

Navigating the Desert Southwest



**Exploring partnerships across
Arizona that improve recovery-based
services and employment outcomes**

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Division of Behavioral Health Services



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

Behavioral Health Funding* - 2008

Fund Source	FY 2008 Funds	Percent of Total
Title XIX	\$640,329,185	55.73%
Title XIX Proposition 204	\$282,961,826	24.63%
TXXI	\$19,223,605	1.67%
Federal Funds	\$41,577,800	3.62%
Non-Title XIX General Funds	\$119,003,900	10.36%
County Funds	\$42,028,800	3.66%
Other (1)	\$3,918,600	0.34%
Total Funding	\$1,149,043,716	100.00%

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

Enrolled Population – July 2008

Populations	AHCCCS Eligible	AHCCCS Enrolled	State-Only Enrolled	Total Enrolled
Children	536,511	35,227	5,540	40,767
Adult –General Mental Health/ Substance Abuse	448,822 (combined)	49,451	25,941	75,392
Adult -Serious Mental Illness		21,918	14,895	36,813
Total	985,333	106,596	46,376	152,972

Division of Behavioral Health Services

Manages the delivery of services through contracts with:

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





Regional Contractors - 2008

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 Health Services
Navajo Nation, Pascua Yaqui Tribe, Gila River Indian Community, Colorado River Indian Tribes, White Mountain Apache Tribe	Tribal RBHAs: Gila River Indian Community, Pascua Yaqui Tribe and White Mountain Apache Tribe Tribal Contractors: Navajo Nation and Colorado River Indian Tribes

Services for Adults with a Serious Mental Illness

Employment Support

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

Supported Housing

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



Services for Adults with a Serious Mental Illness

■ Peer Support

- Promoting natural supports and use of peers in recovery to assist skill development and self-empowerment

■ ACT teams

- Assertive Community Treatment teams to support individuals needing more intensive community supports

■ Other Covered Services

- Case management, medication, counseling crisis services, health promotion, respite

Employment as a Path to Recovery

Employment services for individuals with serious mental illness have been proven to accomplish the following:

- Reduces the stigma of mental illness
- Alleviates poverty
- Reduces hospitalizations
- Improves quality of life
- Benefits society through income taxes paid by workers
- Reductions in entitlements and the overall cost of care

Promoting and supporting employment is inherent in the responsibilities of all behavioral health and rehabilitation staff and providers, even those not explicitly charged with employment service responsibility.

Guiding Philosophy

- The belief that every person with a mental illness is capable of working competitively in the community when the right kind of job and work environment is found
 - Preference for competitive work over sheltered work
 - Jobs as transitions
 - Employment services integrated into comprehensive mental health services
 - Job search starts soon after individual expresses desire to work
 - Follow along supports are continuous
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Employment Partnership



- Formal agreement between Department of Economic Security / Rehabilitation Services Administration (RSA) and Department of Health Services / Division of Behavioral Health (DBHS)
- Customized Vocational Rehabilitation services for individuals enrolled in the public mental health system



Intergovernmental Agreement

- Funded by an annual share from DBHS of \$1.8 million and a federal match from RSA of \$6.8 million
- Reserved specifically to serve individuals with serious mental illness

Value Statement

Recovery for individuals with serious mental illness is dependent on a philosophy within both the mental health and vocational rehabilitation system that work and economic self-sufficiency are an integral part of planning for all individuals diagnosed with serious mental illness, and that meaningful work provides opportunities for community integration and reduces the need for expensive mental health interventions.

Overview of Partnership

- Cross training of Vocational Rehabilitation and mental health staff
- Expedited eligibility
- Information sharing and continuity of care
- Co-location of services and a “one-stop” approach
- Mutually contracted providers
- Joint service planning

Data and Outcomes

State Fiscal Year 2009 (statistics pertain to persons in recovery with a Serious Mental Illness)

- 15% are competitively employed
- 64% have a formal schooling level at or higher than a GED / High School diploma
- 12% are currently receiving services from Vocational Rehabilitation
- Rehabilitation Rate – 36%
- 11 Peer Run agencies
- 318 individuals graduated from a peer support training program (2008)
- A network of 48 rehabilitation and employment providers to choose from

Barriers to Employment

- Labor Market
- Stigma
- Program Availability

Small group discussion on how to address these barriers.

Come up with at least one intervention per barrier.
Consider both rural and urban settings.

Sharing Innovative Interventions

What did you come up with or discuss?
What have you done in your agency?



**Here's some of the things we
are doing!**

Labor Market

- NARBHA
 - Enhance and Expand Provider Network
 - Expand Volunteer Opportunities into Employment Opportunities
 - Establish Employment Opportunities for Recovery Coordinators

- Cenpatico
 - Contracted with Linkages Program
 - Expansion of peer support positions through the provider networks
 - Implementation of Employment Coordinator positions at all Adult Intake agencies
 - Expanding Volunteer opportunities in GSA 4

Labor Market

- CPSA
 - Work Adjustment Programs
 - Consumer-operated businesses
 - Community business outreach
 - Direct employment contractor

- Magellan
 - Expansion of peer support positions across system
 - Benefits Mentor program
 - Recovery Act Grantee Partnerships
 - City & County One Stops
 - Economic Development
 - LINKAGES

Stigma

- **Statewide**

- Arizona Dialogues
- Speaker's Bureau
- Media Campaign

- **NARBHA**

- Establishment of the "Community in Support of Wellness" Groups
- Establishment of Recovery Support Programs across Northern Arizona
- Present at Legislative Meetings

- **Cenpatico**

- Community and provider presentations
 - Personal stories of recovery
 - Empowering yourself in the medical community
- Host monthly dinners
 - Community resources
 - Developing partnerships between individuals receiving services and other stakeholders such as local police, elected officials, etc.
 - Raising community awareness

Stigma

■ CPSA

- NAMI Walk
- Peer Positions
- Community Mental Health Arts Show
- Family Forum
- CPSA Website

■ Magellan

- Recovery & Resiliency Department
 - R & R trainings for Desert Vista Hospital and Psych Annex
 - Public Service Announcement
 - Peer & Family Mentors in all clinics
- Clinic Councils
- Recovery Centers
- MYLIFE – MY Fest
- Community Exchange
- Jobing.com Employment blog
- Community Development Department

Program Availability

- **NARBHA**

- Coordinate Vocational Service Delivery with new NARBHA Responsible Agencies
- Increase Utilization of Programs offered at the Recovery Centers
- Increase Awareness for Utilizing the NARBHA Website as a Resource as a Tool for Accessing Mental Health Care Information

- **Cenpatico**

- Identified Provider Employment Coordinator position
- Cenpatico has five Comprehensive Providers for adults with serious mental illness
- Expansion of Adult Psychosocial Rehabilitation Services

Program Availability

- **CPSA**

- Peer support training and certification
- Mutually-contracted providers
- Training
- Comprehensive Service Networks

- **Magellan**

- 7 mutually contracted providers with RSA; in process of adding 3 additional RSA providers to RBHA contract
- 2 RSA-funded Peer Employment Training programs
- Direct employment providers
- Full array of psychiatric rehabilitation services across Maricopa County
- Rehabilitation Specialists on every clinical team
- Many community partners

NORTHERN ARIZONA REGIONAL BEHAVIORAL HEALTH AUTHORITY (NARBHA)



***To be recognized as the
innovative leader in
managing superior
behavioral health care***

Increasing Partnerships in Northern AZ (NARBHA)

- Conduct ongoing meetings with members/family to solicit their input in program design and development
- Continue collaboration with RSA in developing, revising and implementing the regional plan and regional protocols
- Collaboratively educate the providers on the movement from the medical model to the recovery model in service delivery
- NARBHA's Telemedicine System

Demographics in Northern AZ Counties

- APACHE COUNTY – 75,496
LABOR FORCE – 19,931
UNEMPLOYMENT RATE – 8.8%
- NAVAJO COUNTY - 113,796
LABOR FORCE – 38,347
UNEMPLOYMENT RATE – 13%
- COCONINO COUNTY – 134,898
LABOR FORCE – 70,328
UNEMPLOYMENT RATE – 5.5%
- MOHAVE COUNTY – 204,122
LABOR FORCE – 92,351
UNEMPLOYMENT RATE – 4.6%
- YAVAPAI COUNTY – 215,503
LABOR FORCE – 98,390
UNEMPLOYMENT RATE – 3.7%



Employment Services Program

Goal

To increase the number of people in treatment who are employed

Mission

“Together we can inspire hope for a better life”

Increasing Partnerships (Cenpatico)

- Collaborative efforts between Cenpatico and RSA- Regional Vocational Plan & Protocols
- Contract with National Expert, Bill Kennard to utilize the Boston University Psychiatric Rehabilitation Approach (BUPRA)
- Economic Development-Linkages Contract
- Behavioral Health Program Services with Community Colleges

GILA COUNTY

- **Total Civilian Labor Force 21,500**
- **Total Unemployment 2,200**
- **Rate 10.2%**

- **Total Employment 19,300**

Labor Statistics-March 2009

LA PAZ COUNTY

- **Total Civilian Labor Force 7,425**
- **Total Unemployment 650**
- **Rate 8.9%**

- **Total Employment 6,775**

Labor Statistics-March 2009

PINAL COUNTY

- **Total Civilian Labor Force 116,825**
- **Total Unemployment 12,000**
- **Rate 10.3%**

- **Total Employment 104,800**

Labor Statistics-March 2009

YUMA COUNTY

- **Total Civilian Labor Force 78,900**
- **Total Unemployment 12,100**
- **Rate 15.3%**

- **Total Employment 66,800**

Labor Statistics-March 2009

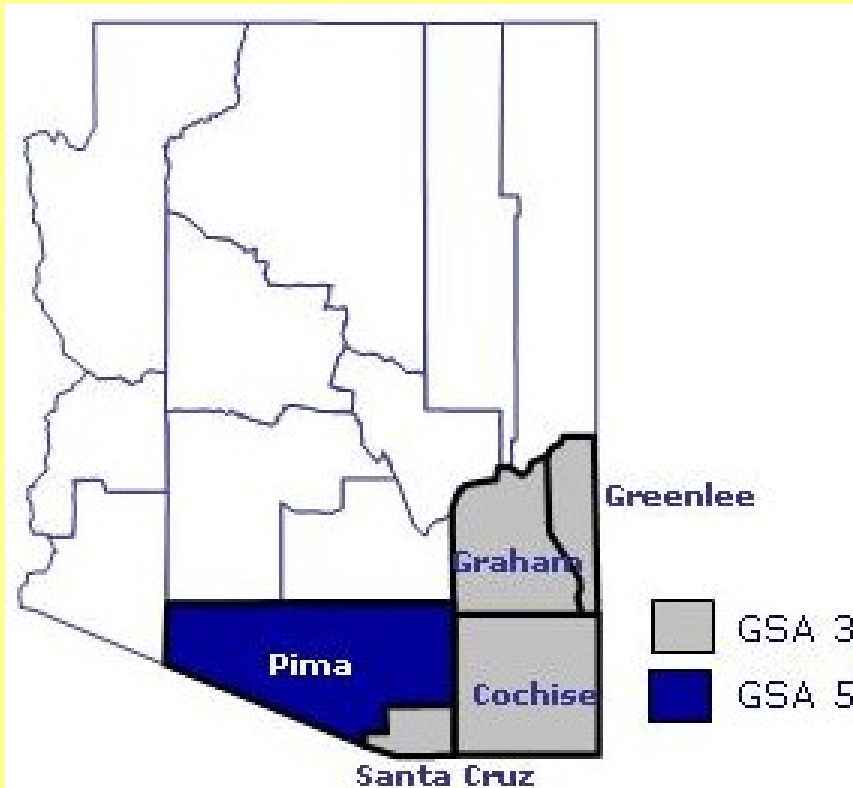


**Community
Partnership**
of Southern Arizona

Regional Behavioral Health Authority

Mission:

To ensure individuals and families receive accessible, high-quality behavioral health services that are member and family driven, recovery oriented, respectful of cultural differences and foster hope and self-determination.



Population:

Cochise County:	129,006
Graham County:	36,452
Greenlee County:	8,002
Pima County:	1,012,018
Santa Cruz County:	42,923

CPSA Recovery Services

Mission Statement

Our mission is to reduce system barriers in order to ensure timely delivery of quality services that promote recovery for CPSA members.

Working with RSA/VR



- Collaborative Protocols
- Quarterly Meetings
- Vocational Liaisons
- Training Opportunities

Increasing Partnerships – CPSA

- Member/family and stakeholder input
- Community resource trainings
- Internal Collaboration
- Specialized positions within CPSA
- Proactive steps





Partnership with RSA / VR

- Regional Collaborative Protocols
- Monthly Coordination Meetings
- Quarterly Combined Meetings (Rehab Specialists & VR Counselors)
- Shared Trainings
 - RSA BHS CORE
 - RBHA Rehab CORE
 - BU
 - MHA-Village
- Staffing pattern of RS staff
- Staffing pattern of VRC staff

Innovation

- Co-located Providers
 - Providers at 13 of 25 clinics
 - 2 of 25 is paid work
 - 12 of 25 are JD/JP services
- National Disability Employment Awareness Month Job Fair (Fall 2008)
- MyLife / MyFEST
- PNO Dashboard Report
- Quarterly “How Are We Doing?” Community Forums

Maricopa County Demographics

- **Unemployment Rate**

- 8.2% Statewide (as of May 2009)
- 6.7% Maricopa County (as of April 2009)

- **Persons with a Serious Mental Illness**

- 37,707 (as of May 2009)

Maricopa County Demographics

- Population (2008 estimate)
 - 3,954,598
 - Ranks 4th among the nation's counties
 - Greater than the population of 24 states
- Area
 - 9,224 sq. miles
- Racial Makeup (2005 estimate)
 - 61.5% White
 - 30.1% Hispanic or Latino
 - 4.3% African American
 - 2.2% Native American
 - 2.7% Asian
 - .02% Pacific Islander
 - 19.1% reported speaking Spanish at home
- Gender & Age (2005 estimate)
 - 50.3% Male
 - 49.7% Female
 - 27.4% under 18 years old
 - 61.5% between 19 and 64 years old
 - 11.1% over 65 years old

Maricopa County Demographics

Cities

- ❑ Apache Junction (most of AJ is in Pinal County)
- ❑ Avondale
- ❑ Chandler
- ❑ El Mirage
- ❑ Glendale
- ❑ Goodyear
- ❑ Litchfield Park
- ❑ Mesa
- ❑ Peoria (part of Peoria is in Yavapai County)
- ❑ Phoenix
- ❑ Scottsdale
- ❑ Surprise
- ❑ Tempe
- ❑ Tolleson

Towns

- ❑ Buckeye
- ❑ Carefree
- ❑ Cave Creek
- ❑ Fountain Hills
- ❑ Gila Bend
- ❑ Gilbert
- ❑ Guadalupe
- ❑ Paradise Valley
- ❑ Queen Creek (part of QC is in Pinal County)
- ❑ Wickenburg
- ❑ Youngtown

Summary

- Agencies across the state working together for a shared goal of increasing employment options
- Statewide commitment!
- Representing all corners of the State...across rural, frontier, and urban areas!
- Different paths...same destination

Questions and Wrap-up