

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

Key Area: Substance Abuse Prevention & Treatment

Goal: Improve overall quality, effectiveness, and access to services for individuals with a substance use disorder (SUD).

ADHS/DBHS Objectives	Tasks/Activities	Person Responsible	Target Date For Completion	DBHS Comments
<p>1. Increase penetration rates for pregnant females with a substance use disorder/dependence (SUD).</p>	<p>a) Review change in penetration from FY11 to FY12.</p> <p>b) Set target increase.</p> <p>c) Present Women’s Treatment Directory to Maricopa County Re-Entry Group.</p> <p>d) Continue to target medical providers in Emergency Departments on assessing for behavioral health services and making referrals through use of Kognito training and ADHS/DBHS Decision Tree.</p> <p>e) Present Women’s Treatment Directory in a Children’s SAPT meeting.</p> <p>f) Collaborate with CASS and LDRC to educate staff on behavioral health programs available for pregnant females.</p> <p>g) Pregnant females with SUD receiving medical services at a GMH/SA Integrated Health provider will be referred for Behavioral Health services. Providers will report their 4th quarter total of referrals in this category.</p>	<p>a) GMH/SA Director</p> <p>b) GMH/SA Director</p> <p>c) GMH/SA Director</p> <p>d) Crisis Director</p> <p>e) GMH/SA Program Coordinator</p> <p>f) GMH/SA Program Coordinator</p> <p>g) GMH/SA Program Director</p>	<p>a) 10/15/12</p> <p>b) 10/31/12</p> <p>c) 1/31/13</p> <p>d) 1/31/13</p> <p>e) 12/31/12</p> <p>f) 3/31/13</p> <p>g) 9/30/13</p>	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

<p>2. Increase penetration rates for Intravenous Drug Users (IVDU).¹</p>	<p>a) Review change in penetration from FY11 to FY 12.</p> <p>b) Set target increase.</p> <p>c) Collaborate with CASS and LDRC to educate staff on RBHA resources available for Intravenous Drug Users.</p> <p>d) Continue to target medical providers in Emergency Departments on assessing for behavioral health services and making referrals through use of Kognito training and ADHS/DBHS Decision Tree.</p> <p>e) Provide information on available resources and services in a Children’s SAPT meeting.</p> <p>f) Provide Information on available resources and services in Maricopa Re-Entry Meeting.</p>	<p>a) GMH/SA Director</p> <p>b) GMH/SA Director</p> <p>c) GMH/SA Program Coordinator</p> <p>d) Crisis Director</p> <p>e) GMH/SA Program Coordinator</p> <p>f) GMH/SA Director</p>	<p>a) 10/15/12</p> <p>b) 10/31/12</p> <p>c) 3/31/12</p> <p>d) 1/31/13</p> <p>e) 12/31/12</p> <p>f) 1/31/13</p>	
<p>3. Increase penetration rates for older adults – ages 55 and over</p>	<p>a) Review change in penetration from FY11 to FY12.</p> <p>b) Set target increase.</p> <p>c) Promote Substance Abuse in Older Adults training offered through the Magellan Achieve site at two GMH/SA Provider Meetings.</p>	<p>a) GMH/SA Director</p> <p>b) GMH/SA Director</p> <p>c) GMH/SA Director</p>	<p>a) 10/15/12</p> <p>b) 10/31/12</p> <p>c) 1/31/13 and 9/30/13</p>	

¹ IVDU is defined as those individuals with a substance use disorder/dependence that indicates, ‘injection’ as the route of use for their primary, secondary, or tertiary substance type.

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<ul style="list-style-type: none"> d) Inform AHCCCS Behavioral Health Coordinators of free Substance Abuse in Older Adults training offered through Magellan's Achieve site. e) Identify providers with largest number of 55 and older recipients. f) Outreach providers with highest 55 and older enrollment to determine if they do specific outreach efforts that can be utilized throughout the network. g) Collaborate with CASS and LDRC to educate staff on RBHA resources available for Adults 55 and older. 	<ul style="list-style-type: none"> d) GMH/SA Director and Health Plan Liaison e) GMH/SA Director f) GMH/SA Coordinator g) GMH/SA Coordinator 	<ul style="list-style-type: none"> d) 12/31/12 e) 12/31/12 f) 9/30/13 g) 3/31/13 	
<p>4. Increase medical providers' knowledge and comfort level in making referrals for substance abuse treatment.</p>	<ul style="list-style-type: none"> a) Target Medical Providers in Emergency Departments through the Kognito training and distribution of the ADHS/DBHS Accessing Services Decision Tree. b) Add link to Provider Form 3.3.1 to Magellan GMH/SA Dashboard for medical providers to make a referral. c) 3 Integrated Health GMH/SA Providers will make referrals within their agency or other providers in the network for substance abuse treatment. d) Educate Crisis Providers on information and best practices for treatment of synthetic drug use. 	<ul style="list-style-type: none"> a) Crisis Director b) GMH/SA Director c) GMH/SA Director d) Crisis Director 	<ul style="list-style-type: none"> a) 6/30/13 b) 9/30/13 c) 1/31/13 d) 9/30/13 	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

<p>5. Increase the use of evidence based practice in delivery of substance abuse treatment services</p>	<p>a) Establish a baseline inventory of what evidence-based practices are currently being utilized.</p> <p>b) Evidence-Based Practice Committee will review findings and make recommendations for increasing the utilization of evidence-based practices.</p> <p>c) Send out new survey to providers to determine if there has been an increase across the system in utilization.</p>	<p>a) Chief Quality Officer</p> <p>b) Evidence Based Practice Committee</p> <p>c) GMH/SA Coordinator</p>	<p>a) 1/31/13</p> <p>b) 4/30/13</p> <p>c) 9/30/13</p>	
<p>5. (a) Contractually mandate and implement the statewide use of the American Society of Addiction Medicine's Patient Placement Criteria (ASAM-PPC 2 R). Note: Thresholds established in letter to RBHAs on March 24, 2011 6/30/11 – 25% 10/1/11 – 50% 1/1/12- 75% 6/30/12 – 90%</p>	<p>a) Magellan Learning Center will continue to offer ASAM PPC-2R training at least once per quarter for new adult staff and refresher for existing staff. The need for additional sessions will be continuously evaluated based on system need.</p> <p>b) Average Length of Stay for GMH/SA Level II Substance Abuse Treatment will be compared for change from 7/1/11 through 12/31/11 and 7/1/12 through 7/31/12.</p> <p>c) Magellan will alert providers about monthly Technical Assistance opportunities with the Change Company and DBHS.</p>	<p>a) Magellan Learning Department</p> <p>b) GMH/SA Director, Crisis Coordinator</p> <p>c) GMH/SA Director</p>	<p>a) 9/30/13</p> <p>b) 9/30/13</p> <p>c) 12/31/12</p>	
<p>6. Improve treatment completion rates for all persons with a substance use disorder/dependence</p>	<p>a) Disseminate the ADHS/DBHS definition of 'Treatment Completion' to the RBHA provider community so that completion is universally understood across all providers,</p>	<p>a) Director, Public Relations and Marketing; GMH/SA Director</p>	<p>a) TBD upon DBHS definition and release</p>	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>and completion rates are more accurately recorded.</p> <p>b) Establish baseline of persons who completed treatment (demographic data 6 month post DBHS definition release).</p> <p>c) Set target increase.</p> <p>d) Implement measure on GMH/SA Dashboard.</p> <p>e) Collaborate with high performers for best practices.</p>	<p>b) GMH/SA Director</p> <p>c) GMH/SA Director</p> <p>d) GMH/SA Director</p> <p>e) GMH/SA Director</p>	<p>b) 6 months post DBHS definition</p> <p>c) One month after baseline established</p> <p>d) 9 months post DBHS definition</p> <p>e) 12 months post DBHS definition</p>	
<p>7. Decrease disparities in treatment outcomes.</p>	<p>a) Analyze NOMS outcomes data by gender, race, age, & ethnicity.</p> <p>b) Compare findings of (A) & (B); perform root cause analysis to identify reasons for disparities if any, such as treatment outcomes between men and women, younger adults and older adults, as well as any potential racial or ethnic factors.</p> <p>c) Where disparities are found, technical</p>	<p>a) Director of Cultural Competency, Chief of Quality & GMH/SA Executive Committee</p> <p>b) Director of Cultural Competency, Chief of Quality & GMH/SA Executive Committee</p> <p>c) Director of</p>	<p>a) 11/30/12</p> <p>b) 12/31/12</p> <p>c) 3/31/13</p>	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>assistance regarding engagement in treatment around the specific NOM will be offered to providers.</p> <p>d) Implement measure on GMH/SA Provider Dashboard specific to diverse populations.</p>	<p>Cultural Competency, Chief of Quality & GMH/SA Executive Committee</p> <p>d) GMH/SA Director</p>	<p>d) 9/30/13</p>	
<p>8. Increase the availability and service utilization of Medication-Assisted Treatment (MAT) options.²</p>	<p>a) Establish a baseline threshold of persons receiving MAT in FY11 and FY12.</p> <p>b) Set target increase.</p> <p>c) Recommend continuation of SAPT Medication Assisted Treatment (MAT) Pilot Program to DBHS.</p> <p>d) Monitor semi-annual SAPT MAT private pay through Community Bridges.</p> <p>e) Meet with Opioid Treatment Provider regarding expansion of services if needed for increase in network capacity.</p>	<p>a, b, c, d & e) GMH/SA Director, GMH/SA Coordinator, Adult Services Medical Director, & Pharmacy Director</p>	<p>a) 10/31/12</p> <p>b) 11/15/12</p> <p>c) 10/31/12</p> <p>d) 1/31/13</p> <p>e) 9/30/13</p>	
<p>9. Increase the use of peer services in substance abuse treatment.</p>	<p>a) Establish a baseline threshold (FY12 data).</p>	<p>a) GMH/SA Director & GMH/SA Executive Committee</p>	<p>a) 9/30/13</p>	

² Such as Methadone, Buprenorphine, Campral, Naltrexone, and Suboxone

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	b) Monitor quarterly reporting of use of peer services for substance abuse population and devise and initiate screening, training, credentialing, and supervision protocols per PM 9.2 for peer service providers.	b) GMH/SA Director & GMH/SA Executive Committee	b) 9/30/13	
	c) Recovery and Resiliency will present at a GMH/SA Provider meeting on the effectiveness of peer support.	c) Chief Recovery and Resiliency Officer	c) 9/30/13	
	d) Recovery and Resiliency will present at a GMH/SA Medical Director's Meeting	d) Chief Recovery and Resiliency Officer	d) 9/30/13	
	e) Provider that highly utilizes peers will provide presentation at a GMH/SA Provider Meeting to highlight effectiveness.	e) Provider TBD	e) 9/30/13	
	f) Monitor monthly Crisis Transition Navigator referrals with substance abuse indicated as a presenting concern.	f) Crisis Coordinator	f) 9/30/13	

Key Area: Employment				
Goal: Increase and retain employment of members served by the behavioral health system				
ADHS/DBHS Objectives	Tasks/Activities	Person Responsible	Target Date For Completion	DBHS Comments
1. Increase the total number of Provider staff trained on Social Security Work Incentives, including the Ticket to Work Program and Freedom to Work Program.	a) Conduct 1.5 hour introduction to work incentives (including SSA, TTW and AHCCCS FTW) during quarterly PNO new employee orientation Rehabilitation Specialists CORE Training to at least 5 newly hired staff.	a) Magellan Employment & Rehabilitation Director	a) Ongoing Quarterly	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>b) Conduct 1 hour introduction to work incentives (including SSA, TTW and FTW) for all new hires, providers, and community members during bi-weekly 3-hour NEO Rehab/Economic Development training to at least 5 individuals.</p> <p>c) Participate in quarterly AZ-NENA meetings with AHCCCS and DBHS to maintain up-to-date information on Ticket to Work, Freedom to Work, and other work incentive information.</p> <p>d) Incorporate DB101 training into the NEO Rehab/Economic Development training.</p> <p>e) Incorporate DB101 training into the quarterly Rehab Specialist CORE training.</p> <p>f) Conduct DB101 Training at one of the Quarterly Rehab Specialist/VR Counselor/ Employment Provider.</p>	<p>b) Magellan Employment & Rehabilitation Director</p> <p>c) Magellan Employment & Rehabilitation Director</p> <p>d) Magellan Employment & Rehabilitation Director</p> <p>e) Magellan Employment & Rehabilitation Director</p> <p>f) Magellan Employment & Rehabilitation Director</p>	<p>b) Ongoing bi-weekly</p> <p>c) Quarterly as scheduled by AHCCCS</p> <p>d) 10/31/12</p> <p>e) 10/31/12</p> <p>f) 3/31/13</p>	
<p>2. Increase employment rates for the Serious Mental Illness (SMI), General Mental Health (GMH), and Substance Abuse (SA) populations.</p>	<p>a) Develop a baseline for minimum placement and retention rates among supported employment providers.</p>	<p>a) Magellan Employment & Rehabilitation Director</p>	<p>a) 10/31/12</p>	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>b) Distribute the DUG employment code “cheat sheet” quarterly to all network providers utilizing DUG codes.</p> <p>c) Conduct two job fairs annually: one in October in recognition of the DOL National Disability Employment Awareness Month and a second focused on the transition-age youth population. The job fairs will be centrally located so individuals can access via mass transit and supportive transportation.</p> <p>d) Collaborate with provider network to increase employment retention (job clubs, more frequent employment supports, etc.).</p> <p>e) Increase the fidelity rating on the SAMHSA Supported Employment Evidence Based Practice scale to a minimum of 4.5 on a 5.0 scale.</p>	<p>b) Magellan Employment & Rehabilitation Director</p> <p>c) Magellan Employment & Rehabilitation Director</p> <p>d) Magellan Employment & Rehabilitation Director</p> <p>e) Magellan Employment & Rehabilitation Director</p>	<p>b) Quarterly at GMHSA meetings/ in meeting minutes</p> <p>c) NDEAM Job Fair by 10/31/12; the TAY Job Fair by 6/30/13</p> <p>d) As demonstrated in quarterly rehab stats; increase in H2025 services (10% over 4th quarter FY12 numbers)</p> <p>e) 6/30/13</p>	
<p>3. Increase the utilization of pre-vocational services</p>	<p>a) Provide training reviews during 2 Quarterly Training Meetings to the PNO Rehab Specialists, VR Counselors, and contracted providers delivering rehab/ employment services on the Collaborative Protocols, including mandatory VR referral for those seeking employment and the Covered</p>	<p>a) Magellan Employment & Rehabilitation Director</p>	<p>a) 12/31/12 and 6/30/12</p>	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>Services Guide use/limitations of the rehab codes.</p> <p>b) Provide specific training on the Collaborative Protocols and Covered Services Guide to the Peer-Run Organizations delivering rehab/employment service.</p> <p>c) Increase the number of referrals to VR for persons with employment goals by 10% of each previous year's referrals.</p> <p>d) Increase the utilization of pre-vocational services (H2027) by 10% of previous year's utilization by those persons awaiting eligibility decisions by VR or those persons deemed ineligible for the federally funded VR program as measured by bi-annual utilization data.</p>	<p>b) Magellan Employment & Rehabilitation Director</p> <p>c) Magellan Employment & Rehabilitation Director</p> <p>d) Magellan Employment & Rehabilitation Director</p>	<p>b) 3/31/13</p> <p>c) Using 4th quarter rehab stats as baseline for FY13, increase should be 10% over FY12 data.</p> <p>d) Using 4th quarter rehab stats as baseline for FY13, increase should be 10% over FY12 data.</p>	
--	---	---	---	--

Key Area: Health Integration To enhance the physical health of <i>all</i> adult behavioral health recipients				
Objectives	Tasks/Activities	Person Responsible	Target Date For Completion	DBHS Comments
1. Reduce tobacco use in the behavioral health recipient 15% by 2014	a) Continue to quantify tobacco use among SMI recipients through the use and monitoring of the nursing note/HRA in	a) Adult Services Medical Director	a) 9/30/13	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>ClaimTrak.</p> <p>b) Continue to promote ASHLine resources to SMI and GMH/SA medical directors to address strategies to decrease tobacco use.</p> <p>c) Continue to promote ASH Quit Line within SMI clinics and dialogues with recipients who are currently using tobacco products. Review quit rates and compare to previous years.</p> <p>d) Continue development of Tobacco Cessation groups at PNO sites.</p> <p>e) Encourage smoke-free staff and campuses across Magellan Network of providers.</p>	<p>b) Adult Services Medical Director</p> <p>c) Adult Services Medical Director</p> <p>d) Adult Services Medical Director</p> <p>e) Adult Services Medical Director</p>	<p>b) 9/30/13</p> <p>c) 9/30/13</p> <p>d) 9/30/13</p> <p>e) 9/30/13</p>	
<p>2. Increase coordination of behavioral health recipient care with PCPs</p>	<p>a) Continue to utilize the automated PCP communication process to ensure PM Form 4.3.1 is completed on behalf of all enrolled SMI recipients at least on an annual basis by Behavioral Health Medical Professionals.</p> <p>b) Magellan will track PCP coordination and provide feedback to provider Medical Director on a monthly basis. This will be sent to all providers so that communication will meet the requirements of the state.</p>	<p>a) Adult Services Medical Director</p> <p>b) Adult Services Medical Director</p>	<p>a) 9/30/13</p> <p>b) 9/30/13</p>	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>c) Upon approval by DBHS, PNOs will implement use of the new PCP Communication document that will more easily designate the reason for the communication. This will ensure better understanding between the PCP and behavioral health provider.</p> <p>d) CT will alert the behavioral health medical provider when any change in medication is made, thus triggering a communication document to be sent to the PCP.</p> <p>e) Magellan will continue use of the CCD, WHISP, and after-visit summaries for IHH recipients whose AUD has been signed so that sharing of information can occur.</p>	<p>c) Adult Services Medical Director</p> <p>d) Adult Services Medical Director</p> <p>e) Adult Services Medical Director</p>	<p>c) 9/30/13</p> <p>d) 9/30/13</p> <p>e) 9/30/13</p>	
<p>3. Increase behavioral health staff knowledge of health-related topics and the connection between physical and mental health.</p>	<p>a) Continue utilization of the Health Risk Assessment within all SMI clinics.</p> <p>b) Fully implement Lifestyle Risk Assessment in conjunction with annual Health Risk Assessments within all SMI clinics as part of the IHH and whole health care models.</p> <p>c) Fully implement suicide risk screening and assessment across Magellan provider Network.</p> <p>d) Continue development of Chronic Disease Self Management classes across Magellan provider network.</p>	<p>a) Adult Services Medical Director</p> <p>b) Adult Services Medical Director</p> <p>c) Adult Services Medical Director</p> <p>d) Adult Services Medical Director</p>	<p>a) 9/30/13</p> <p>b) 9/30/13</p> <p>c) 9/30/13</p> <p>d) 9/30/13</p>	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	e) Continue to monitor updates provided from the monthly Health and Wellness Committee meetings with SMI providers, GMH/SA providers, and other key stakeholders who are conducting new and original models of IHH and other initiatives to improve whole health.	e) Adult Services Medical Director	e) 9/30/13	
--	---	------------------------------------	------------	--

Key Area: Peer and Family Support Services				
Goal: Increase the use of Peer and Family Support Services for all populations.				
ADHS/DBHS Objectives	Tasks/Activities	Person Responsible	Target Date For Completion	DBHS Comments
1. Increase the percentage of Peers and Family Members satisfied with access to services.	a) Survey members of Clinic Advisory Councils and Peer/Family-Run Organizations to establish baseline.	a) Recovery & Resiliency Department	a) 9/30/13	
	b) Increase the number of recipients who have current and complete ISPs and continue to monitor service recipient participation in the development of ISP goals and service selection and the number of recipients who receive the services identified in their ISPs.	b) Recovery & Resiliency Department	b) 9/30/13	
	c) Evaluate outcomes from annual Customer Satisfaction Survey.	c) Recovery & Resiliency Department	c) 9/30/13	
2. Increase the number of referrals made to Peer and Family Run Organizations	a) Create awareness campaign to market Peer and Family-Run Organization services as a way of bolstering their	a) Recovery & Resiliency Department	a) 9/30/13	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>utilization.</p> <p>b) Create a list of information on Peer and Family-Run Organizations, including program highlights, and distribute list to clinic case managers, customer service, and grievance & appeals staff so that those entities may re-distribute the information and increase referrals. Information will also be made available on www.Magellanofaz.com.</p> <p>c) Establish a baseline of referrals based on previous quarter's utilization.</p> <p>d) In collaboration with Peer & Family-Run Organizations design a quarterly self-reporting tool to measure the number of referrals.</p> <p>e) Develop a strategy to address the movement of peers and family members through the programs and into the community through such mechanisms as tracking length of stay.</p>	<p>b) Recovery & Resiliency Department</p> <p>c) Recovery & Resiliency Department</p> <p>d) Recovery & Resiliency Department</p> <p>e) Recovery & Resiliency Department</p>	<p>b) 9/30/13</p> <p>c) 9/30/13</p> <p>d) 9/30/13</p> <p>e) 9/30/13</p>	
<p>3. Increase Peer and Family Support Services provided for transition-age youth and their families.</p>	<p>a) Provide annual training for Magellan Adult Services Staff on Transition-Age Youth and programming available in the community. This training is intended to be for internal Magellan staff development and not a community-based training.</p>	<p>a) Mgr. Special Populations</p>	<p>a) 9/30/13</p>	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	b) Establish monitoring strategies based on encounter data collected throughout the fiscal year, particularly peer support codes.	b) Recovery & Resiliency Department, Adult SMI Program Director Mgr. Special Populations	b) 9/30/13	
4. Expand the use of best practices to improve outcomes, i.e., Trauma Informed Care (TIC), peer/family support services.	a) Continue research to identify viable evidence-based practices pertaining to family engagement and peer physical and mental health.	a) Recovery & Resiliency Department, Adult SMI Program Director	a) 9/30/13	
	b) Continue to research Best Practice models for screening, training, credentialing, and supervising family-run and peer-run service providers.	b) Recovery & Resiliency Department, Adult SMI Program Director	b) 9/30/13	
5. Service delivery is respectful of culture and attuned to how decisions are influenced by culture.	a) Provide one (1) Brown Bag presentation pertaining to culture in service delivery to peers and their families. Brown Bags will be free of charge and open to the public.	a) Recovery & Resiliency Department, Cultural Competency Director	a) 9/30/13	
6. Increase the utilization of Peer and Family Support specialist Services.	a) Establish baseline on which a plan will be developed to optimize utilization of peer and family support services wherein these services will be provided by screened, trained, credentialed, and supervised peers per PM 9.2.	a) UM, QI, Recovery & Resiliency Department, Data Research & Reporting Analysts	a) 9/30/13	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>b) Maintain a record of all certified Peer Support staff within the Magellan provider Network and provide a roster including contact information to DBHS quarterly.</p> <p>c) Magellan agencies wanting to provide Peer Support training will be required to submit curriculum and exam to DBHS System of Care/OIFA at Peer_Training@AZDHS.gov to insure adequate inclusion of required elements outlined in P.M. 9.2.</p> <p>d) Magellan will maintain from their training agencies a roster of peers who successfully complete training. The training agency will also be required to provide documentation to successful Peers for their personnel file.</p> <p>e) Provide technical assistance or intervention as needed on utilization and identify roles for Peers and Family Support specialists.</p> <p>f) Maintain as agenda items in the SMI and GMH/SA Quarterly Provider meetings.</p>	<p>b) UM, QI, Recovery & Resiliency Department, OIFA ,Data Research & Sr. Analytics and Outcome Manager</p> <p>c) UM, QI, Recovery & Resiliency Department, OIFA Sr. Analytics and Outcome Manager</p> <p>d) UM, QI, Recovery & Resiliency Department, OIFA, Sr. Analytics and Outcome Manager</p> <p>e) Recovery & Resiliency Department Sr. Analytics and Outcome Manager, OIFA</p> <p>f) Recovery & Resiliency Department Sr.</p>	<p>b) 9/30/13</p> <p>c) 9/30/13</p> <p>d) 9/30/13</p> <p>e) 9/30/13</p> <p>f) 9/30/13</p>	
--	---	--	---	--

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

		Analytics and Outcome Manager, OIFA		
7. Improve collaborative efforts with Peer and Family-Run Organizations	<ul style="list-style-type: none"> a) Hold monthly meetings of Peer-Run Organizations. b) Monthly meetings of Family Run Organizations c) Build partnership between Peer & Family Run Organizations, Adult Services, and Children's Services toward implementation of Peer & Family Framework. 	<ul style="list-style-type: none"> a) Chief, Resilience Officer b) Chief, Resilience Officer c) Chief, Resilience Officer, , Magellan OIFA Administrator 	<ul style="list-style-type: none"> a) 9/30/13 b) 9/30/13 c) 9/30/13 	
8. Continue collaboration with Clinic Advisory Councils to improve voice and participation of recipients, family, community and staff in systemic issues.	<ul style="list-style-type: none"> a) Develop tool kit for Clinic Advisory Council use. b) Provide civic leadership forum to individuals and family members receiving services or employed within the Magellan provider Network. Host national experts on civic leadership. Include peer and family member participation in the civic leadership forum. 	<ul style="list-style-type: none"> a) Recovery & Resiliency Department b) Recovery & Resiliency Department 	<ul style="list-style-type: none"> a) 9/30/13 b) 9/30/13 	
9. Update web based resources.	<ul style="list-style-type: none"> a) Publish weekly email broadcast. b) Outreach to community at large (stakeholders, non-profits, private organizations, community members and 	<ul style="list-style-type: none"> a),b),c) Recovery and Resiliency Department, Community Exchange 	<ul style="list-style-type: none"> a) 9/30/13 b) 9/30/13 	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>faith based organizations) to keep resources updated and solicit resources from the community.</p> <p>c) Network at health fairs and trainings to obtain and maintain current information and add new providers to include in Magellan's web-based resources.</p>		c) 9/30/13	
--	--	--	------------	--

Key Area: Peer, Family, and Community Participation

Goal 1: Promote collaboration, community involvement, access to, and the inclusion of all community voices in all aspects of the public behavioral health system.

Goal 2: Promote peer and family member involvement in all aspects of the public behavioral health system.

Goal 3: Promote peer and family integration in all aspects of the community with support of the public Behavioral Health System.

ADHS/DBHS Objectives	Tasks/Activities	Person Responsible	Target Date For Completion	DBHS Comments
1. Partner with First Responders to infuse the Trauma Informed Care (TIC) philosophy, suicide prevention and awareness in their work with the community at large.	a) A forum will be held that focuses on Stigma Reduction.	a) Recovery & Resiliency Department, Chief, Resilience Officer, Communications Department	a) 9/30/13	
2. Promote opportunities for	a) Utilizing the Framework Development Committee, collaboration between Peer	a) Chief, Resilience Officer, OIFA	a) 9/30/13	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

collaboration between Peer and Family-Run Organizations.	and Family-Run Organizations will increase (a minimum of 5 meetings per year)			
3. Increase the level of Peer, Family and community representation on DBHS, RBHA and provider committees, advisory councils, boards and work groups.	<ul style="list-style-type: none"> a) Develop baseline of current participation using survey monkey throughout the Adult System. b) Promote participation through Magellan website, emails and provider postings/ distributions. c) Maintain Peer & Family Committee, Board & Workgroup list. 	a),b),c)Ombudsman Office, Recovery & Resiliency Department, Director, OIFA	<ul style="list-style-type: none"> a) 9/30/13 b) 9/30/13 c) 9/30/13 	
4. Adequately prepare peer & family members for meaningful involvement to act as partners in decision-making within the behavioral health system.	<ul style="list-style-type: none"> a) Through provider communications promote the online training, "Navigating the Behavioral Health System." b) Offer Magellan Committee Involvement Training annually. c) Develop and implement satisfaction surveys for recipients/ family members who participate on Magellan 	<ul style="list-style-type: none"> a) Recovery & Resiliency Department, Director, OIFA, Ombudsman Office, Learning Center b) Recovery & Resiliency Department, Director, OIFA, Ombudsman Office, Learning Center c) Ombudsman Office, Recovery & Resiliency 	<ul style="list-style-type: none"> a) 9/30/13 b) 9/30/13 c) 9/30/13 	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	committees.	Department, Director, OIFA		
5. Increase the number of Behavioral Health Service Recipients, with an emphasis on Transition Aged Youth, who are registered to vote in State and Federal elections.	<p>a) Survey providers to verify the number of providers engaging recipients in voter registration is increasing.</p> <p>b) Reinforce the importance among providers who are providing voter registration information to transition aged youth through the use of technical assistance, community and web based resources</p>	a),b),Recovery & Resiliency Department Mgr. Special Populations	<p>a) 9/30/13</p> <p>b) 9/30/13</p>	
6. Improve successful employment outcomes through stigma awareness and reduction education	<p>a) Market presentations to community businesses and leaders to increase awareness of Recovery, Stigma and Community Integration. Develop within this presentation an educational and awareness component that increases the knowledge and understanding of not only working with individuals living with disabilities but focusing on the advantages to businesses through the practice of hiring persons with disabilities.</p> <p>b) Develop a list of at least 100 companies in Maricopa County region varying from small-medium-large in size as the target audience to educate and heighten awareness to regarding hiring people with disabilities.</p>	<p>a) Recovery & Resiliency Department, Employment & Rehab Department, Communication Department, Sr. Analytic and Outcome Mgr</p> <p>b) Recovery & Resiliency Department, Employment & Rehab Department,</p>	<p>a) 9/30/13</p> <p>b) 9/30/13</p>	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>c) Create an outreach plan to contact and present to groups that include HR Professionals, Hiring Managers and Corporate Leaders who can impact and send the message to direct reports to implement hiring individuals with disabilities as a best practice and support them via our contracted employment providers who deliver direct services.</p> <p>d) Create an informal collaboration, possibly an advisory committee made up of strictly business leaders who support the best practice of hiring people with disabilities and can professionally advise, advocate and spearhead as constituents in the community the Magellan marketing message as it is defined.</p> <p>e) Measure the progress of this effort through number of contacts, results in people being hired who are currently being served by Magellan, the number of individuals who access employment support services, the number of people who access services and become employed, and the number of NEW businesses hiring individuals we serve.</p> <p>f) Magellan will develop and implement a stigma reduction committee for the</p>	<p>Communication Department</p> <p>c) Recovery & Resiliency Department, Employment & Rehab Department, Communication Department</p> <p>d) Recovery & Resiliency Department, Employment & Rehab Department, Communication Department</p> <p>e) Recovery & Resiliency Department, Employment & Rehab Department, Communication Department</p> <p>f) Recovery & Resiliency</p>	<p>c) 9/30/13</p> <p>d) 9/30/13</p> <p>e) 9/30/13</p> <p>f) 9/30/13</p>	
--	--	---	---	--

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	network.	Department, Employment & Rehab Department, Communication Department		
7. Collaborate with Educational Institutions to integrate the Recovery Philosophy in current and future programming.	a) Conduct one (1) AZ Dialogue on Stigma Reduction at an educational institution that currently employs Behavioral Health Recipients.	a) Recovery & Resiliency Department, Sr. Analytic and Outcome Manager Employment & Rehab Department, Communication Department	a) 9/30/13	
8. Improve attitudes within the medical community (paramedics, ER staff, PCP's, nurses and pharmacists) about behavioral health in order to reduce stigma	a) Conduct AZ one (1) Dialogue on Stigma Reduction with the medical and psychiatric community. AZ Dialogues will be scheduled through the Magellan ASRC Coordinator.	a) Recovery & Resiliency Department, Director, OIFA, Employment & Rehab Department, Communications Department	a) 9/30/13	
9. Identify strategies to continue to decrease stigma.	a) Convene an Internal Magellan Stigma Reduction Committee from which at least two (2) strategies to reduce stigma will be	a) Recovery & Resiliency Department,	a) 9/30/13	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	developed.	Director, OIFA, Communications Department		
--	------------	---	--	--

Key Area: Suicide Prevention & Early Intervention
Goal: Reduce the Arizona suicide rate from 16.1 per 100,000 (age adjusted) to 14.0 per 100,000.

ADHS/DBHS Objectives	Tasks/Activities	Person Responsible	Target Date For Completion	DBHS Comments
1. Increase comfort and ability of families and communities to identify potential risk and make referrals to BH treatment.	a) Hold ASIST and SAFE-TALK trainings quarterly and make available to the public.	a) Director of Learning	a) 9/3013	
	b) Develop a family welcome packet and distribute to family members at all PNO sites.	b) Senior Director of Adult Services	b) 9/30/13	
	c) Encourage Family Mentors to participate more with the clinical teams. Adult Services will attend all site mentor meetings each quarter to discuss engagement strategies and gain feedback/interest for focus groups. Family mentor focus groups will be formed to address barriers and provide education for families in order to build connectivity with SMI recipients and focus on prevention of suicide.	c) Senior Director of Adult Services	c) 9/30/13	
2. Increase comfort and ability of poison control center staff to intervene with attempters and	a) Track number of referrals from CRN to Poison Control Center and evaluate outcomes.	a) Crisis System Director	a) 9/30/13	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

make referrals to BH treatment.	b) Continue use of Lock-in Program to reduce incidents of inappropriately acquired controlled substances via doctor shopping or pharmacy hopping.	b) Crisis System Director, Director of Pharmacy	b) 9/30/13	
3. Increase T/RBHA and BH provider organizations' capacity to respond to and provide services after a suicide.	a) Expand the Suicide Attempt Survivor Group for recipients with previous attempts.	a) Senior Director, Adult Services	a) 9/30/13	
	b) Promote awareness of community resources for survivors of suicide.	b) Senior Director, Adult Services	b) 9/30/13	
4. Increase ability and comfort of BH providers to provide culturally competent services for service members, veterans, and their families.	a) Complete Culture Card to equip provider staff with culturally specific, easily understood information at a glance during suicide intervention.	a) Adult SMI Program Director	a) 9/30/13	
	b) Integrate race and equity throughout the system by making cultural competency trainings available to external stakeholders.	b) Adult SMI Program Director, Director of Cultural Competency	b) 9/30/13	
	c) Provide three (3) trainings at the VA and the RBHA to discuss VA culture and best practices for providing care to veterans.	c) Director of Cultural Competency	c) 9/30/13	
5. Improve collection of information about suicide attempts and completions	a) Review every suicide completion through the risk department mortality review process and identify both individual and systemic concerns affiliated with the incident. Magellan	a) Quality Management/Chief Medical Officer	a) 9/30/13	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	Chief Medical Officer will provide recommendations to the GMH or SMI site Medical Director. Raise additional concerns to a peer review committee that convenes once per month for independent review and provide recommendation to improve provider quality of care.		
--	--	--	--

Key Area: Trauma Informed Care
Goal: Integrate the Trauma Informed Care philosophy throughout all levels of the public behavioral health system.

ADHS/DBHS Objectives	Tasks/Activities	Person Responsible	Target Date For Completion	DBHS Comments
1. Increase knowledge and appreciation of the prevalence of trauma and the impact of trauma.	a) Presentations will be provided at clinic sites on the prevalence and impact of trauma.	a) Recovery & Resiliency Department, Director, Office of Individual and Family Affairs, Data Research & Reporting Analyst	a) 9/30/13	
2. Incorporate knowledge about trauma—prevalence; impact, and multiple, diverse paths to recovery—in all aspects of service delivery and practice	a) A Community forum will be held that focuses on Stigma Reduction. b) Complete development and implement	a) Recovery & Resiliency Department, Chief, Resilience Officer, OIFA, Communications Department b) Recovery &	a) 9/30/13 b) 9/30/13	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	<p>the Trauma/Recovery Environmental Evaluation (TREE) which is a combination of the Recovery Report Card and TIC Welcoming Environment Checklist.</p> <p>c) Trauma Training to be provided through Magellan Learning Department to provider network peers and staff.</p>	<p>Resiliency Department, Chief, Resilience Officer, OIFA, Communications Department</p> <p>c) Recovery & Resiliency Department, OIFA, Chief, Resilience Officer, Communications Department</p>	<p>c) 9/30/12</p>	
<p>3. Community participation; by collaborating with peers and family members, CSAs, and behavioral health providers, through creating awareness and sharing responsibility</p>	<p>a) Presentation on ACEs to be offered to Magellan Provider Network at both the behavioral health and IHH levels.</p>	<p>a) Recovery & Resiliency Department, Chief, Resilience Officer, OIFA, Communications Department</p>	<p>a) 9/30/13</p>	
<p>4. Increase knowledge and engagement of senior leadership in trauma informed care philosophy</p>	<p>a) Disseminate information concerning ACEs data along with ACEs tool to determine level of trauma among provider staff.</p> <p>b) Continue the utilization of the Organizational Self Assessment tool on Trauma Informed environments across</p>	<p>a) Recovery & Resiliency Department, Director, OIFA,</p> <p>b) Recovery & Resiliency Department,</p>	<p>a) 9/30/13</p> <p>b) 9/30/13</p>	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

	the Magellan Network.	Director, OIFA,		
5. Collaboration between system partners to incorporate knowledge about trauma and trauma informed care in all aspects of service delivery and practice.	a) Implement organizational self assessment on TIC and identify key indicators.	a) Recovery & Resiliency Department, Director, OIFA,	a) 9/30/13	
6. Staff at all levels of the service environment should be trained, aware, and sensitive to and have an understanding of trauma informed care.	a) Promote classroom and online training on TIC, and monitor level of staff completing training. b) Verify attendance at Trauma Informed Care Trainings provided within the Provider Network to respective senior leadership through sign-in sheets. c) Presentation on ACEs to be offered to Magellan provider Network at both the behavioral health and IHH levels.	a),b),c), Recovery & Resiliency Department, Director, OIFA,	a) 9/30/13 b) 9/30/13 c) 9/30/13	
7. The service environment should be driven by the voices and choices of children, youth, adults, and their families	a) Ensure service environments are driven by the voices and choices of children, youth, adults and their families through the provision of education to peer-run organizations and family-run organizations on the utilization of the Magellan Youth Transition to Adulthood Planning Check List Reference Guide (found in Magellan's Provider Manual 3.17.1) that is instrumental in developing individualized transition plans with children, youth and their families.	a) Magellan, Mgr. of Special Populations, Adult SMI Program Director	a) 9/30/13	

Adult System of Care Annual Work Plan
Magellan Health Services
October 1, 2012 through September 30, 2013

<p>8. Services to be provided in an environment where there is a sense of trust which creates an environment of safety and stabilization</p>	<p>a) Complete development and implement the Trauma/Recovery Environmental Evaluation (TREE) that is a combination of the Recovery Report Card and TIC Welcoming Environment Checklist.</p> <p>b) Provide Technical Assistance and appropriate training as needed.</p>	<p>a) Recovery & Resiliency Department, Director, OIFA,</p> <p>b) Recovery & Resiliency Department, Director, OIFA,</p>	<p>a) 9/30/13</p> <p>b) 9/30/13</p>	
<p>9. Ensure physical and emotional safety for <u>staff members</u> throughout our system of care</p>	<p>a) Compassion Fatigue Training to be made available on a quarterly basis through Magellan's Learning Department.</p> <p>b) Develop support network for peers employed throughout Magellan network</p>	<p>a) Adult SMI Program Director, Adult GMH/SA Program Director</p> <p>b) Recovery and Resiliency Department, OIFA</p>	<p>a) 9/30/13</p> <p>b) 9/30/13</p>	
<p>10. Maximize collaboration and sharing of power with <u>staff members</u>.</p>	<p>a) Upon receipt of outcomes from statewide needs assessment, interventions will be designed.</p>	<p>a) Adult SMI Program Director, Adult GMH/SA Program Director, OIFA</p>	<p>a) 9/30/13</p>	
<p>11. Prioritize <u>staff</u> empowerment and skill-building at every opportunity</p>	<p>a) Magellan will offer and promote the ACHIEVE trainings to maximize empowerment and skill building.</p>	<p>a) Adult SMI Program Director, Adult GMH/SA Program Director, OIFA</p>	<p>a) 9/30/13</p>	

Adult System of Care Annual Work Plan
 Magellan Health Services
 October 1, 2012 through September 30, 2013

<p>12. Provide resources to staff to assist with implementing and understanding TIC.</p>	<p>a) Convene an expert panel on ACEs during one (1) Brown Bag presentation in collaboration with Cultural Competency Department. Make available to Adult Provider Network.</p>	<p>a) Recovery & Resiliency Department & Cultural Competency Department, OIFA</p>	<p>a) 9/30/13</p>	
---	---	---	-------------------	--