



*Magellan of Arizona Regional Behavioral Health Administration for Maricopa County*

Governance Board Minutes of November 12, 2008

**PRESENT:**

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

**IN SESSION: 10:00 a.m.**

**Board Minutes Submitted for October 15, 2008 Meeting:**

A motion was submitted to the Board to approve October 15, 2008 minutes. The Board unanimously approved the minutes.

**Board Announcement**

**MAGELLAN UPDATES**

**Magellan of AZ Updates**

Richard Clarke provided an update to the Board:

- UPC Forum
  - Magellan held a forum located in East Phoenix where Providers, community leaders, recipients, and family members discussed the needs in the East Valley for the urgent care system and detox services. The information discussed at the forum is being collected and an update will be provided at a future board meeting.
- Case Managers Forum
  - Richard Clarke attended the forum and engaged in the discussions regarding concerns Case Managers (CM) currently are facing. The discussion points consisted of: What is and is not working in the system, Practice change expectations, their roll as CM's, acknowledgement of their successes, and the sense of disconnection from Magellan leadership.
  - Magellan leaders discussed the need to improve on engagement with CM's and each other. Richard Clarke discussed the need to celebrate CM's successes and discussed ways to address concerns from their point of view to ensure greater feedback and outcomes.
- Provider Forum

- Magellan and the Provider Network Organizations (PNO) attended the forum and discussed an assortment of topics: communication, government structure, claims processing, ClaimTrak, ISP development, and issues concerning race and equity.
- Magellan suggested that the style of communication between Magellan and the PNO's be developed in order to improve stronger relations. Magellan wants to reach out to Providers in a problem-solving manner to work together on issues that need to be addressed and jointly speak to The Department of Behavioral Health Services (DBHS) about how to move the system forward.
- Recipient and Family Involvement
  - Magellan will focus on how families, recipients, and youth are more involved with decisions regarding their care to support individuals in their recovery. Magellan will continue to review how this will work throughout the system.
- Inpatient, Urgent Care, and Residential Treatment as the solution for Client Needs
  - Magellan discussed with Providers the level of high reliance on Inpatient, Urgent Care, and Residential Treatment as the solution for client needs
  - Magellan will conduct a six-month study on what the system of services would look like to fully support service delivery at a neighborhood level and engage activities for functional improvement, while working towards supporting lifestyles that are more productive for individuals through improved service.
- Race and Equity
  - Magellan discussed the concerns raised by providers regarding the low penetration rates for minority populations.
  - Magellan stated that this is an important issue, and Magellan will begin to look at all encountered data in a disaggregated format, separated by race and ethnicity to track how the system is performing, any barriers, and how to strategically move toward populations not receiving access to care at the levels in accordance to the populace in Maricopa County.
- Site Visits
  - Magellan discussed the movement towards recovery and the support received from the Village's Model and the level of excitement and energy that the staff at the sites are exhibiting. Richard discussed that the style of celebrating a person's achievements was viewed as inspirational, and a particular staff knowing individuals by their names as well as knowing something personal about them was impressive. The staff as a whole did not categorize a person as "a consumer," "client," "recipient," "case," or "enrollee." Everyone receiving services was greeted and referred to by name. Richard commented that he and Bob Sorce with DBHS, who accompanied him on the visit, found the environment impressive.

*ACTION: the Board will receive an update on the East Valley Service Development Forum.*

## **Operational Update**

Jim Stringham provided an overview of updates for the Board:

- Prevention RFP Update (What Providers had been funded and the project descriptions) presented by: Juan Aristizabal
  - Magellan's Prevention Department manages a system that provides primarily substance abuse and suicide prevention for Maricopa County in collaboration with DBHS.
  - The Prevention department interacts within the community through coalitions. Prevention utilizes the collected evidence and outcomes data to continue to research and monitor the services delivered throughout the community.
  - Prevention also focuses on looking into the community to examine what prevention services would be most suitable. Providers also recruit their own coalitions and deliver what services they feel would meet the need.
  - Magellan has two types of Request for Proposal (RFP) Grantees: (1) Implementation Grantees, providers that have a coalition in place have a 6-month period to apply and (2) Capacity Building Grantees, providers that do not have a coalition or a plan set up have 12-months to apply.
- Status of Contracts
  - Magellan is currently in re-contracting stages with all providers for Fiscal Year 2009 (FY09).
  - For all providers currently contracted with Magellan from FY08 carryover, the next process will look into rates, funding, and services for the providers for the next Fiscal Year.

- Magellan has engaged in the contract process with 104 providers. To date 92 providers have agreed to and met the requirements and are reviewing and/or signing contracts; 12 providers are in discussions with Magellan.
- Outcomes 360
  - Magellan is working on making Outcomes 360 (O-360) less process-oriented and more outcomes-oriented. O-360 supplies effective and timely results, and Magellan is looking forward to rolling out O-360 system wide after the completion of a pilot to ensure a smooth transition.
- Provider Profiling Initiative (PPI)
  - Magellan currently has templates of the Profile in its foundational stage and will be working on categorizing agencies by similarity.
  - The Board stressed the need for accurate data that shows an accurate description of the provider, for comparison reasons.

*ACTION: The Board will receive periodic updates from Richard Clarke regarding the Outcomes 360 and Provider Profiling Initiatives.*

### **Children's Update**

Shawn Thiele-Sacks provided an update to the Board.

- MYLIFE (Magellan youth Leadership Team) was presented by Greg DiCharry and Hayley Winterberg one of the Youth Leaders for MYLIFE.
  - MYLIFE started in March 27, 2008 for a few reasons: 1. to gather a group of youth to voice their input and concerns about youth-to-adult transition, 2. to form a group where youth can develop leadership skills.
  - MYLIFE has become recognized as one of the leading groups in behavioral health for youth voice. They have also received acknowledgment from the press and other media formats, such as Arizona Press, radio interviews, and an article to be released in *Arizona Teen Magazine*.
  - MYLIFE has created the Transition to Adulthood Workshop, a 3-hour workshop with cooperative input regarding transitioning to adult services. MYLIFE youth will continue to provide their insight regarding transitioning and recently developed a web page on the Magellan website.
  - MYLIFE was asked to present at The National Federations of Families Conference scheduled for November 20, 2008.
  - The Board wanted to know if transportation was sometimes a barrier to MYLIFE activities. Greg DiCharry and Hayley Winterberg responded, yes, but that they were overcoming this barrier through innovative measures.
- Children's System of Care Implementation
  - Magellan and Family Involvement Center (FIC) hold monthly community meetings and have been working on the framework around the System of Care Plan in order make improvements to our system overall. The community members publicly discussed targeted goals and objectives in regards to what works well, what does not work well, and how to improve areas of concern.
  - The next scheduled meeting will be 12/10/2008.

### **Clinical Update**

Carole Matyas and Karen Lennox provided an update to the Board in several areas.

- Clinic Transitioning
  - Two clinics will transition on November 16, 2008. Highland Clinic will transition to Southwest Network (SWN). This will be SWN's fifth clinic. The Heatherbrae Clinic will transition to CHOICES, making it their second clinic to transition.
  - A workgroup has been created with Magellan and PNO Leaders to tackle challenges and concerns that may arise after the transitions.
  - Currently Magellan is working on these listed strategies: Managing the PNO clinics along with the Magellan owned clinics; focusing on 10 additional clinics that will roll into the PNO model; splitting the Cave Creek and East Mesa Clinics into two additional clinics each; transitioning specialized DBT counselors to an agency model while working with the UPC.
  - Magellan has successfully transitioned Jill Rowland and Dr. Eller for regional support to SWN. Magellan has identified Dr. Negri and Keith Press to support CHOICES during the transitions.

- Dividing Cave Creek and East McDowell Clinics is running smoothly. Magellan stated that the new sites have been identified, the floor plans have been designed, and the leases are almost finalized. The East Mesa split will be finalized on February 28, 2009 and Cave Creek by March 31, 2009.
- The structure is designed to be more open like the village model.
- Villages Update
  - Magellan sent a third group of staff from the West Camelback and Washington sites, including Case Managers and site leadership, to Long Beach to tour the Village sites in order to determine what is needed to reconstruct West Camelback and Washington to Village models.
  - The consultants from The Village are very helpful in understanding what Maricopa clinic sites will need to implement this model. DBHS leadership has also participated in the engagement and planning process and demonstrates support of this model in these sites.
- Clinical Enhancements
  - Magellan's ACT Teams are progressing with the Fidelity Tool.
  - Magellan will be training staff regarding ISP documentation and clinical supervision starting in January 2009.
- Case Management Forum
  - The October forum brought great feedback from Case Managers
- At-Risk Crisis Plan Web Enhancement Update
  - Magellan is working on eradicating this issue. Currently, Magellan can upload manually the Crisis Plans into the Web portal site by site, one plan at a time. Updating changes in the Crisis Plans is still an obstacle that Magellan is working on correcting.

*ACTION: The Board will receive a report regarding the feedback data from the October 2008 Case Management Forum.*

<b>OLD BUSINESS</b>
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None

<b>NEW BUSINESS</b>
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None

<b>PUBLIC COMMENT</b>
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None

<b>NEXT MEETING</b>
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The Board will meet on the following dates: **Wednesday, December 10, 2008 for the Board Meeting.** 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 am – 12 pm. Locations for the Development Sessions will be communicated to Board members directly.

Meeting adjourned at 12:00 pm.