



Child & Family Advisory Partnership Minutes



Date of Meeting: Wednesday, September 28, 2011 Meeting Time: 5:30-7:30pm	Location of Meeting: Family Involvement Center (FIC) 1430 E. Indian School Road, Suite 110 Phoenix, AZ 85014
Co-Chairs: Shawn Thiele, Magellan of Arizona Toni Issadore, Family Involvement Center Notes: Don VandenBrul Spanish Interpretation: Mario Barajas	
Attendees: Hayley Winterberg Don VandenBrul Jim Dunn Kelly Garrigan Lillian Armstrong Stacy Kennedy Patti Ritchie Gary Brennan Mary Robson Louis Gollard René Kuehne Wayne Warren Thelma Williams Kandy Luty Kevin Flynn Toni Issadore Mario Barajas Shannon Gamache Estella Gomez Zira McConnell Maravin Lopez Jane Kallal Minerva Serrano Erica Goble Don Erickson Holly Dixon Paula Carrillo Sharon Osweiler Shawn Thiele Marty White Leza Allen Evans	
Introductions	<p>Tonight’s meeting participants stated their names and professional/family affiliations and then reviewed the minutes from the meeting of August 31, 2011. Shawn Thiele shared the value of reviewing the minutes because sometimes the notetaker can not catch it all during a robust discussion. Please let Magellan know if you see any other changes that need to be made in order to ensure accuracy. Minutes from previous meetings can be found on the Magellan website www.magellanofaz.com.</p> <p>Shawn also apologized for having the meeting on Rosh Hashanah because some family members would be unable to attend the meeting tonight.</p> <p>Shawn announced that there will be no meeting in November. The December meeting will be held on December 14, 2011 at 5:30pm, due to the holiday season.</p>

	<p>It was suggested that the Child and Family Advisory Partnership meeting join with the Adult System of Care Community Council meeting for one month to discuss transition. This suggestion was tabled until after January 1, 2012 so that the Child & Family Advisory Partnership meeting can be strengthened.</p> <p>It was suggested that the October meeting will deal with the Birth-to-5 Best for Babies initiative started by Judge Ballinger. They are looking for participants with expertise in this area.</p> <p>It was further suggested the December meeting will talk about out-of-home placement as it relates to the Substance Abuse and Mental Health Services Administration (SAMHSA) dialogue regarding the Building Bridges Initiative between the community and out-of-home placements. They are looking for participation from out-of-home providers and parent leaders.</p>
<p style="text-align: center;">Updates, Announcements, Updates, and Information Sharing</p>	<p>The October Magellan Calendar of Events and training is available for pickup at today's meeting. There were complaints that the calendar is not being distributed. This will now be available monthly.</p> <p>Louis Gollard, Magellan Division of Developmental Disabilities (DDD) liaison talked about the Autism Speaks' October 30th Walk. Magellan is a sponsor and is organizing a walk team. Autism Speaks educates the community about Autism and the Autism spectrum disorders. They work together with SAARC (Southwest Autism Research and Resource Center). 5600 people in Arizona have an autism diagnosis. Approximately 2700 individuals diagnosed with Autism are served by Magellan.</p> <p>Gary Brennan added that autism programs need to educate families on how to qualify for extended benefits. We need to look at the family as a family in need. Shawn replied that since Louis has started at Magellan more information has been put out to the public and more families have been helped. She also indicated that Louis and his staff will be asked to present at a future meeting.</p> <p>Gary Brennan also mentioned that a fully-integrated health benefits package should be available using the Individualized Education Plan for autistic children. All services for these children should be part of covered services. It may require lobbyists to make this happen.</p> <p>A Family Involvement Center employee talked about first responder support. Is training being provided for those who deal with people with autism who need first responder services. The consensus was that this training needs to be done by Magellan as was done previously. Crisis Intervention also gets training. There needs to be a follow up on available training.</p> <p>A representative from Crisis Response Network indicated that a D1 team is specially trained in working with dually-enrolled individuals. They need to be part of training 1st responders. Always ask if there is an officer with CIT (Crisis Intervention Team) training. Firestrong.org is a website with resources for 1st responders.</p>

	<p>Toni Issadore announced that there is another Mental Health First Aid training being held at the Family Involvement Center beginning on October 17, 2011. So far 90 persons have been trained since May 2011. There are three spots for community members at this training.</p> <p>Hayley Winterberg asked providers and other agencies to host a food donation box for the Statewide Youth Driven Food Drive. A poster created as a part of a contest will publicize the drive. Submissions are currently being judged. There will be a gallery viewing on October 8th in Yuma. Magellan will publicize the locations of food boxes.</p> <p>The local beneficiary of the food drive is the John C Lincoln Hospital Desert Mission Food Bank. This agency is also an integrated provider of services for children and eventually for adults. They have a food bank, behavioral health and medical facilities, as well as a school. They are looking for families to serve.</p> <p>Kelly Garrigan from the Family Involvement Center talked about their showcase event for October. They are sponsoring a Deaf Community Outreach Session on October 20th at FIC. The event will begin at 5pm and is co-sponsored by People of Color Network.</p> <p>Erica Goble talked about MYLIFE Discovery, a program for children ages 8-13. Their meetings are held on the 1st Tuesday of each month at the New Leaf facility in downtown Glendale beginning at 5:30pm. Each meeting's topics are also topics discussed at the MYLIFE meetings. The October meeting will focus on boundaries.</p> <p>Jane Kallal mentioned the recent deaths of two friends of the children's behavioral health system. Melanie Eldridge and Frances Salinas will be greatly missed by all of us.</p> <p>Finally, Don VandenBrul mentioned that the 2012 NAMI Walk (National Alliance on Mental Illness) will be held on March 25, 2012 at noon at Tempe Beach Park.</p>
<p>Presentation CFAP Meeting Format</p>	<p>Shawn opened the presentation on the CFAP meeting format by providing a little history. Three and one-half years ago a dialogue began about how to restructure the CFAP meeting which had dwindled to a small number of participants. The result was that the meeting would be opened up to more stakeholders. The result of that change was that there were too many stakeholders and not enough family members. It was decided to reach out to families to get more participation. This was done by letting providers know that the meeting could be billable so that transportation and support are available. 60 to 80 persons started showing up at meetings.</p> <p>System of Care topics were integrated into the agenda as well as an open discussion about what was working and what wasn't working. The result was that families felt they needed to tell their life story to get help and providers felt they were being "thrown under the bus."</p> <p>Networking is now emphasized and system of care issues are part of each presentation. Recent feedback</p>

indicates that when meeting topics are available in advance there are more resources available at meetings. The problem that now concerns participants is that open forums have disappeared and there is little opportunity for individual situation feedback. In addition, preferred facilitators are often not at meetings and guest facilitators come unprepared to meetings. Shawn and Toni indicated that it is not always feasible for the same facilitator to be at every meeting.

The rest of the night's presentation was an opportunity for participants to provide feedback on what works and doesn't work at meetings.

Kandy Luty: There is no opportunity for connection and no Qualified Service Provider representation.

Réné Kuehne: The meeting used to be an opportunity to learn how to navigate services, transition for example. Now it is about the business of the system. Family members would exchange ideas and have the opportunity to learn from experienced families who are part of provider networks and provide help.

Lillian Armstrong: There is no publicity about meetings at providers.

Don Erickson: Some of the Provider Network Organizations have opportunities for families to interact with each other that pull families away from this meeting. There is sometimes a failure to publicize the CFAP meeting. Shawn responded that there is an opportunity to share programs at PNO's with CFAP participation.

Crisis Response Network employee: Explain the grievance process and provide grievance tools. Shawn responded by indicating that this is not a grievance meeting.

Shannon Gamache: Collaborate to get theme ideas from families; what do families want? This might result in a deeper dialogue.

Gary Brennan: Time is valuable. We might be spreading our message too thinly across too many agencies each night. Focus our message to one message each month.

Jane Kallal: Panel discussions can utilize family leaders and representation from multiple agencies. She also indicated that the meetings need to bring families hope.

Don VandenBrul: Discussion about how to make presentations family friendly. They need to become less technical and provide more information in simpler terms. Too often it feels like Magellan propaganda. There is little opportunity for feedback from meeting participants. The PowerPoint presentations often are so cluttered with information that none of it is easily digested.

Réné Kuehne: Agreed with previous comments about being family friendly. She sees value in hearing about how families deal with situations that arise at meetings; in other words, lived experiences. An example is when parents talk about experiences with law enforcement.

Kelly Garrigan: An opportunity to digest material presented is crucial. This should be in the form of questions or dialogue.

Sharon Osweiler: Tent cards at each seat identifying professional affiliation.

Jane Kallal: Greeters should help first time visitors with a quick orientation. An acronym was also recommended.

Parent: As a first time visitor I am intimidated by the level of provider participation. I wondered if this meeting is for providers or families. She is hoping to learn about how to access services for her child with special needs. Will I be able to get help for my child? How do I keep my child out of the hospital and medicated? She needs to learn strategies to deal with my child. She is anxious to learn any way she can. She attends as many meetings as possible. Finally she appreciated Family Involvement Center support and classes. She also mentioned Lillian as a great help.

Shawn Thiele: This meeting provides support and resources for families. She suggested people such as Don Erickson from Southwest Network, Louis Gollard from Magellan Developmental Disabilities and the Crisis Recovery Network people. She also talked about rethinking the agenda for future months in order to address autism and developmental disability issues and how to help families.

Réné Kuehne: Fall is a good time to address these issues because behaviors are frequently cyclical during this season.

Louis Gollard: Division of Developmental Disabilities would love to connect with this meeting provide resources.

Mary Robson: More providers need to attend to hear the reality of being a parent. Providers should be putting out flyers that contain how-to's when an issue arises.

Kandy Luty: How about sharing classes and training when Provider Network Organizations have strengths in areas that others need. Shawn responded that Provider Network Organizations can collaborate on thinking outside the box on ways to bill behind the scenes.

Parent: I am glad to be here. I am looking for resources for my 13-year-old. Shawn responded that Erica Goble

offers My Life as a resource, Kelly Garrigan offers Youth Creating Change and the Provider Network Organizations have opportunities for youth.

Réné Kuehne: I have a billing question. Out of Home placement doesn't provide opportunities outside of the placement. I am thinking about My Life, for example. Shawn Thiele responded that residential and therapeutic facilities cannot use support services because that will result in double billing because two agencies are providing services. Level III services can come from outside. Group homes can transport to My Life or other activities as long as they have the staffing.

Lillian Armstrong: Transportation can be an issue especially if it is not billable as when a Family Support Partner is not at a meeting with a family member. There must be a medical necessity intervention in order to be billable.

Jane Kallal: We must provide opportunities for families to interact at meetings. We must publicize this meeting through providers. Then we must provide a way for Family Support Partners and parent Partners to help bring families to this meeting.

**Next Meeting: Wednesday, October 26, 2011, 5:30-7:30pm
Family Involvement Center**

If you would like to receive the monthly meeting agenda and minutes, please sign up on the appropriate sheet at the CFAP registration desk.