



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.



COVID-19 Behavioral Health Task Force

August 14, 2020

Agenda

- ❖ Roll Call and Housekeeping: Lauren Prole
- ❖ ADHS Update: Rachel Zenuk Garcia
- ❖ Update on Arizona's Opioid & Suicide Trends: Sheila Sjolander
- ❖ COVID-19 Hotline and Crisis Line Updates: Justin Chase
- ❖ Southern Arizona Crisis Line Update: Johnnie Gasper
- ❖ Questions, Open Discussion & Wrap-Up

ADHS Update

Rachel Zenuk Garcia, MPH, MCHES

Deputy Bureau Chief

Public Health Emergency Preparedness

Arizona Department of Health Services

Update on Arizona's Opioid & Suicide Trends

Sheila Sjolander, MSW
Assistant Director, Prevention Services

Opioid Deaths 2019 & 2020

Confirmed through death certificates reported to ADHS Vital Records

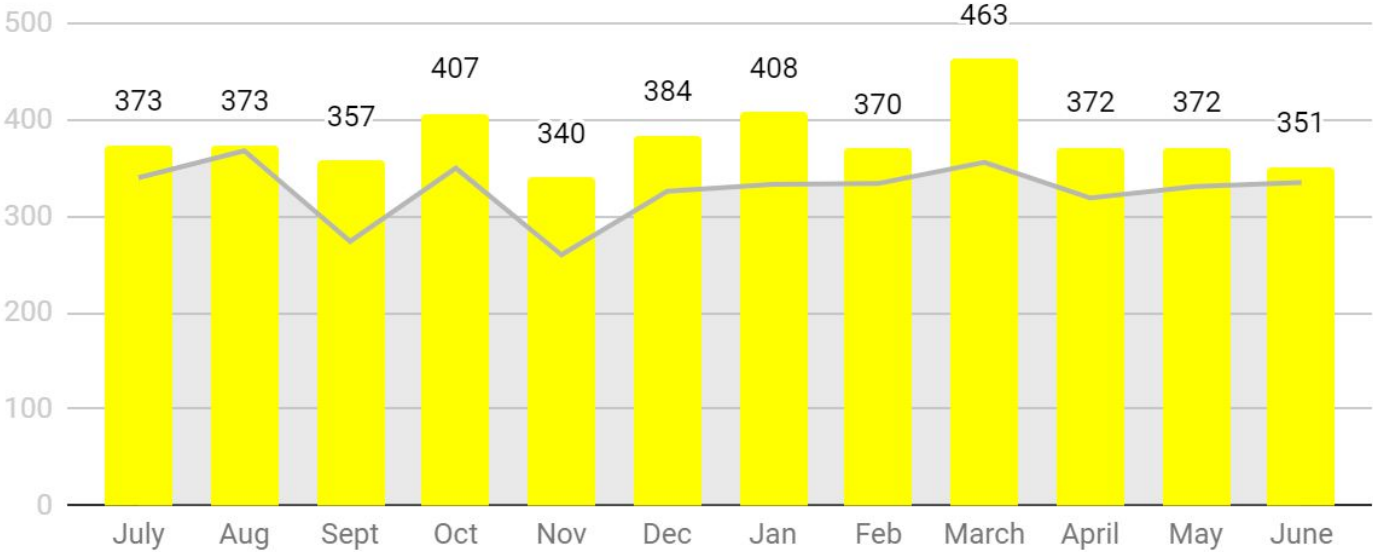
Month	2019	2020 (Preliminary to date*)
January	105	142
February	81	115
March	105	155
April	103	132
Total Jan. – April	394	544
Yearly Total	1358	709 Year to Date *

*Reported as of 8/10/2020.

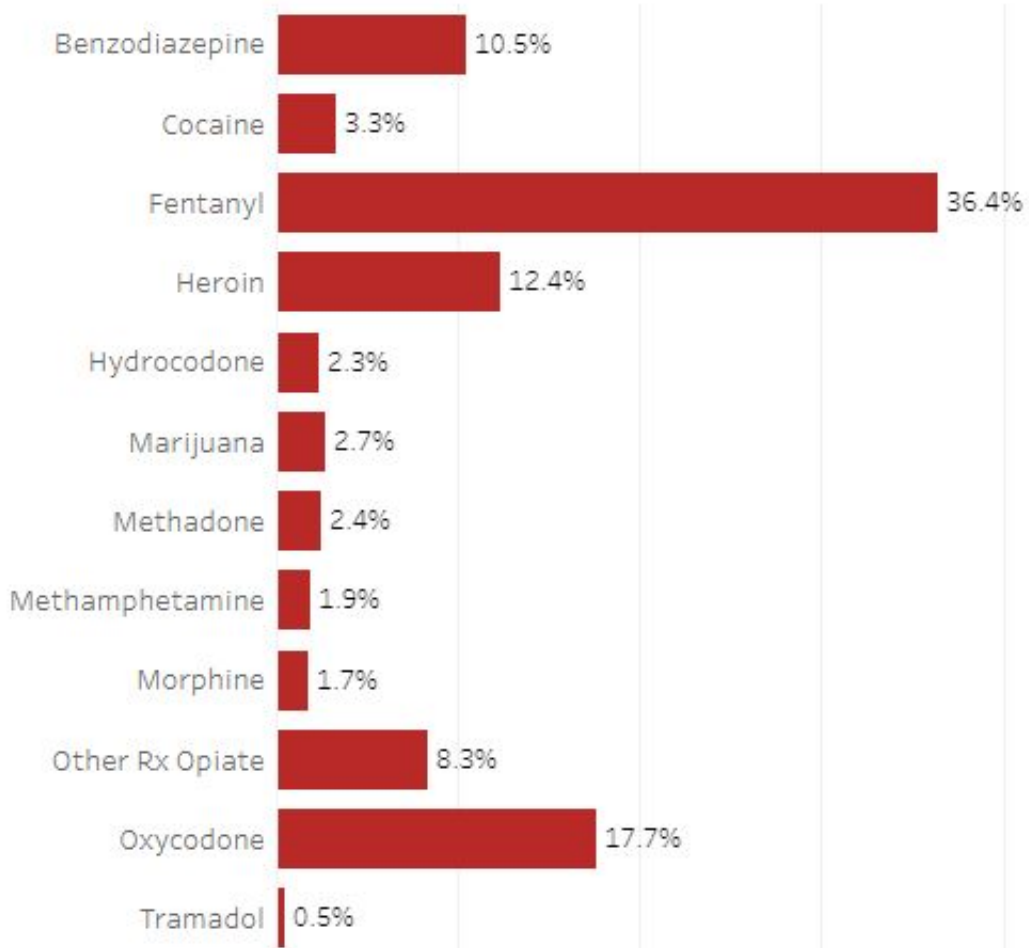
FY YTD Comparison
Jul 19 - June 20 = 4,570
Jul 18 - June 19 = 3,926

Number of Verified Opioid Overdoses

Real Time Data

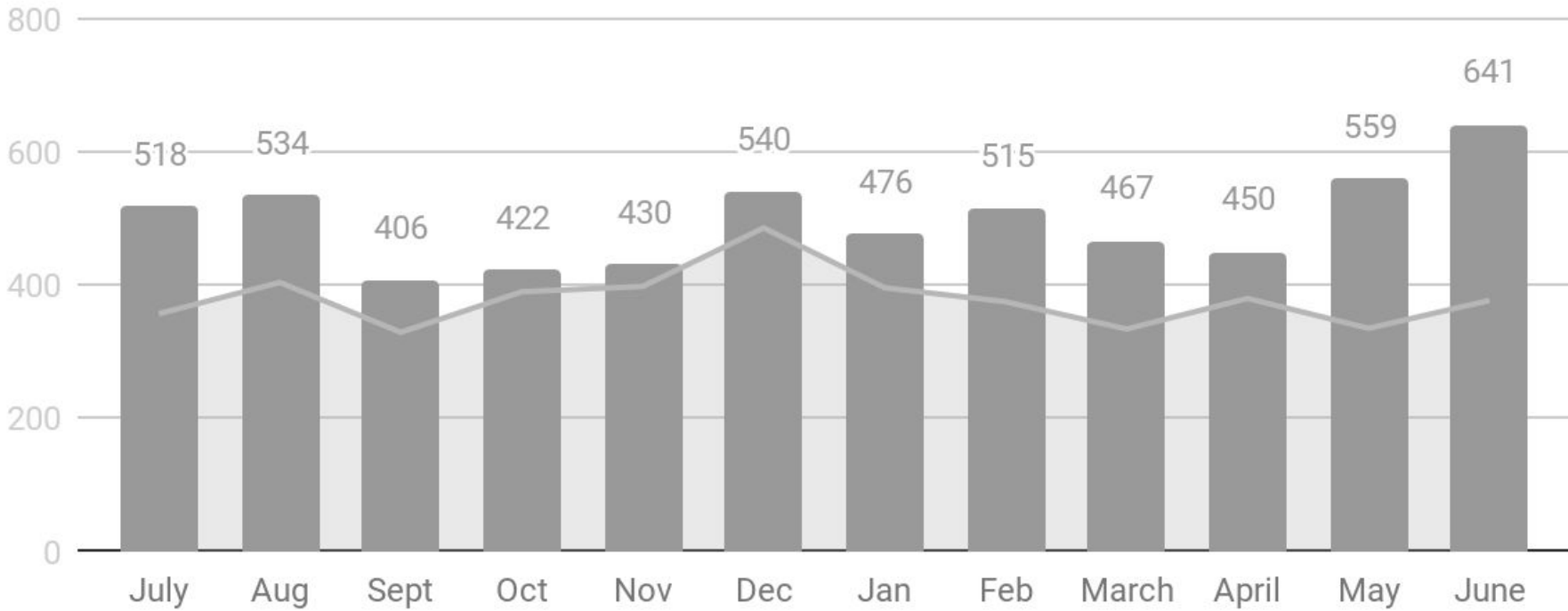


Substances involved in verified opioid overdoses 2020



FY YTD Comparison
Jul 19 - June 20 = 5,958
Jul 18 - June 19 = 4,561

Individuals That Receive Naloxone From All Pre-Hospital Sources

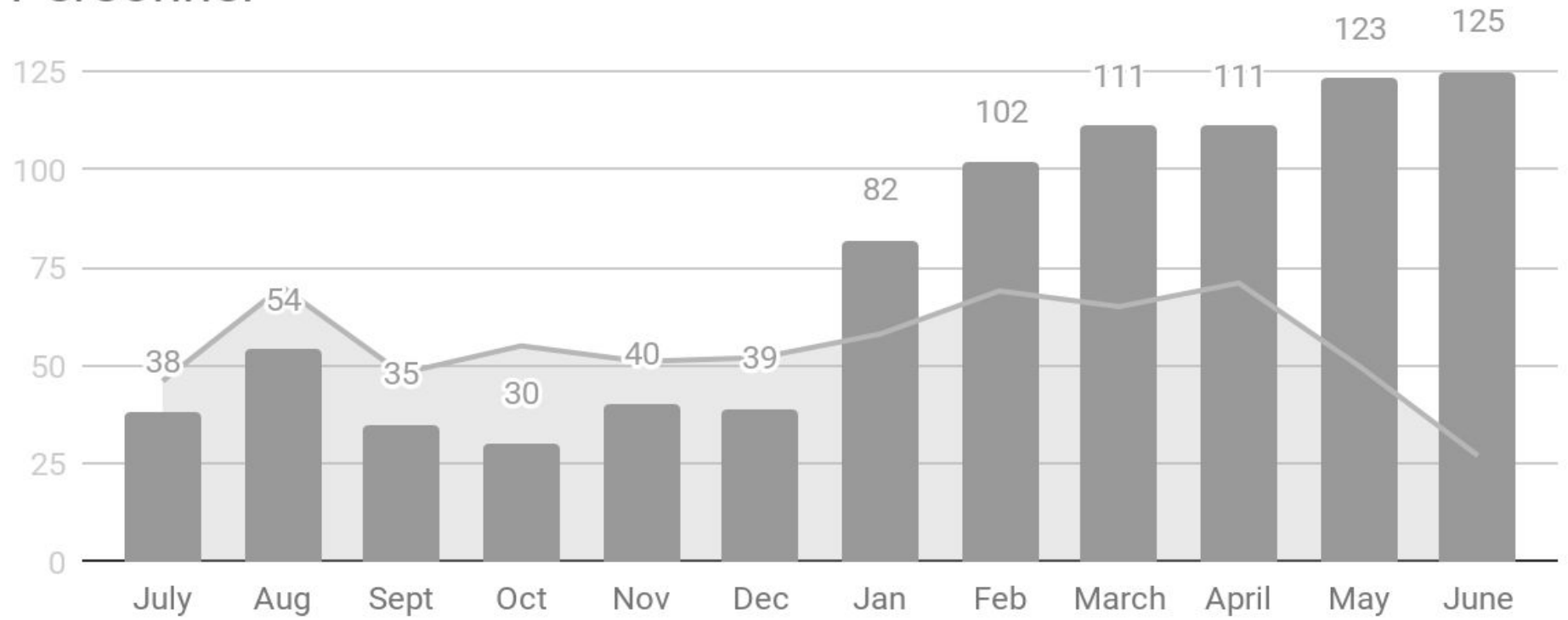


FY YTD Comparison

Jul 19 - June 20 = 890

Jul 18 - June 19 = 662

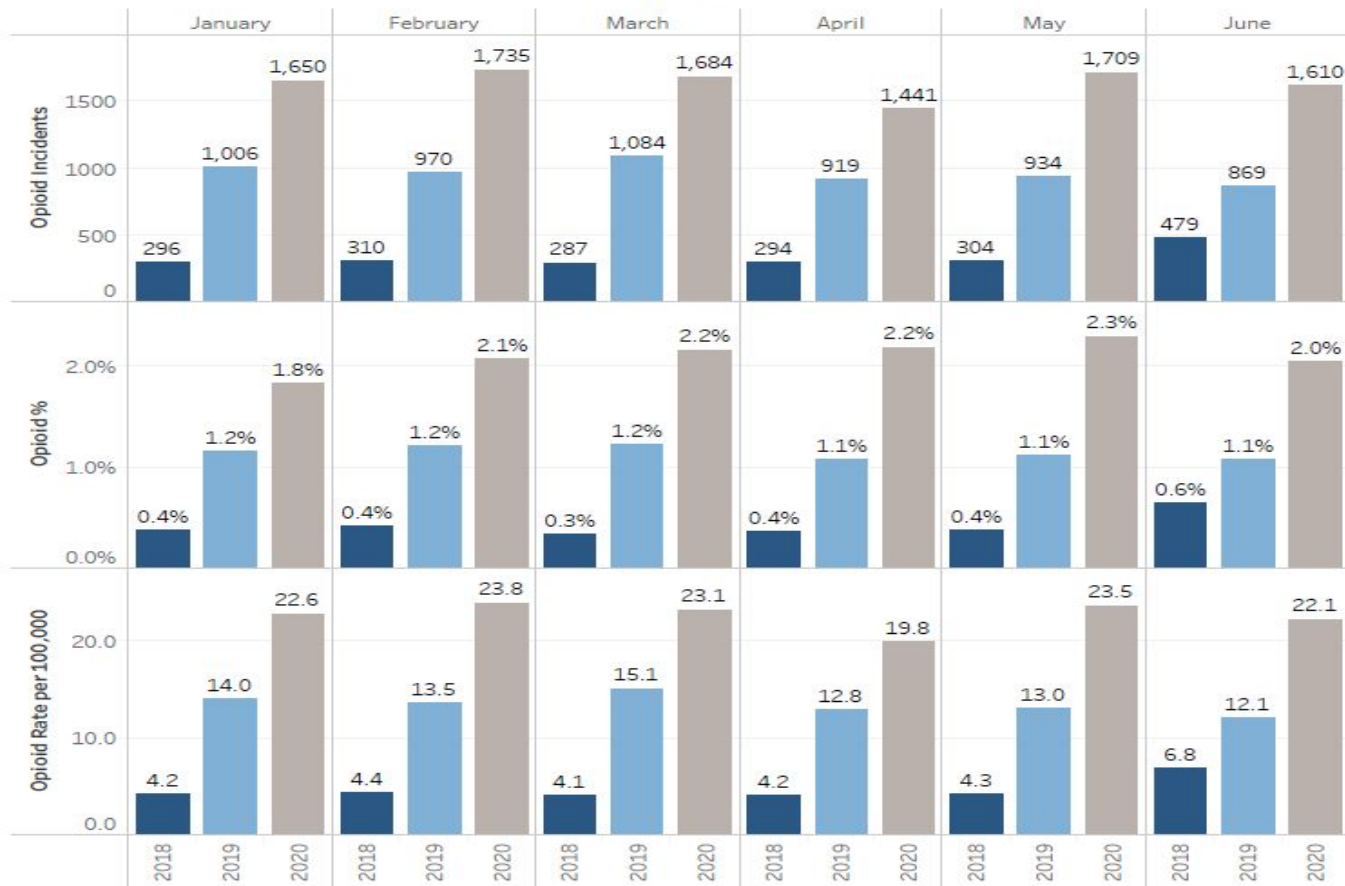
Individuals That Receive Naloxone From Law Enforcement Personnel



Bureau of EMS and Trauma System

AZPIERS: 2018-2020

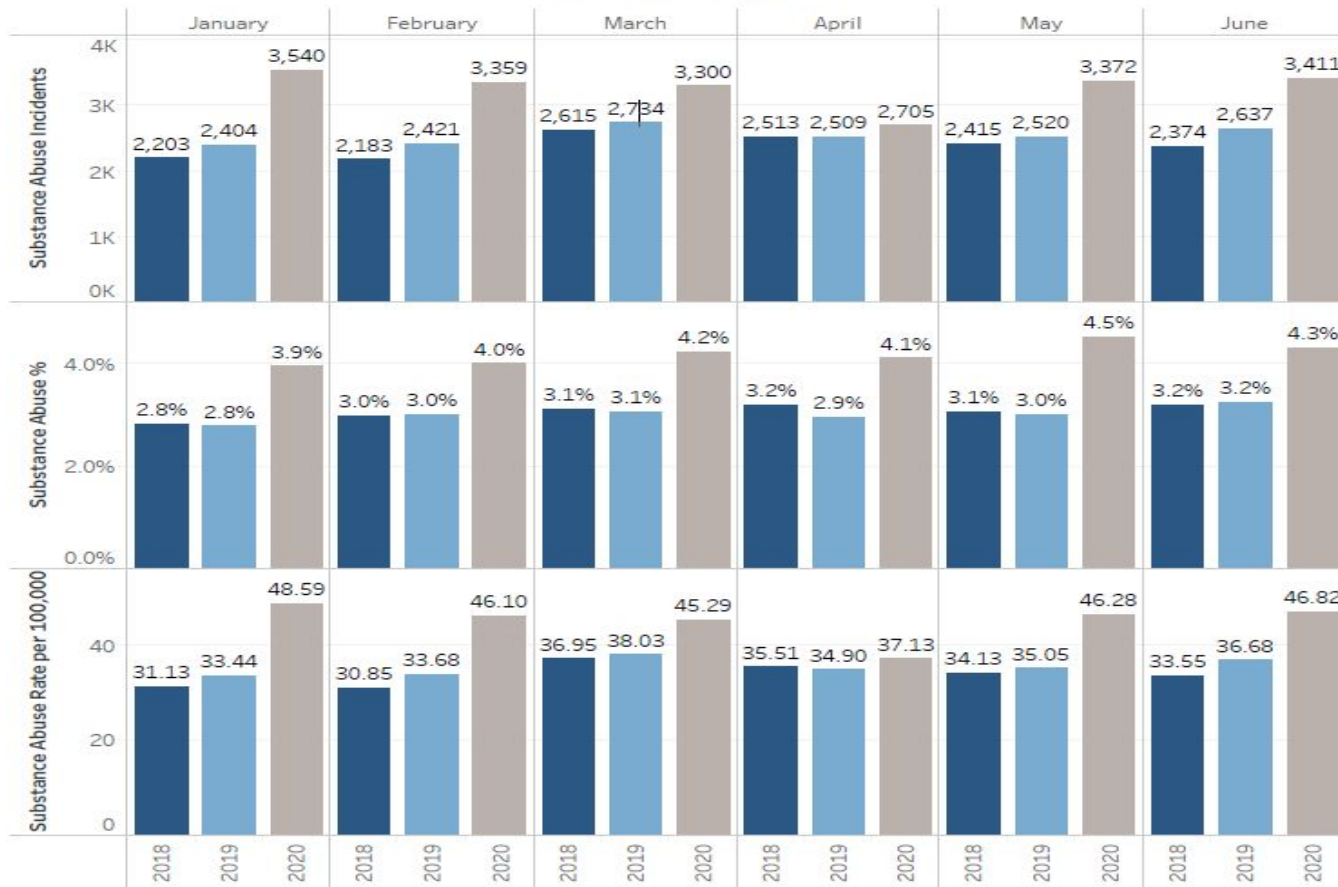
Opioid



Bureau of EMS and Trauma System

AZPIERS: 2018-2020

Substance Abuse



Suicide Deaths 2019 & 2020

Confirmed through death certificates reported to ADHS Vital Records

Month	2019	2020 (Preliminary to date*)
January	138	131
February	99	104
March	140	136
April	137	110
May	143	99
June	139	98
July	133	99
Yearly Total	1477	784 Year to Date *

*Reported as of 8/10/2020.

Bureau of EMS and Trauma System

AZPIERS: 2018-2020

Suicide Ideation/Attempted/Completed



For more information

azhealth.gov/opioid
azhealth.gov/suicide

Questions/Comments:

 ARIZONA DEPARTMENT
OF HEALTH SERVICES
sheila.sjolander@azdhs.gov



Opioid Assistance & Referral

A free 24/7 hotline that assists providers with complex patients with pain and opioid use disorders, answered by medical experts at the Poison and Drug Information Centers in Arizona.

Arizona **OAR** Line
1-888-688-4222

 ARIZONA DEPARTMENT
OF HEALTH SERVICES

 CENTER FOR TOXICOLOGY
& PHARMACOLOGY
EDUCATION & RESEARCH

The OAR Line is a joint project between the Arizona Department of Health Services, the Arizona Health Care Cost Containment System and Poison and Drug Information Centers in Arizona.

COVID-19 Hotline & Crisis Line Updates

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



COVID-19 Hotline, Crisis Line & Resilient Arizona Updates

Justin Chase, President/CEO
August 14, 2020

211 Statewide COVID-19 Hotline



COVID-19 Hotline - Program Data Report

Report Dates:

3/20/2020 through

8/9/2020

	Program Summary
COVID-19 Hotline Inbound Calls	47,778
COVID-19 Hotline Calls Handled by Agent	11,301
Transferred to Poison Control	11,985

Statewide COVID-19 Hotline



Primary Reason for Call
Other
Testing information and availability
Resources: Financial assistance (eviction prevention, utility assistance, etc.)
Information about COVID-19 (symptoms, how it's contracted/spread, vulnerable populations, etc)
Best sources of information
Travel, events, group gatherings
Resources: Housing and homelessness
Treatment
Supplies availability - masks, sanitizer, cleaner
Resources: Food assistance

Inspiring Hope

Crisis Line Data

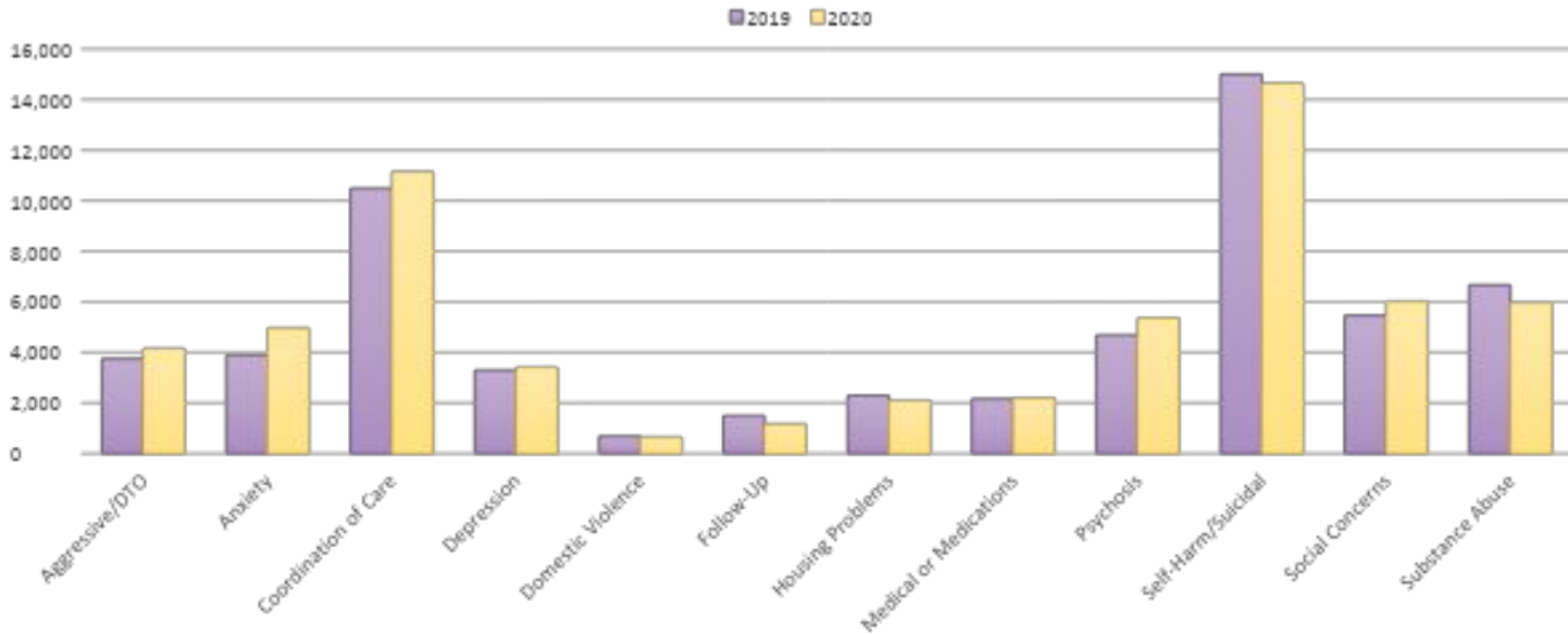


Crisis Line Updates (2019 vs 2020)*

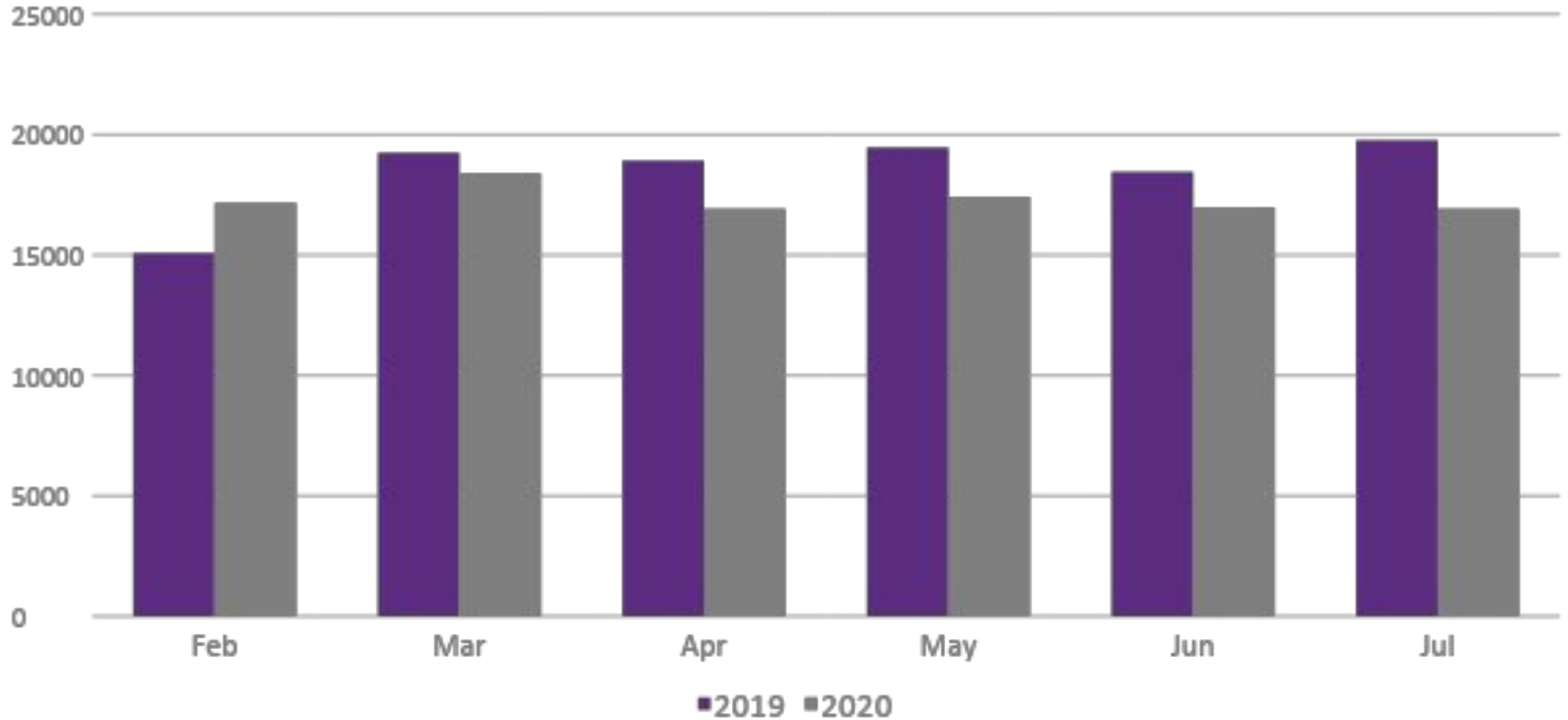
Measure	March 1-August 9 2019	March 1-August 9 2020	Variance
Total Call Volume	123,188	112,457	8.7% Decrease
Mobile Team Dispatches	11,414	10,454	8.4% Decrease
Reasons for Call			
Depression	2,958	3,121	5.5% Increase
Anxiety	3,451	4,589	33% Increase
Medical	1,969	1,993	1.2% Increase
Suicidal/Self-Harm	13,379	12,712	5% Decrease
Domestic Violence	646	570	11.8% Decrease
Population			
Adults	48,537	48,417	0.2% Decrease
Children (<18)	7,317	6,527	10.8% Decrease

February-July Aggregate 2019 vs. 2020

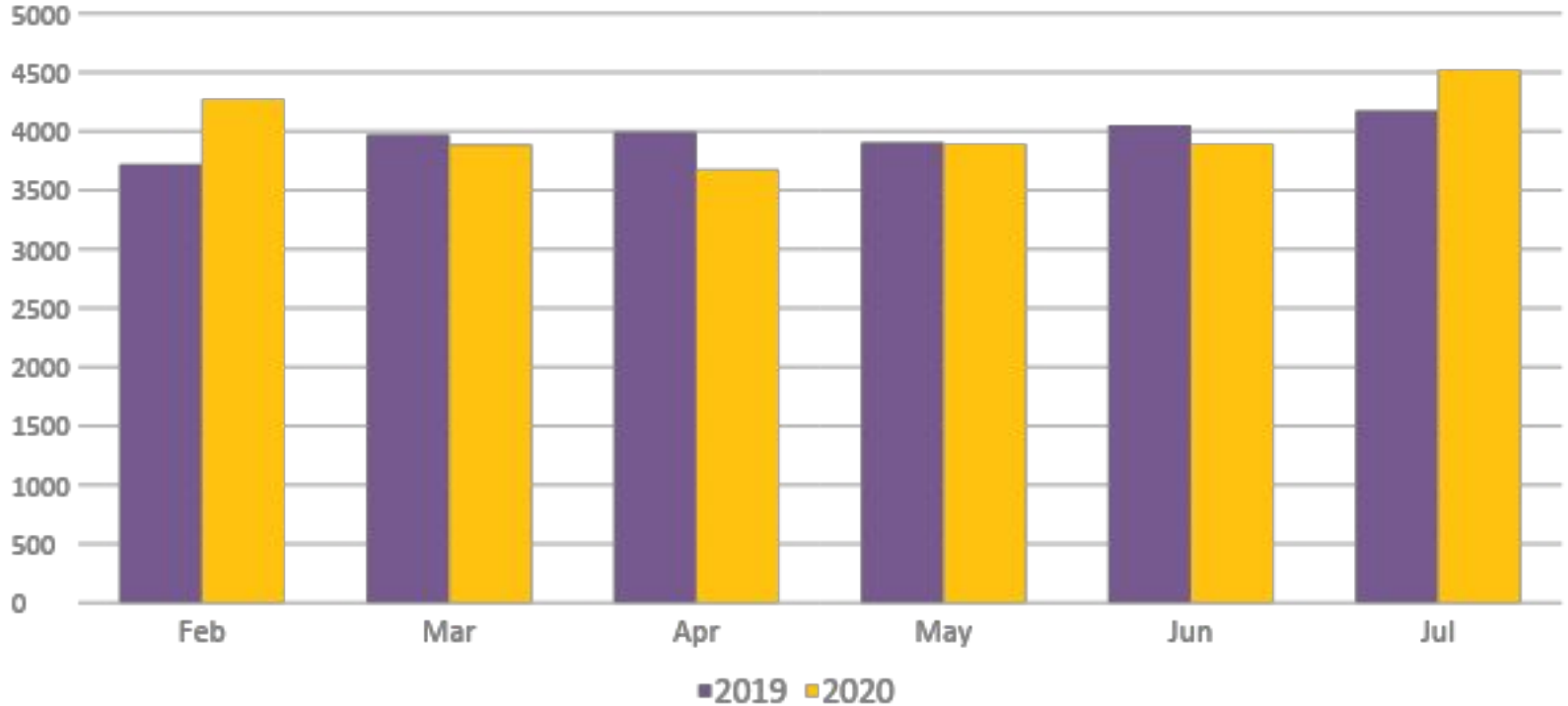
Primary Reason for Call



Central Arizona Crisis Line Volume



Northern Arizona Crisis Line Volume



RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

2-1-1
Arizona

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

CENTRAL ARIZONA



EMFACT - Suicide Prevention Center
Phone: 480-756-4465
Hours of operation: 24/7
Email: CS@lafontera.org

Crisis Preparation and Recovery
Phone: 480-473-6662
Hours of operation: 7 AM - 4 PM
Email: CRISIS@lafontera.org



RI International
Phone: 602-655-0212
Hours of operation: 8 AM - 8 PM

Family Involvement Center
Phone: 602-288-0955
Hours of operation: 8:30 AM - 5:30 PM
Email: CS@familyinvolvementcenter.org



NORTHERN ARIZONA



The Guidance Center
Phone: 520-746-4546
Hours of operation: 24/7

RI International
Phone: 602-655-0212
Hours of operation: 8 AM - 8 PM



Family Involvement Center
Phone: 602-288-0926
Hours of operation: 8:30 AM - 5:30 PM
Email: CS@familyinvolvementcenter.org

SOUTHERN ARIZONA



La Frontera Center
Phone: 520-389-5665
Hours of operation: 8 AM - 7 PM
Email: CS@lafontera.org

RI International
Phone: 602-655-0212
Hours of operation: 8 AM - 8 PM

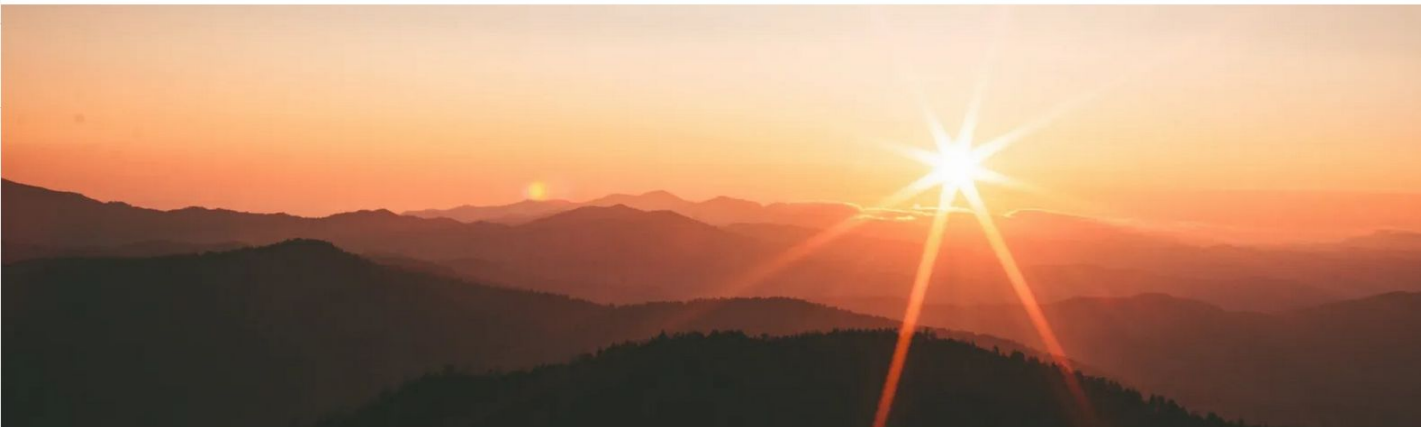


Family Involvement Center
Phone: 520-454-6552
Hours of operation: 8:30 AM - 6:30 PM
Email: CS@familyinvolvementcenter.org



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.



Visit www.resilientarizona.org



RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Primary Service	Number Served
Unique Referrals	1170
Individual Crisis Counseling	357
Group Counseling/Public Education	137
Brief Educational/Supportive Contact	753
Total Unique Interactions	1247

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Other Contacts/Materials Distributed	
Hotline/helpline/lifeline contact	114
Telephone contact	472
E-mail contact	587
Community networking and coalition building	743
Material handed to people	2466
Material mailed to people	510
Material left in public places	2605
Mass media	18
Social networking messages	244
Total	7759

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

- **Marketing Progress June 22 – July 31**

Display Overview

499,970

Impressions

919

Clicks

0.18%

Click Rate

Social Media

3,199,655

Impressions

4,454

Post Engagement

Southern Arizona Crisis Line Update

Johnnie Gasper
AzCH

Crisis System Overview

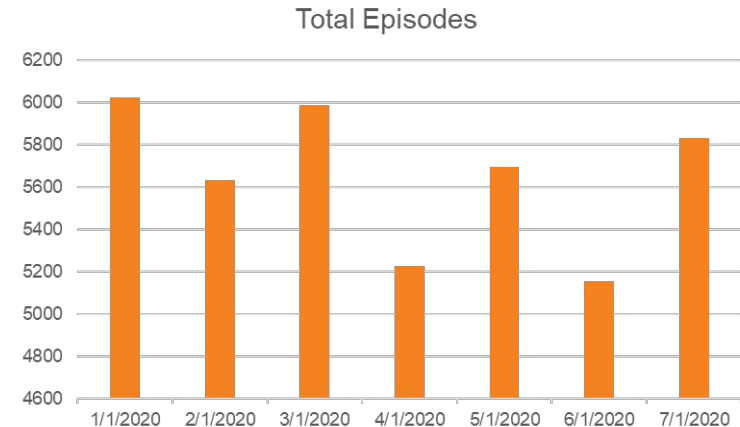
Primary Presenting Symptoms	1/31/2020	2/29/2020	3/31/2020	4/30/2020	5/31/2020	6/30/2020	7/31/2020
Stress and Coping	22.30%	22.55%	25.00%	21.67%	22.12%	23.17%	22.68%
Suicidal Thoughts	15.34%	16.53%	13.72%	14.04%	13.34%	12.79%	15.04%
Disturbance in Thought	9.71%	10.80%	10.81%	11.67%	12.20%	13.53%	12.31%
Addictive Actions	6.38%	6.82%	6.37%	5.85%	7.09%	6.52%	6.22%
Feeling Depressed	4.37%	4.12%	3.91%	4.46%	4.95%	5.61%	4.68%
Anxiety	3.80%	3.45%	4.63%	5.16%	4.74%	5.67%	5.95%

- Inbound Call Trends

- Percentage shown is of total calls
- Slight increase in Anxiety and Disturbance in Thought
 - 3 month average comparison shows a 1% increase in anxiety 1.6% increase in Disturbance

- Increase in Episode Volume

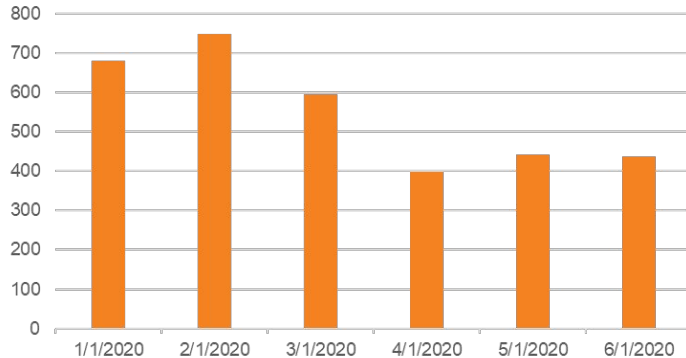
- Year over year comparison showed a 5% increase in episode volume in July



Crisis System-Youth

Primary presenting Symptom	1/31/2020	2/29/2020	3/31/2020	4/30/2020	5/31/2020	6/30/2020
Suicidal Thoughts	37.50%	37.65%	34.85%	27.20%	28.80%	23.57%
Anger/Agression	12.50%	10.81%	15.15%	16.37%	17.01%	18.54%
Stress and Coping	6.18%	6.01%	6.90%	6.30%	6.35%	7.32%
Harm to Self	4.85%	5.07%	6.57%	4.28%	5.67%	4.81%
Suicidal Actions	4.12%	6.68%	5.56%	5.29%	4.08%	4.81%

Youth Episode Volume



- Youth Trends

- Note that volume is generally low outside of school year
- Past data collection has shown that events peak at the start of school year and testing seasons
- 61% of all youth calls received a CMT activation for this time period
- 32% of calls were from Parent/Guardian
- 8% noted as self contact

Service Review

- CISM-Critical Incident Stress Management
 - Adaptive short-term psychological helping process
 - Focused on an immediate and identifiable event or trauma
 - Can include preparedness, acute crisis management and post-crisis follow up
 - Can be scheduled or coordinated in real time

On November 20, 2019, Arizona Complete Health-CCP was contacted by Pima County Sheriffs Office (PCSO) regarding an officer involved shooting witnessed by elementary charter school students. Arizona Complete Health-CCP and PCSO contacted the school and within 24hr hours coordinated a joint CISM response paired with the PCSO Crisis Canines.

- 40 children were served in the CISM response
- Individual follow up coordinated for those needing additional support



Questions, Open Discussion & Wrap Up

Thank you!

Future Topics - Have topics you want to discuss send to
lauren.prole@azahcccs.gov