

# Arizona Department of Health Services Division of Behavioral Health Services (ADHS/DBHS)

## *Behavioral Health At A Glance*

February 2010



*Leadership for a Healthy Arizona*



# Vision

All Arizona residents touched by the public behavioral health system are easily able to access high quality prevention, support, rehabilitation and treatment services that have resiliency and recovery principles at their core, which assist them in achieving their unique goals for a desired quality of life in their homes and communities.

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# Mission

To provide strong clinical and administrative leadership for Arizona that:

- Recognizes and promotes behavioral health as an integral factor in overall health and wellness;
- Promotes innovative, high-quality, culturally responsive, outcome-based services provided to a diverse population who may face multiple challenges;
- Delivers outstanding customer service;

A decorative graphic at the bottom of the slide. It features a large, light-colored sunburst with many rays emanating from a central point. Below the sunburst is a wavy line that forms a shape resembling a hill or a wave. The top of this wave is a thin, light brown line, and the bottom is a solid blue area. The text "Leadership for a Healthy Arizona" is written in a white, italicized, serif font across the blue area.

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# Mission (cont.)

To provide strong clinical and administrative leadership for Arizona that:

- Promotes and fosters recovery, independence and empowerment for service recipients;
- Increases meaningful peer and family voice and involvement;
- Facilitates ongoing and effective clinical supervision for the workforce in the community;

A decorative graphic at the bottom of the slide featuring a stylized sunburst rising over a blue and gold wave. The text "Leadership for a Healthy Arizona" is written in white, italicized font across the wave.

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# Mission (cont.)

To provide strong clinical and administrative leadership for Arizona that:

- Emphasizes the importance of accountability for the timeliness and quality of services provided;
- Emphasizes the importance of accountability for the responsible use of finite financial resources; and
- Attracts and retains a caring and highly competent workforce.

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# Values

- Integrity and Honesty
- Collaboration and Communication
- Responsibility
- Respect and Empowerment
- Quality
- Accountability and Responsiveness
- Diversity
- Credibility and Competency



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# Who we are...



- Administer Arizona's publicly funded behavioral health service system for individuals, families and communities.
- Provide 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), federal block grants, state appropriations and intergovernmental agreements.

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# How we are funded...

| Fund Source                 | FY 2009 Funds          | Percent of Total |
|-----------------------------|------------------------|------------------|
| Title XIX                   | \$767,758,059          | 56.48%           |
| Title XIX Proposition 204   | \$368,887,005          | 27.14%           |
| TXXI                        | \$19,816,483           | 1.46%            |
| Federal Funds               | \$41,669,976           | 3.07%            |
| Non-Title XIX General Funds | \$111,934,697          | 8.23%            |
| County Funds                | \$43,728,596           | 3.22%            |
| Other (1)                   | \$5,591,433            | 0.41%            |
| <b>Total Funding</b>        | <b>\$1,359,386,250</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

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\*Funding information, 2008 Annual Report

# Who we serve...

## Enrolled population – January 2010

| Populations   | AHCCCS Eligible       | AHCCCS Enrolled | State-Only Enrolled | Total Enrolled |
|---|-----------------------|-----------------|---------------------|----------------|
| Children  | 634,128               | 41,708          | 4,050               | <b>45,758</b>  |
| Adult – General<br>Mental Health/<br>Substance<br>Abuse | 595,309<br>(combined) | 59,512          | 16,339              | <b>75,851</b>  |
| Adult -Serious<br>Mental Illness                        |                       | 24,390          | 14,661              | <b>39,051</b>  |
| <b>Total</b>  | <b>1,229,437</b>      | <b>125,610</b>  | <b>35,050</b>       | <b>160,660</b> |

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# Services we provide...

- 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, warm lines, mobile teams, inpatient psychiatric and detoxification facilities; operate seven (7) days a week; serve the general public.
- Prevention programs for children and adults



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# Our contracting process...

- Contracts are bid on a 3-5 year competitive cycle
- Six geographic service areas (GSAs)
- Currently four (4) Regional Behavioral Health Authorities (RBHAs) serve the 6 GSAs
- Five (5) Tribal Regional Behavioral Health Authorities (TRBHAs) and Tribal Contractors



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# Our Regional Contractors - 2009

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

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# Coordination of Care

- Physical healthcare providers
- Department of Economic Security
  - Developmental Disabilities
  - Rehabilitation Services Administration
  - Children, Youth and Families
- Department of Juvenile Corrections
- Department of Corrections
- Administrative Office of the Cour
- Arizona Department of Housing



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# Our Four Core Business Functions

- Programs and Daily Operations
- Infrastructure and Support
- Financial Management
- Community Development and Public Relations



# Programs and Daily Operations

- Define what we want
  - Clinical best practices and recovery-focused approaches
  - Individual empowerment
  - Effective prevention programs
  - Comprehensive networks
- Implement strategies to achieve the Vision
- Interact (front-line) with T/RBHAs & providers
- Oversee day-to-day service delivery
  - Monitor progress in achieving the Vision
  - Provide technical assistance
  - Drive performance improvement
  - Report findings, progress, plans



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# Infrastructure and Support

- Backbone support for planning, implementation and monitoring
- Provide data, information, support to facilitate daily operations
  - Data and application development
- Behind-the-scenes activities
  - Contract development and monitoring
  - Policies and procedures development
  - Grants development, monitoring, and reporting
- Business Continuity and Disaster Preparedness
- Cultural Competency Team



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# Financial Management

- The other necessary backbone for planning, implementation and monitoring
  - Financial review and monitoring
  - Program support
  - Data validation
- Provide data, information, support to facilitate daily operations
- Behind-the-scenes activities
  - Internal business operations



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# Community Development and Public Relations

- Foster stronger community relations
  - Build relationships with key stakeholders
  - Community development
  - Customer service
- Decrease stigma; increase advocacy
  - Human rights advocacy
  - Address complaints, grievances, and appeals
- Facilitate information flow in and out
  - Office of Individual and Family Affairs
- Positively impact public perception
  - Manage the message



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# Pulling it all together...activities and accomplishments



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# Prevention Programs For Children and Adults

## Helping individuals, families and communities to:

Reduce the prevalence and severity of behavioral health problems, and

Establish environments that support the development and maintenance of healthy behaviors and vibrant communities

## Special projects include:

Targeting of underserved, high-risk groups including tribal communities, people of color and seniors

Underage drinking initiative

Suicide prevention



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# Services for Substance Use Disorders

## Methamphetamine Centers for Excellence (COEs)

- There are three state-funded innovative COEs to treat addiction using best practices: cognitive behavior therapy, contingency management and therapeutic urinalysis.
- Successful lessons learned are being shared with providers statewide.

## Specialty Women's Treatment Programs

- Support and technical assistance to nine programs across the state that provide in-patient treatment to pregnant women and women with dependent children using gender-specific programming and a family-centered model of care.



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# Services for Substance Use Disorders (con't)

## Addressing Co-Occurring Disorders

- Integrated services for individuals with co-occurring disorders where both substance use and psychiatric disorders are addressed in one setting using evidence-based approaches to recovery.

## Level IV Stabilization Facilities

- Funds were allocated during the 2006 State legislative session to support rural access to care :
  - Six-bed facilities –Globe and Payson
  - Sixteen-bed facilities –Holbrook, Winslow and Yuma
  - Gila River Detoxification facility



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# Substance Use Priorities and Funding

## Priorities

- **Governor's Executive Order 2008-001**

Enhance the availability of substance abuse treatment services for families involved with Child Protective Services (CPS).

- **Arizona Families FIRST**

A partnership with DES/DCYF established in 2001 to improve substance abuse treatment services to families involved with CPS.

## Funding

- **Federal Grants**

Arizona was awarded federal grants to address substance use among youth/young adults; Arizona has increased capacity to provide evidence-based treatment such as Motivational Interviewing and Adolescent Community Reinforcement Approach.

- **Substance Abuse Prevention and Treatment (SAPT) Block Grant**

Arizona receives over \$30 million in funding from the SAPT block grant, which prioritizes certain populations, such as pregnant women/women with dependent children and IV drug users. Some funding also is available to treat non-AHCCCS eligible youth and adults.



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# Voice & 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 recipients
- A comprehensive array of community-based behavioral health and recovery services that promote recovery and resiliency

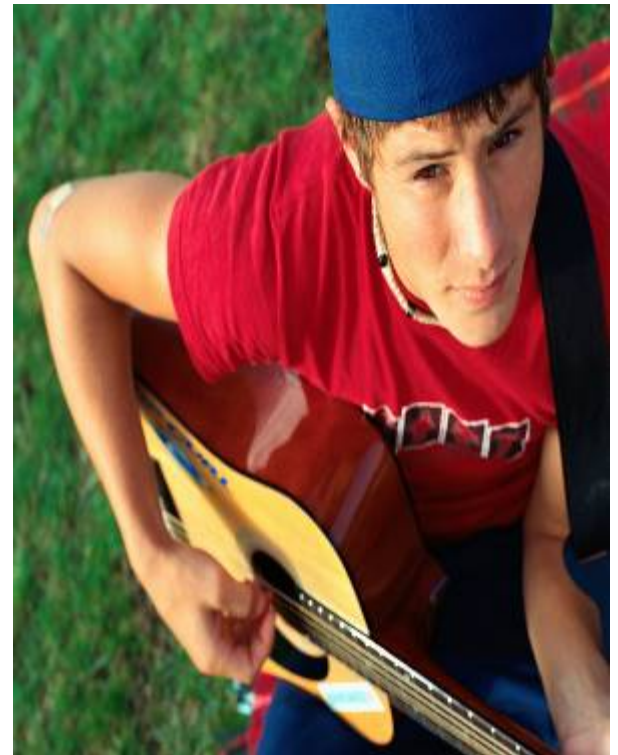


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# Strength-Based

## Working with individual and family strengths to create lasting solutions:

- Collaboration and partnership between professionals and individuals and their families
- Individuals and families are experts on their lives and their strengths – This voice creates a dialogue of strength with all involved
- Individuals and families involved in development of behavioral health policies, quality management initiatives and public education campaigns



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# Culturally Proficient Care

## Recognizing Arizona's diversity through:

- Care provided with an understanding of and respect for the recipient'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
- Reaching out to populations experiencing health disparities.

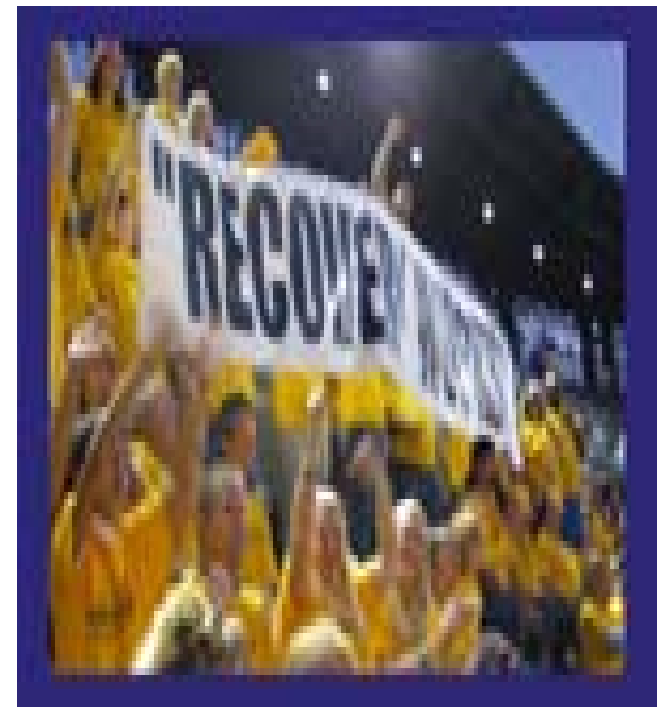


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# Fostering Hope

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

- More than 600 FTE peer workers statewide, with more than 80 specializing in substance use recovery
- Thirteen (13) consumer-operated organizations provide peer services, warm lines, employment training and educational services for members and families
- Recovery and Wellness Planning is now a routine component of behavioral health treatment



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# Reducing Stigma

## Stigma Reduction Committee

- A collaboration of DBHS, National Alliance on Mental Illness (NAMI), Mental Health Association (MHA) and the community
- Increasing knowledge about behavioral health disorders and treatment options
- Activities to combat stigma in the community
- Public education



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# Inclusion

- **Actively involving individuals and families with lived experience in DBHS quality management, policy and program operations:**
  - Office of Individual and Family Affairs
  - Policy Committee
  - Family Committee
  - Advocate Meetings



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## In summary...our Vision

*All Arizona residents touched by the public behavioral health system are easily able to access high quality prevention, support, rehabilitation and treatment services that have resiliency and recovery principles at their core, which assist them in achieving their unique goals for a desired quality of life in their homes and communities.*

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