



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of January 21, 2009

PRESENT:

<p><u>Community Members of Governance Board:</u> Sue Davis – Board Chair Vice President, emerita, NAMI - Family Member Representative Frank Scarpati CEO, Community Bridges - CEO Adult Provider Representative Nick Margiotta Phoenix Police Department - Community Member Representative Valerie Van Auken Family Member of Child Recipient Representative Kathryn Ayotte Recovery Innovations of AZ, Adult Recipient Representative</p>	<p><u>Magellan Members of Governance Board:</u> Richard Clarke Ph.D. – Board Chair Chief Executive Officer, Maricopa County RBHA Jeff Boldizar Deputy Chief Executive Officer, Maricopa County RBHA Jim Stringham Chief Operations Officer, Maricopa County RBHA Shawn Thiele Chief of Child and Youth Services Officer, Maricopa County RBHA Brenda Benage Chief System Transformation Officer, Maricopa County RBHA Dan Wendt Chief Quality Officer, Maricopa County RBHA</p>
<p><u>Board Consultant</u> Charles Curie - Principal, The Curie Group</p> <p><u>Staff to Governance Board</u> Lynette Tolliver – Governance Board Administrator</p>	
<p><u>ABSENT:</u> Luz Sarmina CEO, Valle Del Sol - CEO Children Provider Representative</p>	

IN SESSION: 10:00 a.m.

Board Minutes Submitted for December 10, 2008 Meeting:

A motion was submitted to the Board to approve the December 10, 2008 minutes. The Board unanimously passed the minutes.

Board Announcement

- Sue Davis announced that Ted Williams has resigned from the board. He is currently serving on the Governor’s Transition Team. The board unanimously selected Sue Davis as the community representative for the Board Co-Chair in conjunction with Richard Clarke as the Magellan Co-Chair. The selection was approved at all levels in accordance with the Board Charter.
- Richard Clarke announced that the following agenda items be tabled for the next board meeting. The Crisis Benefit Executive update under the Operation Update will be presented in February, and the presentation from the Executive Leadership from SWN and CHOICES to update the Board on the status of the PNOs Transition will take place at the February or March Board Meeting.

MAGELLAN UPDATES

Magellan of AZ Updates

Richard Clarke provided an update to the board:

- Introduction of Deputy CEO
 - Magellan welcomes Jeff Boldizar as the new Deputy CEO. Jeff brings an array of experience within the behavioral health business and he has worked for the state of New York in the areas of behavioral health and developmental disabilities. He also has executive level experience running large regional operations for national managed behavioral health companies. In addition, Jeff was most recently an executive with a Florida-based company that provided external physician reviews and automated business process

- Introduction of Chief Community Relations Officer
 - Magellan welcomes Ann Shannon as the new Chief Community Relations Officer. Ann provided the Board a brief overview of her background and experience.
- Introduction of the Governance Board Adult Provider – CEO Seat
 - Sue Davis introduced Dr. Frank Scarpati, CEO for Community Bridges, as the new CEO Adult Provider Representative.
 - Dr. Scarpati gave an overview of the services Community Bridges, an adult provider agency, provides including: Crisis Services, Inpatient Level I, Detox Facilities, Outpatient Services, Prevention Program, and Residential Services.
- Event Updates
 - Magellan will be holding the next How Are We Doing Forum on February 3rd at El Penasco Restaurant in Tempe AZ.
 - The Cultural Competency Brown Bag Seminar will be on January 22nd and the seminar will focus on the elderly mental health population.
 - My Life is hosting a youth day at the capitol on January 27th.
 - The Youth and Homeless Summit will be held at Veterans Memorial Coliseum on February 6, 7 and 8th.

Operational Update

Dan Wendt provided an overview of the updates for the Board:

- Provider Profiling
 - The Outcomes 360 program is based on the outcome tool components Magellan utilizes. The three tools consist of Consumer Health Inventory, Outcomes Rating Scale and the Session Rating Scale.
 - Magellan has provided training on the usage of these tools to the Direct Care Clinics and since the month of December, all 24 clinics have been able to report data through these tools.
 - Currently, Magellan is training all the Children Providers and expects all Children providers to report data by the end January 2009.
 - Magellan will have all the trainings for all the tools completed by March 2009, therefore all of Magellan’s contracted providers should be able to use and apply all tools to collect data.
 - The Board stated that these tools are an important requirement for organizations seeking NCQA accreditation.
 - The Board suggested that utilizing these types of tools requires careful thinking on how the data collected should be used and that the data should be used in a planning and development manner. The Board should consider coming out with a statement that suggests this be viewed as a system development tool and not as an accountability tool. This would encourage people to use these tools and data to self-identify and work in collaboration towards resource needs, development needs and improvement areas.
 - The Board recommended developing a subcommittee with strong provider representation and also recipient/family representation and perspective. The subcommittee would discuss: What are the appropriate indicators and how the information will be disseminated within the system and then go to stakeholders for input and cross referencing to see if anything is missing.
 - Board members: Luz Sarmina, Kathryn Ayotte, Jeff Boldizar and Frank Scarpati have volunteered to be on the subcommittee.

ACTION: The board will discuss the Provider Profiling Outcomes tools data use and create a statement at the next board development session.

Children’s Update

Shawn Thiele-Sacks provided an update to the Board.

- System of Care Second Quarter
 - Magellan has completed its second quarter for this Fiscal Year and has submitted the System of Care Plan to DBHS. Magellan continues to work on the Child and Family Team (CFT) implementation across the entire system with a targeted goal of 100% implementation for children that have been in the system for 90 days. Magellan’s System of Care coordinator has been working 95% off site with CFTs to process and provide support to the PNOs around the CFTs.

- Magellan is continuing its efforts with the Case Management (CM) expansion. There has been an increase in hiring CM's for the PNO levels. Currently we are behind the target goal but have performance and improvement plans in place with the PNOs that should allow us to reach our goals.
 - The Transition Pilot was fully rolled out as of the start date of January 5, 2009. Magellan is reviewing youth who are 17 and 18-year-olds who have been stagnated in the midst of the transition and who did not have a CFT. The Magellan Children's Services Department is teaming up with the Adult Services Department to work with the 18-year-old population to assist in a smoother transition. DBHS is supporting Magellan with its efforts and is closely looking at identifying a definitive age range that is within the Department of Economic Security (DES) requirements as well as the education system.
 - Magellan and Providers have received grant funding and will be contacting Rusty Clarke who will give a presentation for the Train the Trainer model and provide Technical Assistance (TA) with Magellan's implementation team. The first sessions will be February 18, 19 and 20, 2009.
- Family Involvement and Support
 - DBHS has developed a Family Involvement and Support protocol for public comment. Magellan and Family Involvement Center decided to not send in feedback results individually. Instead they joined the Family Leadership Workgroup, lead by family members and Magellan's Collaborative Families Workgroup to look through the document and give feedback by putting together a letter of suggestions for DBHS.
 - DBHS responded and stated that they appreciate the effort and suggestions and will consider the recommendations.
 - Foster Care/Adoption Forum
 - The Community Relations Team pulled together a summary report showing how there is a disconnected feeling between individuals in Foster Care/Adoption and behavioral health. Magellan brought the report to its Cross Functioning Team for Children to look over and assist in finding ways to respond and have developed the Foster Care/Adoption Forum that will be held January 29, 2009 from 9:00 am to 12:00 pm at the Bill Wilson Hall.
 - The forum will discuss how Foster Care/Adoption connects with behavioral health, what are the different avenues, and what does the supportive process look like. The forum will also focus on strategies and ideas about how to strengthen the partnerships. The forum will wrap up with everyone identifying the next steps and addressing key points that arise.

Clinical Update

Karen Lennox and Greg Taylor provided an update to the Board in several areas:

- PNO Transition Update
 - Magellan will transfer two more clinics to CHOICES, which are the Tempe and Thomas Rd. clinics on January 24th and the 25th. In February 2009, Magellan will transfer South Central and Arcadia to CHOICES as well.
 - Magellan is negotiating transitioning additional clinics to Southwest Network.
- Cave Creek and East Mesa Transition Update
 - Magellan has been working on a communications plan to notify recipients regarding the clinics and staff team transfers.
 - Peers, Family Members and Case Managers have been meeting with recipients on and off site to inform about the clinic separations and are offering choices for services if a recipient's clinical team will be transferring to a new clinic site. All meetings with recipients are documented.
 - Draft newsletters and draft Frequently Asked Questions (FAQ) letters are prepared and will soon be finalized and mailed out to all recipients after the start dates of the new clinics are verified. Non-drafted FAQ letters that do not specify a set date of the openings are now posted at the East Mesa and Cave Creek sites for recipients. When the dates are finalized, the specific FAQ letters will replace the general FAQ letters.
 - The February Magellan Newsletter will be running articles with the FAQ letters regarding the new clinics. In addition, information will be posted on the MagellanofAZ.com website.
 - Magellan's Communications Department has been working with its HR Department to create staff specific FAQ information regarding the sites and facility locations.

- Internal announcements will be sent out by the RBHA through the DCC Insider, E-blast and the Provider Weekly once the dates have been finalized.
- Magellan has identified community groups within the new site areas and are conducting meetings with the agencies to inform them about the new clinics and the services they provide.
- Magellan will conduct Governmental Stakeholder Outreach efforts to city and state level government officials' specific to mental health in the areas affected.
- Magellan plans to send a press release when the new clinics open.
- The Board discussed concerns regarding chances that recipients might not be contacted and/or informed of the new clinics. The board suggested that a safety net plan be created. Magellan commented that they would ensure steps would be taken to reach recipients that could fall into this realm. The Board thanked Magellan for their efforts to keep recipients informed throughout this process.

OLD BUSINESS

None

NEW BUSINESS

None

PROPOSED NEW BUSINESS

None

PUBLIC COMMENT

Suzanne Legander, STAR - Suzanne wanted to advise the Board that STAR has brought back all services that had been cut due to funding. All staff have been brought back and they have hired additional staff to meet the demands of the growing number of people seeking STAR's services. There are concerns regarding understanding the PNO transition. STAR and recipients thought that there would be more consumer choice of services and instead it seems to be driven more by geographical area as to where the clinics are separating versus by a choice of the PNO. STAR hopes that consumer choice is considered more in depth for future clinic transitions.

NEXT MEETING

The Board will meet on the following date: **Wednesday, February 18, 2009** and all Board Meetings will take place at Magellan Health Services, 4129 East Van Buren Street, Ste 150, Phoenix AZ, 85008 in the Cottonwood Conference Room from 10 am – 12 pm. Locations for the Development Sessions will be communicated to Board members directly.

Meeting adjourned at 12:00 pm.