



Adult System of Care Community Council
Magellan Health Services
 4801 E. Washington, Phoenix, AZ 85034
 Learning Center – Turquoise Room
 March 2, 2011, 6pm
Minutes

Meeting Facilitator(s): Gaye Tolman		Recorder/Note Taker: Lynda Anderson
Purpose of Meeting: Community Input to the Adult System of Care		
Attendees: Gloria Abril, Family Member; Kaj-Willow Kaemmerer, SBH; Carolyn Hinkle, Choices; Don VandenBrul, Family Member; Trish Bleth, Magellan; Jim Dunn, Career Enterprises; Mary Robson, Magellan; Erasmo Rodriguez, CPLC; Denise Baker, CFSS; Gaye Tolman, Magellan; Jill Rowland, Choices; Liz Smithhart, Magellan; Travis VandenBrul, Peer; Myra Nelson, Mary’s Mission; Yvette Townsend, Mary’s Mission; Ann MacNeil, Magellan; Christopher Gonzales, Hope Lives; Anita Barnas, SWN; Holly Stressman, CFSS; Phyllis Smith, Peer; Justin Chase, Magellan; Christy Dye, PIR		
TOPIC	PRESENTER	DISCUSSION
Introductions and Announcements	Gaye Tolman	<p>Welcome to four new attendees, Myra Nelson and Yvette Townsend with Mary’s Mission, Travis VandenBrul, peer, and Christopher Gonzales, Executive Director of Hope Lives.</p> <p>Update on the Job Fair, March 11, 2011, 9am-2pm, Glendale Community College, partnered with the PNOs, Untapped Arizona will be at the Job Fair, work to facilitate a dialogue with employers on hiring the disabled in the morning, build capacity. Suggestion to contact Intel who is opening a new location in the East Valley. Flyers were available on employment opportunities for Wells Fargo and Macayo’s.</p> <p>NAMI Walk, March 27, 2011, Tempe Town Lake, discussion on the services available through NAMI.</p>
The Crisis System	Justin Chase	Justin gave an overview of the Crisis System. Anyone with a behavioral health crisis can receive services including the hotline, residential/respite services, mobile team outreach, short term counseling, walk-in clinics and crisis stabilization. One initiative for this year is to have 24-hour access to crisis services. Budget for the Maricopa county crisis system is \$9.1 million. Targeted outcomes include safety, reduce contact with law enforcement and incarceration, decrease in inpatient beds, etc. Two key components are accessibility and availability. Crisis handles 19,000 calls per

	<p>month, 93 beds, half of the beds are for stabilization and half for observation for the four inpatient facilities, intensive services to help keep individuals out of inpatient services.</p> <p>The Warm Line, co-located with CRN, is staffed with peer supports through Visions of Hope, hours are 4pm to midnight, peer supports can now work from home with the telecom system. Contact Visions of Hope for information on employment for the Warm Line. The number for the Warm Line is 602-347-1100, looking to expand the hours, peer supports have the ability to engage callers in a very positive way.</p> <p>The detox facilities are staffed with 80% peers, PRC has a very good peer support program, UPC is beginning to have peer supports.</p> <p>The East and West Valley Level III Outpatient facilities were identified as a need to close a gap in services, an individual may need an intervention but not meet crisis level services, services are more than respite but less the UPC inpatient facility, staff works to engage individuals and can hold groups. Facilities are outpatient, walk-in, 24/7 facilities, residential beds for 3-4 days, there is a triage process that is broader than at UPC. Staff includes community staff, peers and nurse practitioners, working to bring in integrated services, There are 16 beds, serve 40-50 individual per day, there is a special area for DD and the geriatric populations. Community Bridges was selected to operate the facilities. Locations are 99th Avenue/Van Buren which will open in April and Mesa Drive/Highway 60 which is scheduled to open in May/June.</p> <p>It was suggested that Magellan have a program for recipients to have information readily available for the crisis teams and first responders, i.e., medications, weapons, no flashing lights, animals on the premises, individual is fearful of males.</p> <p>The Crisis Navigator Program was piloted in January 2010 for non titled, non SMI individuals who no longer are eligible for AHCCCS and lost their benefits, work to reduce repeated contacts with Crisis and any barriers. The program has had very positive outcomes. Peers are assigned for two weeks, develop a crisis plan, and engage the individuals. There are four providers, NOVA, Valle del Sol, Community Bridges, and EMPACT, the Navigators refer individuals to these providers and walk the individual through the process. Peers include family members and family of choice members. There is capacity to meet the need.</p> <p>Contact one of the four providers for information to become involved in the Crisis Navigator Program.</p>
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		Peer supports are now able to be on a mobile team, goal is for 25% of the teams to have a peer/family member.
Open Forum	All	Attendee asked “What is the meaning of integrated services?” – recipient is able to see medical and psychiatric doctors at the same location, coordinated appointments for medications, tests, etc. Explanation of Title XIX - if an individual is eligible with AHCCCS they will receive behavioral health services, an individual can contact their clinics for more information on Title XIX and SMI benefits and services.
Agenda Items for Future Meetings	Employment	
Next Meeting: April 4, 2011, 6pm, Learning Center, 4801 E. Washington		
Call to Order: 6:00 pm		
Adjourned: 7:30 pm		