



# COVID-19 Behavioral Health Task Force

September 11, 2020

# Agenda

- ❖ Housekeeping: Lauren Prole
- ❖ AHCCCS Update: Sara Salek
- ❖ ADHS Update: Rachel Garcia
- ❖ AHCCCS Grants Update: Jill Rowland
- ❖ Southern Arizona Crisis Line Update: Johnnie Gasper
- ❖ COVID-19 Hotline and Crisis Line Updates: Justin Chase
- ❖ Questions, Open Discussion & Wrap-Up

# AHCCCS Updates

Sara Salek

# Reporting to Post Acute Care Capacity Tracker (PACCT)

- Inpatient BH hospitals are subject to reporting to PACCT as per Executive Order [Enhanced Surveillance Advisory](#)
- As of 9/10/20, 10% of AHCCCS registered inpatient BH hospitals (in state) were reporting into PACCT
- Next step: ADHS licensing will be contacting all ADHS licensed inpatient BH hospitals to provide them with instructions for registering and reporting into PACCT

## PACCT reporting elements (q 24 hours)

- Number of COVID-19 positive residents requiring isolation;
- Ability to accept new COVID-19 admissions that day;
- Current admission criteria related to COVID-19;
- Number of beds available; and
- Number of beds available to new admissions with active or previous COVID-19.

# Role of PACCT in care coordination during COVID-19 Pandemic

- BH Taskforce has raised concerns about inpatient BH hospital capacity statewide to serve members with acute BH conditions and asymptomatic or mild COVID-19
- The data elements required for reporting will systematically enable us to evaluate what areas of the State are in need of further capacity development ahead of the 2020/2021 Flu season.

# ADHS Update

Rachel Garcia

# Grants Update

Jill Rowland, Chief Clinical Officer - Office of the Director

Alisa Randall, Assistant Director - Division of Grants  
Administration

AHCCCS



# Crisis Counseling Program Grants

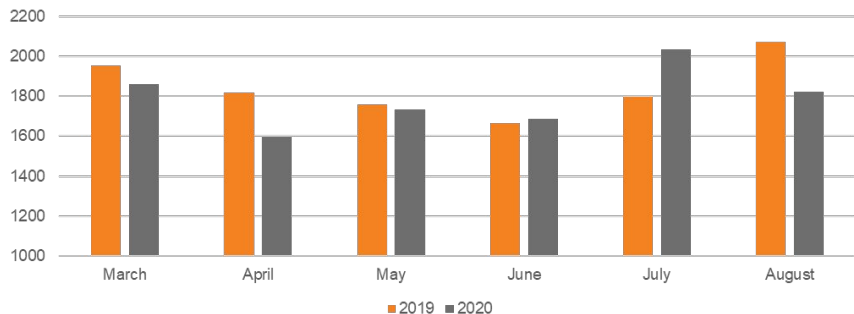
- The mission of the FEMA and SAMHSA Immediate Services Program /Crisis Counseling Program Grant (ISP/CCP ) and the Regular Services Program/Crisis Counseling Program Grant RSP/CCP) is to assist individuals and communities in recovering from the challenging effects of natural and human-caused disasters through the provision of community-based outreach and psychoeducational service
- Short term disaster relief Grant to support community based outreach and individual needs assessment that includes the identification of serious emotional distress:
  - Individual Counseling
  - Group Counseling
  - Brief Educational Supportive Contacts
  - Public Education Meetings
  - Assessment, Referral and Resource Linkage
  - Community Networking and Support
  - Media and Public Service Announcements
- AHCCCS received the CCP/ISP Grant Award approval in June 2020 with consequent grant extensions over the summer and received the RSP/CCP Grant Award approval in August 2020; the total amount of funding between the ISP and RSP is just over \$3,200,000 and extends funding to June 2021
  - Crisis Response Network (CRN) serves as the Contractor to implement and oversee the program and partners with multiple agencies to provide services: Crisis Preparation and Recovery, EMPACT, Family Involvement Center, The Guidance Center, La Frontera and RI International

# Southern Arizona Crisis Line Update

Johnnie Gasper  
Manager - Crisis System  
Arizona Complete Health

# Crisis System-Overview

CMT Comparison



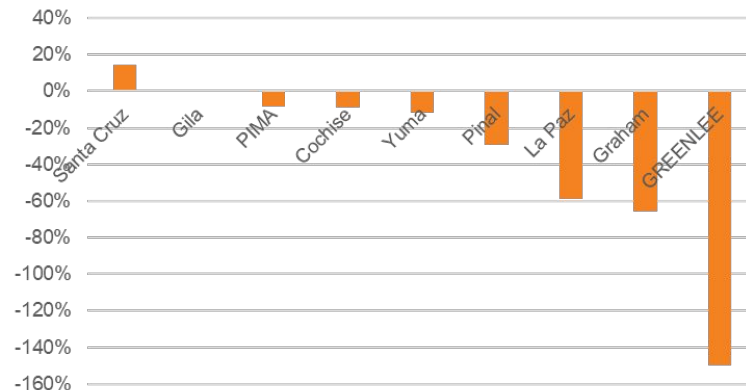
- County Review-CMT's

- Pima County volume (decrease) represents the large share of change in volume
- Rural communities seem to be largely affected (% change) by utilization shift
- Increase collaboration with 1<sup>st</sup> responders and outreaching outpatient providers

- CMT Volume Down

- Contrast to July increase
- 3<sup>rd</sup> highest in last 6 months
- Inbound Episode Volume also saw a Decrease (year over year) 11% downward shift from August 2019

% Change in Volume Aug 2019 vrs Aug 20



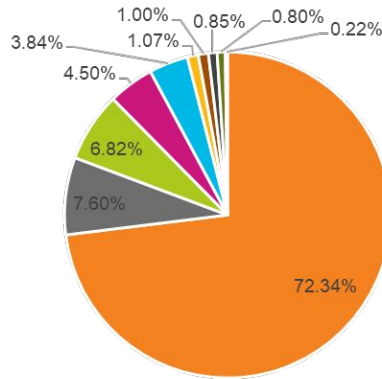
# Crisis System-Overview



	Aug-19	Aug-20	Difference
Self - Member Calling	48.78%	50.54%	1.76%
Family - Parent/Guardian	8.70%	10.43%	1.73%
Behavioral Health - BH-Inpatient Provider	6.02%	4.43%	-1.60%
1st Responder - Law Enforcement requests CMT	3.30%	5.02%	1.73%
Medical - Hospital ED	3.22%	3.34%	0.12%
Educational - School K-12	2.63%	0.24%	-2.39%

- Notable Shifts in Caller
  - Increases in Self, Family, 1<sup>st</sup> Responder % of total calls
  - Decrease in Inpatient requests for coordination/Urgent Engagements
  - Decrease in School calls to service

Episode Location-Demographic County



- Shift in Top 5 Presentations
  - August 19 used for comparison due to general shift in call presentation
  - SI down in Aug 2020
  - Stress and Coping remain slightly Higher

	Aug-19	Aug-20	Difference
Stress and Coping	22.91%	24.10%	1.19%
Suicidal Thoughts	17.43%	14.16%	-3.27%
Disturbance in Thought	12.08%	11.30%	-0.78%
Addictive Actions	6.30%	7.09%	0.79%
Feeling Depressed	5.47%	5.13%	-0.34%



# 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

9/6/2020

	Program Summary
COVID-19 Hotline Inbound Calls	49,552
COVID-19 Hotline Calls Handled by Agent	11,771
Transferred to Poison Control	12,299

# Statewide COVID-19 Hotline



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

*Inspiring Hope*

Crisis Line Data





# Crisis Line Updates

## August vs. September 2020\*

Measure	August 2020	September 2020	Variance
Total Call Volume	4,753	5,094	7.2% Increase
Mobile Team Dispatches	451	556	23.3% Increase
Reasons for Call			
Depression	142	134	5.6% Decrease
Anxiety	192	204	6.3% Increase
Medical	84	84	No variance
Suicidal/Self-Harm	607	615	1.3% Increase
Domestic Violence	29	28	3.4% Decrease
Population			
Adults	2,123	2,257	6.3% Increase
Children (<18)	309	350	13.3% Increase

# Crisis Line Updates (2019 vs 2020)\*

Measure	September 2019	September 2020	Variance
Total Call Volume	5,459	5,094	6.7% Decrease
Mobile Team Dispatches	538	556	3.3% Increase
Reasons for Call			
Depression	109	134	22.9% Increase
Anxiety	126	204	61.9% Increase
Medical	90	84	6.7% Decrease
Suicidal/Self-Harm	645	615	4.7% Decrease
Domestic Violence	27	28	3.7% Increase
Population			
Adults	1,923	2,257	17.4% Increase
Children (<18)	322	350	8.7% Decrease

# Crisis Line Updates (2019 vs 2020)

Measure	March 1-Sept 7, 2019	March 1-Sept 7, 2020	Variance
Total Call Volume	145,484	134,014	7.9% Decrease
Mobile Team Dispatches	13,569	12,670	6.6% Decrease
Reasons for Call			
Depression	3,473	3,707	6.7% Increase
Anxiety	4,064	5,396	32.8% Increase
Medical	2,276	2,318	1.8% Increase
Suicidal/Self-Harm	15,942	15,251	4.3% Decrease
Domestic Violence	761	654	14.1% Decrease
Population			
Adults	56,493	58,428	3.4% Increase
Children (<18)	8,799	8,082	8.1% Decrease

# RESILIENT *Arizona*

## CRISIS COUNSELING PROGRAM

2-1-1  
Arizona

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

### CENTRAL ARIZONA



ENPACT - Suicide Prevention Center  
Phone: 480-756-4465  
Hours of operation: 24/7  
Email: [ENPACT@lafrontera.org](mailto:ENPACT@lafrontera.org)

Crisis Preparation and Recovery  
Phone: 480-477-8882  
Hours of operation: 7 AM - 4 PM  
Email: [CRISISPREP@lafrontera.org](mailto:CRISISPREP@lafrontera.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: [FOCUS@familyinvolvementcenter.org](mailto:FOCUS@familyinvolvementcenter.org)



### NORTHERN ARIZONA



The Guidance Center  
Phone: 928-754-4244  
Hours of operation: 24/7

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



Family Involvement Center  
Phone: 602-288-0928  
Hours of operation: 8:30 AM - 5:30 PM  
Email: [FOCUS@familyinvolvementcenter.org](mailto:FOCUS@familyinvolvementcenter.org)

### SOUTHERN ARIZONA



La Frontera Center  
Phone: 520-389-5885  
Hours of operation: 8 AM - 7 PM  
Email: [CS@lafrontera.org](mailto:CS@lafrontera.org)

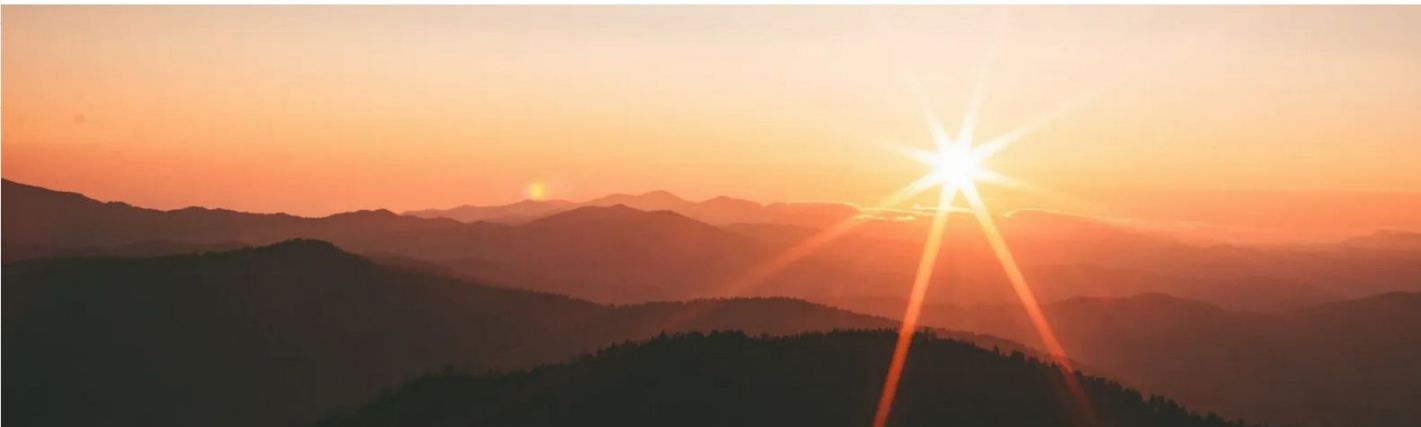
RI International  
Phone: 602-655-0212  
Hours of operation: 8 AM - 8 PM



Family Involvement Center  
Phone: 520-454-4532  
Hours of operation: 8:30 AM - 6:30 PM  
Email: [FOCUS@familyinvolvementcenter.org](mailto:FOCUS@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](http://www.resilientarizona.org)



# RESILIENT *Arizona*

## CRISIS COUNSELING PROGRAM

Primary Service	Number Served
Unique Referrals	1777
Individual Crisis Counseling	578
Group Counseling/Public Education	572
Brief Educational/Supportive Contact	1460
<b>Total Unique Interactions</b>	<b>2610</b>

# RESILIENT *Arizona*

## CRISIS COUNSELING PROGRAM

Other Contacts/Materials Distributed	
Hotline/helpline/lifeline contact	233
Telephone contact	726
E-mail contact	1,078
Community networking and coalition building	981
Material handed to people	4,128
Material mailed to people	1,538
Material left in public places	4,800
Mass media	39
Social networking messages	395
<b>Total</b>	<b>13,918</b>



## Questions, Open Discussion & Wrap Up

Thank you!

Future Topics - Have topics you want to discuss send to  
[lauren.prole@azahcccs.gov](mailto:lauren.prole@azahcccs.gov)