

Crisis System Overview With Care1st

July 2nd, 2024





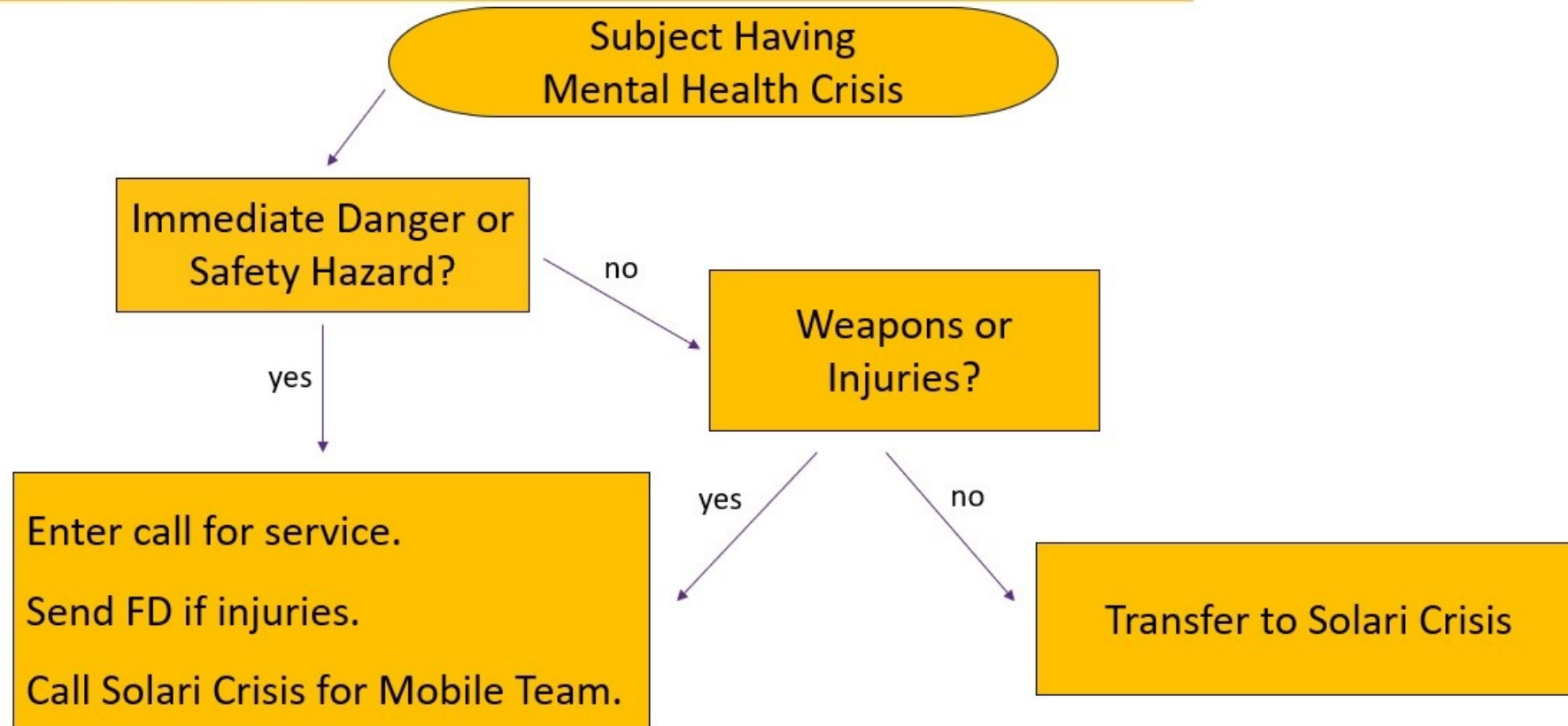
Introductions



- Katie Brandis, Communications Manager for the Flagstaff
Coconino Communications Center
- Bill Mitchell, Arizona Complete Health, First Responder
Liaison – Coconino and Yavapai Counties
- Amy Devins, Arizona Complete Health, Supervisor of
Crisis-First Responder Services



Subject Experiencing Mental Health Crisis





Examples of Crisis Calls



1. Depressed callers
2. Suicidal callers without access to means to cause self-harm.
3. Callers experiencing behavioral health issues (hallucinations, manic episodes, or anxiety).
4. Incurable juveniles that are not armed or exhibiting violence.
5. Third-party callers regarding mental health assistance for another person not showing violence towards others.
6. Situations that do not present a danger to the caller.
7. Frequent callers with no police or medical emergency
8. Callers experiencing any sort of crisis, homelessness, divorce, any significant change in their life, etc.



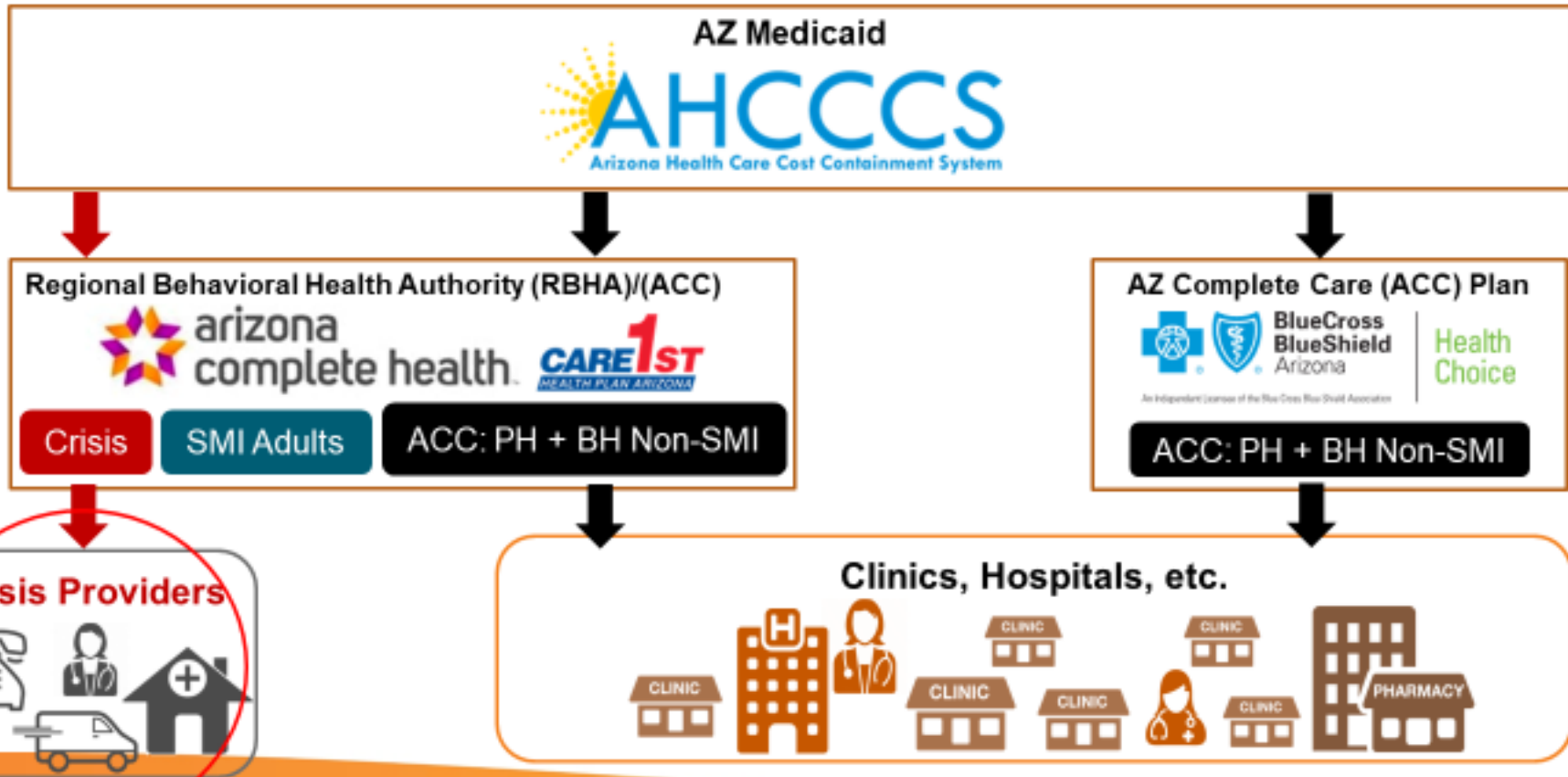
Mobile Response Teams



- Currently Deployed:
 - Terros Mobile Response: This team is focused on providing services for those with mental and behavioral health needs.
 - Crisis Mobile Team: This team is also staffed by Terros and similar in services. This unit provides additional resources to the community, can respond county-wide and is not viewed as competing with the current CARE unit. This mobile team was recently deployed starting on June 3rd, 2024.
 - Community Alliance Response and Engagement (CARE): This unit is available 9:00 am to 7:00 pm, seven days a week, and responds within the city limits for calls of mild intoxication, minor medical issues, and can provide other resources for those unsheltered.



Crisis System Structure (Northern GSA)





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 (CMTs) 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/Care1st Crisis On Call support.



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:

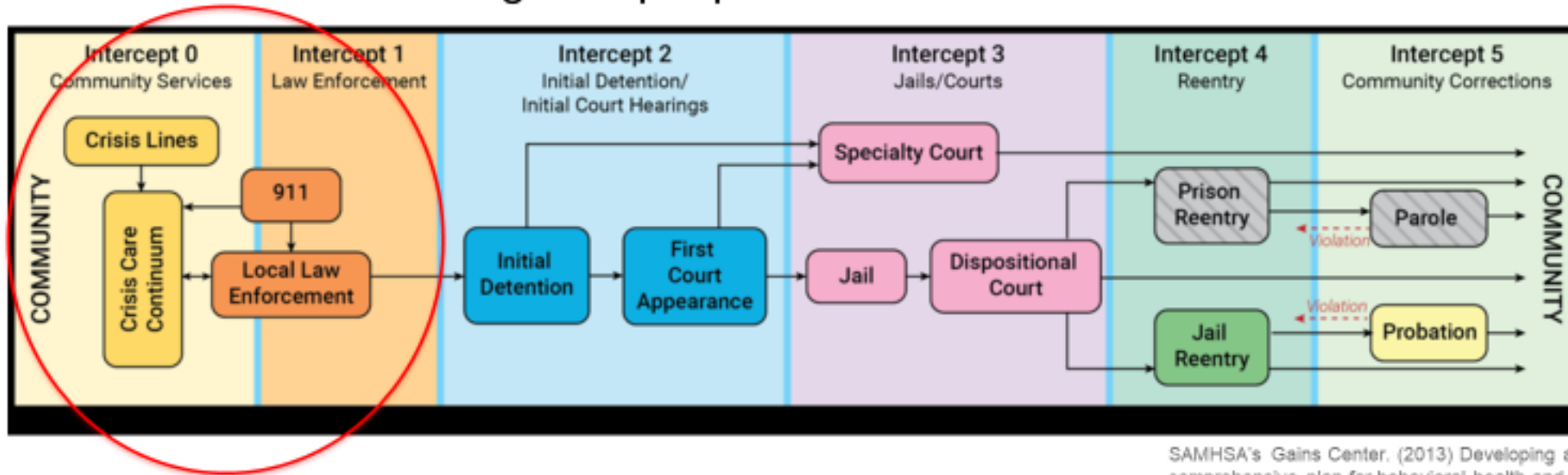


- Use of Crisis Services: Crisis Line, Crisis Mobile Teams and Crisis Centers
“No Wrong Door”
- Communication and collaboration between first responders, crisis services providers, outpatient & inpatient providers, EDs, system partners, County Attorney’s Office, etc.
 - **Crisis Protocols-** Reference 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
 - **Training-** Crisis System Overview, MHFA, CIT, Resiliency: 5 Skills, QPR, etc.

Sequential Intercept Model



- Building best practice into the Crisis System
- Focused on creating multiple points of intervention



SAMHSA's Gains Center. (2013) Developing a comprehensive plan for behavioral health and Criminal Justice collaboration: The Sequential Intercept Model Delmar NY: Policy Research Associates Inc.



The Crisis Line & CMTs



The Crisis Line (CL)

844-534-4673 (HOPE)

People you talk to on the phone.

- Confidential 24/7 live answer by trained Crisis Specialists (CSs)
- Provider: **Solari**
- Stabilize, assess, coordinate, connect
- **If the crisis cannot be resolved by phone, the CL will dispatch CMT**
- Fast track calls from LEOs, 9-1-1 dispatchers, fire/EMS
- 9-1-1 Crisis Co-location



Crisis Mobile Teams (CMTs)

People who respond to the scene.

- 24/7 availability
- Providers: **Terros, CBI, & Spectrum**
Activated via the Crisis Line
- 1-2 Behavioral Health Techs (BHTs)
 - 25% Peers
- Respond, assess, coordinate, transport (transport voluntary only)
- GPS & cell dispatched
- Response within:
 - 60 min. metro & 90 min. rural
 - Current avg response time: **24 min**
- Co-locations for faster response
- Critical Incident Support



NAZ Crisis Services Expansion: Grant Awards



- Planning for deployment of tablets for wildfire/urgent requests (NAZ).
- MHBG BSCA Grant awarded to AzCH for Crisis/Emergency Management expansion in NAZ
 - Adding two 9-1-1 Crisis Line Co-locations (in Yavapai County and Coconino County).
 - Flagstaff 9-1-1/Crisis MOU signed 4/29/24!
 - Now hiring
 - As if June, added 9-1-1-dedicated 24/7 CMT in Coconino County (similar to CARES)
 - Added additional 24/7 CMT Colorado City/Strip area
 - Funding to host two 1-Day Emergency Management/Crisis Conferences in 2024 & 2025 in NAZ.
 - Planning: Aug. 29, 2024 @ NAU High Country Conference Center, Flagstaff



On the Horizon Additional Crisis/1st Responder Programs



9-1-1 Familiar Folks Program

- Partnership with interested 9-1-1 PSAPs
- Identify the most frequent 9-1-1 callers/familiar folks and engage their health plan/outpatient providers to reduce 9-1-1 reliance

Additional Obs

- CBI
 - Youth & Adult Obs
 - Additional programs on the horizon
 - Targeting a winter opening

Second Responder Program

- Specialty and Peer & Family Run Orgs
- Provide crisis after care services within 24 hours of receiving a crisis referral, then provide care for up to 6 weeks
- A short-term intervention to assist the outpatient BH provider with ensuring more appropriate services for the member post-crisis
 - SBH- Youth (Adult coming soon)
 - Spectrum- Youth
 - TransIntimate- LGBTQIA+ focused team



Questions?



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