



COVID-19 Behavioral Health Task Force

August 28, 2020

Agenda

- ❖ Housekeeping: Lauren Prole
- ❖ ADHS Update: Teresa Ehnert
- ❖ Suicide Prevention Grant Update: Kelli Williams
- ❖ DGA Grants Update: Alisa Randall
- ❖ Southern Arizona Crisis Line Update: Johnnie Gasper
- ❖ COVID-19 Hotline and Crisis Line Updates: Justin Chase
- ❖ Questions, Open Discussion & Wrap-Up

ADHS Update

Teresa Ehnert

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

COVID-19 Emergency Suicide Prevention Grant

Kelli Donley Williams, MPH
Suicide Prevention Specialist
AHCCCS

SAMHSA Grant

- Awarded to AHCCCS, EMPACT, Pascua Yaqui
- \$800,000
- Pairs suicide prevention and domestic violence providers and services
 - Pima County focus
 - 25 and older uninsured/underinsured adults in need of these services
 - Arizona Complete Health, CODAC, Community Bridges, EMERGE
 - New project director starting mid-September
 - 16 month grant period
- Questions - Kelli.williams@azahcccs.gov

DGA Grants Update

Alisa Randall

Assistant Director - Division of Grants Administration

AHCCCS

Emergency Grant to Address Mental and Substance Abuse Disorders During COVID-19



- Awarded \$2 million to support efforts throughout Arizona
- Working with RBHAs and TRBHAs to implement specific grant requirements in their network and/or service areas
- Areas of focus:
 - Recovery housing for those who cannot return home or to alternative care levels due to COVID-19 symptoms
 - Counseling and support groups for healthcare workers
 - Increased engagement for Substance Use needs
 - PPE for service providers within the grant scope

Emergency Grant to Address Mental and Substance Abuse Disorders During COVID-19

Primary RBHA targets:

- Screening and assessment for mental health, substance use and or co-occurring disorders to allow for most appropriate service alignment including:
 - Medications
 - MAT
 - Substance Use Services
 - Case Management
 - Recovery housing
 - Medication management
 - Connection to additional services as identified
 - Support groups

Emergency Grant to Address Mental and Substance Abuse Disorders During COVID-19

Primary TRBHA targets:

- Service provision includes
 - Counseling support - in person, telephonic or video support for those:
 - SUD identified clients
 - SMI identified clients
 - Healthcare professional
 - Peer support
 - Psychiatric services both in person or via telehealth options
 - EAP support - compassion fatigue
 - Personal care for staff in recovery

Opioid Focus

Continued SOR programming across the continuum focusing on Prevention, Treatment and Recovery. SAMHSA allowed the following flexibilities to established grant expectations due to COVID-19:

- Prevention - Transition to online/virtual settings, increased allocation to ADHS to support naloxone distribution
- Treatment - Purchase of PPE for staff, reallocation of funds to support MAT services due to funding needs
- Recovery - Reallocation of funds to support Opioid Patient Assistance Funding Program

Opioid Focus

SABG supported activities to support Opioid specific needs in the community:

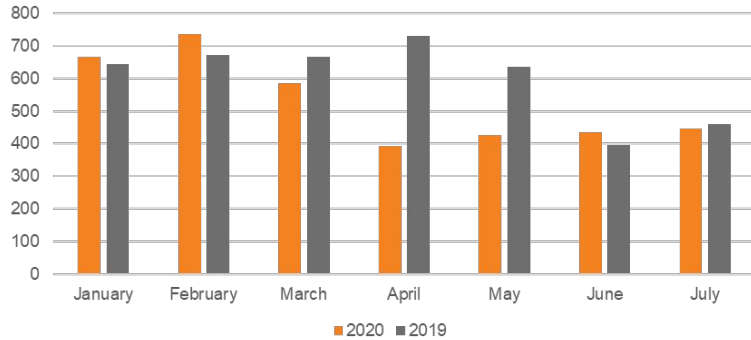
Activity	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Numbers served	26,239	12,207			446
Number of reversals	579	965			544
Naloxone kit distributions	12,598	9,554			152
Connected to treatment	315	181			496
Trainings	142	74			216

Southern Arizona Crisis Line Update

Johnnie Gasper
Manager - Crisis System
Arizona Complete Health

Crisis System-Youth

Youth Crisis Episode Volume-Annual Comparisons



- Shift in the Caller

- Increase in both Parent/Guardian, Self contacts, and LE calls for service
- Decrease in School K-12
 - This is beginning to increase
- Slight notable increase in Group Home calls associated with DCS placement

- Episode Volume Review

- 86% decrease in volume April 2020
- Followed by 49% decrease May 2020
- Rebound in June and July to in line with trends
- Systemically beginning to hear of increased utilization in August-Primary Observation Unit (CRC Pima County)

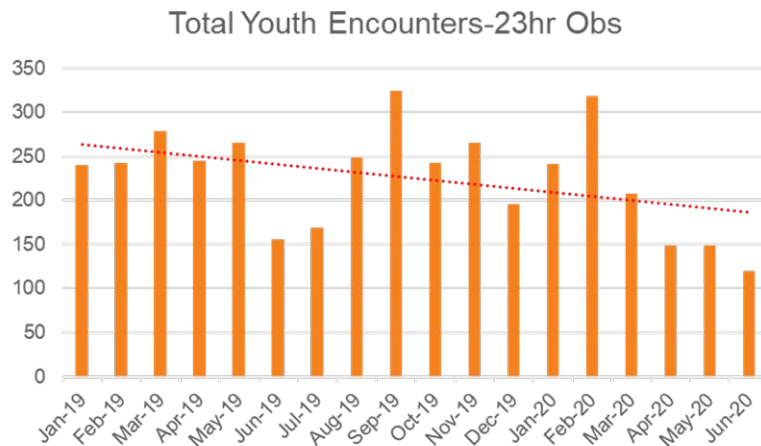
Caller	2020	2019
Family - Parent/Guardian	32.0%	29.5%
Educational - School K-12	11.9%	16.2%
Self - Member Calling	7.5%	6.5%
Criminal Justice - Juvenile Detention	6.0%	6.2%
1st Responder - Law Enforcement requests CMT	5.9%	4.7%
Behavioral Health - BH-Inpatient Provider	5.8%	6.2%
Medical - Hospital ED	5.4%	4.7%
Behavioral Health - BH-Group Home-DCS	3.6%	2.4%
Behavioral Health - BH-Group Home	3.3%	4.0%
Behavioral Health - Provider	3.3%	3.4%

Crisis System-Youth

IB Call Outcome	2020	2019
Mobile Team Activation to Community	57.5%	58.3%
Community Stabilize	28.4%	29.1%
Mobile Team Activation to ED	4.7%	4.0%
Schedule MHD Appointment	3.1%	2.4%
HP - Referred to Health Plan Member Services	1.6%	N/A

- Usage decreasing
 - June 2020 was lowest point since prior to January 2018
 - Observation units are reporting a notable increase since schooling resumed in August
 - This will be tracked against previous trends for future meetings

- Call Outcome Constant
 - Despite shifts in volume no large changes to outcome
 - Stabilization rates are also consistent



COVID-19 Hotline, Crisis Line & Resilient Arizona Updates

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

211 Statewide COVID-19 Hotline



COVID-19 Hotline - Program Data Report

Report Dates: 3/20/2020 through 8/23/2020

	Program Summary
COVID-19 Hotline Inbound Calls	48,721
COVID-19 Hotline Calls Handled by Agent	11,497
Transferred to Poison Control	12,150

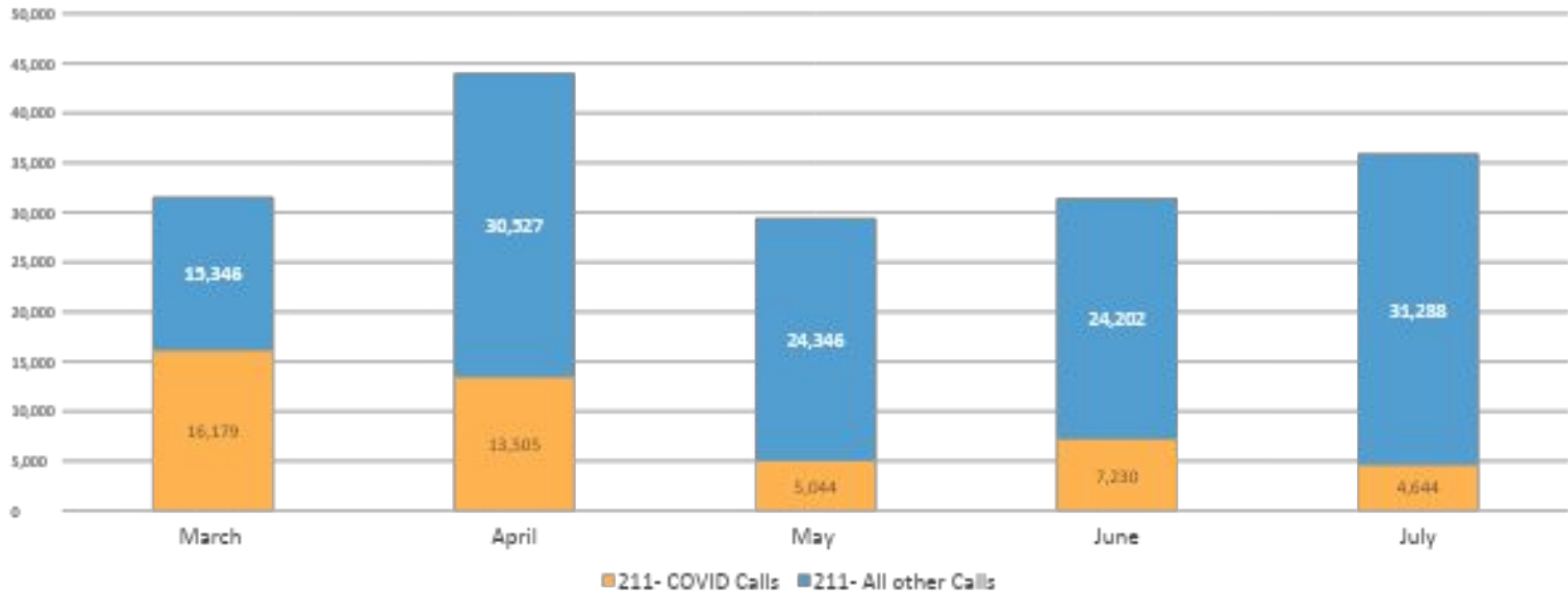
Statewide COVID-19 Hotline



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

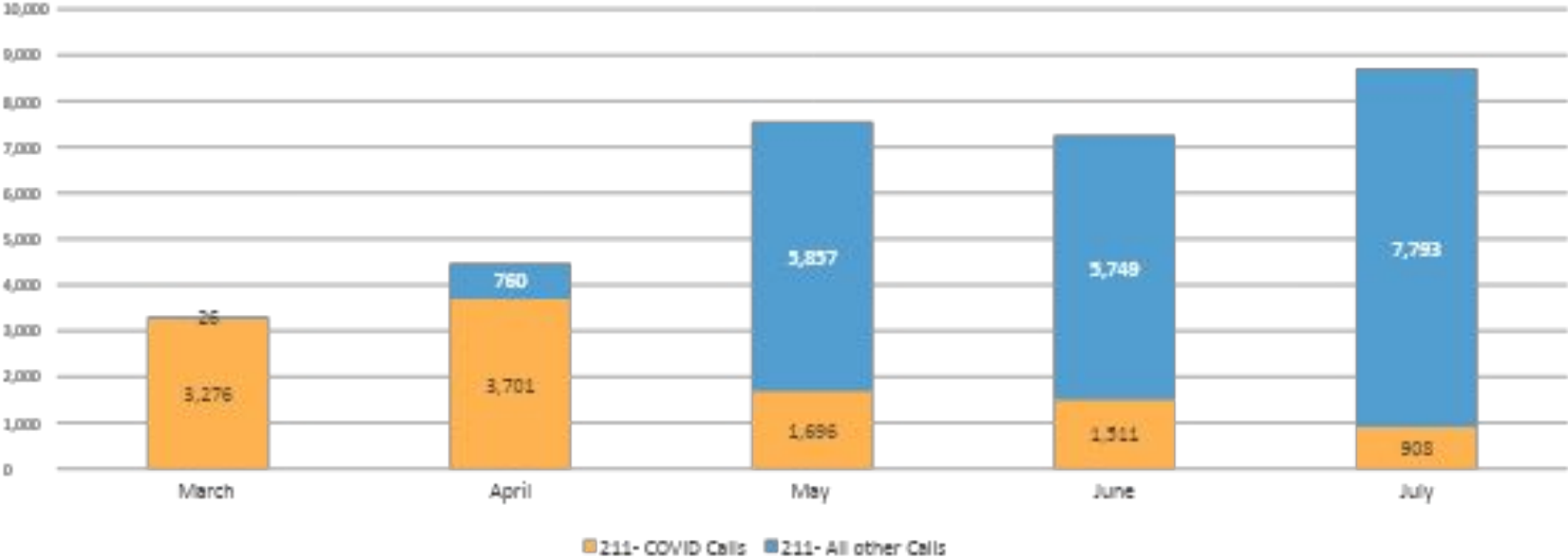
211 Statewide Volume

211 Call Volume
Total: 172,311 calls



211 Statewide Volume

Calls Handled by Staff
Total: 31,277 Calls



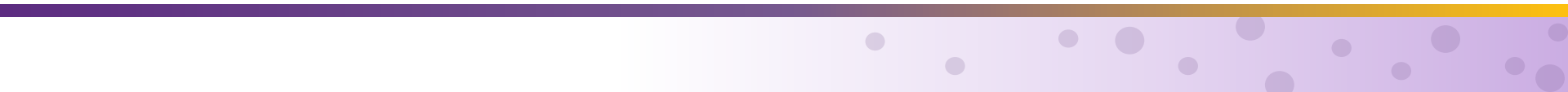
211 Statewide Volume



Top 5 Primary Reasons for Call	
Housing and Shelter	34%
Utility Assistance	20%
Disaster Assistance (COVID, CCP, Etc.)	12%
Emergency Food Assistance	7%
Healthcare	6%

Inspiring Hope

Crisis Line Data



Crisis Line Updates

July vs August 2020*

Measure	July 2020	August 2020	Variance
Total Call Volume	15,783	16,362	3.7% Increase
Mobile Team Dispatches	1,536	1,602	4.3% Increase
Reasons for Call			
Depression	475	459	3.4% Decrease
Anxiety	707	608	14.0% Decrease
Medical	276	263	4.3% Decrease
Suicidal/Self-Harm	1,797	1,952	8.6% Increase
Domestic Violence	70	70	No variance
Population			
Adults	7,051	7,195	2.0% Increase
Children (<18)	936	1,032	10.3% Increase

Crisis Line Updates (2019 vs 2020)*

Measure	August 2019	August 2020	Variance
Total Call Volume	18,083	16,362	9.5% Decrease
Mobile Team Dispatches	1,612	1,602	0.6% Decrease
Reasons for Call			
Depression	425	459	8.0% Increase
Anxiety	511	608	19.0% Increase
Medical	252	263	4.4% Increase
Suicidal/Self-Harm	1,946	1,952	0.3% Increase
Domestic Violence	122	70	42.6% Decrease
Population			
Adults	6,511	7,195	10.5% Increase
Children (<18)	1,115	1,032	7.4% Decrease

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

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



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

CENTRAL ARIZONA



EMFACT - Suicide Prevention Center
Phone: 602-750-4555
Hours of operation: 24/7
Email: LA Frontera PublicContact@azccs.org

Crisis Preparation and Recovery
Phone: 480-477-3822
Hours of operation: 7 AM - 6 PM
Email: CrisisPrep@azccs.org



RI International
Phone: 602-455-0332
Hours of operation: 8 AM - 8 PM

Family Involvement Center
Phone: 602-268-0555
Hours of operation: 9:30 AM - 3:30 PM
Email: FIC@azccs.org



NORTHERN ARIZONA



The Guidance Center
Phone: 520-754-8545
Hours of operation: 24/7

RI International
Phone: 602-455-0332
Hours of operation: 8 AM - 8 PM



Family Involvement Center
Phone: 602-268-0555
Hours of operation: 9:30 AM - 3:30 PM
Email: FIC@azccs.org

SOUTHERN ARIZONA



La Frontera Center
Phone: 520-454-4552
Hours of operation: 8 AM - 7 PM
Email: LA Frontera PublicContact@azccs.org

RI International
Phone: 602-455-0332
Hours of operation: 8 AM - 8 PM



Family Involvement Center
Phone: 602-268-0555
Hours of operation: 9:30 AM - 3:30 PM
Email: FIC@azccs.org

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Primary Service	Number Served
Unique Referrals	1468
Individual Crisis Counseling	465
Group Counseling/Public Education	380
Brief Educational/Supportive Contact	1130
Total Unique Interactions	1975

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Other Contacts/Materials Distributed	
Hotline/helpline/lifeline contact	199
Telephone contact	587
E-mail contact	705
Community networking and coalition building	831
Material handed to people	3716
Material mailed to people	1179
Material left in public places	3687
Mass media	39
Social networking messages	328
Total	11,271



Questions, Open Discussion & Wrap Up

Thank you!

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