



Adult System of Care Community Council
Magellan Health Services
 4801 E. Washington, Phoenix, AZ 85034
 Cottonwood Cafe
 November 2, 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; Anita Barnas, SWN; Marilyn Racer, NAMI; Carolyn Hinkle, NAMI; Jim Dunn; Alan Ward, Recipient; Gloria Abril, Family Member; Gaye Tolman, Magellan; Jill Rowland, Choices; Richard Beeman, Recipient; Pam Walker, Magellan; Jennifer Thorson, Magellan; Gary Keyfauber, Family Member; Pat Matteson, Osborn Clinic Advisory Council; Terry McDermott, NAMI; Jill Hogan; Cyndi Bloom, Magellan		
TOPIC	PRESENTER	DISCUSSION
Introductions and Announcements	Gaye Tolman	<p>Introductions were made and attendees answered the question “What are you thankful for this past year?”</p> <p>Anita Barnas and Carolyn Hinkle were acknowledged for their attendance at almost every meeting of the Adult System Care Community Council.</p> <p>Osborn Clinic Advisory Council invited Rep. Cecil Ash to speak on prison reform, the meeting went very well and was well attended. Pat Matteson shared her new mantra “Blessed are the flexible for they will not be bent out of shape”.</p> <p>Gaye Tolman spoke about the Teen Lifeline program to help with suicide prevention for the teen and adolescent population, the honoree at the Teen Lifeline dinner was Bridget Pettit, she made a PSA for Teen Lifeline and it can be seen on their web site at teenlifeline.org. The Todd Thomas Foundation was started by his father to honor Todd who committed suicide at the age of 17, Five Foundations of an extraordinary life – Values, Focus, visualize, Inspire, Reflect, “Be great for the greater good”.</p>
Training for the Magellan QI Advisory Committees	Mary Robson	There is a required training for all peers, family members, new members, or community members interested in serving on a Magellan QI Advisory Committee, “Magellan Advisory Committee Involvement, Shaping our System of Care. An introduction to advisory committee involvement for individuals and their family members.”

		<p>The training will focus on helping members understand the importance of the committee process and a member's role on the committee. The next training will be Monday, November 7, 2011, 5-9pm at the Family Involvement Center (FIC), 1430 E. Indian School Road.</p> <p>Magellan and FIC partnered to create the 4 hour training using part of the Peer and Family Coalition's statewide training. The structure includes system of care, funding, responsibilities, committee structure and reporting source, consumer and family roles, value on being on the committee, relating personal experiences, and making recommendations to the Magellan QI Customer Service Committee and the Governance Board.</p>
Health Fairs	Cyndi Bloom	<p>As one of the first steps towards an Integrated Health Home system, Magellan, Maricopa Integrated Health System (MIHS), and the provider network organizations (PNO); People of Color Network (PCN), Choices Network, Southwest Network (SWN), and Partners in Recovery (PIR), are sponsoring four Health and Wellness Fairs.</p> <p>The goal of the IHH program is to reduce disparity in the quality and longevity of individuals with a serious mental illness by incorporating Mind, Body, and Spirit as the focus to making changes for a healthier life style and end the disparities.</p> <p>Each Fair will have MIHS representatives and PNO nurses to do health checks. Individuals will be able to take a Health Survey to use as a basis to start conversations and collaboration with their PCP. The Fairs will have information on chronic health issues and health care management which include diabetes, heart disease, stroke, COPD, obesity, and high blood pressure. Information on dental care, tobacco cessation through the Arizona AshLine, healthy food choices and demonstrations, physical activities, and employment opportunities will be available. The Fairs are open to the community and there will be staff to help individuals with enrolling in the system.</p> <p>Dates and times for the Fairs are:</p> <ul style="list-style-type: none"> • November 14, 2011 – 11am-1pm at Comunidad Clinic – 1035 E. Jefferson, Phoenix • November 15, 2011 – 10am-12pm at Metro Center Clinic – 10240 N. 31st Avenue, Phoenix • November 16, 2011 – 10am-12pm at South Central Clinic – 1616 E. Roeser Road, Phoenix • November 17, 2011 – 11am-1pm at San Tan Clinic – 1465 W. Chandler Blvd, Chandler
Open Forum	All	<p>A discussion was held on how to increase participation and for attendees to be more participatory at the Adult System of Care Community Council.</p> <p>Magellan's national MY LIFE program for young adults was reviewed to see if there could be parts of the program that could translate to the adult system, affect policy changes, group events similar to My Fest, day at the legislature, etc.</p>

Suggestions included:

- Select a Clinic Advisory Council member to represent the members and give feedback from the council meetings on ways to impact the system, encourage clinic delegates to attend
- Move the meeting locations around the valley, hold the meetings in the clinics, be more mobile.
- Invite guest speakers on requested topics, legislators, mental/behavioral health lobbyists.
- Have Greg Dicharry give the impetus of MY LIFE and how the practices/principles can translate to the adult system
- Attend community events as a group, make an impact, involvement in community projects, socialization, volunteer opportunities,
- More involvement by the community, NAMI, FIC, etc.
- Hold trainings for the community like the training given to correction officers to understand behavioral health issues, WRAP and other trainings for inmates to help with transition.
- Change time of meeting to earlier in the evening, concern with transportation for individuals
- Reach out to the general mental health and substance abuse populations, TERROS, Jewish Family, etc.
- Give peer and family input for written materials and language, i.e., handbooks
- Hold town halls, panels for problem solving
- Change the name of the meeting to be more friendly/welcoming
- Have a statewide consumer council, develop civic leaders
- Peer and/or family member as the facilitator
- Develop a Speaker's Bureau for churches, police and fire departments, neighborhood councils, medical/VA facilities, educational component, recovery stories
- Continue to have a place where individual can come to voice concerns and help resolve issues
- Do not want to lose the education, expand, grow, serve family and community components
- Design a survey for Survey Monkey, "If you could design an organization that you could participate in what would it look like?"
- Look at adult transition into senior services, Area Agency on Aging

The meeting should support, target, and get behind the suggestions made tonight, and begin working to increase participation, advocacy, giving back to the community, socialization, education, what is in the individuals/families best interest, etc.

SWN is working on a family packet for the clinics, the packet could be made available through CPR and evaluation, mental health courts, etc.

		<p>Family member did not know the role of Magellan, the PNO, the purpose of hospital visitation, he could not get information on a family member, diagnosis, prognosis, etc. Received more information from the prosecutors and courts than from the nurses and psychiatrist, family member was told the family would not be at the family meeting.</p> <p>Discussion on how to begin an open dialog with family members to share information without the anger/frustration, HIPPA confidentiality issues, no signed release of information. Resources are available through Magellan's Learning Center.</p> <p>Richard Beeman will help with drafting questions for Survey Monkey. Contact Gaye Tolman at gtolman@magellanhealth.com or Lynda Anderson at lganderson@magellanhealth.com if you are interested in helping with Survey Monkey.</p>
<p>Agenda Items for Future Meetings</p>	<p>TBD</p>	
<p>Next Meeting: December 7, 2011, 6pm, Cottonwood, 4801 E. Washington, Phoenix, AZ 85034</p>		
<p>Call to Order: 6:00 pm</p>		
<p>Adjourned: 7:20 pm</p>		