



CHANGING LIVES UPLIFTING COMMUNITIES



ANNUAL REPORT 2019

Mobilize AZ
is boldly tackling the
biggest health challenges
impacting Arizonans:
substance use disorder,
mental health conditions,
and diabetes.

Lift for a
snapshot
of 2019
results!



AMPLIFY IMPACT

BLUE GIVES BACK

11,799
total community service hours

85% of eligible employees dedicated
8 hours of community service to Mobilize AZ focus areas

141 projects

MENTAL HEALTH FIRST AID

20% of all BCBSAZ employees have been trained in mental health first aid

INVESTING IN COMMUNITY

\$4M in grant funding

39 grants funded

38,708 individuals served by our first cohort of substance use disorder and mental health grantees

Grant funding by Mobilize AZ health focus

\$2,358,893
substance use disorder

\$1,076,932
mental health

\$754,726
diabetes

FIGHTING DIABETES

Mobilize AZ-funded projects are expanding critical resources at the local level for the 600,000+ Arizonans living with diabetes and the 1.2 million who have prediabetes. Project highlights: diabetes food boxes, food pantries to address food insecurity, screenings for the un- and underinsured, and education.

TREATMENT EXPANSION FOR OPIOID USE DISORDER

Built capacity for medication assisted treatment (MAT) through Mobilize AZ's statewide incentive campaign

618 newly certified providers

73% are in the BCBSAZ network

18,540 more treatment spots created

INCREASING ACCESS TO MENTAL HEALTH

\$280K from Mobilize AZ funded
6 MORE PROVIDERS

"I know I can make a difference here in Yuma, and this financial support solidifies my ability to commit to this community."

KELI OSBORN,
Licensed Clinical Social Worker, Yuma

3 urban areas (underserved) / **3** rural areas

MOBILE MAT CLINIC

72 free mobile clinics / **15** counties visited

Connected with and helped **1,876** people

181 MAT engagements / **904** naloxone kits

COMMUNITY ENGAGEMENT

Tribal Symposium
Tribal leaders and community changemakers spent the day exploring innovative strategies for a healthier future.

Boys & Girls Club
Opened the Prescott Boys & Girls Club Resource Room, bringing much-needed play and quiet space to kids.

19North
Brought together real people telling real stories in an effort to find common ground and solutions.

Fiesta Bowl
The Fiesta Bowl Day of Play broke the record for largest game of freeze tag.

MOBILIZE AZ IN THE PUBLIC EYE

2M+ impressions in print and online media coverage

460K+ people reached via social media channels

500K+ social media post views

AMPLIFY IMPACT



Dear friends,

I believe there is no better investment we can make today than in working to solve Arizona's most critical health issues. The opioid epidemic and rising use of substances, mental health conditions, and diabetes are taking a toll on Arizonans—personally, socially, and economically.

At Blue Cross® Blue Shield® of Arizona, inspiring health in Arizona is our purpose. Corporate social responsibility is our guiding compass. So, in 2018, we took action to tackle these important health issues.

Our vision in launching Mobilize AZ was to tackle Arizona's most critical health issues by working in collaboration to turn ideas into impact—not just for our members, but for all Arizonans.

We know that, as a health insurance company, the way we can amplify impact is as a changemaker and catalyst for action. By joining forces with other organizations, public and private, it's possible to do more than what any one organization can do alone.

The results accomplished in Mobilize AZ's first full year are a testament to the power of community. It is my honor to share with you how, together with our many partners, we have moved the needle for the health of Arizonans. Thank you for joining with us!

Be well,

PAM KEHALY,
President and CEO
Blue Cross® Blue Shield® of Arizona



“People were lined up waiting for us when we pulled in. We saw faces of desperation turn to hope.”

CHRIS ANDERSON of Crisis Response Network describing the reception at a mobile medication assisted treatment clinic in Bisbee.

Mobilize AZ grant funding: cohort 1 for substance use disorder

The Mobilize AZ grant program began in Q4 2018 with the funding of our first cohort of grantees focused on addressing substance use disorder. The purpose of the grant program is to invest in community organizations working to prevent, treat, and support recovery of opioid and substance use disorder.

Arizonans have experienced 36,175 suspected opioid overdoses in less than three years (from June 2017 through February 2020). Of these suspected overdoses, 4,357 were fatal.

Our imperative is to turn the tide.

For our first cohort of grants, we awarded \$1.5 million dollars to nine organizations in five counties. Our focus is statewide, and the grant awards reflect that with projects in Pima, Yavapai, Navajo, and Mohave counties, in addition to Maricopa County.

The projects were wide-ranging: care for babies born with neonatal abstinence syndrome, youth-focused opioid prevention, support for parents and families touched by opioid use disorder, harm reduction, and more.

Altogether, our cohort 1 grantees served 28,152 people in 2019 with a combination of prevention and treatment services. We also saw large demand for housing, food, employment, and other social determinants of health (SDOH)—all of which are critical to helping individuals focus on treatment and recovery.

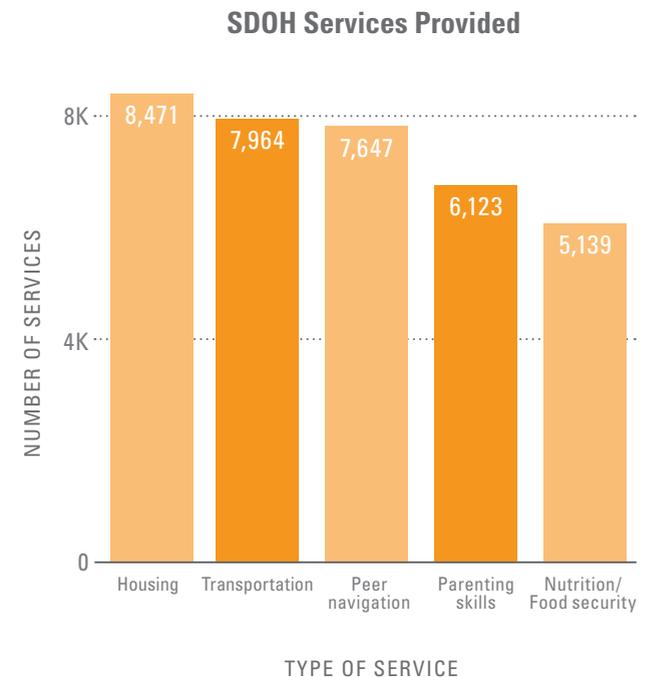
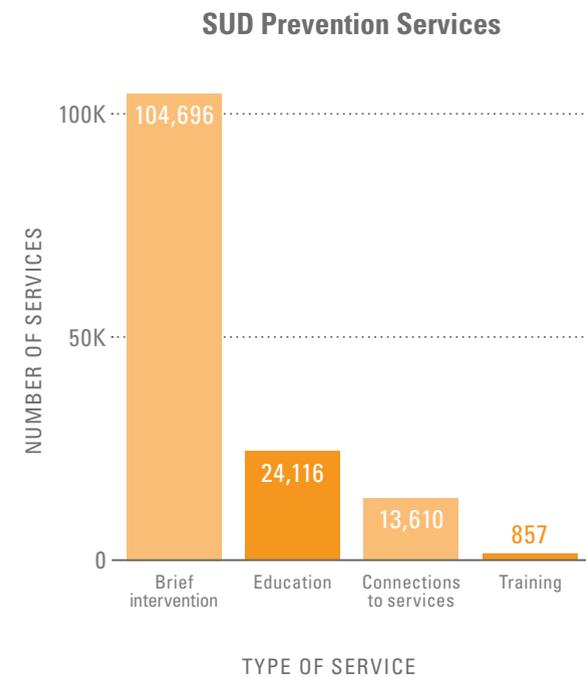
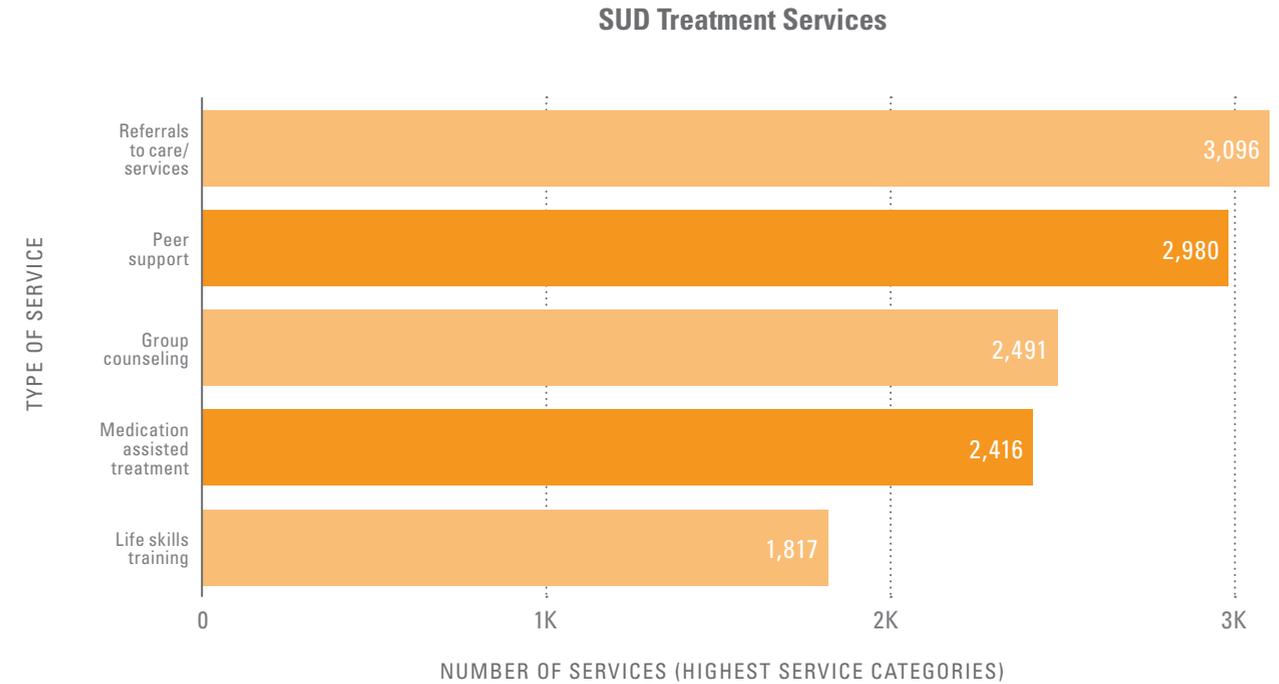
SUCCESS HIGHLIGHT

Closing a treatment gap for patients with opioid and substance use disorders

COPE Community Services used Mobilize AZ grant funding to close a treatment gap for patients residing at La Cañada’s skilled nursing facility in northwest Tucson who were in need of services for opioid use disorder or substance use disorder.

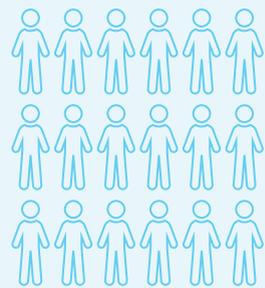
In addition to engaging residents in counseling and treatment, COPE facilitated client initiation and ongoing engagement in medication assisted treatment.

The team was also successful in reducing stigma and changing staff perceptions through intensive training and onsite visibility. **As a result, La Cañada’s director is now taking a harm reduction approach to caring for patients with substance use disorders.**



SUBSTANCE USE DISORDER GRANT IMPACT: COHORT 1

28,152
individuals served
Some duplication possible, given variation in grantee services and reporting



9
grantees



5
counties

8,000+
nights of housing
Demonstrates the need to address the social determinants of health in order to support people in their recovery



Mobilize AZ grant funding: cohort 1 for mental health

In Arizona, 12.5% of adults experience frequent mental distress, which places us 27th in the nation. The rate of suicide among adults places us 33rd among all 50 states.¹ Even more concerning is the sharp increase in youth suicide—up about 50% in the last two years (2017–2019). Over the last six years, the child suicide mortality rate has increased more than 100%.²

Mobilize AZ for mental health is addressing mental illness and distress by connecting people to care and resources that promote positive mental health and save lives. Through our grant funding, we are strengthening statewide resources.

Our first cohort of four mental health grantees served 10,556 Arizonans. Like with the substance use disorder grants, services ranged from prevention and education to treatment.

As one example, the Cottonwood-Oak Creek School District Focus Zone project is helping to mitigate the impact of adverse childhood experiences (ACEs) in students' lives so they can build resiliency and focus on learning. ACEs are stressful or traumatic events that can lead to risky health behaviors (such as smoking, alcohol use, and sexual activity), chronic health conditions (e.g., diabetes and heart disease), and early death. By addressing ACEs early on, this grant impacted the long-term health of Arizona.

SUCCESS HIGHLIGHT

300 veterans supported from homelessness to stability

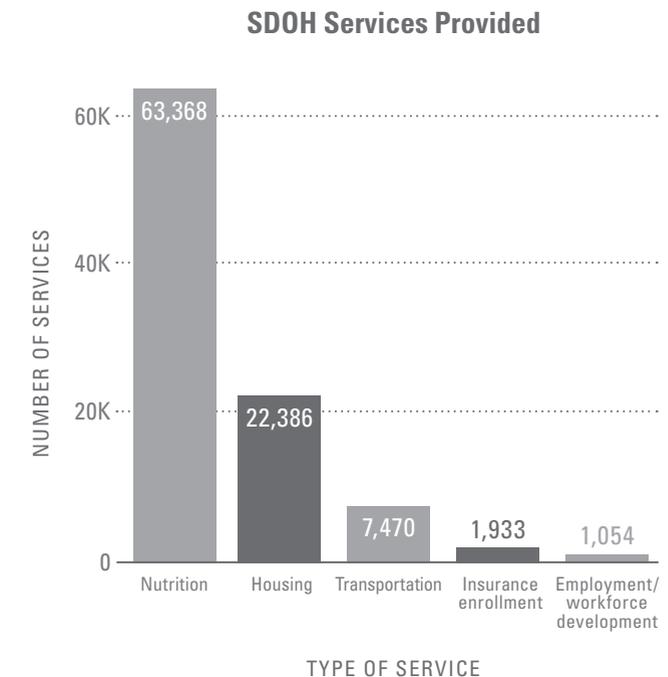
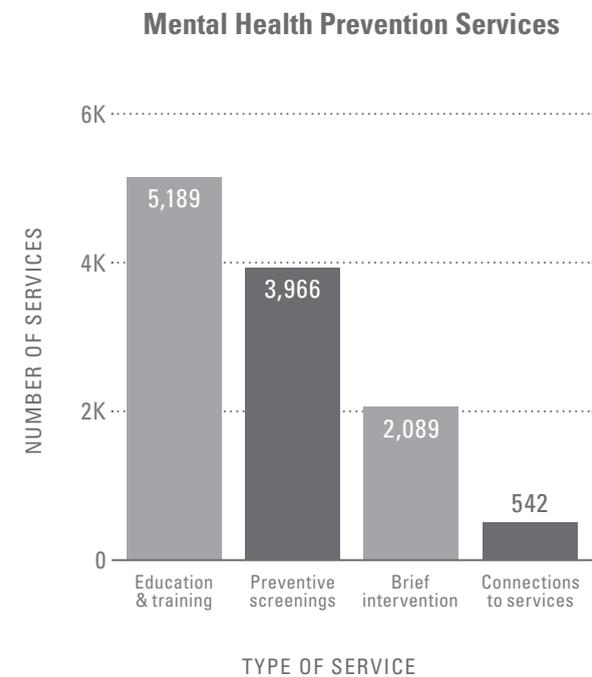
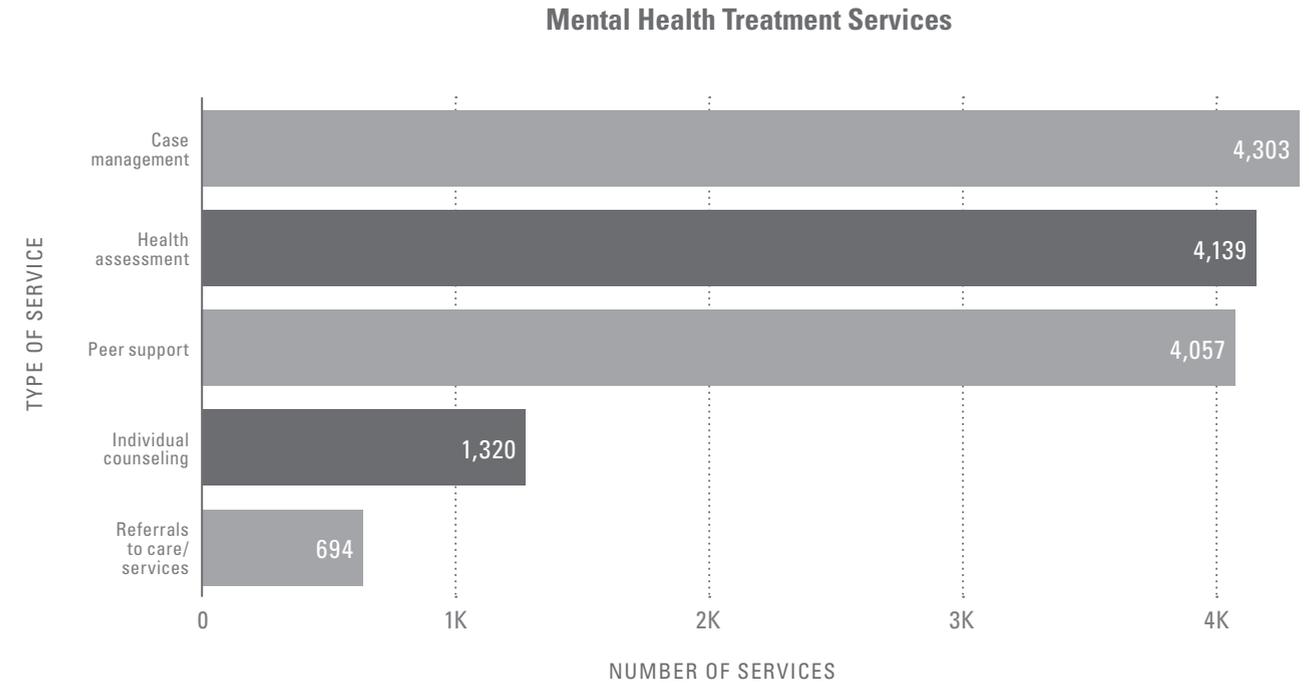
U.S. VETS Prescott used Mobilize AZ grant funding to expand mental health support and services for homeless veterans.

In the 12-month grant period, U.S. VETS Prescott provided 3,426 case management services to 300 veterans.

With individualized service plans and wraparound support, veterans were moved from immediate crisis to stability.

¹ Source: <https://www.americashealthrankings.org/learn/reports/2019-annual-report/state-summaries-arizona>

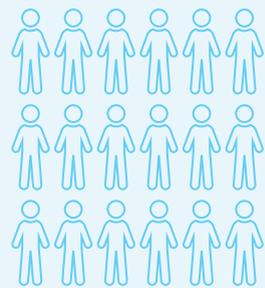
² Source: <https://www.azdhs.gov/documents/prevention/womens-childrens-health/reports-fact-sheets/child-fatality-review-annual-reports/cfr-annual-report-2019.pdf>



MENTAL HEALTH GRANT IMPACT: COHORT 1

10,556
individuals served

Some duplication possible, given variation in grantee services and reporting



4
Mobilize AZ mental health grant projects

Mobilize AZ mental health grant projects



63,368
in food and nutrition support services



Like with the substance use disorder grants, we are seeing a direct connection between mental health and the social determinants of health.

Beyond the numbers

The stories our grantees share show the true impact of Mobilize AZ grant funding—making a difference in people’s lives.



Reducing health disparities for the homeless through healthcare navigators + transportation

Elaine is leveraging a Mobilize AZ grant to address the health disparities faced by people experiencing homelessness by connecting them with healthcare navigators and transportation. These individuals typically have an appointment no-show rate of over 50%. Within the first few months of the program, by December 2019, Elaine hit a record low 2.5% no-show rate.

“A gentleman experiencing homelessness was referred to Elaine by *Circle the City* because he was missing necessary appointments due to dementia. **When a visit to an audiologist revealed that the man was almost completely deaf, his Elaine navigator scheduled, coordinated, and transported the patient to a wide range of services.** None of this would have been possible without the client’s trust in his navigator.”

VIVIENNE GELLERT, CEO & Founder of Elaine



Connecting parents of addicted loved ones with services + support

“**The support from Blue Cross Blue Shield of Arizona critically assisted PAL in expanding its reach and bolstering our infrastructure to handle further growth.** Our ability to meet the demand to help hurting families continues in no small part due to your support.”

KIM HUMPHREY, Executive Director for Parents of Addicted Loved Ones (PAL)



Increasing compassion + reducing harm for people using drugs

Sonoran Prevention Works (SPW) is a boots-on-the-ground organization that offers meaningful support for people who use drugs and those who inject them. They take a harm reduction approach to understand and meet people where they are.

“Jamie,* a pregnant woman who struggles with substance use, was experiencing social isolation and stigma. **SPW threw her a baby shower, packing the room with staff and volunteers.** Jamie and her partner asked two SPW peer-certified outreach workers to be her baby’s godparents. When Jamie gave birth and her baby was removed by the Department of Child Safety (DCS), the two outreach workers became certified by DCS to accompany Jamie on supervised visits. They will continue supporting her through this incredibly difficult time.”

HALEY COLES, Executive Director, SPW

* Name changed for privacy



Transforming the lives of homeless moms who have opioid use disorder

“I’m an addict and have been using since age 14. I overdosed six times in just the last year alone! I should not be alive today. I found out I was pregnant and got clean. Even after I got clean, I was still struggling with my living situation; I was still homeless. I’ve been here at [Maggie’s Place] for several months and since being here I have been super resilient. **I am very proud of myself. Most people from my past thought I would never be here today.** Now those people can look at my story and believe they, too, have a chance to have a stable lifestyle. I decided to stay here and do this to learn the skills I will need to live on my own, to be a productive member of the community and not have to depend on others unless I really need help, like I do now.”

A MOM at Maggie’s Place, a housing and treatment provider



Real-time support to combat mental health crises

Spectrum Healthcare Group’s mobile crisis team conducts daily outreach, care management, and intensive peer support. Through a Mobilize AZ grant, Spectrum was able to expand real-time support in western Yavapai County for people in mental health crisis.

“A 13-year-old male with active suicidal ideations was self-harming. He has a history of abuse by his father and has witnessed abuse to his sister. Divorce proceedings between his mother and father caused greater stress, as the client was afraid to tell his mother about the abuse he experienced during weekly visits with his father. **With mobile crisis response from Spectrum, the client had the support he needed to inform his mother of danger.** The Department of Child Safety became involved, and the client is now safe at home full time with his mother and completing ongoing outpatient services with Spectrum.”

STAFF MEMBER, Spectrum



Addressing the unmet mental health needs of NICU parents

“Mobilize AZ funding has significantly increased the scope of services we are able to provide to fragile infants and their families during a critical time in their lives. When we first began the *Smooth Way Home* program, our primary focus was on assuring that neonatal intensive care unit (NICU) babies were connected with early intervention therapy services immediately upon arriving home from the hospital. As we worked with these families, we discovered that many NICU parents had significant mental health challenges, and that their needs were largely unidentified and unmet.”

Thanks to Mobilize AZ funding, we now have essential resources to provide families with emotional support, including crisis management, grief, acute trauma reaction, and social isolation.

KARINA PATTON, Southwest Human Development

“Funding from Mobilize AZ has made a huge difference in the way we support and educate our patients with diabetes. Our medical staff and volunteers are grateful for the opportunity to bring needed health education and access to healthy foods and good nutrition to patients with diabetes on a regular basis.”

PAULA CARVALHO,
Executive Director, Mission of Mercy Arizona Program

The Mobilize AZ grant project has made it possible for Mission of Mercy (MOM) to provide a registered dietitian nutritionist/certified diabetes educator (RDN/CDE) to counsel patients with diabetes, both individually and through small group instruction.

While MOM’s volunteer physicians manage ongoing treatment and medications, the bilingual RDN/CDE works with patients to help them understand ways to improve their condition and minimize the dangerous effects of diabetes on their long-term health.



INCREASING ACCESS

Adding mental health providers

Arizona does not have enough mental health providers. In fact, our state is ranked 47th in the U.S. for access to mental healthcare. Through the Arizona Department of Health Services State Loan Repayment Program (SLRP), Arizona is working to recruit and retain healthcare professionals. However, the current funds fall short of provider interest and state needs.

More funding, more providers

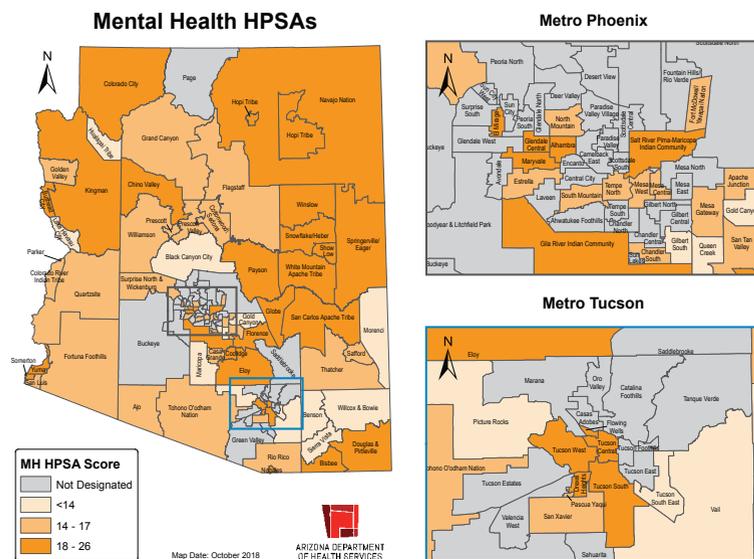
Mobilize AZ is shoring up resources with an investment in SLRP of \$280,000 per year in 2019 and 2020. This funding is going to support six mental health professionals:

- Two doctors of psychology
- Two licensed clinical social workers
- Two licensed professional counselors

Rural and urban availability

The distribution is evenly divided between rural and urban areas, and the funding ensures these providers will remain and practice in Arizona for at least four years (two years while in the SLRP plus two years' additional required service commitment).

Mental Health Professional Shortage Areas



MENTAL HEALTH MATTERS

“Since I was young, I knew I wanted to have a career that allowed me to help people and make a difference. Social work is incredibly rewarding and has allowed me to fulfill that dream, but four degrees and a clinical license come with a price tag.

Knowing that some of my debts will be paid off through the State Loan Repayment Program from Blue Cross Blue Shield of Arizona is like a light at the end of a tunnel.

I know I can make a difference here in Yuma, and this financial support solidifies my ability to commit to this community.”

KELI OSBORN, Licensed Clinical Social Worker, Yuma

“MHFA has made me more aware and sensitive to other’s people feelings, emotions, and stress levels.

I feel empowered to identify and ask the right questions when someone is dealing with depression or a panic attack. As a result, I was able to recognize that a friend was in crisis and help him get through it.”

MHFA TRAINEE

“I went into the class thinking it was not applicable to everyday life. **How surprised I was that MHFA can help me respond to so many situations in life.**”

MHFA TRAINEE

“Mental health first aid training helped staff learn how to take a few minutes to **listen, de-escalate, and give the right information.**”

MHFA TEACHER

“Participants reported feeling more comfortable not only recognizing that someone may be dealing with a mental health issue, but also intervening and helping that person seek professional help.”

TERROS HEALTH TRAINING COORDINATOR

Preparing Arizonans to respond to a mental health crisis

When someone is having a medical emergency, we know to administer first aid and call 911. What should we do when someone is suicidal, anxious, or depressed? How can we tell if they need immediate help, and how do we respond in a crisis?



Meet our community MHFA training partners

ADDICTION HAVEN

ARIZONA COUNCIL OF HUMAN SERVICE PROVIDERS

AURORA BEHAVIORAL HEALTH CARE

CROSSROADS

DESTINY SPRINGS HEALTHCARE

GILBERT PUBLIC SCHOOLS DISTRICT

PARADISE VALLEY UNIFIED SCHOOL DISTRICT

TERROS HEALTH

Growing Arizona’s MHFA training capacity

With more trainers, more MHFA outreach is possible. BCBSAZ has sponsored 29 new teachers in the Arizona community, nine of whom are BCBSAZ employees. These newly certified trainers are bringing MHFA training to their communities. Monthly, day-long sessions at BCBSAZ began in March 2019.

MHFA trainings boost BCBSAZ awareness

- 13 adult + 1 youth MHFA classes
- 378 employees trained in MHFA
- 20% of employees trained in 10 months

Community partner trainings extend our impact

Community partners trained in MHFA from behavioral health organizations and school districts are exponentially increasing our reach.

- Offered 32 trainings
- Trained 420 participants
- Increased MHFA awareness in Mohave, Coconino, and Maricopa counties

To prepare Arizonans to make a difference in mental health emergencies, Mobilize AZ began offering mental health first aid (MHFA) training in 2019. MHFA teaches people how to:

- Recognize risk factors and warning signs for anxiety, depression, and suicide
- Respond effectively to people in crisis and non-crisis situations
- Know where to turn for help
- Help save lives

Both internally at BCBSAZ and throughout our community, MHFA is increasing awareness of, empathy for, and responsiveness to people in emotional crisis.

BUILDING CAPACITY

Reducing opioid use disorder treatment gaps

At its inception, Mobilize AZ launched a campaign to narrow the treatment gap for medication assisted treatment (MAT) to help reduce opioid use disorder and prevent opioid overdose.

MAT is a proven modality in treating opioid use disorder. It quiets the area of the brain that is experiencing pain and craving the substance.

The opioid addiction recovery rate for people who receive MAT, together with counseling and group support, is 40% to 60%, compared with less than 25% who remain substance free for more than two years with abstinence-only counseling.¹ In residential treatment and treatment programs that incorporate MAT, recovery success rates are as high as 78%.²

¹Source: Anna Lembke, Drug Dealer, MD: *How Doctors Were Duped, Patients Got Hooked, and Why It's So Hard to Stop*, (Baltimore, MD: Johns Hopkins University Press, 2016), 133.
²Source: Arizona Opioid Prescriber Education, module 3, AzRxEd.com.

“Becoming MAT-certified helped change the way that I see opioid disorders. I now have a deep understanding of this complex problem, know how to better identify opioid use disorder, and have a new resource to treat it. I think expanding access to medication assisted treatment will be a big turn-around for the Arizona opioid crisis.”

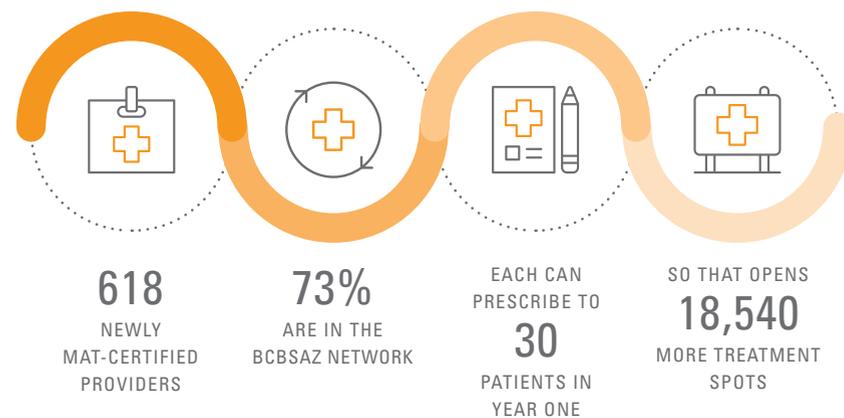
LISA MCDANIEL, PA-C

1 Phase 1: Building MAT capacity statewide

Our goal was to increase the number of providers in Arizona who are MAT-certified, so people ready for opioid addiction treatment can find a provider to help them.

Through the Mobilize AZ statewide incentive campaign, we targeted all providers—not only those in the BCBSAZ network—willing to treat someone with an opioid use disorder. Through this outreach, we increased availability of MAT treatment by 18,540 treatment spots.

MAT incentive campaign 2019 impact



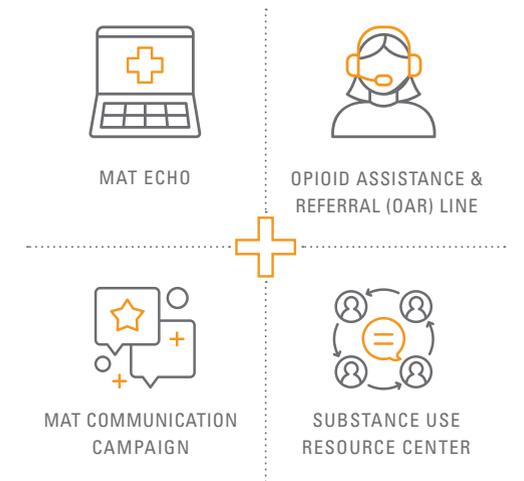
2 Phase Two: Empowering providers to prescribe MAT

Mobilize AZ is working on several fronts to connect providers with education, resources, tools, and support as a way to dispel stigma, overcome objections, and increase MAT prescribing.

Our email nurture campaign is focused on motivating providers to add their name to the Substance Abuse and Mental Health Services Administration (SAMHSA) buprenorphine provider locator.

BCBSAZ, through Mobilize AZ, has joined forces with Arizona State University and HonorHealth to form the MAT Extension for Community Healthcare Outcomes—ECHO. MAT ECHO, which was designed in late 2019 and launched in February 2020, is a community of practice provided through a live online environment that brings together experts and newly certified and newly practicing MAT providers. Through the sessions, providers receive technical assistance and case consultation to support them in prescribing to capacity.

Connecting Providers to Resources



CROSS-SECTOR PARTNERSHIPS

Reducing the impact of diabetes on Arizonans

Today, approximately 600,000 Arizonans are living with diabetes, and that number continues to grow. The American Diabetes Association notes that someone new is diagnosed with diabetes every 21 seconds.

The incidence of type 2 diabetes has more than doubled in our state in the last 10 years. One in nine Arizonans has diabetes, which is the seventh-leading cause of death in our state.

The prevalence of diabetes continues to increase as the American population ages and gradually becomes more overweight. Mobilize AZ is working to prevent and reduce the impact diabetes has on Arizonans.

Starting in the doctor's office

Mobilize AZ's primary focus in 2019 was on education, equipping providers with the latest research and best practices. The 8th Annual Southwest Diabetes Symposium was the forum for connecting with providers who care for patients with type 2 diabetes.

Sponsored by Mobilize AZ and attended by 1,644 healthcare professionals, the sessions were held in Tucson, Yuma, Phoenix/Scottsdale, and Flagstaff. Overall provider satisfaction was 94.5%. Participants noted an 82% improvement in knowledge and competence following the symposium.

"Best conference I have attended for diabetes." SDS ATTENDEE

"Thank you for providing this education free to attendees." SDS ATTENDEE

Further supporting providers was the flash drive every participant received. The drive included new treatment guidelines, treatment algorithms, and patient support materials, giving providers easy access to evidence-based material to better treat their patients.

Expanding prediabetes education

More than one in three Americans has diabetes. According to the Centers for Disease Control and Prevention, 90% of them don't know they have the disease. These statistics alone demonstrate the need to increase awareness about prediabetes and how it can be managed to avoid type 2 diabetes.

Supported by Mobilize AZ funding, the Arizona Diabetes Leadership Council and the Arizona Diabetes Coalition (under the direction of the Arizona Department of Health Services) expanded the state's Diabetes Prevention Program (DPP). Three master trainers and 14 lifestyle coaches were added to the program.

A male participant was hesitant to attend the DPP, so his wife joined him as a participant in order to motivate him. He was reluctant to participate much or share, but with time came out of his shell. By the end of the program, he had lost 28 pounds, 13% of his body weight. He is now an enthusiastic cheerleader for the program and has already recruited friends for the group.



Moving Upstream

We are joining with community organizations around the state to reverse the diabetes trend, and the effect this chronic disease has on Arizonans. Through these cross-sector partnerships, we can pinpoint the services and support that will be most helpful to the people being served.

The NATIVE HEALTH food pantry is one example. A cohort 2 grantee, NATIVE HEALTH's patients have a high prevalence of prediabetes and diabetes. Yet the pantry is dependent on the food donations it receives. Often that can mean hot dog buns and potato chips—foods not healthy for anyone, let alone someone who has diabetes. With Mobilize AZ funding, NATIVE HEALTH opened a diabetic food pantry for patients in need who receive medical care at their central Phoenix clinic.

SUCCESS HIGHLIGHT

Diabetes is Primary

BCBSAZ, through Mobilize AZ, helped sponsor *Diabetes is Primary*.

This innovative education initiative of the American Diabetes Association focuses on clinical management of type 2 diabetes and its complications.

In a post event survey, **96.94% of respondents said they planned on changing their practice based on the information they learned.**

"I just took a trip to New York with my extended family of eight—including grandchildren. We walked everywhere, wore our pedometers for the week (14,000 to 20,000 steps/day), and had a competition with each other! Best of all, I did not gain weight after eating out for a week in New York!" DPP PARTICIPANT

DIABETES AT A GLANCE



600,000+

Arizonans are living with diabetes every day

Someone new is diagnosed with diabetes every

21 seconds

2x The incidence of type 2 diabetes has more than doubled in AZ in the last 10 years

1 in 3 Americans has diabetes

90% don't know they have prediabetes

Diabetes is the 7th leading cause of death in AZ

Social determinants of health drive health equity

Low income, unstable housing, lack of transportation, and lack of access to healthy foods can create a constant source of stress and require people to sacrifice other areas of life and health in an attempt to meet their basic needs.

Real-life Tradeoffs

Imagine you have a minimum-wage job and a family of five to feed. A dollar will buy you more on a fast food value menu than it will in the fresh produce aisle of a grocery store. Not to mention that the grocery store is more than a mile away from where you live. So, fast food is a more practical choice for your family.

Many people in Arizona and across the country face tradeoffs daily. Do I buy gas to get to work, or pay the copay for the medication I need? Can I cover rent if I take my kid to the doctor? How do I properly store my medicine when couch-surfing is my only housing option?

Critical to Health Outcomes

The term social determinants of health (SDOH) refers to the conditions in which people are born, live, learn, work, play, and age.

Addressing SDOH through Mobilize AZ-funded projects increases access to care through the provision of stable housing and transportation resources. These projects also help meet basic health needs, allowing for improved health through the provision of nutritious meals, positive social interaction, and access to basic resources.

Lastly, our grantees' SDOH efforts focus on sustainability through opportunities to gain employment, increase income, obtain insurance, and secure affordable housing.

It's all connected—social and environmental factors inform our options, which influence our behavior and vice versa. By using the social determinants of health to guide all Mobilize AZ activities, we amplify our ability to inspire health—not just for our members, but for all Arizonans.

PERCENT OF MOBILIZE AZ GRANTS THAT ALSO ADDRESS SDOH

82%



Mobilize AZ uses SDOH to inform grant funding decisions, among other activities. Of the 39 grants funded so far, 32 address SDOH as well as one of our three health condition focus areas.



The Mobilize AZ—SDOH Connection

The social determinants of health affect a wide range of health, functioning, and quality-of-life outcomes and risks. So it stands to reason that if we are to make an impact on serious health issues such as substance use disorder, mental health conditions, and diabetes, then we must also consider the impact of SDOH.



SDOH X SUD

While there is no one or clear path to opioid or substance use disorder, these factors can increase susceptibility.

Living in an unsafe environment; being exposed to people who are actively using substances

Trauma

Despair (for example, from losing a job)

Lack of resources to support recovery (i.e., housing, employment, income)

Minimal access to insurance and medical care



SDOH X MENTAL HEALTH

Isolation and impaired functioning in society is a typical side effect for someone who is severely depressed, anxious, or experiencing psychosis, and that often leads to other complications.

Inability to work

Low income (as result of employability)

Stigma

Substance use

Overdose and suicide



SDOH X DIABETES

There is a direct correlation between lack of access to healthy and nutritious foods and developing and having complications related to diabetes.

Diabetes and prediabetes are significantly impacted by food choices, which are driven by income and geography.

Produce and healthy foods are typically more expensive than processed foods that are high in sugar and fat.

Fast food, as well as the food typically donated to food banks, puts individuals at greater risk for diabetes.

Carrying bags of groceries for many city blocks or on a city bus is time-consuming, more strenuous than health allows for some, impractical for moms with kids in tow, etc.

“Through our Mobilize AZ-funded project, we have been able to connect some of the most vulnerable individuals with behavioral and physical health services necessary to their well-being and ability to stabilize in housing.”

ROSS ALTENBAUGH,
Executive Director, Flagstaff Shelter Services

IN THE FIRST SIX MONTHS OF ITS MOBILIZE AZ GRANT, FLAGSTAFF SHELTER SERVICES REPORTED:

100%
of clients housed have remained in housing

646
nights of permanent housing were provided

↓41%
reduction in emergency room visits



↓90%
reduction in substance use/misuse



INCREASING ACCESS

Fighting the opioid epidemic by increasing access to life-saving services

Early in 2019, Mobilize AZ and Centerpoint for Hope (a subsidiary of Crisis Response Network) joined forces to help people who are struggling with opioid and substance use disorder.

We asked, “How do we make it easier for people to ask for and get the help they’re ready for? What’s a solution that fits both the urban and rural areas of our state?” The solution—a free mobile clinic that would travel statewide, expanding access and creating connections to care.

Shannon

At one of the clinics, a navigator interacted with Shannon who was experiencing homelessness and had been bitten by a venomous spider. Shannon, a Native American, explained that she had been disconnected from her tribe for many years.

The navigator tirelessly contacted tribes and eventually located Shannon’s district. After speaking to the tribal chairpersons, she arranged for them to have contact with Shannon.

The navigator recently received a call informing her that Shannon had reconnected with her tribe and they were helping her secure housing.

Angel

Angel came to a clinic distressed and desperate to get off his prescription medications. The navigator spoke with him about different options for services and resources he could use.

He was not interested in engaging with MAT services at the time, but wanted information about opioid use, getting enough food for the month, and obtaining employment. The navigator connected him to local resources and provided information about opioid use. He also wanted to participate in the follow-up program with CRN. Before leaving, Angel met with a representative from CMS and was provided with the peer support line.

The navigator worked with Angel weekly thereafter to check in and provide information and support. After a few weeks of follow up, Angel called the peer support number and has been engaged in MAT ever since. Angel reports going every day and shared that his life has greatly improved.

Sarah

A woman named Sarah* in Coolidge was connected to treatment support during a clinic visit and given the option to contact a community navigator for follow-up help if needed. Following initial treatment, Sarah experienced homelessness. There are no shelters in Coolidge, so her plan was to sleep at the post office.

The navigator scoured the state for resources, finding a program that would pay for a two-month hotel stay. The catch was proof of income. Without an address, how could she find a job? Without a job, how would she show proof of income? Sarah was ready to give up on treatment.

The navigator dug deeper and learned that the program accepted blood plasma donations as a type of “income.” The navigator arranged and went with Sarah to donate her plasma. Now she has two months of stable housing to focus on recovery.

* Name changed for privacy



1,876
information contacts



144 intakes and social determinants of health screenings

291

connections to local resources and services

181 

MAT
engagements



280

HIV and/or hepatitis C screenings



904
overdose reversal kits

91

people engaged in follow up post clinic

38 MAT
INDUCTIONS

Many people may want help but are hesitant about going to the doctor. Others may not know where to go, or live in rural areas that have limited resources.

The mobile MAT clinic meets people where they are.



67.3%
housing



59.7%
transportation



54.2%
food/nutrition



46.5%
employment

Top SDOH Needs Identified Among Clinic Visitors

Increasing access to help people who are struggling with opioid and substance use disorder includes connecting them with resources that address all of their needs.



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