



**Adult System of Care Community Council**  
**Magellan Health Services**  
 4801 E. Washington, Phoenix, AZ 85034  
 Cottonwood Cafe  
 September 7, 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: Mary Robson, Magellan; Trish Bleth, Magellan; Chris Gonzalez, Hope Lives; Anita Barnas, SWN; Marilyn Racer, NAMI; Carolyn Hinkle, NAMI; Jim Dunn; Carol McDermott, NAMI; Alan Ward, Recipient; Matt Kennedy, Magellan; Amanda Alexander, Recipient; David Albert, Valle del Sol; Ben Cruz, Valle del Sol; Don Hinkle, Family Member; Jill Hogan, Recipient; Seth Fann, Recipient; Beverly Bohringer, Family Member; Nancy Groppenbacher, EMPACT-SPC; Gloria Abril, Family Member; Joe Hinkle, Recipient; Cindy Anderson, SWN; Sue Gilbertson, MIKID; James Russo, Visions of Hope; Geni Newell, Choices; Joyce Reigelsberger; Gaye Tolman, Magellan; Kathy Bashor, ADHS/DBHS		
TOPIC	PRESENTER	DISCUSSION
Introductions and Announcements	Gaye Tolman	<p>Introductions were made.</p> <p>Dr. Karen Chaney, Magellan’s new Medical Director, Adult Services, was introduced.</p> <p>The Mental Health Awareness Coalition, Arizona Behavioral Health Corporation, NAMI Arizona and CHEEERS are holding the 16<sup>th</sup> Annual Candlelight Celebration on Thursday, October 6, 2011, 6-8:30pm at CHEEERS, 1950 W. Heatherbrae Drive. This year’s focus is “Hope in Our Community”.</p>
Fourth Year Anniversary	Gaye Tolman	Gaye thanked everyone for their participation for the last four years of the ASOC Community Council and welcomed those who are first time attendees. Will be working at increasing the attendance at this meeting with the help of this council.
Valle del Sol	Benjamin Cruz David Albert	<p>Ben and David gave a presentation on their Workforce Development Program for AHCCCS Titled-19 recipients ages 16 and older to work for certification towards COMPTIAA+ Certification. The materials for this program were provided through grants from the Virginia G. Piper Trust and DeVry Institute in 2010. All the trainings and materials are at no cost to the participants, graduates of the COMPTIAA+ program receive a voucher for the certification testing.</p> <p>There are two programs, “Basics and Intermediate Apps” and “COMPTIAA+ Certification Prep”. The basic</p>

		<p>program is for those who want to improve their skills; those who have no skills; and those with limited skills. This program is for them to learn typing and keyboard skills, MS Office Suite, fine tune their computer skills and is a pre-requisite for the COMPTIAA+ program. The COMPTIAA+ program has 15 modules and is for those who want to have a career in the IT field, either part time or full time. Participants refurbish donated computers and sell them for \$20.00-\$25.00. Valle del Sol is working to build relationships with employers.</p> <p>The programs are Monday through Friday, 1-3pm for the basic program and 3-5pm for the COMPTIAA+ program, class size is about 11-12 individuals. The programs are flexible and allow the individual to move forward at their own pace.</p> <p>To refer an individual to the program call Valle del Sol at 602-258-6797, ext 505, 4117 N. 17<sup>th</sup> Street, Phoenix, AZ. Anyone who is interested in the program can go to Valle del Sol to find out information on the program and are screened to ensure they will be successful.</p> <p>Valle del Sol is also working to sustain the program though corporate donations and grants.</p>
Open Forum	All	<p>Computer Giveaway Program – This is the 4<sup>th</sup> year of the computer giveaway program. This year 300 refurbished computers will be given away. Applications must be received by 5pm, Friday, October 7, 2011, applications will be reviewed in October and the winners will be notified on November 21, 2011. Applications are available on MagellanofAZ.com</p> <p>ADHS/DBHS, Office of Individual and Family Affairs - This office is staffed with peer and family volunteers and interns from ASU, South Mountain Community College, and the UofA, the peer interns have all the benefits of ADHS employees.</p> <p>Integrated Health Care - The office is involved in a statewide initiative for integrated care. There is a Steering Committee with ADHS/DBHS and AHCCCS, and a sub-committee of peers and family members. The sub-committee will be holding 8 focus groups with the Peer and Family Run Organizations (PFRO) as the hosts. The role of the PFROs in this initiative is being defined, peer and family voice is very important in designing the integrated care program.</p> <p>The model for this initiative will be developed from the focus group feedback, this statewide model may look different in the rural areas. The model will include a program to educate doctors on the behavioral health system. The Arizona Peer and Family Coalition will be helping with the issues.</p> <p>Contact Kathy at <a href="mailto:Kathy.bashor@azdhs.gov">Kathy.bashor@azdhs.gov</a> for notification of Integrated Health Care meeting dates.</p>

Trauma Informed Care - This statewide initiative is working to change the system and culture to avoid re-traumatizing individuals.

PNO Updates - The PNOs have identified “Alpha” clinics for a pilot program to have co-located sites with behavioral health, primary care physicians (PCP), and MAs in the same location. MIHS has pledged to identify and hire PCPs who have in interest in public health and working together with the behavioral health system. The goal is to have is program in all clinics. This program is sponsored by AHCCCS and behavioral health will be its home, non-titled individuals are not eligible. Clinics identified as “Alpha” clinics are: Choices – South Central; SWN – Santan; PCN - Comunidad; PRI – East Valley. Education on the behavioral health system for the PCPs and MAs will be part of the process.

ORS/SRS/CHI and Outcomes 360 will be used in the health risk assessment and to see how an individual rates their health against the CHI. The overall chronic health issues will be broken down into 32 different combinations of chronic diseases, i.e., heart disease, SMI, substance abuse. Interventions will be tailored for individual needs. A Chronic Disease Self Management program has been developed to train peers to become lay leaders and work in the clinics.

The electronic records will be accessible by both the PCP and behavioral health staff for better coordination of services. There are concerns that medications will counter indicate with both medical and psychotropic drugs. The program will be working to help recipients feel comfortable and that they do not need to be fearful if the PCP is aware of their behavioral health issues. There will be metrics to measure outcomes, data driven best practice model, recipients will be monitored at each visit.

Dashboard – Housing data is on the Dashboard, 96% of requests for housing have been filled, there are licensing and quality standards for housing licensure. Invite Stephanie Knox to the November meeting.

Mary Robson relayed a concern voiced in the Child and Family Advisory Partnership meeting last week about transition age youth going to an adult clinic for the first time. It was a very traumatic visit, the recipient was very uncomfortable.

Attendee voiced concern with notification of denial of Labcor payments, attendee to speak with Mary Robson after the meeting.

Attendee voiced concern with a senior who is not qualified for long term care and continues to call the police when upset. Suggestion for attendee to call Crisis for an assessment and help to determine eligibility. Crisis does have a frequent caller program where they will follow-up with calls to make sure the caller in doing well.

		Attendee asked how to access Magellan. Information is on the Magellan website or call Mary Robson.
Agenda Items for Future Meetings	Housing – November meeting	
Next Meeting:	October 5, 2011 6pm, Cottonwood, 4801 E. Washington, Phoenix, AZ 85034	
Call to Order:	6:00 pm	
Adjourned:	7:30 pm	