Welcome to today’s Behavioral Health Task Force Meeting

We will begin shortly. All lines have been automatically muted.

While you are waiting TEST YOUR AUDIO.
LISTEN FOR MUSIC.

Please use the chat feature for questions or raise your hand.

Thank you.
Behavioral Health Task Force Agenda

❖ Housekeeping: Lauren Prole
❖ Welcome: Dr. Sara Salek
❖ AHCCCS Update: Dr. Sara Salek
❖ Crisis Update & 988 State Planning Grant: Alex Herrera
❖ CCP Update: Justin Chase
❖ Banner Behavioral Health Epidemic Work: Dr. Sandy Stein
❖ Questions, Open Discussion & Wrap-Up: All
AHCCCS Update

Dr. Sara Salek, MD
Chief Medical Officer
AHCCCS
Crisis Data Review

Alexandra Herrera
Crisis Administrator
AHCCCS
Crisis Call Volume

December 2019 - December 2020

* Crisis Call Volume represents all incoming calls into the local & toll-free Crisis Line numbers

Statewide     Central GSA: Mercy    South GSA: AzCH    North GSA: HCA
Crisis Call Center - Top Reasons for Calls
December 2020 Statewide

- Follow-Up
- Domestic Violence
- Housing Problems
- Other
- Medical/Medications
- Depression
- Social Concerns
- Aggression/DTO
- Substance Use/Abuse
- Psychosis
- Anxiety
- Coordination of Care
- Self-Harm/Suicidal

0 500 1,000 1,500 2,000 2,500 3,000 3,500
Crisis Call Center - Top Reasons for Calls
December 2020
(By RBHA/GSA, Rate Per 100 Calls)

- Self-Harm/Suicidal
- Coordination of Care
- Anxiety
- Psychosis
- Substance Use/Abuse
- Aggression/DTO
- Social Concerns
- Depression
- Medical/Medications
- All Other

- Central GSA: Mercy (8,663 Calls)
- South GSA: AzCH (4,664 Calls)
- North GSA: HCA (1,325 Calls)
988 State Planning Grant

Alexandra Herrera
Crisis Administrator
AHCCCS
9-8-8 Legislation

National Suicide Hotline Designation Act (S. 2661)
- Signed into law on October 17, 2020
  - Designates 988 as the dialing code for the Lifeline
  - Increased Lifeline federal appropriation
  - Clears a path for states to deploy a local telecommunications fee to fund 988 (similar to how 911 is funded).

National Suicide Prevention Lifeline
1-800-273-8255

- Implementation on or before July 16, 2022
9-8-8 and Arizona Crisis Lines
9-8-8 Planning Grant

- $135K to be awarded 2/1/21 for 9-8-8 implementation planning.
- Funds will be used to establish a stakeholder coalition to discuss and consider consolidation of current in-state crisis call center services into a singular statewide network inclusive of 988, leveraging existing RBHA crisis call lines and the NSPL into a single statewide provider.
Resources / Contact

● AHCCCS Crisis Services Website:  
azahcccs.gov/BehavioralHealth/crisis.html

● AHCCCS Crisis Services FAQs:  
azahcccs.gov/AHCCCS/Downloads/ACC/View_Crisis_System_FAQs.pdf

● 988 Fact Sheet:  

● Contact: Alexandra Herrera - Crisis Administrator / Project Manager  
alexandra.herrera@azahcccs.gov  (602) 364-0975
COVID-19 Hotline & Crisis Line Updates

Justin Chase, LMSW, CPHQ, FACHE
Chief Executive Officer
Crisis Response Network
RESILIENT Arizona
CRISIS COUNSELING PROGRAM

Visit www.resilientarizona.org
# Resilient Arizona

## Crisis Counseling Program

<table>
<thead>
<tr>
<th>Primary Service</th>
<th>Number Served ISP</th>
<th>Number Served RSP</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique Referrals</td>
<td>1,759</td>
<td>2,866</td>
<td>4,625</td>
</tr>
<tr>
<td>Individual Crisis Counseling</td>
<td>571</td>
<td>841</td>
<td>1,412</td>
</tr>
<tr>
<td>Group Counseling/Public Education</td>
<td>557</td>
<td>1,717</td>
<td>2,274</td>
</tr>
<tr>
<td>Brief Educational/Supportive Contact</td>
<td>1,414</td>
<td>2,143</td>
<td>3,557</td>
</tr>
<tr>
<td>Total Unique Interactions</td>
<td>2,542</td>
<td>4,701</td>
<td>7,243</td>
</tr>
</tbody>
</table>

*Through November 18, 2020*
# RESILIENT Arizona
**CRISIS COUNSELING PROGRAM**

<table>
<thead>
<tr>
<th>Other Contacts/Materials Distributed</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotline/helpline/lifeline contact</td>
<td>791</td>
</tr>
<tr>
<td>Telephone contact</td>
<td>2,653</td>
</tr>
<tr>
<td>E-mail contact</td>
<td>5,757</td>
</tr>
<tr>
<td>Community networking and coalition building</td>
<td>2,428</td>
</tr>
<tr>
<td>Material handed to people</td>
<td>8,879</td>
</tr>
<tr>
<td>Material mailed to people</td>
<td>2,856</td>
</tr>
<tr>
<td>Material left in public places</td>
<td>10,829</td>
</tr>
<tr>
<td>Mass media</td>
<td>427</td>
</tr>
<tr>
<td>Social networking messages</td>
<td>3,021</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>37,641</strong></td>
</tr>
</tbody>
</table>
211 and COVID-19 Hotline

Arizona
211 Call Volume, Monthly Breakout

- May: 29,390
- June: 31,522
- July: 35,922
- August: 36,144
- September: 33,762
- October: 34,531
- November: 35,212
- December: 43,663
Top 5 Reasons for Calling

- Housing and Shelter, 34%
- Utility Assistance, 19%
- Disaster Relief Assistance, 7%
- Healthcare Coverage, 5%
- Food, 4%
211 general funding allowed CRN to stand up 211 specialty programs in short time frames. CRN has partnered with public and private partners to respond swiftly to community needs. **Partnering with 211 provides easy, 24/7, statewide access to needed services.**

<table>
<thead>
<tr>
<th>Program</th>
<th>Funder/Key Partner</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eviction Prevention Line</td>
<td>Arizona Department of Housing</td>
<td>1,166 applications submitted</td>
</tr>
<tr>
<td>Crisis Counseling Program Referrals</td>
<td>Federal Emergency Management Agency (FEMA) and Arizona Health Care Cost Containment System (AHCCCS)</td>
<td>4,188 referrals to crisis counselors</td>
</tr>
<tr>
<td>COVID-19 Resource and Referrals</td>
<td>Department of Economic Security (DES)</td>
<td>12,938 calls handled by a specialist</td>
</tr>
<tr>
<td>Contact Tracing</td>
<td>Maricopa County Department of Public Health</td>
<td>Over 80,271 calls</td>
</tr>
<tr>
<td>COVID-19 Compliance Hotline</td>
<td>Arizona Department of Health</td>
<td>Over 3,377 calls</td>
</tr>
</tbody>
</table>
COVID-19 and the Behavioral Health Epidemic

Sandy Stein, MD
CMO
Banner University Health Plans (BUHP)
COVID-19 and the Behavioral Health Epidemic

Sandy Stein, MD
CMO, Banner University Health Plans (BUHP)
Behavioral Health Epidemic Initiative

• Data: Critical implications from a public health perspective
• BH Epidemic Workgroup was developed to address the mental health crisis
• Collaborative brainstorming and development of a community-based strategy
• Over 75 community partners involved including DES, DCS, providers, schools, justice system, peers/members and other community stakeholders
• Critical focus is on public awareness and resource linkage including:
  o Education: Diagnosis
  o Pandemic associated behavioral health data
  o Stigma reduction
  o Access to resources/information
• Integrated focus: BH diagnosis and treatment-not just a BH issue
• Partnership with Sonora Quest Labs, Banner Urgent Cares and Crisis Response Network/CRN (Az. 211 line)
  o Planning a multimodal approach to get information out to the community
  o Leveraging technology
• Tremendous community energy behind this!
Behavioral Health Epidemic Initiative

**Does COVID-19 Have You Feeling Stressed, Down or Using Drugs or Alcohol?**

Over 40% of adults have reported mental health symptoms during the pandemic. **You are not alone.**

2.1.1

Arizona

Banner University Health Plans
Does COVID-19 have you feeling stressed, down or using drugs or alcohol?

Over 40% of adults have reported mental health symptoms during the pandemic. You are not alone. Getting help is easy.

Dial 2-1-1 or visit 211arizona.org
Behavioral Health Initiative Epidemic (Continued)

Discussion/Questions??
Questions, Open Discussion & Wrap Up

Next Meeting - February 26th
Thank you!

- See the Behavioral Health Task Force web page for meeting past meeting presentations -
  https://www.azahcccs.gov/AHCCCS/CommitteesAndWorkgroups/BehavioralHealthTaskForce.html

- Send future topics you want to discuss to lauren.prole@azahcccs.gov