



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of September 16, 2009

PRESENT:

<p><u>Community Members of Governance Board:</u> Sue Davis – Board Co-Chair Vice President, Emerita, NAMI - Family Member at Large Representative Kathryn Ayotte Adult Recipient Representative Karen McLaughlin Family Member of Child Recipient Representative John Romero CEO, People of Color Network (PNO) - CEO Children Provider Representative Joe Prawdzik CIT Consultants LLC - Community Member at Large Representative</p>	<p><u>Magellan Members of Governance Board:</u> Richard Clarke PhD. – Board Co-Chair Chief Executive Officer, Maricopa County RBHA Jeff Boldizar Deputy Chief Executive Officer, Maricopa County RBHA Jim Stringham Chief Operations Officer, Maricopa County RBHA Shawn Thiele Chief of Children and Youth Services Officer, Maricopa County RBHA David Covington Chief of Adult Services System, Maricopa RBHA</p>
<p><u>Board Consultant</u> Charles Curie - Principal, The Curie Group <u>Staff to Governance Board</u> Lynette Tolliver – Governance Board Administrator</p>	
<p><u>ABSENT:</u> Frank Scarpati CEO, Community Bridges - CEO Adult Provider Representative Dr. Michael Brennan Chief Medical Officer, Maricopa County RBHA Charles Curie Principal, The Curie Group</p>	

IN SESSION: The meeting was called to order at 10:00 a.m.

Board Minutes Submitted for August 19, 2009 Meeting:

A motion was submitted to the Board to approve August 19, 2009 minutes. The Board unanimously approved the minutes without discussion.

MAGELLAN UPDATES

Magellan of AZ Updates

Richard Clarke provided an update to the board:

- A negative news article in the *Arizona Republic* was inaccurate, unbalanced and demeaning to recipients in the system. Richard met with the Republic’s editor and a reporter from the *Arizona Capitol Times* to set the record straight about the good progress that Magellan has made in Maricopa County in the last two years. Richard wrote an opinion article that was well received. Copies of the *Republic* article were made available at this meeting.
- Non-Titled Workgroups have been formed to accommodate the 2009 and 2010 budget cuts. There were \$10.9 M in cuts in Health & Welfare which may or may not affect the Provider community in the State.
- At the end of August 2009 there were two large Provider Forums for Children and Adult Systems for Non-Titled Funding to identify priorities and outcomes.
 - The Children’s workgroup has met once and will meet again on August 17, 2009 to focus on five areas that will be impacted by Non-Titled funding and will present formal recommendations on:
 - ✓ Inpatient Utilization
 - ✓ Medication Services
 - ✓ Child Protective Service Rapid Response
 - ✓ Race and Ethnicity
 - ✓ Dual Eligible (Medicare and Medicaid)

- The Adult Workgroup has identified three areas of highest impact on Non-Titled funding:
 - ✓ Priority of services to utilize funding in 12 months and before secondary funds are used. They have met three times.
 - ✓ Crisis Utilization – Are there opportunities to re-prioritize different services to impact urgent care? They will meet 9/17/09.
 - ✓ Inpatient utilization group met on 9/16/02.
 - ✓ Once all have met three times, they will come together as a larger group and will make recommendations to DBHS regarding Non-Titled funding.
 - ✓ These groups have had participation from NAMI across Maricopa County, recipients and their families and hospital staff to determine Non-Titled and SMI services.
- Dr. Nelson with DBHS will hold a community forum on 9/17/09 from 3:00 – 5:00 p.m. regarding Non-Titled funding and the lack of funding. As of now, only 3 out of 30 recommendations for FY09 have been accepted by DBHS.
 - If co-pays are approved, some recipients may be put below the poverty indicator thus enabling them to qualify for AHCCCS. No co-pays will be initiated before January 2010.
 - Services are being assessed based on individual needs in order to make the system more fluid.

Recent and Upcoming Community Events – Ann Shannon, Chief Community Relations Officer

- Highlighted by Ann Shannon (handout provided)
 - August 29 – 10:00 a.m. – 4:00 p.m. – Arizona Youth Leadership Institute, leadership development workshops and trainings for 150 Maricopa County youth, especially targeting youth ages 14 – 24.
 - September 9 – 4:00 p.m. – “How Are We Doing” Forum to gather feedback from the community.
 - September 17 – PSA Art Awakenings 4:30 – 6:30 p.m. in Glendale (by invitation)
 - September 19 – Art of Recovery Expo at the Phoenix Convention Center - 9:00 a.m. to raise awareness of the benefits of behavioral health services targeting those in recovery and their families. 7,000 people are expected. This Expo is targeting Maricopa residents. Magellan will staff a booth
 - September 21 – 23 - Celebrate the Journey to promote the development and implementation of quality education for students with disabilities. 700 people are expected and Magellan will host a workshop.
 - September 26 – Mesa Public Schools Health Fair – 300 attendees are expected. A partnership with schools to educate parents and families about RBHA programs and services
 - September 30 – Child and Family Advisory Partnership Meeting – 5:00 p.m. to connect with the community, including children’s service providers regarding system performance and to share advancements and outcomes. This meeting experiences great attendance.
 - October 7 – Adult System of Care Community Council Meeting – 6:00 p.m. to connect with the community and obtain input about system performance and share advancements and outcomes. Magellan will facilitate discussion.
 - October 17 – Hispanic Heritage Month – Mexican Consulate Bi-National Health Week – 9:00 a.m. to partner with the Mexican Consulate and educate Hispanic parents and families about the RBHA programs and services. 1,500 attendees are expected.
 - Community Relations has been reaching out to the media about suicide prevention. There has been a great response to the open dialog and information provided. This effort will continue.
 - August 30 – Arizona Public article appeared. David Covington gave Channel 3 a response to that article.
 - September 3 - Richard was interviewed regarding Non-Title funding and mental healthcare for the uninsured.
 - David Covington was interviewed on Channel 7.
 - There are articles by David Covington and Shawn Thiele on suicide prevention.
 - There are efforts to privately communicate with the media to keep them informed.
 - There has been exposure on Telemundo.
 - Positive information is getting out to an array of organizations and community leaders.
 - Every two weeks, short communiqués will go out from Richard regarding suicide prevention, transition-age youth, changes in the youth system a year later, etc. Ann invited topics to be submitted for these communiqués.
- Other Events
 - September 11 – Boys and Girls Club Fair – 5:00 p.m. – Continuing reach-out to parents and families and educate them about RBHA programs and services.

- September 12 – Arizona Coalition for Tomorrow Health Fair – 10:00 a.m. to reach Hispanic parents and family regarding RBHA programs.
 - September 22 – Community Developer Presentation: Glendale Community College – 6:00 p.m. to educate students about RBHA programs and services.
 - September 22 – Community Developer Presentation: Chinese American Citizen’s Alliance – 7:00 p.m. to reach out to the Chinese community and promote awareness and access to RBHA programs.
 - September 23 – Community Developer Presentation: Maricopa County Human Services Department – 9:00 a.m. – for education of their staff on Magellan services.
 - September 25 – The R Word: Rationing, Ethics and the Future of Health Care hosted by St. Luke’s Health Initiatives – 11:00 a.m. – 2:00 p.m. to foster a presentation and discussion regarding health care and whether everyone can get the necessary services and how it is decided.
 - September 30 – Community Developer Presentation – Adult Probation – 10:00 a.m. to connect with that organization and educate the staff about Magellan’s programs and services.
 - October 2 – Community Developer Presentation: Boys and Girls Club – 6:00 p.m. to connect with that organization and educate the staff about Magellan’s programs and services.
- Suicide Prevention and Initiatives Update – David Covington, Adult Services Chief and Shawn Thiele, Child and Youth Services Chief.
 - The people whose lives have been touched by suicide have been the ones to make the most significant contributions to suicide prevention.
 - ✓ Garrett Lee Smith whose parents were Legislators and were influential in passing Federal funding for suicide prevention.
 - ✓ Thomas Joyner, a researcher from Florida State University whose father died in Atlanta in 1990, wrote “Why People Die by Suicide.”
 - ✓ Terry Wise travels to talk about her own suicide attempt after her husband’s death from ALS.
 - ✓ Joshua Omvig died by suicide in 2004 after returning from Iraq. He left a very detailed suicide note that influenced an overhaul of suicide prevention in the Veterans Administration.
 - Suicide rates are coming down, but are still too high. The number of suicides account for more deaths than all the wars, murders and other violent deaths in the world.
 - ✓ Response to the 50,000 adults and 18,000 adolescents in the Behavioral Health System is not as good as it is to the general public. Talks have begun regarding how to change the system and there are four specific projects under this initiative that will broaden the skill levels of clinicians and could take two to three years to accomplish.
 - Move from case coordination to a clinical care model with a broader approach whereby the clinician has a dialog with the recipient once there is a mention of suicidal thoughts rather than handing off the recipient immediately to a specialty Provider.
 - Suicide Prevention and Intervention project will train on intervention and get the community and family involved. Cultural and racial differences will be considered. The Tennessee Convention with Terry Wise was the first of its kind that was a faith-based suicide initiative that became a platform for the base of the greater cause.
 - Integrating individuals under treatment into the community with employment and other means of meaningful activities including wellness to enable recipients to feel involved and have meaning in their lives.
 - Crisis planning: Crisis situations are not always due to a suicidal situation and therefore initiating communication in a pre-crisis situation can be helpful in identifying the presence of suicidal thoughts. Clinicians should feel empowered to engage and intervene to strengthen crisis plans. Perception must be changed to reframe the thinking about involuntary hospitalization being necessary in cases where the recipient can otherwise have a better quality of life with outpatient care. Health and Wellness must be stressed to prevent physical illness and retain data in clinic records as well.
 - David Covington reported that a recently formed suicide prevention task force has met twice and will meet again on September 18 at 3:30 p.m. with 4 work groups that have all met at least once by the end of the current week. A strategy plan created by the steering committee must be assembled to work on legislation, funding, and policy issues to assure that goals can be accomplished. The next phase is recruitment, focusing on people with the following skills and backgrounds:

- ✓ Peer or survivors of suicide attempts – Katy is the lead.
 - ✓ Family engagement – Lead will be named.
 - ✓ Community Integration and Wellness – Lead will be named.
 - ✓ Racial inequity considerations – Kurt Shepherd
 - Dr. Thomas Joyner’s research results at Florida State University on why people die by suicide
 - ✓ Capability and intent
 - ✓ Thwarted belongingness or disconnection
 - ✓ Perception of being a burden
 - ASIST Training is considered a national Best Practice. 30 people are in “Train the Trainer.”
 - ✓ Consists of various professionals and non-professionals who are equipped to be involved and connected with recipients.
- Adult and Children’s System of Care Network Development Plan 2010 Update – David Covington, Shawn Thiele and Brenda Benage
- ADHS and DBHS decide goals and objectives.
 - ✓ RBHA creates the tasks and has input. This ended in July 2009 and has been approved.
 - ✓ The plan is 29 pages long and includes goals and objectives.
 - Adult System of Care has 3 goals:
 - ✓ Develop statewide recovery and resiliency-oriented system of care focusing on stigma reduction.
 - Expand training opportunities.
 - Create a welcoming environment for recipients.
 - Create a culture of appreciation and encouragement to pursue goals.
 - Create a recovery report card and focus on the Villages model.
 - Develop key matrix around recovery.
 - Celebrate success, including an annual Gala.
 - My Fest initiatives – 3rd annual My Fest will be held.
 - ✓ Promote the highest degree of autonomy and quality of life at the service/practice level.
 - Assessment and service planning and availability
 - Partner with RSA (Boston University) to learn how to help people attain their goals.
 - Work with My Life and the Governance Board to gather input to help guide decision-making.
 - Expand service initiatives for transition-age youth using the TIP model and work with Linkages that offer employment opportunities.
 - Prior authorizations and concurrent review for residential services
 - ✓ Increase recipient and family participation in the decision-making process.
 - Tell Me Your Story campaign to reduce stigma across the community
 - Monthly Adult Community Council Forums for family members, recipients and Providers to give feedback into the Adult System of Care Plan and what needs they see. Present proposals to the consumer-recipient counsel and then to the RBHA and to DBHS. This is also being integrated into the Children’s System.
 - Ensure that the 25 PNO Direct Care Clinic Councils continue so that implementation of the Adult System of Care Plan remains on the agenda.
 - The Children’s System of Care goals include:
 - ✓ Utilization of statewide quality management according to the Arizona Twelve Principles that can be found on the Magellan of AZ website and the DBHS website. This involves oversight monitoring, performance and quality improvement. Shawn will also distribute a copy of the Twelve Principles to the Board Members.
 - ✓ Maintenance of the statewide Children’s System of Care in accordance with the Twelve Principles and Child and Family Team Practice, focusing on the service components. Shawn will also distribute the Child and Family Team Activities to Board Members. There will be an oversight of the review process and an additional 32 full-time staff will be added to the 191 current staff. The quality of substance abuse services will increase to properly serve Titled and Non-Titled children.

- ✓ Provide training and technical assistance to strengthen the Children's System of Care in accordance with the Arizona Twelve Principles as regards service components. This training includes Family Involvement, Family System Special Partnerships and training on how to use the various Practice Protocols. There will be less paperwork in the new pilot program to effect streamlining of processes. There is training curricula for both Adult and Youth Providers.
- ✓ Increase youth and family involvement by expanding and separating to include youth in a more active role at their request. Per a July inventory, a survey showed the necessity to create a plan to identify necessary training, expectations and ratios for family support roles in the system. 75% of the deferred revenue from FY08 funds will be used for the expansion of family member roles as defined in the protocol.
- ✓ The next step is to define how ideas are formally funneled to include recommendations to the Governance Board. The full plan was distributed to the Board members.

▪ **Prevention Teams Update - Shawn Thiele**

- A presentation that took place a few months ago outlined the strategic prevention framework that was implemented for substance abuse and prevention. There have been 2 grants to support this effort to bring communities together and create a needs assessment.
 - ✓ Conduct a Needs Assessment to identify problem areas, gaps and strengths. A Community Coalition of representatives from Fire Departments, Police Departments, Hospitals, business owners, retail, schools, etc., will oversee the Needs Assessment.
 - ✓ Create a plan to set priorities, the target population and strategies through community education, social marketing, and campaigns to change legislation, practices and compliance.
 - ✓ Implement strategies into action to get movement and change.
 - ✓ Evaluate lessons learned and how to make improvements.
 - ✓ Start back with another Needs Assessment and repeat the cycle.
- The expansion has involved the increase from 10 prevention providers to 24 to impact diverse communities (Hispanic, African-American, Native American, Disabled Veterans, Gay and Lesbian and Gay/Bisexual) of all ages.
- The Capacity-Building Grants - Twelve new community coalitions have been designed and built. Seven coalitions have expanded and more coalitions will be merging to enhance and strengthen this system. Three Providers and teams are doing their initial needs assessment. Eight coalitions are in the implementation phase and will move to reassessment. There should not be an overlap of coalitions going in different directions.
- Five coalitions are in the Implementation and Reassessment stage.
 - ✓ Chicanos Por La Causa has implemented **KEG** registration, compliance cuts including checking for underage selling, and working with family members for their support.
 - ✓ ICAN – School age, targeting care leadership programs and working with merchants and law enforcement
 - ✓ Phoenix Indian Center – Focuses on underage drinking with the Fort McDowell Yavapai Nation using Life Skills classes around social growth. The elder community, which is very important in the Native American culture, is being included.
 - ✓ Scottsdale Prevention – Peer leadership brought in more government officials to effect change.
 - ✓ TERROS has bridged a joint coalition with two other Providers to deal with youth ages 10-17 regarding Peer Leadership and advertisements to effect legislative change.
 - ✓ The money comes to this effort from Federal funds through the State. At the beginning of FY09 there were some reductions but none since then. The State match has not been reduced.
 - ✓ Juan Aristizabal spoke about having a core of evaluators to standardize the program and look into outcome objectives. DBHS has approved increasing the evaluation services to determine if these programs are making an impact in the community. There has been improvement in reducing substance abuse as well as suicide.

▪ Open Discussion - None

None

NEW BUSINESS

None

PROPOSED NEW BUSINESS

None

PUBLIC COMMENT

None

NEXT MEETING

The Board will meet on the following dates: **Wednesday, October 21, 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 11:44 a.m.