

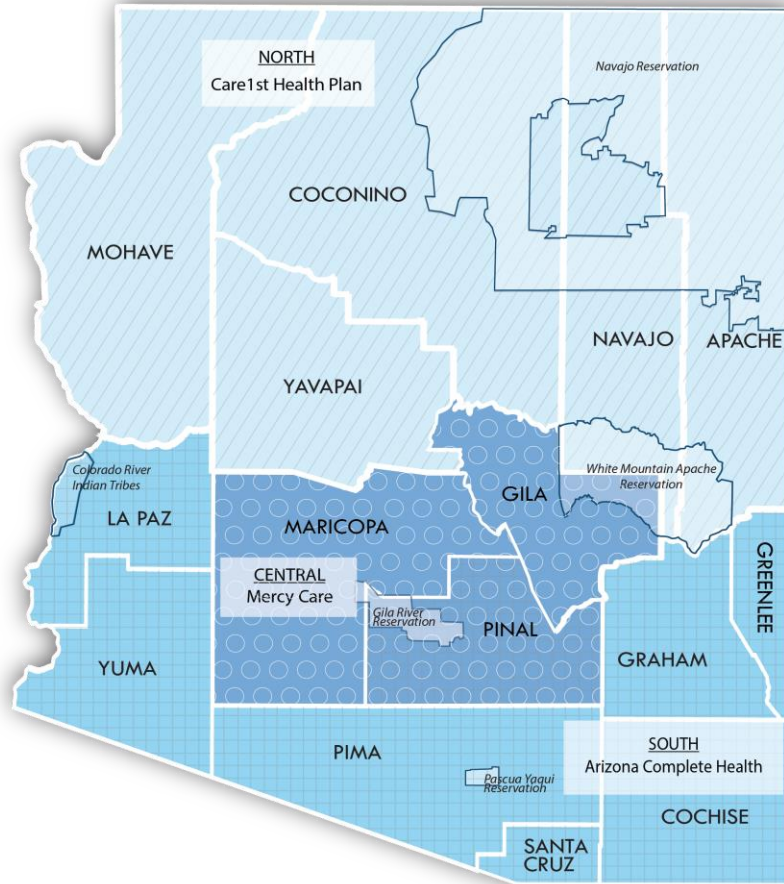


988 and How to Access the Arizona Crisis System Central GSA

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.

Proprietary and Confidential

Crisis Services



Crisis phone line
Warm line, texting,
coordination and referrals



Crisis mobile teams
Assessment, intervention,
support, follow up, and
transport to higher level
of care



Crisis facilities
Facility-based short-term
observation and
stabilization to include
detox, access to MAT



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

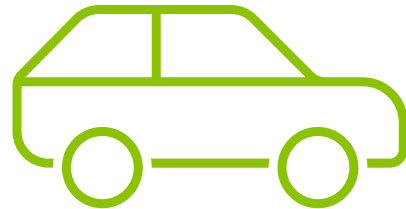


Crisis Facilities

- 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

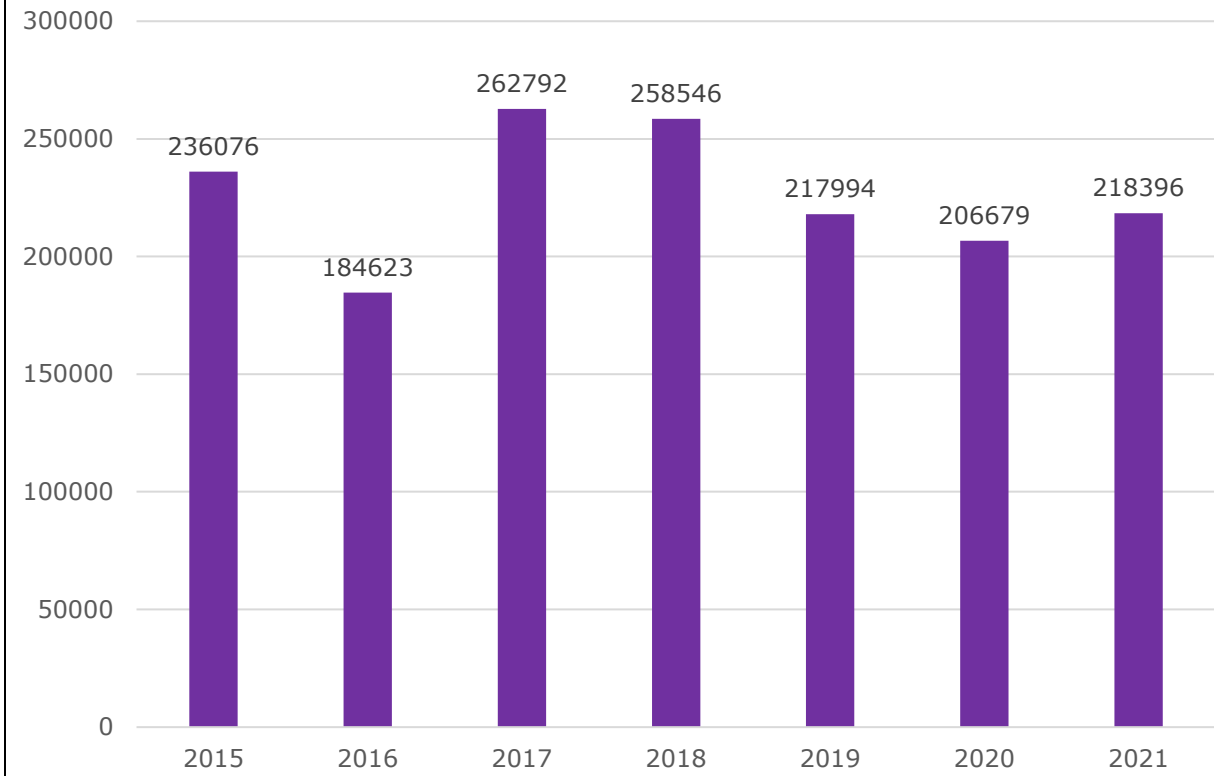
Metro
Phoenix

Higley
Mesa

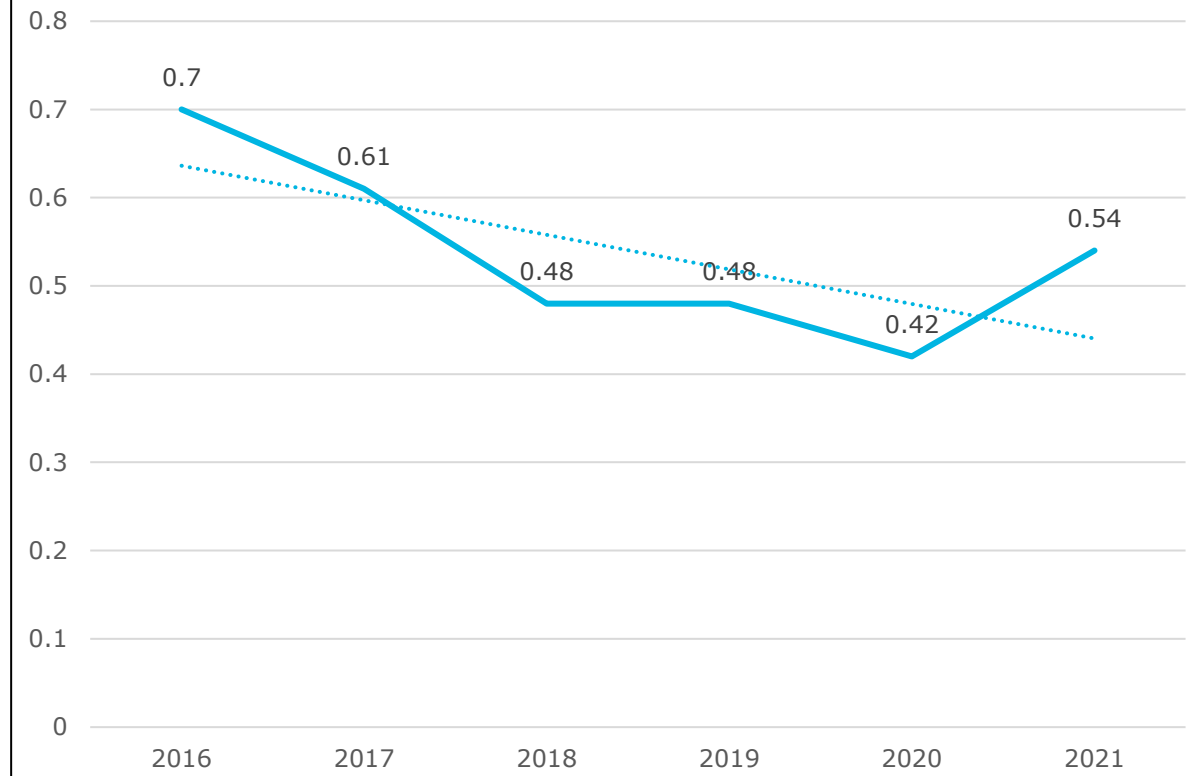


Crisis Line Data

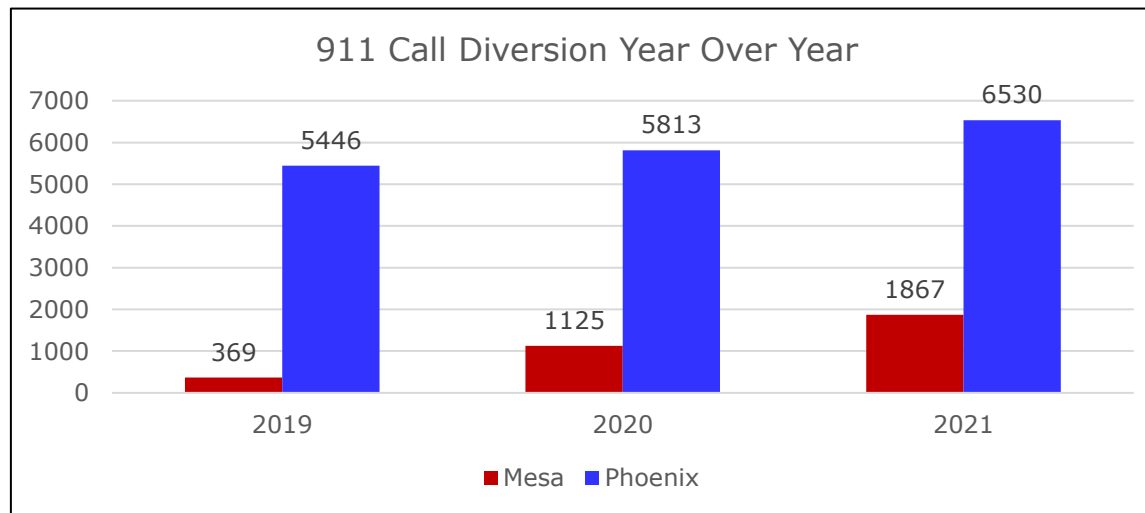
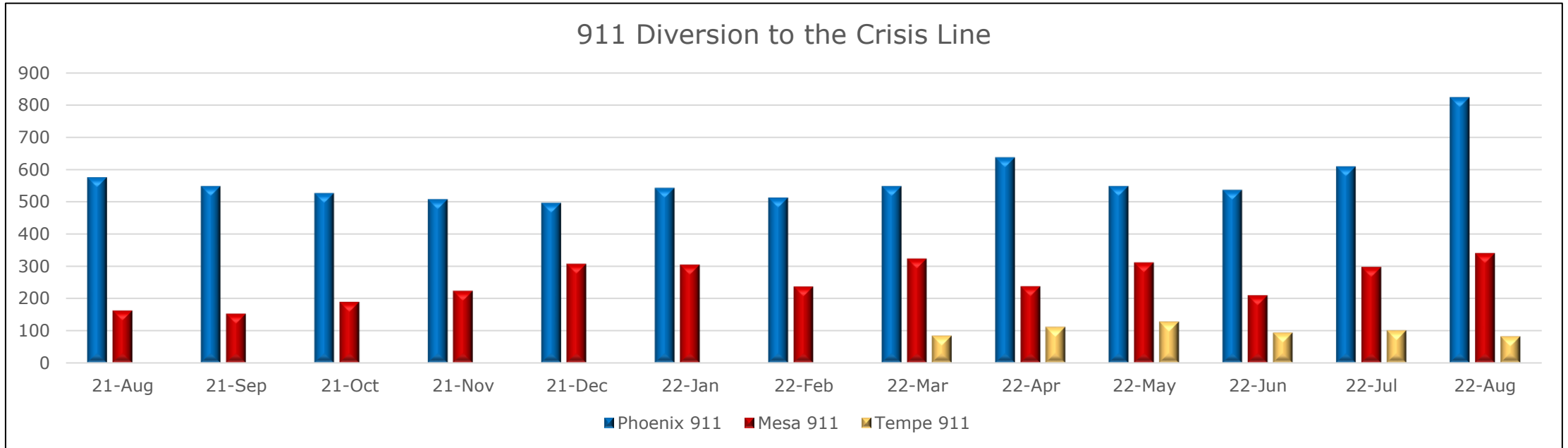
Crisis Line Call Volume 2015-2021



Calls Transferred to 911



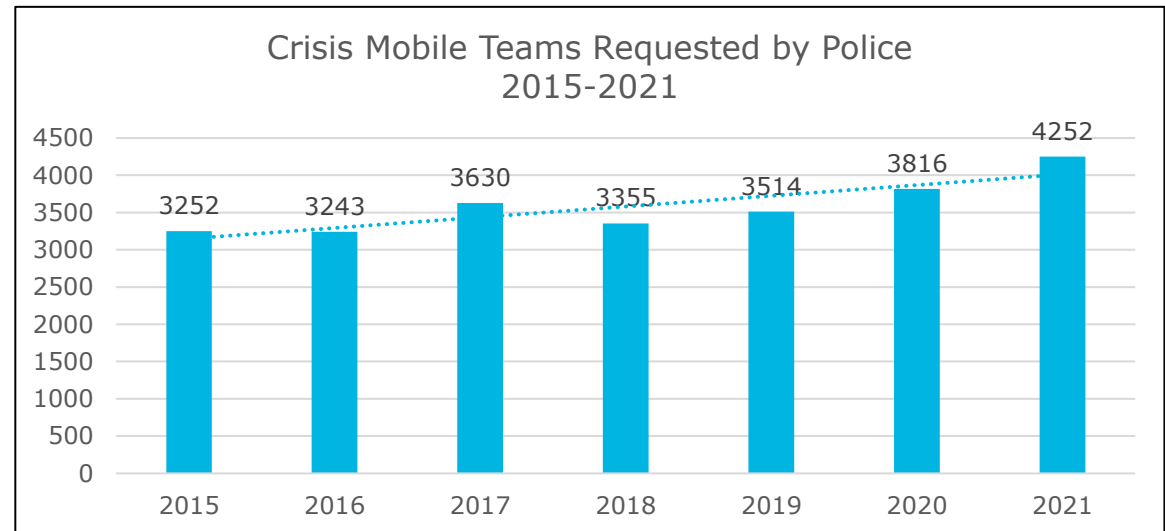
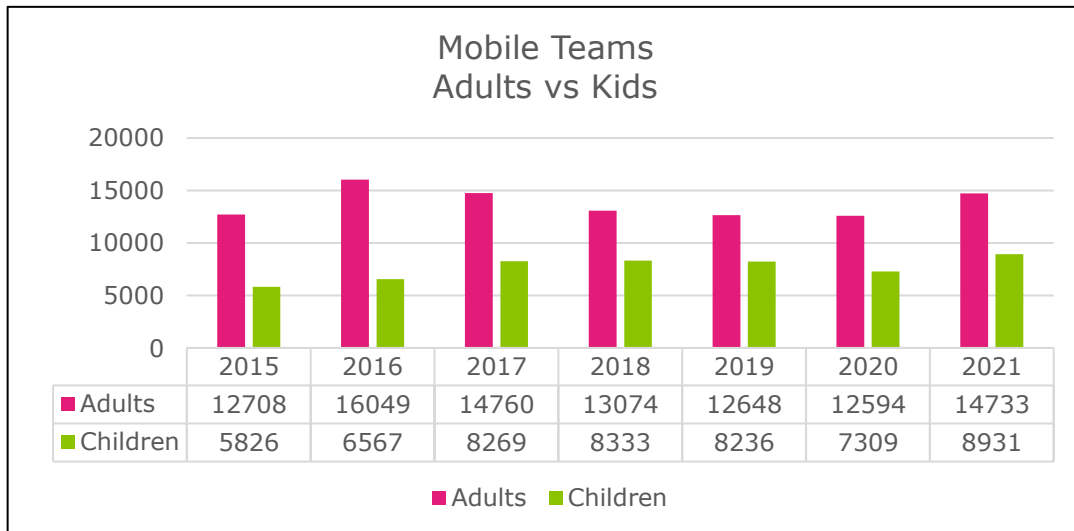
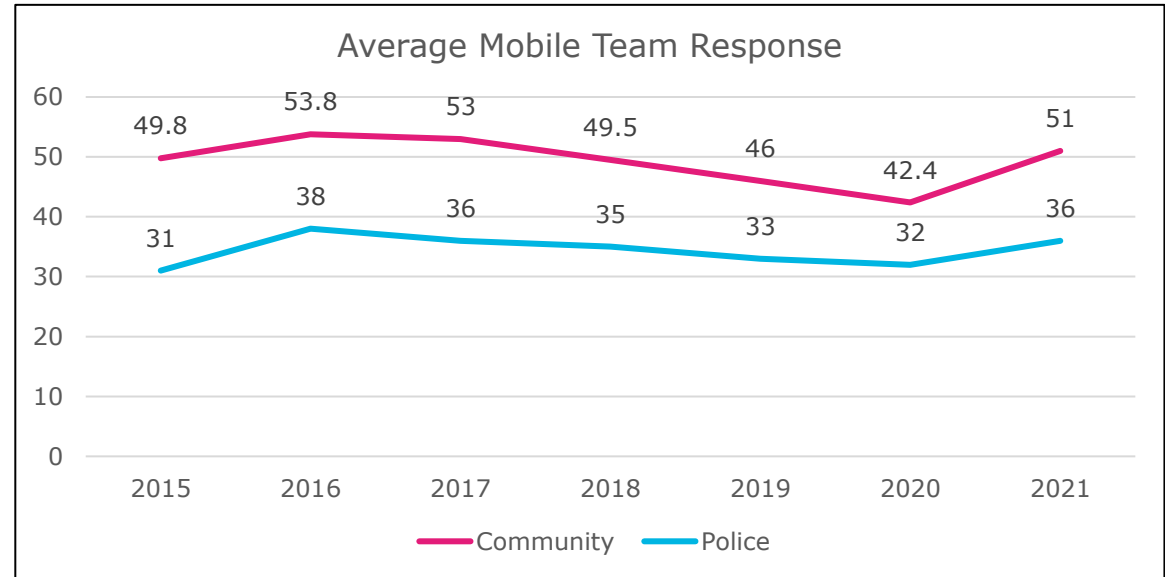
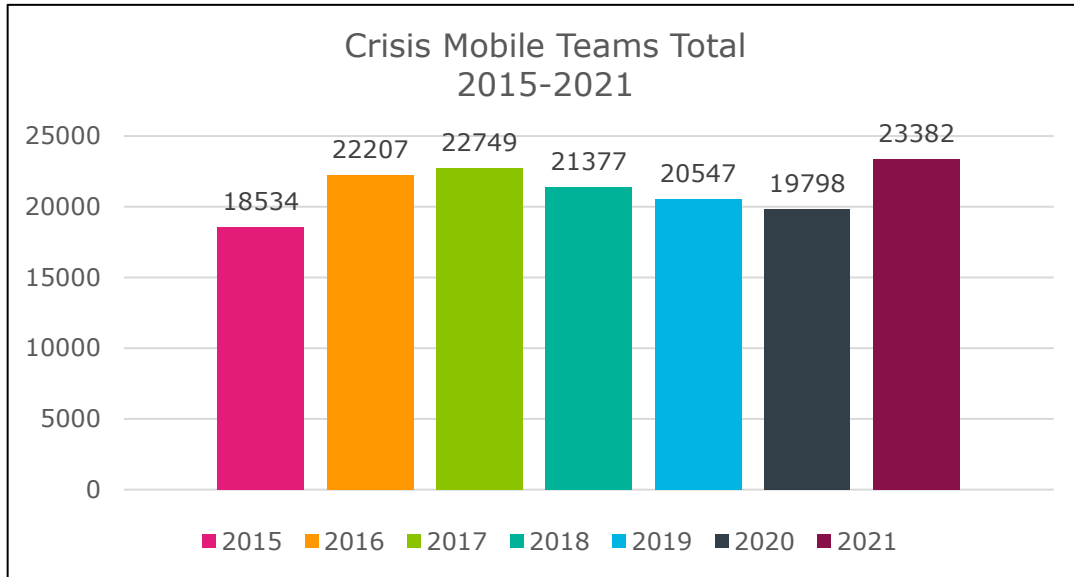
911 Call Diversion



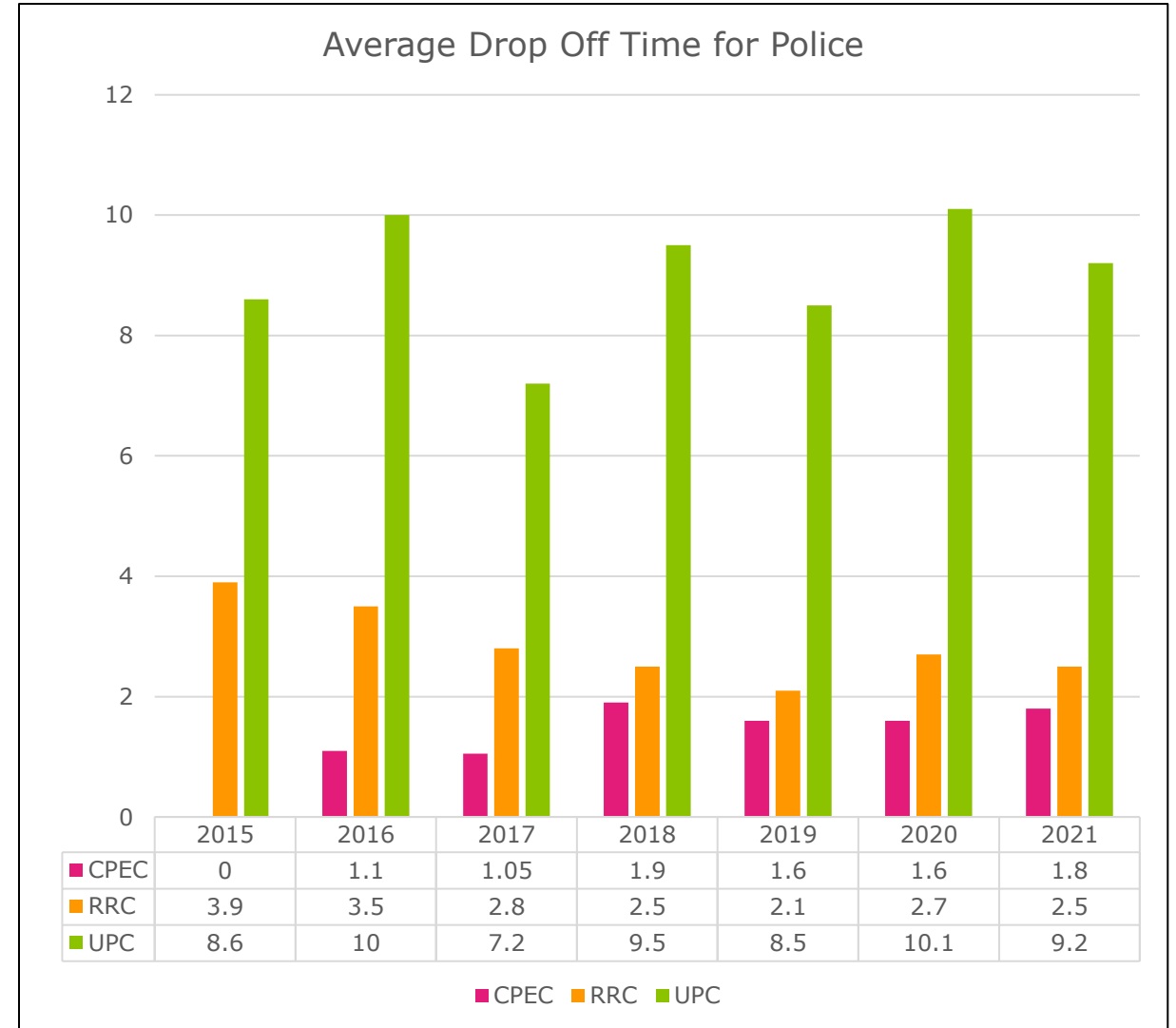
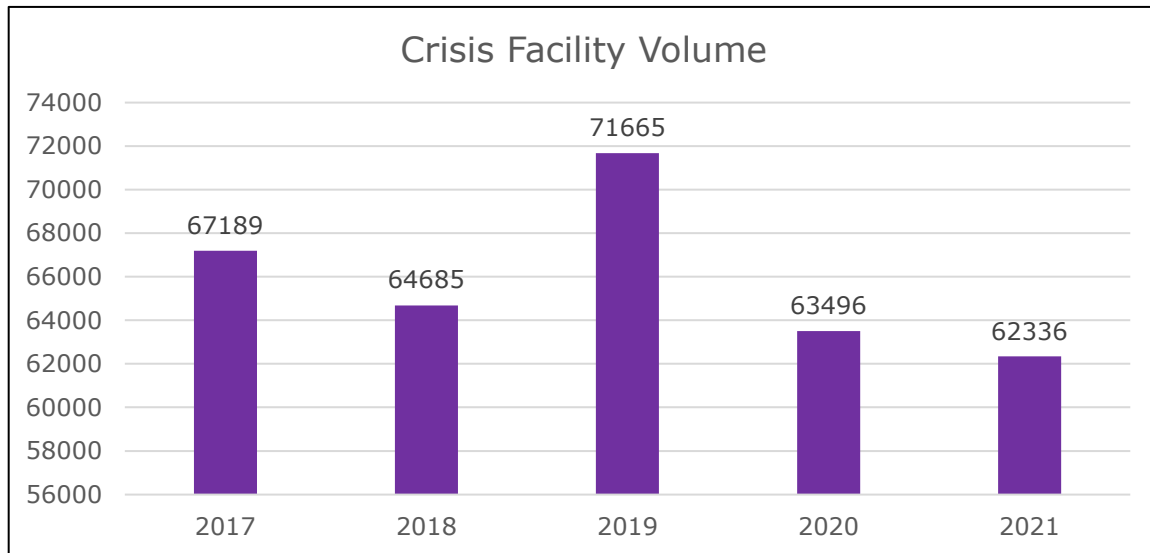
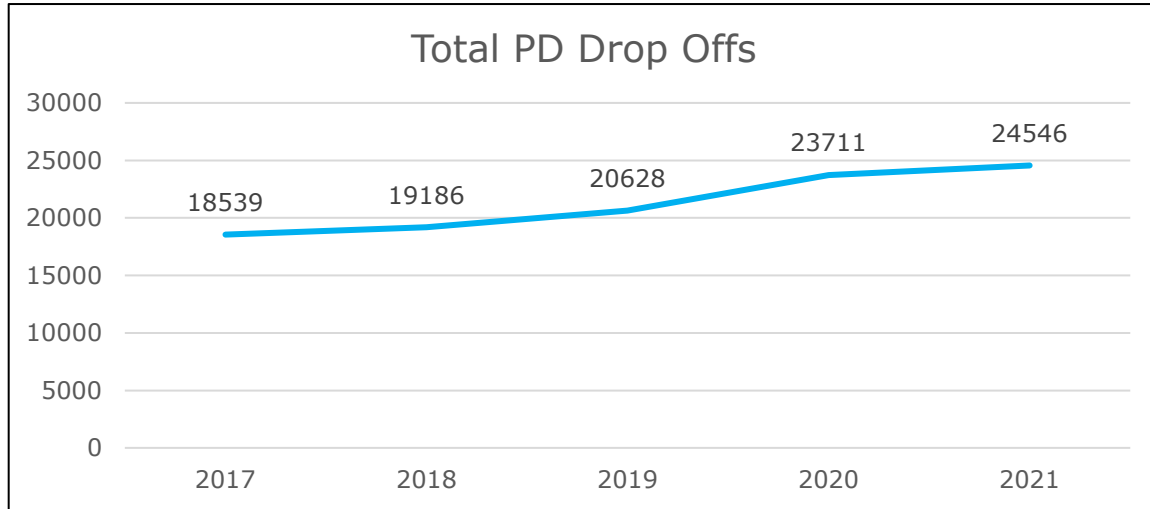
Proprietary and Confidential



Crisis Mobile Team Data

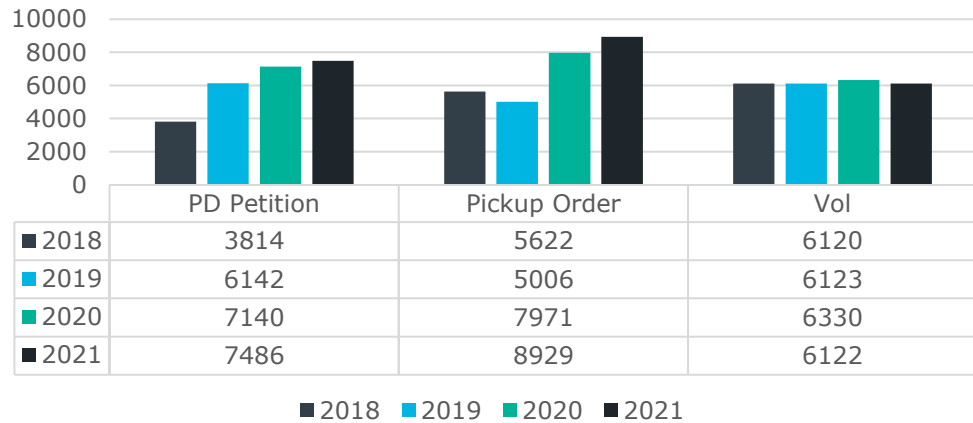


Crisis Facility Data

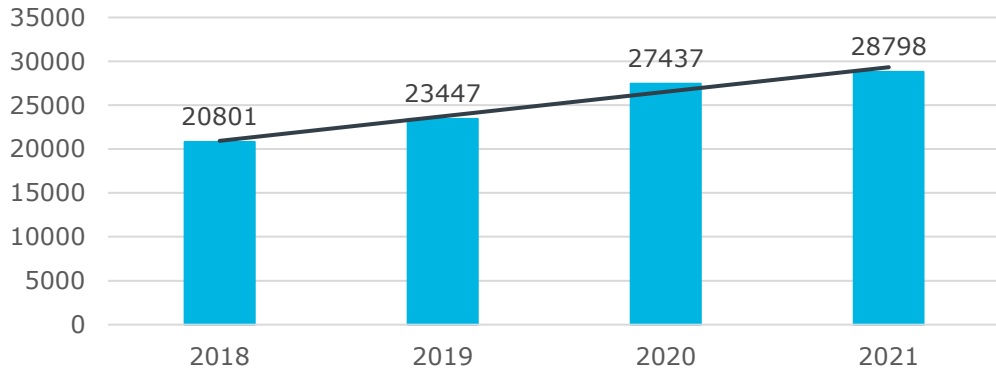


Law Enforcement Data

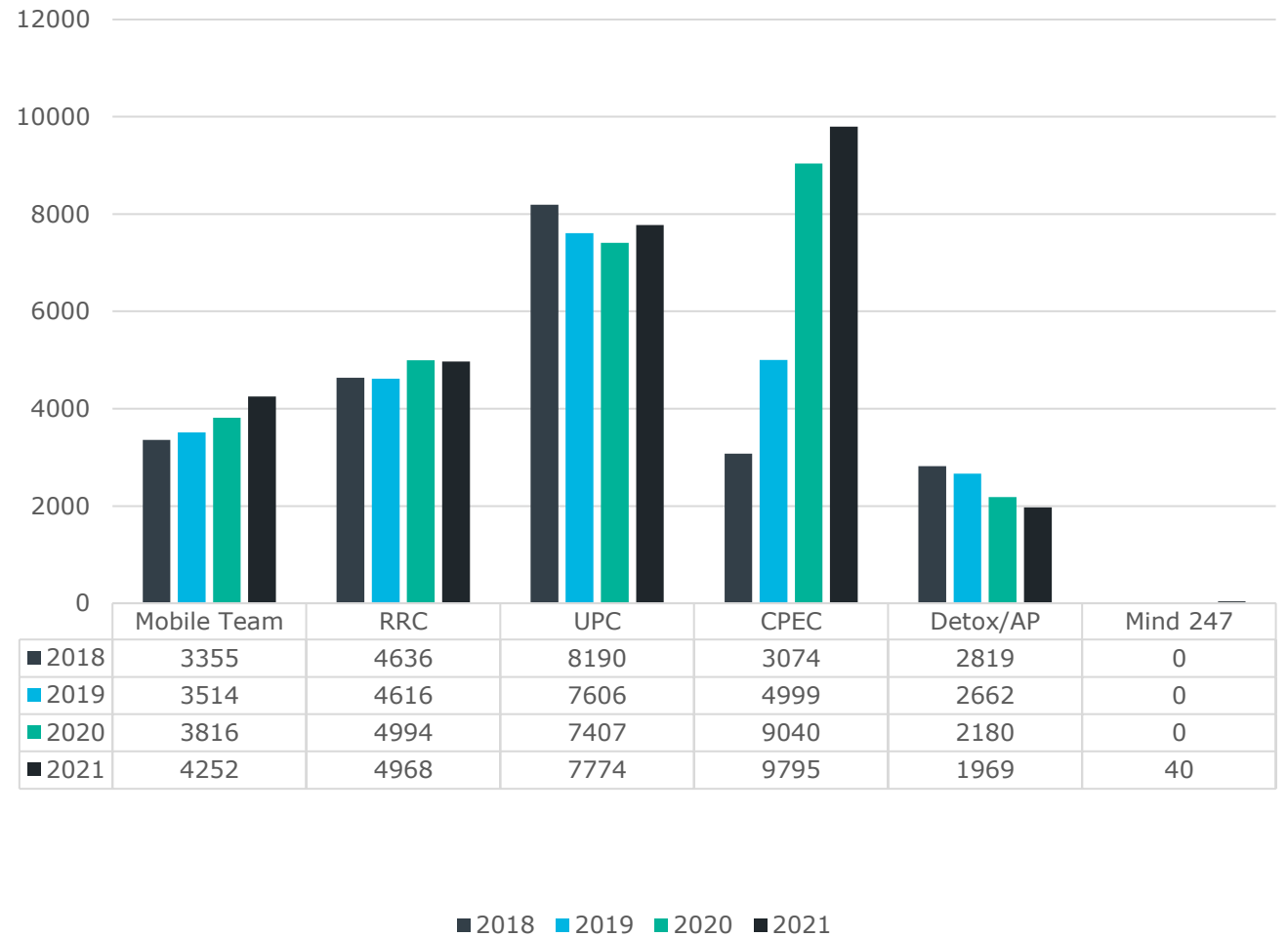
Law Enforcement Drop Offs Year over Year



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

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Thank you

