

THE MAGELLAN



SERVING CENTRAL ARIZONA'S BEHAVIORAL HEALTH COMMUNITY

Fostering health in mind and body

Richard Clarke, Ph.D., chief executive officer, Magellan of Arizona

“Medical disorders may lead to mental ones, mental conditions may place a person at risk for medical disorders, and mental and medical disorders may share common risk factors.” – Mental disorders and medical comorbidity, Feb. 2011, Goodell, Druss and Walker

I'd like to share a shocking statistic with you. Nationwide, individuals with serious mental illness (SMI) are seeing their lives cut short by an average of 25 years (National Association of State Mental Health Program Directors/NASMHPD, 2006), and in Arizona the news is even more grim. On average, Arizonans challenged with SMI are dying approximately 32 years earlier than Americans overall.

Why is this happening? Health conditions such as diabetes, hypertension, obesity, chronic pulmonary disease, and cardiovascular disease are common in those challenged with SMI. What's more, these individuals often lack the social connections and supports they need to overcome the challenges created by complex combinations of these conditions. Seventy percent of individuals with SMI have at least one chronic health condition, 45 percent have two and almost 30 percent have three or more.

Last year, Magellan worked in partnership with the Arizona Department of Health Services' Division of Behavioral Health Services (ADHS/DBHS) to obtain a Transformation Transfer Initiative (TTI) grant from the Substance Abuse and Mental Health Services Administration's Center for Mental Health Services and NASMHPD. Out of this grant came "For the Health of It," a whole health peer support program that trains and supports peer specialists in promoting whole health among those challenged by SMI. Peer specialists understand the problems that those in the behavioral system face, because they themselves have been in the system. More than 90 staff members have been trained to look comprehensively at each person's health lifestyle and help empower him or her to create new healthy lifestyle habits and disciplines.

The care clinics have embraced the program and made it their own, achieving results in several different ways:

- Integrating physical activity in a behavioral health setting by offering exercise or yoga groups
- Increasing coordination of care between primary care and behavioral health by bringing a primary care physician (PCP) to selected clinics on a regular basis; providing health "Passports of Care" booklets to store information about appointments and medications; as well as providing coaching and guidance for those who are uncomfortable visiting their PCP
- Improve quality of life for behavioral health services recipients by providing mediation classes, helping them understand how to cook and eat healthily, and encouraging them to be supports to one another in their journey to greater well-being

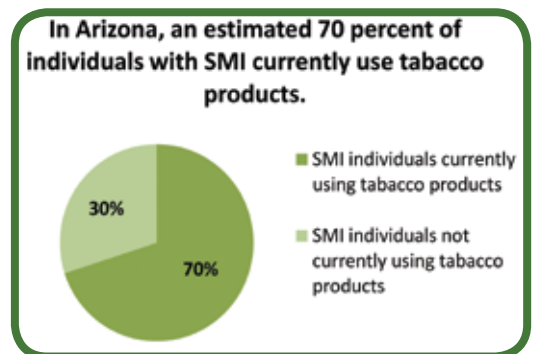


In 2011, Magellan and its partners are continuing to look for ways to not only to increase life span but to enhance the quality of life for those we serve.

Participants in the program work intensively for eight weeks on stress management, nutrition, weight reduction and exercise. During the period of April 2010 to March 2011, more than 130 individuals at 13 care clinics participated in the program. The most significant result of participation was demonstrated in approximately 25 individuals whose blood pressure levels were reduced to within normal range while participating in the program. What a result!

Magellan has also partnered with ADHS/DBHS and the Bureau of Tobacco and Chronic Disease on a pilot program to reduce the use of tobacco among individuals diagnosed with SMI and the behavioral health staff who serve them. Studies suggest that people experiencing SMI are twice as likely to smoke as other persons (Journal of the American Medical Association and the Journal of Dual Diagnosis).

Here in Arizona an estimated 70 percent of individuals with SMI and 35 percent of the behavioral health workforce currently use tobacco products. Funded by a grant from the Centers for Disease Control and Prevention, this initiative focuses on improving access to the ASHLine tobacco quitline and increasing the number who use quitline services. Our ultimate goal is to significantly increase the total number of individuals challenged with mental illness who stop using tobacco products.

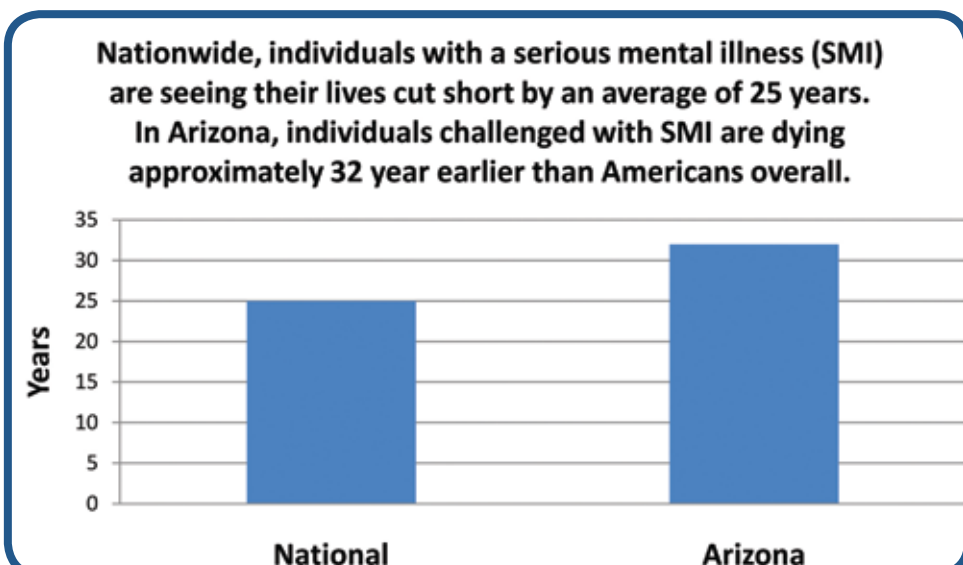


The program kicked off in late fall of 2010, and since that time, more than 125 individuals have been referred to the ASHLine. To make the process even easier, Magellan is working with the state to automate tobacco cessation referrals to the ASHLine and achieve "one button" referrals.

We're proud of these programs and with the leadership of ADHS/DBHS, a state agency that is on the leading edge of ensuring the whole health of individuals facing the challenges of mental illness. Once again Arizona is leading the way.

All these efforts are just the beginning. In 2011, Magellan and its partners are continuing to look for ways to bring behavioral and physical health care together—not only to increase life span but to enhance the quality of life for those we serve.

Stay tuned for more information soon. In the meantime, we ask for your support in our ongoing efforts to bring health and wellness our service recipients. Helping those who struggle with diseases of the brain and the body to achieve the whole health is not just a passing fad; at Magellan, it is our top priority. Please check our Health and Wellness webpage (www.MagellanofAZ.com/Wellness) for regular updates on this initiative.



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Summer 2011

Magellan and its partners celebrate National Mental Health Awareness Month (May 2011) with series of events

Did you know that one out of every four adults in the United States is affected by a mental illness in a given year? And that mental health problems affect one in five children and adolescents? Unfortunately, many people don't know enough about behavioral/mental health issues. This causes many to fear or stigmatize the people challenged by these issues, forcing many of them to remain silent about their struggles for fear of retribution or rejection.

To battle this stigma, Magellan of Arizona, the National Alliance on Mental Illness (NAMI Arizona), the Family Involvement Center (FIC), the Mental Health Awareness Coalition (MHAC) and Community Bridges are joining forces during the month of May to recognize National Mental Health Awareness Month (May 2011), Children's Mental Health Awareness Week (May 1-7, 2011) and National Children's Mental Health Awareness Day (May 3, 2011) to educate and reduce social stigma.

Together the five organizations will continue the *Mental Illness Strikes One in Four* campaign, which launched during National Mental Health Awareness in 2010, will include a series of events that will take place throughout central Arizona to raise awareness about mental illness and to educate the public on what they can do to help.

"While mental illness is a challenge, it is not insurmountable," said Richard Clarke, Ph.D., chief executive officer for Magellan of Arizona. "Thanks to the collaborative efforts of mental health partners in central Arizona, Magellan is building an even stronger mental health system to help the one in four individuals touched by mental illness on their recovery journey."

As part of this year's campaign, the five organizations made enhancements to the OneInFour.info website. The site serves as a one-stop shop for information, resources, events and activities about mental health and substance abuse.

In addition, the five organizations will continue to honor and highlight individuals living with a mental illness through the *Extraordinary People* stories. The people highlighted on the website and on the following page (page three) are *Extraordinary People* who are making valuable contributions to our community despite challenges faced with mental illness or dealing with substance abuse issues.

Featured on the site this year will be a weekly blog of personal insights from extraordinary people and leaders in the community who are working to educate the public about mental health issues and helping to erase the stigma associated with mental illness. The weekly blog posts will focus on children's mental health, race and equity, mental and physical health integration, erasing stigma, the science behind mental illness, peer mentoring, and more.

To coincide with the weekly blogs, Magellan will present Spanish radio segments to increase awareness, reduce stigma and facilitate access to services around mental

illness amongst the Spanish speaking, Hispanic population of central Arizona. The 30-minute radio segments will air on the first four Tuesday's in the month of May, from 10 to 10:30 a.m., on popular Spanish News/Talk Radio station 1190 AM's *Conexion* show. Prominent journalist and personal development instructor, Mirna Pineda, hosts the radio program, which is designed to improve the quality of life of Latinos in Arizona by providing them information on personal development, physical and mental health, sexuality and immigration issues making a real connection between basic needs and possible solutions. Community Developer for Magellan of Arizona, Ramiro Camarillo, will co-host the segments, and share information on mental health and substance abuse issues. See box to the right for a complete schedule of topics and segment dates.

In addition to the campaign, website and radio segments, Magellan and its partners will host a series of events during the month of May to educate and reduce stigma. Check the OneInFour.info website to learn more about the Mental Health Awareness Month and the campaign activities.

Mental Health Month was created more than 50 years ago to raise awareness about mental health conditions and the importance of mental wellness for all.

The National Federation of Families for Children's Mental Health declares the first full week in May as National Children's Mental Health Awareness Week. The week is dedicated to increasing public awareness about the triumphs and challenges in children's mental health and emphasizing the importance of family and youth involvement in the children's mental health movement.

Tune in Tuesdays to learn more about mental health...

Where: Spanish news/talk radio station 1190 AM's *Conexion* show

When: 10 to 10:30 a.m. on the first four Tuesday's in the month of May (May 3, 10, 17 and 24)

Topics include:

- Children's mental health: Warning signs and symptoms parents should look for (May 3),
- Health and wellness (May 10)
- Reducing the stigma of mental illness (May 17)
- Making strides in central Arizona's mental health system despite the challenges (May 24)

Weekly blogs to educate and reduce stigma associated with mental illness

Visit the OneInFour.info website during the month of May to read weekly blogs about mental health!



Week of May 2

- Children's mental health, by Jane Kallal, executive director for the Family Involvement Center
- Peer/family race and equity with mental health illness, by Shawn Thiele, chief of child and youth services for Magellan of Arizona

Week of May 9

- Mental and physical integration, by Christy Dye, CEO for Partners In Recovery
- Focus on total health and wellness and suicide, by David Covington, chief of adult services for Magellan of Arizona

Week of May 16

- Living in recovery: My personal experience in erasing stigma of mental illness, by Katie Ayotte, mental health advocate
- The science behind mental illness, by Dr. Robert Sack, chief medical officer for Magellan of Arizona

Week of May 23

- Peer mentoring and MY LIFE, by Matt Horning, youth advocate
- Making strides in central Arizona's mental health system despite the challenges, by Dr. Laura Nelson, deputy director for the Arizona Department of Health Services/Division of Behavioral Health Services

MENTAL ILLNESS

strikes 1 in 4

4

Magellan and state partners launch a statewide, extensive training campaign in Mental Health First Aid

Magellan of Arizona has partnered with the Arizona Department of Health Services (ADHS) and the other Regional Behavioral Health Authorities (RBHA) to train community members on mental health.

During the first week of May, Magellan will host a five-day Mental Health First Aid (MHFA) Training of Trainers (TOT) course in Phoenix. About 30 peers, family members, behavioral health providers, educators and education support staff, first responders, faith-based leaders, local business owners, policy makers, and community health providers will participate in the training to become certified Mental Health First Aid instructors.

Those that graduate will be required to conduct at least three MHFA 12-hour training courses by the end of 2011. The goal of MHFA and the TOT program is to get thousands of Arizonans trained to assess a situation; select and implement appropriate interventions; and help a person in crisis or who may be developing the signs and symptoms of mental illness.

Mental Health First Aid (MHFA) originated in Melbourne, Australia. MHFA aims to educate members of the public in how to support someone in a mental health crisis. The program strives to increase knowledge, reduce stigma, and most importantly, increase supportive actions. The National Council for Community Behavioral Healthcare, the Maryland State Department of Health and Mental Hygiene, the Missouri Department of Mental Health worked with the program's founders to bring Mental Health First Aid to the United State. To learn more visit, www.mentalhealthfirstaid.org.



Meet Millie, George and Michael – three ordinary people making extraordinary contributions

Magellan and its partners thought National Mental Health Awareness Month was the perfect opportunity to spotlight three “Extraordinary People,” who are making valuable contributions despite the challenges associated with mental illness or dealing with substance abuse issues.



While Millie, George and Michael are ordinary people, they are extraordinary in their determination to overcome their mental health challenges in order to realize a fulfilling life in the community, a rewarding job, and renewed and loving relationships with family and friends. They represent any one of us who could be touched by mental health or substance abuse issues. By sharing their stories of recovery and achievements, they help to erase the stigma surrounding mental illness and demonstrate the overall progress and specific accomplishments of the central Arizona mental health system.

Meet Michael Johnson

In October 2009, I started the General Educational Development (GED) program at Visions of Hope. I had heard about the GED program through my mom, who is also a member of Visions. Just one year later, in October 2010, I received my GED—with high scores, I would like to add! While working on my GED, I volunteered at Visions cleaning up after the lunch service. My motive was to get a paid job. In January 2010, I started working one hour a day and gradually gained more hours. This was a real accomplishment for me.



Michael Johnson

I had interviewed for several jobs, but my criminal record often kept me from being hired. I also had a difficult time being interviewed. I would become paranoid and so nervous that I could not answer any of the questions. Since I was familiar with everyone at Visions, I knew that I would not get nervous and my work would speak for itself. And it did! James Russo, CEO for Visions of Hope, gave me a chance when no one else would. I will never forget him for that.

On September 11, 2010, I decided to stop smoking and to start losing weight. I knew that it was going to be difficult, but I also knew that I could do it. I wanted to be a “better role model.” You see, until 2006, I was a meth addict. I was sober for a few months in 2006 and then had a relapse. But, in 2007, I stopped using and have been sober ever since.

To stop smoking, I had help from the Visions of Hope Healthy Living program. Glenyss Lim, R.N., the director of the program, was my support. She connected me with the ASHLine Program (www.ashline.org) through

which I received phone counseling when I needed help and nicotine patches. Since I didn’t want to gain weight, I also started dieting. Ms. Lim was helpful by giving me information and support when I needed it. I am now a “non-smoker” and have lost a significant amount of weight.

And the good things kept on coming... In January, I became kitchen manager at Visions of Hope. I have three people that report to me. Daily we prepare breakfast and lunch for nearly 45 members and about 30 staff. I am responsible for the kitchen operations, which includes ordering food to cleaning up. In February, I took the Arizona Certified Professional Food Manager course and passed with a score of 91 out of 100! I love to cook and I love hearing how much everyone enjoyed their breakfast and lunch. I just love my job!

Visions of Hope is an amazing place. I believe they saved my life. I had lost hope and would have fallen back into drugs and prison if it wasn’t for James, Glenyss and everyone else at Visions.

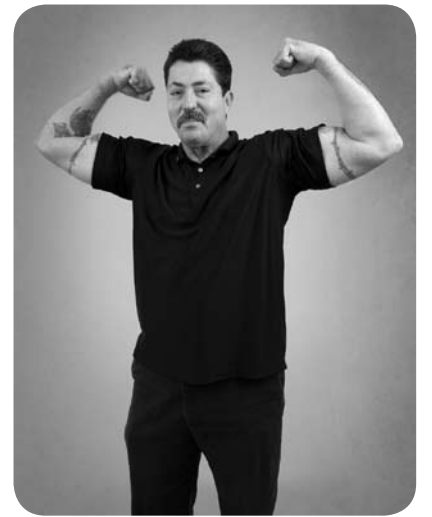
Meet George Duncan

I was always in trouble. By the time I was in the sixth grade, I was drinking, expelled from school, and locked up for truancy and burglaries. At the age of 13, I was placed in a juvenile correctional facility. I was expelled from there too because no one could control my behavior, although I had been put on medications. No one recognized the mood swings; they just saw an “incorrigible” kid.

An uncle took me in, cared for me and adopted me. But, when I got my girlfriend pregnant, he kicked me out of his house. At 16, I became a father for the second time. I was still drinking, doing drugs and committing crimes. This time, I was sent to Adobe Mountain. A new law had been passed “expelling” anyone 18 years of age from juvenile facilities. Along with a bunch of other kids, I was dropped off at an office on 20th and Roosevelt, in Phoenix.

My grandmother took me in. I was still drinking and doing drugs. I received guidance from no one. I continued robbing to support my drug habit and survived the best I could. At 23, I was drunk and high when I started a fire in my apartment. I was then sentenced to seven years. When I was released, nothing was different; I had not been given any help or rehabilitation. I went back to prison at age 29 and got out 11 years later at the age of 40. Again, I had no future and returned to the life I had left but now with a fear of prison.

I reunited with the mother of my child, Rita. She told me I was mentally ill.



George Duncan

I went to Value Options who denied me, saying I wasn’t ill, I was an addict. When Magellan took over as the Regional Behavioral Health Authority for central Arizona, I went to them and, at the age of 41, was diagnosed. It took a year of agony to get my medications right, but finally I started to think clearly. I relapsed many times, but Rita was always there to nurse me and to help me. I finally learned of Visions of Hope and became a member. One day, Visions management overheard me talking...then my life completely changed. I completed peer support training and was hired as a peer support specialist for 10 hours a week.

That was January 2010. Since then, I’ve quit smoking; I don’t drink or do drugs. I eat healthy, exercise, and take care of my family. My employer wouldn’t let me fail; James Russo trusted me and I began to trust myself.

In January 2011, I was promoted to facility operations manager. I am a success.

Visit www.OneInFour.info to meet more Extraordinary People

Meet Millie Sanchez

My name is Millie Sanchez; I started working at Visions of Hope in October 2008. When I started working at Visions, I could not say a sentence without getting stuck on my words. I was the janitor when I started working here; I did that for two years. I was promoted and started working in the filing room and would cover the front desk during breaks or absences. I got used to talking to strangers on the phone, which made me feel important. I received another promotion, working full time as the administrative assistant for George Duncan and Michael Johnson. I have only been doing this job for two months and I love it.

When I came to Visions, I was shy. Now I’ve blossomed and my speech is a lot better. I answer the phones without embarrassment, sometimes I get stuck on my words but I am fine with it. I love my job and the people that I work with, especially the members. I feel more secure towards myself and my self-esteem is pretty good now, even my faith has become stronger in Christ. When I was a child my mother would for me because she was embarrassed of my speech impairment. She did this for 19 years, and I learned not to talk. It made me feel worthless.

Since I’ve been at Visions of Hope this has been the most that I’ve talked in my



Millie Sanchez

life. Answering the phones has taught me to be confident. I’ve had 17 overdoses altogether in my life. At my last job I had an overdose and I got fired. I’m more stable now. This has been the only job that I have had without hurting myself (cutting or overdosing). It is also the first job I’ve kept for more than two years.

If I did not have this job, my pastor’s help, and the strength of my God, I would not be where I am today. God has blessed me. I give credit to James Russo for hiring me and being so patient and caring. Thanks to Visions, I have grown to be a strong and open-minded woman.



Magellan of Arizona news briefs and updates

Behavioral Health Day at the Capitol

On February 24, our Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE) youth group participated with key business and provider leaders in a Day at the Capitol, where they met with members of the Senate and House health committees to discuss issues of concern to them as young people living with mental illness and how the public behavioral health system has made a difference in their lives. The business leaders emphasized the importance of a robust public behavioral health care system to Arizona's economy and to creating an environment that fosters growth and well-being in our community.

Magellan walks for NAMIWalks

On March 29, more than 250 Magellan employees, family members and friends laced up and joined thousands of others at Tempe Beach Park to show their support of the National Alliance on Mental Illness (NAMI) annual charitable



Magellan employees, family members and friends smile for a photo at the NAMIWalk.

walk known as NAMIWalks. The walk raises awareness about our country's need for better treatment and recovery system for people with mental illness. In the weeks leading up to the walk, team members trained for the walk and raised money. We are proud to tell you that the Magellan team raised nearly \$15,000! The money will help fund NAMI's numerous education and advocacy efforts on behalf of people living with mental illness. In total, the event raised more than \$145,000 for NAMI of Arizona. To learn more about NAMI and NAMIWalks, please visit www.namiaz.org.

MY Fest '11 provides inspirational entertainment, youth and family resources to more than 6,000

MY LIFE (Magellan Youth Leaders Inspiring Future Empowerment) held their fourth annual MY Fest on Saturday, April 23. Planned and produced by MY LIFE members, the annual free event attracted more than 6,000 people who enjoyed special presentations from two of America's most accomplished young leaders, Daniel Hernandez and Anthony Robles. Daniel Hernandez is the 21-year-old University of Arizona student leader and intern to U.S. Rep. Gabrielle Giffords, who is credited with helping to save Giffords' life during the recent Tucson shooting tragedy. Anthony Robles, is the Arizona State University senior, who recently won the national NCAA wrestling championship in the 125-pound weight class, and he did it all with only one leg.



The festival also featured music and entertainment from Break Street, Tribe 13, Phoenix Oyate Singers, Vergagrove and Bobby Brand New; and more than 80 exhibitors providing valuable youth and family resources.

For more highlights from this year's event visit, www.MagellanofAZ.com/MYLIFE or www.Facebook.com/MYLIFEyouth.

June 23 job fair to focus on workforce diversity and hiring people with disabilities

Magellan of Arizona in collaboration with community service agencies will host a job fair to help connect employers with qualified job candidates living with a disability. The fair will take place Thursday, June 23, from 9 a.m. to 2 p.m., at the Elk's Lodge located at 2320 S. Hardy Dr., in Tempe.

The fair will feature employer recruiters and hiring managers, on-the-spot interviews, résumé reviews by experts, interview advice, and free instruction on using the LINKAGES Web job board.

For additional questions and/or request for accommodations, please contact Ann MacNeil, economic development coordinator for Magellan of Arizona, at (602) 572-8276 or AMMacneil@MagellanHealth.com, or visit www.MagellanofAZ.com/RehabServices.

Mental health system highlighted in Phoenix Magazine

"Mental Health Desert" from April's *Phoenix Magazine* discusses the impact of budget cuts on behavioral health services. The article also provides a brief history of behavioral health in Arizona and is complimentary of Magellan's efforts during the non-Title 19 transition last year. To read the article, please visit www.phoenixmagazine.com or www.MagellanofAZ.com.

Magellan selects Crisis Response Network to provide peer attempt survivor support groups

As the next step in its ongoing Programmatic Suicide Deterrent System program, Magellan has chosen the Crisis Response Network, Inc. (CRN) to provide peer attempt survivor support groups for individuals who have survived a suicide attempt or have persistent suicidal thoughts. Services will specifically target Magellan-enrolled adult recipients with a serious mental illness.

The focus of these support groups will be to provide group participants with internal and external resources to help them manage situations when suicidal thoughts occur and to support them in their ongoing recovery. The groups will be facilitated by a trained peer facilitator with clinical support from a licensed clinician. The clinician will serve as an advisor and provide clinical support to the peer facilitator. Program staff will be employed by TERROS.

Referrals for the groups will come from provider network organizations and other Magellan-contracted providers, and the first group will form at a central location. As the program is implemented over the next few months, flyers listing the time and date of the group will be distributed to Magellan's providers who serve adults with a serious mental illness. To learn more about Magellan's Programmatic Suicide Deterrent System program, please visit www.MagellanofAZ.com/Suicide.

New steering committee focuses on better serving the African-American community

Magellan and leaders in the African-American community have joined forces to discussed ways to better meet the behavioral health needs of the African-American community in Maricopa County. During two open forums in March, leaders from the community shared their thoughts, comments, and suggestions with Magellan. Together the group identified three focus areas for the African-American community: (1) prioritizing the behavioral health needs of the African-American community; (2) developing an African-American committee and supporting structure that will focus on addressing the needs of the community; and (3) developing "one voice" messaging.

The steering committee will meet regularly to keep the momentum of the three workgroups (focused on youth, family and provider network development) going as they put actions in place to better serve the African-American community.

MY LIFE program receives national recognition

The National Council for Community Behavioral Healthcare will recognize Magellan of Arizona's Transition to Independence Process (TIP) System/MY LIFE: Maricopa County Program for Transition-Age Youth as a program of significance in their Excellence in Family Advocacy category during their 2011 Celebration of Excellence dinner in San Diego, CA.

Dr. Richard Clarke receives Health Care Leadership Award

Dr. Richard Clarke, CEO for Magellan of Arizona, recently received a Arizona Business Magazine 2011 Health Care Leadership Award. Dr. Clarke was presented with the Behavioral Health Care Merit Award during a ceremony held on March 8 in Phoenix. Guests included those within the health care community — all committed to bringing quality health care to the Valley. Dr. Clarke was recognized for the contributions he has made in the field of behavioral health care. To read more about Dr. Clarke's award, visit <http://aznow.biz/lnk16893>.



Dr. Clarke received the Behavioral Health Merit Award from presenter Mark Engstrom.

The Magellan

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If you would like to contribute to *The M*, or have a topic you think would be interesting and timely for central Arizona's behavioral health community, Please contact Ashley Bolduc at MaricopaCommunityRelations@MagellanHealth.com.

Magellan Health Services of Arizona is the Regional Behavioral Health Authority for central Arizona, which includes all of Maricopa County and part of Pinal County. Funds for services are provided through a contract with the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and the Arizona Health Care Cost Containment System (AHCCCS).