with outpatient providers
 - Identify internal and external resources
 - Assess appropriate level of care
 - Provide clarity on discharge plan and “road map”
 - Follow-up with all discharging patients



SMI Call Volume

CPR SMI Call Volume

■ 2019 ■ 2020



SMI Evaluations During COVID-19

- Transition to TeleHealth began on 3/18/2020
- Between 3/18-4/22/2020, 596 urgent, routine, jail, prison evaluations completed
- 116 in person; 52 by video; 253 by phone; 175 COE chart reviews since AHCCCS/CPR/CRN/ValleyWise collaborated and agreed upon this process effective 3/24/2020





Outreach/Talking Points Recommendations Resources

Jill Rowland
Chief Clinical Officer, AHCCCS

Outreach Talking Points

Social Determinants of Health (SDOH):

- Do you have family, friends or supports during this time?
- Do you live alone or with others?
- Do you have enough food?
- Do you have concerns regarding your housing, paying your mortgage/rent or paying for your utilities during this time?
- Do you have essential items in your home like cleaning supplies, soap or hygiene products?
- Do you work?
- Are you working less or is your job affected during this time?
- Do you have access to transportation?

Behavioral Health:

- How has COVID 19 affected you?
- Are you experiencing feelings of depression, anxiety or fear?
- Do you live alone or with others?
- Are you having thoughts or ideas about harming yourself?
- Is there anything that we can do to help you?
- Would you like to talk to someone about how you are feeling?

Medical:

- Are your Medical needs being met?
- Are you getting all of your medications
- Do you know where your pharmacy is or have the phone number?
- Do you have a Primary Care Provider (PCP?)
- Do you know how to contact your PCP's office?
- Have you had a fever, cough, shortness of breath, or other signs of respiratory illness during the last 14 days?
- Do you have other medical conditions or are you over age 60?
- Have you traveled outside of the country, been on a cruise, or been around someone diagnosed with the Coronavirus during the last 14 days?

Remind people of the following:

- ✓ If possible Stay home and avoid non-essential trips outside of home
- ✓ Wash hands often
- ✓ Avoid close contact, about 6' or two arm lengths from others
- ✓ Clean and disinfect frequently touched surfaces
- ✓ Call your healthcare professional if you have concerns about COVID-19
- ✓ Check on access to telephone, cell phone, laptop or computer

Resources

- [ADHS & ASU Center for Mindfulness, Compassion and Resilience](#)
- [American Medical Association - Managing Mental Health During COVID-19](#)
- [American Psychiatric Association - COVID-19 Resources](#)
- [American Psychiatric Nurse Association - COVID-19 Tips and Resources for Psychiatric-Mental Health](#)
- [ArizonaTogether.org](#)
- [Arizona Adverse Childhood Experience Consortium-COVID-19 Resources Hospice of the Valley Virtual Support Groups for Grief & Loss](#)
- [HHS - Considering Faith, Community and Mental Health During the COVID-19 Crisis](#)
- [SAMHSA Coronavirus \(COVID-19\) Guidance and Resources](#)
- [ACL Coronavirus disease 2019 \(COVID-19\) Guidance and Resources](#)
- For Doctors, By Doctors - a hotline for fellow Physicians to offer peer support to each other: 1-888-409-0141
8:00 am-12:00 midnight EST 7 days a week

Virtual support group meetings

- [Alcoholics Anonymous](#)
- [Narcotics Anonymous](#)
- [Al-Anon](#)
- [Smart Recovery](#)
- [Life Ring Secular Recovery](#)

Articles

- [The Grief Over Canceled Milestones Is Real. Here's How to Cope](#)
- [Harvard Business Review, That Discomfort You're Feeling is Grief](#)
- NASMHPD- Peer-Led Recommendations for Supporting Individuals Receiving Care in State Psychiatric Facilities during the COVID-19 Crisis (attachment)
- Substance Abuse and Mental Health Services Administration (SAMHSA)- Intimate partner violence and child abuse during COVID-19 (attachment)

NATIONAL OLDER ADULT MENTAL HEALTH AWARENESS DAY 2020

Combating Social Isolation for Seniors during the COVID-19 Pandemic

Thursday, May 7, 1:00 – 2:30 p.m.

Join SAMHSA, the Administration for Community Living (ACL), the Veterans Health Administration (VHA) and the National Coalition on Mental Health and Aging (NCMHA) for a thoughtful discussion, including practical ideas to promote connection and recovery for older adults with serious mental illness and substance use disorders, during this unprecedented time in our history.

Suicide, depression, anxiety, and problems with alcohol and medications are issues that older adults face. The U.S. Census Bureau indicates that by 2030, there will be nearly 75 million Americans over age 65. A 2012 study from the Institute of Medicine found that nearly one in five older Americans has one or more mental health/substance use conditions. According to 2018 data from the Center for Disease Control and Prevention and reported by the American Foundation for Suicide Prevention, adults in the 75-84 and 85 and older age groups are among those with the highest rates of suicide.

Registration Link

Questions, Open Discussion & Wrap Up

Thank you!