



Crisis Care Continuum Central Region Arizona

(Maricopa, Pinal, and Gila Counties)

Shelley Curran, LPC
Director Crisis, Cultural,
Prevention, & Court Programs
Mercy Care

Curran2@MercyCareaz.org
<https://www.mercycareaz.org/>

988 Crisis Jam
June 2023



Mission, Vision and Values

Our mission, vision and values guide everything we do at Mercy Care.



Mission

Mercy Care exists to address and advocate for the comprehensive health of our members and families, including circumstances that impact their well-being. This includes special consideration for the underserved and those with complex health needs regardless of race, color, religion, ethnicity, national origin, sex, sexual orientation, gender identity, age or disability.

Vision

Our members live a healthier life and achieve their full potential.

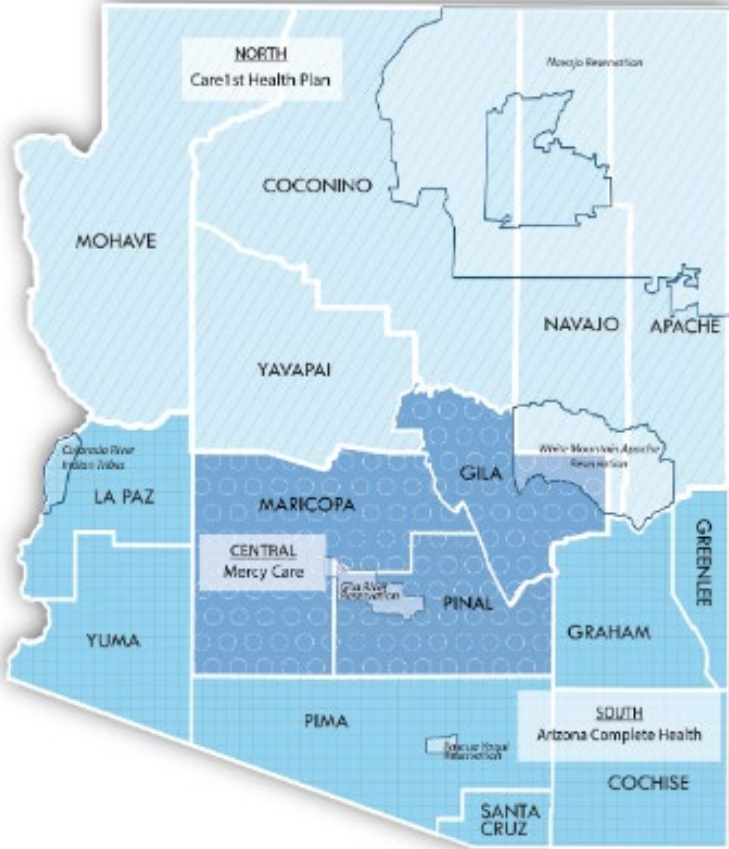
Values

Our values guide us to approaching our work with integrity, confidence and clarity.

- ▶ **Compassion:** Mercy Care will pursue its mission with passion, enthusiasm, optimism and diligence.
- ▶ **Innovation:** Mercy Care will be innovative thought leaders transforming the care delivery system.
- ▶ **Collaboration:** Mercy Care will seek partners to create exceptional results.
- ▶ **Advocacy:** Mercy Care will work on behalf of the underserved and those with complex health needs to improve health outcomes.

AHCCCS Complete Care RBHA/TRBHA Map

as of 10/1/2022



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

Mercy Care Crisis System

Maricopa County – 4/1/2014

- Population 4.6 million
- Maricopa County is the 4th most populous county in the USA (behind Los Angeles County CA, Cook County Ill, and Harris County Tx)
- 15th largest county in US by land mass 9,224 sq miles (3 other counties in AZ larger landmass and more rural populations -Coconino #2, Mohave #5, Apache #6, Navajo #11)

Pinal County – 10/1/2022

- Population 400,000
- Land Mass 5,368 sq miles

Gila County – 10/1/2022

- Population 53,000
- Land Mass 4,795 sq miles

Crisis Funding in Arizona through the Arizona Health Care Cost Containment System (AHCCCS)

- AZ State General Funds (Non-Medicaid)
- Federal Medicaid Dollars and State Match
- Federal Grants (SABG/MHBG)
- Maricopa County Dollars through IGA with AHCCCS to support a Unified Crisis System

Each health plan with a Regional Behavioral Health Authority (RBHA) Agreement receive capitation rate based on total Medicaid enrollment in their region.

Crisis funding is primarily based on historical spending and in some cases, estimated/projected costs.



Mercy Care Crisis Services



A crisis is self-defined and determined by the individual experiencing the situation. An individual is in crisis if the individual finds they lack the skills or are unable to cope with a situation or event that is impacting them. - AHCCCS AMPM 590

Proprietary and Confidential

People with Lived Experience Throughout the Crisis Continuum



Mercy Care Crisis Providers



mercy care



Crisis Phones



Crisis Mobile Teams



Crisis Receiving Facilities



Examples of Provider Requirements

Based on SAMHSA National Guidelines for Behavioral Health Crisis Care

Crisis Phones

- Maintain accreditation by the American Association of Suicidology (AAS) & Meet the minimum requirements of the National Suicide Prevention Lifeline (NSPL) to become a lifeline call center.
- Calls shall be live-answered within three rings or less (not to exceed 18 seconds beginning from the first ringtone) with call abandonment rate of less than three percent.
- Serves as the centralized dispatch of Mobile Crisis Team services, and track and report to Mercy Care disposition and outcome data for Crisis Phones and Mobile Crisis Team dispatch and response.

Crisis Mobile Teams

- 2 person teams for safety and optimal opportunity for engagement.
- Dispatch through Statewide Crisis Line
- 25% of mobile teams staffed with Peer and Recovery Support Specialists (PRSS)
- 75% community stabilization rate

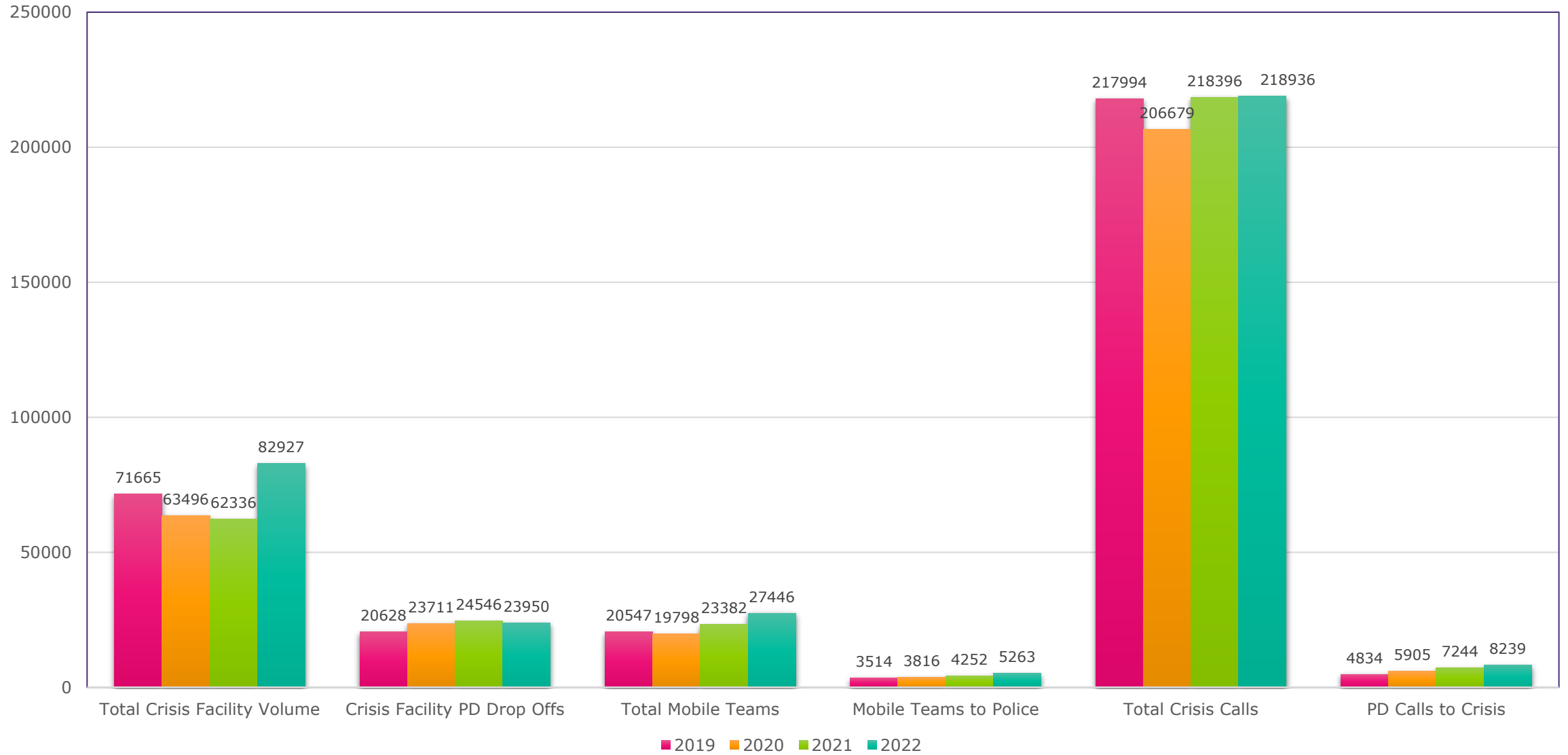
Crisis Receiving Facilities

- No Wrong Door
- 15 minute or less police hand off
- 75% conversion to voluntary from involuntary
- Staff with lived experience

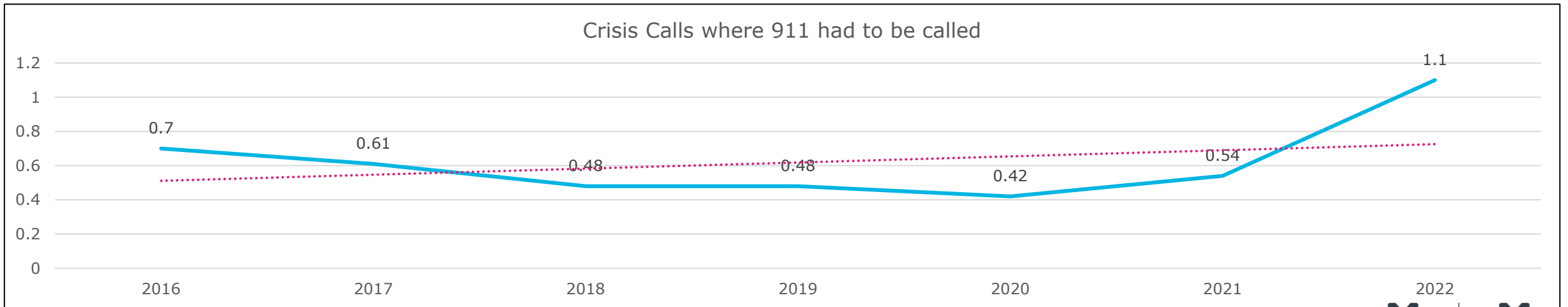
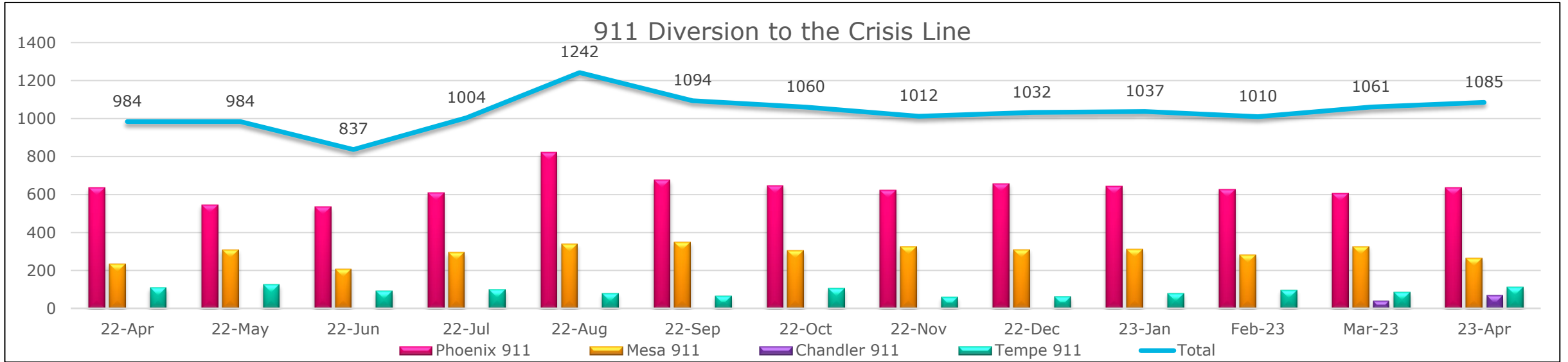
AZ Central Region Crisis System Volume 2019 - 2022



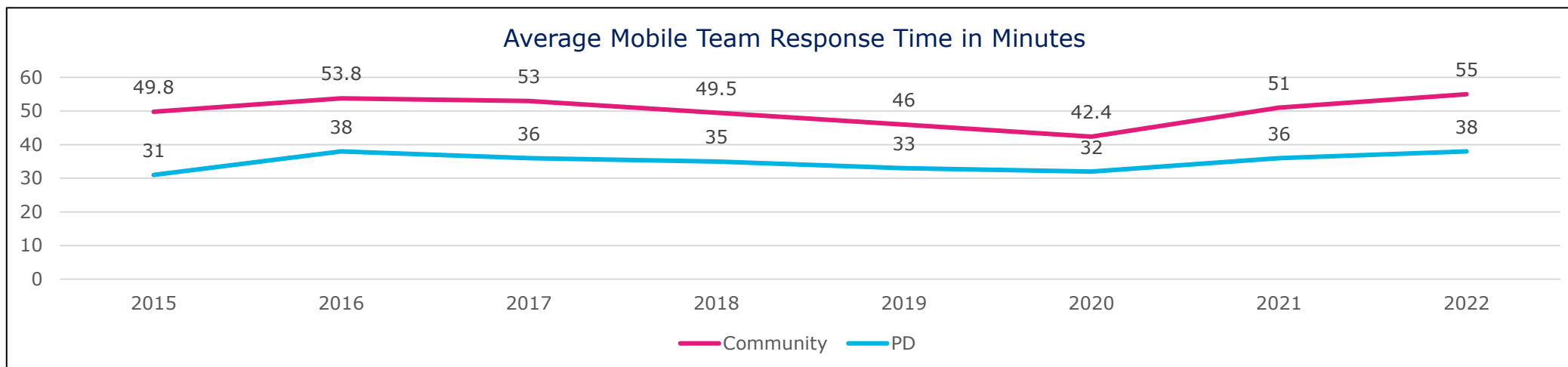
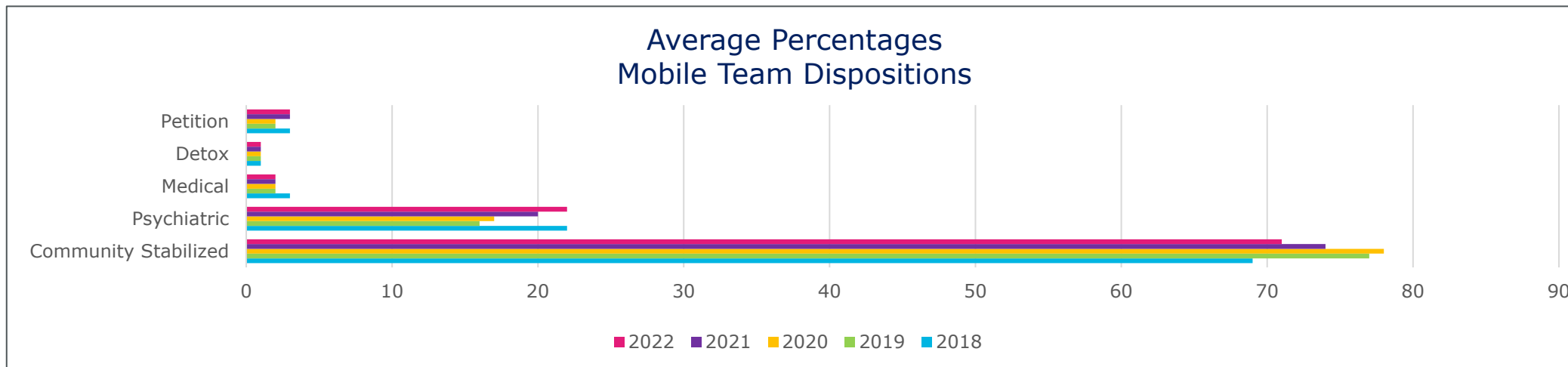
Total Crisis System Volume and Police Use



Crisis Line

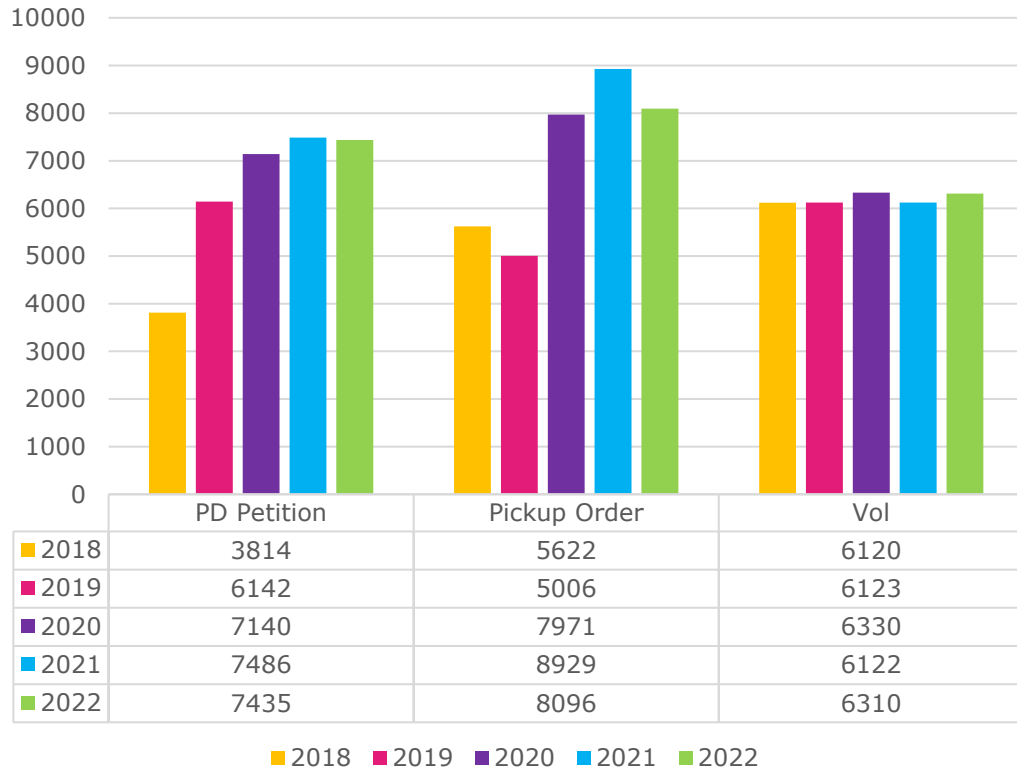


Crisis Mobile Team



Crisis Facility – Police Hand Off

Type of PD Hand Off to Crisis Facilities



Average number of Minutes for PD Hand Off to Crisis Facility by Year

| | |
|------|-----|
| 2018 | 4.6 |
| 2019 | 4.1 |
| 2020 | 4.8 |
| 2021 | 4.5 |
| 2022 | 3 |

Crisis Facility

Mind 24/7 provides crisis receiving facility services for children.

- 4 locations in Maricopa County with total of 100 observation chairs for children
- Operate with a No Wrong Door philosophy
- Crisis observation for children has provided an alternative to referrals to emergency departments for children with a mental health or substance use crisis.
- Participate in human trafficking collaborative
- Crisis observation for children has decreased Emergency Department holds (ie. hospital boarding) for children in Maricopa County
 - 2020 average number of children holding in ED each day 4.8
 - 2021 4.5
 - 2022 3.0

Commitment to Law Enforcement



QUALITY AND
PRIORITIZED SERVICE



"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!

Crisis Intervention Team (CIT) Partnerships

- Mercy Care participates in 3 Maricopa County CIT partnerships (Central, East Valley, and West Valley) providing 1 full week of CIT training each month in Maricopa County. Mercy Care also participates in CIT Partnerships in Pinal and Gila Counties.
- Community partnership aimed at:
 - Improving access to care
 - Increasing safety
 - Reduce criminalization
- Working together to address issues the community is facing through training for both law enforcement and behavioral health staff
- 5 components of CIT
 - Police training
 - Community Collaboration
 - Vibrant and Accessible Crisis System
 - Behavioral Health Staff Training
 - Family, Members, and Advocates Collaborate and Educate

Crisis Intervention Team Training Arizona Central Region

| Year | 5-day CIT sessions | Public safety personnel | Public safety agencies |
|---------------------|--------------------|-------------------------|------------------------|
| 2018 | 12 | 288 | 26 |
| 2019 | 12 | 265 | 29 |
| 2020 | 2* | 34 | 10 |
| 2021 | 10 | 206 | 27 |
| 2022 | 10 | 270 | 29 |
| (Projected) 2023 | 12 | 280 | - |

*The pandemic forced the cancellation of 10 5-day CIT schools.

Thank you

