



**Adult System of Care Community Council**  
**Magellan Health Services**  
 4801 E. Washington, Phoenix, AZ 85034  
 Cottonwood Cafe  
 May 4, 2011, 6pm  
**Minutes**

| Meeting Facilitator(s): Gaye Tolman  |             | Recorder/Note Taker: Lynda Anderson  |
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| Purpose of Meeting: Community Input to the Adult System of Care  |             |  |
| Attendees: Gloria Abril, Family Member; Kaj-Willow Kaemmerer, SBH; Carolyn Hinkle, Choices; Jim Dunn, Creer Enterprises; Mary Robson, Magellan; Gaye Tolman, Magellan; Jill Rowland, Choices; Yvette Townsend, Mary's Mission; Darius Perry, Mary's Mission; Jill Hogan, Peer Advocate; April Lembezeder, Magellan; Rich Beeman, NAMI; Pam Walker, Magellan; Darcy Roybal, Magellan; Cindy Williams, Magellan; Matt Kennedy, Magellan; Tony Garland, Choices; Sekou Jackson, Successful Journeys; Gary Keyfauver, Family Member; Phyllis Smith; Christy Dye, PIR; Myra Nelson, Mary's Mission; Michael Franczak, Marc Center; Karen Ehle, Choices; LaVerne Royster, Choices; Cathy Swan, Choices; Ursula R.Z. Zorge, Choices; Jose Barbosa, Choices; James Russo, Visions of Hope; Kim Casey, Maricopa Adult Probation; Laurie Yancey, Choices; Michelle Fresquez, Choices; Mark Woottan, Choices; Shanna Palumbo, CRN; Jill Robinson, SWN; Elizabeth Singleton, Singleton Housing; Phil Sawyer, Bi-Polar Bears; Danny Wilson, Singleton Housing |             |  |
| TOPIC  | PRESENTER   | DISCUSSION   |
| Introductions and Announcements  | Gaye Tolman | <p>Introductions were made and attendees were asked "What does spring mean to me?"</p> <p>Jill Rowland introduced several Choice's recipients who were attending for the first time, presented gift bags to those who brought a "Buddy" or are a "Buddy", and presented one to Gaye for her assistance in the Health and Wellness and Hydration Initiatives.</p> <p>Green ribbons were handed out to recognize Children's Mental Health Awareness Week.</p> <p>Welcome to first time attendees, Sekou Jackson of Successful Journeys, Serenity House, a Level III residential facility in Maricopa county to provide recovery services to all residents from around the state, ages 18 and older; and Elizabeth Singleton of Singleton Housing, Real Health Outpatient and Wellness Center, an organization providing resources for non-titled individuals including an outpatient clinic, case management, and peer support groups.</p> <p>Mary Robson announced there are vacancies on Magellan's Quality Improvement Committees and</p> |

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|  |  | <p>Workgroups , if you would like information or an application please sign the information request form.</p> <p>It was suggested to hold each attendee's comments to 2-5 minutes.</p>   |
| <p>Suicide Attempt Survivor Peer Support Group</p> | <p>Shanna Palumbo, Crisis Response Network</p> | <p>Suicide Attempt Survivor Peer Support Group is a pilot program and is one of the first in the nation for individuals who have survived suicide attempts and/or persistent suicidal thoughts for Magellan enrolled adult recipients with a serious mental illness. This pilot program will have internal and external resources to help manage situations when suicidal thoughts occur and provide support for on-going recovery, clinic mentors can also be contacted for resources. This is an encounterable activity service for titled individuals.</p> <p>Shanna gave a little background of the American Association of Suicidology Conference presentation by Stephanie Webber, who developed a Peer Survivor Attempt Group, shared stories of suicide attempt survivors with her group and how the group has helped individuals with suicide ideations.</p> <p>The program is being administered by Crisis Response Network with TERROS as the provider. The TERROS facilitators will be two peers who are suicide attempt survivors or family members and one licensed clinician, looking for the position to be filled by a peer or a family member. The clinician will make sure the individuals are safe and have a safety plan in place. Co-facilitators and the clinician will be available to group members for follow-up between group meetings.</p> <p>The protocol is being developed; referrals to the program will be by provider networks, Magellan contracted providers and the Crisis Line; there will be a sign-up but no paper work to fill out; attendees can attend any of the group meetings they choose; the group will meet twice a month in the beginning at a central Phoenix location and hopefully will be expanded based on its success. The date of the first group will be announced within the next 30-60 days, flyers will be distributed at the clinics.</p> <p>If someone committed suicide after stealing your drugs you should contact your clinic for support and help for dealing with your feelings.</p> <p>Review of the Crisis and Warm Line procedures; the Warm Line will transfer a caller to the Crisis Line if they feel the caller has suicidal thoughts; the Crisis Line documents the calls and if they feel the caller is a danger to self/others they will send out a crisis team and make a referral to the Suicide Attempt Survivor Peer Support Group. The Crisis Line is available 24 hours a day and the Warm</p> |

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|            |     | <p>Line is open from 4pm-12am daily with a resource coordinator and supervisors available if needed.</p> <p>The numbers for the National Suicide Hotline are:<br/>1-800-784-2433; 1-888-784-2433; 1-877-784-2432 – Spanish</p> <p>The number for the National Suicide Prevention Lifeline is 1-800-273-8255</p> <p>The police departments are being trained in Crisis Intervention Training (CIT) and will contact the Crisis Line to have a crisis team dispatched if needed. If you need to contact the police on behalf of someone who is experiencing behavioral health symptoms ask for a CIT officer if one is available.</p> <p>It was suggested that Magellan have a program for recipients with special needs to have information readily available for the crisis teams and first responders, i.e., individual is fearful of males.</p> <p>This program was developed as a result of suicide survivors, the Suicide Initiative and Task Force, peers, and providers coming together to discuss how to help individuals who have attempted suicide or have suicidal ideations.</p> <p>It was suggested to have community involvement to help fund and expand the program and provide these services to non-titled individuals.</p>   |
| Open Forum | All | <p>Attendee – Related their concerns with the behavioral health system and the lack of information given to family members about a relative who has not signed a Release of Information, relative was transferred from UPC to Desert Vista without the family being notified, family was called to meeting yet not given any information, family was questioned about a release without being given any information on the relative’s stability, relative was released to the care of family members while still violent towards family members, relative was again placed in Desert Vista and then released to the streets, family not notified of scheduled family meetings or given information at each step of the treatment.</p> <p>Magellan – Reassured attendee they were not alone and Mary Robson would speak with the attendee after the meeting. Magellan recognizes the need to not hide behind HIPAA, there is a culture shift to outreach to family members and become involved in treatment and discharge planning. Clinics have been trained in Family Involvement.</p> <p>Attendee – Concern with the difficulty in getting treatment and services at drop-in centers and the peer run organizations lack of anonymity of clients. The centers are professionally run and no</p> |

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|  |  | <p>longer peer run, consumers are unable to start their own agency with a independent voice. Concern with the system not filling the unmet needs. Attendee questioned where are the funds from Community Investment.</p> <p>Suggestions include programs going to the individual and to develop a network for peers to become involved.</p> <p>Visions of Hope – Visions is an agency 97% peer/consumer run.</p> <p>Magellan – Funding drives the system and state legislators determine funding, funding available only for AHCCCS eligible individuals, few dollars for community resources.</p> <p>Attendee – Consumer Investment Club is an organization by peers that creates small businesses and raises their own funding.</p> |
| <p>Agenda Items for Future Meetings</p>                                | <p>SWN Employment Opportunities<br/> Health and Wellness Initiative<br/> TTI Grant Results<br/> Community Investment</p> |   |
| <p>Next Meeting: June 1, 2011, 6pm, Cottonwood, 4801 E. Washington</p> |  |   |
| <p>Call to Order: 6:00 pm<br/> Adjourned: 7:30 pm</p>                  |  |   |