



COVID-19 Behavioral Health Task Force

September 25, 2020

Agenda

- ❖ AHCCCS Update: Dr. Sara Salek
- ❖ ADHS Update: Teresa Ehnert
- ❖ Birth to Five Helpline: Ana Arbel
- ❖ PAXIS Update: Kathryn Tummino
- ❖ Southern Arizona Crisis Line Update: Johnnie Gasper
- ❖ COVID-19 Hotline and Crisis Line Updates: Justin Chase
- ❖ Questions, Open Discussion & Wrap-Up

AHCCCS Update

Dr. Sara Salek
CMO
AHCCCS

ADHS Update

Teresa Ehnert

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

Birth to Five Helpline

Ana Arbel , MS Ed

Senior Program Manager

Birth To Five Helpline & Fussy Baby

Ana@swhd.org

Birth to Five Helpline

Supporting parents, caregivers, and
professionals
since 2005

www.birthtofivehelpline.com

SUPPORTED BY

 FIRST THINGS FIRST

Our Mission: Southwest Human Development strengthens the foundation Arizona's children need for a great start in life.

Our Vision: Creating a positive future for every child.

Our work is focused in these key areas serving 140,000 children and families each year through 40 programs with 900 staff:

- Child Development and Mental Health
- Easterseals Disabilities Services
- Early Communication, Language and Literacy
- Head Start and Early Head Start
- Family Support and Child Welfare
- Professional Development and Training



www.Birthtofivehelpline.org

- The Helpline is for parents, caregivers and early childhood and medical professionals
- Answered by early childhood specialists bilingual (English and Spanish)
- Fussy Baby service for the first year of life (home-visiting possible in Maricopa County, **Zoom supported visits statewide**)
- Gateway to resources and services
- Monday to Friday 8 a.m. – 8 p.m.

Why and Who?

Most calls are a combination of topics and resource referrals.

- Sleep
- Child Development
- Fussiness/Colic
- Challenging Behaviors
- Parenting
- Feeding
- Community Resources
- **Perinatal Resources**
- Support to Child Care/Preschools

Who Should Call?

- Parents/Grandparents/Caregivers
- Home visitors
- Social workers
- AzEIP, DES, WIC, DCS staff
- Pediatricians/Nurses
- Early Childhood Educators
- Quality Improvement providers

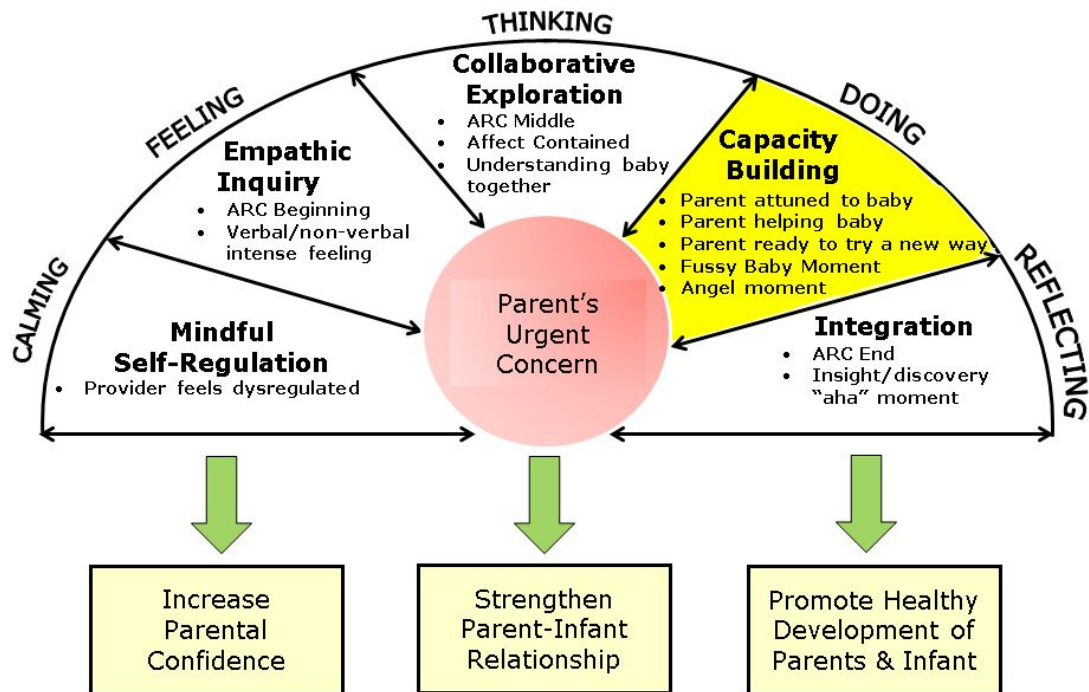
A little bit more about the Birth to Five Helpline...

Our Early Childhood Specialists are trained in the Fussy Baby Network Model:

- Provide personalized care and attention to each caller
- Truly listen, and spend as much time as needed on the phone to try to understand the problem or concern from the caller's perspective
- Consider the stance of the caller and respond within that framework with guidance that aligns with the caller's parenting styles, values and culture.
- Offer Fussy Baby Clinic – consultation with our pediatrician and fussy baby specialist can be scheduled as needed.

Fussy Baby Network® FAN

Facilitating Attuned Interactions



And one or two more things...

The Birth to Five Helpline provides:

- Literacy component
 - Books for Callers
 -
- Parent and family presentations
 - On general parenting and specific topics including: sleep, fussiness, challenging behaviors, typical development and more.



Stories



Call to Action!

Call 1-800-705-KIDS

Text 1-800-705-KIDS

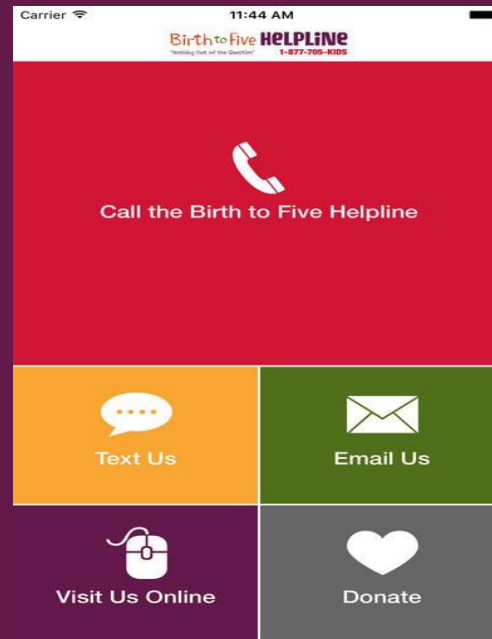
Email: www.birthtofivehelpline.org

Leave a clear, simple voicemail with contact information and a time for a Helpline specialist to return the call

Download our **FREE** App today!

Google Play or Apple App Store

Share your experience with the Helpline staff



Thank You!

And share this resource

Birth to Five Helpline materials are available in bundles of 50

Dual-sided bilingual rack cards, magnets and
Informational door hangers (English or Spanish)

We offer webinars and presentations
Please update us on your program changes

www.Birthtofivehelpline.org

Email: community@swhd.org or Call: 602-633-8270

PAXIS Update

Kathryn Tummino, BA, OCPS

PAX Tools Manager

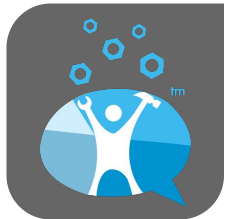
PAXIS Institute

Kathryn@paxis.org

pax tools

Arizona Update!

Presented by: Kathryn Tummino, PAXIS Institute



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www.PAXIS.org • 1-877-GO-PAXIS

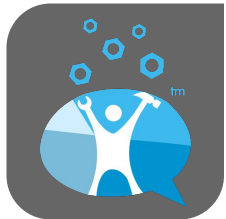
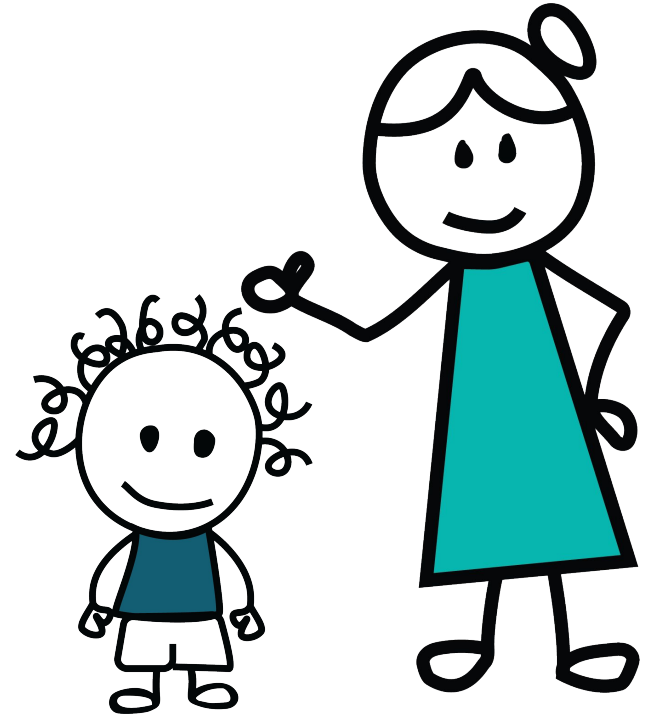


What is PAX Tools?

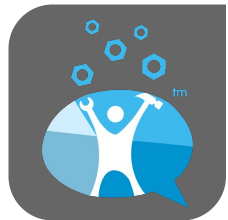
PAX Tools ...

- is a collection of evidence-based strategies to improve cooperation and self-regulation with children.
- is trauma-informed.
- creates a nurturing environment.
- supports parents, youth workers, and other caring adults who interact with children.

PAX Tools is not a program for cost recovery.



Announcements for October 2020!





pax tools
for **School@Home**

Authors:
Kathryn Tummino, BA, OCPS
Carmen Irving, MA, CFLE
Dennis Embry, Ph.D.

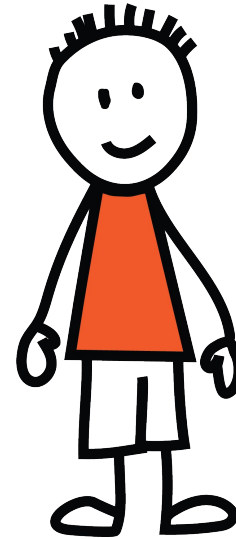


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 **PAXIS Institute**
an international prevention science leader

Who is  **paxtools**
forSchool@Home™

for?



Objectives of paxtools for School@Home™

1. Address behavioral challenges related to school at home.
2. Identify strategies to reduce conflict and improve performance.
3. Apply layering of PAX Tools to common problematic situations when doing schoolwork at home.
4. Make school at home more peaceful, productive, healthier, and happier for all.





pax tools
para educar en el hogar™

Autores:
Kathryn Tummino, BA, OCPS
Carmen Irving, MA, CFLE
Dennis Embry, Ph.D.



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Who can present



PAX Tools Community Educators can attend an intensive 6-hour training from the PAXIS Institute to be certified to present PAX Tools for School@Home.



The Mod paxtools for School@Home™

Training



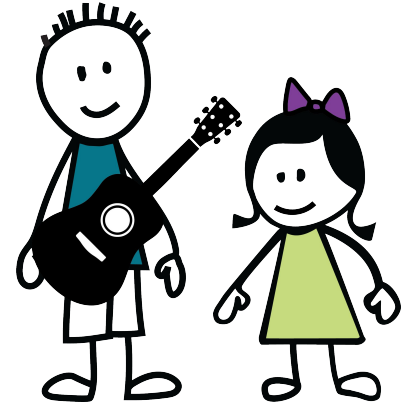
PAXIS Trainer
That's me!



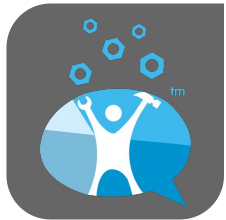
PAX Tools
Community
Educator
That's you!



Community
Members
*Parents,
Caregivers,
Youth Workers*



Children and
Adolescents!



Coming March 2021!





paxtools

for Human Service Providers™



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Who is for?



- Behavioral Health Technicians
- Peer Support Specialists
- Case Managers
- Social Workers
- Clinicians
- Child Welfare Officers



Stay Connected!

- Download and use the **PAX Tools App!**
- Like PAX Tools on Facebook: @paxtools
- Subscribe to the PAX Tools YouTube Channel
- Visit www.paxis.org/pax-tools
- Email kathryn@paxis.org

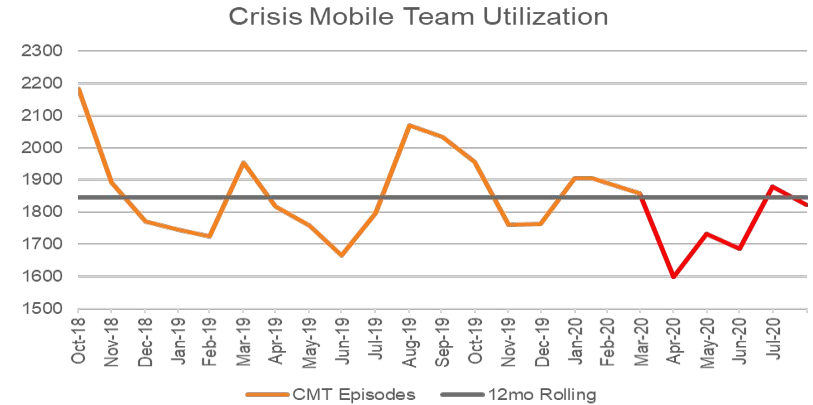
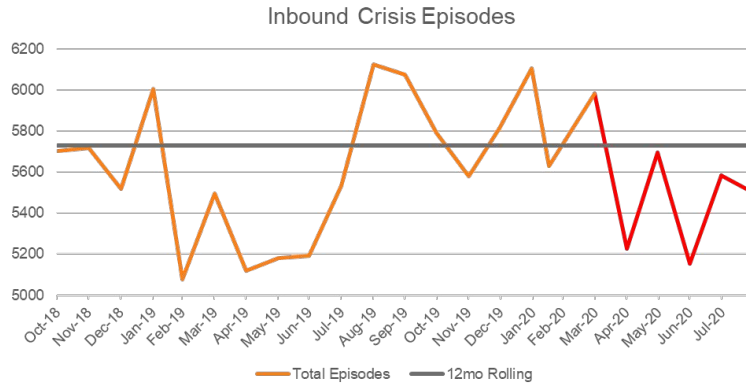


paxtools

Southern Arizona Crisis Line Update

Johnnie Gasper
Manager - Crisis System
Arizona Complete Health

Crisis System-Overview



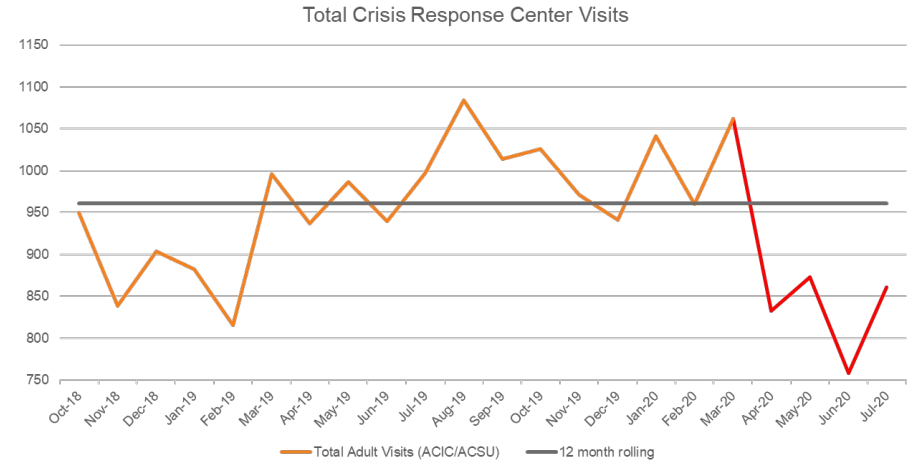
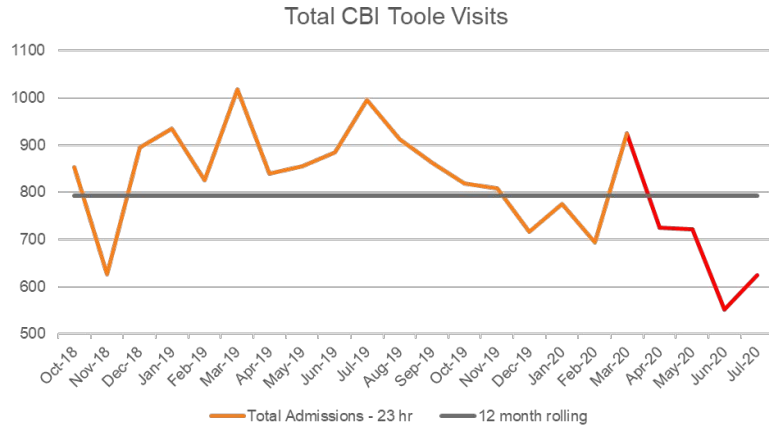
- **IB Episode Trends**

- Include 12mo rolling average
- Downward trend seems marked by stay at home order
- Remain under previous average most notably in August

- **CMT Trends**

- Included 12mo rolling avg.
- Downward shift under avg. beginning in April however trending upward
- Though not as high as in previous years we appear to be showing an upward trend in CMT utilization

Crisis System-Pima Obs



- **Volume Shifts**

- Charts for adult only
- Similar trend in youth however volume has increased in August 2020-pending report analysis
- LE drop offs and outpatient provider referrals shifts

- **Visit/Volume Review**

- Pima volume more largely affected
- Significant decrease noted in April
- July showed an increase from June-previously reported as extremely low volume month

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



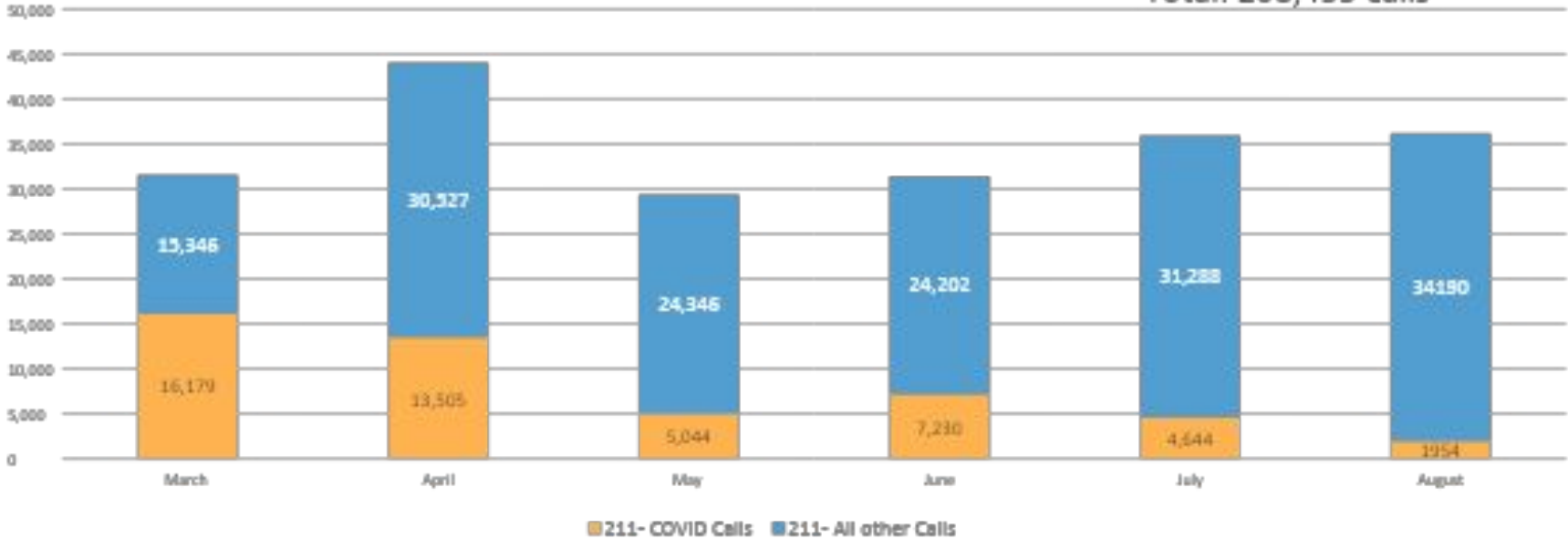
Primary Reason for Call
Testing information and availability
Information about COVID-19 (symptoms, how it's contracted/spread, vulnerable populations, etc)
Other
Travel, events, group gatherings
Resources: Financial assistance (eviction prevention, utility assistance, etc.)
Best sources of information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

211 Statewide Volume



Arizona

211 Call Volume
Total: 208,455 calls



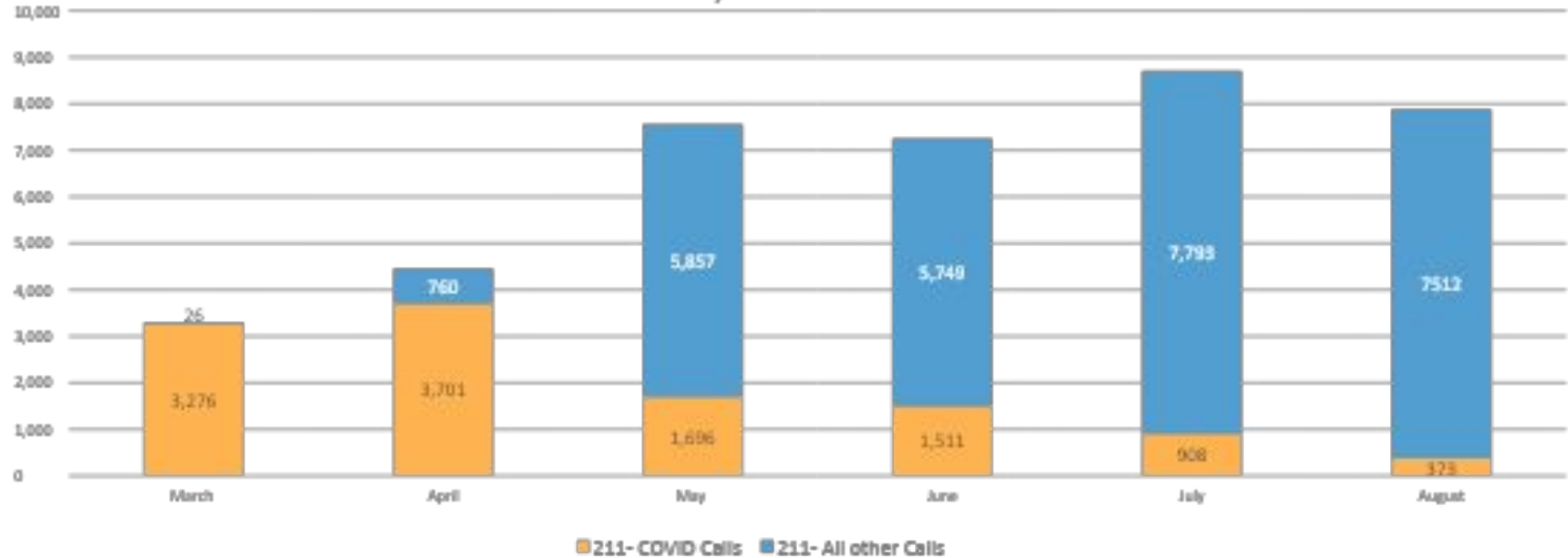
211 Statewide Volume



Arizona

Calls Handled by Staff

Total: 39,162 Calls



211 Statewide Volume



Top 5 Primary Reasons for Call	
Housing and Shelter	33%
Utility Assistance	22%
Disaster Assistance (COVID, CCP, Etc.)	9%
Emergency Food Assistance	7%
Healthcare	5%

Crisis Line Updates

August vs. September 2020*

Measure	August 2020	September 2020	Variance
Total Call Volume	14,297	14,048	1.7% Decrease
Mobile Team Dispatches	1,387	1,514	9.2% Increase
Reasons for Call			
Depression	397	439	10.6% Increase
Anxiety	537	600	11.7% Increase
Medical	229	213	7.0% Decrease
Suicidal/Self-Harm	1,717	1,748	1.8% Increase
Domestic Violence	64	63	1.6% Decrease
Population			
Adults	6,274	6,557	4.5% Increase
Children (<18)	916	1,149	25.4% Increase

Crisis Line Updates (2019 vs 2020)*

Measure	September 2019	September 2020	Variance
Total Call Volume	16,400	14,048	14.3% Decrease
Mobile Team Dispatches	1,578	1,514	4.1% Decrease
Reasons for Call			
Depression	380	439	15.5% Increase
Anxiety	404	600	48.5% Increase
Medical	208	213	2.4% Increase
Suicidal/Self-Harm	1,884	1,748	7.2% Decrease
Domestic Violence	84	63	25.0% Decrease
Population			
Adults	5,710	6,557	14.8% Increase
Children (<18)	1,143	1,149	0.5% Increase

Crisis Line Updates (2019 vs 2020)

Measure	March 1-Sept 20, 2019	March 1-Sept 20, 2020	Variance
Total Call Volume	156,425	142,968	8.6% Decrease
Mobile Team Dispatches	14,609	13,628	6.7% Decrease
Reasons for Call			
Depression	3,744	4,012	7.2% Increase
Anxiety	4,342	5,792	33.4% Increase
Medical	2,394	2,447	2.2% Increase
Suicidal/Self-Harm	17,181	16,384	4.6% Decrease
Domestic Violence	818	689	15.8% Decrease
Population			
Adults	60,280	62,728	4.1% Increase
Children (<18)	9,585	8,916	7.0% Decrease

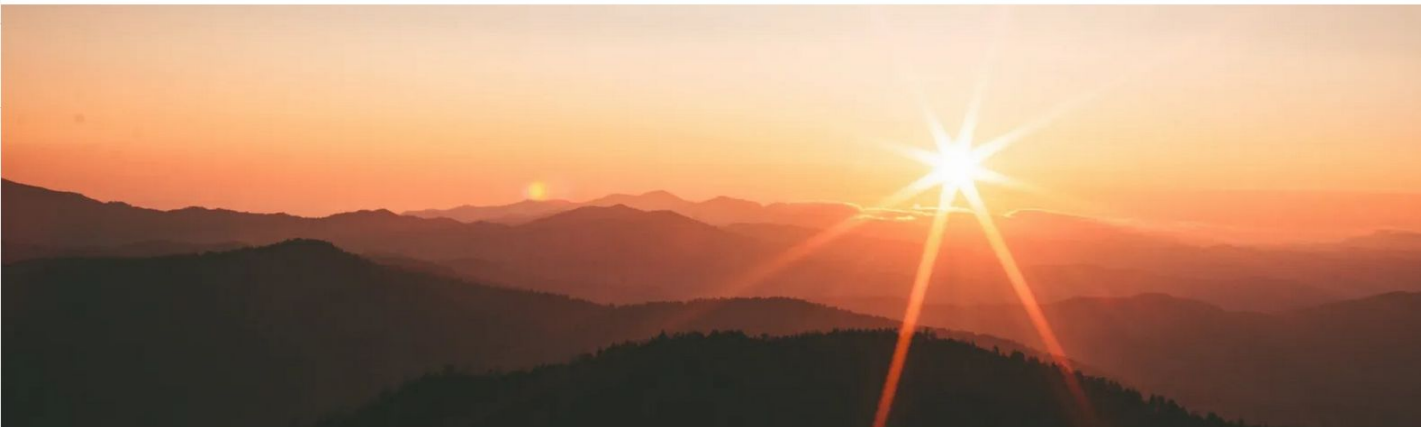
RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

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

RESILIENT *Arizona*
CRISIS COUNSELING PROGRAM

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.



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: GCS@lafc.org

Crisis Preparation and Recovery
Phone: 480-477-6662
Hours of operation: 7 AM - 4 PM
Email: CRP@lafc.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: CO@involvementcenter.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: 602-288-0955
Hours of operation: 8:30 AM - 5:30 PM
Email: CO@involvementcenter.org

SOUTHERN ARIZONA



La Frontera Center
Phone: 520-389-5665
Hours of operation: 8 AM - 7 PM
Email: GCS@lafc.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: CO@involvementcenter.org

Visit www.resilientarizona.org

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Primary Service	Number Served
Unique Referrals	2129
Individual Crisis Counseling	659
Group Counseling/Public Education	615
Brief Educational/Supportive Contact	1548
Total Unique Interactions	2822

RESILIENT *Arizona*

CRISIS COUNSELING PROGRAM

Other Contacts/Materials Distributed	
Hotline/helpline/lifeline contact	300
Telephone contact	923
E-mail contact	1937
Community networking and coalition building	1028
Material handed to people	4460
Material mailed to people	1796
Material left in public places	5198
Mass media	41
Social networking messages	472
Total	16,155



Questions, Open Discussion & Wrap Up

Thank you!

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