



## Child & Family Advisory Partnership Minutes



<b>Date of Meeting:</b> <b>Wednesday, May 28, 2008</b> <b>Meeting Time:</b>		<b>Location of Meeting:</b> <b>Family Involvement Center (FIC)</b> 1430 E. Indian School Road, Suite 110 Phoenix, AZ 85014		
<b>Co-Chairs:</b> Jane Kallal, Family Involvement Center Wendy Cholfin, Magellan Health Services of AZ		<b>Interpreter:</b> Mario Barajas		
<b>Attendees:</b> Brian Brady Arturo Jose Baltierrez Chris Carson, MD Wendy Cholfin Lawrence Clark Kim Foy		Joy Green Louis Green Toni Issadore Jane Kallal Francisco Lucio Carol McDermott	Kristin Mitchell Patricia Pimentel Mary Robson Suzanne Rabideau Mercedes Ravera	Dawn Schoenstadt Anna Tracy Valerie VanAuker Allen Ward Dan Wendt
<b>Introductions</b>		The meeting began with roundtable introductions from all of the participants.		
<b>Updates</b>		<p><b><u>FIC Announcements and Information Sharing</u></b></p> <p>Toni Issadore reported on the following Family Involvement Center (FIC) sponsored activities:</p> <ul style="list-style-type: none"> <li>• Strengthening Multi-Ethnic Families and Communities is a 13 week class. This is the third session and this time it's being held during the day. This class is a strength-based prevention –intervention parent training program. It utilizes a cultural framework to assist parents in raising children to lead violence free, healthy lifestyles as well as to promote and improve child and parent interaction.</li> <li>• A Book Club has been formed at FIC. Attendees include family members, Magellan, PNOs and providers representatives, as well as employees from FIC. The main purpose is to use the Book Club to confront attitudinal barriers and other “isms”. The first book read was “<i>Sister of My Heart.</i>” The book we are now reading is “<i>The Education of Little Tree.</i>” The following book will be “<i>Kite Runner.</i>”</li> <li>• An 8 week series on Behavior Building. Arnetta DeCamp, MEd. will be presenting. The series in the summer, Wednesday evenings June 18 – August 20. Another series will be presented in the fall, Wednesday</li> </ul>		

	<p>evenings September 3 – November 5. Both series will be held at the Family Involvement Center. This series will talk about how we assist our children to make choices that increase their opportunities for success as they develop and mature. It will focus on topics that are not currently being addressed. The class would be well suited for social workers, case managers, front-line staff and parent professionals. Child watch will be available. If you are interested call (602) 288-0155 to register.</p> <ul style="list-style-type: none"> <li>• The 12<sup>th</sup> annual “Family Centered Practice Conference” sponsored by DES/ADHS/DBHS and will be held on June 5-6 at the Black Canyon Conference Center in Phoenix.</li> </ul> <p><b><u>Magellan Announcements and Information Sharing</u></b></p> <ul style="list-style-type: none"> <li>• System of Care (SOC) update: Within the next week</li> <li>• Youth Transition – DBHS brought in Rusty Clark an expert on youth transitioning from the children’s system to adult. Attendees included representatives from Magellan, PNOs, QSPs, parents, FIC employees and other representatives. The seminar was funded by SAMHSA. The hope is to have youth transition from the children’s system into the adult system seamlessly. The Magellan Learning Center is also training about transition to “adulthood.”</li> <li>• Dr. Carson announced that Magellan has four candidates for the Children’s Chief position; two are local and two are from outside the state. They are very anxious to fill the position.</li> <li>• Mary Robson Ombudsperson for Magellan recently attended the Southwest Network Presentation on Residential Treatment Centers. She wanted to congratulate Teri Hollaway and her family for an excellent presentation they did about their own journey.</li> </ul>
<p><b>Family Involvement</b></p>	<p><b><u>Provider and Other Stakeholders – Sharing of Opportunities</u></b></p> <ul style="list-style-type: none"> <li>• Denise Baker presented a DRAFT of the Family Guide for Direct Support Services. This project came about through the Meet Me Where I Am (MMWIA) campaign. Denise held several focus groups and one webinar. The focus groups were attended by family members. The artwork on the front of the guide was this year’s winner in an art contest for youth, which was held during the Mental Health Awareness Week. The artist is a 16 year old girl. The language in the guide is family friendly. Denise also handed out a list of suggested names for the guide. She asked that everyone review the DRAFT and provide any feedback to her by Monday, June 2<sup>nd</sup>. Her email address is <a href="mailto:deniseb@cfssinc.com">deniseb@cfssinc.com</a> or you can contact her by phone; (602) 750-0157. Once a final version is approved, the final booklet will be in English on one side and Spanish on the other.</li> </ul> <p><b><u>Family’s Input – Sharing Examples and Successes</u></b></p> <ul style="list-style-type: none"> <li>• A family member, Mercedes spoke up and said she was having a problem and needed our help. She stated, “the last time our agency was at our house was in December 2007.” She went on to say they were having problems with her son and he recently had a crisis. She stated, “I feel like we are being passed over like a ping pong ball.” There aren’t any services in place. She contacted Family Involvement Center and spoke with Angelica. She said, “Help me please.” Angelica made contact with our agency and told them we needed to set up a meeting for my family/my son.</li> </ul>

- Larry said he received a scholarship with Family Involvement Center’s assistance, for the Arizona Family Leadership Conference. He said it was one of the greatest experiences. At the beginning he talked to people and networked and received so many business cards from people offering assistance. He was especially impressed with Donna Beagle, who spoke during the conference. Larry also stated he wrote a paper about what he learned during the conference.
- A family member suggested that we should share with the schools what Family Involvement Center does. Maybe an in-service training on CFT for schools. It was felt that there aren’t enough teachers that really understand the issues with our children. There was a lot of discussion about involving schools more so that teachers understand. It was also pointed out that parents and members of the CFT understand that the school should be brought in when necessary to the CFT so that all agencies are working together.
- It was suggested that we have Schools as an agenda item next month. Roberta Brown was suggested as a possibility, as was Joan McCabe. Joan is great with groups and would help the agencies too.
- Mercedes, a family member, advised that it is very important that Magellan provide all their literature in Spanish. Mercedes stated, “It is a part of the problem educating ourselves about the system.” Recently, she received a “How are we doing” card Magellan in the mail. She could not fill it out; it was in English without a translation in Spanish. Mercedes went on to say, “This is part of the problem with reaching the Hispanic population – the language barrier. When we get literature from Family Involvement Center, it is always translated. If literature is not available in Spanish, we cannot educate ourselves. I am learning English, but it takes time.”

Jose, a family member, talked about how there are 13 families that he knows that are in the same situation as his family and they are all from the same provider. They too have not received the services the provider promised. CFTs aren’t being done, phone calls aren’t returned – they (the provider) have closed their doors on us and we don’t know what to do and all of our families are suffering because of this.

Patricia, a family member, stated that it is impossible for us to talk about the 12 principles when the providers don’t seem to know or follow what they are. They say no when we ask for services and the reason is “we don’t have the money.” Why is this happening? She also stated that they want a better way for them to communicate – a way that families understand.

Mary, Ombudsperson from Magellan stated that she would like to talk to the families that see the barriers and seek some suggestions and get more specifics. She encouraged anyone with issues relating to service barriers to call Magellan and let them know. They do follow-up on all issues brought to their attention. To correct these barriers, Magellan needs to be informed if someone is having a problem, then they can look at ways to correct the issues. If families have concerns or they run into barriers, they can also go to Magellan’s website [www.magellanofaz.com](http://www.magellanofaz.com). At this point, you can choose English or Spanish. Once you’ve made your selection, click on Get Involved then click on “Talk to Us.” If you don’t have access to a computer you can call (800) 564-5465.

	<p>Employees from Southwest Network were also in attendance. They said they want to do a quality investigation and would like to talk to the families after the meeting to discuss their particular issues.</p> <p>Jane K, mentioned that Family Involvement Center now have two computers, donated by Magellan and are available for families to use while visiting FIC.</p> <ul style="list-style-type: none"> <li>• A family member recommended that there be much more out reach done for families with 5 – 7 year olds who are not yet in the system.</li> <li>• A family member also asked if Magellan had considered advertising on the radio. There is a Hispanic station in particular that has interviews. This would be a great way to connect with the Hispanic community.</li> </ul>
<p><b>System of Care Planning Process</b></p>	<p><b><u>Overview</u></b></p> <ul style="list-style-type: none"> <li>• Jane K. explained how the System of Care Plan or SOC is developed. She talked about the goals and objectives. Magellan is currently putting together information on the SOC and has asked for community assistance. There was general discussion on the subject. Last Monday, Magellan held a meeting with PNOs, family representatives to discuss the SOC. Jane described the four goals. In the interest of time tonight, Jane said that she was going to focus on two areas:</li> </ul> <p style="padding-left: 40px;"><b>Goal 1: <i>Develop a statewide quality management system for children’s services that strengthens practice according to the Arizona 12 Principles.</i></b></p> <p style="padding-left: 40px;"><b>Goal 2: <i>Implement a children’s statewide service delivery system in accordance with the Arizona 12 Principles and Child and Family Team Practice.</i></b></p> <ul style="list-style-type: none"> <li>• Though the group discussion, there was lots of important feedback coming from families tonight and it is going to be incorporated into the plan. If anyone has questions or ideas to please contact Jane or Valerie. It is important that families have input into the process.</li> </ul>
<p><b>Next Meeting: Wednesday, June 25, 2008</b></p>	