



Magellan Health Services of Arizona Quick Facts

Quality improvement

- Magellan has **15 advisory committees**, each with positions for three community members: Adults with General Mental, Health/Abuse Advisory Committee, Adults with SMI Advisory Committee, Child/Adolescent Advisory Committee, Community Training Committee, Cultural Competency Committee, Customer Service Committee, Evidence-Based Best Practices Committee, Inter-Agency Committee, Network Strategy Committee, Pharmacy & Therapeutics Committee, Prevention Advisory Committee, Professional Provider Review Committee, Utilization Management Committee, Quality Improvement Committee, and Quality of Care Committee

Community developers

- In order to maximize our outreach, education, and engagement efforts to underserved populations, each community developer focuses on key communities within Maricopa County:
 - Hispanic/Latino community and youth and families,
 - African American community and elderly populations,
 - Native Populations and Asian/Pacific Islander communities
- To date, the community developers have delivered more than **37** presentations, have participated in dozens of community events and health fairs, and have been appointed to several boards, representing Magellan and behavioral health issues across Maricopa County.

NAMI Walk

- On March 29, 2008, more than **720** Magellan of Arizona employees and their families walked five kilometers in support of the National Alliance on Mental Illness (NAMI) at its annual charitable walk known as the NAMI WALKS.
 - Magellan of Arizona's **25** teams raised more than **\$9,500** for NAMI Arizona.

MY LIFE

- In order to give a voice to local youth on mental health, substance abuse, and/or foster care, Magellan established Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE) in 2008.
 - MY LIFE has 22 youth members between the ages of 13 and 23 years old who have experience with mental health, substance abuse and/or foster care-related issues.
 - MY LIFE advises Magellan and providers on issues affecting child, adolescent and young adult programs and services; identifies issues and solutions to improve the children's system of care and the transition from the children's system to the adult system; and works to reduce stigma around behavioral health and substance abuse issues.
- MY LIFE's first project was a youth involvement festival produced in collaboration with the Arizona Department of Health Services/Division of Behavioral Health Services (AHDS/DBHS) and Casey Family Programs.
 - **MY Fest '08**, a FREE music, art, entertainment and youth involvement festival, was held on June 7, 2008 at Tempe Beach Park in Tempe, Arizona.
 - The event educated youth and family/community members about behavioral/mental health, substance abuse, and foster care issues, resources and support groups.
 - MY LIFE invited service providers, non-profit agencies and businesses to host information tables for youth volunteer and employment opportunities.
 - The free event surpassed all goals with more than **1,200** youth and families, **58** exhibitors, as well as a culturally diverse mix of entertainment.
 - Activities included fun for all ages: an art wall for painting, clay sculpting, dancing and much more.
 - MY LIFE plans to host **MY Fest '09 in April 2009**.

Community exchange

- With more than **300 partners**, Magellan of Arizona's online database connects community needs with available resources such as services, clothing, furniture, food, and more in Maricopa County.
- To date, Community Exchange has facilitated the delivery and exchange of **more than \$125,000 in resources**.

- The Community Exchange recently received a **\$20,000 donation in goods** from the 99-cent stores to be distributed among Magellan sites, recovery centers, children’s providers, and Community Exchange partners.

Computer giveaway program

- To help empower hundreds of individuals in the behavioral health community, Magellan Health Services of Arizona gave away **130 free computers** to those who are affected by mental illness.
- In a festive atmosphere with balloons and refreshments, 100 computers were given to individual service recipients and family members involved with their recovery and another 30 computers were given to peer and family run agencies.
- Magellan will be giving away an additional 300 computers in September 2008.

Case manager forums

- Magellan of Arizona conducts case manager forums to hear directly from case managers regarding their success and challenges, and work directly with them to problem solve.
- A report is created after each forum that includes all issues and solutions addressed by case managers. These reports have been used to identify and improve challenges at the direct care clinics.

Tribal focus group

- In an effort to reach out to Native populations, in March 2008, Magellan of Arizona hosted a focus group with leaders and stakeholders from Maricopa County Tribes and Urban Indian Providers to develop a training pilot on the Effective Engagement and Retention of Native Americans in behavioral health services.
- The focus group will continue to develop training modules with an expected roll-out date of December 2008.

Provider forums

- In May 2008, Magellan of Arizona hosted the **first** provider forum.
- Provider leadership and staff attended the forum to learn about Magellan updates and programs, but more importantly, to raise issues and have questions answered by Magellan staff.
- Attendance at the first forum surpassed Magellan’s goals with more than **100 provider representatives in attendance**.
- Magellan will host provider forums on a quarterly basis.

“How are we doing?” forums

- Magellan of Arizona is committed to transparency and involving the community in all we do; for this reason we host quarterly community **“How are we doing?” forums** across Maricopa County.
- An extensive outreach effort is conducted before each forum to alert the community about the opportunity to attend, hear new information, and provide feedback to Magellan about the services they are receiving, issues and suggestions for improvements. Magellan leadership attends these forums and is available to answer questions.

Latino youth engagement forum

- Magellan hosted the Latino youth brainstorming session on Monday, December 3, 2007, inviting more than 60 service providers, service recipients/family member, and community stakeholders attended the session and established a workgroup to address issues discussed.

The Magellan

- Magellan of Arizona created a quarterly newsletter to inform the community about programs and services, new initiatives and to highlight service recipient success stories.
- In order to reach the maximum number of community members, Magellan partnered with *Arizona Together* newspaper, a recovery-themed newspaper.
- Once per quarter *Arizona Together* publishes *The Magellan* as an insert and distributes it with an accompanying Spanish version to locations across Maricopa County, including Magellan clinics, providers, peer and family run agencies, and beyond.

Jobing.com blog

- Magellan’s employment and rehabilitation services department established a partnership with Jobing.com, a locally based employment search engine, to write monthly blogs providing commentary and relevant news to job seekers with disabilities.
 - http://phoenix.jobing.com/blog_post.asp?post=11134
 - The blog combines text, images and links to other useful resources and media related topics.
- The ability for readers to leave comments in an interactive format is an important part of this blog. Blogging offers Magellan a network opportunity (social media) that is innovative and outside the box.