

## Suicide Prevention and Intervention Initiative seeks to reduce suicide among those most at risk

From July 2009 through June 2010, 39 individuals enrolled in Maricopa County's public behavioral health-care system ended their lives by suicide. The potential years of life lost based upon each of those people living an average life span totals more than 1,000 years!

Experts estimate that the rate of suicide among those with serious mental illness is six times or greater the rate of the general population. That's why Magellan of Arizona partnered late last year with the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/ DBHS) to create a suicide prevention and intervention initiative (recently renamed the Programmatic Suicide Deterrent System Project). Through collaboration with public policy, law enforcement and mental health providers and stakeholders, Magellan has been equipping agency staff with the skills, knowledge and support to intervene with those most at risk of this major, preventable public health problem.

Magellan began by administering a comprehensive survey of the behavioral health staff. Nearly 1,700 individuals participated, including case managers, clinicians, nurses, physicians, administrators and support staff. Over half of those who responded said they did not have the skills, knowledge and supports needed to adequately engage and intervene with those at risk for suicide.

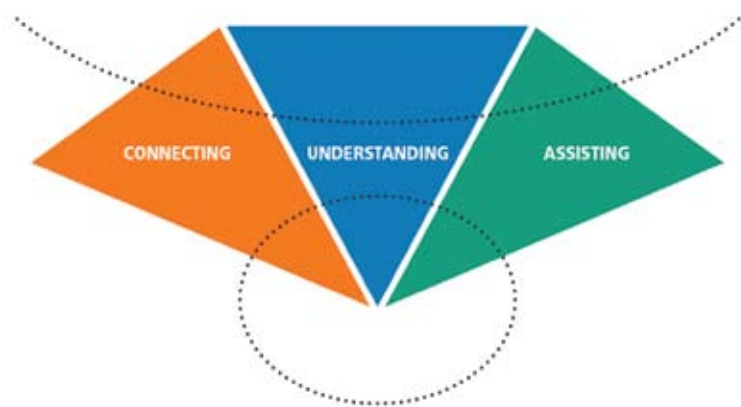
In response, Magellan and the project steering committee decided to provide a two-day Applied Suicide Intervention Skills Training (ASIST) to 2,000 members of the behavioral health care workforce staff by the end of 2010. ASIST is recognized as a national best-practice training. It focuses on engaging and building relationships with those struggling with suicidal thoughts and creates an open dialogue around suicide to improve confidence in those trained. Project members believed this training would help improve perception of individual skills and support, and help create a new culture within the core workforce around this work.

### The project makes positive progress

To date, nearly 1,000 staff members in the 10 largest providers in Phoenix have experienced ASIST. TERROS is the largest general mental health and substance abuse provider in the county, serving more than 14,000 people. To date, TERROS has trained 293 persons.

This represents 65 percent of their total staff and includes the chief executive officer and clerical support staff.

In August 2010, Magellan resurveyed the workforce, paying special attention to those who responded that they had received the two-day ASIST training. The results are phenomenal, showing improvement in the areas of confidence, adequate training and required support. The number who "agreed" with statements regarding training, skills and supports increased by 36 percent, 27 percent and four percent, respectively. However, the number who "completely agreed" skyrocketed, increasing by 187 percent, 131 percent and 97 percent!



**Phases of the Suicide Intervention Model**

"We believe that increased staff confidence will result in improved engagement and increased willingness to talk openly and honestly with recipients who express suicidal thoughts," said David Covington, chief of adult services for Magellan of Arizona. "We anticipate that this intervention will reduce unnecessary inpatient stays that are intrusive and costly and will ultimately lead to better recovery outcomes for those involved."

Training of 100 percent of staff is only the first objective in this multi-year change process. Project team members have been actively working to introduce attempt survivor support groups. They are also identifying tools to help engage and integrate family support. In addition, the steering committee is determining the key elements of a staff support protocol and an objective review process to support learning and reduce blame when adverse events occur.

### Magellan joins National Action Alliance for Suicide Prevention

The Maricopa project has not gone unnoticed outside of Arizona. Magellan is one of only two health care management companies asked to become a member of the National Action Alliance for Suicide Prevention, which launched on Sept. 10, 2010, on World Suicide Prevention Day.

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## TALKing about suicide: An interview with prevention coordinator Heather Brown

As a prevention coordinator for Magellan of Arizona, Heather Brown works with providers and coalitions to develop and implement programs in the community and the behavioral health system to help reduce substance abuse. Heather's job also has enabled her to promote intervention and prevention of suicide, a subject that she is passionate about. As an ASIST, safeTALK and suicideTALK consulting trainer, and an executive board member and former co-president of the Arizona Suicide Prevention Coalition, Heather is uniquely positioned to talk about suicide and the resources and services that are available to community members seeking help for themselves, a friend or a loved one.

### What are some of the myths about suicide?

Many people think that suicide won't impact them, or that it only happens to certain sorts of people. Suicide is a serious public health concern in Arizona that touches many of us. The truth is that anyone can be at risk for suicide. It may surprise people to learn that they're far more likely to come into contact with someone who is having thoughts of suicide than someone having a heart attack. To put it into numbers, one out of every 20 people in the community has thoughts of suicide in any given week. That's roughly five percent of the population.

Another myth is that talking about suicide causes people to consider suicide. People often sense that something may not be right, but may hesitate to intervene and ask someone directly about suicide because they are afraid of planting the idea in the person's head. Luckily, as human beings we're not that easily impressionable. If someone is not thinking about suicide, they'll tell you they're not. However they'll know you care about them and that they can talk to you if they ever have those thoughts. Direct and open conversation about suicide is the best way to prevent it.

### What is ASIST?

Developed by LivingWorks Education, ASIST is Applied Suicide Intervention Skills Training, a two-day workshop designed to equip people with a practical model and skills to intervene with a person who is experiencing a suicidal crisis. The training can be used with formal caregivers, such as behavioral health professionals, doctors or nurses, or law enforcement officers.

*"It may surprise people to learn that they're far more likely to come into contact with someone who is having thoughts of suicide than someone having a heart attack."*

It can also be used for people who may have no prior background or training in suicide, including teachers, bus drivers, beauticians or even restaurant servers.

Research shows that people more often tell their friends, family, peers and informal caregivers than seek formal help. So ASIST is designed to be universal in its appeal to different populations. It is recognized as a research-based best practice by the Suicide Prevention Resource Center and American Foundation for Suicide Prevention. More than one million people have been trained in ASIST worldwide.

ASIST helps participants explore their attitudes about suicide and how they might impact their ability to intervene with someone at risk for suicide. It's designed to increase confidence in reaching out and helping someone who might be experiencing a crisis. While other trainings teach signs and symptoms of suicide, this training focuses on empowering people to move beyond stigmas and fears by discussing suicide directly and openly, and through understanding the perspective and needs of the person at risk.

Monthly, Magellan offers ASIST free of charge at its Tempe Learning Center. Community members and professionals can register on Magellan's learning website at <https://magellan.learn.com/az>, or by calling (602) 797-8210.

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**If you are thinking about suicide or know someone who is, tell someone—a friend, family member, family doctor, counselor or religious/spiritual leader—or call Magellan's 24-hour crisis line at (602) 222-9444 or TTY (602) 274-3360.**

### If you want to help someone struggling with suicide:

- Don't be afraid to ask directly about suicide.
- Be willing to listen.
- Don't ever promise to keep suicide a secret.
- Don't leave the person alone.
- Attend a training to become more prepared.
- Know where you can refer people for help.

## Magellan recognizes caregivers and people in recovery during Recovery Month

While public schools across the state of Arizona were preparing for back-to-school projects or fall activities in September, Magellan of Arizona was preparing to educate the public, but its subject was a bit different than math, science and English. Magellan focused on recovery and what it means to the recipients challenged by mental illness or substance abuse issues and their family members.

September was National Drug and Alcohol Recovery Month, and Magellan and its mental health partners, including NAMI Arizona, the Family Involvement Center, CHOICES Network of Arizona, and others, hosted a series of events and public outreach to keep the focus on recovery and emphasize the importance of collaboration in continuing the positive transformation of central Arizona's mental health system.

Magellan hosted an eye-opening "Day in the Life of Extraordinary People: Mental Health Guided Bus Tour." The guided tour of five mental health facilities and organizations (NAMI Arizona, Connections AZ's Urgent Psychiatric Care Center, PSA Art Awakenings, Family Involvement Center and CHOICES' Arcadia Clinic) provided an inside look into the effectiveness of Maricopa County's mental health system and how the collaboration between these organizations is helping individuals cope with their mental illness or substance abuse issues, as they realize recovery and resiliency in their lives.

Led by Dr. Richard Clarke, Magellan of Arizona's CEO, and with participation from Dr. Laura Nelson, deputy director of the Arizona

Department of Health Services' Division of Behavioral Health Services, the tour featured compelling discussion about mental health care in Maricopa County as guests, including many influential legislative, community and business leaders, as well as members of the media, traveled to the various mental health sites on the tour. Katie Ayotte, a suicide attempt survivor, accompanied leaders on the bus and shared her story of recovery.

Understanding that open dialogue and communication are the keys to reducing and removing the stigma surrounding mental illness, Magellan produced two audio podcasts during Recovery Month, which continue to be available for the public to download on Magellan's website ([www.MagellanofAZ.com](http://www.MagellanofAZ.com)) and on iTunes. The first podcast, "Suicide Prevention and Intervention in Maricopa County," was released during National Suicide Prevention Week (Sept. 5-11). The podcast featured Magellan's Chief of Adult Services David Covington, suicide attempt survivor Katie Ayotte, Master ASIST Trainer Allison Kjer and Dale Rinard, CEO of TERROS, a community-based behavioral health organization that helps people recover from substance abuse, mental illness and other behavioral health problems.

The second podcast, "Assisting Transition-Age Youth in Maricopa County," featured Magellan's Chief of Child and Youth Services Shawn Thiele, mental health advocate and transition-age youth Hayley Winterberg, and Greg Dicharry, development manager and MY LIFE (Magellan Youth Leaders Inspiring Future Empowerment) coordinator for Magellan. The discussion focused on programs and services that are helping

transition-age youth (youth between the ages 13 to 24 who are struggling with mental health and/or substance abuse issues). Magellan is working to help these youth overcome obstacles in their lives and transition into a successful and productive adulthood. Research has shown that transition-age youth are more susceptible to school dropout, incarceration, homelessness, placement within the foster care system, and drug or alcohol addiction.

The suicide podcast is available for download at [www.MagellanofAZ.com/Suicide](http://www.MagellanofAZ.com/Suicide) and the transition-age youth podcast is available for download at [www.MagellanofAZ.com/MYLIFE](http://www.MagellanofAZ.com/MYLIFE). Both podcasts are also available on iTunes, search "Magellan of Arizona" in the iTunes store.

While September is designated as National Drug and Alcohol Recovery Month, Magellan of Arizona knows that for recipients who are living with substance abuse or mental health issues, their challenges don't end when the month's observance is over. That's why it continues to explore opportunities to spread the message about recovery and mental health resources. To maintain this positive momentum and public outreach, Magellan partnered with the local PBS television affiliate, KAET-TV, Channel 8, in Phoenix to sponsor the network's documentary called, "Unlisted: A Story of Schizophrenia."

The documentary will air in Arizona on Sunday, Oct. 3, from 2 to 3 p.m. It provides a glimpse into the lives of Delaney Ruston, M.D., and her father, Richard Ruston, who was challenged with paranoid schizophrenia before his daughter's birth. The poignant story follows Dr. Ruston's feelings of shame, frustration and fear as she distanced herself from her father throughout most of her life because of his mental illness. Today, Dr. Ruston and her father have reconnected and have formed a bond, albeit precarious, as they learn to move forward with their lives while trying to understand and manage his serious mental illness.

For more information about National Drug and Alcohol Recovery Month, and Magellan of Arizona's efforts related to the awareness campaign, visit [www.MagellanofAZ.com](http://www.MagellanofAZ.com) or [www.OneinFour.info](http://www.OneinFour.info).

Listen to the "Suicide Prevention and Intervention in Maricopa County" podcast at [www.MagellanofAZ.com/Suicide](http://www.MagellanofAZ.com/Suicide).

Listen to the "Assisting Transition-Age Youth in Maricopa County" podcast at [www.MagellanofAZ.com/MYLIFE](http://www.MagellanofAZ.com/MYLIFE).

Both podcasts are also available on iTunes, search "Magellan of Arizona" in the iTunes store.



## New hotline connects callers to community resources

Sometimes fears of the unknown can cause a person to not seek help in a timely manner. With this in mind, Maricopa County's behavioral health community – including its members, families and friends – has launched a free hotline to connect people to education, support services and other resources.

In response to state budget cuts, Magellan of Arizona collaborated with NAMI Arizona, Mental Health of America of Arizona, Recovery Empowerment Network, Southwest Network and other behavioral health care advocates and providers to develop this hotline initiative to unite the mental health community and support the seriously mentally ill (SMI).

Callers who dial the non-title 19 resource hotline will be greeted by trained volunteers called resource navigators who, represent 23 local mental health organizations.

"We hand-selected volunteers who not only know how to connect people to resources in the community, but also are good listeners who are understanding and patient with people needing assistance," said Mary Robson, ombudsperson for Magellan of Arizona.

Robson said the mental health community is doing everything they can to ease the concerns of those receiving care from the system.

The Recovery Empowerment Network has taken ownership of developing and refining the training materials as the program evolves and expands. And the Southwest Network is managing an online resource guide as information becomes available.

**"Our hope is to connect people and their families to the natural resources available in their communities."**

"It's a difficult time of transition, in particular for the SMI population," said Robson. "They're losing benefits and their assigned case managers, so they don't know where to turn."

Robson added that no request is too small. "Whether it's a question about faith-based organizations or transportation solutions, we encourage SMI recipients followed by family and friends to call for information. Our hope is to connect people and their families to the natural resources available in their communities."

The hotline is available on weekdays from 9 a.m. to 5 p.m. For assistance, call (602) 759-8175. For information about volunteering, please contact Jennifer Beaudoin at [jbeaudoin@namiaz.org](mailto:jbeaudoin@namiaz.org).

## TALKing suicide

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**ASIST sounds like a great opportunity, but is a shorter class available?**

Magellan offers a free three-hour safeTALK training quarterly at its Tempe Learning Center. It's designed to teach suicide alertness skills, and is also appropriate for anyone who wants to learn more about the various indications a person thinking about suicide might display—verbal cues, actions, feelings, life situations, etc. It also explores the reasons people typically don't ask about suicide directly and teaches participants how to refer an individual who may be experiencing a suicidal crisis to someone who can complete the intervention.

SuicideTALK is another option for community members who simply want to know how to talk about suicide. SuicideTALK can be provided by request and is about one and a half hours in length.

**Can trainings be offered at locations other than the Tempe Learning Center?**

Yes, we can hold trainings in the community for groups of 15 to 30 adults. Interested groups or agencies may contact Magellan's Tempe Learning Center at (602) 797-8210 to inquire about costs involved and trainer availability.

**What other services are available to the community?**

Programs and services available through Magellan's providers and community partners include EMPACT's SOS (Survivors of Suicide) support groups for anyone who has lost someone to suicide, outreach and education for schools through Teen Lifeline, and older adult support services through Area Agency on Aging, Region One. Critical incident stress debriefing and support services, depression screenings, awareness walks, gun locks and other methods of lethal means restriction are also offered.

In addition, the following crisis intervention and suicide prevention hotlines are available:

- **Crisis Line** (24 hours/7 days per week): (602) 222-9444 or TTY (800) 327-9254
- **Teen Lifeline** (3-9 p.m./7 days per week): (602) 248-TEEN (8336) or toll free at (800) 248-TEEN (8336)
- **EMPACT Suicide Prevention Center:** (480) 784-1500 (Maricopa County)
- **National Suicide Prevention Lifeline** (24 hour): (800) 273-TALK

**What is the Arizona Suicide Prevention Coalition?**

The Arizona Suicide Prevention Coalition (AzSPC) is a statewide 501(c)(3) organization that was started by group of concerned individuals, survivors, agencies and advocates for suicide. Its mission is to change those conditions that result in suicidal acts in Arizona through awareness, intervention and action.

AzSPC meets monthly on the second Tuesday of every month and teleconferencing is available. AzSPC is also sponsoring the *Third Annual Suicide Intervention Conference* for professionals, survivors and advocates Oct. 21 and 22, in Phoenix. The event is open to the public.

AzSPC has worked closely with the Arizona Department of Health Services and other key stakeholders to obtain several grants for the state to fund youth and tribal suicide prevention. These grants have enabled our state to develop programs for suicide prevention and bring trainings such as ASIST and safeTALK to the community. For more information about AzSPC, visit [www.azspc.org](http://www.azspc.org).



**NON-TITLE 19  
RESOURCE HOTLINE  
NOW AVAILABLE**

**SUPPORT OTHERS TO  
SELF-SUFFICIENCY**

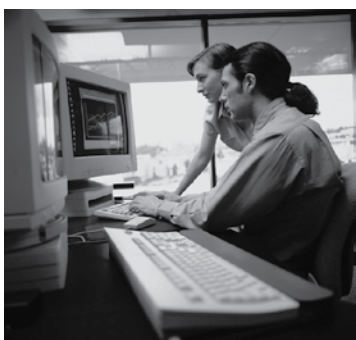
SOS NT19 Hotline  
**(602) 759-8175**  
Monday - Friday 9:00 a.m. - 5:00 p.m.

**POWERED BY PEOPLE WHO CARE  
MARICOPA COMMUNITY PARTNERSHIP**

## Application process is now open for Magellan's annual Computer Giveaway Program

Great news! Magellan of Arizona has announced the start to its fourth annual Computer Giveaway Program, which provides Magellan service recipients and their families with a unique, influential recovery tool - a computer!

As part of our fourth annual Computer Giveaway Program, Magellan of Arizona will give away 280 computers to service recipients and family members involved in their recovery, as well as 20 to provider agencies. That's 300 free computers to aid residents in our community! All qualified service recipients and family members involved in their recovery are encouraged to apply to receive a free computer.



The application deadline for both individuals and agencies is Friday, Nov. 5, at 5 p.m. Applications are available at provider agencies, and online in English and Spanish at [www.MagellanofAZ.com/CommunityReinvestment](http://www.MagellanofAZ.com/CommunityReinvestment).

Please refer to the application for further information regarding program qualifications and submission process.

"A computer could mean all the difference to a successful recovery and resiliency process for a service recipient," said Alexandra Zavala, director of community reinvestment and involvement for Magellan of Arizona.

To date Magellan has given away 600 computers to services recipients and family members involved in their recovery and another 130 computers to and provider agencies. The computers are refurbished and come to Arizona from Magellan offices throughout the country. The program is part of Magellan's commitment to community reinvestment in central Arizona.

"Magellan is firmly committed to building a Regional Behavioral Health Authority that is a community-driven, focused on recovery and resiliency, and is accountable for superior program outcomes. With this in mind, we have committed to give away computers to the community on a yearly basis," said Zavala.

To find out more about the Computer Giveaway Program, please visit [www.MagellanofAZ.com/CommunityReinvestment](http://www.MagellanofAZ.com/CommunityReinvestment) or call (602) 652-5858.

## Suicide initiative

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Magellan's David Covington attended the press conference at the National Press Club in Washington, D.C., where U.S. Health and Human Services Secretary Kathleen Sebelius and Department of Defense Secretary Robert Gates made the announcement.

Initially the alliance will focus on updating and advancing the National Strategy for Suicide Prevention, developing approaches to constructively engage and educate the public and examining ways to target high-risk populations.

"Engaging in the development and implementation of next steps for the National Strategy for Suicide Prevention as a member of the

National Action Alliance is a great opportunity for Magellan of Arizona to collaborate with other branches of state and federal government, national research experts and leading advocates in the fight against suicide," said Covington.

### The work continues

Those involved in the project are passionate about it. Said Covington, "We are on track to reach our goal of training 2,000 behavioral health staff by the end of the year. Magellan and our mental health partners are determined to see our initiative succeed because no one has to die by suicide."

For more information about the project, visit [www.MagellanofAZ.com/Suicide](http://www.MagellanofAZ.com/Suicide).

## Tobacco cessation initiative to aid individuals with serious mental illness

Magellan of Arizona is partnering with the Arizona Department of Health Services' (ADHS) Division of Behavioral Health Services and Bureau of Tobacco and Chronic Disease to reduce the use of tobacco by individuals diagnosed as seriously mentally ill (SMI) and by the behavioral health staff who serve them. The initiative will begin in Maricopa County and parts of Pinal County with Magellan, the Regional Behavioral Health Authority (RBHA) for that geographic area, before expanding to include partnerships with other RBHAs across the state.

Funded by a grant from the Centers for Disease Control and Prevention with monies designated by the American Reinvestment and Recovery Act, this initiative will target those who are chronically mentally ill. These individuals on average die 25 years younger than the general population. Many of the causes of early death can be related directly or indirectly to tobacco use.

"This program is a key component of Magellan's larger health, wellness and longevity clinical initiative," said Dr. Richard Clarke, CEO of Magellan of Arizona. "Through this initiative, we will improve the length and quality of life of the people Magellan serves by creating programs and a mindset throughout the system to address mind and body health and wellness. This involves developing a model of care that combines physical and behavioral health and

focuses on strengthening the whole health of the individual."

Dr. Rodgers Wilson, acting chief medical officer, Division of Behavioral Health Services, cited statistics about smoking and individuals with a serious mental illness, "According to studies published in the *Journal of the American Medical Association* and the *Journal of Dual Diagnosis*, people experiencing a serious mental illness

are twice as likely to smoke as other persons. It is estimated that in Arizona 70 percent of individuals with serious mental illness and 35 percent of behavioral health staff currently smoke."

Wayne Tormala, bureau chief for ADHS' Bureau of Tobacco and Chronic Disease, commented on these statistics, "With numbers like these, we saw a growing need to address the whole health of individuals with mental illness and to help them break this destructive addiction. Our initiative features an integrated model that provides access to tobacco cessation assistance in treatment, support and case management facilities through on-site services or through referral to the Arizona Smokers' Helpline (ASHLine)."

***"Through this initiative, we will improve the length and quality of life of the people Magellan serves..."***

## Empowerment forum encourages youth to make positive changes in their lives and within their communities

MY LIFE (Magellan Youth Leaders Inspiring Future Empowerment) and New Mexico's youth POWER (Promoting Our Wellness and Encouraging Resilience), came together in July to host an innovative event inspiring youth to take action to change the mental health system for the better. The event, Youth Leaders Unite, targeted New Mexico youth who have experienced challenges associated with mental health, substance abuse, foster care and/or the juvenile justice system.

Through an evening of education and entertainment, leaders from youth POWER and MY LIFE empowered nearly 100 youth attendees by giving them the opportunity to have an active voice in the planning and implementation of behavioral health system-of-care transformations in New Mexico.

MY LIFE members presented a workshop that included a description of their innovative youth leadership group, which was selected as a regional finalist for the Council of State Governments 2009 Innovations Award for providing youth in Arizona with a voice and resources to make themselves heard. The group also presented information on how similar programs and activities can be replicated in New Mexico. Through the workshop, MY LIFE participants shared their personal stories, gave performances and presented video highlights that illustrated their successful journeys toward recovery.

"Our goal in sharing the powerful stories and lessons learned through MY LIFE with other communities is to de-stigmatize mental illnesses, give youth hope about their recovery and help them recognize the role they can play in transforming the behavioral health system," said Anne McCabe, senior vice president, Public Sector Behavioral Health for Magellan Health Services.

"The MY LIFE youth are a great example of how involvement and leadership opportunities can help youth overcome challenges and achieve their goals," said Greg Dicharry, development manager for Magellan of Arizona and coordinator for the MY LIFE program.

Youth POWER members, who recently produced Youth Jam 2010, plan to use the information gathered during the forum to improve programs and services for young adults in New Mexico.



### Youth from MY LIFE and youth POWER brainstormed ways to improve programs and services for young adults in New Mexico.

"The event was inspiring for everyone who attended," said Sarah Couch, youth POWER coordinator. "The MY LIFE program serves as a great example of how youth involvement can help transform systems of care."

MY LIFE members are between the ages of 13 and 23, and have experience with mental health, substance abuse, juvenile justice and foster care-related issues. Through regular meetings and local and national workshops, presentations and performances, the group focuses on important issues affecting youth. To learn more about MY LIFE's outreach efforts and achievements, visit [www.MagellanofAZ.com/MYLIFE](http://www.MagellanofAZ.com/MYLIFE).

The two-year initiative focuses on improving access to the ASHLine tobacco quitline by SMI clients and increasing the number of SMI clients who utilize quitline services. The ultimate goal is to increase the total number of clients with serious mental illness who quit. The long-term plan is to take the program statewide.

In support of the initiative, Magellan has worked with its provider network organizations to identify clinics and staff who want to become part of the initiative and see tobacco cessation as a treatment issue and not a lifestyle choice.

"Our Saguaro and Cave Creek Clinics are excited to be taking the first steps in an initiative that will help ensure the wellbeing of their clients and themselves," said Anita Barnas, vice president of adult services for Southwest Network. "Staff members who are seeking to break the tobacco habit can empathize with their clients and will provide moral support for them."

The staff at these facilities will actively incorporate tobacco cessation into individual service plans and will engage with the ASHLine quitline as they identify clients who use tobacco. They will refer clients to the ASHLine, which will assign an intake specialist. The intake specialist will evaluate the client to determine readiness

to quit and if services are desired, the client will be assessed for medication.

All clients and clinic staff will receive two weeks of free patch/gum/lozenge medication. After two weeks, those enrolled in the Arizona Health Care Cost Containment System (AHCCCS) may obtain additional medications and will receive medication management assistance. Those not enrolled in AHCCCS will be referred to their primary care physician. All clients will have access to telephone and internet quit coaching and counseling.

The initiative also provides additional support by trained pharmacists. This support includes completing medication assessments and providing suggestions to psychiatrists regarding possible interactions or addressing their concerns about clients' quitting tobacco and/or using medications.

Magellan became "smoke free" Aug. 1, 2010. Tobacco use by employees and visitors is no longer allowed at any Magellan facility across the country.

For more information about the tobacco cessation initiative and Magellan's health, wellness and longevity clinical initiative, visit [www.MagellanofAZ.com/Wellness](http://www.MagellanofAZ.com/Wellness). ASHLine services are free to all Arizonans and are available toll free at (800) 55-66-222 or [www.ashline.org](http://www.ashline.org).

# Getting past the obstacles

*Richard Clarke, Ph.D., chief executive officer for Magellan of Arizona*

Basketball great Michael Jordan once said, “Obstacles don’t have to stop you. If you run into a wall, don’t turn around and give up. Figure out how to climb it, go through it, or work around it.” While basketball is the last thing any of us in the behavioral health care system are thinking about in these difficult times, this statement is certainly a sentiment we’ve taken to heart and put into action over the last four months as we’ve worked intensively to prepare recipients experiencing serious mental illness (SMI), who do not qualify for Medicaid (AHCCCS), to face reductions in service.

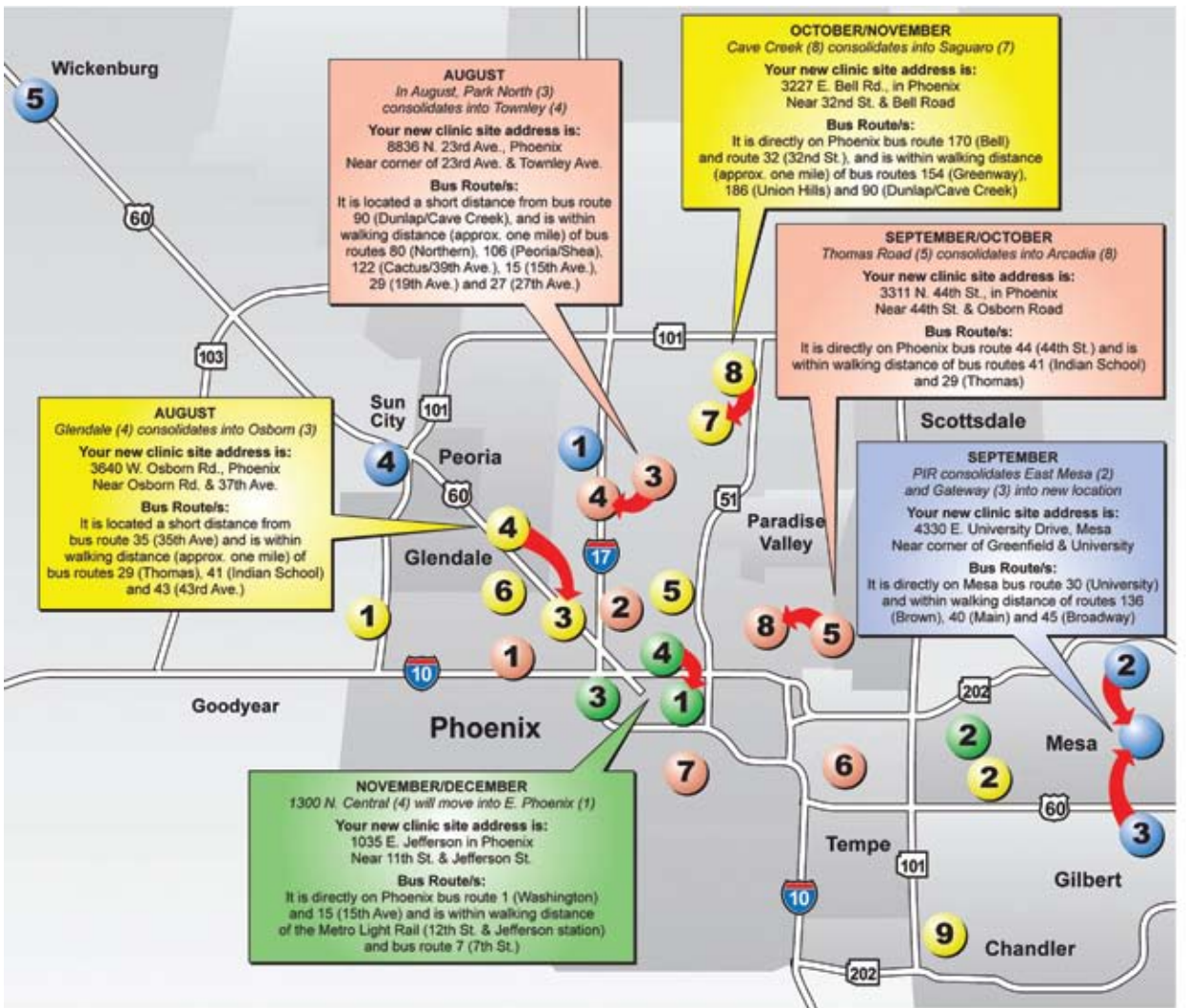
In my last communication to you, I told you about our multiple-touch, high-relationship communication and planning process for working with recipients on their transition plans. Since then, in partnership with the Arizona Department of Health Services/ Division of Behavioral Health Services (ADHS/DBHS) and the provider community, we’ve implemented strategies designed to help mitigate the impact of the transition for some of the most vulnerable individuals. These include providing an additional three months of brand medications, as necessary, to achieve a safe transition, and an additional 12 months of a widely used medication that has no generic equivalent, as we explore and consult with those impacted on viable, safe alternatives, if possible.

We’ve also provided funding for two care coordinators per clinic to work with physicians to coordinate needs for non-Title 19 individuals around the medication benefit, such as appointments and lab work. And, we are exploring additional funding for peer-run organizations that operate warm lines—so recipients have a resource to connect with via phone.

Since the cuts took effect on July 1, we have been monitoring the situation very closely. We have held daily meetings with leadership from our provider network organizations and the clinics, our crisis providers and ADHS/DBHS to discuss how the system is functioning with the new benefit, and to troubleshoot and collaboratively mitigate challenges that arise.

While our call volumes and the use of crisis services have fluctuated, the demands have not yet been overwhelming. We feel we have planned well to handle them and are regularly discussing what new challenges that might arise. We will continue to keep a close watch on developments in the coming months, and will be as proactive as possible in our planning.

Challenges will inevitably arise, and the next one on the immediate horizon involves consolidating the clinics due to the significant reductions in state funding and resulting reduction in services for SMI individuals ineligible for AHCCCS. This reduction in services means fewer visits to the clinics to see case managers, therapists and other team members who are no longer part of the benefit for the non-Title 19 individuals served by the Maricopa behavioral health-care system. With that large percentage of the population no longer accessing the clinics at the same capacity, it’s just not fiscally possible or sustainable to continue to operate as many care centers. We must make fiscally sound decisions that maximize the use of available taxpayer support, as well as direct as many dollars to service as possible.



The dates included here are as we know today; circumstances outside our control, such as construction, may slightly change consolidation dates. Please check with your PNO to confirm timelines and if you should have any other questions.

### Southwest Network

1. Garden Lakes
2. Mesa (AS1)
3. Osborn
4. Glendale
5. Highland
6. W. Camelback
7. Cave Creek
8. Saguaro
9. Chandler (AS2)

### CHOICES

1. W. McDowell
2. Midtown
3. Park North
4. Townley
5. Thomas Road
6. Enclave (Tempe)
7. South Central
8. Arcadia

### People of Color Network

1. E. Phoenix
2. Centro Esperanza
3. Washington House
4. 1300 N. Central

### Partners in Recovery

1. Metro Center
2. E. Mesa
3. Gateway
4. W. Valley
5. Wickenburg

The map above illustrates clinic locations and planned consolidation. It is available online at [www.MagellanofAZ.com/NTTransition](http://www.MagellanofAZ.com/NTTransition).

As a result, we must restructure the clinic system in order to provide the best possible care for the people we serve. This restructuring will involve the merging of some care clinics that are geographically in close proximity. Over the next several months, we will consolidate the following clinics:

- Park North Clinic into Townley Clinic
- Glendale Clinic into Osborn Clinic
- East Mesa Clinic and Gateway Clinic into a new site, East Valley Clinic
- Thomas Rd. Clinic into Arcadia Clinic
- Cave Creek Clinic into Saguaro Clinic

The map to the right will give you a better of idea of the locations of the clinics and the new system structure. You may also view the map at [www.MagellanofAZ.com/NTTransition](http://www.MagellanofAZ.com/NTTransition).

Information meetings and other welcoming events are planned at each of the impacted clinics, and recipients will also have the opportunity to tour their new clinics as the moves are completed. Specific efforts will occur to help acclimate recipients to their new clinic environments and to build a sense of community and belonging.

Change is always difficult, and I admire the strong and resourceful system of providers we work with who have shown outstanding commitment to the individuals we serve. But we can’t do it alone. At the end of the day, these funding cuts impact all of us, whether you are directly connected to the behavioral health-care system or not, because a healthy behavioral health-care system is important to our community—socially, economically and fiscally. Like Jordan said, you can’t let challenges stop you. You can’t let them block your focus. You just figure out how to get past them and move forward. Together, we can do just that.

**The Magellan**  
4129 E. Van Buren St., Ste. 110  
Phoenix, AZ 85008  
[www.MagellanofAZ.com/Newsletter](http://www.MagellanofAZ.com/Newsletter)

If you would like to contribute to *The M*, or have a topic you think would be interesting and timely for Maricopa County’s behavioral health community, Please contact Ashley Bolduc at [MaricopaCommunityRelations@MagellanHealth.com](mailto:MaricopaCommunityRelations@MagellanHealth.com).

Magellan Health Services of Arizona is the Regional Behavioral Health Authority for central Arizona, which includes all of Maricopa County and part of Pinal County. Funds for services are provided through a contract with the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and the Arizona Health Care Cost Containment System (AHCCCS).



Magellan Health Services of Arizona has developed a training program to help family and friends of those challenged with mental illness better understand the needs of their loved ones, so they may help them on their recovery journey. Topics include:

- Managing Roles:** Discuss differences in relationship roles and how these might conflict with the helper role.
- Mental Illness and Medication:** Overview of psychiatric disorders, signs and symptoms, common medications, side effects and how the helper can assist in self management of medicine and reporting of medication effects.
- Wellness Planning:** Discuss how the best way to avoid crisis is to focus on wellness, to plan for wellness and what to do if a crisis happens.
- Goal Setting and Community Resources:** Goal setting and identifying the strengths and needs. Share ideas on how to look for support within the community.

To enroll in a series please visit **ACHIEVE** at: <https://magellan.learn.com/az>

Should you experience technical difficulty with accessing the site, please contact the Achieve helpdesk at: [AchieveAZ@MagellanHealth.com](mailto:AchieveAZ@MagellanHealth.com) or (602)797-8210.

Training dates and locations include:

**October**  
Thursday mornings  
Oct 7, 14, 21, and 28  
9 a.m. - 12 p.m.  
Magellan Learning Center  
1225 E. Broadway, Ste. 190  
Tempe, AZ 85282

**November**  
Tuesday afternoons  
Nov 9, 16, 23, and 30  
1 p.m. - 4 p.m.  
Magellan Learning Center  
1225 E. Broadway, Ste. 190  
Tempe, AZ 85282

Tuesday evenings  
Nov 2, 9, 16 and 23  
6 p.m. - 9 p.m.  
The Cottonwood Room  
4129 E. Van Buren Street  
Phoenix, AZ 85008