Child & Family Advisory Partnership (CFAP)
Minutes

Date of Meeting: Wednesday, August 26, 2009
Meeting Time: 5:30-7:30pm
Location of Meeting: Family Involvement Center (FIC)
1430 E. Indian School Road, Suite 110
Phoenix, AZ 85014
(602) 288-0155
www.familyinvolvementcenter.org

Co-Chairs:
Valerie VanAuker, Family Integration Manager, Family Involvement Center
Shawn Thiele, Chief of Children’s Services, Magellan Health Services of Arizona

Notes:
Kara Fullmer, Family Involvement Center

Spanish Interpretation: Mario Barajas

Attendees: (62)
Lillian V. Armstrong
Denise Baker
Mario Barajas
Glen Berns
Lisa Blythe
Heather Bowler
Casey Boyd
Deidre Calcoate
Linda Cameron
Paula Carson
Kevin Cassidy
Lela Chipman
Theresa Clemons
Donna Connors
Robert Crouse
Ellen Damato
Pat Demestre-Baumer
Donald Erickson
Stephanie Erickson
M Flores
Kim Foy
Kara Fullmer
Rose Gomez-Cox
Sharon Harpaz
Alex Hawthorne
Michelle Heinlen
Cristal Hicks-Guzman
Rosiland Hinton
Joe Anne Hust
Jane Kallal
Rene Kuehne
Violeta Limon
Rachel Lindstrom
Krista Long
Carol McDermott
Robyn Merrill
Victoria Miller
Dawn Renee Minnig
John Muriel
Kandy North
Sharon Osweiler
Mike Radonski
Josefa “Naffy” Reyes
Mary Robson
Maria Rojo
Anne Ronan
James Russo
Bea Salazar
Lois Schaffer
Kurt Sheppard
Kourtney Stafford
Katie Streek
Maixine Stucky
Shawn Thiele
Robin Trush
Valerie VanAuker
Don VandenBrul
Gail Watts
Marty White
Shaedea Williams
Marilyn Wolfe
Kimberly Younger

Introductions
Valerie VanAuker welcomed participants, and recognized new attendees by a show of hands. Participants stated their names and professional/family affiliations and then reviewed the minutes from the meeting of July 29, 2009.
Announcements from Toni Issadore, Director of Training, Family Education and Evaluation at the Family Involvement Center:

- Toni Issadore noted that the dates of the FSP Essentials Training have been changed to October 8, 9, 16, and 23. The minutes were approved; please let Magellan know if you see any changes that need to be made.
- FIC holds a Facilitated Book Club monthly to address attitudinal bias and stigma. We will be discussing the autobiography *Hope’s Boy* on Thursday, October 15 from 3:00-4:30pm in the FIC Training Room. The book, written by Andrew Bridge (Hope’s son), tells of his family history—his mother’s mental illness, his placement in foster care, and the deep, loving bond between mother and son. Family members, professionals and older youth are invited to attend.
- In October/November, FIC will host a Family Education series around Child and Family Teams (CFTs). These events will be held from 5:30-7:30pm in the Training Room of the Family Involvement Center. Spanish interpretation will be available.
  1. October 7  How to Write a Family Vision (using scrap booking)
  2. October 14  Discovering Your Family’s Strengths (extracting strengths through role play)
  3. October 21  Identifying Your Family’s Unmet Needs
  4. November 4  Understanding the CASII (Child and Adolescent Service Intensity Instrument)

- Family Support Partner (FSP) Essentials Training will be held October 8, 9, 16, and 23 in the Family Involvement Center Training Room. FSPs may register by calling Dawn Schoenstadt at 602-412-4076.
- In the September CFAP meeting, we will be sharing a PowerPoint presentation (with videotaped dialogue of family members/leaders and professionals who are family members) that will be utilized across the state to train on the new DBHS Protocol regarding Family and Youth Involvement in the Children’s Behavioral Health System.

Jane Kallal, Executive Director of the Family Involvement Center, shared that the Arizona Foundation for Behavioral Health is conducting an Advocacy Institute. Scholarships are available. The Institute and scholarships were created in memory of the founder of MIKID. Jane requested that family members consider getting involved. The application needs to be in by the end of August.

**Magellan Announcements and Information Sharing**

Shawn Thiele, Magellan of Arizona’s Chief of Children’s Services, announced the following:

- Magellan has been in conversation with DBHS regarding the withhold penalty/credit for Fiscal Year (FY) 2008. An agreement was reached to reduce the withhold penalty, and Magellan has decided not to pass on any portion of the withhold penalty to providers for Fiscal Year 2008. Letters have been sent to Provider Network
Organization (PNO) leadership stating that if there is deferred revenue, it should be released back into the System. Magellan has determined that seventy-five percent (75%) of that money must be used to increase and expand Family Member roles in the System. Magellan has asked the PNOs to work with their Qualified Service Providers (QSPs) to confirm and verify recorded amounts in their audited financials for Fiscal Year 2008 and submit this to Magellan.

- The 75% to be used to increase/expand family member roles in the system must build off of the definitions/descriptions of functions and titles in the Department of Behavioral Health Services (DBHS) Protocol regarding Family and Youth Involvement in the Children’s Behavioral Health System. Plans must include (by provider) the number of full-time employees and how that will be supported.
- The remaining 25% will be distributed to PNOs/QSPs based on their network needs. There is flexibility to consider the genuine needs of each Network. Plans must be submitted to Magellan for final approval of these funds.

- The Chamber of Commerce reached out to Magellan with a request to submit an article for their Impact Magazine. Magellan has published a half-page article in the August edition of the magazine, which can be found online at (http://www.phoenixchamber.com/Impact%20Magazine/pdf/August2009.pdf#page=15). The article focuses on reduction of stigma and on recovery and features photos of MYLIFE youth.

- The week of September 6 is National Suicide Prevention Week. Statistics from 2006 show that Arizona ranks #7 in the number of completed suicides and ranks #49 in life expectancy for people with serious mental illness (SMI). Magellan has provided as a handout a packet of resources with statistics and information, including suggestions on how to help raise awareness. Some things are not evident in this data, including the fact that although Hispanic youth do not have a high suicide completion rate, the rate of attempts is very high. Magellan has a Suicide Prevention/Intervention Task Force; there have been some initial meetings between the Adult and Children’s Chiefs and Magellan’s Chief Medical Officer. Shawn reminded participants that one of the best preventive measures for suicide is to talk about it.

- Mary Robson handed out information regarding the Regional Behavioral Health Authority (RBHA) Quality Initiatives Committees. Magellan is looking for family members, recipients, stakeholders, advocates, and providers to participate. Family members who are Spanish speaking are encouraged to apply. Interpretation can be arranged.

<table>
<thead>
<tr>
<th>Family / Community Member Input</th>
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<td>James Russo, CEO of North Phoenix Visions of Hope (an adult provider organization) attended the meeting today to learn more about the Children’s System and to inform everyone that his organization is hosting events at their facility three times per month for transitioning youth as part of the Transition to Adulthood pilot project. Approximately 50-75 youth attend these events.</td>
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<td>Don VandenBrul, family leader, invited family members to attend the Family Advisory Committee, held the</td>
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second Tuesday of every month from 5:30-7:30pm at the Family Involvement Center. Kevin Wallace, nationally-known toxicologist and specialist in polypharmacy, will be the featured speaker on November 10

- Don also noted that Quality Care Network (QCN) is hosting a Family Forum on Tuesday, September 1. The topic will be an Orientation to Child and Family Teams (CFTs). Please RSVP by calling 602-309-5514.

- Robin Trush, community member, stated that grassroots organizations are paying attention to issues for gay, lesbian, bisexual, and transsexual youth and adults (GLBTQ). One Voice is a lead organization in this effort and has received funding regarding needs assessment. Gathered information will be presented in the spring so that the Behavioral Health community can look at needs and discuss how this group can best be served. A strategic coalition plan will be formed next year. FIC will co-host a youth focus group early this fall; please consider youth who may be interested in participating. The State has formed an LGBTQ Advisory Group; currently, only representatives from Maricopa and Pima Counties are participating. The Tucson area has a strong community coalition, and the Advisory Group is trying to find a way to link the two groups.

- Parent A, commented that it takes too long for families to transition from one agency to the next. Don Erickson agreed that it is a cumbersome process and noted that there is a workgroup trying to make it a more efficient process.

- Parent B commented that she is the parent of a transitioning youth who is participating in the Pilot Project and that the project has had a remarkably positive impact on her daughter’s behavior.

- Parent C is very appreciative of the team she works with at Empact and asks that Magellan allow agencies to have more decision-making responsibility, including access to services when people need them and the ability to have team-level decision making power.

- Parent D reported that she is new to the System in Arizona. Her children are not receiving enough time in therapy (only 15 minutes per child). The agency has refused to allow more time. She is impressed with the support of her Case Manager and Family Support Partner, but because her children are not allowed enough time for therapy, she has decided to transition them to another agency. Due to the lag time of the transition, her children are not receiving adequate services. She will meet with Shawn after today’s meeting.

- Parent E’s family transitioned from private healthcare to AHCCCS in June and her child has continued to see the same psychiatrist as before the transition (with Valle del Sol). She is very disappointed the disparity in services that her child is receiving now that AHCCCS is providing healthcare coverage. Since joining AHCCCS, she is now unable (as indicated by the doctor’s office) to talk directly with the doctor by telephone to consult regarding behavioral issues and possible medication adjustments. She was told, “Go back to private insurance if you want that kind of service.” Kurt Sheppard acknowledged that the time limitations are a real issue. He will talk with parent and the doctor involved. Parent assured that she is happy with the doctor, but
there is a flaw in procedure.

Shawn commented that if we do more well checks and entertain more conversations by being proactive with our children and families, there will be better outcomes and lower costs. We need to address individual situations as they arise, but also look at what is causing this barrier, whether lack of resources; poor doctoring, management, habits; or red tape getting in the way. We also need to identify who should come together to look at this situation. Bob Crause will take this question back to DBHS; Jane Kallal suggested that Bob also discuss this with Dr. Salek.

- Parent F gave kudos to Arizona Children’s Association for their support of her family and child’s needs.

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**Presentation**

**Magellan Achieve LearnCenter (www.magellan.learn.com/az)**

Theresa Clemons, Learning Project Manager for Magellan, spoke about the new learning management system, Magellan Achieve LearnCenter (see web address above). Achieve has replaced the Magellan E-Learning system. Online and live classes are available and are free of charge to Magellan and provider employees and the community at large. Included on the website are a course catalog, access to the calendar of live sessions, access to registration for online and instructor-led training, and a list of other learning resources. After registration, the Achieve website becomes customized tailored to each individual, retaining their training history and current class enrollments. Language interpretation, including sign language, are available as needed. If you have a request for a particular training, please complete the online request form.

An account is required to register for classes. If you are a professional, please contact your agency Training Coordinator to register for classes. Agency Training Coordinators will register you and will be able to track trainings completed by staff. Community members (any individual who would like to take courses) may register individually.

In addition to the courses offered by Magellan, Magellan is also offering courses through CEQuick (www.cequick.com) free of charge.

Please call the Magellan Achieve LearnCenter if you have questions (602) 797-8210.

Shawn added that the Children’s team is working with the Magellan Learning Department to study trends regarding the need for coaching, technical assistance, and additional trainings.
System of Care Plan for Fiscal Year 7/1/2009-6/30/2010

Copies of the System of Care Plan for FY 2009-2010 are now available in English and were provided at today’s meeting. Spanish translation is being done and the Spanish language document will be available at the next meeting. The new plan reflects the evolution of the System—less counting of “widgets” and an increased focus on quality outcomes and recovery. There is greater focus on special populations, expanded work on family and youth involvement, transition-aged youth, and service areas such as substance abuse intervention and ages birth to five.

Next Meeting: Wednesday, September 30, 2009, 5:30-7:30pm
Family Involvement Center

*Topics will include a presentation on DBHS Protocol on Family and Youth Involvement in the Children’s Behavioral Health System*

**RSVP YOUR ATTENDANCE AT LEAST 24 HOURS IN ADVANCE BY CALLING (602) 288-0155**