

Arizona Department of Health Services  
Division of Behavioral Health Services  
**Behavioral Health At A Glance**



**Eddy D. Broadway**

**Deputy Director**

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# Division of Behavioral Health Services



- ❖ Administers Arizona's publicly funded behavioral health service system for individuals, families and communities.
- ❖ The system provides services to both Federally eligible (Title XIX and Title XXI of the Social Security Act) and State-only populations.
- ❖ Funding is derived from a variety of sources: TXIX (Medicaid), TXXI (Kids Care), Block Grants, state appropriations, intergovernmental agreements.



# Behavioral Health Services Include:

- ❖ Prevention programs for children and adults
- ❖ Services for children and adults with substance use and/or general mental health disorders
- ❖ Services for children with a serious emotional disturbance
- ❖ Services for adults with a serious mental illness
- ❖ Statewide crisis system – including crisis phones, mobile teams, inpatient psychiatric and detoxification facilities -- operate 7-days-a-week to serve the general public.



# Behavioral Health Funding - 2007

Fund Source	FY 2007 Funds	Percent of Total
<b>Title XIX</b>	\$567,248,578	53.94%
<b>Title XIX Prop 204</b>	\$240,092,854	22.83%
<b>TXXI</b>	\$17,569,431	1.67%
<b>Federal Funds</b>	\$42,490,599	4.04%
<b>Non-Title XIX/XXI General Funds</b>	\$137,697,787	13.09%
<b>County Funds</b>	\$40,404,683	3.84%
<b>Tobacco Litigation/Settlement</b>	\$395,638	0.04%
<b>Other (1)</b>	\$5,705,743	0.54%
<b>Total Funding</b>	<b>\$1,051,605,314</b>	<b>100.00%</b>

(1) Other includes PASRR, Liquor Fees, City of Phoenix LARC, COOL Program, Comcare Trust, Indirect, Crisis Counseling Immediate Services Program



# Enrolled Population - August 2007

Populations	AHCCCS Eligible	AHCCCS Enrolled	State-Only Enrolled	Total Enrolled
Children	513,572	32,754	3,776	36,530
Adult –General Mental Health/ Substance Abuse	401,927	43,346	18,070	61,416
Adult -Serious Mental Illness		21,067	14,079	35,146
Total	915,499	97,158	35,925	133,092



# Division of Behavioral Health Services

Manages the delivery of service through contracts with:

- ❖ 4 - Regional Behavioral Health Authorities (RBHAs)
- ❖ 5 - Tribal Regional Behavioral Health Authorities (TRBHAs) and Tribal Contractors
- ❖ RBHA contracts are bid on a 3-5 year competitive cycle





# Regional Contractors - 2007

Region Served	RBHA/TRBHA
Apache, Coconino, Mohave, Navajo and Yavapai Counties	Northern Arizona Behavioral Health Authority (NARBHA)
Gila, Pinal, La Paz and Yuma Counties	Cenpatico Behavioral Health of Arizona
Cochise, Graham, Greenlee, Pima and Santa Cruz Counties	Community Partnership of Southern Arizona (CPSA)
Maricopa County	Magellan
Navajo Nation, Pascua Yaqui Tribe, Gila River Indian Community, Colorado River Indian Community, White Mountain Apache Tribe (10/1/07)	Tribal RBHAs and Tribal Contractors



# About Our Services

Effective, engaging, age & gender appropriate prevention, treatment and recovery support services delivered in the context of culture and family.





# VOICE & CHOICE

“Nothing About Us, Without Us.”

-Mental Health Consumer

“Our Voice, Our Choice.”

-Federation of Families



# VOICE AND CHOICE

Providing members a voice and a choice in their services:

- ❖ Child and Family Teams - supporting family decision-making
- ❖ Adult Recovery Teams – empowering our most vulnerable consumers
- ❖ A comprehensive array of covered behavioral health & recovery services





# Coordination of Care

Partnerships with other child and adult serving systems to improve communication and service coordination:

- ❖ AHCCCS health plan medical services
- ❖ Agreements with DES/Division of Developmental Disabilities and Rehabilitative Services Administration
- ❖ Arizona Department of Corrections' COOL Program
- ❖ Arizona Children's Executive Committee
- ❖ Arizona Department of Juvenile Corrections



# STRENGTH BASED

Working with individual and family strengths to create lasting solutions:

- ❖ Prevention programs addressing risk factors for suicide & substance abuse in Arizona's families and communities
- ❖ Consumers & families involved in development of behavioral health policies, quality management initiatives and public education campaigns





# CULTURALLY PROFICIENT CARE

Recognizing Arizona's diversity through:

- ❖ Care provided with an understanding of and respect for the consumer's health-related beliefs and cultural values
- ❖ Assessing cultural proficiency in administrative, management, clinical and organizational practices
- ❖ Services delivered in the primary language of the individual or family, including American Sign Language





# HOPE & RECOVERY

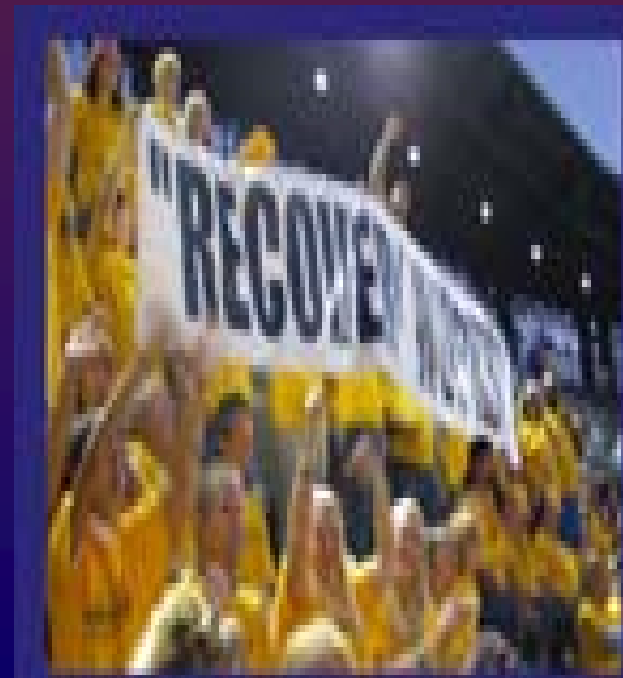
"Recovery is the experiential shift from despair to hope, alienation to purpose, isolation to relationship, withdrawal to involvement and from passive adjustment to active coping."



# FOSTERING HOPE

## Creating an environment of hope through the Peer Support workforce:

- ❖ More than 514 FTE Peer Workers statewide, including 73 specializing in substance use recovery.
- ❖ 14 consumer-operated organizations provide peer services, warm lines, depression and alcoholism screening, employment training and educational services for members & families
- ❖ Recovery and Wellness Planning is now a routine component of behavioral health treatment





# REDUCING STIGMA

## Stigma Reduction Committee

(a collaboration of DBHS, NAMI and the community)

- ❖ Increasing knowledge about behavioral health disorders and treatment options
- ❖ Activities to combat stigma in the community
- ❖ Depression and alcohol screening events
- ❖ Public education





# Prevention Programs For Children and Adults

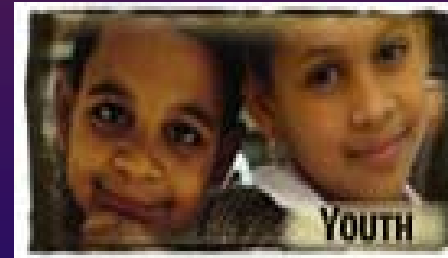
**Developing the strengths of individuals,  
families and communities to:**

- ❖ Reduce the prevalence and severity of behavioral health problems, and
- ❖ Establish conditions that support the development and maintenance of healthy behaviors and vibrant communities



**Special projects include:**

- ❖ Garrett Lee Smith Suicide Prevention Grant
- ❖ Targeting of underserved, high risk groups including tribal communities, people of color and seniors
- ❖ Underage drinking initiative
- ❖ Preventing use of alcohol and other drugs





# Services for Substance Use Disorders

## Methamphetamine Centers for Excellence

- ❖ Implementing evidence-based practices in the treatment of clients with methamphetamine abuse/dependence

## Specialty Women's Treatment Programs

- ❖ Priority access to treatment for pregnant women and women with young children using a gender and family centered model of care

## Addressing Co-Occurring Disorders

- ❖ Specialized services for adults with both mental health and addiction disorders

## Young Adult Substance Abuse Team

- ❖ Creating age and developmentally appropriate interventions that engage young people and their families in treatment





# Services for Children

## Creating sustainable and trusting partnerships with families and other child serving systems

- ❖ Family members and youth are involved in planning, policy and service delivery
- ❖ Develop community structures to support collaborative relationships and family involvement
- ❖ Implement behavioral health assessment and planning processes across child-serving systems
- ❖ Expand access to Child and Family Teams
- ❖ Provide best practice services





# Services for Adults with Serious Mental Illness

## Employment Support

- ❖ Promoting independence through a continuum of vocational and work support services

## Supported Housing

- ❖ Supporting skills and strengths that allow vulnerable members to be successful in community living environments

## ❖ Other Covered Services

- ❖ Case management, medication, counseling and a range of social, health and supportive services





# INCLUSION

- ❖ Involving individuals and families with lived experience in DBHS quality, policy and program operations:
  - ❖ Mystery Shopper
  - ❖ Policy Committee
  - ❖ The Family Committee
  - ❖ Office of Individual and Family Support



# ENSURING ACCOUNTABILITY

## Compliance Operations

- ❖ Provides centralized monitoring & oversight of RBHA operations to ensure performance aligns with the ADHS contract

## Financial Operations

- ❖ Provides fiscal oversight of revenues and expenditures for behavioral health services to ensure financial accountability and responsiveness





# IMPROVING QUALITY

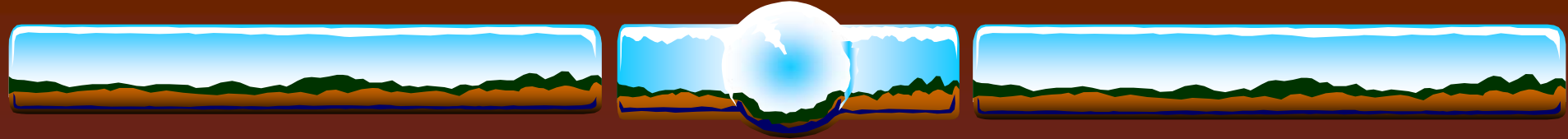
## Quality Management Operations

- ❖ A variety of monitoring, audits and incentives to improve performance in the delivery of services, including annual independent record reviews, mystery shopper activities and the annual Customer Satisfaction Survey

## Consumer Rights

- ❖ Advocacy support for consumers and families, including grievance and appeals and human rights committees





# Our Goals:

- ❖ Enhanced family involvement
- ❖ Improved satisfaction
- ❖ Increased access to services
- ❖ Improved outcomes
- ❖ Accountability for services and funding
- ❖ Cultural Competence



# For additional information...

## Contact:

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