



**ARIZONA  
PSYCHIATRIC  
SOCIETY**



# **988 & How to Access the Arizona Crisis System**

A Virtual Webinar  
Tuesday, November 1, 2022  
6:00 PM – 7:30 PM

**Larry Mecham**

President  
Arizona Psychiatric Society

**CJ Loiselle**

Crisis Administrator  
AHCCCS

**Tenasha Hildebrand**

Crisis & Veterans Services Administrator  
Mercy Care

**Margie Balfour**

Chief of Quality & Clinical Innovation  
Connections Health Solutions

**Andrew Erwin**

Chief Operating Officer  
Solari Crisis & Human Services

**Johnnie Gasper**

Director, Justice & Crisis Systems  
AZ Complete Health / Care 1<sup>st</sup>

Agenda		
<b>Welcome and Introductions</b>	<b>Stephen (Larry) Mecham, DO</b> President, Arizona Psychiatric Society	5 min
<b>Overview of crisis care</b> and why Arizona is a national leader	<b>Margie Balfour, MD, PhD, DFAPA</b> Chief of Quality & Clinical Innovation Connections Health Solutions	10 min
<b>The Arizona Crisis System</b>	<b>C. J. Loiselle</b> Crisis Administrator Arizona Health Care Cost Containment System	15 min
<b>Statewide Crisis Line:</b> 988, 911 Integration, Mobile Team Dispatch	<b>Andrew Erwin</b> Chief Operating Officer Solari Crisis & Human Services	15 min
<b>Central RBHA Overview:</b> Crisis Services, Local Details – Mobile Teams, Crisis Facilities, Second Responders, Law Enforcement	<b>Tenasha Hildebrand</b> Crisis & Veteran Services Administrator Mercy Care	15 min
<b>North &amp; Southern RBHA Overview:</b> Crisis Services, Local Details – Mobile Teams, Crisis Facilities, Second Responders, Law Enforcement	<b>Johnnie Gasper</b> Director, Justice & Crisis Systems Arizona Complete Health / Care 1st	15 min
<b>Discussion / Q&amp;A</b>	<b>All</b>	15 min

*The speakers have no financial relationships to disclose.*

(Very Brief)

# Overview of Crisis Care in the US & Why Arizona is a National Leader

**Margie Balfour, MD, PhD**

Chief of Quality & Clinical Innovation

Connections Health Solutions

Associate Professor of Psychiatry, University of Arizona

[margie.balfour@connectionshs.com](mailto:margie.balfour@connectionshs.com)





# Every day in America...

## 911 • WHAT'S YOUR EMERGENCY?

“I’m having  
chest pain.”



“I’m having  
suicidal thoughts.”



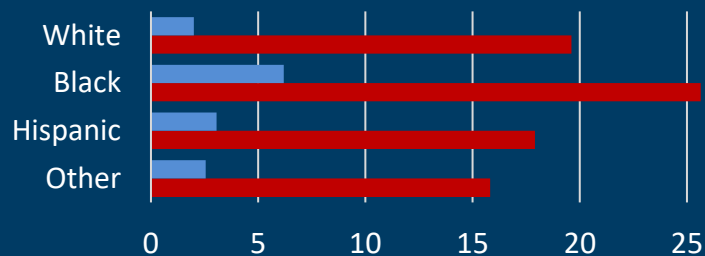
# 911: What happens after the call?

## Police-Involved Deaths

- **One Quarter** of police involved shooting deaths involve mental illness
- Half occur in the person's home
- Black Americans with Mental Illness have the highest rates of death
- ...and are less likely to call 911 for help with a mental health emergency

### US Death Rate by Police per million

■ WithOUT Mental Illness ■ WITH Mental Illness



Saleh AZ, Appelbaum PS, Liu X, Scott Stroup T, Wall M. (2018) Deaths of people with mental illness during interactions with law enforcement. *Int J Law Psychiatry* 58:110–6

## Jails: The New Asylums

- The “Divert to What?” Question
- **Prevalence of mental illness in our jails & prisons is 3-4x that of the US population**
- Inmates with mental illness
  - Often do not get needed treatment
  - Incarcerated 2x as long at 2x the cost
  - 3x more likely to be sexually assaulted in jail
  - More likely to be homeless, unemployed, re-arrested upon release



## ED Boarding

- **62% of EDs report they have no psychiatric services available**
- Without treatment, inpatient is the default disposition, and people wait for hours for transfer to a psych hospital
  - *Increased risk:* Assaults, injuries, self-harm
  - *Increased cost:* \$2300/day
  - *Poor patient experience:* Nontherapeutic environment with untrained staff



- Nordstrom K et al.. *West J Emergency Med*. 2019 Jul 22;20(5):690-695. <http://doi.org/10.5811/westjem.2019.6.42422>

# 911 • WHAT'S YOUR? EMERGENCY?

“I’m having chest pain.”



“I’m having suicidal thoughts.”



## SAMHSA’s Vision

*“Someone to call”*



*“Someone to respond”  
(mobile crisis)*



*“A safe place to go”  
(crisis facilities)*

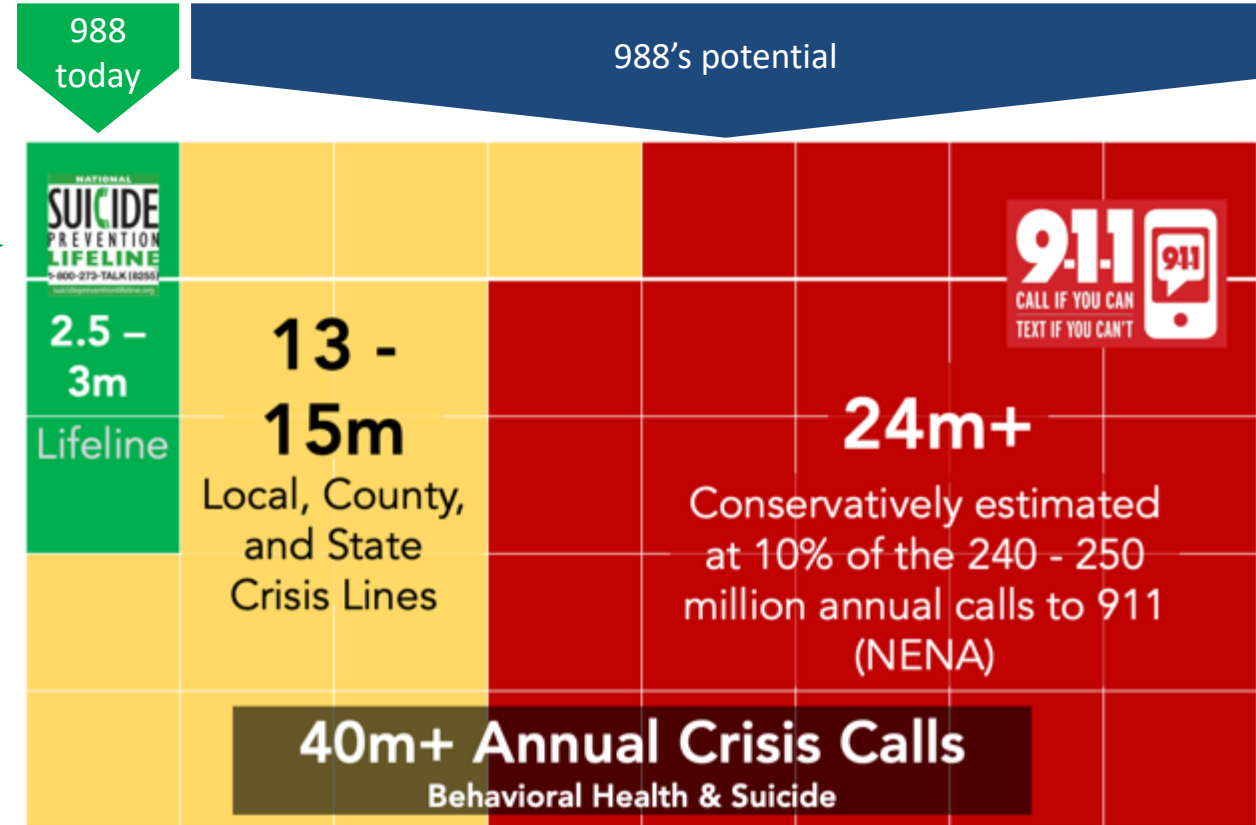


## 988 is the new nationwide 3-digit number for BH emergencies

- Launched July 2022!
- **Connects to the National Suicide Prevention Lifeline (currently 1-800-273-TALK)** →
- Network of nearly 200 call centers with call-takers trained in suicide/crisis intervention
- 24/7 call, text, or chat ([988lifeline.org](https://988lifeline.org))
- National standards
  - SAMHSA oversight
  - single national administrator*Vibrant Emotional Health: [www.vibrant.org](https://www.vibrant.org)*
- More info at [samhsa.gov/988](https://samhsa.gov/988)

Today, we can't imagine 911 without thinking of the response system that goes with it (EMS, fire, ERs, trauma centers, etc.)

**988 is the first step towards a comparable system for behavioral health emergencies.**





# What happens after the 988 call? It depends on where you live.

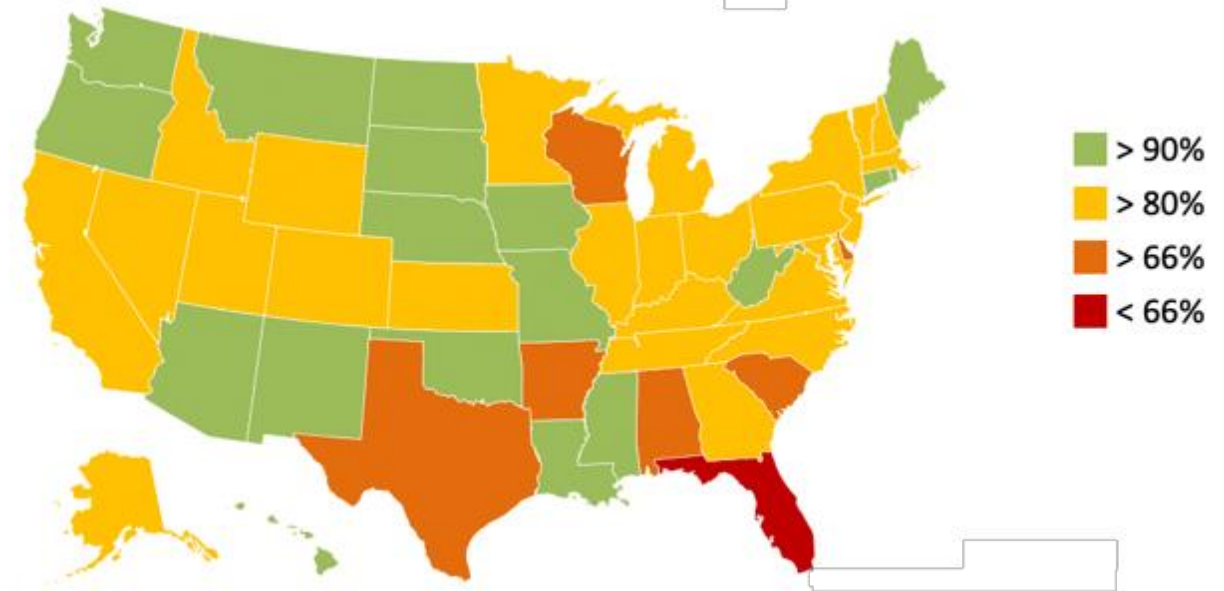
For the ideal outcome, 988 callers need to

- Be routed to a local call center
- Connect to local crisis services (*someone to respond, a safe place to go*)

## Challenges:

- Calls are routed based on the area code of the caller's phone, not their geolocation
- Variable call center performance across states
- Inconsistent access to crisis services across communities

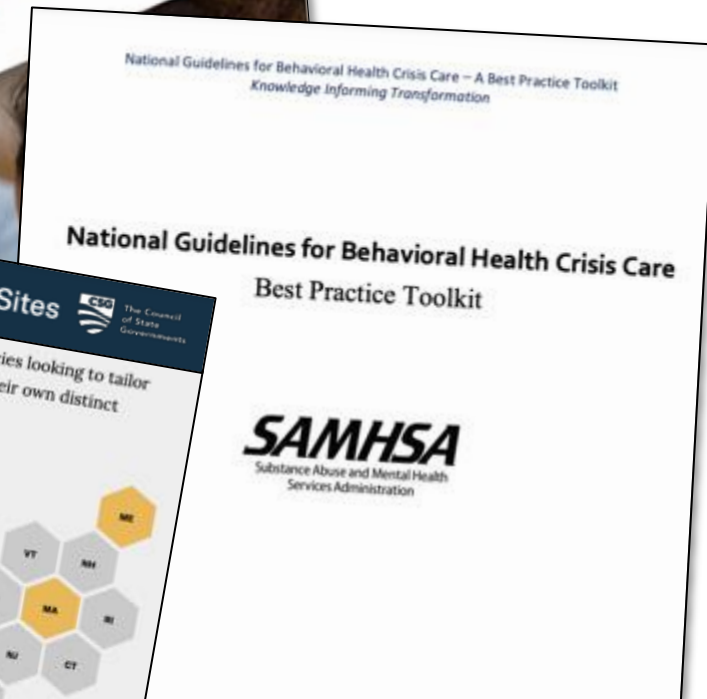
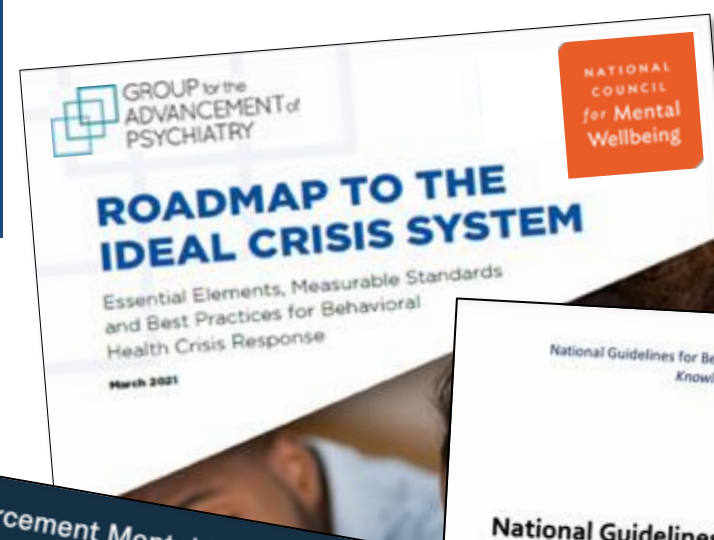
988 In-State Answer Rate



Aug 2022 (first full month of 988 data) from <https://988lifeline.org/our-network/#>

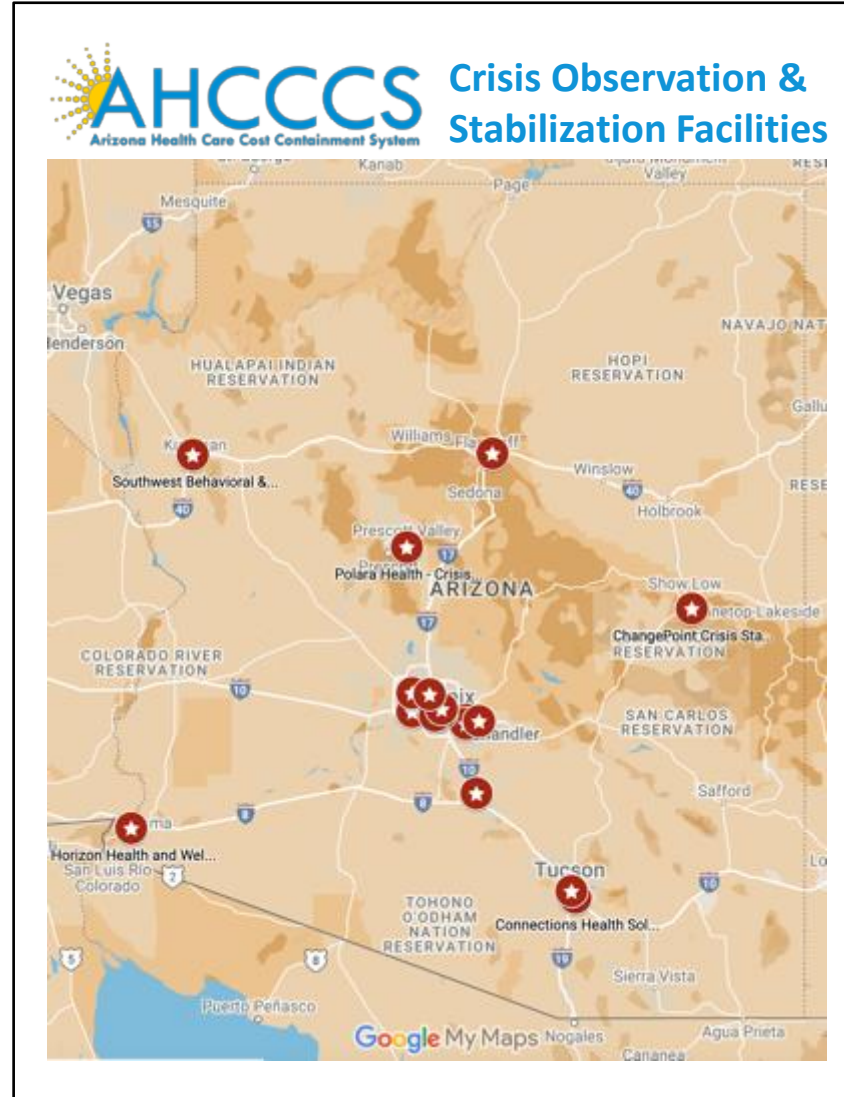
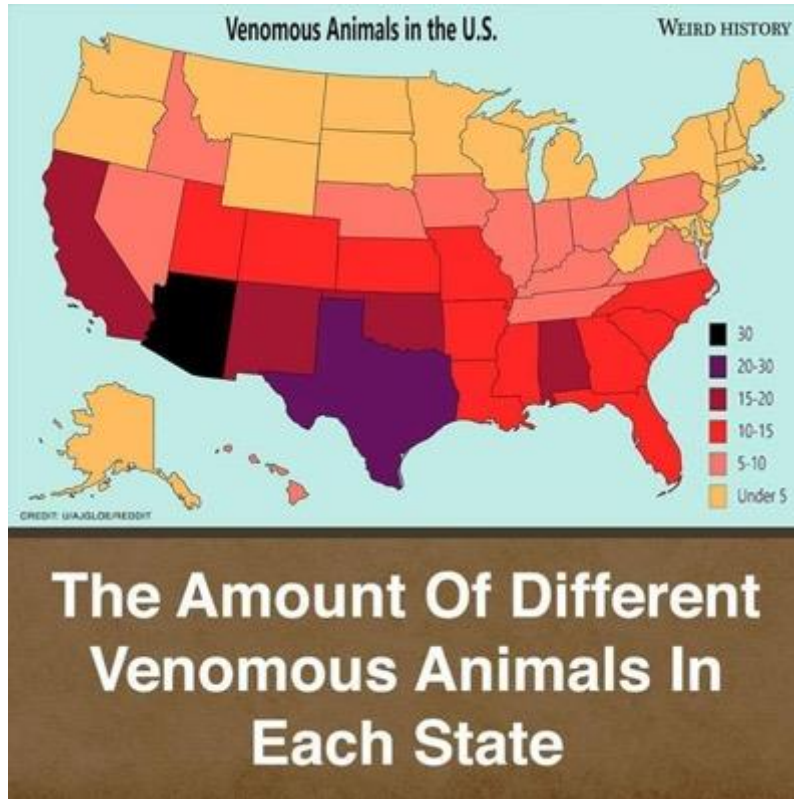


The time is right for an unprecedented nationwide expansion in crisis care...



...and the Arizona Crisis System is often cited as a model to emulate.

# What's so special about Arizona?



**Arizona**  
**has been developing**  
**its crisis system**  
**for 30 years.**

It has evolved into a coordinated system aligned towards common goals that are both clinically and fiscally responsible:

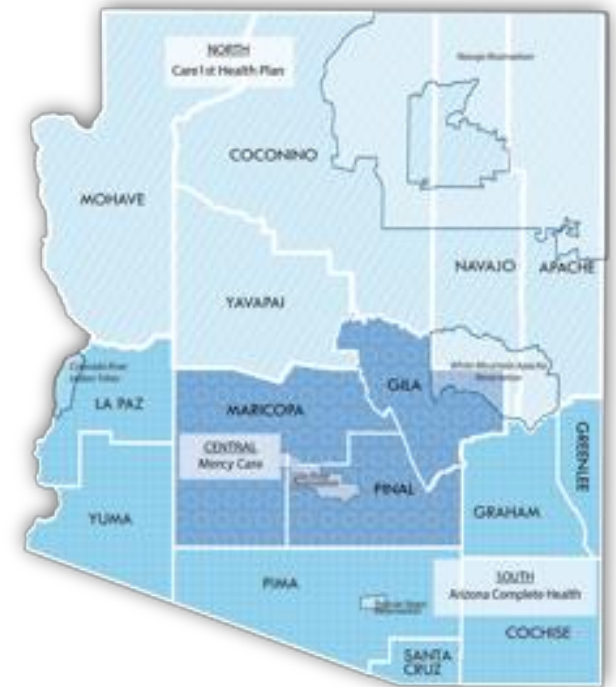
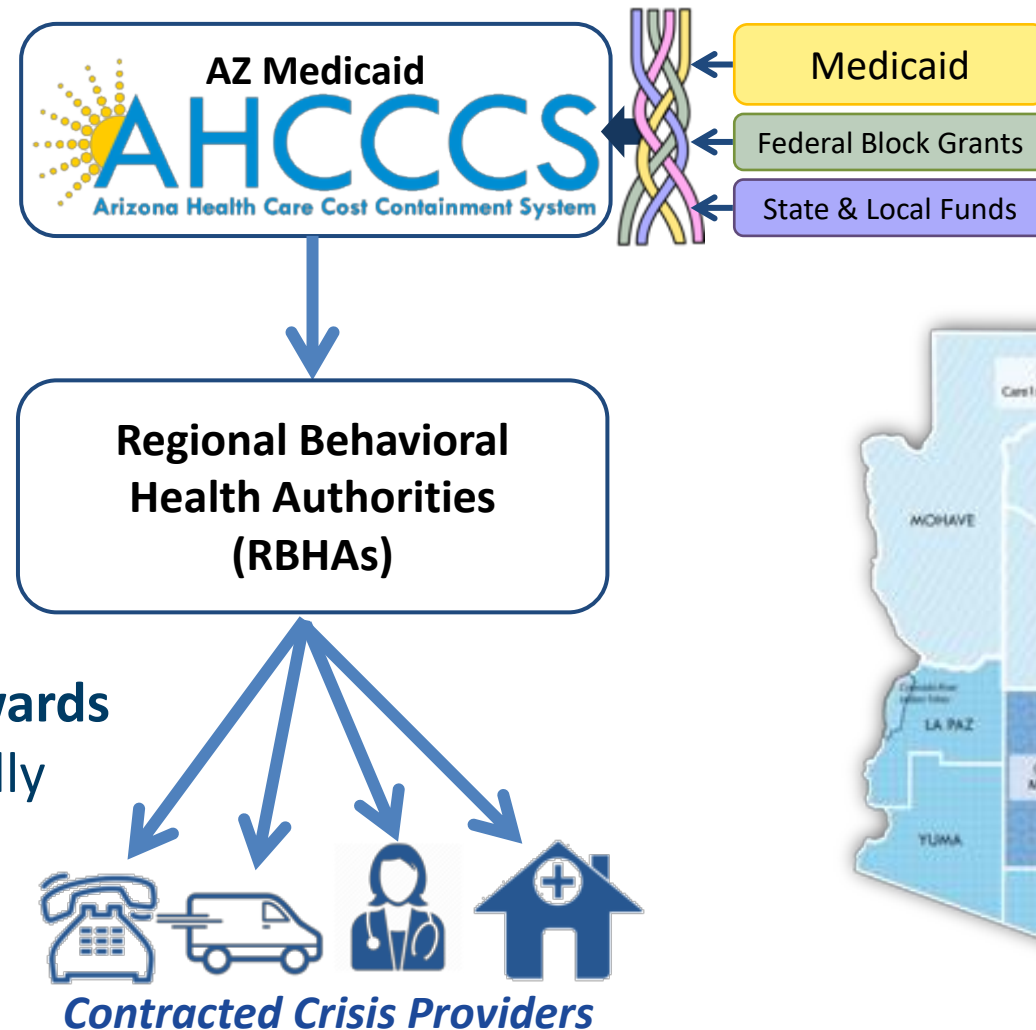
- **Decrease**  
*use of ED, hospital, jail*
- **Increase**  
*community stabilization*



# Arizona Crisis System Financing & Governance Structure

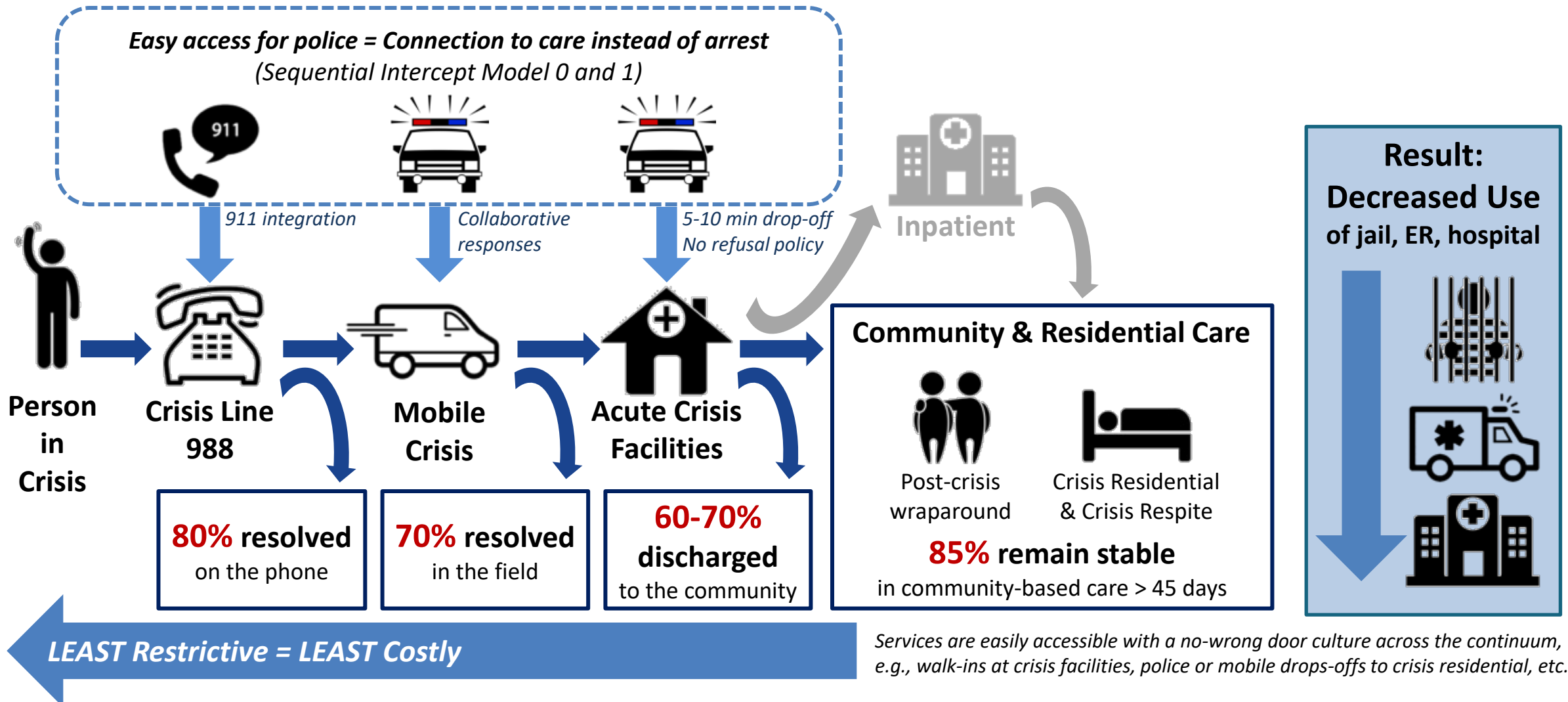
*creates the foundation for an organized, coordinated, & sustainable system*

- A “**braided**” funding model maximizes the impact of multiple funding streams, creating a sustainable system that can serve everyone regardless of payer.
- A single “**accountable entity**” creates the structure for strategic planning and oversight.
- Contracted services are **aligned towards common goals** that are both clinically desirable & fiscally responsible:
  - *DECREASE use of ER, Hospital, Jail*
  - *INCREASE community stabilization.*



# Alignment of crisis services toward common goals

## *care in the least restrictive (and least costly) setting*





# Police + BH System Collaboration Model for Crisis Response

## Breaking the Crisis Cycle

**Outreach & follow-up can “break the cycle”** by ensuring that the person is connected to the care they need to stay well in the community. Community-based peers and/or clinicians work with LE to help with engagement and navigating the mental health system.

## Prevention

- Outreach
- Follow-up
- Multiple touches
- Lower urgency

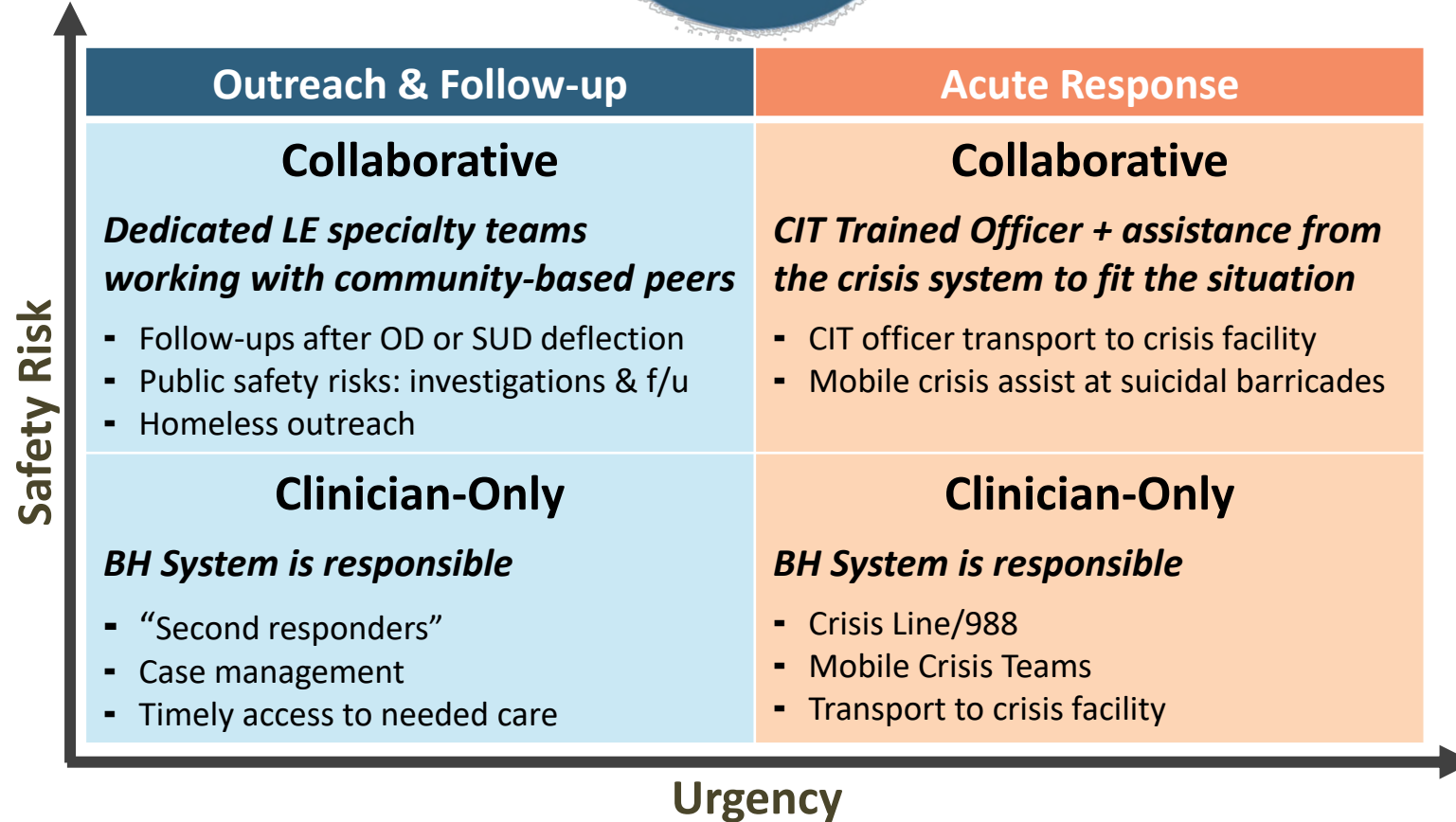


## Response

- De-escalation
- Intervention
- Discrete event
- Higher urgency

## Health-First Response

With 911/crisis line integration, calls are **triaged to a clinician-only response as early and often as possible**, with law enforcement involvement reserved for cases with higher safety risk or criminal nexus. Responding officers are CIT-trained and can request additional assistance if needed.





# Arizona Crisis Services and 988 Integration

CJ Loiselle, Deputy Assistant Director, Division of Grants Administration

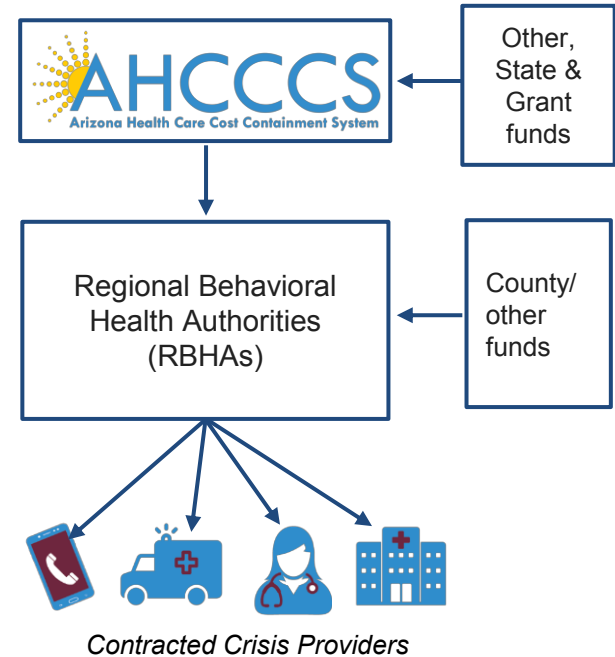
Arizona Health Care Cost Containments System (AHCCCS)



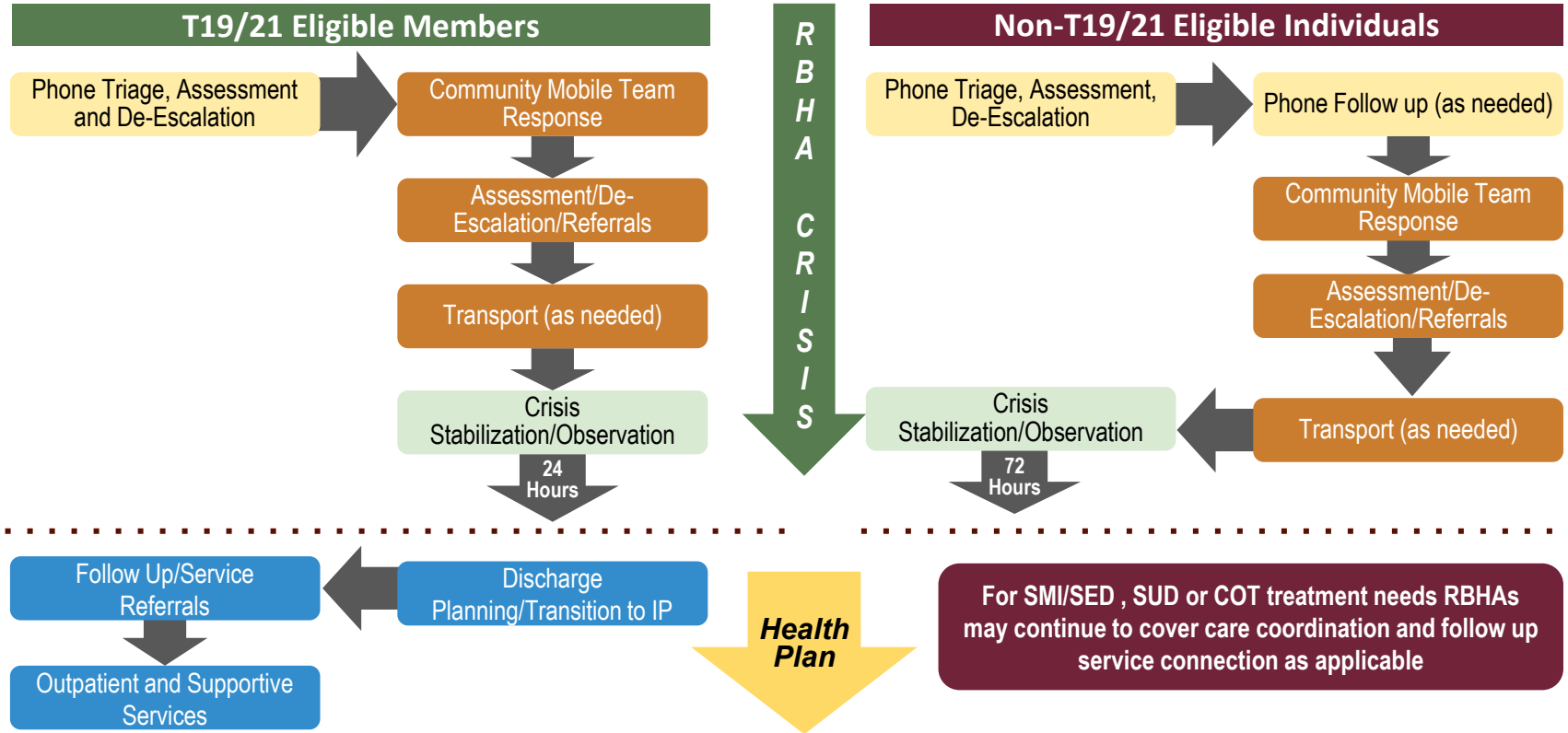
# AHCCCS Crisis System Responsibility

## Regional Behavioral Health Authorities (RBHAs):

- **North** (Care1st)
- **Central** (Mercy Care)
- **South** (Arizona Complete Health)



# AZ RBHA Crisis Coverage vs. Health Plan of Enrollment





# Arizona Crisis Hotlines

STATEWIDE: **Call 1-844-534-HOPE (4673), or Text 4HOPE (44673)**

Maricopa, Pinal, Gila Counties

Mercy Care: **1-800-631-1314 or 602-222-9444**

Cochise, Graham, Greenlee, La Paz, Pima, Santa Cruz and Yuma Counties

Arizona Complete Health: **1-866-495-6735**

Apache, Coconino, Mohave, Navajo and Yavapai Counties

Care1st: **1-877-756-4090**

Gila River and Ak-Chin Indian Communities: **1-800-259-3449**

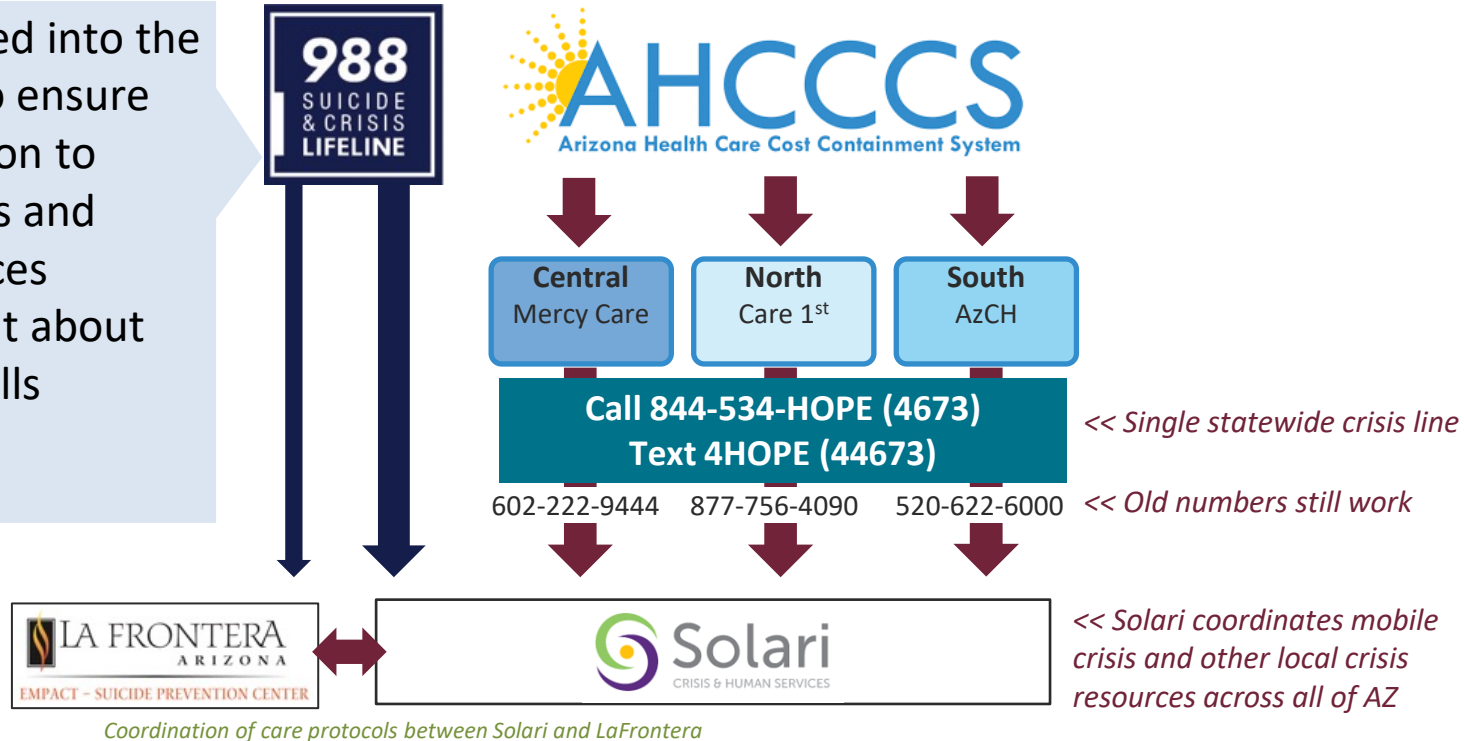
**Especially for Teens**

Teen Lifeline phone or text: **602-248-TEEN (8336)**

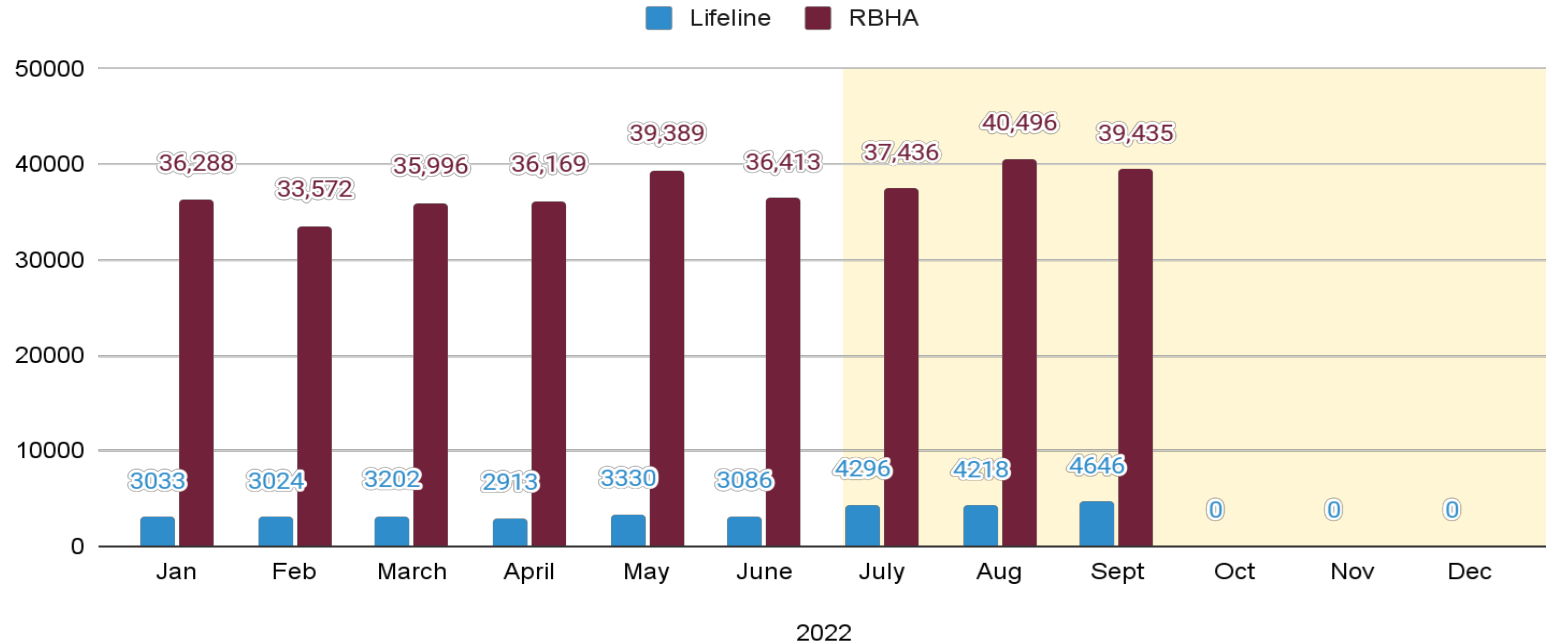


# How 988 flows into the Arizona Crisis System of Care

- 988 calls are routed into the AZ Crisis System to ensure seamless connection to crisis mobile teams and other local resources
- 988 calls represent about 10% of AZ Crisis calls



# 2022 Lifeline (988) vs. AZ Local Crisis lines



# Arizona Counties, Tribes and Population

15 Counties

22 Tribal Nations

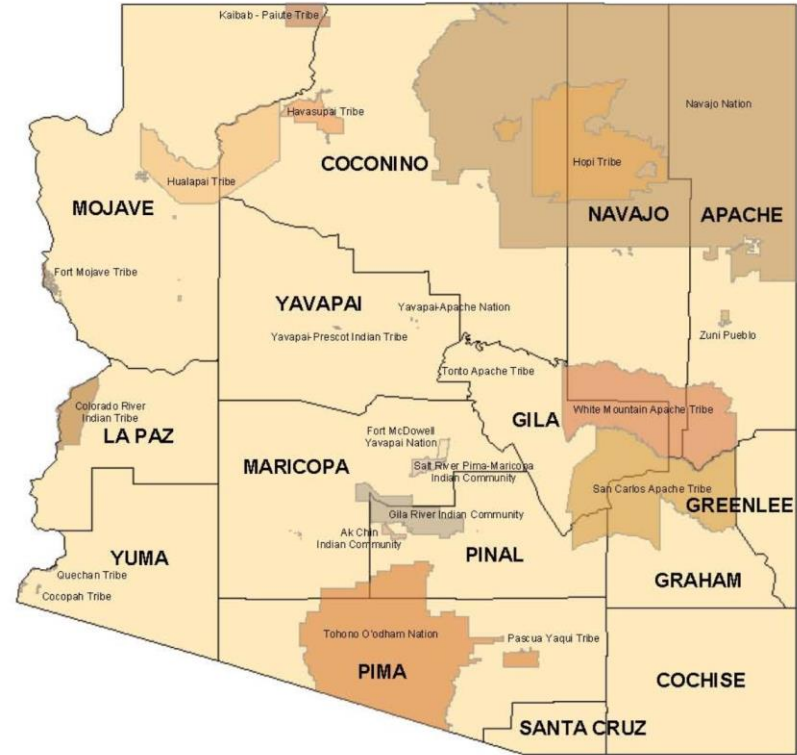
Population: 7.2 million (*AHCCCS enrolled 2.4m*)

**Contract year 2021:**

Total Calls Received Through AHCCCS/RBHA  
Lines: **428,214**

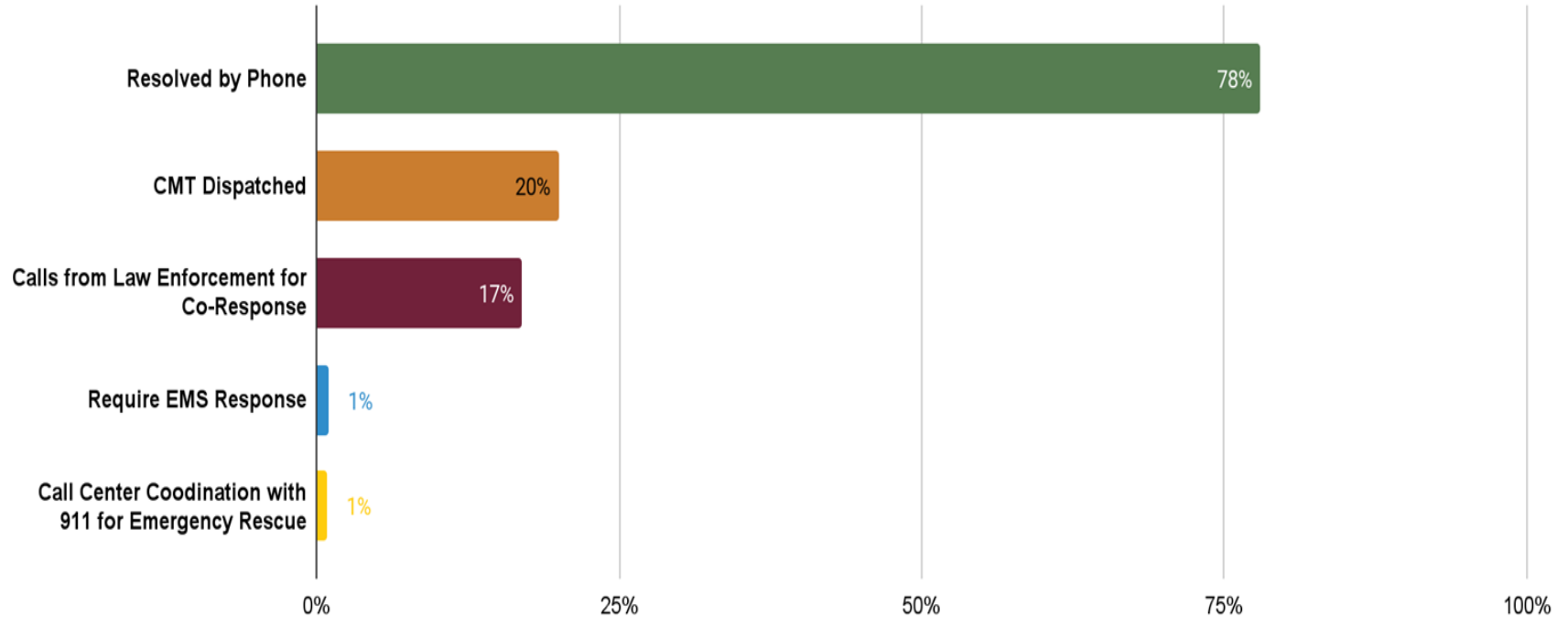
Total Arizona Residents Served By Crisis  
Mobile Teams: **46,746**

Total Arizona Residents Served by Crisis  
Stabilization Facilities: **53,219**





## AZ 2021 Crisis Call Disposition Percentages



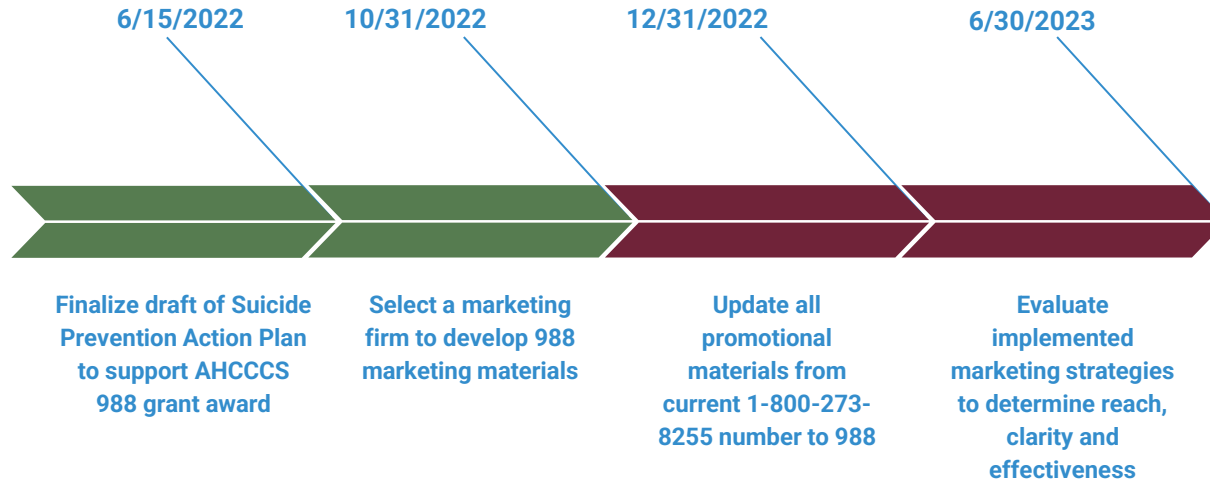
# Arizona 988 Marketing ADHS/AHCCCS

The Federal Government is not providing states with funding to advertise the new 988 number. ADHS will seek to fill this gap by using existing suicide prevention funding to mount a statewide, multi-modal advertising campaign. The 988 national crisis line rollout will be the most significant initiative for the ADHS 2022-2023 Arizona Suicide Prevention Action Plan.

## Planning priorities:

- Increasing awareness of the new, dial-anywhere number will allow an Arizonan in crisis to connect to help no matter where they are.
- Creating messaging and coordinating for an exhaustive awareness campaign.

# 988 ADHS Advertising Timeline



# Resources

- AHCCCS Crisis Services Website:  
[azahcccs.gov/BehavioralHealth/crisis.html](http://azahcccs.gov/BehavioralHealth/crisis.html)
- AHCCCS Crisis Services FAQs:  
<https://www.azahcccs.gov/BehavioralHealth/CrisisFAQ.html>
- 988 Fact Sheet: <https://www.fcc.gov/sites/default/files/988-fact-sheet.pdf>
- Arizona Suicide Prevention website: [azhealth.gov/suicide](http://azhealth.gov/suicide)
- Arizona Department Of Administration 911 Program:  
<https://az911.gov/about/current-training-opportunities/9-8-8>





# 988 & Accessing the Crisis System

November 1, 2022



# Inspiring *Hope*

- Providing crisis line services since 2007
- Nationally accredited
- 988 and statewide crisis lines in Arizona and Oklahoma
- Solari's Arizona crisis call center is the largest by volume in the country – taking 30,000 calls per month



# Best Practice Expectations



Incorporate Caller ID functioning



Implement GPS-enabled technology in collaboration with partner crisis mobile teams to more efficiently dispatch care to those in need



Utilize real-time regional bed registry technology to support efficient connection to needed resources



Schedule outpatient follow-up appointments with a warm handoff to support ongoing care following a crisis episode

# Minimum Expectations

Operate every moment of every day (24/7/365)

Staffed with clinicians overseeing clinical triage and other trained team members to respond to all calls

Answer every call or coordinate overflow coverage with a resource that also meets all crisis call center expectations

Assess risk of suicide in a manner that meets national suicide prevention lifeline standards and danger to others on every call

Coordinate connections to crisis mobile team services in the region

Connect individuals to facility-based care through warm hand-offs and coordination of transportation as needed

# Dashboard

## Benchmarks

Average Speed Of Answer

**3.86** seconds

Average Delay

**7** seconds

Call Abandonment Rate (<3%)

**0.1%**

## Volume & Dispatches

Crisis Call Volume

**21,330**

Mobile Team Dispatches

**1,145**

Crisis Transportation Dispatches

**405**

## First Responders



Fire Contacted CRN

**28**



CRN Contacted First Responders

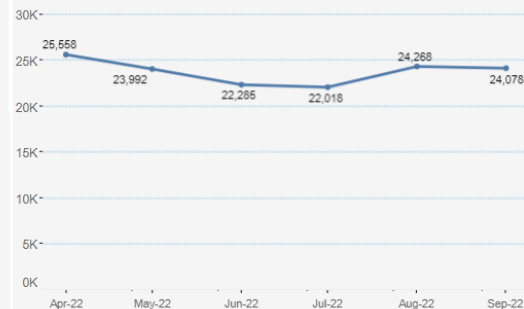
**28**



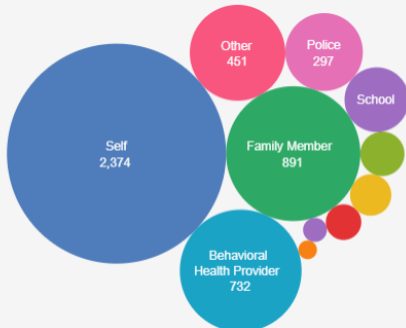
PD Contacted CRN

**297**

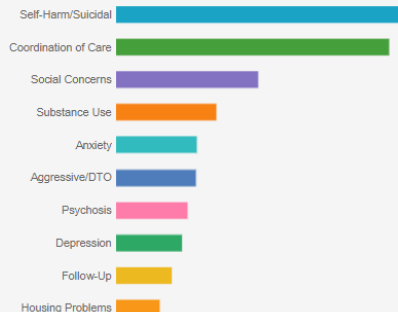
## Call Volume Trend



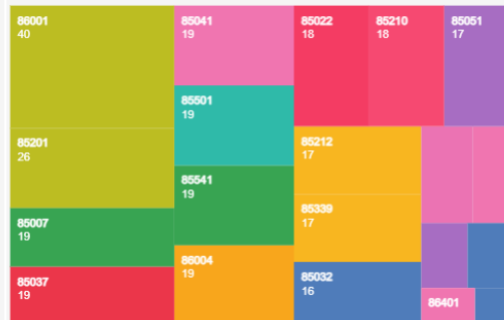
## Referral Sources



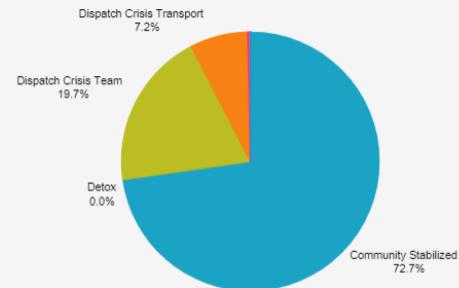
## Top 10 Reasons for Calling



## Top Areas Served



## What Happens After Calling CRN





# 988 Suicide & Crisis Lifeline

The 988 Suicide & Crisis Lifeline, formerly known as the National Suicide Prevention Lifeline, provides 24/7, free and confidential support to people in mental health-related distress or suicidal crises.



# System Oversight

**SAMHSA**  
Substance Abuse and Mental Health  
Services Administration

**AHCCCS**  
Arizona Health Care Cost Containment System

**988** SUICIDE & CRISIS  
LIFELINE

RBHA's

 **Solari**  
CRISIS & HUMAN SERVICES

 **LA FRONTERA**  
ARIZONA  
IMPACT - SUICIDE PREVENTION CENTER

# National vs. Local

## National

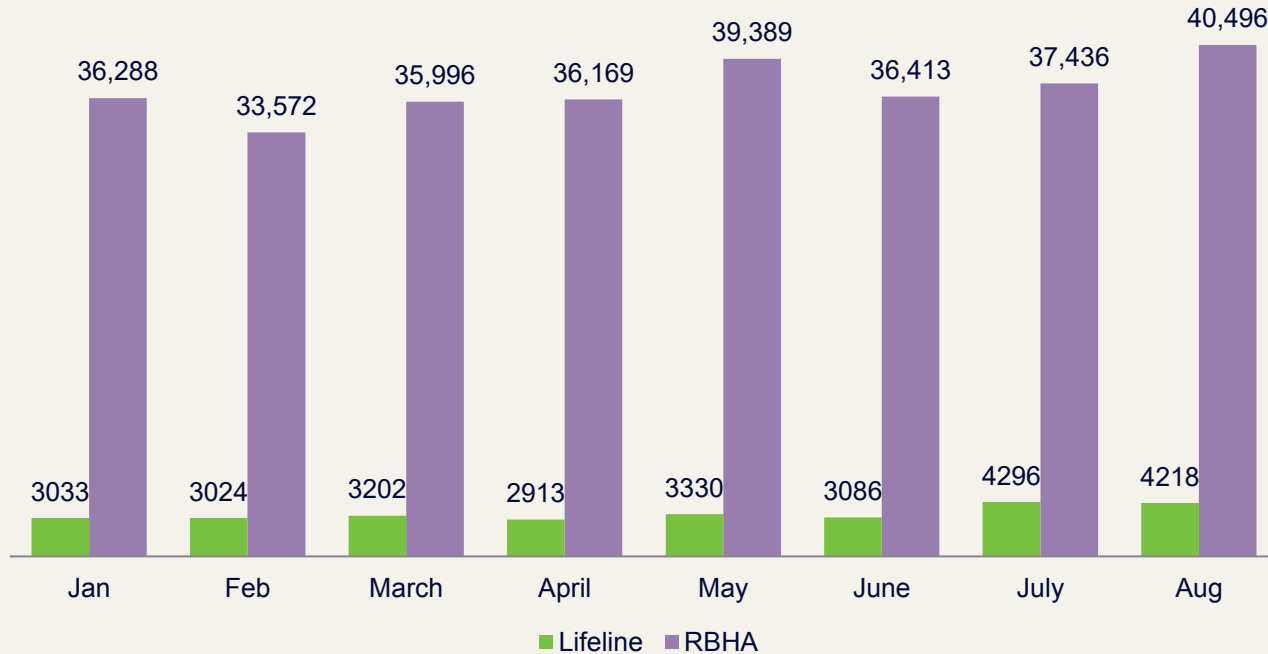
- Routed by area code
- You will first hear a recording, “Press 1 for veterans, press 2 for Spanish...”
- Call is then routed by area code
- A person will answer and if needed can dispatch mobile crisis teams if the responding center is local

## Local

- Routes directly to Solari
- A person will answer
- Ability to dispatch mobile crisis teams

Because Solari is the 988 and Statewide provider, Arizonans can expect a consistent response, regardless of what number you call

# 988 vs AZ Lifeline Call Volume



# Reasons for Calling

✓ Depression	✓ Anxiety	✓ Coordination of Care
✓ Psychosis	✓ Relationship/ Social Concerns	✓ Self-Harm
✓ Suicide	✓ Substance Use	✓ Danger to Others

# What to Expect

Calls/texts are answered quickly by a real person

We will ask for name, birthdate, and phone number

We will also ask if you are thinking about suicide or harming anyone else

You can remain anonymous

Information provided is private and confidential

Don't wait for a crisis, call early to help prevent a crisis

Call as a third party to get information or resources for another person



# 911 Diversion Components

## Collaboration

Building relationships and establishing trust

## Training

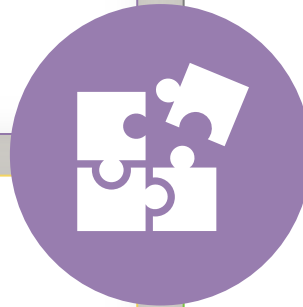
Provide information on the crisis system capabilities

## Policy Refinement

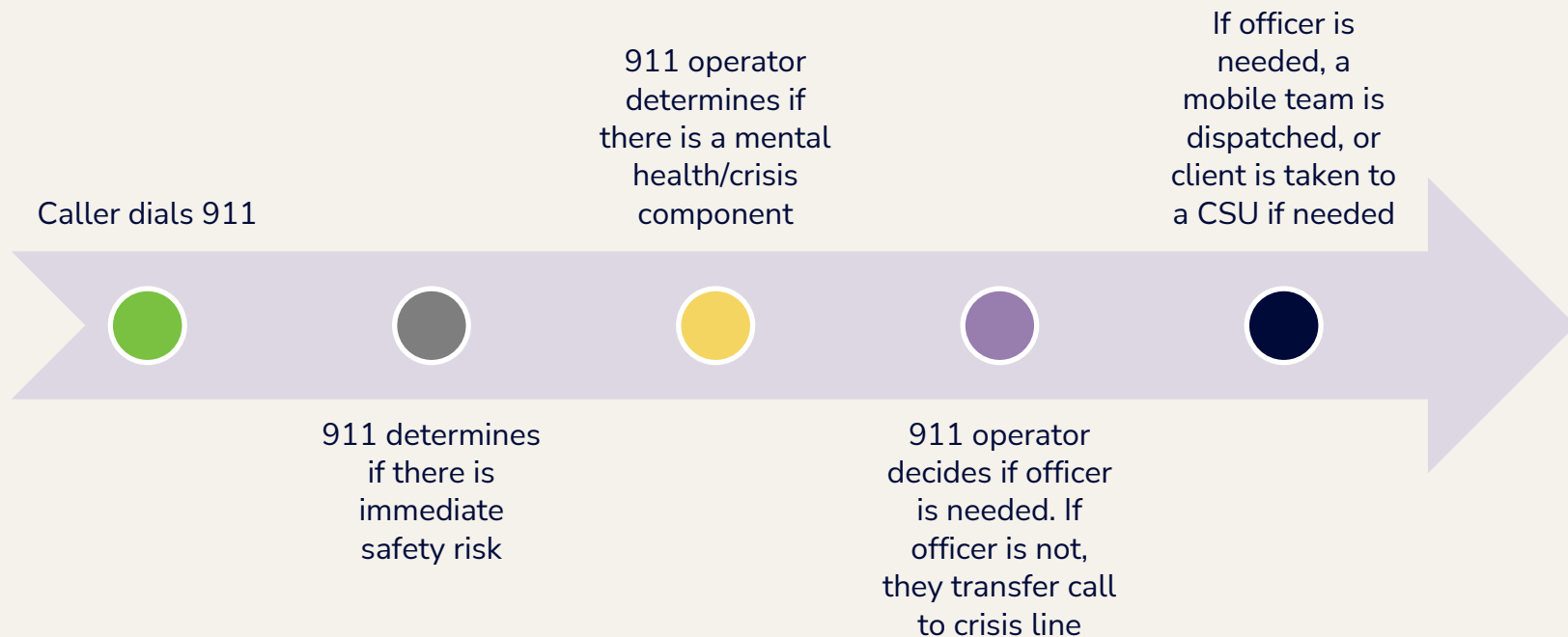
Align policies to establish clear guidelines between PD and crisis

## Co-Location

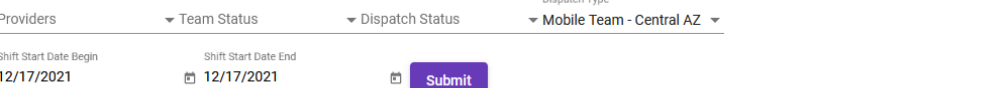
Integration of programs and real-time collaboration



# 911 Diversion Workflow



# Dispatch Management



A   Status: Dispatched

Downloaded from <http://ajph.org/> at University of California, San Francisco on June 11, 2015

# 211, 988, or 911

- Health and human services information such as utility assistance, food box, non-emergent transportation, employment support.

211



- Mental health related crisis line. Can assist with suicide prevention, substance use and other mental health challenges.

988



- Emergency services when someone's life is at imminent risk.

911



# Local Helplines

## Teen Lifeline

602-248-TEEN

3 PM – 9 PM

Teens supporting  
teens for non-crisis  
situations.  
Supervised by a  
licensed  
professional

## 2-1-1 Arizona

2-1-1

24/7

Information and  
referral for health  
and human  
services.

## Crisis Line

988 or 844-534-HOPE

24/7

Crisis and suicide  
prevention support.  
Access to mobile crisis  
teams and crisis  
transportation.



# Thanks!

Do you have any questions?

**Andrew Erwin, Esq.**  
Chief Operating Officer  
[Andrew.Erwin@solari-inc.org](mailto:Andrew.Erwin@solari-inc.org)







# 988 and How to Access the Arizona Crisis System Central GSA

Tenasha Hildebrand  
Crisis and Veteran Services Administrator

# Arizona Geographic Service Areas

ACC-RBHA/TRBHA Map  
Effective October 1, 2022



Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.

# Crisis Services



# Crisis Mobile Teams

*Operated by Terros Health, La Frontera- EMPACT, Spectrum, Horizon Health and Wellness, and CBI*

- Two-person teams delivering face to face crisis intervention
- Assess the individual's needs and risk, and provide crisis stabilization and intervention
- Provide community resource referrals to individuals and their caregivers, family members, and/or other natural supports. Coordinate care with connected providers
- Community stabilization is the goal, but they can transport to a higher level of care if need be
- Provide follow up the next day to ensure needs are met
- Children and adults served
- Crisis mobile teams are dispatched through the crisis line
- At times, law enforcement may be called along with a mobile team due to safety concerns at the location. Crisis mobile teams may also be requested by 911 call takers/dispatchers to respond alongside law enforcement for a warm handoff

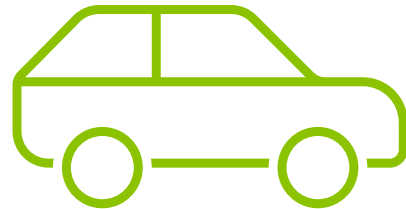


# Crisis Facilities

- Facility-based crisis intervention services to prevent harm, provide short-term observation and stabilization, adhere to a no wrong door approach to serve all individuals, address minor physical health needs, swift hand off from law enforcement and other public safety personnel, coordinate with providers and natural supports, develop discharge plans with connection to outpatient support, and ensure coordination to a higher level of care when clinically necessary and appropriate



Crisis line



Crisis mobile  
teams



Law  
enforcement/public  
safety



Community



# Voluntary Adult Facilities

## Community Bridges

- Central City Addiction Recovery Center (CCARC)- Phoenix
- East Valley Addiction Recovery Center (EVARC)- Mesa

## RI International

- Respite-Peoria

# Crisis Facilities-Adult Involuntary & Voluntary

## CBI Casa Grande

- *Operated by Community Bridges (CBI)*
- Casa Grande

## Community Psychiatric Emergency Center (CPEC)

- *Operated by Community Bridges (CBI)*
- Mesa

## Urgent Psychiatric Center (UPC)

- *Operated by Connections Health Solutions*
- Phoenix

## West Valley Access Point (WVAP)

- *Operated by Community Bridges (CBI)*
- Avondale

## Recovery Response Center (RRC)

- *Operated by RI International*
- Peoria

# Children's Crisis Facilities

*Operated by Mind 24/7*

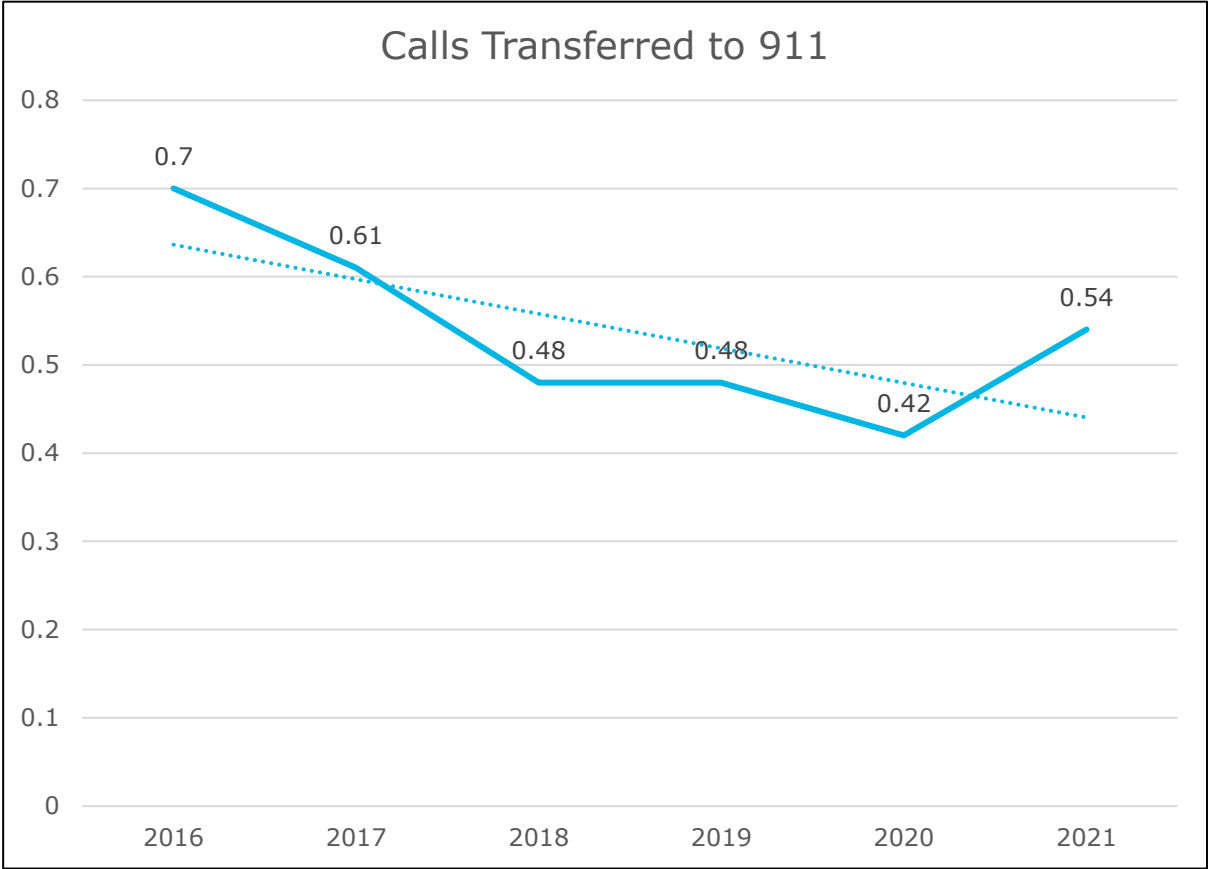
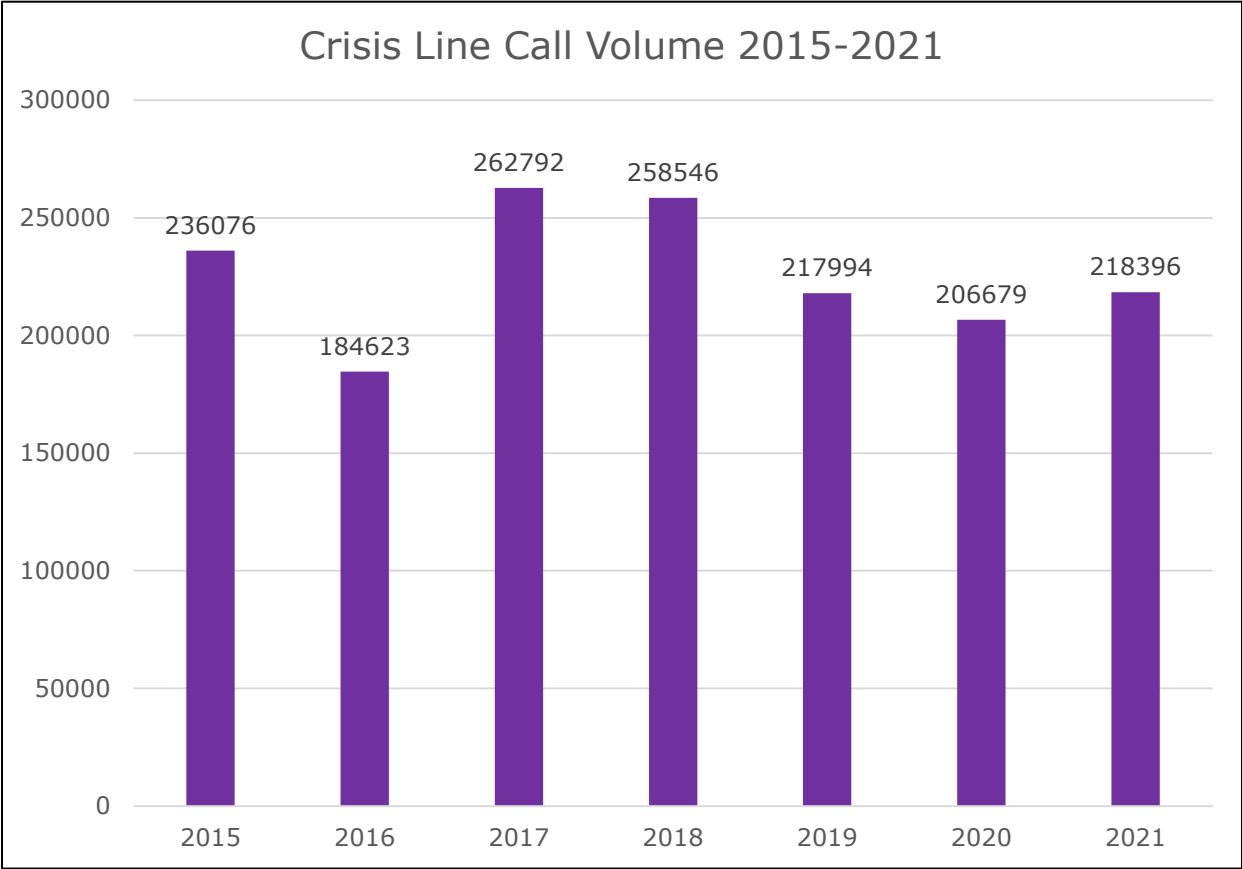
Thomas  
Phoenix

Metro  
Phoenix

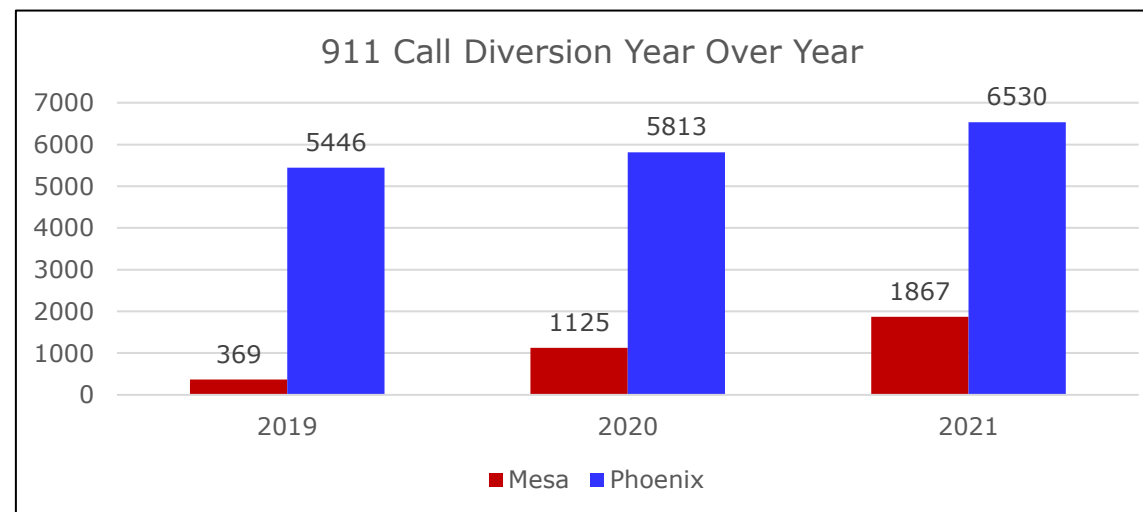
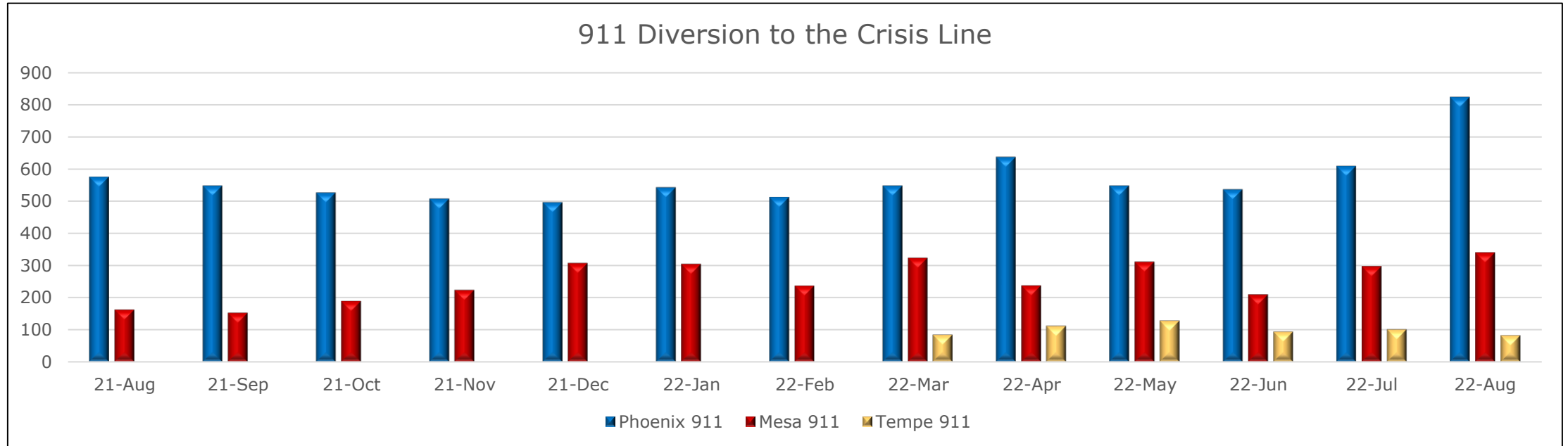
Higley  
Mesa



# Crisis Line Data

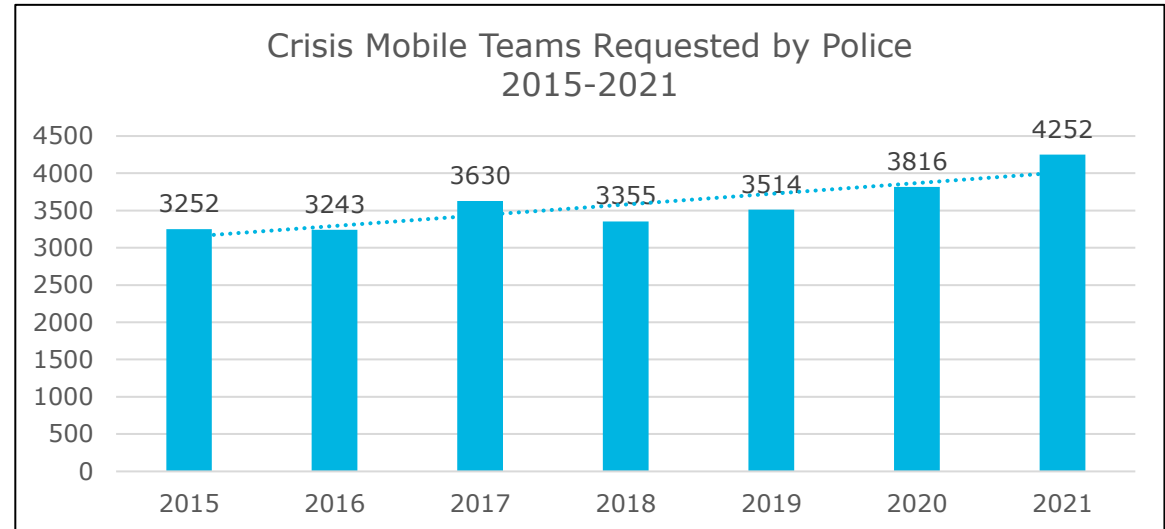
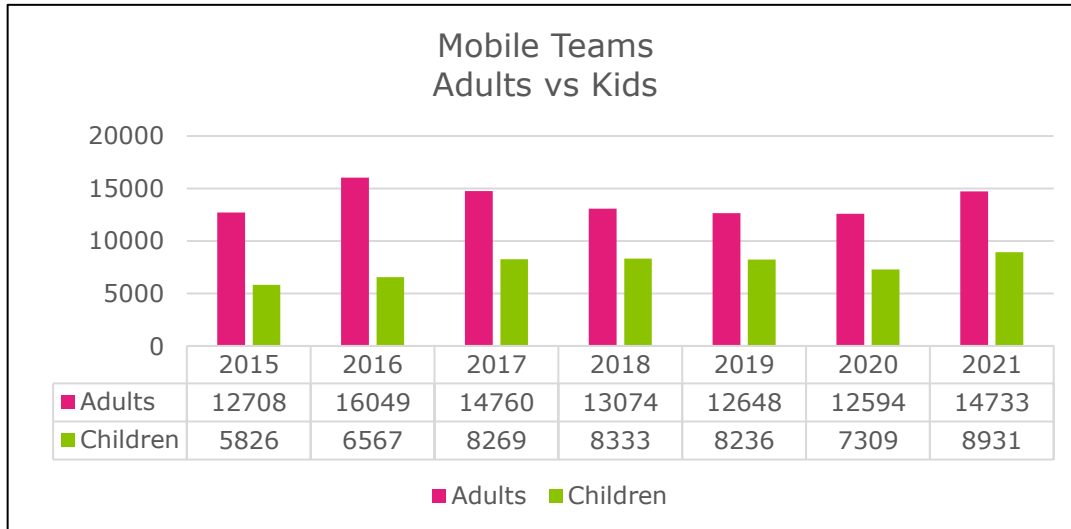
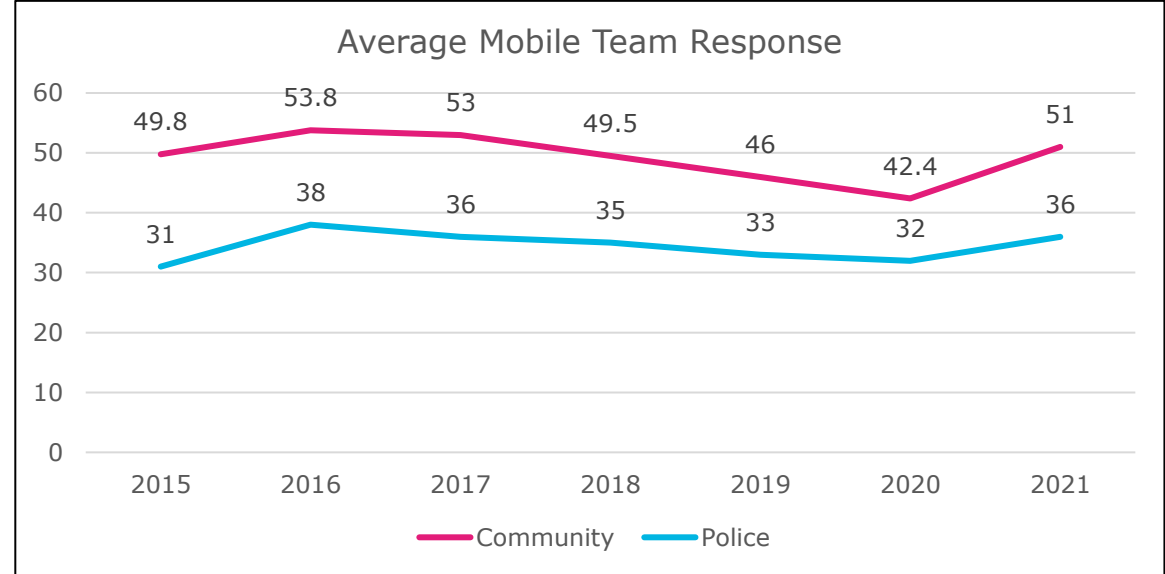
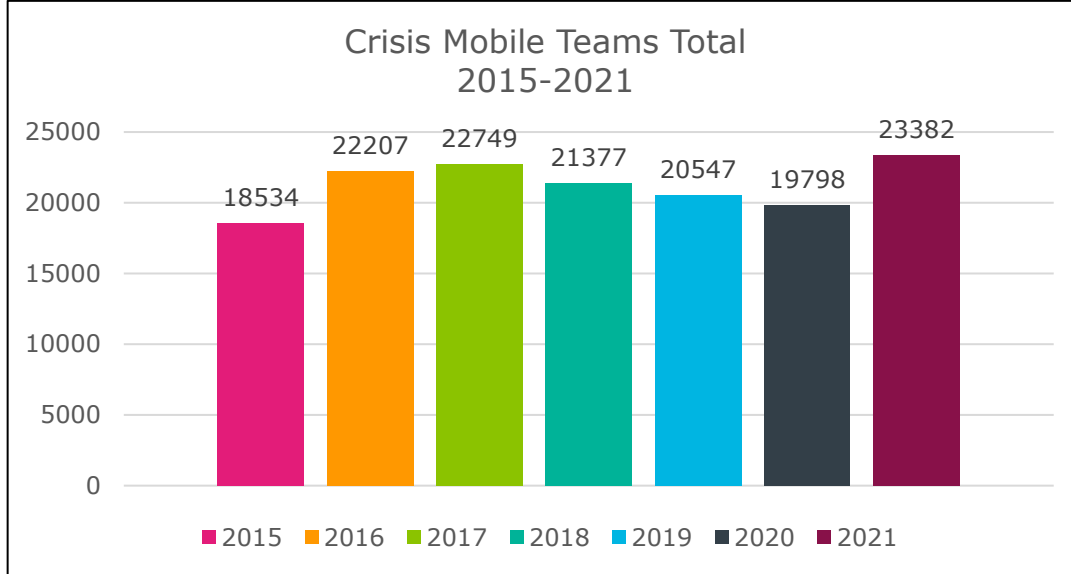


# 911 Call Diversion



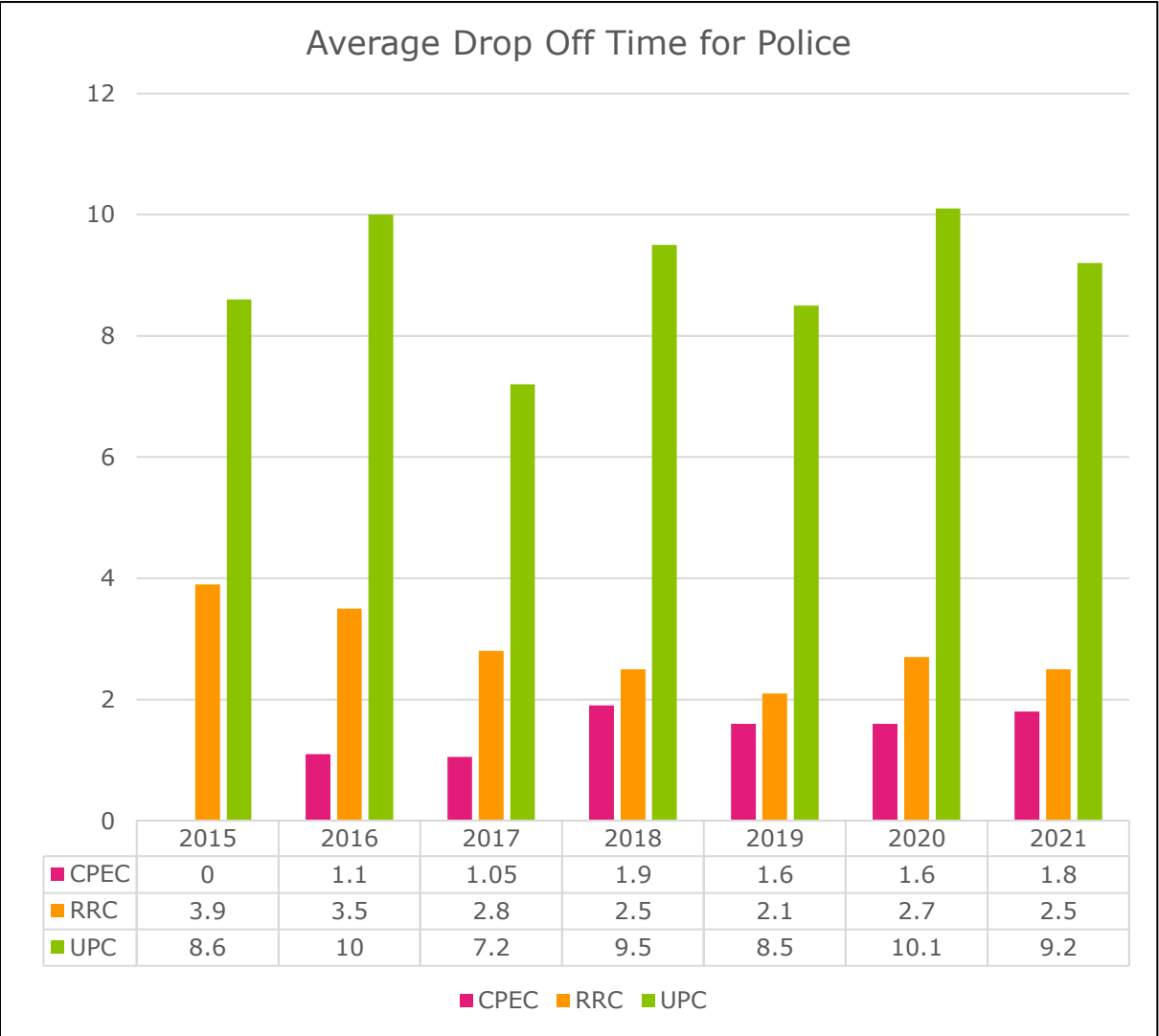
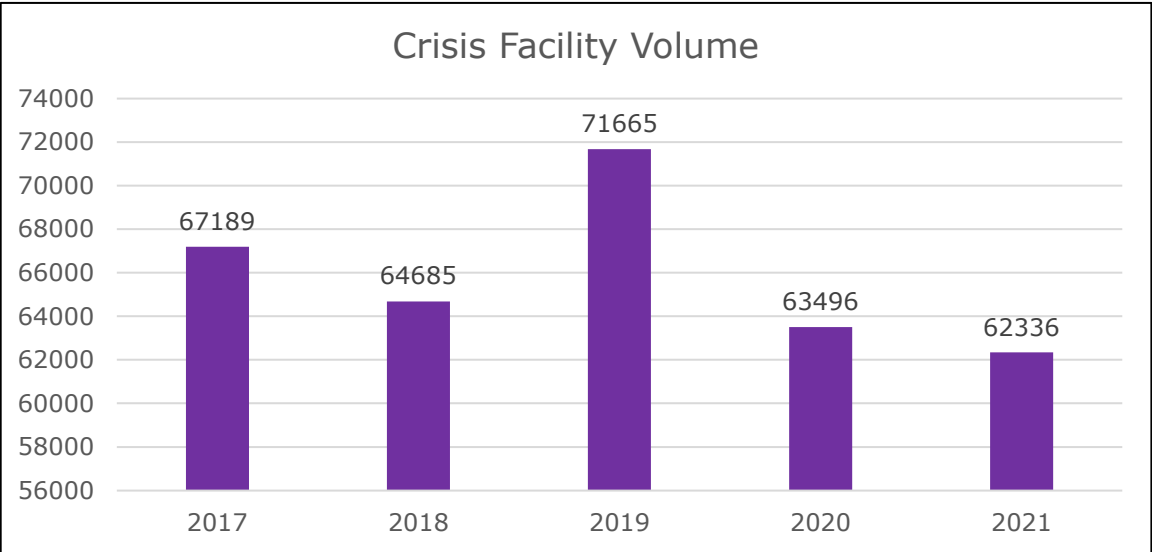
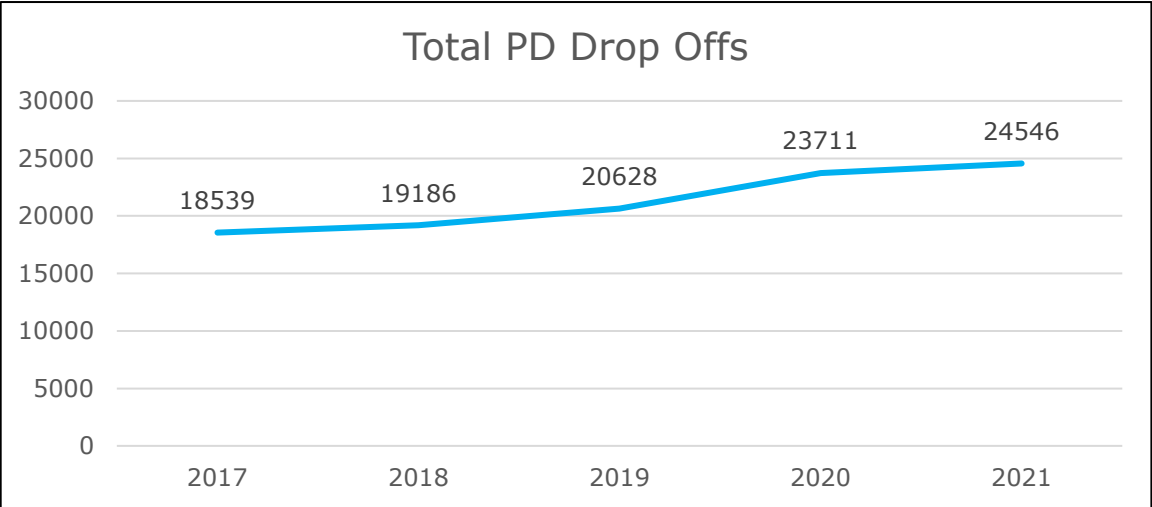
Proprietary and Confidential

# Crisis Mobile Team Data



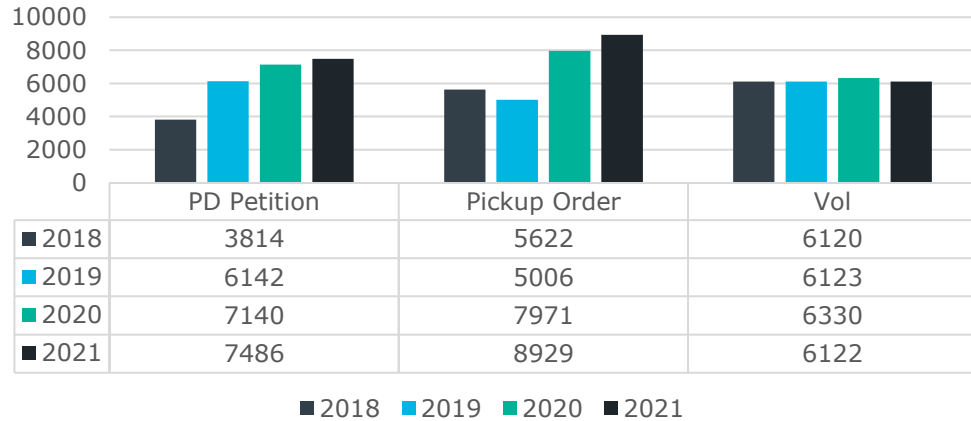


# Crisis Facility Data

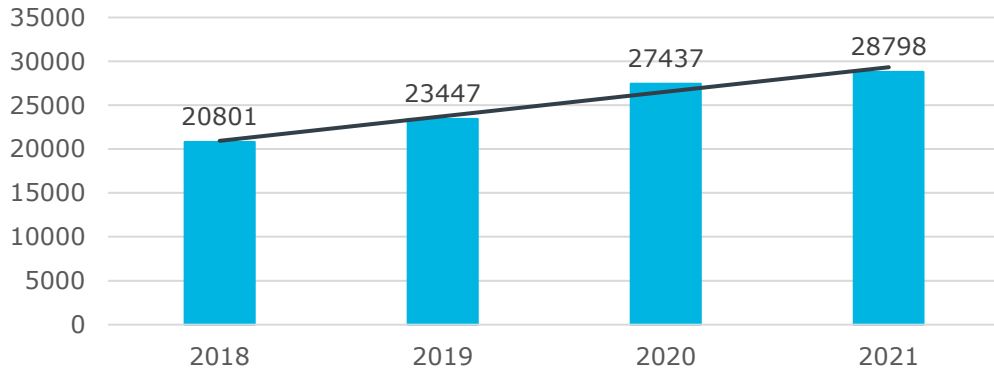


# Law Enforcement Data

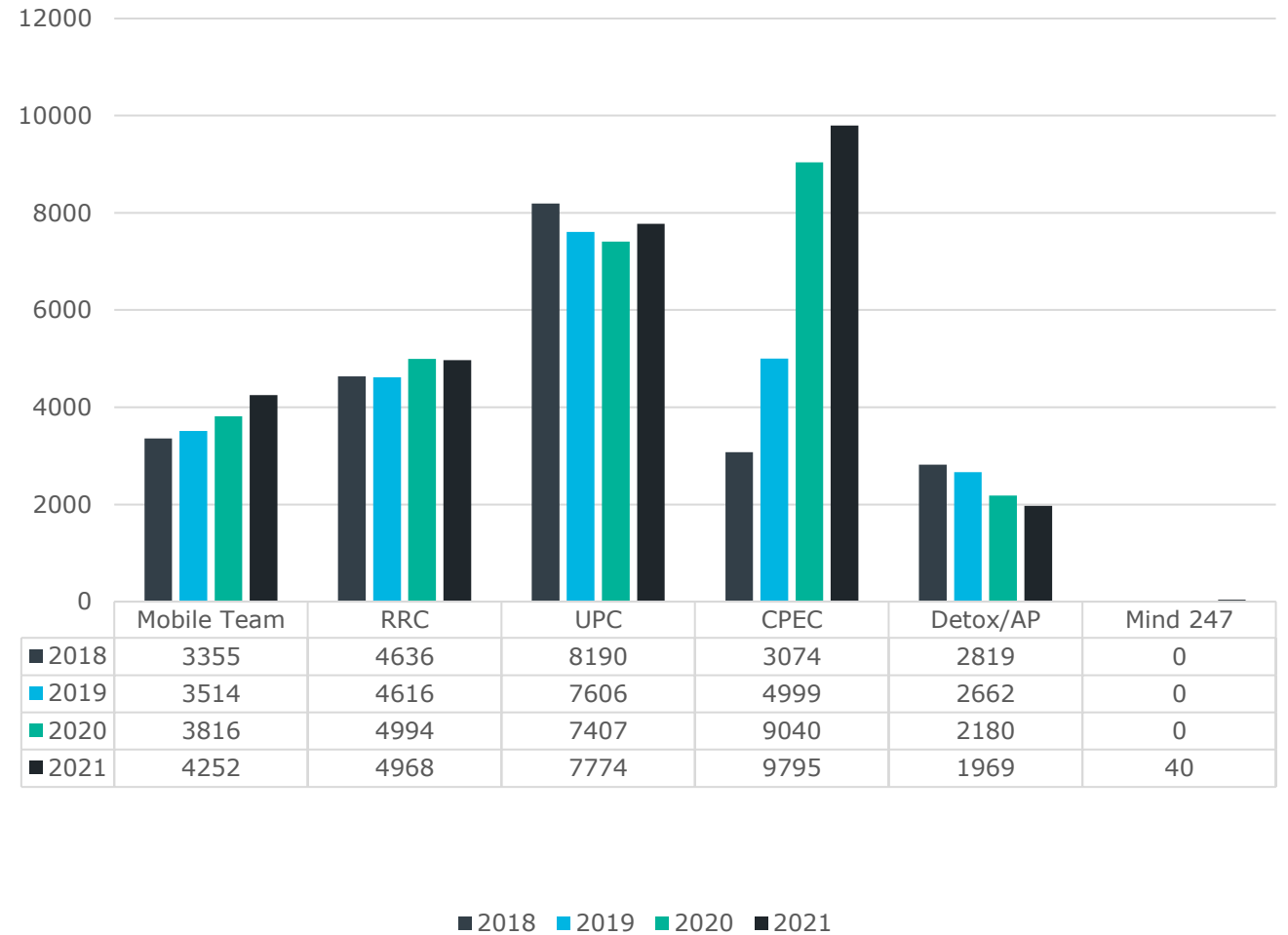
Law Enforcement Drop Offs  
Year over Year



Law Enforcement Diversions  
2018-2021



PD Drop Off By Crisis Resource  
2018-2021



# Commitment to Public Safety



LET US KNOW  
WHEN ISSUES  
COME UP



“NO WRONG  
DOOR”  
PHILOSOPHY



LAW  
ENFORCEMENT  
AS LAST RESORT



CONTINUED AND  
COLLABORATIVE  
PARTNERSHIP WITH  
COMMUNITY- PART  
OF THE 5-LEGGED  
STOOL WITH CIT



RESOURCES AND  
RELATIONSHIPS-  
WITHOUT BOTH,  
YOU JUST HAVE  
GREAT TRAINING!

# Collaboration with First Responders and other Public Safety Personnel

- Over 1,700 law enforcement officers trained in Crisis Intervention Team (CIT) (Memphis Model) since 2014 with participation from all local, county, state, tribal, and federal law enforcement agencies.
- Collaboration with CIT Coordinators and other public safety representatives across the central region to identify and problem solve issues when they arise, enhance the relationships between law enforcement and behavioral health crisis providers, and connect individuals to behavioral health resources
- Participation in and support of community events sponsored by public safety, including mental health fairs, homeless outreach events, and Veteran Standdowns

**Follow us**  
**@MercyCareAZ**



# Thank you





## Accessing the System

***Johnnie Gasper***

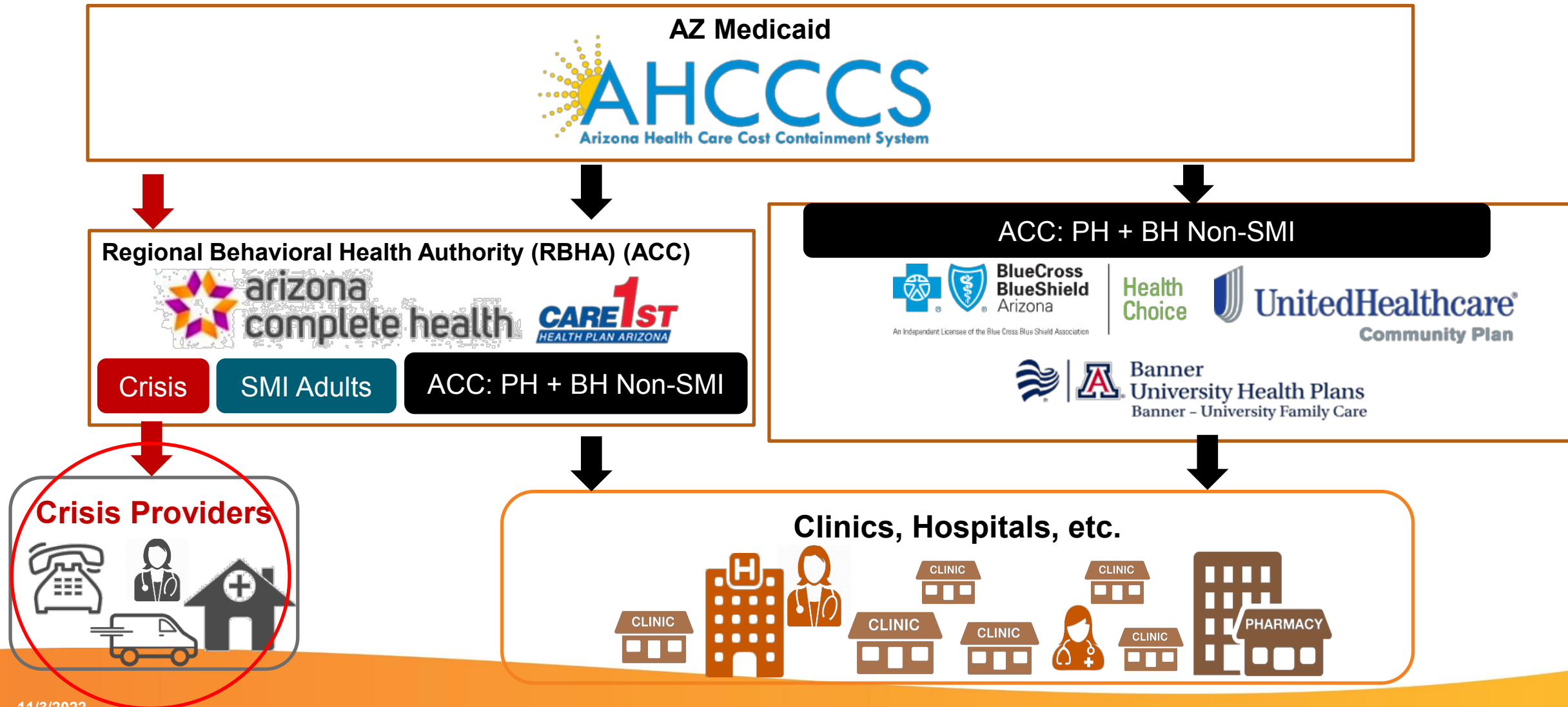
*Director, Crisis & Justice System*

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11/3/2022



# Crisis System Structure (as of 10/01/22)



# AHCCCS RBHA/TRBHA Map

ACC-RBHA/TRBHA Map  
Effective October 1, 2022

**No matter where you are you will receive support from the crisis line**

- Southern Arizona has established MOU's with Tribal Nations
- Northern Arizona is actively supporting tribal nations (Hopi, Fort Mojave) and establishing MOU's/Shared Service Agreements for Navajo and White Mountain Apache



# Crisis Services: Our Approach



**EVERYONE** is eligible for crisis services, regardless of insurance status

## **Crisis Defined**

- Anything outside a person's ability to cope

## **No Wrong Door**

- 24/7 Crisis Line, Crisis Mobile Teams and Crisis Stabilization Units (23-hr Obs).
- Crisis never refuses

## **Community Stabilization**

- A philosophy of care where crisis intervention is done in the community versus removing a person from the community to address their crisis.

## **Real Time Escalation**

- 24/7 supervisor escalation support accessed via Crisis Line. AzCH-CCP Crisis On Call support.

# First Responder Liaisons



Staff dedicated to facilitating between the Crisis System and all first responder agencies and system partners within each of their assigned counties.

## **Coconino & Yavapai:**

Bill Mitchell

[In Training](#)

## **Cochise, Pinal & Santa Cruz:**

Kelly Boyer

[KBoyer@AZCompleteHealth.com](mailto:KBoyer@AZCompleteHealth.com)

c: (520) 247-4382

## **Navajo & Apache:**

Allison Hephner

[Allison.Hephner@azcompletehealth.com](mailto:Allison.Hephner@azcompletehealth.com)

c: (928) 651-2786

## **Yuma, La Paz & Mohave:**

Cambi Cogburn

[Cambi.Cogburn@azcompletehealth.com](mailto:Cambi.Cogburn@azcompletehealth.com)

c: (928) 750-2996

## **Pima, Graham & Greenlee:**

Maria Stengel

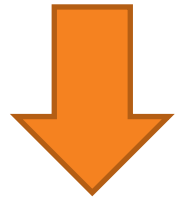
[Maria.B.Stengel@azcompletehealth.com](mailto:Maria.B.Stengel@azcompletehealth.com)

c: (520) 235-9356

# The Crisis System Goals

*The Crisis System is designed for early intervention and assistance  
– not just when someone is a danger to themselves or others.*

## REDUCE:



- Unnecessary detentions, use of hospital emergency departments and involuntary psychiatric commitments
- “Revolving door” usage of 9-1-1 and Emergency Services

## INCREASE:



- Use of Crisis Services: Crisis Line, Crisis Mobile Teams and Crisis Centers  
*“No Wrong Door”*
- Communication and collaboration between first responders, crisis services providers, outpatient & inpatient providers, EDs, system partners, County Attorney’s Office, etc.
  - **Crisis Protocols**- Reference guide to crisis services in each county. Updated annually.
  - **Crisis System Meetings**- Quarterly county-specific venue for collaboration.
  - **Crisis Materials**- Crisis cards/flyers, LE Guide to Crisis

# Who Provides Crisis Services?

As the RBHA, AzCH/Care1st contracts with various crisis service providers and monitors their performance. **EVERYONE is eligible for crisis services, regardless of insurance status.**

## Crisis Line provider:

Solari “The Crisis Line”

844-534-4673 (HOPE)

Or the old # 877-756-4090 or  
520-622-6000

## 23-hour Observation Units:

Mohave- SWBH  
Yavapai- Polara  
Coconino- Guidance Center  
Navajo- CBI, Change Point  
Pima – CRC, CBI  
Yuma - HHW

## Crisis Providers



## Crisis Mobile Team (CMT) providers:

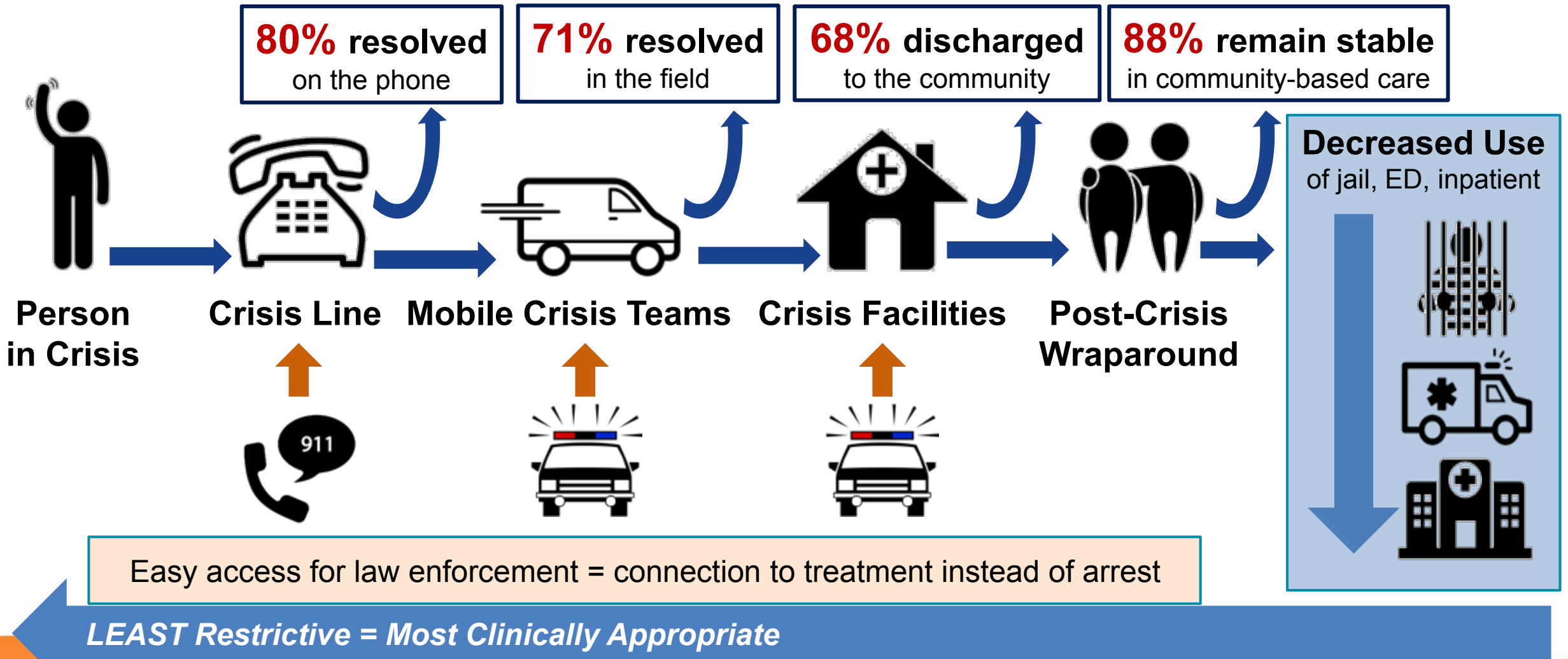
Mohave- CHA, Terros, CBI  
Yavapai- Spectrum  
Coconino- Terros, CBI, Spectrum  
Navajo & Apache- CBI  
All of Southern Az – CBI and CHA

## Behavioral Health Inpatient Facilities (BHIFs):

Polara, Sonora, Palo Verde,  
Flagstaff Medical, etc.



# System In Practice (Southern AZ)





# The Crisis Line & CMTs

Crisis Bed Connect

[Log In](#)

## Member Placement Needs

**Gender** ⓘ  
☐ Female  
☐ Male  
☐ Other

**Age Range** ⓘ  
☐ Youth (2-12)  
☐ Adolescent (13-17)  
☐ Adult (18+)  
☐ Geriatric (65+)

**Program (Facility Level)** ⓘ  
☐ Inpatient  
☐ BIP  
☐ AIC  
☐ BHRF

**Placement Type** ⓘ  
☒ COE ☐ Revocation

**Member Needs** ⓘ  
☒ SUD ☒ Medical

▼ Facility	Contact	Status	Last Updated ↓
▼ CBI: Tucson (BIP/BHRF)	(480) 510-8505	Open	4h ago
▼ CBI: Renaissance (BHRF)	(480) 510-8505	Open	4h ago
▼ CBI: Lighthouse (BIP/BHRF)	(480) 510-8505	Open	4h ago
▼ CBI: Dodge (BHRF)	(520) 327-9863	Open	4h ago
▼ CBI: Benson II (BIP/BHRF)	(480) 510-8505	Open	4h ago
▼ Lateef: 7th Dr (BHRF)	(602) 384-8877	Full	5h ago
▼ Lateef: Minton St (BHRF)	(602) 384-8877	Full	5h ago
▼ Tender Loving Care Home, LLC: Seneca St (BHRF)	(520) 250-7898	Full	6h ago
▼ Tender Loving Care Home, LLC: S Staunton Dr (BHRF)	(520) 250-7898	Full	6h ago
▼ Tender Loving Care Home, LLC: Montecito Dr (BHRF)	(520) 250-7898	Open	6h ago
▼ CODAC: Gila (BIP/BHRF)	(520) 327-4505 ext. 5433	Open	7h ago



## Crisis Mobile Teams (CMTs)

- 24/7 availability
- 1-2 Behavioral Health Techs/Professionals
- Respond, assess, coordinate, transport (transport voluntary only)
- GPS on the horizon for North & cell dispatched
- Response within:
  - 60 min. metro & 90 min. rural
  - Current response time (10/1-10/26)  
37 minutes
- Co-locations for faster response
- CISM – Critical Incident Stress Management
- Peer Response/Crisis Aftercare

# Crisis Observation Units



## Also known as 23-hr Obs

- Mohave: Southwest Behavioral Health
- Coconino: The Guidance Center
- Navajo: Change Point
- Navajo: CBI Winslow (licensed chairs)
- Yavapai: Polara
- Pima: Connections Crisis Response Center (CRC)
- Pima: CBI Toole
- Yuma: Horizon Yuma

## Voluntary & Involuntary Adults

- No wrong door policy
- Mental health crisis and substance use stabilization
- Inpatient psychiatric treatment needs will be assessed
- Accept walk-ins & First Responder drop offs
- Urgent Engagements – Providers will respond in 1hr to assist with enrollment/coordination
- My Health Direct – Online scheduling portal coming back online in Northern and Southern Arizona this month

# Crisis Trainings



## Crisis System Overview

- Covers what to expect from the Crisis System, how to access services, and what to do when issues arise

## Resiliency

- Resiliency 101- Stress, PTSD & suicide risks, and resiliency
- Resiliency: 5 Skills: Develop and practice 5 key skills: Belief, Strength, Persistence, Trust, Adaptability (OTLI) **Instructor Cert Dec 5-7**

## Trauma-Informed Care

- Increase understanding of trauma, awareness of impact of trauma on behavior and develop trauma-informed responses
- 4-hour class for Criminal Justice Professionals

## Mental Health First Aid

- Adult, Youth, Public Safety, Fire/EMS & Veteran modules
- AzCH covers the cost of instructors and books for any first responder agency in Southern Arizona
- All First Responder Services Team Members are MHFA instructors
- One Mind campaign (MHFA & CIT Intl.)

## CIT

- Contributor Pima/Tucson CIT
- Committed to assisting any N or S Arizona County/City interested in initiating additional CIT programs

# If you Encounter a Problem...



- If your call to the Crisis Line doesn't go as described, ask for the **LEAD (Supervisor)**
- Still having troubles? Ask for the **AzCH/Care1st Crisis On-Call**
  - Real-time
  - Critical incident support/notification
- If your issue is **NOT** an emergency but you would like to have it addressed, please notify your leadership/chain of command and email your community Liaison the following:
  - Date/Time of incident
  - Individual name/DOB
  - A brief incident summary

***We will research the issue and follow up with you!***

# Thank you!



## Questions?