

THE MAGELLAN



SERVING CENTRAL ARIZONA'S BEHAVIORAL HEALTH COMMUNITY

The importance of taking care of your physical and mental health



Hello, I'm Dr. Maritza Irizarry of Sunshine Pediatrics. I'd like to talk with you about the importance of taking care of our health. I would like to reinforce to you, dear friends,

the desire to be and remain healthy for your own well-being and that of your family.

There are many tests available to help detect the presence of cancer and diabetes, and we know it is important to monitor our blood pressure, especially as we get older, have a family history, or encounter problems with the liver or obesity. However, there is another area of our health that requires the same attention as our physical health—our mental health.

There are times when the pressures of daily life can make you feel anxious or preoccupied. This may make you feel chronically fatigued and/or irritable. Other situations may make you feel depressed or sad. Often one loses the desire to spend time with friends and even with their family. Our behavior can impact the lives of those around us, as well as our own. It can affect our daily activities and our jobs. It can even bring us more problems!

When this happens, it's very important to recognize the need to seek help. The most important thing is for us to be able to recognize that "something" is not right with us. It's important to be honest with your doctor. Tell her exactly what you are feeling, so if necessary, she can refer you to a mental health care specialist. You may also see behavior changes with a family member or a friend. In these cases, it is also very important for us to help them seek help. If there are no other

physical problems present, your family doctor may recommend speaking more in depth with someone about your worries. He may suggest visiting a therapist.

We often feel uncomfortable expressing how we feel and are often afraid or embarrassed of accepting this type of help because we don't want anyone to think that we are "crazy." We would rather avoid or ignore the situation, which does not eliminate the problem. In fact, it will eventually impact our physical health and limit your rest due to insomnia or make you experience a loss of appetite or, on the contrary, over eating.

These symptoms may lead to serious physical conditions such as high blood pressure and heart disease, among others. The important thing to remember is that we must give ourselves the opportunity to explore alternatives to living this way by visiting a counselor

or therapist who can give us a helping hand. Help is available! In most cases, this is all that you need. Why not give it a try?

Did you know your medical insurance, especially Medicaid or AHCCCS, covers these costs? As you can see its part of your overall health and well-being. Your medical insurance company can also help you find a therapist. There are also agencies in the Valley where you can seek help without a referral. For example, Magellan of Arizona offers help in any language by calling (800) 564-5465 or TTY at (800) 424-9831.

So my friends, let's take care of our mental health and that of our loved ones!

Spanish speakers can learn more about health related issues on Dr. Irizarry's TV show every Wednesday at 6 p.m. on Ch.44 and 405 (Cox Cable).

What do you know about mental illness?

Binge drinking, eating disorders, anxiety and panic disorders, and social phobias are all examples of mental illness.

And, recovery can include your family and your community. It's not just about clinics and case managers. Recovery is about YOU. And recovery is possible.

Recovery is a deeply personal process and there is no single, universally accepted definition. In the simplest sense, recovery is a lived experience of moving through and beyond the limits of one's disorder.

In the process, individuals develop a positive and meaningful sense of identity separate from their condition, disability or its consequences in their life:

- Recovery is personal and individualized (not defined by a treatment agency).
- Recovery moves beyond symptom reduction and relief (e.g. meaningful connections in the community, overcoming specific skill deficits, establishing a sense of quality and well-being).
- Recovery is both a process of healing (regaining) and a process of discovery (moving beyond).
- Recovery encompasses the possibility for individuals to test, make mistakes and try again.

Recovery can occur within or outside the context of professionally-directed treatment. Research suggests that peer-delivered services produce outcomes superior to professional treatment alone in several key domains, including increased social networks, lower levels of worry and improved satisfaction with life.

Take this opportunity to learn more about mental illness and to support those who you know need help. Call Magellan at (800) 564-5465 or TTY at (800) 424-9831 or visit www.MagellanofAZ.com to connect to valuable resources.

What are symptoms I should look for?

How do I know if my family member is having mental health problems? This is not an easy question to answer without an evaluation by a licensed mental health professional. However, there are some signs and symptoms people can look for in their loved ones that should prompt further attention. The following are some of the more common signs and symptoms of mental illness or psychological distress. Sometimes these changes are subtle and happen gradually over time. Or, they may appear quite suddenly. While the symptoms listed below do not necessarily mean that the person has a mental disorder, they should raise concern.



- Severe or significant changes in personality such as extreme highs and lows in mood
- Prolonged feelings of irritability or sadness
- Social withdrawal, running away or being isolative
- Withdrawal from family or friends
- Unwillingness or inability to participate in normally pleasurable activities such as hobbies or other interests
- Confused thinking, strange ideas or extreme suspiciousness
- Substance abuse, such as tobacco, alcohol or drugs
- Inability to cope with normal problems and daily activities, such as school or work
- Excessive anger, hostility, or unexplained violent or rebellious behavior
- Excessive or irrational fears, worries, anxiety, or unusual avoidance of people or situations
- Significant changes in eating, sleeping patterns and unusual neglect of appearance
- Thinking or talking about suicide or threatening or attempting to harm oneself



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Spring 2011

Meet three ordinary people making extraordinary contributions

While mental illness is a challenge, it is not insurmountable. Thanks to the collaborative efforts of mental health partners in central Arizona, we are building an even stronger mental health system to help the one in four individuals touched by mental illness on their recovery journeys “Extraordinary People” puts a face to the issue of mental illness. While they are ordinary people like you and me, they are extraordinary in their determination to overcome their mental health challenges in order to realize a fulfilling life in the community, a rewarding job, and renewed and loving relationships with family and friends.

These “Extraordinary People” represent any one of us who could be touched by mental health or substance abuse issues. By sharing their stories of recovery and achievements, they help to erase the stigma surrounding mental illness and demonstrate the overall progress and specific accomplishments of central Arizona’s mental health system.

Meet Cynthia

My name is Cynthia; I am a voter and a taxpayer. In May of 2010, I interviewed for a snack shop position at my clinic. Much to my surprise, they offered me a position as snack shop supervisor. I immediately felt pride and a newfound confidence in myself. Obviously, someone saw something in me that I was too blind to see in myself.

As a supervisor, I am responsible for training other employees working at Partners In Recovery’s East Valley campus. I am also trusted with balancing the daily receipts and in charge of shopping and restocking the inventory for the snack shop. The more responsibility I’ve been given, the more I succeed and the better I feel about myself. My self-esteem is the highest I remember it being in many, many years.

Before long, I noticed I was being more encouraging and complimentary to the people that I supervised. I’ve realized this is how people thrive and strive to do better. The happier THEY felt, the better I felt because we had formed a great working environment. The happier we were in the snack shop—the more productive we all became.

Five months after I was hired, I was offered the experience of interviewing potential employees. As other employees transitioned into permanent employment in the community, openings at the snack shop became available. I am proud that I know how to interview new employees and help them gain

Meet Diane

My name is Diane; I am a 56-year-old mother and grandmother, an American citizen, a taxpayer, and a registered voter. I am also an American with disabilities. My disabilities are both physical and mental. I suffer from fibromyalgia, nerve damage, severe depression and anxiety disorder. I deal with my physical problems on a daily basis. I also deal with my depression and anxiety on a daily basis. In my “black” days, I had constant sadness and dread. I withdrew from the world and my family. I lost my socialization skills, my mental clarity, my sense of self, and my interest in life. All of these things became lost in the blackness of my mind. I could see no light, no joy and no will to live. I tried to end my life three years ago.

I had a case manager, a nurse, a doctor and a team that supported me. I remember feeling touched by their sincere concern for me. There was a sign



Cynthia Essary

employment so that they too can feel the positive effects of working.

As people learned skills, they became ready and equipped to work in the world with confidence and pride in themselves.

My past career was in the medical field. I worked with 13 orthopedic surgeons. I became ill and was diagnosed with serious mental illness 15 years ago and was unable to cope or work in the capacity that I was trained to do. Because of the positive interaction that I receive in a job I love, I am now able to work again. At the end of the day I ask myself, “How do I feel about myself and how did I interact with everyone?” That is the power of employment!

It is important that there be more employment opportunities for people in recovery. My life is no longer centered on the “destination,” but on the journey!

in the doctor’s office that said, “I’m a physician, not a magician.” I remember wishing he were a magician.

My recovery is a long road. There is no quick fix, but my recovery began. For more than two years, I kept my appointments, but I could not force myself to go to any groups or leave my house. I did not realize that the medication helps symptoms. But I had to start working on how I thought about things.

My doctor asked me if I could work in a snack shop at the clinic. I was told if I did, I could get my benefits back. I said I was very interested in working at the snack shop. I felt fear and self-doubt that I could do anything useful. I went to the interview and put my best foot forward. Not only was I hired to be an employee, I was hired to be a supervisor! Someone saw something in me

Meet Leonard

As told by Laurie Senyk, site administrator for Partners In Recovery Metro Campus.

Leonard has had his fair share of obstacles to overcome, but that has not stopped him from achieving his recovery goals. In fact, it has motivated him more. In 2008, Leonard was referred for case management services at Partners In Recovery’s Metro Campus. At the time of his referral, he had recently been released from prison and had a long history of substance abuse. With no job and very limited resources, Leonard immediately began working with his clinical team to identify and set goals for this recovery. He also took the time to meet with his case manager and a rehabilitation specialist to discuss his learning and working needs.

Leonard was determined to be able to provide for his family, he wanted to be employed, but needed to obtain his GED. His felony record was making it difficult for him to obtain employment, but that didn’t slow him down. Leonard was fortunate to have stable housing with this wife who supported him with his recovery and goals. He also utilized his church for additional support, attending the church’s recovery group to continue his sobriety.

Although the clinical team advocated to have his case reviewed in mental health court, he experienced a set back in March 2009 when he was sentenced to two months in the local jail for a previous charge. Immediately upon his release, he reconnected with his clinical team, who helped him get back on track with his recovery and future goals. He attended WRAP (Wellness and Recovery Action Plan) and WELL (Wellness and Empowerment in Life and Living) classes, and continued working on obtaining his GED. Before long, Leonard would experience another setback when he discovered the providers offering GED classes had long waiting lists. Regardless of this set back, he kept his focus and determination. He made



Leonard

frequent calls to his clinical team and providers to find out where he was on the waiting list and to help pass the time, his case manager suggested he apply for Magellan’s computer giveaway program. Leonard won the computer and began taking classes at the Maricopa Skills Center. Finally, in November 2009, Leonard began his GED classes and by April 2010 he had completed all his schooling and testing, and received his GED. To further his education he applied and was accepted into the Maricopa Skills Center’s Meat Cutting Training Program. Soon he had completed his college courses, obtained his certificate, and secured full time employment.

With limited resources and great barriers, he remained motivated. With the encouragement of his clinical team and determination Leonard has been sober since 2008. In a recent conversation he stated, “My case manager and rehabilitation specialist have been here to help me out and achieve all my goals. They have encouraged me, helped me win a computer, visited me at my home, sent me to WRAP classes, provided me bus passes to get to school and work, and overall have gone above and beyond.”

Leonard continues to be optimistic about his future and looking into becoming a peer support specialist, “I feel that it is time for me to give back and help others.”

that I had forgotten I possessed. I was fearful and worried, but I worked with others to make this project a success. Because of my work, I started succeeding. I relaxed. I was able to interact socially with others. I assumed some responsibility, I was accountable, and I earned some income.

Work has allowed me to blossom and not be paralyzed by my disability. I have had the pleasure to work with others and mentor them to grow and blossom as well. My success is theirs and their success is mine. I do not dwell on my disability, instead I try to use the tools and support I have been given to manage the physical and mental symptoms I have.

It is important that more employment opportunities are available to people with disabilities. Please do not judge people by their illness, but by their



Diane Walgren

character. I know that without my work (which I love dearly), I would probably still be in the “blackness” that I described earlier.

Now, I smile, offer support, receive encouragement and work. It has changed my life!

A crisis of understanding

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

“The human crisis is always a crisis of understanding: what we genuinely understand, we can do.”

—Raymond William, novelist

Dear Reader,

Since the tragic events that occurred in Tucson on January 8, it's become clear that in addition to facing a budget crisis, our state faces a crisis of understanding when it comes to the behavioral health system.

As law enforcement and media looked for answers to what happened in Tucson, unsubstantiated assumptions about the availability and quality of mental health services were put forth. What didn't garner as much attention was the good work of our colleagues in the Tucson—the Community Partnership of Southern Arizona and other providers who stepped up immediately with supports services and a local Tucson hotline to help their fellow citizens cope with the tragedy.

What the event in Tucson has revealed is that help is available. But, what's needed is education on how and when to seek it. As a first step in the right direction, Magellan and the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) set up a 24-hour toll-free statewide hotline shortly after the shootings. Staffed by behavioral health professionals from the Crisis Response Network, the hotline, 1-800-203-CARES (1-800-203-2273), has already provided counseling for nearly 400 Arizonans, helping them to process their emotions about the shootings and their concerns for their own friends or family experiencing difficulties. Additionally, ADHS/DBHS has created and posted on their website a mental health checklist that is a simple flowchart to guide individuals seeking assistance. The checklist can be found at

<http://www.azdhs.gov/bhs/>. Magellan and the state are currently in discussions about forming a workgroup to identify the best ways to prevent future incidents like the one in Tucson. In addition we are working together with ADHS/DBHS, NAMI and Community Partnership of Southern Arizona to bring to our state the Mental Health First Aid training course. This course is designed to provide members of the public with skills to help someone who may be challenged with mental illness or experiencing a mental health crisis. Magellan has also developed with ADHS/DBHS a resource list for use in schools and education settings.

Education is also important when it comes to correcting the misconceptions about mental illness that come to the surface as a result of an event like that in Tucson. It's vital to recognize that the vast majority of those who live with mental illness are not violent and represent no threat to others. Quite the contrary, it is those with mental illness who are often themselves the victims of violence. In fact, a study published in the *Archives of General Psychiatry* (2005) found that “those with SMI (serious mental illness) are 11 times more likely to be victims of violent crime than the general population.”

Educating our citizens and continuing to transform the system won't be easy considering the anticipated \$825 million budget shortfall in fiscal 2011 and the estimated \$1.4 billion deficit in fiscal 2012. Mental health services have been hit particularly hard by budget cuts during the past several months and more funding reductions to services that help our most vulnerable population are likely on the way.

In reviewing Gov. Brewer's proposed budget, it is clear that she is keenly aware of the challenges facing the indi-

viduals and families who live with mental illness and substance abuse every day. As a result, her proposed budget advocates preserving the crisis mental health system, which continues to make significant progress in providing access to quality mental health services. She also has earmarked \$10.3 million in her budget plan to prevent gaps in recipients' psychiatric medication.

At the same time, the mental health community is united in its efforts to find new ways that help recipients on their recovery journey through low cost, efficient and effective service practices. This includes developing groundbreaking family and peer support programs, consumer-run warm lines, and mentor training programs; measuring meaningful outcomes for individuals, families and the system through an innovative dashboard; and leading a suicide prevention and intervention initiative that will have a real and measurable impact on those most at risk of suicide—individuals who live with serious mental illness. Working together, we have made real headway in transforming the system while saving the state general fund more than \$68 million in reduced administration, increased efficiencies and re-tooled service benefits, over the last three fiscal years.

Undeniably, this is a turbulent time in Arizona. Our Medicaid system is still among the best in the nation, despite funding cuts, and it's been a key economic driver in addition to providing quality care. We must remember that challenges bring opportunities, and together we can make an impact in the education of the public about mental illness, and find new solutions that help us deliver the best possible care to members of our community who need it the most.

Did you know?

One in five adults approximately 57.7 million people nationwide, experiences mental illness in any given year.

One in 17 lives with a serious mental illness, such as schizophrenia, major depression or bipolar disorder, and about one in ten children have a serious mental or emotional disorder.

Of the adults who use services for the homeless, it is reported that 31% have a combination of these conditions.

Half of all lifetime cases of mental illness begin by age 14, three-quarters by age 24.

70% of youth in juvenile justice systems have at least one mental disorder with at least 20% experiencing significant functional impairment from a serious mental illness.

An estimated 5.2 million adults have co-occurring mental health and addiction disorders.

People who suffer from a serious mental illness often have a greater risk of having chronic medical issues.

About Magellan of Arizona

Who is Magellan of Arizona?

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).



How does Magellan of Arizona deliver services?

Magellan of Arizona manages a comprehensive system of provider network organizations (PNO) and qualified service providers (QSP) who deliver a variety of behavioral health services such as medication, substance abuse treatment, crisis assistance and other support services for qualifying residents of Maricopa County and parts of Pinal County. Magellan contracts with providers around the values of service recipient choice, cultural diversity, and recovery and resiliency for adults, children, and their families. For a complete list of provider agencies, visit www.MagellanofAZ.com/Directory.

How do I get services?

After enrollment, you will choose a PNO or QSP depending on your individual needs. Your provider will assign you a behavioral health representative who will assist you in coordinating your care. To begin the enrollment process or for more information, contact Magellan Member Services at (800) 564-5465 or our TTY line at (800) 424-9831.

NAMI Walks
National Alliance on Mental Illness

For the Mind of America

**Sunday, March 27, 2011
1 p.m.
Tempe Town Lake**

**Register to walk at
www.nami.org/namiwalks**

Come Walk With Us!

For more information: (602) 396-8166 | walk@namiphoenix.org

NAMI Arizona
National Alliance on Mental Illness



Magellan of Arizona has moved

Magellan of Arizona recently relocated to an office building located just few minutes from its former facility on 4129 E. Van Buren St., in Phoenix. The new facility, located at 4801 E. Washington St. in Phoenix, offers easier accessibility thanks to various lines of public transportation (Valley Metro bus route 1 and Metro Light Rail station 44th St. and Washington) and is in close proximity to freeway exits (143) and main street thoroughfares (48th St. and Washington).



In addition, it provides more meeting space, enabling more meetings with behavioral health recipients and their families, providers, clients, and local community members. If you have questions about the move, please call (800) 564-5465 or e-mail MaricopaCommunityRelations@MagellanHealth.com.



2011 Member Handbook Now Available

Updated yearly to help you and your family better understand what services are available to you.

A great resource on how to get help and answer any questions you or your family members may have.



RECYCLE your old handbook
(orange cover)

and



PICK UP your new handbook
(purple cover) today!

*Copies of the 2011 Member Handbook are available in other languages upon request. Please contact Magellan's Cultural Competency Department at (800) 564-5465 to make this request.

MY LIFE youth members continue to be agents of change

MY LIFE (Magellan Youth Leaders Inspiring Future Empowerment) gives youth an opportunity use their experience, talents and voice to make positive changes in their lives while helping others to do the same. Through regular meetings, local and national workshops, presentations and artistic performances the group empowers youth by giving them a voice in helping to improve youth and young adult programs and services in their communities.

Consisting of nearly 90 youth, ages 13 to 23, who have experience with mental health, substance abuse, juvenile justice and/or foster care-related issues, MY LIFE members are proving to be agents of change locally and nationally.

MY LIFE held their first meeting in March 2008 and since then the group has accomplished a lot. What started in 2008 as a way to give youth an outlet to discuss issues affecting them, provide the community and stakeholders with a better understanding of what it is like to be a youth living with a mental illness, and break down stigma has turned into a nationally recognized innovative youth program. In fact, the MY LIFE program was recognized as a regional finalists for a 2009 CSG Innovations Award.

Moreover, MY LIFE serves as an advisory council to Magellan and its providers, offering insights and solutions regarding issues facing children, adolescents and young adults. The group serves as an integral piece to ensuring a smooth transition from the children's to the adult system of care. In addition, they serve as a bridge between their peers and the young mental health community.

"Magellan of Arizona is giving youth the resources and voice to make positive changes in their lives through the MY LIFE program," said Richard Clarke, CEO of Magellan of Arizona. "Before MY LIFE, young adults and children with mental illness were marginalized and dismissed – and now their whisper has turned into a shout."

Devoted to empowering youth to make a positive impact on Arizona's behavioral health system, as well as in their larger community, in 2008 MY LIFE launched MY Fest, a youth

entertainment, art and music festival aimed at reducing stigma for youth with mental health and/or substance use disorders. Now in its fourth year, MY Fest has reached nearly 10,000 youth and families. This year's MY Fest '11 will take place Saturday, April 23, 2011, at Tempe Beach Park. More than 5,000 youth and family are expected to attend this year's free festival. To learn more about the festival and you can get involved visit www.MagellanofAZ.com/MYLIFE.

In addition to their annual youth festival, the group will take their message to the Arizona State Capitol, when they host their third annual Youth Day at the Capitol event. The group will meet face-to-face to state legislators to educate them on pressing issues facing youth today. When the group is not busy planning My Fest '11 and Youth Day at the Capitol, they work on other important issues such as advocating for the development of peer services delivered by and for transition-age youth, and inspiring youth in other communities to start similar MY LIFE programs. In fact, the group recently expanded to Pennsylvania, where Magellan Health Services manages behavioral health services for HealthChoices, who has been serving thousands of members in Bucks, Delaware, Lehigh, Montgomery and Northampton counties since 1997.

Youth Empowerment Director for Magellan of Arizona and MY LIFE Coordinator Greg Dicharry said the best thing about MY LIFE is the drive and passion of the youth, "Everything we do is driven by our members. The youth decide what issues we should discuss, what events we should plan, and what our message should be to Magellan on how to improve their services. It truly is a group by the youth, for the youth."

For more information on the MY LIFE program, visit www.MagellanofAZ.com/MYLIFE or follow the group on Facebook at www.Facebook.com/MYLIFEyouth.



The Magellan

4801 E. Washington St.
Phoenix, AZ 85034

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 central Arizona's behavioral health community, Please contact Ashley Bolduc at 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).