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 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.
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

<table>
<thead>
<tr>
<th>Facility</th>
<th>Location</th>
<th>Operator</th>
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<tbody>
<tr>
<td>CBI Casa Grande</td>
<td>Casa Grande</td>
<td>Operated by Community Bridges (CBI)</td>
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<tr>
<td>Community Psychiatric Emergency Center (CPEC)</td>
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<td>Operated by Community Bridges (CBI)</td>
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<tr>
<td>Urgent Psychiatric Center (UPC)</td>
<td>Mesa</td>
<td>Operated by Connections Health Solutions</td>
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<tr>
<td>West Valley Access Point (WVAP)</td>
<td>Phoenix</td>
<td>Operated by Community Bridges (CBI)</td>
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<td>Recovery Response Center (RRC)</td>
<td>Avondale</td>
<td>Operated by RI International</td>
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<td>Peoria</td>
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## Children’s Crisis Facilities

*Operated by Mind 24/7*

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<tr>
<th>Thomas</th>
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<tbody>
<tr>
<td>Phoenix</td>
<td>Phoenix</td>
<td>Mesa</td>
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</table>

![Image of children playing]

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Proprietary and Confidential
Crisis Line Data

Crisis Line Call Volume 2015-2021

Calls Transferred to 911

Proprietary and Confidential
911 Call Diversion

911 Diversion to the Crisis Line

911 Call Diversion Year Over Year
Crisis Mobile Team Data

Crisis Mobile Teams Total 2015-2021

Average Mobile Team Response

Mobile Teams Adults vs Kids

Crisis Mobile Teams Requested by Police 2015-2021
Crisis Facility Data

Total PD Drop Offs

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<th>Year</th>
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<th>2018</th>
<th>2019</th>
<th>2020</th>
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Crisis Facility Volume

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<th>2018</th>
<th>2019</th>
<th>2020</th>
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Average Drop Off Time for Police

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<tr>
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<td>10.1</td>
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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