



Adult System of Care Community Council
Magellan Health Services
 4801 E. Washington, Phoenix, AZ 85034
 Cottonwood Cafe
 December 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: Trish Bleth, Magellan; Anita Barnas, SWN; Marilyn Racer, NAMI; Carolyn Hinkle, NAMI; Gloria Abril, Family Member; Gaye Tolman, Magellan; Jill Rowland, Choices; Richard Beeman, Recipient; Pam Walker, Magellan; Gary Keyfauber, Family Member; Pat Matteson, Osborn Clinic Advisory Council; Jill Hogan; Cheryl Anderson, Marc Center; Steve Engler, Family Member; Anne Engler, Family Member; Christine Lash, Vision of Hope; Jessica Blaha, Consumer; Rose Gomez-Cox, Magellan; Seth Fann, Consumer; Jack Young, Family Member		
TOPIC	PRESENTER	DISCUSSION
Introductions and Announcements	Gaye Tolman	<p>Attendees introduced themselves and answered the question “What I’m going to do different/ new next year?”</p> <p>Kudos were given to the Saguaro Clinic for their wonderful staff, and to Marc Center for their trainings.</p> <p>VA MH Advisory Council meets from 1:00 PM to 2:30 PM the first Wednesday of each month in Building 21, Room 108, looking for more members, meet with veterans to help them receive services. Send information to Lynda. Annual Stand Down is coming up shortly.</p>
Review of Survey	Gaye Tolman	<p>Gaye reviewed the survey that she and Richard Beeman worked on for input on how the Adult System of Care Community Council can increase attendance. The first question is “Do you feel comfortable bringing system issues to this meeting to be addressed?”, there are an additional 15-20 questions on Survey Monkey, addressing area around inviting speakers, education information, social meetings, timeframes, dates, and location of the meetings, etc.</p> <p>The link to Survey Monkey will be sent out to the attendees for a test drive, send feedback to Gaye Tolman or Lynda Anderson.</p>
Trauma Informed Care Update	Trish Bleth	<p>Trish and Christine Lash gave a brief overview of Trauma Informed Care (TIC). Trauma in early childhood and as adults can affect both physical and behavioral health in adolescents and adults. It is important for doctors and case managers to be informed of any trauma, address the trauma to help avoid triggers, what may be a trauma to</p>

		<p>one person may not be a trauma to another. A childhood trauma could be a divorce, physical or sexual abuse, move away from family and friends, going into the hospital, etc., these are emotions and feelings and is not verbal, it is important to speak to the emotion not the trauma.</p> <p>In order to help inform the system of TIC treatment there were nine TIC dialogs throughout the community with providers and recipients, dialogs included a pre and post test and a needs assessment. The needs assessments are being combined into one report for the Arizona Department of Health Services, Division of Behavioral Health Services (ADHS/DBHS).</p> <p>On December 12th there will be a TIC dialog with Marc Center, Hope Team's peer staff and peers in the community. Staff have been homeless and are part of the system.</p> <p>The Assertive Community Treatment (ACT) Team Peer Support Specialists have TIC training. The ACT teams are for individuals who need special assistance, more than regular case management services. TIC is included in the ADHS/DBHS Adult System of Care Plan, an annual plan that outlines the services and responsibilities for the year. Family Involvement Center and Native American communities along with providers are involved with the TIC program.</p>
Open Forum	All	<p>Attendee wanted to know how a family member can have an ACT Team. The ACT Team program is an evidenced based practice where individuals meet the criteria, have a major psychiatric illness, individuals with an AXIS 2 diagnosis or in a Level II residential setting are excluded. There is an assessment and the individual must volunteer to be part of the program. Attendee to speak with Cheryl Anderson after the meeting.</p> <p>Marc Center Update – There will be Chronic Disease Self Management classes, peers with chronic pain/illness or are caretakers of individuals with chronic pain/illness are the instructors. Classes will help individuals learn how to live/manage chronic pain/illness. Classes begin in January for the PNOs and Magellan staff. This program is part of the Integrated Health Home Initiative, both behavioral health and physical health services will be available in each clinic.</p> <p>Four clinics have been identified as pilot clinics for the Integrated Whole Health Initiative, San Tan, South Central, Comunidad, and Metro, the program will be rolled out to the entire system shortly.</p> <p>Attendees are having concerns with their daughter's request for group home housing and numerous transfers to clinics, unable to find the initial application, family would like to be kept informed. Mary Robson has been helping. Jill Rowland to follow-up and contact attendees with information. Suggestion was given to attend the NAMI Family to Family program. There are family mentors in the clinics and they have been trained on SAMSHA – Best Practice for Family Engagement. The Magellan Learning Center has classes on how to</p>

		<p>navigate the systems, go to the MagellanofAZ.com website to see a schedule of classes.</p> <p>Brief review of the purpose of the Adult System of Care Community Council, discuss issues and concerns, share information and the Adult System of Care Plan which outlines the programs and projects for the year, outcomes are sent to ADHS/DBHS.</p> <p>Attendee is looking for a Spanish speaking adult peer support for a hearing impaired individual. Gaye to follow-up, contact West McDowell clinic, send contact information for Hope Lives to Jill Hogan.</p> <p>Discussion on peers, background, and their responsibilities. Peers are individuals who have life experience, consumer is an individual who receives services. Peers attend trainings and are regulated, meet compliant/licensure standards, peer support works.</p> <p>If a doctor/peer does not know the person it is difficult to help the individual, family input can help better understand the individual. Adult consumers can withhold information, need to have a signed Release of Information form before the clinics can give out any information.</p> <p>Attendee had a concern that a family member was given information discussed in an Adult System of Care Community Council meeting regarding their treatment. Attendee was informed that minutes of this meeting are on the Magellan and ADHS/DBHS websites.</p>
<p>Agenda Items for Future Meetings</p>	<p>TBD</p>	
<p>Next Meeting: January 4, 2012, 6pm, Cottonwood, 4801 E. Washington, Phoenix, AZ 85034</p>		
<p>Call to Order: 6:00 pm Adjourned: 7:35 pm</p>		