



Adult System of Care Community Council  
 Magellan Health Services  
 4801 E. Washington, Phoenix, AZ 85034  
 Cottonwood Cafe  
 June 1, 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; Jim Dunn, Creer Enterprises; Mary Robson, Magellan; Gaye Tolman, Magellan; David Covington, Magellan; Yvette Townsend, Mary's Mission; Jill Hogan, Peer Advocate; Pam Walker, Magellan; Gary Keyfauber, Family Member; Phyllis Smith; Michael Franczak, Marc Center; Kim Casey, Maricopa Adult Probation; Rita Moffitt, Townley; Shan Ray, Townley; Crystal Chenowith, Arcadia; Allan Ward, Family Member; Daniel Abril Choices; Jennifer Hill, Visions of Hope; John Parrilli; Don Hinkle, Family Member; Joe Hinkle, Choices; Shelley Chick, Choices; Terry Worth, Family Member; Maureen Worth, Choices; Christopher Gonzalez, Hope Lives; Cindy Anderson, SWN; Trish Bleth, Magellan; Francine Cheswick, Family Member; Danielle Jeffery, SWN; Sherry Henson, TERROS; Glenn Morris, Magellan; Betty Tencer, POCN; Gary Brennan, QCN; Carol McDermott, NAMI		
TOPIC	PRESENTER	DISCUSSION
Introductions and Announcements	Gaye Tolman	<p>Introductions were made.</p> <p>There is sign-up sheet if anyone is interested in serving on an advisory committee, more information will be made available, outreaching to the GMH/SA population, please contact Mary Robson for information.</p> <p>ADHS/DBHS is holding bring your own lunch, Brown Bag lunches on the 4<sup>th</sup> Thursday of the month with Bob Sorce, from 12-1:30, this is a statewide meeting.</p> <p>TERROS is starting a family advisory council, more GMH/SA involved, contact TERROS for more information. Mary Robson met with the recovery support specials to talk about outreach to peer members.</p>
System Update	David Covington	<p>There have been three major clinical initiatives to improve and move the system forward:</p> <ul style="list-style-type: none"> <li>• Dashboard to measure the impact as a system, demonstrate in a transparent way</li> </ul>

- Suicide Intervention
- Health and Wellness

SMI Dashboard - Magellan partnered with the PNOs to transfer the clinics to the networks for direct services. There were concerns with too many measurables, not predictable in terms of the focus by the state. Eighteen areas were identified with the first focus on employments and where the individual, works, lives and plays. In the beginning the performance was across the board was from a low of 3 to a high of 11 of the 18 measures, now the range is 7 to 12, the clinic wide average was 5.5 out of 18 met or exceeded the measures. Magellan and the PNOs worked together to share what providers were doing for improvement with the goal to move to true life outcomes. A new Dashboard will be focused on a true real life outcomes, social connections, meaningful activities, employment, part of the community.

Clinics that have shown the most improvement are Centro Esperanza, South Central, and Townley. All the PNOs and clinics have made excellent progress to meet and exceed the 18 measures. We are celebrating and highlighting the successes of the top five clinics, learn from their successes and share what is successful.

The newer Dashboards are more outcomes focused and user friendly for individuals and not just for the providers. The Children's Dashboard is on the web, GMH/SA and Crisis Dashboard will be implemented soon. It will be difficult to meet the employment measure this year. Once the clinics are meeting 16/17 of the 18 measures there will be a 3<sup>rd</sup> generation Dashboard, tentative date is 2012.

Magellan is responsible for oversight, auditing, quality management, overview, etc., for the providers. ADHS/DBHS provides auditing, support, to all RBHAs, ADHS/DBHS has produced their own Dashboard. The system is working together for a more transparent system, predictability, consistency, drives outcomes for consumers and families, demonstrate positive outcomes.

Clinic Advisory Councils (CAC) can review clinic information on the Dashboard, drive more empowerment services, holding focus groups to move the CAC to the next level to empower individuals. The adult system should try to capture some of the MY LIFE excitement and actions to equip and empower individuals. Suggestion to change the name to a more inclusive name, i.e. Town Hall.

Attendee suggested Magellan have leadership courses. Magellan is beginning to develop a Leadership Institute program and is working with the Flynn Foundation to help design a community leadership program and CACs, with target date of January 2012. The Ombudsman office is working with peers

		<p>and family on what are the leadership skills needed, identify new opportunities.</p> <p>Attendees are concerned with individuals afraid to speak up in fear of retaliation, their opinion doesn't matter and change is scary and how MY LIFE generates excitement and "walk it not talk it".</p> <p>Suicide Intervention – Close engagement/collaboration to problem solve, a shift from original case management to a relationship based model. Behavioral health tends to think about suicide as a specialty referral and the challenge is that suicide is fundamentally:</p> <ul style="list-style-type: none"> <li>• perception that "I'm a burden to others, my life is not worth as much as my death to my family, not making a contribution"</li> <li>• not connecting in a meaningful way with others.</li> </ul> <p>The task force is working to accomplish:</p> <ul style="list-style-type: none"> <li>• Workforce to change the culture of specialty referral, comfortable speaking about suicide, ASIST training for 2,076 staff</li> <li>• Community issue, new training to engage family</li> <li>• Peers as related to suicide, build a support system, alter relationships with the clinics, honest and open discussions</li> <li>• Improved wrap services for families and recipients, Suicide Survivors Attempt Group at the Arcadia clinic, with a launch date of July 15<sup>th</sup></li> </ul> <p>Families and recipients can call the CRN Crisis Line, EMPACT, ACT Team if needed.</p> <p>National attention is being given to suicide prevention, suicide is not inevitable, there can be a second chance. The Veteran's Administration is working on suicide prevention. It is possible to change an individual from thoughts of suicide. Veterans/military, older white males, Alaskan natives, American Indians, and GLBTQ youth have a higher risk of suicide than the general population by 2-3 times. Individuals with a serious mental illness have a 12-13 times higher than the general population.</p> <p>ASIST Training is available through the Magellan Learning Center for anyone, peers, family members, peer and family run organizations. Suggestion to have ASIST training at a CAC meeting, further discussion in the Suicide Intervention Task Force.</p>
Open Forum	All	<p>Attendee has concern with public transportation drivers and their attitude towards individuals with a mental illness. The concerns should be taken to the provider, site administrator, and customer service. There can be oversight with the transportation company flagging a specific driver, this driver will not be</p>

		<p>sent to transport our recipients.</p> <p>Attendee asked about system coordination between prisons and behavioral health. Trish Bleth is making presentations to correctional officers in prisons on recovery and resiliency, discharge planning, the training is being very well accepted, working on training peers to give presentations. David's Hope works with the prison population. Help is needed for housing, SSI applications. NAMI is having a presentation on navigating the behavioral health system which may be helpful for this population.</p> <p>Attendee has a concern with clinic transfers, feels being mistreated by clinic staff, will speak with Mary Robson after the meeting.</p> <p>Attendee is concerned there is no connection between CPS and Magellan. Magellan and CPS hold monthly collaboration meetings, working to build a strong community relationship. Magellan is working to build relationships with other state departments for a better collaboration on the same issues and concerns.</p> <p>Yvette Townsend of Mary's Mission said that her organization is run by veterans. Coach Carl Hardgrave on VoiceAmerica.com/sports channel interviewed Yvette to address behavioral health and veterans.</p> <p>There was discussion how the community needs to come together to work on behavioral health as a community concern not just with behavioral health providers.</p> <p>Attendee is concerned with the under representation of GMH/SA with the family peer membership.</p> <p>Information on AHCCCS changes will be made available when Magellan receives the information. AHCCCS held a public forum today regarding benefits eliminated for childless adults. The next meeting is June 23, 2011.</p>
<p>Agenda Items for Future Meetings</p>		<p>Community Investment CIT Training Health and Wellness Correctional Release</p>
<p>Next Meeting: July 6, 2011, 6pm, Cottonwood, 4801 E. Washington</p>		
<p>Call to Order: 6:00 pm Adjourned: 7:30 pm</p>		