



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of April 15, 2009

PRESENT:

<p><u>Community Members of Governance Board:</u> Sue Davis – Board Co-Chair Vice President, Emerita, NAMI - Family Member Representative Dr. Frank Scarpati CEO, Community Bridges - CEO Adult Provider Representative Nick Margiotta Phoenix Police Department - Community Member Representative</p>	<p><u>Magellan Members of Governance Board:</u> Jeff Boldizar – Board Co-Chair, Pro Tem Deputy Chief Executive Officer, Maricopa County RBHA Jim Stringham Chief Operations Officer, Maricopa County RBHA Shawn Thiele Chief of Child and Youth Services Officer, Maricopa County RBHA David Covington Chief of Adult Services System, Magellan Dan Wendt Chief Quality Officer, Maricopa County RBHA</p>
<p><u>Staff to Governance Board</u> Lynette Tolliver – Governance Board Administrator</p>	
<p><u>ABSENT:</u> Valerie Van Auken, Family Member of Child Recipient Representative Kathryn Ayotte, Recovery Innovations of AZ, Adult Recipient Representative Richard Clarke M.D. – Board Chair, Chief Executive Officer, Maricopa County RBHA Luz Sarmina, CEO, Valle Del Sol - CEO Children Provider Representative Charles Curie – Board Consultant, Principal, The Curie Group</p>	

IN SESSION: 10:00 a.m.

Board Announcement

- Richard Clarke was unavailable to attend this meeting and requested that Jeff Boldizar, Deputy CEO act as Co-Chair, pro tem, and provide the Magellan of AZ update.

Board Minutes Submitted for March 18, 2009 Meeting:

- Nick Margiotta recommended an edit on page 4 to replace “public safety regarding criminal elements” with “handle jail discharges in a similar fashion as hospital discharges.”
- A motion was submitted to the Board to approve the March 18, 2009 minutes as corrected. The Board unanimously approved the March 18 Minutes.

Board Announcement

- Jeff Boldizar, Deputy CEO, announced that the terms of two Governance Board members are expiring August 1, 2009. At Jeff Boldizar’s request, Lynette Tolliver, Governance Board Administrator, explained the process to recruit and fill these seats. A communication to providers, peer and family-run agencies, and various community organizations, will be released on April 30, 2009, providing details on how candidates may apply. The seats to be filled are the Community Member at Large, currently held by Nick Margiotta, and the Family Member of a Child Recipient, currently held by Valerie VanAuker.

MAGELLAN UPDATES

Magellan of AZ Updates

Jeff Boldizar provided an update to the Board:

- Past April Community Events
 - 4/11/09 – My Fest at Tempe Beach Park. A celebration of “working toward recovery.” The turnout was very good in spite of inclement weather. Approximately 80 organizations were involved. Last year 2,000 attended, and this year there was an increase to about 3,000 attendees. This event was developed by the Magellan Youth Leadership Inspiring Future Empowerment (MYLIFE) group, who did a great job with leadership and community partners in structuring this event. The energy level was very high and it was a wonderful event overall. This event was the start of an opportunity for youth to get fundraising

underway to support MYLIFE year-round initiatives. News Channel 12 covered the event and interviewed the youth organizers and Magellan leadership as well. Greg Dicharry and Alex Zavala were highly praised for their hard work on this event. MYLIFE members will be coming to the next Governance Board meeting to provide a report on this My Fest event. To receive information on My Life contact Shawn Thiele or Greg Dicharry at www.Magellanofaz.com/mylife, Children's Department.

- 4/13/09 – Valle Del Sol and Magellan sponsored Vamos News at Royal Palm Middle School. Shawn Thiele stated that the event was part of Valle's prevention program and included awareness commercials. This event started at Royal Palm Middle School as a theater group around prevention and has taken place for eight years now. They write, investigate and conduct interviews with various community leaders, such as the Mayor and school officials and do all the editing and video themselves. Every form of local Hispanic media attended.
- 4/14/09 – Dr. Steve Dannenbaum made a presentation at Gateway Community College on how the Behavioral Health System works and how Magellan navigates the process for the "Current Issues in Health Services Management" course. Thirty Students attended and had positive comments overall.
- Upcoming Community Events
 - 4/16/09 – Gateway Clinic grand opening from 9:00 – 10:00 a.m. – 522 E. Baseline Rd, Gilbert
 - 4/18/09 – MIHS Health Fair at Maricopa Medical Center. Participants are: The Arizona Burn Center, Comprehensive Health Care Center, McDowell Health Care Clinic, and ten additional community-oriented health care centers
 - 4/25/09 – Joni & Friends – "Through the Roof" Conference for Disabled populations. This is a faith-based organization for Disability Awareness.
 - 4/29/09 – Child & Family Advisory Partnership at Family Involvement Center for child providers, children recipients, parents and the community at large
 - 4/30/09 – Los Niños Health Fair for the Spanish-speaking population and also open to the community
 - May 2009 – Mental Health Awareness Month -- Watch the NAMI One in Four website for event details.

Operational Update

Jim Stringham gave an update to the Board:

- Data Demographics Update - PowerPoint Presentation by Jim Stringham
 - After eighteen months of work, progress is being made in the partnerships with providers and the Arizona Department of Health Services, Division of Behavioral Health Services (ADHS/DBHS). Key operational aspects around data collection for Medicaid regulations that need funding in order to flow properly have been identified.
 - Two months ago, DBHS implemented a new edit on encounters and claims. For every new intake, a complete data demographic is required within fifty-five days of an intake for DBHS and forty-five days for the RBHA, otherwise claims will not be paid. This is necessary to track outcomes and meet DBHS regulations. Over 20,000 records were not received from the previous RBHA in the transition. In the last 16 weeks, following Provider communications, there has been a 50% reduction in missing demographics and of these over 10,000 are Crisis episodes. Magellan, the Provider community, Maricopa Crisis Response Network (MCRN), and The Maricopa Consumers, Advocates, and Providers Organization (MCAP) sent a position paper to DBHS, explaining how previously closed crisis episodes could be handled. This topic is being reopened and the meetings with DBHS are expected to have a positive outcome. Incomplete data demographics affect encounter values and funding; if the 85% threshold is not met, penalties are charged. This directly affects Fee-for-Service and Block Providers as well. The Board complimented Magellan on the recent system enhancements that have resulted in a reduction in missing data demographics.

ACTION ITEM: Operations will keep the Board up to date on process enhancement discussions with DBHS regarding missing data demographics and especially missing demographics connected with crisis episodes.

- **Adult Services Update**

David Covington presented the PNO update

- The Vision of ADHS/DBHS is to have twenty-five clinics operated by four Provider Network Organizations. The RBHA will provide oversight, support and best practice. Magellan, CHOICES and Southwest Network (SWN) have assembled a team to provide oversight in order to ensure quality of service. The team consists of Ron Smith and Jill Rowland from CHOICES, Amy Henning and Anita

Barnas from SWN, and David Covington, Steve Dannenbaum, and Karen Lennox from Magellan. In addition, they have developed a monthly dashboard—a quarterly profile—to show services received plus financial incentive tool with goals. David reported that he had recently shadowed a case manager from the Heatherbrae Clinic, was able to observe about 12 to 15 recipients in various settings, and was impressed with the amount of work being done in the community. He observed that the team was focused primarily on recovery and independence. David found that the case manager to be intimately involved with recipients with many needs and witnessed a demonstration by the case manager to create close personal relationships. Nick Margiotta commented he is encouraged by the fact that there appears to be a good path to success. David commented that this is the process Richard Clarke promotes.

- Third and Fourth PNO's - People of Color Network (POCN) is the third selected PNO and has already begun attending the oversight meetings with Ron and Amy. This PNO brings a level of expertise in cultural competency. Karen has assured that a team of Magellan staff will support them through their transition process. The goal is to have all four clinics rolled out by the end of July 2009. During the week of April 19, 2009, Partners in Recovery (PIR) was selected as the fourth PNO to run the final five clinics. The structure of PIR consists of Jewish Family & Children Services, The Marc Center, and Recovery Innovations of AZ. They have a great deal of expertise with the Adult SMI population with over 1,400 employees in Arizona.
- Nick Margiotta commented that he was thrilled to see construction in progress at the UPC for the police and fire reception area. Nick commented on the interesting dynamic of POCN considering its history as a children's organization that now serves both children and adults. Jim Stringham commented that he gave the leadership at POCN a tour of the East Phoenix Clinic and commented that they hired Karen Cattell, the former site administrator of Heatherbrae Clinic, who interfaces with Jerry Boss frequently at Washington Clinic. Washington Clinic serves the chronically homeless population that interfaces with other clinics. Jim Stringham noted that the infrastructure and leadership of the clinics go with the transition to maintain expertise. David's team will continue to support, train and monitor the sites to ensure Magellan's expectations are met in accordance with the contract and to offer ACT management training and technical support as a component of adult services training. Shawn Thiele commented that POCN is already prepared to care for the broader communities and chronic needs at the sites they are assuming. The Board commented more communication is needed regarding the expertise and skill sets that POCN brings to the table in order to address concerns that are in the community. David reported that the rumor that Magellan is removing its case managers from the Day Resource Center is false and commented he is addressing the stress over the transition of recipients and staff through continuous communications. Sue Davis asked if the agreement with POCN was final. David responded that there is a signed Letter of Intent and negotiations are completed. Final contracts still need to be signed; however, Magellan sees this as a done deal. Ann Shannon stated that an e-mail will be sent out to Magellan employees, and she will send a copy to the Board this afternoon.

ACTION ITEMS: *The Board will receive updates regarding the transition throughout the process.*

Ann Shannon will send Board members an electronic copy of the e-mail going out to Magellan employees regarding POCN becoming a PNO.

Children's Update

- Shawn Thiele provided an update on Children and Youth Services.
 - Child and Adolescent Service Intensity Instrument (CASII) Update - This tool was introduced in July 2008 and is utilized to guide Child and Family teams to create the correct intensity of services for children and families in the system. The goal was to have full implementation by January 2009. Since December 2008, implementation has improved by 45% and currently by 75%. This was achieved by looking at which Providers needed assistance to maintain compliance and providing the correct scoring to make this tool useful. Amy Henning has been instrumental in this improvement and Shawn feels that by the end of April 2009, Magellan will achieve this goal. CASII is a component to help with data demographics.
 - Family Involvement and Support Protocol - Two months ago, Shawn had a meeting with the Family Involvement Center, MIKID and Providers to obtain input to share with DBHS on the practice protocol on family involvement roles and support. The focus was to look at the importance of family involvement and youth involvement and to define roles in the community, in child and family teams, and provider agencies. Magellan demonstrated innovation in this process and received permission to apply the developed process to the protocol. This refers mainly to families of children up to age twenty-four.

A sub-committee was formed to put this initiative into practice in collaboration with David Covington, Gaye Tolman and Pat Myles, a renowned national consultant on this initiative.

OLD BUSINESS

None

NEW BUSINESS

Board Member Term and Recruitment Discussion

- Adult Provider CEO Seat Term Discussion.
 - Sue Davis reminded the Board that Frank Scarpati had been selected January 20, 2009 to fill the vacant Adult Provider – CEO Representative Board seat upon the resignation of Ted Williams who joined the Governor Brewer’s Transition Team. The Board had discussed at that time a desire to move toward staggered terms to facilitate continuity. Lynette Tolliver noted that staggered terms is referenced in the Board Charter and is the expectation. Nick Margiotta made the following Motion:

To ensure better continuity of expertise and knowledge on the part of Community Member representation, the Governance Board extends, on an ad hoc basis, the term of Frank Scarpati, CEO of an Adult Provider Organization, until December 31, 2010.

The motion was seconded as presented and all members voted “Aye.” Dr. Scarpati stated his appreciation for this change.

- Recruitment Timeline for Board Seats Opening August 2009
 - Lynette Tolliver provided an additional overview of the recruitment process. Magellan has a formal process to recruit candidates with diverse backgrounds and experience. Our Community Relations Department will assist in sending out a mass communication by April 30, 2009 to provider organizations, peer and family organizations, and various community and leadership organizations, and applications will be available on that day at the www.magellanofofaz.com, website. The website also provides a brief overview of the Board structure and goals. The deadline for applications to be received at Magellan Health Services of AZ will be May 29, 2009. A formal process will take place, including interviews by the Board Nominating Committee. Candidates will be selected by July 15, 2009. Board members have been sent flyers with this information so that they may forward the information to individuals they see as potential candidates. The term of the newly selected members will begin August 1, 2009 and will last for two years per the Charter.

ACTION ITEM: *Lynette Tolliver will keep the Board updated on recruitment efforts in the development sessions.*

PROPOSED NEW BUSINESS

None

PUBLIC COMMENT

- Peter Dindy asked if Jim Stringham and David Covington would be available for discussion after the meeting. They responded that they would be. He also inquired about the authority of the Governance Board regarding its ability to implement policy. Sue Davis gave a brief description of the Board, commenting that it is comprised of six Magellan participants and six community participants. There are about six specific policy decisions the Board can make regarding operations. It has no authority to hire or fire Magellan staff or to approve the Magellan budget. Ultimate decisions rest with Magellan, but this Board contributes input and recommendations that direct RBHA operations. Lynette read a statement from the Charter that appears on the Magellan website: “Magellan has established a 12-member Maricopa Governance Board, consisting of six Maricopa County community representatives and six Magellan representatives to give community stakeholders a true voice and shared decision-making authority in shaping the vision, strategy and oversight of the Maricopa County RBHA program.” Mr. Dindy requested a copy. Lynette advised that she would make a copy for him directly after the meeting.

NEXT MEETING

The Board will meet on the following dates: **Wednesday, May 20, 2009 for Board Meeting**. All Board Meetings will take place at Magellan Health Services, 4129 East Van Buren Street, Ste 150, Phoenix AZ, 85008 – Cottonwood Conference Room from 10 am – 12 pm. Locations for the Development Sessions will be communicated to Board members directly.

Meeting adjourned at 11:45 a.m.