



## Suicide deterrent project meets major goals, seeks to do more

Who is most at risk of suicide? Older white males, veterans and Native Americans, are all groups that experience at least two times greater risk of suicide than the general population. But if you really want to know who is at greatest risk for ending their lives, the answer is simple—people who live with serious mental illness (SMI). For them, the risk is estimated to be six to 12 times greater than that of the general population.

Kicked off in late 2009 by Magellan of Arizona, its service provider partners, the Arizona Department of Health Services/Division of Behavioral Health Services and community stakeholders, the Programmatic Suicide Deterrent System project has focused on reducing the suicide rate for individuals with SMI served by central Arizona's public behavioral system. To date, the project has reached several key milestones in its multi-year plan to bring the suicide rate to zero for this group.

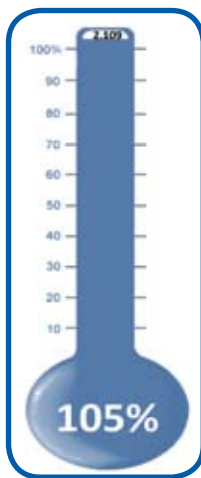
### Trained to ASIST

In May 2011, Magellan and the provider community reached the goal of sending 2,000 behavioral health care workers through the two-day Applied Suicide Intervention Skills Training (ASIST). Since then, they've even topped that number, training more than 2,100 as of the beginning of July. Central Arizona health care workers join the more than one million individuals around the world who have taken ASIST. This best-practice training provides the tools and builds the

confidence needed to intervene with those experiencing suicidal thoughts.

### Support from those who've been there

In July 2011, Magellan and its provider partners Crisis Response Network and TERROS launched a support group for individuals in the behavioral health system who have attempted suicide. This group is led by two trained peers—individuals receiving services through the RBHA who have actually survived a suicide attempt—and supported by a clinician. Its purpose is to reach out to suicide survivors to help erase stigma surrounding the suicide attempt, share recovery strategies and build a sense of belonging and connectedness.



More than 2,100 behavioral health care workers have been trained in ASIST.

### Changing the system at its core

Beyond achieving its training and support goals, the project has made even more sweeping changes in attitudes within the behavioral health system. Suicide prevention—once seen as a function outside of the main

business of behavioral health care—is now taking its rightful place at the very core of the system.

Commenting on this shift, Trish Johnson, business office manager for TERROS Inc., said, "The culture of how to deal with suicide has changed. Initially I saw a lot of resistance from my front office staff but the impact was tremendous. Before when a client would approach the window, the typical response may have been, 'someone get a clinician,' and with the staff unsure what to say to the client other than 'please have a seat and someone will come out to talk to you.' Now the response is, 'we are here to help.'"

### Reaching the ultimate finish line

More is still left to do. Progress is being made in helping families become a part of the recovery process and in developing the clinical care tools, policies and procedures to nurture and sustain effective change. Other areas of focus include fostering community integration and including best practices regarding race and equity.

Richard Clarke, Ph.D., CEO of Magellan Health Services of Arizona, has noted that the suicide rate within the behavioral health system has come down by almost 50 percent since 2007. But he goes on to say, "we will not rest until we have eliminated suicide deaths for those we serve."

## Integrating an outcomes focus throughout all systems of care

Magellan Health Services of Arizona is working to introduce the next generation of behavioral health care—one that achieves outcomes where people live, work and play. Our goal is to better serve those in our care who are seeking hope and recovery. We began our mission to support and cultivate a healthy behavioral health care system in 2009 with the launch of a provider outcomes dashboard for the adult system of care. This innovative tool measures efforts to strengthen the behavioral health system based on a series of core metrics. The online dashboard provides information to service recipients, their families and providers about areas that are working well and those that need improvement.

In 2010 Magellan introduced a version for the children's system, which monitors month-over-month progress of 14 key metrics grouped into the categories of national outcomes, functional outcomes age 0 to four and functional outcomes ages five to 17. Metrics include measures such as educational status, emotional status, lives with family and avoids delinquency.

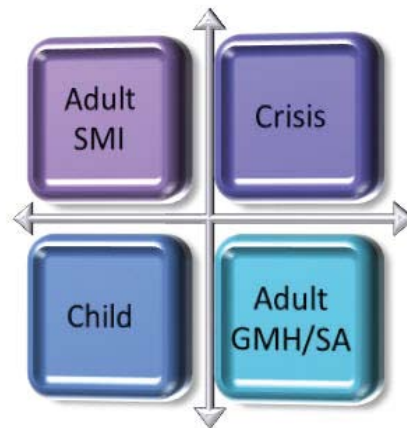
In July 2011, Magellan announced the launch of its adult general mental health/substance abuse (GMH/SA) provider outcomes dashboard. The dashboard contains 14 key

indicators under the following four outcomes areas: clinical, coordination, recovery and accountability.

"The launch of the GMH/SA Provider Outcomes Dashboard represents an evolution toward integrating an outcomes focus throughout all systems of care in central Arizona," said Magellan of Arizona's chief of adult services, David Covington. "It is a key strategy in our mission to work collaboratively to provide better results and inform the public of our progress through transparent online publication."

Together Magellan Health Services of Arizona, the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and behavioral health providers have collaborated to develop these innovative provider outcomes dashboards that align our combined efforts in strengthening the behavioral health system based on core metrics. Each dashboard includes critical indicators that are grouped into balanced scorecard categories. The dashboards serve as a report card to monitor and communicate results across the system of care, and allow us to gauge how we are doing as a system—revealing the progress being made by recipients, providers and the entire system.

**Adult SMI system dashboard:** More than 20,000 individuals are served by four adult provider network organizations (PNOs)—CHOICES Network, People of Color Network, Partners In Recovery and Southwest Network—which collaborated in the development and implementation of this dashboard. The Adult SMI dashboard ensures 18 key metrics are monitored for improvements month over month. These measurements include staffing and caseload ratios, employment, individuals' community reintegration and involvement, and much more. Since the tool was launched in March 2009, these agencies have made remarkable progress in a number of key areas and continue to improve their results month over month.



## Suicide Deterrent project nominated for CSG award

Central Arizona's Programmatic Suicide Deterrent System project is a regional finalist for the 2011 Council of State Governments (CSG) National Innovations Award. The awards, which will be announced at the Council of State Government's annual meeting in Hawaii in late July, are designed to spotlight outstanding state programs and to support the transfer of those successful experiences to other states.

Criteria for the awards include the following:

- **Newness** - Will the program be between nine months and five years old by the submission deadline?
- **Creativity** - Does the program represent a new and creative approach to solving a problem or issue?
- **Effectiveness** - Has the program achieved its goals and purposes to this point?
- **Transferability** - Could the program be easily transferred to other states?
- **Significance** - Does the program address significant regional issues or problems that are regional in scope?

To learn more about the Suicide Deterrent project, please visit [www.MagellanofAZ.com/Suicide](http://www.MagellanofAZ.com/Suicide).

*"It is a key strategy in our mission to work collaboratively to provide better results and inform the public of our progress through transparent online publication."*

**Children's system dashboard:** Nearly 22,000 children and adolescents receive services from the organizations within three Children's PNOs—People of Color Network, Southwest Network and Quality Care Network. These PNOs helped develop the dashboard for the children's system of care, which monitors month-over-month progress according to 14 key metrics, which include measures such as increased stability, functional child and family teams (CFTs), and success in school.

**Adult GMH/SA system dashboard:** Approximately 40,000 individuals with general mental health and substance abuse issues receive services from 29 provider organizations. The dashboard for this group of providers was developed by a steering committee that includes TERROS, Jewish Family and Children's Services, SWBH, Valle del Sol, Community Bridges, NOVA, Ebony House and Native American Connections. This dashboard, which launched

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## Judging by character

Richard Clarke, Ph.D., CEO, Magellan of Arizona

*“Work has allowed me to blossom and not be paralyzed by my disability. I have had the pleasure to work with others and mentor them to grow and blossom as well. My success is theirs and their success is mine.” – Diane Walgren, an ordinary person conquering mental illness and making extraordinary contributions*

With September approaching us, I'd like to focus our efforts on National Recovery Month (Sept. 2011), a time when we step up our ongoing efforts to remove the stigma associated with mental illness and promote recovery. As in past years, Magellan and its partners will spend the month of September putting the spotlight on some of the many unsung heroes who are overcoming the challenges of addiction and/or mental illness and achieving health, happiness and a sense of purpose through meaningful work in the community.

Did you know that more than 90 percent of employees agree that their mental health and personal problems affect their professional lives and job performance? Without a healthy public behavioral health system, however, the mental health challenges of employees can have a huge financial impact on businesses. In fact, lost productivity due to untreated mental illness costs the American economy an estimated \$113 billion each year—and U.S. businesses foot an astounding \$44 billion of that bill.

One in four individuals in a given year is affected by mental illness. So, people with mental illness are just like you and me. They have a wide range of skills, experience and education, and many have a deep desire to utilize their talents in the local job market. Yet more than 65 percent of people living with disabilities are not working—not because of personal choice or because their disability is a factor. It's often due to employers simply not knowing they're available—ready and willing, and with the necessary skills and aptitude, to do the job.

## Fifth annual Computer Giveaway Program to kick off National Recovery Month

Magellan Health Services of Arizona will launch its fifth annual Computer Giveaway Program Thursday, Sept. 1, 2011, in recognition of National Recovery Month (Sept. 2011). The program provides Magellan service recipients and their families with a unique and influential recovery tool—a computer!

As part of its fifth annual Computer Giveaway Program, Magellan will give away 280 computers to service recipients and family members involved in their recovery, as well as 20 to peer/family run and provider agencies. That's 300 free computers to aid residents in our community! All qualified service recipients and family members involved in their recovery are encouraged to apply to receive a free computer.

The application process will launch Thursday, Sept. 1, and close Friday, Oct. 7, 2011. Individual and agency applications must be completed and submitted by the 5 p.m., Friday, Oct. 7. Applications will be available at provider agencies, and online in English and Spanish at [www.MagellanofAZ.com/CommunityReinvestment](http://www.MagellanofAZ.com/CommunityReinvestment). Please refer to the application for further information regarding program qualifications and submission process.

“A computer could mean all the difference to a successful recovery and resiliency process for a service recipient,” said Shakira Small, manager of community development and public outreach for Magellan Health Services of Arizona.

## MENTAL ILLNESS 4 strikes 1 in 4

Not only are these potential workers trained and skilled; they often have a drive and work ethic that's unsurpassed. For example, Marriott's disability hiring program, Pathways to Independence, found that its employees with disabilities, including those facing mental health challenges, had only a six percent turnover rate compared to 52 percent for the rest of its workforce. Similarly, Higher Potential, a leader in helping companies hire, recruit and retain talent, found that individuals with disabilities stayed on the job 50 percent longer.

It's incumbent on all of us to spread the word—those fighting mental illness can work, want to work and are ready to make a difference. If you are unsure where to start, I invite you to begin by visiting [www.OneinFour.info](http://www.OneinFour.info). There you'll get an introduction to a number of the many successful “Extraordinary People” who are contributing to the economy, their communities and to others through their work.

Our efforts to fight stigma can never wane, even in the face of continuing uncertainty about funding for our public behavioral health system. We must advocate on behalf of those like Diane Walgren, who I quoted at the start of this note, who ask us “not [to] judge people by their illness, but by their character.” You can read more about Diane, and other “Extraordinary People” on page three of this newsletter or at [www.OneinFour.info](http://www.OneinFour.info).

Thank you for your continued efforts to help our recipients on the path to becoming “Extraordinary People,” as they recover and begin leading healthy and rewarding lives.



To date Magellan has given away 1,070 computers to services recipients and family members involved in their recovery, and peer/family run and provider agencies. The computers are refurbished and come to Arizona from Magellan offices throughout the country. The program is part of Magellan's commitment to community reinvestment in central Arizona.

“Magellan is firmly committed to building a RBHA for central Arizona that is a community-driven model focused on recovery and resiliency and is accountable for superior program outcomes,” said Small. “With this in mind, we have committed to give away computers to the community on a yearly basis.”

For more information about the Computer Giveaway Program, please visit [www.MagellanofAZ.com/CommunityReinvestment](http://www.MagellanofAZ.com/CommunityReinvestment). If you have questions about the Computer Giveaway Program, please contact Shakira Small, at (602) 572-5858 or at [MaricopaCommunityReinvestment@MagellanHealth.com](mailto:MaricopaCommunityReinvestment@MagellanHealth.com).

## Creating a state of mental health readiness

This spring the Arizona Department of Health Services (ADHS) and the other Regional Behavioral Health Authorities (RBHAs) partnered to train community members on Mental Health First Aid (MHFA). Community Partnership of Southern Arizona (CPSA), Cenpatico, Northern Arizona Regional Behavioral Health Authority (NARBHA) and Magellan Health Services hosted five-day MHFA Training of Trainers (TOT) courses. The goal of MHFA's TOT program is to have 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.

During the first week of May, Magellan hosted a five-day MHFA TOT course in Phoenix, Ariz. Nearly 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 became certified Mental Health First Aid instructors. Those who completed the trainings became certified in MHFA and have committed to conduct at least three MHFA 12-hour training courses by the end of the calendar year. The targeted audience for the course is those who have broad com-

## Kicking a ball down the path of recovery

When is a game of kickball not just a game of kickball? When it becomes a life-changing event, not just for people served by the central Arizona behavioral health system, but also for those who serve them.

To understand the significance of kickball, we have to go back to 2009. At that time, several service provider agencies within the central Arizona behavioral health system realized that they had a number of programs and activities that intersected. The leadership of Partners In Recovery, Recovery Innovations, Marc Center, Jewish Family and Children's Services, Visions of Hope, Stand Together and Recover (S.T.A.R.), and CHEEERS got together and decided to come up with an event that would encourage physical activity among service recipients. What would be fun, exciting and require a minimum of equipment? Kickball, of course!

To make the “Duel in the Desert” a reality, a cross-agency workgroup formed. Teams of service recipients with no more than two agency employees were put together. Magellan, state, and agency leaders, including Dr. Richard Clarke, David Covington, Dr. Laura Nelson, Ann Ronan and Ted Williams, volunteered to be umpires, and Greg Dicharry served as the master of ceremonies. The workgroup purchased trophies, planned food for the event and invited recipients' families to attend the games, while Cheryl Anderson, director of recovery support services for Marc Center, helped organize the team rosters.

The first event was a great success. Three to four hundred people attended, and everyone had fun. The response was so overwhelmingly positive, that the agencies decided to make this a regular quarterly event (with bowling in the summer). Now called the Tournament of Champions, the kickball challenge builds camaraderie among service recipients and agencies, and promotes health and wellness. S.T.A.R.'s peer-run catering service provides fun and nutritious food for the tournaments.

The spring 2011 Tournament of Champions featured co-ed eight teams. Opening ceremonies began at 9:30 a.m. with the National Anthem, and then play began. The tournament is a double elimination contest to get to the top three teams. First-, second- and third-place teams received awards, but each team and player received recognition as well.

In addition to the games, recipients' family members enjoyed face painting, clowns, Tai Chi, bocce ball and other activities. Screenings for the Arizona Health Care Cost Con-

munity reach (first responders, faith communities, community centers, etc.). The Mental Health First Aid course is a 12-hour course taught over two days. In addition, Magellan Health Services of Arizona will be adding the 12-Hour Mental Health First Aid training course to their training catalog. If you or your organization are interested in Mental Health First Aid, please e-mail [MaricopaCommunityRelations@MagellanHealth.com](mailto:MaricopaCommunityRelations@MagellanHealth.com) to learn more about the next available course in the central Arizona area.

### About Mental Health First Aid:

Mental Health First Aid originated in Melbourne, Australia. MHFA aims to educate members of the public in how to support someone in a mental health crisis situation. 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 MHFA to the United State. More information is available on the MHFA website at [www.MentalHealthFirstAid.org/cs/](http://www.MentalHealthFirstAid.org/cs/).



*Gareth, a member of the Marc Center's West Side Warriors, is cheered on as he makes a powerful kick for his team.*

tainment System were also available, and a nurse was on hand to ensure everyone stayed hydrated and feeling well. More than just fun events, the tournaments help recipients and agency personnel bond and form lasting friendships. And through the intermingling of agencies, the tournaments also give service recipients the opportunity to learn more about the broader set of agency activities and events they might want to join.

Some of the agency and RBHA leaders recently commented on these tournaments:

“One of the great things [about the tournament] is the level of cross-community collaboration it creates among the agencies,” said Christy Dye, chief executive officer of Partners In Recovery. “On the participant side, there are all of these friendly rivalries.”

“Recipients hold regular monthly practices now,” said Jennifer Hill, director of adult and youth services for Visions of Hope. “It's really increased their physical abilities and their overall health and socialization.”

“They show up being their best,” said Hoa Mai, director of recovery services for Recovery Innovations. “For example, I saw someone get hurt, and no more than a second later, I saw a number of people rush over to make sure the person was OK.”

“Being an umpire is a lot of fun,” said David Covington, chief of adult services for Magellan. “We umpires take the stance that equalization is good. We don't buy into blowouts, and we want the underdog—whether it's a person or a team—to do well.”

Mitchell Klein, chief executive officer of CHEEERS, summed up the experience, “It's a wonderful opportunity for people to participate and not feel that somebody's a winner and somebody's a loser. Everyone's a winner.”

## Three ordinary people share their extraordinary stories of recovery

Magellan and its partners thought National Recovery Month (Sept. 2011) was the perfect opportunity to spotlight three “Extraordinary People,” who are using their recovery to make valuable contributions despite the challenges associated with mental illness or dealing with substance abuse issues.

While Jamie, Matt and Hayley are ordinary people, they are extraordinary in their determination to overcome substance abuse 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, promote recovery and demonstrate the overall progress and specific accomplishments of the central Arizona mental health system. Meet more “Extraordinary People” at [www.OneinFour.info](http://www.OneinFour.info).

### Meet Jamie Fuller

Jamie Fuller was living a life she hated, but she didn't feel as if she deserved better. She had been addicted to drugs and alcohol for more than 13 years, struggled with depression, spent countless nights in jail, and was in an extremely abusive relationship in which she was beaten almost daily by her boyfriend.

“I had such low self-esteem that I really didn't feel like I was worth anything,” she said.

At one of the loneliest and darkest times in her life, Jamie discovered that she was pregnant. This was a defining moment and changed things for her. She had been through a series of treatment programs in the past, but had not been able to remain sober.

“I went to treatment, but I never had any hope,” she said.

Her pregnancy led her to a long-term program for women called the Center for Hope, a program of Community Bridges. The Center for Hope offered Jamie a comprehensive program designed to address underlying trauma associated with her substance abuse. Jamie made a commitment to the program where she received services to address what she believes ultimately helped her to stay clean and sober and begin a new life.

“All of the supportive staff helped me to feel like a human being again,” Jamie said. “I wasn't just a number to them, and I really believe that I wouldn't be alive today if it weren't for their support and intervention.”

Today, Jamie is sober and in recovery. She is the proud mother of a healthy, rambunctious four year-old boy born while she was at the Center for Hope, and she has rebuilt her relationship with her 18-year-old daughter. Since Jamie's recovery process began, she has



Jamie Fuller

overcome so many barriers that had once been roadblocks. With the right support and assistance, she was able to address legal issues, employment, housing, custody issues and abusive relationships.

Jamie has learned how to love herself again. Today she is building on her future. Two years ago, Jamie was offered a full-time job at Community Bridges in clinical operations and then transferred to the organization's new women's outpatient program called ASPIRE. Jamie is the housing specialist who helps women find help, hope and supportive housing.

“I survived my past and now I am stepping into a future that was meant for me,” Jamie said. “My past no longer has a hold on me. It took me awhile to realize just how precious and special I am, as well as the family and friends who have rallied around me. When I think about the years I've wasted, I get emotional. I just didn't see that I was worth it back then. Now I can say, ‘Heck yeah, I'm definitely worth it!’”

### Meet Matt Smith

When you're filling your body with heroin, crack cocaine, marijuana and alcohol on a daily basis, you live your life in a haze of nothingness. That was Matt Smith's world for more than a decade. At the age of 11, Matt was experiencing crippling anxiety and severe depression, and he began drinking and using drugs. As he became a teenager, his substance abuse progressed in frequency and to dangerous levels of harder drugs. He was failing school, was involved in gang activity and at one point, was so depressed at his situation that he tried to kill himself by overdosing on the drugs he was using.

“I had been in and out of treatment programs, but nothing really stuck with me,” Matt said. “I hated my life and would get high to escape from thinking about my life. Then, after I would get sober and realize the things I did when I was high, I'd get high again to forget what I did when I was under the influence. It was a horrible cycle.”

Fortunately for Matt, he found the support and recovery services he needed through the Valley Hope alcohol and drug treatment association in Chandler and has been clean for more than two years. During that time, he also found fulfilling work as a peer support specialist for Community Bridges' Journey Outpatient Behavioral Health Center where he not only helps others through their substance abuse issues, but also helps himself in his own recovery by sharing his story.



Matt Smith

“To see the lights go on for another individual in treatment makes it all worth it,” he said. “I think about all of the people I hurt when I was getting loaded and all of the friends I've lost along the way, and I feel it's my responsibility—no, it's an honor—to help other people in their recovery.”

Matt wants to remind anyone who may be struggling with addiction and mental illness that as dark as everything may seem in their life, there is always hope to turn things around.

“As long as you're open and honest about your addiction, there is hope.”



### Meet Hayley Winterberg

Hayley Winterberg is not shy about her mental illness. In fact, she shares her story with anyone who will listen because she wants people to understand that living with mental health challenges doesn't mean she's “crazy.”

Not only has Hayley overcome the stigma associated with her own mental illness, she has worked for several years as a youth advocate and founding member of MY LIFE (Magellan Youth Leaders Inspiring Future Empowerment) to educate other youth about the issues of mental health, foster care and substance abuse, and to help them make positive changes in their own lives.

“There are a lot of youth who are going through the same things that I went through, and they need to know that they're not alone,” she said. “It's important that they have the confidence they need to feel that they can overcome their struggles. I have always believed that in unity, there are strengths, and all youth, whether mentally ill or not, need a place to turn, become organized, be loved, and be recognized for their potential contribution to society.”

Hayley has been recognized nationally for her advocacy work in the youth mental health system. She recently was awarded the Mpower Award from Mental Health America in Washington, D.C. Only one person is selected annually for this national honor, which celebrates the life and work of a teenager who has spoken out about mental health issues to educate his or her peers and fight stigma.

Hayley tells her story in a very matter-of-fact way, which is surprising since her history involves being surrounded by substance abuse, mental illness, domestic violence and homelessness. In fact, many times, Hayley was on the verge of suicide. At age 16, that was an almost overwhelming life situation to handle—almost.



Hayley Winterberg

Hayley found help through various behavioral health services and compassionate adult and peer mentors. She made school a top priority and became involved in the mental health community, where she discovered that she wasn't “crazy,” and that there were other youth out there just like her.

She excelled in high school and graduated early at just 16 years old. Next on her life's “to-do” list is to graduate from college, which she is scheduled to do this year from Phoenix College. She wants to continue to be a good role model for other youth and make a difference in their lives. She also continues her mental health advocacy work and is very involved on the county, state and national levels in the planning and implementation of systemwide transformations to improve mental health services for youth.

“What a shame it would be if mentally challenged young people were written off or ignored as outsiders and somehow disadvantaged through prejudice or indifference just because of the illness they have,” Hayley said. “It's really important to involve youth in our own recovery and in other issues facing us. After all, if young people are the future, it might be a good idea to start including us now!”

## Dashboards

*Continued from page 1*

in July 2011, provides month-over-month monitoring of 14 key metrics grouped into the categories of clinical, engagement/collaboration, coordination of care/accountability, and race and equity. The metrics include measures such as reduction in substance abuse, recovery support and hospital readmits (30 days).

“Outcomes are the compass that tells us if we're heading in the right direction to ensure the people we serve are living meaningful lives in the community,” said Covington. “The outcomes dashboards provide accountability and transparency. They are helping to shift the emphasis from how well professionals and programs are doing to how well the individual is doing in achieving his or her own goals.”

The move toward transparent outcomes measurement was recognized nationally when Arizona was chosen as a 2010 finalist for the Council of State Governments' Innovations Award.

Later this year, Magellan plans to implement, in partnership with ADHS/DBHS and the provider community, a Facility-based Crisis Provider Outcomes Dashboard. The dashboard will monitor month-over-month progress of 16 metrics. Examples of these metrics include average length of stay, law enforcement referral wait time, and routine care. Magellan and its partners plan to launch several other dashboards in the coming months, including dashboards for consumer-run organizations, telephonic/mobile/rapid response crisis services and the Assertive Community Treatment breakout. To access the dashboards, please visit [www.MagellanofAZ.com/Dashboards](http://www.MagellanofAZ.com/Dashboards).

# Magellan Health Services of Arizona news briefs and updates

**New web page includes information and resources on proposed changes to AHCCCS**  
Magellan Health Services of Arizona has created a new web page on [MagellanofAZ.com](http://MagellanofAZ.com) to keep providers, service recipients and the community up to date on the changes to the Arizona Health Care Cost Containment System (AHCCCS) spelled out in the FY12 Arizona budget and Governor Jan Brewer's Medicaid reform plan. Please take a few minutes to review the page and take advantage of the resources found there, which include frequently asked questions (FAQ) documents, free trainings, community resource guides and more. Please encourage those you know who may be affected by this freeze to visit the page for more information on the freeze on enrollment in AHCCCS for childless adults, which took effect July 8, 2011. To access the page, please visit [www.MagellanofAZ.com](http://www.MagellanofAZ.com), About MagellanofAZ tab, and click on the FY12 Budget Impacts on Eligibility for AHCCCS Care page.

## Magellan and Community Bridges open Access Point and Transition Point behavioral health facilities

Magellan Health Services of Arizona, the Regional Behavioral Health Authority for central Arizona, and Community Bridges, Inc., a long-time provider of integrated behavioral health services in Arizona, in August will launch Access Point and Transition Point behavioral health facilities in the West Valley. Co-located at 824 N. 99th Avenue, Avondale, Ariz. 85323, these facilities will provide intake, support and assessment services (Access Point) and limited-time residential services (Transition Point) for individuals experiencing mental health or substance abuse issues, 24 hours per day, seven days per week.



Access Point and Transition Point are set to open in August 2011.

"The West Valley has experienced significant growth over the past decade, and until now lacked any 24/7 facilities other than hospital emergency rooms to address the needs of those with behavioral health issues," said Richard Clarke, Ph.D., chief executive officer of Magellan Health Services of Arizona. "Add to this the pressure created by significant cuts to behavioral health services in central Arizona over the last four years, and the need for facilities like Access Point and Transition Point becomes clear."

"Access Point and Transition Point are designed to bridge the gap in the public behavioral health system between inpatient and crisis services on one end of the spectrum and routine behavioral health care on the other," said Dr. Frank Scarpati, President/CEO of Community Bridges, Inc. "By providing early intervention, assessment and transition support, these

facilities will ensure those who need services have the appropriate level of treatment and are not entering higher, more costly and restrictive levels of care when the higher level of care may not be necessary."

Access Point will serve primarily as an entry point for transfers, walk-ins and drop-offs and will provide 24-hour triage, assessment, brief intervention, and transition support. Transition Point will provide stabilizing care for individuals who could benefit clinically from brief residential services for three to five days.



During a recent open house, Community Bridges staff provided tours of Access Point and Transition Point.

These facilities also have the potential to decrease the number of people who go to emergency rooms for behavioral health services, thereby reducing the 'wait time' and increasing availability to address true medical emergencies in emergency rooms. In addition, it is anticipated that they will free up costly and limited police, fire and EMT resources by giving West Valley first responders a conveniently located place to take those experiencing behavior health challenges.

Magellan and Community Bridges, Inc. are scheduled to open East Valley Access Point and Transition Point facilities in August 2011.

For more information about the West Valley Access Point and Transition Point facilities, please access: [www.CommunityBridgesAz.org](http://www.CommunityBridgesAz.org) or call the Community Bridges 24/7 Access to Care line at (877) 931-9142.

## Magellan to celebrate National Disability Employment Awareness Month (Oct. 2011) with of employment fair

Magellan Health Services of Arizona believes that people living with disabilities have the capacity to learn, grow and achieve a life filled with meaning and purpose. With this in mind, Magellan of Arizona, in collaboration with community service agencies, hosted a series of employment events during the past four years for central Arizona residents living with disabilities in honor of the Department of Labor's National Disability Employment Awareness Month (Oct. 2011). Congress designated October as National Disability Employment Awareness Month in 1988. The U.S. Labor Department's Office of Disability Employment Policy recently announced this year's theme, "Profit by Investing in Workers with Disabilities." The theme honors the contributions of workers with disabilities and serves to inform the public that they represent a highly skilled talent pool that can help employers compete in today's global economy.

This year Magellan of Arizona and its partners will once again host an employment fair to help connect employers with qualified job candidates living with a disability. The goal of the employment fair is to empower people with disabilities to have meaningful lives in their communities by connecting them to employment opportunities. Employers will meet directly with qualified, able people seeking employment. The fourth annual fair, "Careers and community for an untapped talent pool: Workforce diversity includes workers with disabilities," will take place Friday, Oct. 14, 2011, from 9 a.m. to 2 p.m., at Bill Wilson Hall (2770 E. Van Buren St., in Phoenix). The event is free and open to the public, and will give people with disabilities the opportunity to enhance their interview skills, receive résumé assistance and directly access employers currently looking to fill positions within their organizations. For more details on the fair, please visit [www.MagellanofAZ.com/RehabServices](http://www.MagellanofAZ.com/RehabServices).

**MY LIFE youth group expands, bringing their message to Pennsylvania and younger crowd**  
Magellan Health Services of Arizona youth leadership group, Magellan Youth Leaders Inspiring Future Empowerment (MY LIFE), is continuing to grow and expand its outreach and impact. Since 2008, the group has been devoted to empowering youth to make a positive impact on Arizona's behavioral health system, as well as in their larger community. The group of nearly 90 members consists of youth ages 13 to 23, who have experience with mental health, substance abuse, juvenile justice and/or foster care-related issues. Through regular meetings, local and national workshops, presentations and hip-hop performances the group empowers youth by giving them a voice in helping to improve youth and young adult programs and services in their communities.

Earlier this year, MY LIFE expanded their efforts and membership to include four new chapters in Pa., where Magellan Health Services manages behavioral health services for HealthChoices, who has served thousands of members in Bucks, Delaware, Lehigh Valley, Montgomery and Northampton counties since 1997. In total, more than 100 youth make up the Bucks, Delaware, Lehigh Valley and Montgomery chapters. Similar to MY LIFE Arizona, these chapters are effecting change for youth in their communities. In fact, the groups are working to bring MY LIFE's annual youth involvement festival, MY Fest, to their communities this fall. Since its inception in 2008 "MY Fest Arizona" has had a total attendance of more than 14,000 people. "MY LIFE Pennsylvania" will host two festivals this fall: "MY Fest PA" will take place in Norristown, Pa., on Saturday, Sept. 17, 2011; and "MY Fest Lehigh Valley" will take place in Allentown, Pa., on Saturday, Oct. 8, 2011.



In addition to expanding to Pa., MY LIFE Arizona recently launched MY LIFE Discovery, an innovative new youth group geared for youth ages eight to 13 that is led by young adult leaders of MY LIFE youth group. The leaders work with adult staff to create a peer-supported environment that encourages the MY LIFE Discovery members to practice social skills, make friends, have fun and learn about a variety of topics. The group focuses on issues such as bullying, building healthy relationships, peer pressure, anger management, mental health, substance abuse, boundaries, academics and other important issues affecting youth while providing opportunities for them to discover and practice their strengths and talents, and gain a new sense of purpose and direction. For more information about MY LIFE and MY LIFE Discovery, please visit [www.MagellanofAZ.com/MYLIFE](http://www.MagellanofAZ.com/MYLIFE) or follow the group on Facebook at [www.Facebook.com/MYLIFEYouth](http://www.Facebook.com/MYLIFEYouth).

## Magellan of Arizona's Learning and Performance Department helping you reach your learning goals

Sign up today for one of three free training opportunities offered by Magellan's Learning and Performance Department:

*Police as First Responders*, presented by Tom Gussie, Mesa Police Department, on Tuesday, Aug. 16, from 9 to 11 a.m. Learn how police officers interact as first responders with the mindset of providing safety of all involved. Learn how police officers assess the situation and the potential for harm or loss of life. Review the appropriate levels of force and rules of engagement to be used. Learn about Crisis Intervention Trained (CIT) officers and the benefits to utilizing these officers with individuals who are having a mental health crisis.

*Sexual Orientation and Gender Identity Overview*, presented by Kelly Finn MSW, LCSW, LISAC, on Friday, Sept. 30, from 8:30 a.m. to 12 p.m. Learn the truth behind the myths and stereotypes about LGBTQ individuals. This course will define basic terms related to the LGBTQ community. We will name the concepts associated with LGBTQ issues historically. We will describe how homophobia, biphobia, transphobia affect both the LGBTQ community and the "straight" community. You will be able to describe the stages in the "coming out" process and understand the importance of these concepts in clinical work.

*Compulsive Hoarding*, presented by Kathy Corley-Okon, Magellan of Arizona learning specialist, on Thursday, Oct. 27, from 9 to 10:30 a.m. This course reviews the disorders most frequently associated with hoarding behavior. It gives information on the common features of hoarding behavior, why individuals hoard and some of the consequences of hoarding. The course also reviews common treatments for hoarding behavior.

All classes will take place at Magellan's Learning and Performance Center (4801 E. Washington St., in Phoenix). To register for one of the classes above or to view the 2011 learning catalog, please visit the ACHIEVE website at <https://Magellan.Learn.com/AZ>. If you have questions about how the Magellan Learning and Performance Department can support you in reaching your learning goals, please e-mail [AchieveAZ@MagellanHealth.com](mailto:AchieveAZ@MagellanHealth.com).

## Magellan's chief of adult services selected to serve on National Council for Community Behavioral Healthcare's Board of Directors

David Covington, chief of adult services for Magellan of Arizona, was recently selected to serve on the National Council for Community Behavioral Healthcare's Board of Directors. David will represent region eight, which includes Arizona, Colorado, Montana, North Dakota, South Dakota, Utah and Wyoming.



David Covington

**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](mailto: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).