



COVID-19 Behavioral Health Task Force

July 10, 2020

Agenda

- ❖ Roll Call and Housekeeping: Lauren Prole
- ❖ Topics and Intro: Dr. Sara Salek
- ❖ AHCCCS Update: Dr. Sara Salek
- ❖ ADHS Update: Teresa Ehnert
- ❖ CPR Activities: Mike Bolan
- ❖ COVID-19 Hotline and Crisis Line Updates: Andrew Erwin
- ❖ Resilient Arizona Crisis Counseling Program: Christopher Anderson
- ❖ Southern Arizona Crisis Line Update: Johnnie Gasper
- ❖ Casa Grande Academy: Kirke Cooper
- ❖ Questions, Open Discussion & Wrap-Up: Jill Rowland

AHCCCS Update

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

CPR Activities

Michael Boylan, LCSW
CEO

Crisis Preparation and Recovery, Inc.

Resilient Arizona



RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Call
2-1-1 

100% FREE CRISIS COUNSELING

See resilientarizona.org
for disclaimer and details.

Resilient Arizona

Resilient Arizona is a federally funded crisis counseling program made possible by Grant number FEMA-4524-DR-AZ.

Participating partners:

- Crisis Response Network
- Crisis Preparation and Recovery
- La Frontera Arizona-Empact
- RI International
- Family Involvement Center
- The Guidance Center

RESILIENT
Arizona

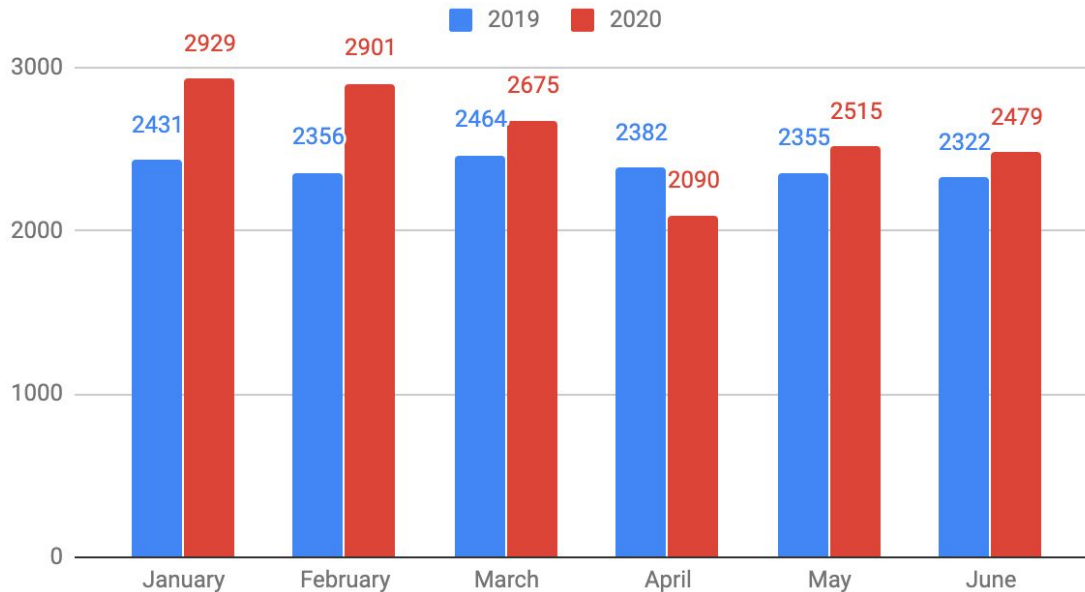
Free Crisis Counseling to all Arizona Residents

Call 211 to connect with an Arizona Crisis Counseling Provider

www.ResilientArizona.org

HRR Call Volume

CPR HRR Call Volume



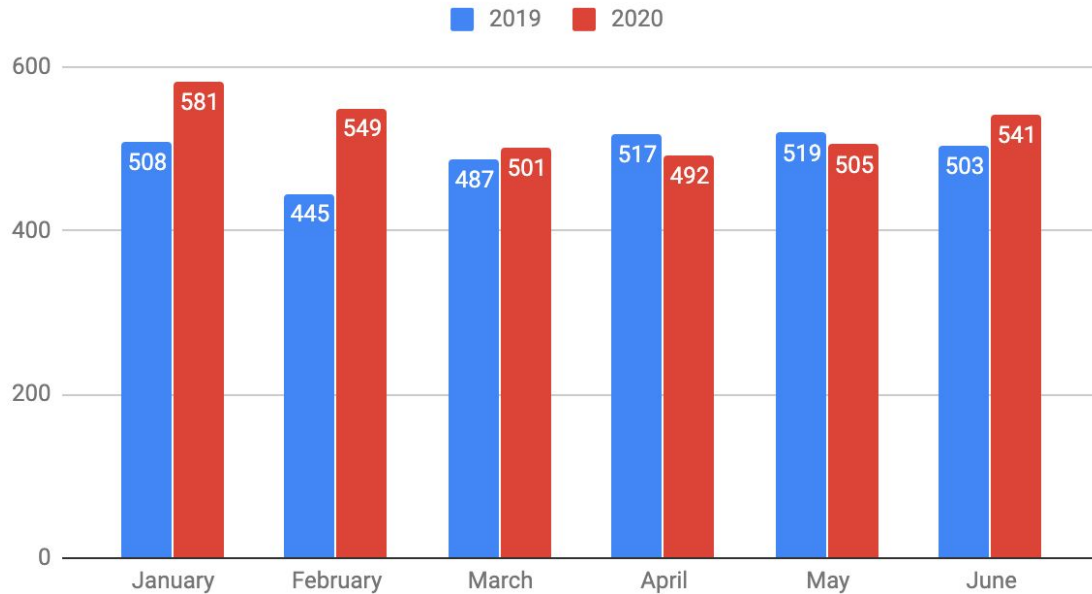
ED Holds for AHCCCS Members

- Barrier for transfers remains limited facilities accepting COVID+ patients.
- Encourage all providers and hospital systems to consider CBI, RI and UPC for those with inpatient needs
- Number of petitioned ED patients between 3/15/20 to 7/17/20 (6.5%), consistent with same time period in 2019
- Number of (68% in person, 32% telephone/video)



SMI Call Volume

CPR SMI Call Volume



SMI Evaluations During COVID-19

- Transition to TeleHealth began on 3/18/2020
- 12% in person; 78% are telephone/video/COE chart reviews



COVID-19 Hotline & Crisis Line Updates

Andrew Erwin, Crisis Response Network

Christopher Anderson, Emergency Management
Program Administrator, Crisis Response Network

211 Statewide COVID-19 Hotline Summary



	Call Summary				
	March (3/20-3/31)	April	May	June	Total
COVID-19 Hotline Inbound Calls	16,179	13,505	5,044	7,230	41,958
COVID-19 Hotline Calls Handled by Agent	3,276	3,701	1,696	1,511	10,184
Transferred to Poison Control	3,643	3,347	1,152	3,060	11,202
Maricopa County: 1 (844) 542-8201	1,929	1,442	521	1,938	5,830
All Other Counties: 1 (520) 626-4160	1,714	1,905	631	1,122	5,372

211 Statewide COVID-19 Hotline Primary Reason for Call



	Primary Reason for Call				
	March (3/20-3/31)	April	May	June	Total
Information about COVID-19 (symptoms, how it's contracted/spread, vulnerable populations, etc)	960	955	338	174	2,427
Other	857	842	435	125	2,259
Resources: Financial assistance (eviction prevention, utility assistance, etc.)	528	697	153	28	1,406
Testing information and availability	210	401	212	276	1,099
Best sources of information	215	339	131	111	796
Travel, events, group gatherings	229	141	36	33	439
Eviction Prevention – Other	N/A	252	140	N/A	392
Resources: Housing and homelessness	22	68	25	9	124
Eviction Prevention – Full Application	N/A	84	38	N/A	122
Supplies availability - masks, sanitizer, cleaner	44	48	21	6	119
Resources: Food assistance	32	50	6	4	92
Eviction Prevention – Completed Prescreen	N/A	25	54	N/A	79
Treatment	34	11	3	8	56

Crisis Line Updates

May vs June 2020

Measure	May 2020	June 2020	Variance
Total Call Volume	21,317	20,867	2.1% Decrease
Mobile Team Dispatches	2,009	1,902	5.3% Decrease
Reasons for Call			
Depression	646	628	2.8% Decrease
Anxiety	872	877	0.6% Increase
Medical	354	358	1.1% Increase
Suicidal/Self-Harm	2,365	2,429	2.7% Increase
Domestic Violence	124	113	8.9% Decrease
Population			
Adults	9,494	9,362	1.4% Decrease
Children (<18)	1,005	972	3.3% Decrease

Crisis Line Updates (2019 vs 2020)

Measure	June 2019	June 2020	Variance
Total Call Volume	22,499	20,867	7.25% Decrease
Mobile Team Dispatches	1,948	1,902	2.4% Decrease
Reasons for Call			
Depression	522	628	20.3% Increase
Anxiety	632	877	38.8% Increase
Medical	418	358	14.4% Decrease
Suicidal/Self-Harm	2,340	2,429	3.8% Increase
Domestic Violence	113	113	No Variance
Population			
Adults	8,932	9,362	4.8% Increase
Children (<18)	891	972	9.1% Increase

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

- Statewide free and anonymous crisis counseling available to any Arizona resident experiencing mental stress related to the COVID-19 pandemic
 - Target populations include tribal, seniors over 65, caregivers, and healthcare workers
- Grant under a joint FEMA/SAMHSA program specifically created for disaster behavioral health
- CRN providing program administration, data analysis, coordination, marketing, outreach, and referrals to 6 providers.
- Program went live Monday 6.22 and will run through 7.29. It can be extended up to 9 additional months through the “RSP” grant.

Stats and Trends

- As of 7-5, **377 individuals were referred** from 211 specialists to a CCP provider and provider organizations have **documented 287 recorded primary services and 791 other encounters** or educational contacts. (Totaling 1078 in first two weeks)
- The most common risk factors identified include unemployment, financial loss, past substance use/mental health problem, and sheltering in place due to immediate threat of danger.
- 4 media interviews have been conducted, including a national news segment and three local market news programs. Another 5 market radio segment is scheduled in two weeks.
- Coordinated statewide multimedia marketing is well underway. Over 1.3 million digital impressions have been made to date, with over 3,400 engagements.

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CRISIS COUNSELING PROGRAM



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

CENTRAL ARIZONA



IMPACT - Suicide Prevention Center
Phone: 402-756-4822
Hours of operation: 24/7
Email: G22@lafrontera.org

Crisis Preparation and Recovery
Phone: 402-477-8822
Hours of operation: 7 AM - 4 PM
Email: G22@lafrontera.org



RI International
Phone: 602-659-0222
Hours of operation: 8 AM - 8 PM

Family Involvement Center
Phone: 602-284-0252
Hours of operation: 8:30 AM - 5:30 PM
Email: G22@lafrontera.org



NORTHERN ARIZONA



The Guidance Center
Phone: 520-774-5343
Hours of operation: 24/7

RI International
Phone: 602-659-0222
Hours of operation: 8 AM - 4 PM



Family Involvement Center
Phone: 520-400-3026
Hours of operation: 8 AM - 6:00 PM
Email: G22@lafrontera.org

SOUTHERN ARIZONA



La Frontera Center
Phone: 520-388-9065
Hours of operation: 8 AM - 7 PM
Email: G22@lafrontera.org

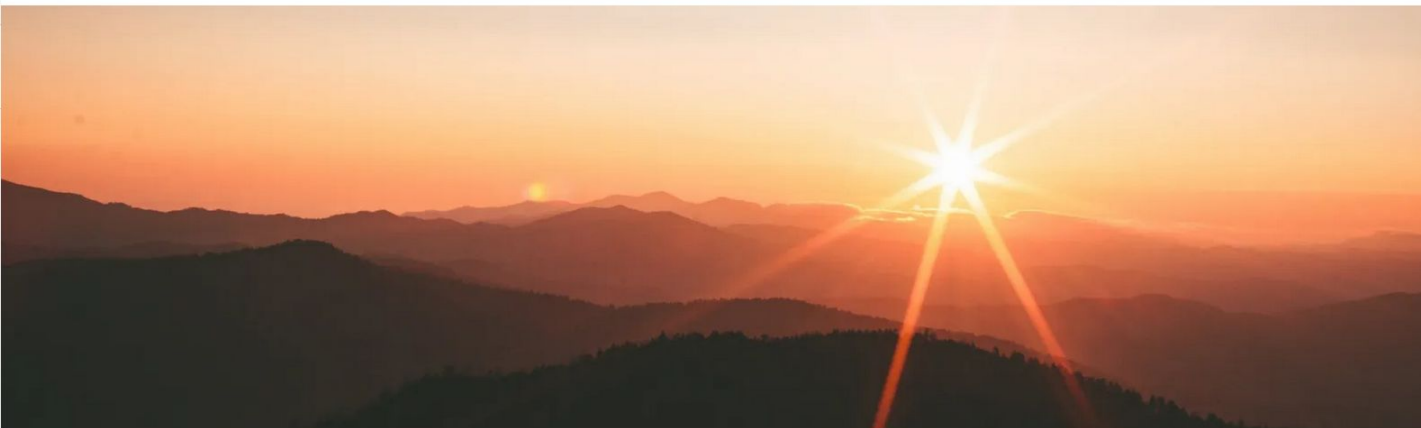
RI International
Phone: 602-659-0222
Hours of operation: 8 AM - 4 PM



Family Involvement Center
Phone: 520-404-0222
Hours of operation: 8:30 AM - 6:30 PM
Email: G22@lafrontera.org

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

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

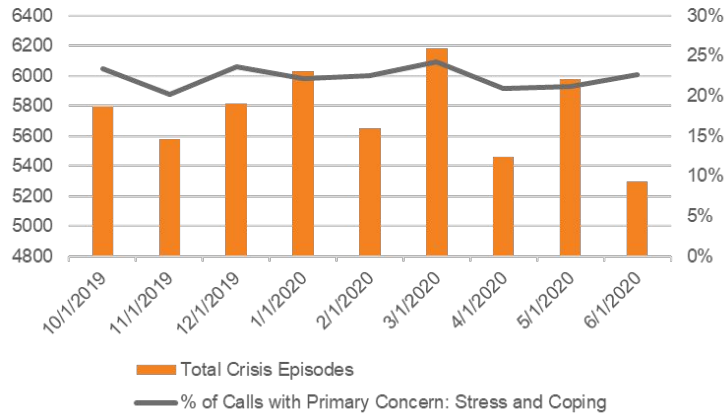
Resilient Arizona providers are located throughout Arizona and specialize in short-term counseling and emotional support. Dial 2-1-1 to connect with a provider today.

Southern Arizona Crisis Line Update

Johnnie Gasper, Manager, Crisis System, AzCH

Crisis System Overview

Total Episodes w/ Stress and Coping



- Top 5 Primary Presenting Symptoms for June
- Stress and Coping significantly higher than all other symptomology

- Inbound Episode Volume Monthly
 - June continued low trend
- Stress and Coping remains high
- Expected increase in Pima County however consistent showing as top presenting symptom-holding between 20%-25% of total episodes

Primary Presenting Symptom	% of Crisis Episodes June
Stress and Coping	23%
Disturbance in Thought	13%
Suicidal Thoughts	12%
Addictive Actions	6%
Anxiety	6%

Crisis System Overview



- **Support Update**

- AHCCCS, ADHS, AzCH-CCP, County Health Departments and Crisis Mobile Team providers are building partnerships with Southern Arizona Hospitals to offer support
- As its stands the team is focused on Tucson Medical Center (TMC) and Yuma Regional Medical Center (YRMC)
- The AzCH-CCP crisis system is focused on determining what additional BH supports can be provided
- Discussions have focused on Critical Incident Stress Management (CISM) and possible activations

Casa Grande Academy

Kirke Cooper

Director of Business Development



Casa Grande is a 32-bed behavioral health inpatient facility licensed by the State of Arizona and accredited by the Joint Commission. We offer intensive therapeutic services for those needing more consistent, comprehensive therapy than might be available in an outpatient setting. The campus provides a holistic approach to care in which doors are opened for life-changing success.

Utilizing evidence-based treatment methodology, Casa Grande provides clinical and therapeutic services in a staff-secure inpatient setting for moderate to high-risk adolescents, with individually based lengths of stay ranging from 6-12 months.

Residents have access to a fully-accredited on-campus school, grades 6-12, which offers special education services, high school diplomas, and GED programming.

RESIDENT REFERRAL

Contact Us

1120 E. 6th Street
Casa Grande, AZ 85122
520.340.4601

Referrals

928.227.4131, ext. 222

Fax

928.227.4589

E-mail

admissions.az@sequelyouthservices.com

casagrandeacademy.com

sequelyouthservices.com



Casa Grande Academy is located in Arizona, approximately halfway between Phoenix and Tucson.



CASA GRANDE
ACADEMY



Sequel Youth & Family Services is Joint Commission accredited.

Casa Grande Academy is part of the Sequel Network



Residential Treatment
FOR ADOLESCENT MALES

CASA GRANDE
ACADEMY



EVIDENCE-BASED AND TRAUMA-INFORMED ASSESSMENTS

Casa Grande Academy has a comprehensive screening and assessment methodology to treatment planning. Our program incorporates a risk and needs assessment approach to capture both the psychosocial and psychosexual needs of each individual youth. These results are incorporated into our trauma-sensitive and -informed treatment plans.

Sexual Aggressive Behavior Specific Measures

- Juvenile Sex Offender Assessment Protocol-II (J-SOAP-II)
- PHASE Sexual Attitudes Questionnaire
- Abel & Becker, Kaplan Adolescent Cognitions Scale
- Hostility Towards Women Scale (HTWS)
- Levinson Victim Empathy Scale
- Adolescent Sexual Interest Cardsort
- Cognitive Distortions Scales: Rape & Molest
- Social Avoidance and Distress Scale (SADS)

Behavioral Health Specific Measures

- Comprehensive Biopsychosocial Assessment
- Trauma Recovery Scale
- Revised Children's Manifest Anxiety Scale (RCMAS)
- Children's Depression Scale Two (CDI-2)
- AMEN ADHS Questionnaire (AMEN)
- Trauma Symptom Checklist for Children (TSC-C)
- Clinical Anger Scale

CLINICAL SERVICES

Casa Grande Academy is committed to providing trauma-informed care and delivering evidence-based treatment for adolescents struggling with a wide range of behavioral and psychological issues to give them the opportunity to address these behavioral, emotional, and mental health needs in a safe environment.

Treatment is supervised and facilitated by licensed doctoral and masters-level therapists who are certified as Certified Sex Offender Treatment Providers (CSOFTP) and affiliated with the Association for Treatment of Sexual Abusers (ATSA) and National Association Perpetrator Network (NAPN).

Treatments include:

- Specialized sexual behavior treatment group therapy
 - 8 hours weekly
- Individual therapy
 - Weekly or as contracted
- Family therapy
 - Bi-monthly or as contracted
- Substance use psychoeducation
 - 2 hours weekly group
- Psychoeducational and life skills
 - 5 hours weekly group

RESIDENT PROFILE

Casa Grande Academy serves adolescent males ages 10-18 years at admission with significant patterns of unresolved emotional and behavioral issues, including:

- Sexually maladaptive behaviors (student may be adjudicated or non-adjudicated)
- Serious emotional disturbance and/or learning disorders
- Co-occurring mental health and substance use diagnosis
- IQ 65 or higher
- May struggle with impulsivity, empathy, aggression, noncompliance with authority, and lack of self-discipline
- May be in need of medication management, pharmacogenetics testing, psychological, and psychiatric evaluation

SEQUEL YOUTH & FAMILY SERVICES

Founded in 1999, Sequel Youth & Family Services is a leading national behavioral health organization that develops and operates a broad continuum of treatment programs for children, adolescents, adults, and families with severe behavioral health, emotional, and physical challenges. The Sequel network consists of an extensive spectrum of programs designed to equip those we serve with the clinical and therapeutic services, as well as the tools, motivations, life skills, and education necessary to lead successful lives and reach their full potential.

Our programs serve the behavioral health journey over the client's lifetime ranging from Autism spectrum disorder services to residential treatment services for behavioral health, child welfare, and juvenile justice clients. These programs and services are offered in a variety of different types of facilities including out in the community or in clinics, therapeutic day schools, therapeutic boarding schools, secure and staff-secure residential facilities, or PRTF's (psychiatric residential treatment facilities).

It is our mission to serve these vulnerable populations with unparalleled excellence in clinical care, therapeutic treatment, education, and support within a safe, structured, dynamic environment. We are passionate about what we do and delight in providing those we are privileged to serve with excellent programs that instill permanent, positive change and propel them toward their best and full potential.





Questions, Open Discussion & Wrap Up

Thank you!



Future Topics

Have topics you want to discuss - send them to Lauren Prole at lauren.prole@azahcccs.gov