



Health
Choice



AZ AHP



WORKFORCE ALLIANCE



AzAHP Workforce Development Alliance - ACC, ACC-RBHA

MAY 2023 PROVIDER FORUM

Our Mission

To evaluate, monitor, and support the development of the Capability, Capacity, Connectivity, Culture, and Commitment of our provider workforce leading to a competent workforce that is capable of producing optimal member outcomes.



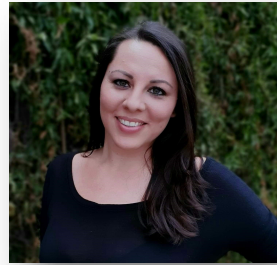


AzAHP Workforce Development Alliance



Yvette Tucker

Arizona Complete Health
Workforce Development
Administrator
ACC & RBHA



Selena McDonald

Banner - University Health Plans
Workforce Development
Administrator
ACC



Mark Faul

Care1st Health Plan Arizona
Workforce Development
Administrator
ACC & RBHA



Jennifer Elkins

Health Choice Arizona
Workforce Development
Administrator
ACC



Sarah Hauck

Mercy Care
Workforce Development
Administrator
ACC, ALTCS, DD, DCS/CHP, RBHA



Britt Spano

Molina Health Care
Workforce Development
Administrator
ACC



Layla Bishop

UnitedHealthcare Community Plan
Workforce Development
Administrator
ACC, ALTCS & DD



Laura Raymond

Arizona Association of Health Plans
Consultant / Workforce
Development Program Manager

The word "AGENDA" is written in large, white, bold, sans-serif capital letters. Each letter is contained within a red, rounded square tag. The tags are arranged in a slightly overlapping, horizontal line and are suspended by thin black vertical lines, giving the impression of hanging tags.

AGENDA

Heritage, History & Health Observances – Yvette Tucker

Relias Update – Joe Chemali

Relias Spring Cleaning - Mark Faul

Abuse & Neglect: TIC Workgroup - Josette Sullins

Standard Competency Guide: Self-Motivation - Josette Sullins

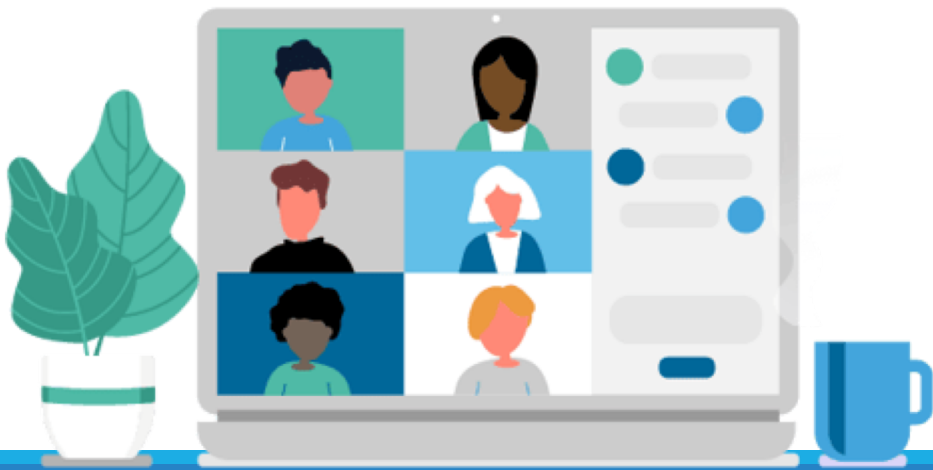
Quarterly Reporting – Sarah Hauck

SMCC Bachelor of Science in Behavioral Sciences Program – Dr. Thomas Aubrey

Training Opportunities – Yvette Tucker

Arizona 988 – Cassie Villegas

Reminders & Resources (RnR) – Selena McDonald



Heritage, History & Health Observances

- + Mental Health Awareness Month
- + Asian American, and Native Hawaiian, and Pacific Islander (AANHPI) Heritage Month
- + Jewish American Heritage Month
- + National Foster Care Month
- + National Prevention Week -May 7-13
- + Military Appreciation Month and Memorial Day -May 29

MAY		2023				
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

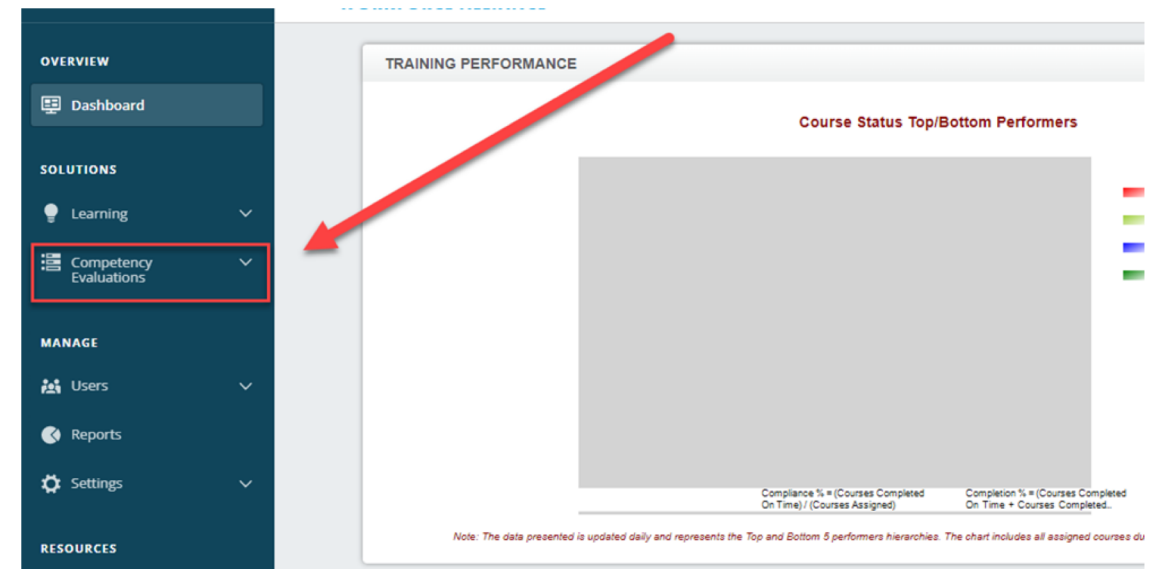
Heritage, History & Health Observances

- + LGBTQ Pride Month
- + Caribbean-American Heritage Month
- + Immigrant Heritage Month
- + Men's Health Awareness Month
- + Alzheimer's Awareness Month
- Juneteenth –June 19



New Competency Evaluation Tool Available

- Now available in your Relias Platform.
- Replacing CFT Supervision Skills Checklists and Requirements Trackers (Sunsetting on June 5th).
- New FAQ Document available. Please review the CFT resources available to you in the AzAHP webpage (Provider Resources → CFT Resources)



New Competency Evaluation Tool Available (Cont.)

A few key notes to mention:

- You must have at least one of the new competency evaluation permissions assigned to your Relias profile in order to gain access to the Competency Evaluation Tool tray in the left-hand navigation pane.
- Can have more than one evaluator assigned to a single competency review.
 - This means that multiple evaluators can complete different parts of the competency evaluation
- Once an attestation statement is completed by the evaluator, the section that has been completed will no longer be available for scoring by other evaluators (it will be grayed out). Furthermore, the assigned competency evaluation will be removed from the evaluator's assignments.
- Completed competency evaluation summary for review can be accessed only after the competency evaluation has been completed 100% by one or more evaluators. The summary can be accessed from the learner's transcript by selecting the blue icon and can be printed from there if needed.

Relias Supervisor User Management

Work Around Solution for User Provisioning as a Relias Supervisor

- System Bug has been identified and currently under investigation to resolve the issue as soon as possible.
- When creating users, unable to create user due to profile attribute drop-down menu not working as intended. Supervisor will need to hold the "Control" key on their keyboard to select multiple options for a single profile attribute.
- No timeline on fix release as this issue is still under investigation.
- Live Demo showing temporary work around solution until fix is released.

Relias Administration Mastery Program (RAMP)

- RAMP is a training plan program for Relias Administrators that covers site and overview, user management, hierarchy, courses, training plans, and reporting in the Relias Platform.
- Slated to become available in your Relias Platform as a training plan on June 5th if you opted in.
- The courses will take between 30-60 minutes and include knowledge checks throughout to aid with knowledge retention.
- Become certified as a Relias Administrator upon completion!



RELIAS
relias.com

CSM RELIAS OFFICE HOURS

Relias Questions?

Have questions or new to your role? Relias CSM, Relias Connect, & Relias Support by your side!

Enterprise Client Success Manager

Joe Chemali

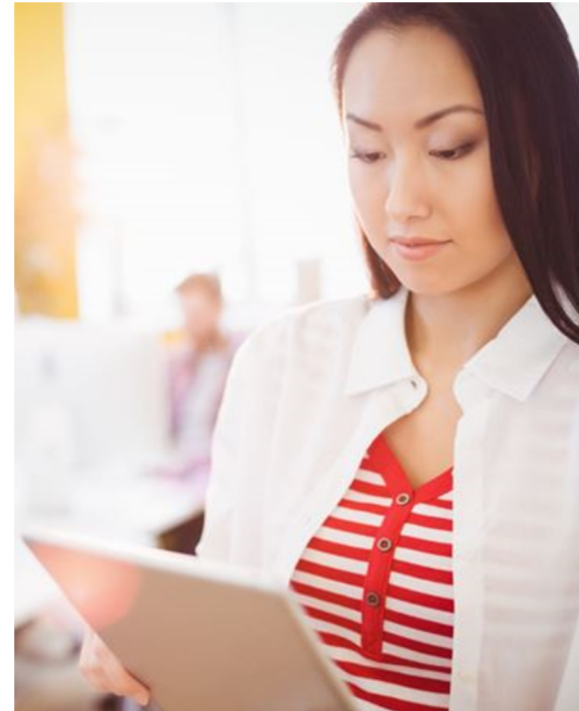
jchemali@relias.com

Relias Technical Support

1-800-381-2321

Hours of Operation: Mon – Fri (8 AM - 8 PM EST)

[Relias Connect](#)



A top-down view of a desk setup. A black sign with white text reads "SPRING CLEANING". To its right is a blue alarm clock showing approximately 10:10. Further right is a yellow pencil with a green eraser. The background includes a white notebook with blue lines, a white textured surface, and a silver tablet. Orange paper scraps are scattered around.

SPRING
CLEANING



BENEFITS OF SPRING CLEANING

▶ ENHANCES STAFF MORALE

▶ FEWER DISTRACTIONS, BETTER MOOD & CONFIDENCE

▶ INCREASED PRODUCTIVITY

▶ IMPROVED FOCUS

▶ REDUCED STRESS

▶ GOOD IMPRESSION

- Create A Checklist
- Clean Down All Surfaces
- Declutter Drawers
- Take Out (Scan and Shred) The Old Documents And Keep The New
- Organize Cords And Cables



And while you're in the cleaning mode.....

Clean Up Your RELIAS Account

- Is your employee list in RELIAS accurate?
- Module Completion



Arizona Sexual Violence &
Disability Network

Josette Sullins - DEHP

Trauma-informed Care & Access Workgroup Purpose Statement:

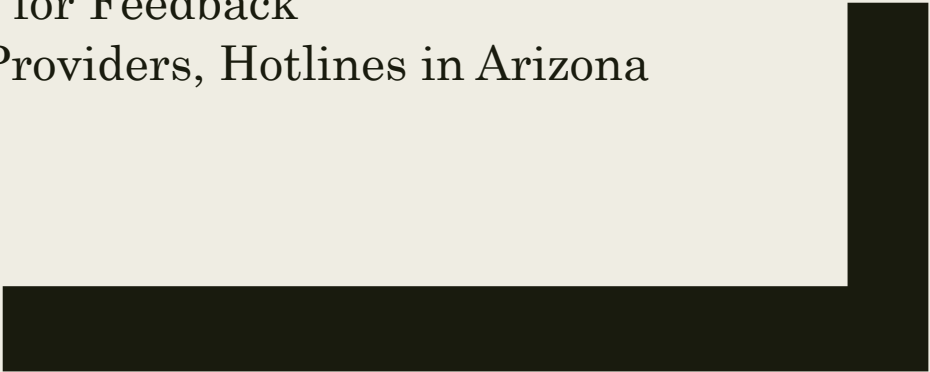
We work to bring a trauma informed lens to the topic of people with IDD who experience sexual violence, including in the areas of prevention, treatment and healing.

Collaborate with Adult Protective Services (APS) in a strategic way to enhance support and services for people with IDD who experience sexual violence and seek APS services:

- Objective 1: Create a one-two page brief or fact sheet about how APS, the disability and the sexual assault communities interact to support victims, including understanding how values may conflict and how to address those conflicts to better serve people with IDD.
- Objective 2: Review current APS investigative protocols to ensure people with IDD are included in all relevant APS protocols, investigation documents or other formal documents.
- Objective 3: Provide trauma-informed care access training and information to at least 25 APS professionals within the next year.



Trauma-informed Care & Access Workgroup

1. Review and Enhance current Hotline protocol
 2. Create Compliancy Checklist
 3. Decipher Measurement Tool/Outcomes
 4. Meet with Stakeholders for Feedback
 5. Offer Training to APS, Providers, Hotlines in Arizona
- 



**CONTACT:
JOSETTE SULLINS, CO-
CHAIR
ADMIN@DEHPCARE.COM**



AZ+AHP
WORKFORCE ALLIANCE

Standard Competency Guide

Josette Sullins - DEHP

Self-Motivation

Definition

The force that keeps pushing us to go on – it's **our internal drive to achieve, produce, develop, and keep moving forward**. When you think you're ready to quit something, or you just don't know how to start, your **self-motivation** is what pushes you to go on.

An initiative to undertake or continue a task or activity without another's prodding or supervision.

Key Competency Skills

- Assist Coworkers
- Build a Development Plan
- Challenge Yourself
- Create New Initiatives
- Identify Growth and Learning Opportunities
- Know Your Strength and Weaknesses
- Maintain Work/Life Balance
- Set Goals and Track Progress
- Step Outside of Your Comfort Zone
- Suggest Changes to Improve Processes
- Think Positively

Resources

- [8 Steps to Continuous Self-Motivation](#)
- [How to Apply Self-Motivation in the Workplace](#)
- [20 Behavioral Interview Questions to Test if Job Candidates Have High Motivation](#)
- [How to Assess an Applicant's Motivation From Interviews](#)
- [Interview Questions to Assess Motivation](#)
- [Job Interview Question: "Are you Self-Motivated?"](#)
- [Self Motivation Assessment Tool](#)
- [How Self Motivated Are You: Quiz](#)

How to Measure Competency During an Interview

[STAR method](#)

Motivation ranks high as a desirable characteristic or attribute in the employees you hire. The job interview questions you ask, and the interview question answers your candidate supplies, are crucial to your assessment of the candidate's knowledge, experience, and potential [cultural fit](#) within your organization.

Questions you might ask during an interview:

- What is your biggest dream in life?
- What goals, including career goals, have you set for the next 5 years?
- How would you define success in your career?
- Describe the work environment or culture in which you are the most productive and happy.
- Give an example of a time when you identified a new, unusual or different approach for addressing a problem or task.

Competency Observation opportunities during an interview:

As an interviewer, you want to gain knowledge about the employee's self-motivation. You will be looking for answers to the following questions:

Is the employee:

- Positive in their approach?
- Sharing examples that demonstrate the key competency skills?
- Focused on intrinsic motivators vs external factors (paycheck, bonus, etc.)

How to Measure Ongoing Competency

On-going assessment of employee motivation helps employers identify and reward employees who understand the goals of the organization and are doing their part to help the organization achieve critical performance outcomes.

Productivity increases when workers at all levels of the organization feel motivated and engaged in meaningful work that adds value.

SELF MOTIVATION

What puts the pep in your step? What helps you find joy out of anything, from a daily task to creating an empire?

Where Does Self Motivation Come From?



Only you can identify where your own self motivation comes from. However, once you find where it is and how to manage it, it becomes a lifelong skill that you can continuously utilize.




My own self-motivation stems from recognizing that life is a gift, and I do not want to waste it. This is a purpose for my self-motivation.




By recognizing a purpose for my motivation, I was able to turn that into action. Through giving back, participating in and helping others see they too are gifted, I can keep myself motivated by combining my own values with the work I am doing.

Where to Start:


When it comes to doing anything, I always ask myself: “why would I do this? Is this how I want to be spending my time?”



If not, look for reasons that would make this valuable for yourself and/or others. If it is something you *must* do, always create a value statement behind it. This alone gives growth and gratitude.



Identify the barriers and look for solutions that meet your reasons for doing it in the first place.



If I get stuck on one step, I will give myself time to focus on another piece of my project. If you think of a task like a puzzle, you can see how working on different sections allows the picture to come into focus.

When Fear, Doubt, or Burnout Sets In: LIFT Yourself Up

Look for and build team support systems. See how each puzzle piece fits in and supports the bigger picture.

Integrate your support team and your values so you can always recognize why you're on this path in the first place.

Find encouragement; motivation can stem from working with other motivated players.

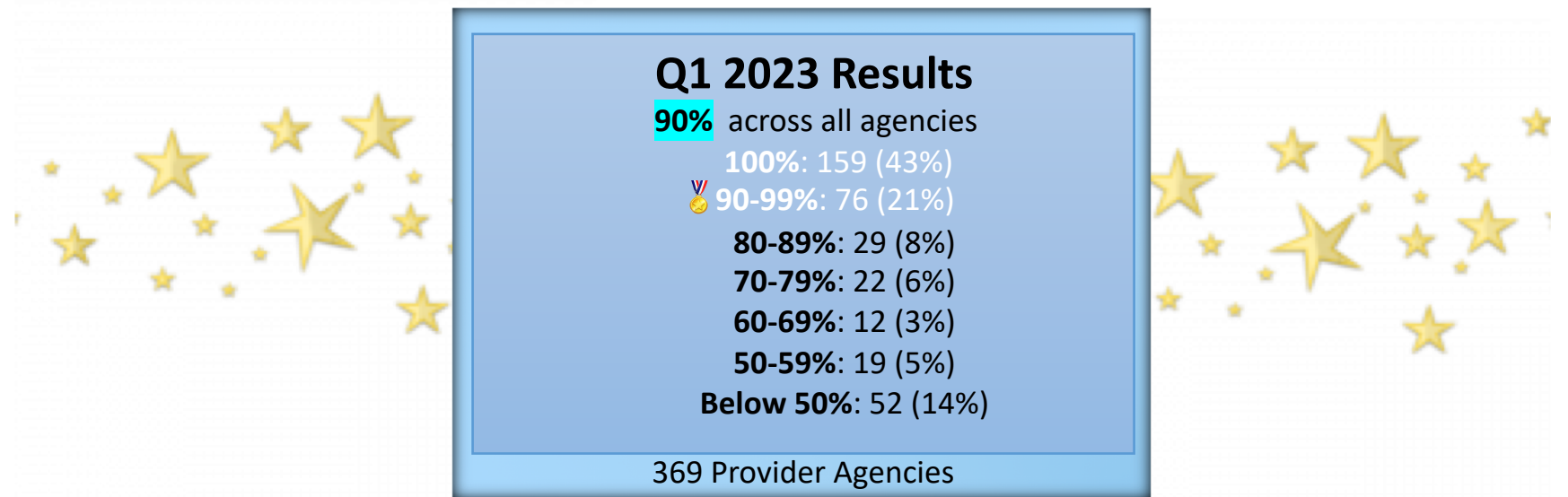
Take time to smell the roses, daises, or whatever flower of your choice. In other words, look at your accomplishments and your value statements. Allow yourself to be proud of your work in order to generate excitement to do more!

Q1 2023 Quarterly Report (Learner Status)

Reporting Dates: 1/01/2023 - 3/31/2023

Training Plans: AzAHP 90-Day & Annual

Report Run Date: May 1st, 2023



Results are available at www.azahp.org

- <AZ Workforce Development Alliance – ACC, ACC-RBHA
- < Provider Resources
- < Quarterly Completion Reports (bottom of page)
- < Access Quarterly Completion Archives
- < Quarter 1, 2023

Your agency name is listed next to your score
(Use CTRL "F" to find your agency name)

Q4 2022 Results

91% across all agencies

100%:	116 (32%)
90-99%:	96 (26%)
80-89%:	37 (10%)
70-79%:	29 (8%)
60-69%:	17 (5%)
50-59%:	23 (6%)
Below 50%:	50 (13%)

368 Provider Agencies



SOUTH MOUNTAIN COMMUNITY COLLEGE

A MARICOPA COMMUNITY COLLEGE

Now offering affordable
**Bachelor's
Degrees**

Start here. Finish here.

Behavioral Sciences

Bachelor of Sciences

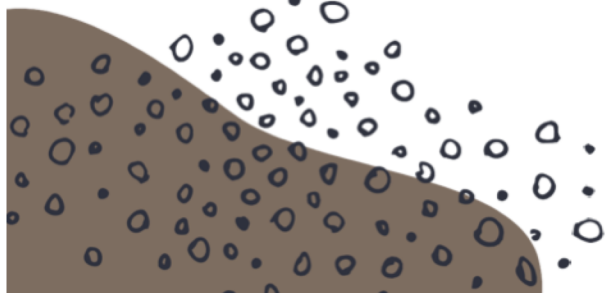
Behavioral Sciences

South Mountain
Community College

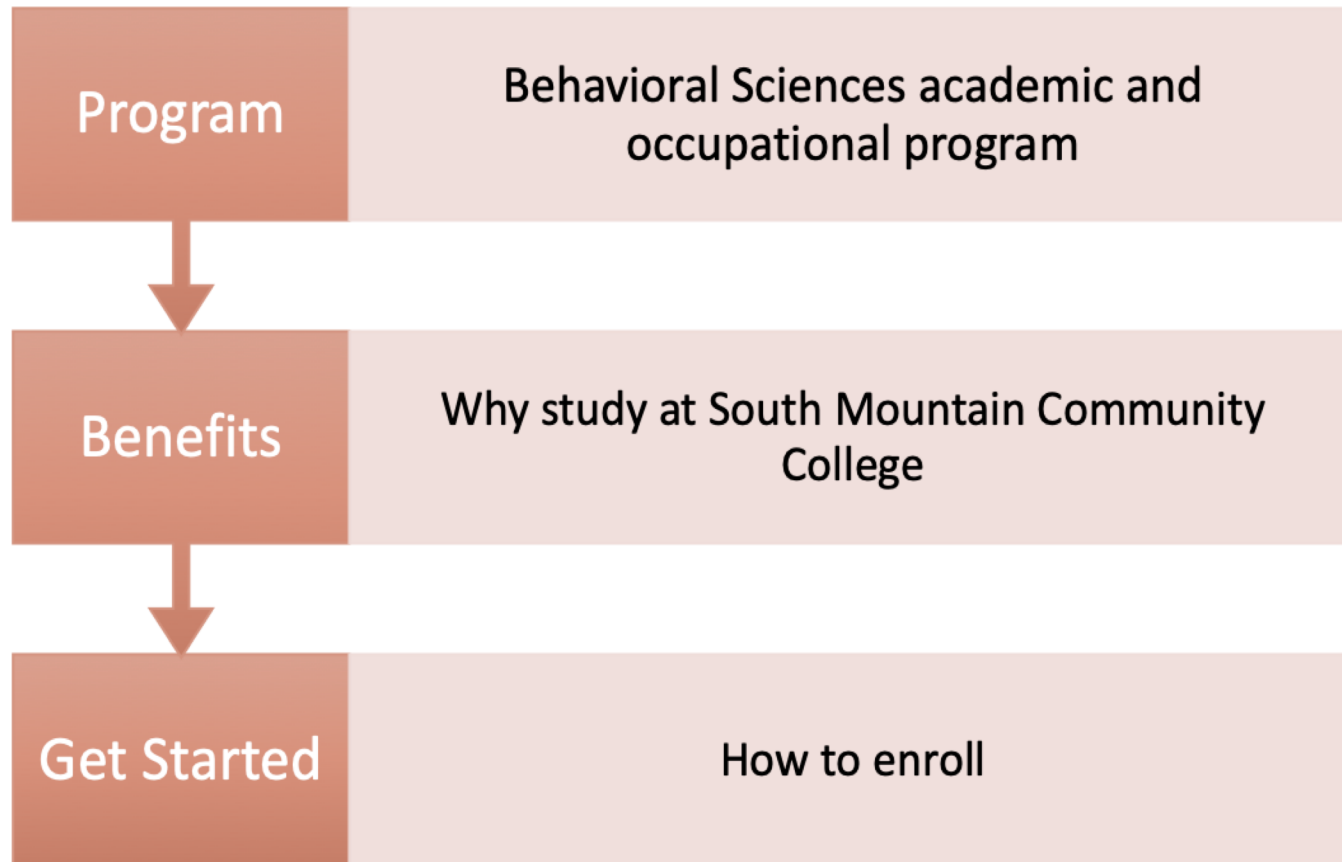


**SOUTH MOUNTAIN
COMMUNITY COLLEGE**
A MARICOPA COMMUNITY COLLEGE

Behavioral
Sciences



Overview



Behavioral Sciences Program

Transform and Enrich the Lives of
Children, Adults, and Families
Through Mental Well-being

- The advanced study of human behavior
 - Applied skills necessary to help individuals and families suffering



Behavioral Sciences Program

- Occupational program
 - Practical hands-on training, workforce training
 - Micro-certifications
 - Designed to meet substance abuse technician qualifications
- Academic program
 - Prepares students for graduate degree programs to become licensed: psychologist, behavior analysis, professional counselor, marriage and family therapist, social worker, school psychologist, neuropsychologist, etc...



Behavioral Sciences Program

- Low, cost affordable tuition rate
 - \$97 per credit hour (90 credits)
 - 145.50 per credit hour (30 upper division)
- Low textbook cost
 - Approximately, \$578 for all bachelor's degree (full-time)





**SOUTH MOUNTAIN
COMMUNITY COLLEGE**

A MARICOPA COMMUNITY COLLEGE

Behavioral
Sciences



Questions

Email Dr. Thomas Rojo Aubrey at:
thomas.aubrey@southmountaincc.edu



Training Opportunities



ARIZONA TELEMEDICINE PROGRAM WEBINAR SERIES

The practice and delivery of healthcare is changing with an emphasis on improving quality, safety, efficiency, & access to care. Telemedicine can help you achieve these goals! The Arizona Telemedicine Program, Southwest Telehealth Resource Center and Regional Center for Border Health invite you to a free one-hour CME webinar on the implementation and practice of telemedicine. CME provided by The University of Arizona College of Medicine - Tucson

APPLIED BEHAVIOR ANALYSIS: WHAT IS IT?

WEDNESDAY, MAY 17, 2023
12:00 pm Arizona Time
12:00 pm PDT - 1:00 pm MDT - 1:00 pm CDT - 2:00 PM EDT

In this presentation, autism spectrum disorder will be defined, including identification and description of the core features. Then, we will review evidence-based practices and strategies for individuals with autism by defining Applied Behavior Analysis (ABA).

OUTCOME OBJECTIVES

- Describe the two core areas of autism.
- Explain the definition of ABA.
- List two basic concepts of ABA that can benefit individuals with autism spectrum disorder.

PRESENTER

 **Megan Mann, M.Ed., BCBA**
Senior Clinical Consultant
Southwest Autism Research and Resource Center (SARRC)

Megan Mann is a Senior Clinical Consultant at the Southwest Autism Research and Resource Center (SARRC). Megan is a Board Certified and Licensed Behavior Analyst. Her clinical experience focuses on inclusion, dissemination of applied behavior analysis, and caregiver training for parents of children with autism spectrum disorders (ASD).

REGISTRATION
www.telemedicine.arizona.edu

CONTINUING MEDICAL EDUCATION

Accreditation Statement
The University of Arizona College of Medicine - Tucson is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.
The University of Arizona College of Medicine - Tucson designates this live activity for a maximum of 1.0 AMA PRA Category 1 Credit™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Disclosure Statement
All Faculty, CME Planning Committee Members, and the CME Office Reviewers have disclosed that they do not have any relevant financial relationships with ineligible companies that could constitute a conflict of interest concerning this CME activity.

For more information, contact Melanie Esher, MAdm, at mesher@telemedicine.arizona.edu

This webinar is made possible through funding provided by Health Resources and Services Administration, Office for the Advancement of Telehealth (U42527).

The Arizona Telemedicine Program University of Arizona Health Sciences- is offering a free one-hour CME Webinar *Applied Behavioral Health Analysis:*

What is it?

May 17, 2023, 12PM-1PM AZ Time

Visit www.telemedicine.arizona.edu to register and see all upcoming events.

Training Opportunities



Child Crisis Arizona
Safe kids. Strong families.

CHILD CRISIS ARIZONA VIRTUAL CLASSES AND WORKSHOPS

Summer 2023

A Guide to Healthy Teen Dating

Walk away with a better understanding of how to influence your teen to have healthy teen dating relationships while also learning the signs of dating violence. This workshop is recommended for parents with children as young as 11-years.

THURSDAY • 6/29 • 10 a.m. to 12 p.m.

Adverse Childhood Experiences – Extended 2 Part Series

This two part class series will provide: an overview of what ACEs mean, including the short and long term impact of ACEs; guidance on trauma and toxic stress's connection to development and behaviors; strategies to build resiliency and promote post traumatic growth.

TUESDAY & THURSDAY • 8/8 & 8/10 • 10 a.m. to 12 p.m.

Anger Management for Fathers

Parenting class for men exploring the root causes of anger, recognizing unhealthy images about masculinity, enhancing personal communication skills, and increasing understanding of stress while applying effective coping strategies.

WEDNESDAYS • 7/26 - 8/30 • 6 to 8 p.m.

Anger Management for Kids

In this two part series you will gain a better understanding of how child development impacts your child's emotions, techniques to help them build healthy coping skills, and hands on activities you can use to increase their emotional intelligence.

WEDNESDAYS • 7/26 & 8/2 • 10 a.m. to 12 p.m.

Baby Bootcamp- A class for Expectant Parents

Becoming a parent for the first time doesn't have to be overwhelming. Take our expectant parent class and learn about your role as a parent, childbirth and what it entails, the risk factors involved if precautions during pregnancy aren't taken, and a whole lot more. This is a two-part series with another two classes that you are encouraged to attend, Car Seat Safety and Safe Sleep (car seats and pack-n-plays are available for those that qualify).

MONDAY & WEDNESDAY • 8/14 & 8/16 • 10 a.m. to 12 p.m.

Bullying: Signs, Symptoms & Solutions

A bully is defined as an individual who seeks out others that are viewed as vulnerable, with intent to cause harm. Bullying is a reality for our youth, and it's important to know signs and strategies to support those who are bullying and being bullied.

THURSDAY • 7/20 • 6 to 8 p.m.

Car Seat Safety

Let's talk about car seat safety! A Certified Car Seat Technician will provide instruction and information and you will learn all about your children being safe while they ride in your car. Car seats will be provided to participants that qualify.

WEDNESDAY • 6/28 • 10 a.m. to 12 p.m.

THURSDAY • 8/10 • 6 to 8 p.m.

Child Development

An overview of developmentally appropriate physical, cognitive, social and emotional milestones from birth to 11-years. Learn how to help address key features within each developmental stage.

WEDNESDAY • 8/30 • 10 a.m. to 12 p.m.

Coparenting: Children in Between

This skill based program will help parents deal with their children's reactions to divorce in a positive and healthy way. Divorcing parents often increase the stress and anxiety their children experience by unknowingly putting them in the middle of a variety of personal, social, and financial issues. Walk away with activities you can do with your child, tools for improved communication, and positive ways to co-parent. \$15 book fee.

TUESDAYS • 8/15 & 8/22 • 6 to 8 p.m.

Conscious Discipline

Conscious Discipline is an evidence-based, trauma-informed approach to parenting. Learn ways to manage your emotions while helping your child manage their emotions, leading to a stronger parent-child relationship. Learn ways to problem solve during difficult behaviors and use effective consequences as a parent. This program will focus on your child's social and emotional learning.

TUESDAY & THURSDAY • 8/29 & 8/31 • 10 a.m. to 12 p.m.

Drug Trends

Parents and caregivers will learn about current drug and alcohol trends impacting our youth and prevention tools to help them avoid these risky behaviors.

TUESDAY • 7/11 • 11 a.m. to 12 p.m.

WEDNESDAY • 8/9 • 7 to 8 p.m.

All classes are hosted on Zoom and require video capabilities. Meeting information will be shared once registration is complete. Programming is live and cannot be viewed outside the scheduled session.

Pre-Register online at

register.communitypass.net/ChildCrisisArizona



Child Crisis Arizona offers no-cost family education Programming. Visit the website for full, updated schedule-

<https://childcrisisaz.org/>

Summer Series

Virtual Classes & Workshops:

Registration:

<https://register.communitypass.net/childcrisisarizona>



817 N. Country Club Dr. | Mesa, AZ 85201

480.834.9424

Training Opportunities



Child Crisis Arizona
Safe kids. Strong families.

COMMUNITY Summer 2023

IN PERSON COMMUNITY-BASED CLASSES & WORKSHOPS

CONTACT & REGISTRATION

To receive this via email, contact us at classregistration@childcrisisaz.org, (480) 834-9424 or childcrisisaz.org.

INFORMATION

Pre-registration is required for services. Each class has a minimum. If a class is not full it will be cancelled prior to the first night. We no longer provide child care. Children may not go into class or be left unattended on the premises. You must arrive no more than 5 minutes late to receive credit for a class or workshop. Child Crisis Arizona facilities are drug, alcohol, and weapon-free.

The Arizona Relay Service provides free 24-hr phone access for the deaf, hard of hearing, deaf-blind, and speech impaired. TTY: 711 or 1.800.367.8939 Voice: 1.800.842.4681.

**CLASSES AND WORKSHOPS ARE SUBJECT TO CHANGE.
PLEASE VISIT OUR WEBSITE FOR UPDATED SCHEDULE INFORMATION.**

A New Leaf- La Mesita
2254 W. Main Street
Mesa, AZ 85201

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A bully is defined as an individual who seeks out others that are viewed as vulnerable, with intent to cause harm. Bullying is a reality for our youth, and it's important to know signs and strategies to support those who are bullying and being bullied.

Tues. 6/27 12:30 - 2:30 pm

A Guide to Healthy Teen Dating

Walk away with a better understanding of how to influence your teen to have healthy teen dating relationships while also learning the signs of dating violence. This workshop is recommended for parents with children as young as 11-years.

Tues. 8/8 12:30 - 2:30 pm

Children's Museum of Phoenix
215 N. 7th Street
Phoenix, AZ 85034

Child Development

An overview of developmentally appropriate physical, cognitive, social and emotional milestones from birth to 11-years. Learn how to help address key features within each developmental stage.

Wed. 6/21 10 am - 12 pm

Raising Emotionally Intelligent Children

Social emotional development in children is crucial to a child's ability to survive and thrive. Together, we explore the foundation of emotional health and literacy as well as strategies to support social and emotional development from early childhood through teen years.

Thurs. 7/27 10 am - 12 pm

Duet

10000 N. 31st Ave. Suite D200
Phoenix, AZ 85051

Anger Management for Kids

In this two part series you will gain a better understanding of how child development impacts your child's emotions, techniques to help them build healthy coping skills, and hands on activities you can use to increase their emotional intelligence.

Thurs. 6/1 & 6/8 6 - 8 pm

Bullying: Signs, Symptoms, and Solutions

A bully is defined as an individual who seeks out others that are viewed as vulnerable, with intent to cause harm. Bullying is a reality for our youth, and it's important to know signs and strategies to support those who are bullying and being bullied.

Thurs. 8/3 10 am - 12 pm



In Person Community-Based
Classes & Workshops.
Visit the website for full, updated
schedule-

For more information or to pre-
register via email:
classregistration@childcrisisaz.org

Training Opportunities



Child Crisis Arizona also offers courses on-demand:



English: <https://childcrisisaz.org/courses/>

Spanish: <https://childcrisisaz.org/cursos-espanol/classregistration@childcrisisaz.org>



24/7 LIFELINES

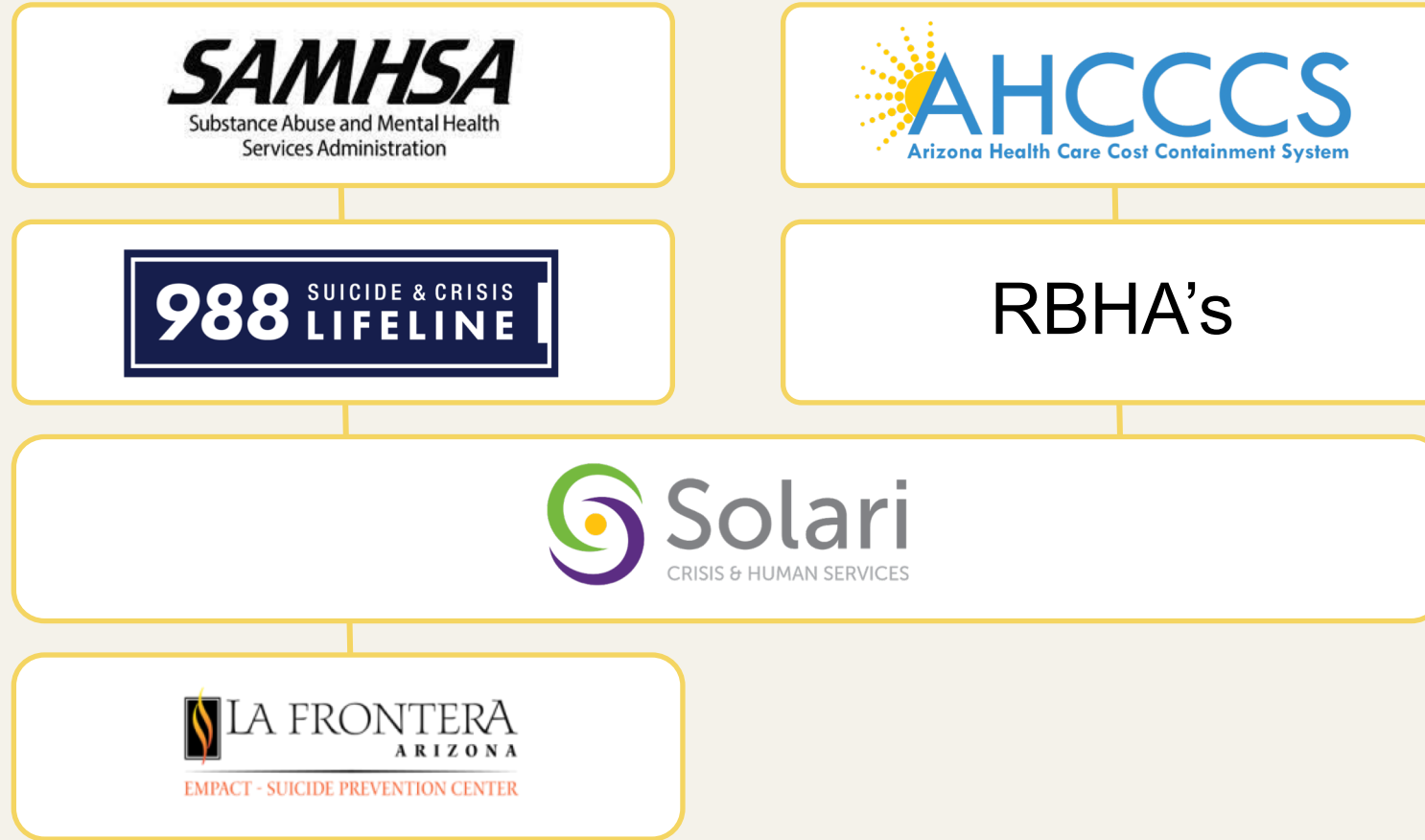
Statewide Crisis Line & 988

Inspiring *Hope*

- Providing crisis line services since 2007
- Nationally accredited
- 988 and statewide crisis lines in Arizona and Oklahoma
- Solari's Arizona crisis call center is the largest by volume in the country – taking 40,000 calls per month



System Oversight



988 Suicide & Crisis Lifeline

The 988 Suicide & Crisis Lifeline, formerly known as the National Suicide Prevention Lifeline, provides 24/7, free and confidential support to people in mental health-related distress or suicidal crises.



The Crisis Continuum



National vs. Local

National

- Routed by area code
- You will first hear a recording, “Press 1 for veterans, press 2 for Spanish...”
- Call is then routed by area code
- A person will answer and if needed can dispatch mobile crisis teams if the responding center is local

Local

- Routes directly to Solari
- A person will answer
- Ability to dispatch mobile crisis teams

Because Solari is the 988 and Statewide provider, Arizonans can expect a consistent response, regardless of what number you call

What to Expect

Calls/texts are answered quickly by a real person

We will ask for name, birthdate, and phone number

We will also ask if you are thinking about suicide or harming anyone else

You can remain anonymous

Information provided is private and confidential

Don't wait for a crisis, call early to help prevent a crisis

Call as a third party to get information or resources for another person

211, 988, or 911

- Health and human services information such as utility assistance, food box, non-emergent transportation, employment support.

211



- Mental health related crisis line. Can assist with suicide prevention, substance use and other mental health challenges.

988



- Emergency services when someone's life is at imminent risk.

911



Local Helplines

Teen Lifeline

602-248-TEEN

3 PM – 9 PM

Teens supporting teens for non-crisis situations. Supervised by a licensed professional

Warm Line

602-347-1100

24/7

Certified Peer Support Specialists providing non-crisis support and information. *Must be 18 to call

2-1-1 Arizona

2-1-1

24/7

Information and referral for health and human services.

Crisis Line

988 or 844-534-HOPE

24/7

Crisis and suicide prevention support. Access to mobile crisis teams and crisis transportation.



Thanks!

Do you have any questions?

Cassie Villegas, LAC

Sr. Director, Contact Center Operations & Clinical Services

Cassie.Villegas@solari-inc.org



R & R

Reminders and Resources

- **Training of the Month:**
 - **Basics of Corporate Compliance (MAY)**
- **P-WFDPs**
 - **Finalizing reviews**
 - **You should expect to receive Continuums soon**





Share your
thoughts
and ideas
with us...

Open Discussion:
Questions, Suggestions,
Ideas & Feedback

Closing/Next Meeting

Next meeting: June 8, 2023



SAME BAT-TIME
SAME BAT-CHANNEL



AZ AHP



WORKFORCE ALLIANCE



Thank You!