



Magellan of Arizona Regional Behavioral Health Administration for Maricopa County

Governance Board Minutes of September 17, 2008

PRESENT:

<p><u>Community Members of Governance Board:</u> Ted Williams – Board Chair CEO, ABC Housing - CEO Adult Provider Representative Sue Davis Vice President, Emerita, NAMI - Family Member Representative Nick Margiotta Phoenix Police Department - Community Member Representative Luz Sarmina CEO, Valle Del Sol - CEO Children Provider Representative Valerie Van Auken Family Member of Child Recipient Representative Kathryn Ayotte Recovery Innovations of AZ, Adult Recipient Seat</p>	<p><u>Magellan Members of Governance Board:</u> Richard T. Clarke Ph.D. – Board Chair Chief Executive Officer, Maricopa County RBHA Erin Somers Representative for Chief Community Relations Officer, Maricopa County RBHA Andrew Mebane M.D. Chief Medical Officer, Maricopa County RBHA Brenda Benage Chief System Transformation Officer, Maricopa County RBHA Gaye Tolman Chief Recovery and Resiliency Officer, Maricopa County RBHA Dan Wendt Chief Quality Officer, Maricopa County RBHA</p>
<p><u>Staff to Governance Board</u> Charles Curie, Principal, The Curie Group – Board Consultant Lynette Tolliver – Governance Board Administrator</p>	
<p><u>ABSENT:</u> None</p>	

IN SESSION: 10:00 a.m.

Board Minutes Submitted for August 20, 2008 Meeting:

A motion was submitted to the board to approve August 20, 2008 minutes. The board unanimously approved.

This meeting was scheduled for 1 hour to allow board members and others an opportunity to attend a memorial service for Amy Belon, who passed away Friday, September 12, 2008. Amy was well known and respected in behavioral health and will be missed.

Board Announcement

- Introduction of new Magellan CEO, Richard Clarke, Ph.D.
 - Dr. Clarke introduced himself to the Governance and commented on how pleased he is to have joined Magellan and to be a part of the Governance Board. Richard read to the board a complimentary letter he received from a recipient.
 - New Board Member – Adult Recipient Seat: Kathryn Ayotte from Recovery Innovations of AZ introduced herself as the new board member and a recipient and employee in the adult system of care. She commented on her appreciation of the support she has received from the clinical staff and the people with whom she works at RIAZ and she looks forward to bringing her personal experiences to the Board.
 - Awards presented by Ted Williams on behalf of Magellan of Arizona’s Shared Governance Board:
 - Matt Kennedy – For his service on the 2007 – 2008 governance board in the Adult Recipient seat. Matt was honored for his overall insight and his instrumental role in providing a voice for recipients in this system to the board.
 - Chris Carson – For his role and contribution as Magellan’s first CEO and his honesty and commitment in guiding the board successfully through the first year.

MAGELLAN UPDATES

Operational Update

Jim Stringham provided an update to the board:

- August 28, 2008 Power Outage at the Administrative Site and Clinics:

- Jim shared with the board a compliment from DBHS regarding good commitment and teamwork from Magellan, the Provider Community, Maricopa Crisis Response Network (MCRN – crisis line), and DBHS. Magellan was on a generator for 6 days. Providers took quick action to assure continuity of services and Magellan initiated the Disaster Response Plan successfully. Jim read a letter of commendation for DBHS based on Magellan’s response to the emergency and hourly updates.
- FY09 Contracting is underway. Providers were contacted two weeks earlier to communicate contracting strategies and rates. State allocations have been received from DBHS. Two contracts were signed and the Provider Liaisons have interacted with 61 providers and are working on having contracts signed soon. Informational meetings have been conducted for providers. The remaining providers who have not signed contracts will be contacted for finalization. Funding was based on trending of the last few years and for the last few months of the last fiscal year without making cuts. Remedies are being developed for those few who are under encountering.
- Further discussions are necessary with the Board on Non-title, Non-SMI funding, not relating to staff dollars and without making cuts resulting from the Tobacco Tax (\$85,000). Magellan is absorbing Non-Title SMI dollars. Any changes will be communicated to Providers with ample notifications (at least 60 days). Allocations were made through the end of December 2008, which will result in distribution of half of the annualized amounts. There will be further discussions. The goal is to have all contracts signed by October 1, 2008. Discussions continued with Children’s PNO’s regarding spending plans for Direct Providers. There will be meetings to discuss the strategy “Meet Me Where I Am” with the community, and QSP’s and DSP’s.
- Project data distribution is currently being looked at to find a way to share information. Currently Jim is reporting at board meetings. Daily information is being streamlined to reduce backlog. The three focuses are initial demographics, closures and clinical liaison assignments. Enrollments are increasing. There is also a clean-up process to identify and match Clinical Liaisons with the help of the State. A letter is being constructed from the board to DBHS that is being finalized. Jim requested e-mail approval of the letter to speed up the process. All agreed and Jim will send the letter to the Lynette to get to the board for approval.

ACTION: The board will receive an update on the status of contracts signed by providers.

ACTION: The How Are We Doing? Town hall meeting will be scheduled and the board advised. Simultaneous meetings will take place with the QSP’s and DSP’s.

ACTION: Research Non-SMI, Non-Title 19 Room and Board funding not covered by Medicaid

ACTION: The board will receive the Clinical Liaison (match and identify) proposal letter for DBHS by e-mail for approval.

PNO Transition

Chris Carson provided an update to the board in several areas and thanked the Board for his award:

- Garden Lakes and Alma School clinics rolled out to Southwest Behavioral Health Clinics
 - The challenge for Alma School was that they only had 3 weeks, but Southwest partnered well with them.
 - Garden Lakes was groomed ahead of time.
 - The transition went very smoothly and everything went very well with Southwest’s assistance.
- Glendale and Osborn are next for rollout on October 12, 2008.
- Magellan is continuing to confirm the second required PNO.
 - September 4, 2008, CHOICES was given a packet of 8 clinics
 - CHOICES has exclusivity of negotiations for 15 days and until September 25, 2008 to accept under the exclusivity agreement; however, they will maintain the ability to negotiate after this date.
 - September 15, 2008, CHOICES responded with eight areas of concern and requested negotiations. Magellan’s response is being sent in writing September 17, 2008 by close of business and will request verbal negotiations for expediency.
 - CHOICES has taken a Board position at Quality Care Network (children’s PNO) and it may mean a merger with them and is viewed as a positive move.
 - We are not negotiating actively with any other prospective PNO’s, but packets were sent out to other parties. Their questions are being answered in writing, but they won’t be considered for the PNO position until after the 9/25/08 period of exclusivity with CHOICES.
 - The Villages met with Camelback & Washington Clinic staff for the purpose of taking recovery to a higher level in Maricopa County.

ACTION: Chris will keep the Board informed of the CHOICES negotiations.

Clinical Update

Carole Matyas provided an update to the board in several areas:

- Transformation
 - The dividing of Cave Creek (1,500 members and 6 teams) and East Mesa (1,700 members and 5 teams) per the RFP based on service to staff ratios. Additional sites have been identified and Carole is working on how to divide the sites. Possible additional Cave Creek site is at Cave Creek and Bell, possible additional East Mesa site is at Baseline and Power Rd. The splits should take place by February 28, 2009 and March 1, 2009. The ideal site size is 800 – 1,000 members.
 - The UPC Clinic's carpet installation is being done, police area construction is not, but is funded and still on the plan. Lobby updates are being done.
 - Two Site Administrator positions are open, one at Cave Creek and the other at Heatherbrae and they are actively recruiting for these positions. All Clinical Director positions are filled. Jill Rowland is filling the Clinic Director for Washington/East Phoenix, has moved to serve as a lead on The Villages implementation, and will continue with Peer Family Mentor Program and Recovery Resiliency Initiatives.
 - Magellan is gearing up for Office of the Monitor Audit in October 2008. We are currently gathering records on recipients in preparation.
 - In consideration of the one-year Magellan anniversary, Carole read an inspirational e-mail from a recipient who was recognized for her recovery and who in turn recognized Carole's staff for being instrumental in her recovery.
 - The web access of ISPs is not working yet and has to be manually cut and pasted and uploaded. IT is currently working on correcting this process.

ACTION: Provide an update to the board on web access once situation resolved with IT.

OLD BUSINESS

Cultural Diversity/Competency

Teresa Pena distributed hand-outs to the Board on the focus group discussion.

- Native American - NARBHA training has been approved by DBHS and will be created.
- Latino Workgroup – 2 Meetings; August 14 and August 28 and topics are being formulated
- Bilingual staff is being hired
- Demos of Penetration Rates are being developed by IT.
- There are Magellan incentives for Cultural Competency

ACTION: Teresa will provide a quarterly report to the board on penetration rates in the Latino, and all other ethnic communities that has historically shown concerns.

Children's System Update

Shawn Thiele-Sacks presented board members with an update and the development of the taskforce.

- Reason for taskforce
 - The core team has established and transitioned 6 people and identified cross-functional lines and partnerships within Magellan.
 - 17 new full-time Magellan staff are working with her core team.
 - The core team is looking at the 40 (public and Magellan) meetings being held regarding children's services to see if all are necessary or need to be re-designed. Cross-functional Meeting has been re-designed. The workload for meetings has been redistributed based on expertise to be equipped to accomplish goals.
 - Shawn has developed a SWOT analysis (strengths, weaknesses, opportunities and threats) to see what Magellan has learned over the year they've been working in the community. So far, the team has found they need strengthening in family involvement (Vendor agreement). Also Child and Family Teams and the needs of high-needs children (out of home) need strengthening to identify earlier when a child needs to be considered for out-of-home or at-risk process. Pre-authorization approvals should be reduced from 30 days to 14 days for Level 1. A treatment form from the Child & Family Team to a facility has been created to create a discharge plan within those 14 days. Shawn has worked with Dr. McClain and

Karen Clement on this process. The team is working with the PNO's to look at the Direct Service providers to assist current staff and bring on more supports. Shawn is pulling together a collaborative group to identify who should be included in this.

ACTION: Shawn will get a new Org Chart of her team to the Board

ACTION: Shawn will report on what is happening with Empact consumers' letters.

NEW BUSINESS

The board inquired about the Prevention RFP update. Gaye Tolman, Chief Recovery and Resiliency Officer, Magellan of AZ stated the Prevention Announcement is coming October 1, 2008.

PROPOSED NEW BUSINESS

None

PUBLIC COMMENT

None

NEXT MEETING

The board will meet on the following date: **Wednesday, October 15, 2008**. All Board Meetings will take place at Magellan Health Services, 4129 East Van Buren Street, Ste 150, Phoenix AZ, 85008 – Cottonwood Conference Room from 10:00 a.m. – 12:00 p.m. Meeting adjourned at 12:00 p.m. Locations and dates for the Development Sessions will be communicated to Board members directly.