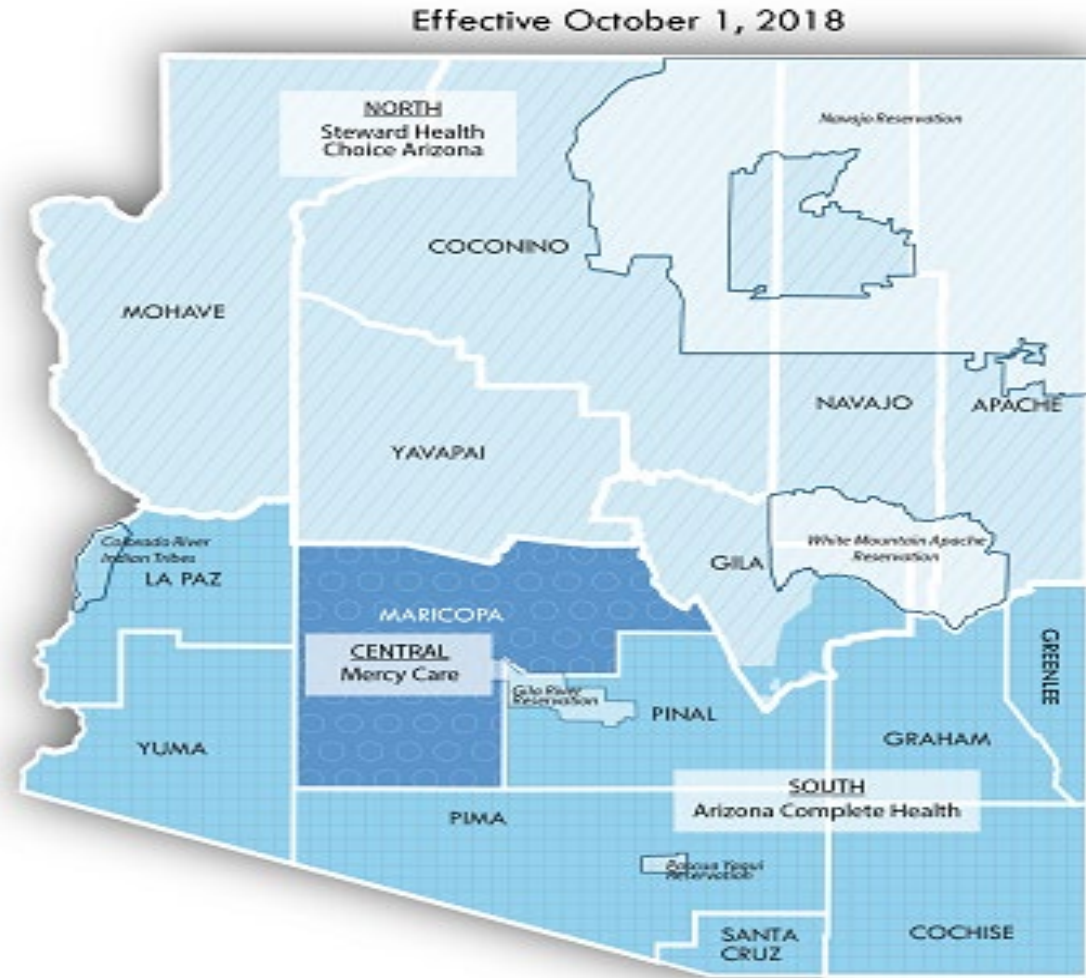




Mercy Care Crisis Services Access Community Supports

Frank O'Halloran, MCJ
Crisis Services Coordinator and Veteran Advocate
ohalloranf@mercycaresaz.org
480-695-3757

Arizona GSAs



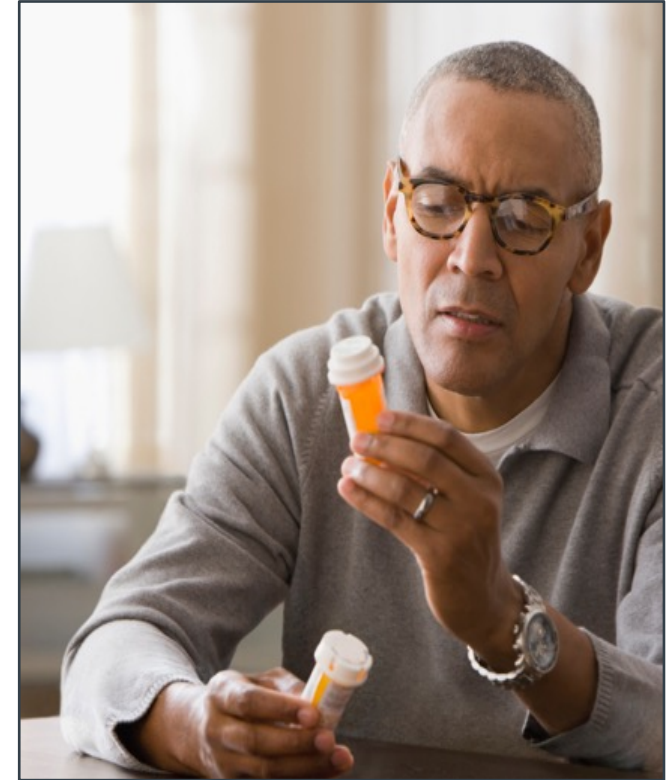
Note: Zip codes 85542, 85192, 85550 representing San Carlos Tribal area are included in the South GSA.

Mercy Care- Regional Behavioral Health Authority (RBHA)

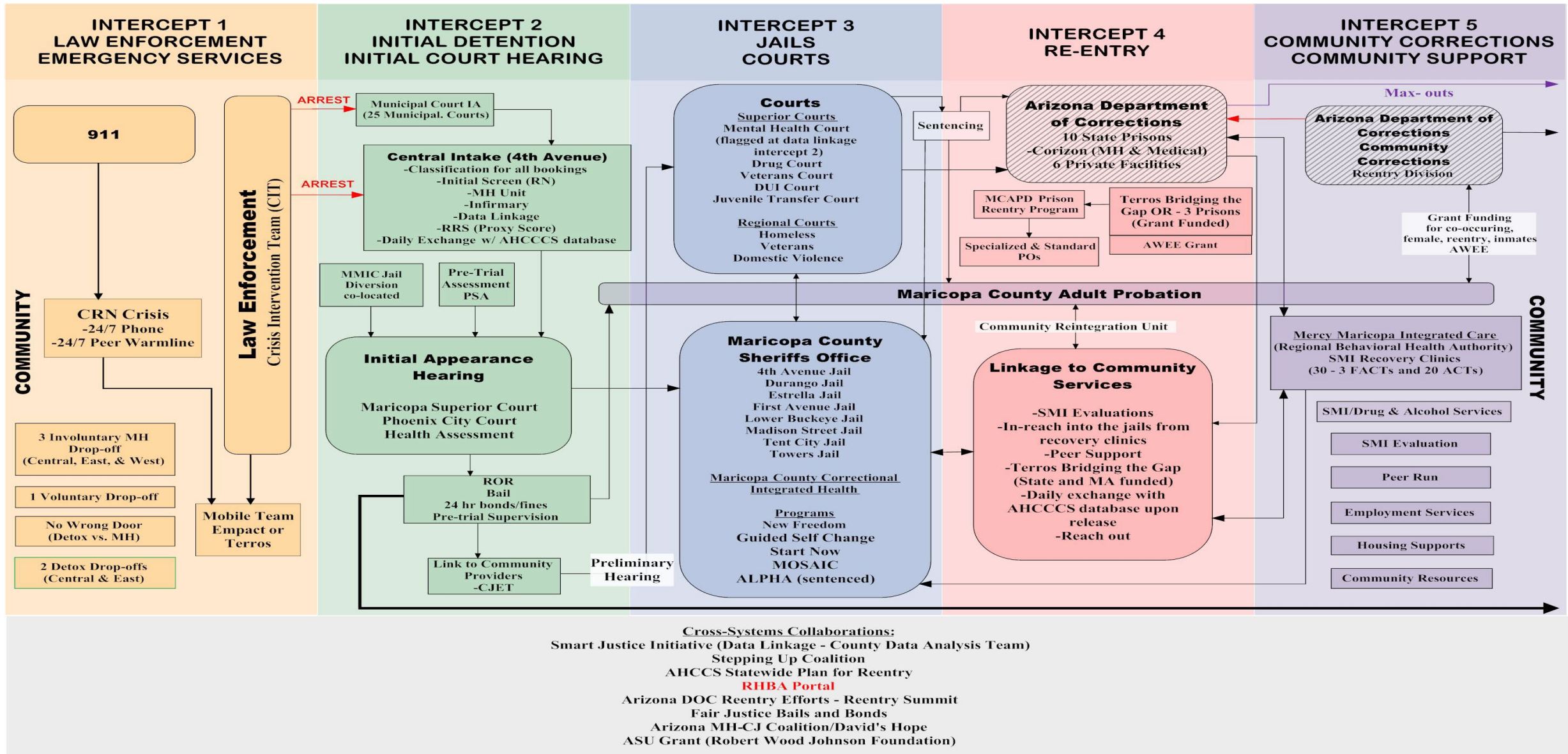
Mercy Care is the current RBHA for Maricopa County and parts of Pinal County, contracted to deliver services for our members and the community, since April 2014.

- Assessing behavioral health needs
- Developing a system of care and delivering services
- Meeting community and individual needs

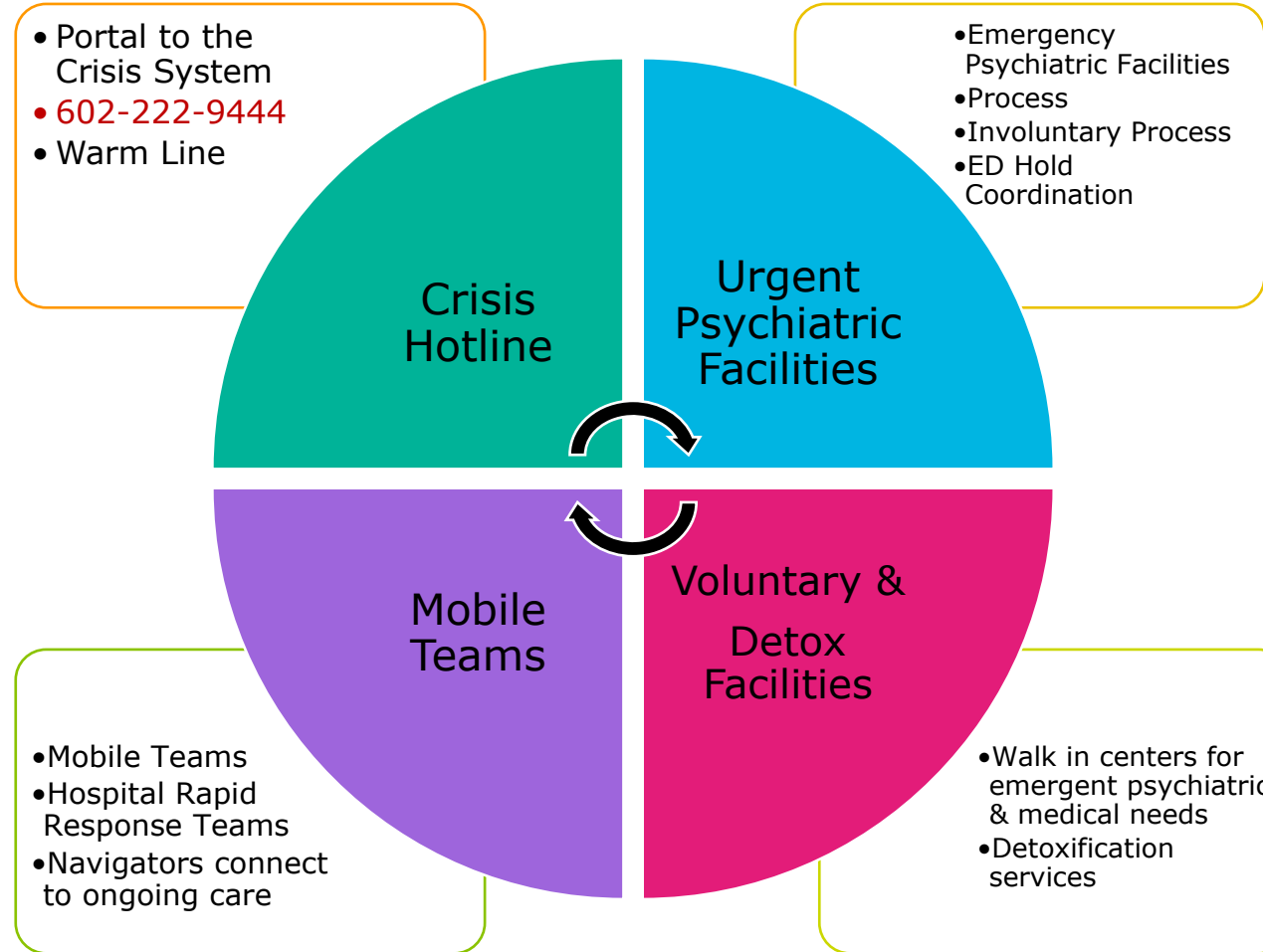
We contract with and have oversight of the crisis providers reviewed here!



Maricopa Sequential Intercept Map



Mercy Care Crisis Services Continuum



Mercy Care Crisis Providers

- Crisis Response Network (CRN)
- Terros Health
- La Frontera-EMPACT
- Connections AZ (UPC)
- Community Bridges (CPEC)
- RI International (RRC)



Crisis Phone Lines

Operated by Crisis Response Network (CRN)

When you call the Crisis Line at **602-222-9444** or 800-631-1314, what can you expect?

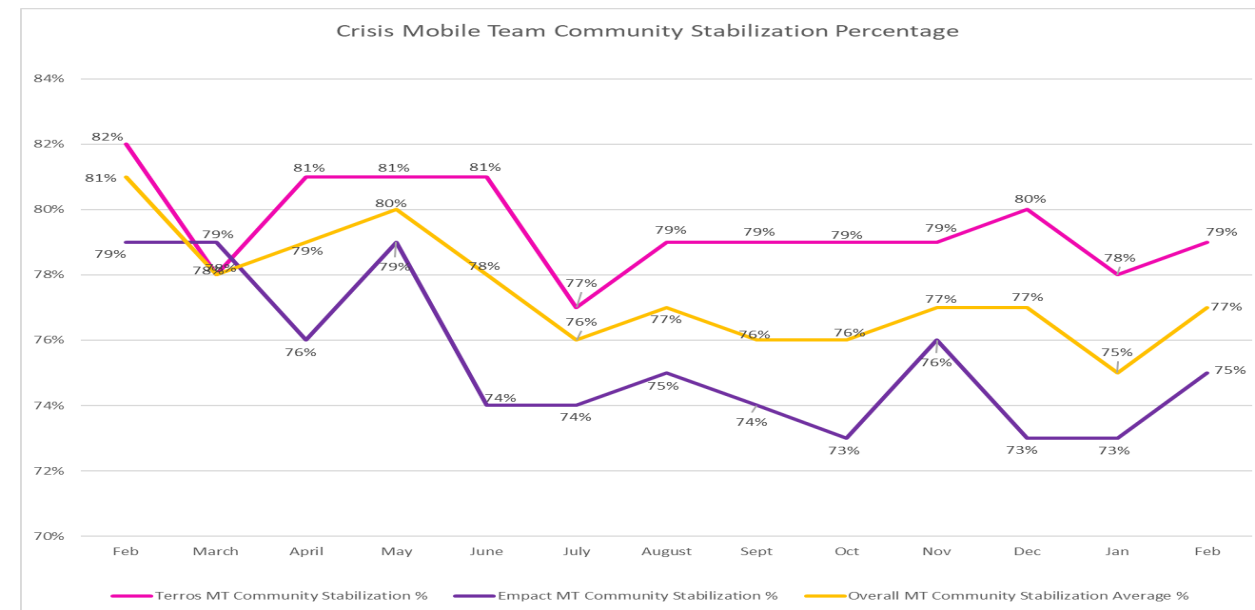
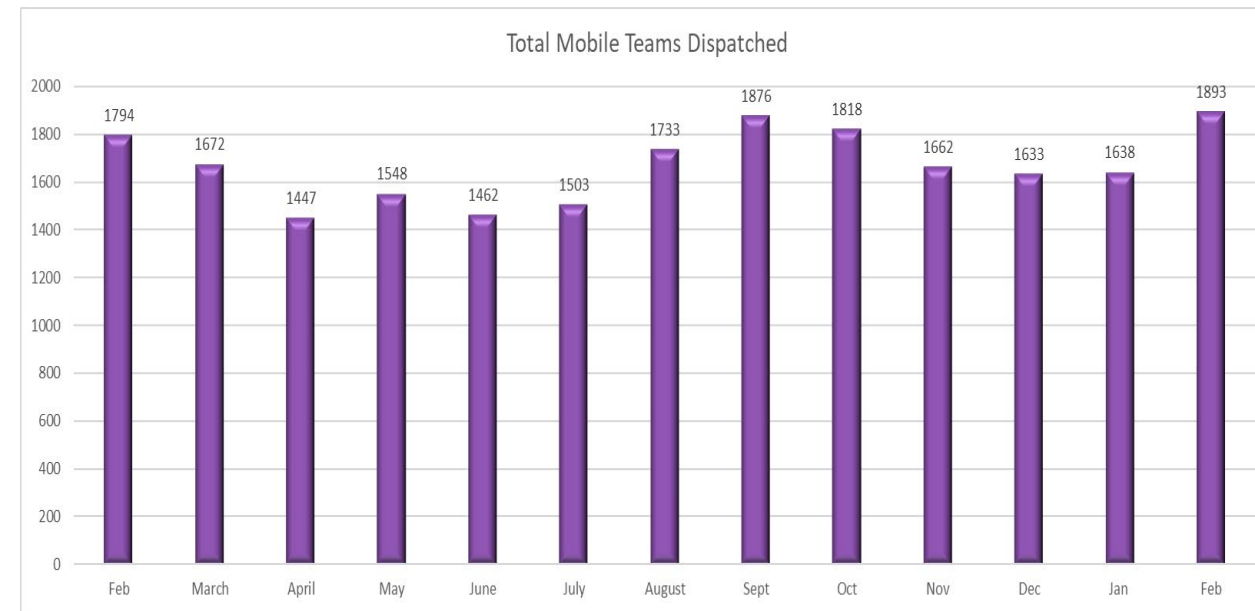
- Representatives answer calls in approximately **7 seconds**
- They assess caller needs and determine appropriate services
- Only **0.50%** of calls into the crisis line are transferred to 911
- Phoenix & Mesa PDs transfer from 911 to CRN approximately **800/month**
- Calls into the crisis line result in a mobile team dispatch approximately **11%** of the time

The Crisis Line receives on average **17,000** calls per month!

Crisis Mobile Teams

Operated by Terros Health and La Frontera-EMPACT

- Two-person teams - BHP and BHT
- Assess situation and determine resources
- Community stabilization is the goal, but they can transport to a higher level of care if need be
- Children and adults served
- Response time is approximately 45 minutes
- Call the crisis line and they will dispatch the mobile team
- At times, police may be called along with a mobile team due to safety concerns at the location
- Community stabilize approximately 75% of the time
- **602-222-9444**



Voluntary Adult Facilities & Resources

Community Bridges (CBI)

- Access Point- 824 N. 99th Ave, Avondale

RI International

- Respite- 99th Ave & Peoria, Peoria

Transition Navigators

- 4 different providers- CBI, EMPACT, Terros, Valle del Sol
- *Goal is to connect people in crisis to supportive services post crisis and reduce ongoing crisis utilization*



Detox Services

Operated by Community Bridges (CBI)

Central City Addiction Recovery Center (CCARC)

- Located in Central Phoenix
2770 E. Van Buren
Phoenix, AZ 85008

East Valley Addiction Recovery Center (EVARC)

- Located in Mesa
560 S. Bellview Rd
Mesa, AZ 85204

Crisis assessment and stabilization up to 23hrs, including medically monitored stabilization and evaluation for adults experiencing a psychiatric, substance use, or co-occurring disorder related crisis.

Emergency Psychiatric Facilities- Adult Involuntary & Voluntary

| Agency/Facility | Phone Number | Address |
|------------------------|--------------|--|
| Community Bridges/CPEC | 877-931-9142 | 358 E. Javelina Ave., Ste. 101 Mesa, AZ 85210 |
| Connections AZ/UPC | 602-416-7600 | 1201 S. 7th Ave., Ste. 150 Phoenix, AZ 85007 |
| RI International/RRC | 602-650-1212 | 11361 N. 99th Ave. Peoria, AZ 85345 |

Children/Adolescent Resources

The following facilities will take children experiencing a mental health crisis ONLY WITH PARENTAL CONSENT:

East Valley
13+ years old
Banner Behavioral Health Hospital
7575 E. Earll Drive
Scottsdale, AZ 85251
480-448-7500 or 602-254-4357

11-17 years old
Oasis Behavioral Health Hospital
2190 N. Grace Blvd
Chandler, AZ 85225
480-470-0069

13+ years old
Desert Vista Behavioral Health Hospital
570 W. Brown Rd
Mesa, AZ 85201
480-344-2000

13+ years old
Aurora Behavioral Health System-East
6350 S. Maple Ave
Tempe, AZ 85283
480-345-5420

****Special Needs Unit for ASD****

Central
5-17 years old
St. Luke's Behavioral Health
1800 E. Van Buren St
Phoenix, AZ 85006
602-251-8535

12 and under
Phoenix Children's Hospital
1919 E. Thomas Rd
Phoenix, AZ 85016
602-933-0990

West Valley
13+ years old
Aurora Behavioral Health System- West
6015 W. Peoria Ave
Glendale, AZ 85302
480-345-5420

12-17 years old
Quail Run Behavioral Health
2545 W. Quail Ave
Phoenix, AZ 85027
602-455-5694



Wrap up

- Crisis services are accessible and readily available **602-222-9444**
- Mercy Care's commitment to first responders and the greater community
- Better outcomes for people in need
- Collaboration is key!
- When there are issues, please let us know!

And a huge thank you to all of you!!

Thank you

