



arizona  
complete health™



**CARE1ST**  
HEALTH PLAN ARIZONA

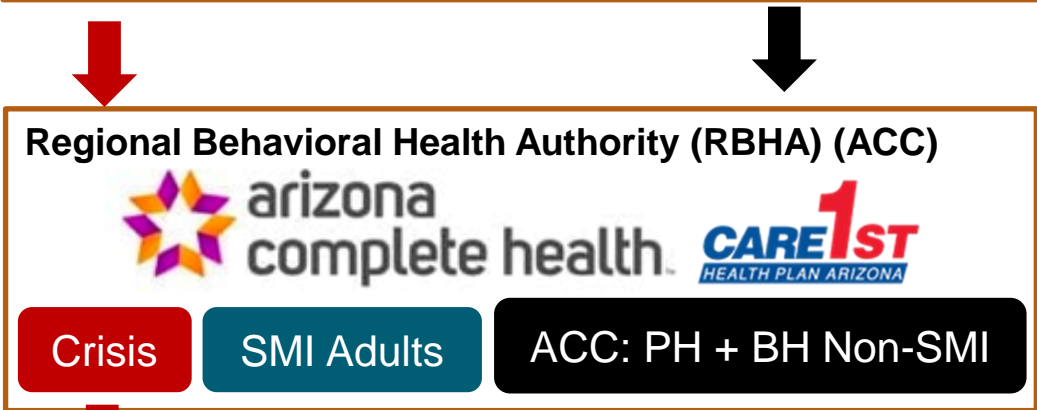
## Accessing the System

***Johnnie Gasper***

*Director, Crisis & Justice System*

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

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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

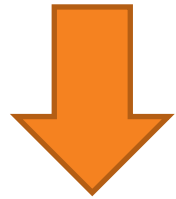
[Maria.B.Stengel@azcompletehealth.com](mailto:Maria.B.Stengel@azcompletehealth.com)

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

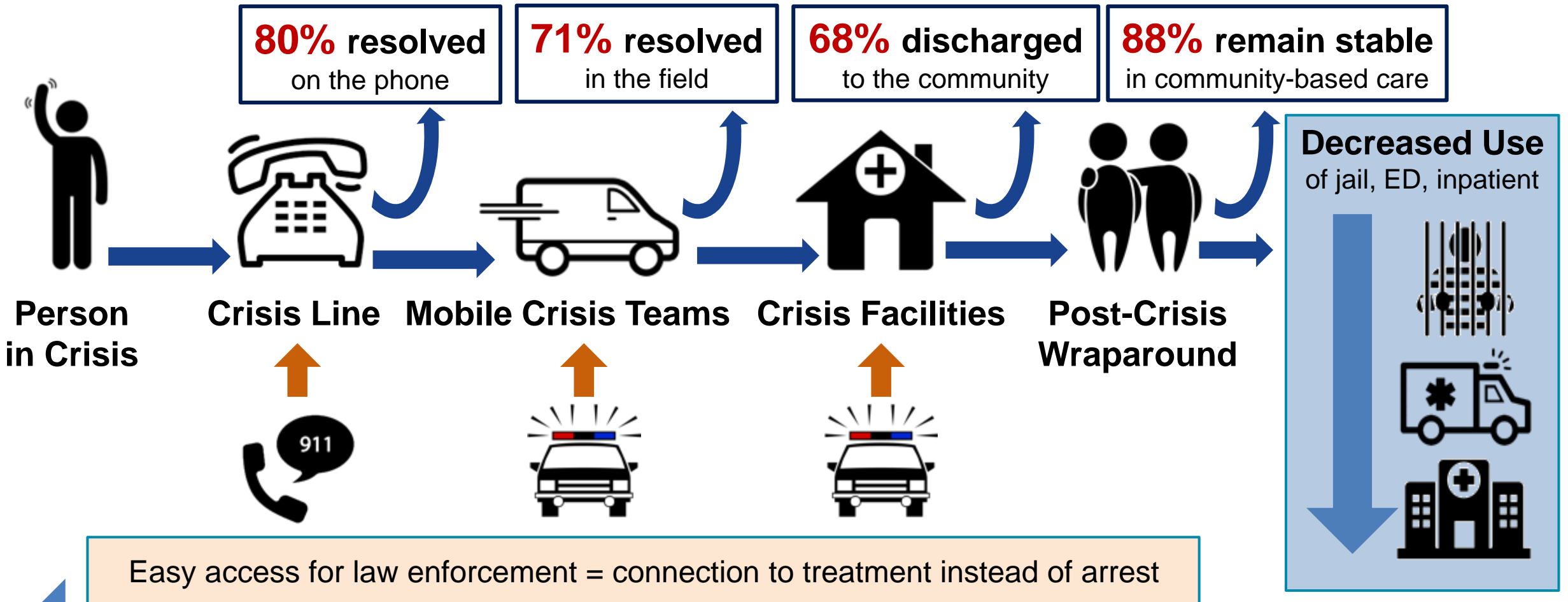
## Crisis Providers



**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)



**LEAST Restrictive = Most Clinically Appropriate**



# 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?