



*Magellan of Arizona Regional Behavioral Health Administration for Maricopa County*

Governance Board Meeting Minutes for May 20, 2009

**PRESENT:**

**Community Members of Governance Board:**

**Sue Davis – Board Co-Chair**  
 Vice President, Emerita, NAMI - Family Member at Large Representative  
**Dr. Frank Scarpati**  
 CEO, Community Bridges - CEO Adult Provider Representative  
**Nick Margiotta**  
 Phoenix Police Department - Community Member Representative  
**Valerie Van Auken**  
 Family Member of Child Recipient Representative

**Magellan Members of Governance Board:**

**Jeff Boldizar – Interim Board Co-Chair**  
 Deputy Chief Executive Officer, Maricopa County RBHA  
**Shawn Thiele**  
 Chief of Child and Youth Services Officer, Maricopa County RBHA  
**David Covington**  
 Chief of Adult Services System, Magellan  
**Dan Wendt**  
 Chief Quality Officer, Maricopa County RBHA  
**Michael Brennan, M.D.**  
 Chief Medical Officer, Maricopa County RBHA

**Charles Curie – Board Consultant**, Principal, The Curie Group  
**Lynette Tolliver – Governance Board Administrator**

**ABSENT:**

**Richard Clarke, Ph.D. – Board Co-Chair**  
 Chief Executive Officer, Maricopa County RBHA  
**Jim Stringham**  
 Chief Operations Officer, Maricopa County RBHA  
**Kathryn Ayotte**  
 Recovery Innovations of AZ, Adult Recipient Representative  
**Open**  
 CEO Children Provider Representative

**IN SESSION: 10:20 a.m. Called to order by Sue Davis, Co-Chair**

**Board Minutes Submitted for April 15, 2009 Meeting:**

- Sue Davis reported that her suggested edits had been incorporated into the minutes.
- A motion was submitted to the Board to approve the April 15, 2009 minutes as presented. The Board unanimously passed the minutes.

**Board Announcement**

- Charles Curie announced that Richard Clarke was unavailable to attend this meeting due to a pressing and unavoidable funding meeting at the State Legislature.
- Sue Davis announced the resignation of Luz Sarmina from the Governance Board. Sue noted Luz’s great contributions on behalf of minority populations and that Luz has pledged to continue to be an advocate and champion for minority populations. The CEO Children Provider Board seat has been added to the other two vacant seats already in the process of being filled.
- Jeff reported that Dan Wendt will be leaving the Board as well, however he would be available as needed by the Board for future input.
  - Nick Margiotta and Valerie VanAuken praised Dan’s counsel on the board
  - Dr. Michael Brennan, Magellan’s new Medical Director will assume Dan’s Board seat. He has extensive experience in Behavioral Health, the population of which has grown from approximately 4,000 people in 1983 in the state to over 80,000.
  - ✓ Dr. Brennan introduced himself to the Board citing his many achievements as Medical Director for St. Luke’s System, opening the first adolescent day hospital, the Wendy Payne O’Brien Center, Consultant to the Arizona Medical Board until 2 years ago, Corporate Medical Director for a National Behavioral Health Hospital Agency, past Medical Director for Inpatient Services at Maricopa Integrated Health System plus

teaching Residents. He expressed his hope to have a major role at Magellan. Jeff Boldizar welcomed Dr. Brennan and thanked Dan Wendt for his valuable contribution to the Governance Board.

## MAGELLAN UPDATES

### Magellan of AZ Updates

Jeff Boldizar provided an update to the Board.

- Upcoming Community Events
  - 5/23/09 – Asian Pacific Community in Action Health Fair. Location will be posted on the Magellan website.
  - 5/27/09 – 5:30 p.m. Child and Family Advisory Partnership Meeting at the Family Involvement Center. 1430 E. Indian School Road, Suite 110, Training Room.
  - 6/3/09 – 6:00 p. m. Adult System of Care Community Council Meeting.
  - 6/3/09 – 6:00 p.m. Philippine American Chamber of Commerce Network Meeting.
  - 5/28/09 – Dysart Community Center Meeting, El Mirage.
  - 5/29/09 – Two photo exhibits will be at the Phoenix Art Museum; one presented by NAMI and the other by the, “Through Our Eyes, Faces of Recovery” initiative.
- Past Community Events presented by Ann Shannon
  - 5/1/09 – There was a NAMI Photo Exhibit that Kathy Bashor of NAMI Southeast Valley and Alicia Brown of Triple R put together a year ago at the Art Awakenings First Friday Event downtown. It consisted of recipients showing “Faces of Recovery.” This is separate from the “Through Our Eyes, Faces of Recovery.” Attendance was very good. Ann introduced some of the recipients who were photographed: Josh, Nina, Haley, and Ralph with MYLIFE (Magellan Youth Leaders Inspiring Future Empowerment).
  - 5/7/09 – Provider Summit teleconference. It is listed on the Magellan website and provides an update on what is happening at Magellan.
  - 5/8/09 – *La Voz*, one of the Valley’s leading Latino newspapers, published a 2-page spread of articles: Letters in Spanish from Dr. Clarke and Dr. Dannenbaum on “What Is Mental Illness?” and information on enrolling in AHCCCS. Luz Sarmina had initiated a letter from the Bishop expressing the importance of seeking professional help for mental illness issues and not just to live with them. There was also an article from DBHS on “What Is Recovery? What Does It Look Like?” from Dr. Maritza on mental health and a story of behavioral health issues and recovery. These types of articles will continue to be printed in this paper.
  - 5/11 and 5/18/09 – Dr. Brennan sat on one of the Hispanic Town Hall panels with Dr. Maritza.
  - There was coverage in *La Prensa Espana* which was in partnership with Chicanos Por La Causa
  - Magellan contacted the Bishop’s office regarding a homily to be given in churches urging parishioners to seek help when needed for mental illness.
  - Ann presented Public Service Announcement videos performed by two MYLIFE members Xavier and Haley, and Trish Bleth of Magellan, who were introduced to the Board and audience. Ann recognized Greg Dicharry for his great participation in producing the videos. Greg stated that MYLIFE is for youth from age 13 to 23 and there are meetings the first and third Thursdays of each month at 6:00 p.m. at the Magellan offices.

### Operational Update

Jim Stringham, was unavailable and this section was moved to the next Governance Board Meeting agenda

- Nick Margiotta announced that the Crisis Enrollment issue has been resolved and approved and will be further discussed at the next Governance Board Meeting.

*ACTION ITEM: Discussion of Crisis Enrollment improvements at the next Board meeting.*

### Adult Services Update

David Covington presented this update

- The PNO initiative is to move all encountered services to neighborhoods where there are smaller spans of control. With the leadership of DBHS, recipients will have a choice of behavioral health specialty providers. Sixteen of the twenty-five clinics are now operating in the community. This past weekend Cave Creek and the Saguaro clinics were opened by Southwest Network. Southwest Network and CHOICES each now operate eight clinics. As of June 13, the Metrocenter site will be the first clinic opened by the third PNO, Partners in Recovery, with four more pending. August 9, 2009 is the target date to have 25 clinics operating in the community. By September 1, 2009 all services are scheduled to be operating in the community with Best Practices provided by Magellan Health Services. People of Color Network (POCN) and their CEO John

Romero are providing dialog and feedback regarding the transition process although they are not officially in the system at this time. Eventually POCN will operate four clinics.

- The Dashboard tool to process and strategize with key indicators is in place. Focus areas are how many recipients are employed and how many are involved in the community. Provider staffing levels are becoming complete due to job fairs. Southwest Network is staffed at 99%+. CHOICES was staffed at 85-86% and is now staffed at 97%. Retention and culture is another PNO goal. Assertive Community Treatment (ACT) is a NAMI and SAMHSA initiative. Magellan has set a goal of 75% in meeting the ACT fidelity to model. Last quarter Magellan averaged 83%. Washington House that serves the homeless community and will be a People of Color clinic is staffed at 100%. Best Practices are being gathered from those PNO's with the best results.
- Rumors in the community have been addressed. Washington House and the "1300" Clinic provided presentations at the RBHA PNO meeting about specialized services and coordination of services.
- By August 15, the Urgent Psychiatric Care Clinic (UPC) should be rolled out to a community provider organization.
- The Board asked about caseload size and how this is being looked at to improve retention. David commented that caseload would depend on severity of recipients, the three levels of care, and client progress. Protocols will be formalized, and training and orientation has been expanded to six weeks with caseload distribution taking place as this is completed. David addressed crisis activity in the community and stated that Suzanne Rabideau, MCRN CEO, had reported that ACT is providing increasing responsiveness.
- The Board asked about the proposed changes to Court Ordered Treatment (COT). David commented that with all the recent funding cuts for the SMI population, Magellan will be able to provide services only in the non-titled, non SMI funding category where funding is available and that Magellan of Arizona will continue with the Court Ordered Evaluation (COE) component.

### Children's Update

Shawn Thiele discussed with the Board the impact that MYLIFE has had in the community, working with provider agencies, legislators, policy changes, and other broader arenas.

- Greg Dicharry presented a video that highlighted the second annual MYFEST 2009 event as well as other community-based events that included speeches by youth leader recipients who expressed their thoughts and feelings on having a mental illness. The video also included TV and radio interviews conducted with MYLIFE members and their appearance at the State Legislature with comments from officials.
- Greg thanked Alex Zavala in Magellan's Community Relations for her valuable contributions, and Alex expressed her appreciation for being involved with the youth in MYLIFE.
- Greg introduced MYLIFE representatives Dimitri, Ralph, Haley, Xavier, Ron and Nina who spoke to the Governance Board about their backgrounds, treatment, recovery and the benefits they've received from being a part of MYLIFE.
- Xavier and Ron performed free-style Rap for the Governance Board and attendees, which was very well received. Jeff Boldizar expressed his thanks and said he'd like to invite them back. Valerie VanAuker and Lynette Tolliver commended the group on their support of each other and for their leadership.

### OLD BUSINESS

None

### NEW BUSINESS

- **Introduction of NAMI – Phoenix President - Carol McDermott.** Carol spoke about her two grown children. Her daughter has been on Court Ordered Treatment (COT), and she expressed hope for her 8-year old grandson who also is a recipient. Carol provided a historical overview of NAMI by stating that NAMI Arizona and NAMI Phoenix had begun with all volunteers, but that for the past 8 years, there has been some paid staff. Before that, Sue Davis volunteered her services as Executive Director. The State Hospital gave NAMI Arizona office space for \$1.00 per year. NAMI Arizona has eleven local affiliates and a budget of about \$800,000. NAMI Phoenix is the largest affiliate. NAMI's four major focus areas are Education, Emotional Support, Information & Referral, and Advocacy. Recently NAMI East Valley member Marissa Cantrell was invited to speak to five classes at Hamilton High School after being told initially she would only be speaking to two. After speaking to the fifth class, she felt that she had made a very important connection with her audiences. NAMI also sponsors the "In Our Own Voice" (IOOV) group that includes adult members, their families, and friends who belong to NAMI. NAMI provides support to people of all ages who are affected by mental illness and gives them the feeling that they are not alone.

NAMI also provides a free newsletter every two months with information on the organization that is available by e-mail and bulk mail. Copies are also available at the Provider Network Organizations (PNO's). People can join NAMI online at [www.nami.org](http://www.nami.org). Various membership levels are available, and NAMI will waive the membership fee if there is a financial hardship.

- Nick Margiotta reported that NAMI's In Our Own Voice had presented at a Criminal Justice class at a community college recently. He read a letter from a student who happened to be a service recipient and voiced her feeling that she realizes she is not alone for needing help.
- Ann Shannon went on a police ride-along with Nick Margiotta that included transports to Community Bridges and the UPC. She was impressed with the seamless operation she experienced in this Crisis System. Nick also stated there has been an approximate 20% spike in Crisis incidents recently. He was pleased, however, to be able to say that the spike is being handled even though the system is overwhelmed and that implementing the pink form to transfer recipients has helped to ease this problem.

#### **PROPOSED NEW BUSINESS**

Create a report on building a web of community partnership to work together better in the Crisis System.

#### **PUBLIC COMMENT**

None

#### **NEXT MEETING**

The Board will meet on the following dates: **Wednesday, June 17, 2009 for Board Meeting**. All Board Meetings will take place at Magellan Health Services, 4129 East Van Buren Street, Ste 150, Phoenix AZ, 85008 – Cottonwood Conference Room from 10 am – 12 pm. Locations for the Development Sessions will be communicated to Board members directly.

Meeting adjourned at 11:55 a.m.