



Magellan Health Services of Arizona Regional Behavioral Health Authority (RBHA)

Collaboration built on mutual trust, integrity, transparency, accountability and cultural competency are embedded into every aspect of how we manage behavioral health care. That is why, in 2007, Magellan Health Services of Arizona (Magellan of Arizona) was selected as the new RBHA for Maricopa County. Since the contract award, and the implementation of the largest and most complex public sector contract of its kind in the country in a short, 78-day window, we have enhanced existing programs and introduced numerous new programs and services to Maricopa recipients and their families. Some of the highlights include:

Providing a Network of Care for Maricopa Citizens

- The Magellan of Arizona RBHA serves more than 70,000 members in Maricopa County with an outreach to 500,000 individuals within its geographic service area. The RBHA provides care through 23 direct care clinics and two urgent psychiatric care centers. Magellan of Arizona is also overseeing a transformation in the system of care in Maricopa County by creating at least two Provider Network Organizations (PNOs) to provide care to adults with serious mental illness and three Children's PNOs.

Maximizing Recipient Funding Through Multiple Funding Streams

- Magellan of Arizona RBHA utilizes a comprehensive method of funding and tracking programs and services for child and adult recipients through numerous funding streams including Title XIX, XXI and several Non-Titled funding streams. The funds, coming from the federal block grants, and state and local general funds, are combined to maximize the effectiveness of the funding.

Delivering Programs and Services with Transparency and Public Inclusion

- **Maricopa Governance Board**—A focal point of the Magellan of Arizona RBHA is the 12-member Governance Board consisting of 50 percent Magellan staff and 50 percent community membership. The Board gives community stakeholders a true voice and decision-making authority in how services and programs are developed and delivered. The twice-monthly meetings are open to the public.
- **Community Council Meetings**—Each month, Magellan of Arizona hosts two community council meetings to get input from behavioral health recipients, family members, clinicians, advocates, and others who are leaders in the community. One community council is focused on the adult system of care; the other community council is focused on the children's system of care.
- **"How Are We Doing?" Forums**—These quarterly open-house events offer small group discussions arranged by relevant topic areas and allow service recipients, family members, the public and all other interested parties to speak directly with Magellan staff to answer questions or express concerns.

Promoting Peer, Family and Youth Voice and Direction

- **Child and Family Teams**—A hallmark of the Magellan of Arizona RBHA, these teams consist of the child and family members, a behavioral health representative and any individuals important in the child's life. This family-driven, 'wrap-around' approach to care enables multiple child-serving systems to deliver services that build upon strengths and are tailored to the needs of children and their families.
- **Peer and Family Support Specialists**—With a focus on recovery and resiliency, the RBHA offers training for peer and family support specialists to assist other recipients and their families on the road to recovery. Peer and family support specialists are employed at Maricopa clinics and throughout our provider network.
- **Consumer/Family-Operated Service Organizations**—These organizations, vital to our provider network, are led, operated and governed by consumers and/or family members.
- **MY LIFE (Magellan Youth Leaders Inspiring Future Empowerment)**—MY LIFE is made up of youth between 13 and 23 years old who have experience with mental health, substance abuse and/or foster care issues. The youth leaders identify issues and solutions to improve the children's system of care.
- **Direct Supports**—Magellan contracts with direct support providers who work one-on-one with children and families. The focus of these supports is successful community and family-based treatment to prevent out-of-home placement. Direct supports provide tools such as mentoring services, respite care, skill development and buddy-support for children.

Providing Culturally Competent Programs and Services

- **Brainstorming sessions** are held with approximately 60 community members representing service providers, government agencies, Magellan and the community at large focusing on the potential causes of and solutions to the low Latino youth enrollment rate in behavioral health services.
- **Quarterly meetings with tribal leaders** are one way Magellan of Arizona is building partnerships within the Native American community to improve behavioral health service delivery for Native Americans in Maricopa County. These meetings are vital to improving meaningful and timely dialogue with tribal leaders and urban Indian health providers.

Giving Back to the Community

- **Community Exchange** is a Web site that enables behavioral health providers, faith-based groups, community organizations, stakeholders, advocacy groups and individuals to post needs and wishes as well as available resources. In the first four months of operation, community partners, through the Community Exchange, have donated over \$90,000 of resources to the people of Maricopa County.
- **Magellan of Arizona Computer Program**—Magellan of Arizona is committed to giving away 300 computers annually in Maricopa County. We have installed computers in all 22 clinic lobbies with access to the Internet for service recipients. We have also given away 130 computers to individual service recipients and peer and family run agencies to make available to the people they serve.

Through shared decision making and open communication, as well as mutual trust, integrity, transparency, accountability and cultural competency, the Magellan of Arizona RBHA continues to work with stakeholders and the community to enhance the behavioral health care system in Maricopa County.