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.swhd.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.

www.Birthtofivehelpline.org
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
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

THINKING
Collaborative Exploration
- ARC Middle
- Affect Contained
- Understanding baby together

DOING
Capacity Building
- Parent attuned to baby
- Parent helping baby
- Parent ready to try a new way
- Fussy Baby Moment
- Angel moment

REFLECTING
Integration
- ARC End
- Insight/discovery
  "aha" moment

FEELING
Empathic Inquiry
- ARC Beginning
- Verbal/non-verbal
  intense feeling

Mindful Self-Regulation
- Provider feels dysregulated

CALMING
Parent's Urgent Concern

Increase Parental Confidence
Strengthen Parent-Infant Relationship
Promote Healthy Development of Parents & Infant
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.
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
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
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!
Who is pax tools for School@Home for?
Objectives of \textit{pax tools 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.
Who can present PAX Tools for School@Home™?

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 PAXIS Trainer
That’s me!

PAX Tools Community Educator
That’s you!

Community Members
Parents, Caregivers, Youth Workers

Children and Adolescents!
Coming March 2021!
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
Southern Arizona Crisis Line Update

Johnnie Gasper
Manager - Crisis System
Arizona Complete Health
• 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 shit 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
# COVID-19 Hotline - Program Data Report

**Report Dates:**

3/20/2020 through 9/6/2020

<table>
<thead>
<tr>
<th>Program Summary</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID-19 Hotline Inbound Calls</td>
<td>49,552</td>
</tr>
<tr>
<td>COVID-19 Hotline Calls Handled by Agent</td>
<td>11,771</td>
</tr>
<tr>
<td>Transferred to Poison Control</td>
<td>12,299</td>
</tr>
</tbody>
</table>
# Statewide COVID-19 Hotline

## Primary Reason for Call

<table>
<thead>
<tr>
<th>Reason</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Testing information and availability</td>
<td></td>
</tr>
<tr>
<td>Information about COVID-19 (symptoms, how it's contracted/spread, vulnerable populations, etc)</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Travel, events, group gatherings</td>
<td></td>
</tr>
<tr>
<td>Resources: Financial assistance (eviction prevention, utility assistance, etc.)</td>
<td></td>
</tr>
<tr>
<td>Best sources of information</td>
<td></td>
</tr>
<tr>
<td>Treatment</td>
<td></td>
</tr>
<tr>
<td>Resources: Housing and homelessness</td>
<td></td>
</tr>
</tbody>
</table>
211 Statewide Volume

211 Call Volume
Total: 208,455 calls

March: 13,346 (16,179) 211- COVID Calls, 211- All other Calls
April: 30,327 (13,505)
May: 24,346 (5,044)
June: 24,202 (7,230)
July: 31,288 (4,644)
August: 34,180 (7,974)
211 Statewide Volume

Calls Handled by Staff
Total: 39,162 Calls

- March: 3,276 (211 COVID Calls), 26 (211 All other Calls)
- April: 3,701 (211 COVID Calls), 760 (211 All other Calls)
- May: 1,896 (211 COVID Calls), 5,857 (211 All other Calls)
- June: 1,511 (211 COVID Calls), 5,748 (211 All other Calls)
- July: 908 (211 COVID Calls), 7,793 (211 All other Calls)
- August: 373 (211 COVID Calls), 7,512 (211 All other Calls)
## 211 Statewide Volume

### Top 5 Primary Reasons for Call

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing and Shelter</td>
<td>33%</td>
</tr>
<tr>
<td>Utility Assistance</td>
<td>22%</td>
</tr>
<tr>
<td>Disaster Assistance (COVID, CCP, Etc.)</td>
<td>9%</td>
</tr>
<tr>
<td>Emergency Food Assistance</td>
<td>7%</td>
</tr>
<tr>
<td>Healthcare</td>
<td>5%</td>
</tr>
</tbody>
</table>
# Crisis Line Updates
## August vs. September 2020*

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

*Through the 20th of the month
## Crisis Line Updates (2019 vs 2020)*

<table>
<thead>
<tr>
<th>Measure</th>
<th>September 2019</th>
<th>September 2020</th>
<th>Variance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Call Volume</td>
<td>16,400</td>
<td>14,048</td>
<td>14.3% Decrease</td>
</tr>
<tr>
<td>Mobile Team Dispatches</td>
<td>1,578</td>
<td>1,514</td>
<td>4.1% Decrease</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Reasons for Call</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Depression</td>
<td>380</td>
<td>439</td>
<td>15.5% Increase</td>
</tr>
<tr>
<td>Anxiety</td>
<td>404</td>
<td>600</td>
<td>48.5% Increase</td>
</tr>
<tr>
<td>Medical</td>
<td>208</td>
<td>213</td>
<td>2.4% Increase</td>
</tr>
<tr>
<td>Suicidal/Self-Harm</td>
<td>1,884</td>
<td>1,748</td>
<td>7.2% Decrease</td>
</tr>
<tr>
<td>Domestic Violence</td>
<td>84</td>
<td>63</td>
<td>25.0% Decrease</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Population</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>5,710</td>
<td>6,557</td>
<td>14.8% Increase</td>
</tr>
<tr>
<td>Children (&lt;18)</td>
<td>1,143</td>
<td>1,149</td>
<td>0.5% Increase</td>
</tr>
</tbody>
</table>

*Through the 20th of the month
## Crisis Line Updates (2019 vs 2020)

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

Visit www.resilientarizona.org
<table>
<thead>
<tr>
<th>Primary Service</th>
<th>Number Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique Referrals</td>
<td>2129</td>
</tr>
<tr>
<td>Individual Crisis Counseling</td>
<td>659</td>
</tr>
<tr>
<td>Group Counseling/Public Education</td>
<td>615</td>
</tr>
<tr>
<td>Brief Educational/Supportive Contact</td>
<td>1548</td>
</tr>
<tr>
<td>Total Unique Interactions</td>
<td><strong>2822</strong></td>
</tr>
</tbody>
</table>

*Through September 20, 2020*
### Other Contacts/Materials Distributed

<table>
<thead>
<tr>
<th>Contact/Material</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hotline/helpline/lifeline contact</td>
<td>300</td>
</tr>
<tr>
<td>Telephone contact</td>
<td>923</td>
</tr>
<tr>
<td>E-mail contact</td>
<td>1937</td>
</tr>
<tr>
<td>Community networking and coalition building</td>
<td>1028</td>
</tr>
<tr>
<td>Material handed to people</td>
<td>4460</td>
</tr>
<tr>
<td>Material mailed to people</td>
<td>1796</td>
</tr>
<tr>
<td>Material left in public places</td>
<td>5198</td>
</tr>
<tr>
<td>Mass media</td>
<td>41</td>
</tr>
<tr>
<td>Social networking messages</td>
<td>472</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>16,155</strong></td>
</tr>
</tbody>
</table>

*Through September 20, 2020*
Questions, Open Discussion & Wrap Up

Thank you!

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