



## Child & Family Advisory Partnership (CFAP) Minutes



<b>Date of Meeting:</b>	<b>Wednesday, January 27, 2010</b>	<b>Location of Meeting: Family Involvement Center (FIC)</b>		
<b>Meeting Time:</b>	<b>5:30-7:30pm</b>	1430 E. Indian School Road, Suite 110 Phoenix, AZ 85014 (602) 288-0155 <a href="http://www.familyinvolvementcenter.org">www.familyinvolvementcenter.org</a>		
<b>Co-Chairs:</b>	Jane Kallal, Executive Director, Family Involvement Center Michelle Heinlein, Children's PNO/Service Development Director, Magellan Health Services of Arizona			
<b>Notes:</b>	Kara Fullmer, Training & Family Education Coordinator, Family Involvement Center			
<b>Spanish Interpretation:</b>	Mario Barajas			
<b>Attendees: (61)</b>	Jane Kallal	Cinder McDonald	Mary Robson	Hally McNelly
	Michelle Heinlein	James M. Russo	Vickey Edwards	Yesenia (Jessi) Vega
	Kara Fullmer	Donna Donnors	Steven R. Isham	Claudia Sanchez Ayala
	Mario Barajas	Lorenzo Mojica	Richard Wilson	Deborah Yancer
	Vina L. Webb	Paula Carson	Gayle Wiler	Tricia Kueneman
	Charlotte Price	Shannon Gamache	Don Erickson	Carol McDermott
	Patricia Kueneman	Gary Brennan	David Love	Kandy North
	Angelica Paiz	Maria Flores	Carla Dark	Thelma Williams
	Jim Dunn	Sandra Licon	Denise Baker	Lindsey Griffiths
	Robin Trush	Rosalind Hinton	Bob Lutton	Dawn Webb
	Don VandenBrul	Sandra Dale	Alma Luna	Janice Daniel
	Faustino Garcia	Imelda Hartley	Lauren Walker	Marlo Barajas
	Rene Kuehne	George C. Galliher III	Mary Morgan	Stephanie Erickson
	Sara Salek	Annetta Hardin	Deidre Calcoate	Mary Schraven
	Lillian V. Armstrong	Toni Issadore	Kim Foy	Krista Long
			Leanna Cordero	Kevin Flynn
<b>Introductions</b>	Jane Kallal welcomed participants and recognized new attendees by a show of hands. Participants stated their names and professional/family affiliations and then reviewed the minutes from the meeting of December 9, 2009. The minutes were approved; please let Magellan know if you see any changes that need to be made. Minutes from previous meetings can be found on the Magellan website <a href="http://www.magellanofaz.com">www.magellanofaz.com</a> .			

## Updates, Announcements

### **Family Involvement Center (FIC) Announcements and Information Sharing**

Announcements from Toni Issadore, Director of Training, Family Education and Evaluation regarding recent awards and upcoming events (please contact the Parent Assistance Line to register):

Lillian V. Armstrong, Trainer at the Family Involvement Center, received the Casey Family Partners Ruth Massinga Birth Parent Award in Seattle this month for her dedication to families and role as a parent-professional in the Children's Behavioral Health System. Congratulations, Lillian!

Shawn Thiele has been selected to receive the January 2010 Family-Professional Partnership award from the Family Leadership Network Group and the Family Involvement Center. Families and professionals are grateful to Shawn for her leadership and advocacy for families over the past 1 ½ years. Shawn was on vacation this week; Michelle Bedinghaus received the award on her behalf.

Family Involvement Center announces the following upcoming events:

- The Parent Education/Support Group meets the 2<sup>nd</sup> and 4<sup>th</sup> Thursdays of each month from 9:30-11:30am. This is an English-speaking support group featuring monthly topics of interest to families. Call 602-288-0155 to register.
- In celebration of Children's Mental Health Awareness (CMHA) Day May 6:
  - FIC and the Mental Health Awareness Coalition are sponsoring the 3<sup>rd</sup> Annual CMHA Poster Contest for children ages 5-18. Deadline for entries is March 8. The winning entry will be featured on the 2010 Arizona CMHA Poster.
  - FIC is hosting a Creative Writing Contest for youth ages 12-18. We are accepting essays, short stories or poems (up to 500 words) that address an aspect of children's mental, behavioral or emotional health. Deadline for entries is March 8. Rules and entry forms for both contests are available at the Family Involvement Center or by calling Kara Fullmer at 602-412-4087 or emailing [kara@familyinvolvementcenter.org](mailto:kara@familyinvolvementcenter.org).
  - Contest winners will be announced at the Creative Writing & Poster Gallery Open House at FIC from 5:00-6:30pm on March 24; call 602-288-0155 to register.
- The FIC Facilitated Book Club will be meeting from 1:00-2:30pm on February 15 to discuss the children's book *Sunny's Story* by Ginger Katz. This book focuses on Ginger's son, Ian, and his drug use as seen through the eyes of his pet beagle, Sunny. Families are invited to attend; please call 602-288-0155 to register.
- The Behavior Building Series with Arnetta DeCamp, M.Ed, starts again on April 7. Call PAL at 602-288-0155 to register.
- The Family Advisory Committee meets at FIC on the 2<sup>nd</sup> Thursday of each month from 5:30-7:30pm; the next meeting will be February 11. The Committee provides an opportunity to meet with other families and learn how to tell your story. ChildWatch and Spanish interpretation is available. Call 602-288-0155 to register.

**Legislative  
Advocacy**

**Information Sharing**

- Robin Trush reported that 1Voice has been funded with prevention dollars to determine the needs of the LBGT community regarding substance use and abuse; results will be available in the spring. 1Voice LGBT Community Center, 725 W Indian School Rd Suite 125, now offers Narcotics Anonymous and Alcoholics Anonymous meetings for youth in addition to many other activities and events. Call 602-712-0111 or email [Saul\\_g@lvcc.org](mailto:Saul_g@lvcc.org) for more information.
- A kick-off event for the Community Building for Arizona web tool (a database of community resources and consumer advisory groups) was held on January 21. This tool will assist in developing strong communities and linking consumers across the state. Meetings will be held on February 18 and 25. The portal for these events is the Arizona Division of Behavioral Health Services Office of Individual and Family Affairs.
- Child and Family Support Services (CFSS) is now providing support to young adults ages 18-21 who are enrolled in general mental health services. Please call Stephanie Erickson at 480-237-6829 for more information.
- Quality Care Network (QCN) is hosting a Parent Advisory Panel the 1<sup>st</sup> Monday of every month at 5pm and offers a Family Support Group the 1<sup>st</sup> Tuesday of each month. QCN also has a free 4-H program on Thursdays from 4:30-6pm for 12-17 year olds; youth do not have to be in the System. Please call QCN for more information, 602-773-4830.
- AZ ASSIST: Autism Spectrum Support, Information & Strategies for Transition is celebrating their 2<sup>nd</sup> anniversary. There are now 60 members. For more information, contact Cinder McDonald at [azparentsupport@gmail.com](mailto:azparentsupport@gmail.com).
- Desert Young Marines offers a program for youth that increases discipline; visit [www.desertyoungmarines.org](http://www.desertyoungmarines.org) for more information.
- Family Leader Don VandenBrul encouraged families of youth entering the Adult System of Care to attend the Adult System of Care Meeting the first Wednesday of each month from 6-7:30pm at Magellan, 4129 E. Van Buren.

A long discussion took place regarding legislative concerns. Below are highlights:

- Mary Schraven of Jewish Family & Children’s Service (JFCS) noted that the 2<sup>nd</sup> Annual Day at the Capitol will be held February 10 from 10:30-2:30. They are expecting 100 youth to attend.
- Protecting Arizona’s Family Coalition (PAFCO—[www.pafcoalition.org](http://www.pafcoalition.org)) offers information on the Arizona State legislature at the Capitol Building on Tuesdays at noon. Contact Tim Schmaltz ([tim@pafcoalition.org](mailto:tim@pafcoalition.org)) for more information.
- The 2<sup>nd</sup> A united legislative advocacy effort for Arizona children’s mental health is being organized. A Facebook page will be established. Contact Krista Long ([kris.long@gmail.com](mailto:kris.long@gmail.com), 623-570-7232) for more information.
- The FIC Parent Assistance Line is maintaining a database that can let you know who your state legislators are; in addition, we email policy action alerts via a distribution list. If you would like to be added to the distribution list, please let PAL staff know that you want to be on the email distribution list as well as in the

	<p>database.</p> <ul style="list-style-type: none"> <li>• Gary Brennan of QCN said that the Arizona Foundation for Behavioral Health (<a href="http://www.azfbh.org">www.azfbh.org</a>; 602-712-9200 ext. 204) tracks and reports budget cuts by department; it's tragic that services have been yanked from families.</li> <li>• Jane Kallal and Toni Issadore explained (by summarizing experiences they have had over the years in the Family Movement) the importance of families becoming involved in legislative advocacy to keep family support services funded in the state.</li> <li>• Gary Brennan stated that there needs to be more education for Hispanic families regarding the new immigration laws (i.e. they do not have to report that they are not citizens). On another topic, Gary is committed to working for full scope, full service healthcare reform so that people in prison can receive their medication without barrier or lapse.</li> <li>• Parent A is glad that a legislative advocacy group is forming because she fears that services will go away from lack of funding. She urged those present to get involved with legislative issues and groups.</li> <li>• Robin Trush said that the Arizona Department of Health Services (ADHS) and Maricopa County have a "bucket of money" designated for children. The dollar amount has gone up since the JK Settlement. In order to advocate successfully, it would be helpful to see the increases. They could be reported in a forum like this so we can advocate for children with legislators.</li> </ul>
<p><b>Family / Community Member Input</b></p>	<p><b><u>Kudos</u></b></p> <p>Parent A stated that QCN has worked wonders for her 6-year-old son; Jason Watson has been great.</p> <p>Parent B has three children enrolled at POCN and is grateful to the agency for the support they have given her daughters. They have provided the family with a behavioral coach and intensive case management.</p> <p>Parent C is a parent and Parent Partner. She said that her son has a behavioral coach and intensive case management through Touchstone. Both she and her son have been on a journey together and have built a friendship and become a team thanks to Touchstone and Southwest Network (SWN).</p> <p>Parent D is grateful for the support and services provided by SWN, Touchstone and FIC. She has six children in the System (four receiving intensive case management).</p> <p><b><u>Challenges</u></b></p> <p>Parent E said that People of Color Network (POCN) has provided neither intensive nor "natural" help for her family and that they want to close the case. The family has been waiting over 5 months for appropriate services. Bob Lutton will talk with her after today's meeting.</p> <p>Parent F said that she got no help from the Magellan Customer Service Line and had to speak with someone at</p>

Shawn's office to get any assistance in getting behavioral health support for her children. Parent essentially has had to be her family's own case manager and has made great attempts to find appropriate supports and services for her children. Her children have substance abuse issues and have recently been released from Durango and Adobe. The case managers that have been assigned have not set up any services or supports yet. The family has multiple challenges concerning health insurance (AHCCCS has been denied to one child since he had been in foster care) and other issues. Mary Schraven (JFCS) will speak with this parent after the meeting.

Parent G reported that her 14-year-old has been out of school for 32 days due to behavioral health challenges, and no one at Empact has responded to provide support. Due to transitions, the family has no behavioral coach or case manager. Charlotte Price (FIC) and Richard Wilson (EMPACT) have provided some support by enrolling the youth in the FIC series Prison Break, but youth is currently receiving no other support. Krista Long (Empact) will follow up with this parent.

Parent H has a 16-year-old son in the System who was out-of-home (OOH) for several years and three other sons. Due to a long list of things going on, she pulled her son out of OOH and has been advocating for him almost every day for the past year. Child Protective Services (CPS) has filed a dependency petition, standard after 90 days for children in OOH placement; she is requesting to be reinstated as his guardian. The Department of Developmental Disabilities (DDD) has not found an appropriate place for him (he has developmental delays and behavioral health issues). Parent is hopeful that things will improve. She added that Jennifer May at QCN deserves a raise!

Parent I is a Family Support Partner (FSP); she says the new Circle of Hope FSP/Peer Parent Support Group (meets at FIC the 3<sup>rd</sup> Friday of each month from 9:00-11:00am) is a great way for FSPs and Parent Partners to find peer support for themselves in their own journeys. Separately, she said that her daughter is in a serious crisis right now but had no one to contact over the weekend. Parent had requested a high-needs case manager from Southwest Behavioral Health-Metro a few weeks ago but has had no response. Additionally, she has requested other services/supports such as equine therapy and after-school programs (included on youth's Individualized Service Plan) but youth has received nothing. Don Erickson will talk to parent after the meeting.

Michelle Bedinghaus of Magellan of Arizona said that there is still gaps in the System, keep children transitioning back to home after being out-of-home and children transitioning from one PNO to another. They are working hard to close the cracks,

### **Hospital Stays**

Parent J said that CFSS and Direct Support Specialists have done a great job, but the worst case scenario is if a child needs to be hospitalized. Her child was admitted to St. Luke's four years ago and was injured onsite; they had her collect him and transport him across the street to another hospital for treatment. "Why is St. Luke's such a hellhole? Who oversees treatment in hospitals?" Parent also asked why children over 100 pounds can't receive treatment at Phoenix Children's Hospital or another hospital.

Other individuals present commented that children have been severely injured and killed on units at St. Luke's, that it is a dangerous place, a "garbage dump," and that they would rather drive out of state than send a child to that hospital.

Michelle answered that Phoenix Children's only serves children under 100 pounds as they serve children under 12. This criteria is set-up to ensure the physical and emotional safety of the children they serve. Magellan is contracted with St. Luke's and Aurora in Maricopa County and has allowed single-case agreements with Banner Hospital. Sandy Dale of Magellan said that CFTs and PNOs work with hospitals to ensure continuity of care after hospital stays, and a utilization management team works with the hospitals to ensure criteria are being met. Audits are scheduled by Quality Management Teams to review programs.

Michelle also encouraged families and/or Child and Family Team (CFT) representatives to contact Magellan Customer Service to file a complaint if they have concerns about the treatment received. They can also contact the Ombudsman Office (Mary Robson, 602-797-8368) or Shawn or Michelle at Magellan.

Dr. Sara Salek, DBHS Children's Medical Director, said that a website exists that lists hospital citations. Because of the statewide shortage, we are looking to legislators to see how we can build a better Arizona, including putting additional funding into inpatient care.

Paula Carson commented that Aurora does not embrace the CFT process; they provide nonspecific discharge paperwork that the team cannot use; on the other hand, Aurora does provide a level of safety on the units.

Parent A asked how concerns regarding quality of care at hospitals will be addressed. Sandy Dale of Magellan said that a formal audit for quality checks is done yearly unless needed earlier. The quality management team responds back to clinical teams and corrective action plans are developed. Parents can be interviewed in the process, depending on the situation. If a hospital needs to be investigated for a specific concern, that is done separately.

Jane Kallal said that Family Involvement is helping to change practice. Families are overwhelmed and don't always file incident forms, so problems do not always get the attention they need. She suggested putting concerns in writing, and sending them to Magellan and other places as necessary. If the problem is serious, the Child and Family Team can be a part of the documentation and complaint process and get in touch with Magellan to advocate for the youth going to a different hospital. She advised to go to the quickest source and try to get a resolution early. Jane added that many improvements have occurred within the System in recent years, but perhaps the hospitals have not been watched as closely as they should.

### **System Challenges**

George Galliher stated that the grievance system is broken. Magellan Customer Service has not been following up in a timely manner. No one seems to accept responsibility, yet everyone (including the Governor, ADHS, and the

county) are accountable to the lawsuit. George asked Magellan to review the contract with the State to see if Magellan is following the 12 Principles and said that the State has not done a good job sanctioning Magellan. If a complaint is not filed, it's as though it never happened. Who is responsible/accountable for the deaths of the two boys who were killed at the park? Magellan seems to be more afraid of bad press than delivering bad services. George added that there are too many layers of people in the Adult System; stop oppressing and start supporting the case managers.

Cinder McDonald added that many families have lost confidence in the grievance process, and this needs to be addressed. They have been turned away again and again over the years; it gets to a point where you give up and think, "Why bother?" She suggested that Magellan should help families have confidence that the grievance process is going to work.

Parent F said she is proud to be a Parent Partner because she can educate families about the System. She encourages families to learn as much as they can because at the end of the day, only one person is responsible for a child and that is the child's parent. She is grateful that there is now a CFT Crisis Line and other support services, and there have been improvements at Magellan. She hopes that the Adult System makes improvements since her soon will be in that System soon.

Steve Isham commented that he has been active as a teacher and advocate for 20 years in the behavioral health field and the #1 underserved population has been Hispanics. There are many cases of racism against Hispanics and blacks, and no one does anything. The only thing that "works" in Magellan is Mary Robson—"The only time something gets done is if I talk to Mary. You can make lots of calls everywhere in the RBHA, but only Mary will respond." (RBHA = Regional Behavioral Health Authority)

Steve added that "the JK lawsuit is ridiculous." Of the 500-600 students he teachers per year at the University of Phoenix, 98% have never heard of the 12 Principles. He suggested that people should make complaints in order to effect improvements.

Mary Robson thanked families for the ability to work with them. She has been an advocate for 13 years and would not be with Magellan if she did not feel a devout interest in advocating for families. She is most proud of collaboration and is excited that at this meeting, families bring their concerns and providers meet with them to work together. She added that the Adult System will see the changes that have taken place in the Children's System and this will drive the Adult System's improvement. Hard work is going to make a change. Our successes will not be only because of the RBHA or the State, but because of us and how we collaborate to work with the Systems.

### **Presentation** **Functional Outcomes**

A handout on Functional Outcomes was provided to participants. The presentation was not given as family and community member input took up the remainder of the time.

**Next Meeting: Wednesday, February 24, 2010, 5:30-7:30pm  
Family Involvement Center**

**If you would like to receive the monthly meeting agenda and minutes, please sign up on the appropriate sheet at the CFAP registration desk.**