

## HEALTHCHOICES ADVISORY BOARD

Magellan Behavioral Health of Pennsylvania, Inc.  
1 W. Broad Street, Suite 210  
Bethlehem, PA 18018

May 18, 2017 @ 2:00 PM

- I. Introductions: Those in attendance were: Deb Nunes, Donna Thorman, Tom Walker, Ben Marston, Ronnie Colbert, Liz Fox, Kim Benner, Pat McGarry, Pat Mast
- II. Review of February 16, 2017 minutes – Approved and seconded by Tom and Kim, respectively
- III. Community Healthcare Alliance Report:
  - **Member/Family Advisory Committee – Ronnie Colbert**
    - Ronnie reported having eye surgery for fluid around both eyes. He's also having issues with dizziness and falling. He is in pain and has filed a grievance because he needs to wait for blood work before they will refer him to a neurologist. He is working with PA Mentor's Michelle and Jess on the issue
    - Things are going well at Haven House for the most part and he continues to reach out to folks encouraging them to seek the help of a therapist and/or psychiatrist based on their symptoms. Most are doing well, however, there are one or two who skip their medication and/or do not keep appointments
      - It was acknowledged that members not keeping appointments is an issue overall and it may be responsible for the challenge of getting an appointment
    - Ronnie explained to a few members what an ICM is and advised to seek out as a resource
    - Donna asked how Ronnie manages to get psychiatrist appointments for folks, it seems to be a big issue just to get an appointment. Ronnie indicated that at times he has family alert him when a situation escalates so he can call Crisis Intervention
      - Tom mentioned that Magellan has a member services line dedicated to Lehigh and Northampton counties. If something needs to be elevated or escalated to a care manager for problems or if a single point of contact for HealthChoices Lehigh or Northampton is needed, the member services line can be utilized. He will discuss with Ronnie and give further information following the meeting
        - Donna asked if NAMI shouldn't also know about this. Tom indicated he will walk her through that as well as give her a copy of the member welcoming letter that includes information for both the member and family advocate and the single point of contact. If there is an issue, an individual can be directed to member services or the single point of contact for Lehigh and Northampton counties and they should be able to help. It was noted that a number people have called but they are saying they are reaching someone in Utah, Tom remarked that if the call is received after hours that may occur

- **Provider Advisory Committee – Kim Benner**

- Ongoing concerns about the state of the budget. Ted Dallas revealed similar concerns at the last RCP Board meeting.
  - Providers are concerned about the Children’s Bureau with the new structure and the Bureau not being on it. The structure is not finalized, however, and folks should speak out if they have valid reasons why something should be on there and isn’t to make sure their voices are heard
  - Deb mentioned that there is an organizational chart on the website and she supplied feedback to them inquiring about the missing HealthChoices and Children’s Bureau. CCAP members responded that both will still be managed by OMHSA (Office of Mental Health and Substance Abuse) and it is business as usual, don’t get upset that is not in the chart, State meeting in two weeks, may know more then
  - Kim felt that the response to her was more “prove your point for the need of a Children’s Bureau”, and was told by Senator Lisa Baker that there are other ways to get your needs met, expand your mind, many different ways to communicate, and having all these bureaus doesn’t necessarily meet your needs and there are other avenues to pursue
  - Deb noted that last year when budgets came out, it took six months to pass, and she’s hoping it won’t be that long this year. Small providers are not getting paid for six months, and they are providing services but not being made whole; it was noted that in reality they are never being made whole if they need to rely on a line of credit to cover their costs in the interim; Deb also noted that the budget doesn’t affect HC from a Medicaid standpoint, affects base dollars

- **Children’s Advisory Committee – Pat McGarry**

- VYH a few steps closer to opening their own outpatient clinic
  - Pat to provide Tom with more information on the outpatient services following the meeting

- **Member, Student and Peer Services – Ben Marston**

- May 9<sup>th</sup>, Wernersville State Hospital. Ben remarked that they described a lot of things that do not work. It was also mentioned that they need to discharge 60 patients but they have a place to discharge them to
- Donna felt there was a misconception that people would be able to give opinions, however no one had the opportunity to speak. They just explained what is going on and then each county gave their report
  - Ben bypassed that, tracked down the speakers after their speech and noted that they use the top down approach but he uses the bottom up approach. He gave them his business card and described a plan for a hybrid program similar to Keenan House, except it is for everyone. All mental illness, homelessness, etc. Still trying to find investors and grant writers, if anyone knows anybody that can help out in finding one, contact Ben

- **NAMI – Donna Thurman**

- Everything is going well with NAMI. Just got back from first PA conference. NAMI Southeast is now NAMI Keystone, had some really great speakers and some new evidence-based programs that are working in communities
  - Two gentlemen peer specialists are putting together a program that they are using in Harrisburg (Donna wasn’t entirely sure about location). They are working along with

the CIT people and going out and helping people when they get out of prison, reinstating them into the community. The program has been very successful and they'd be willing to come and talk to our area. We may already have something like this, however, their program seems to be pretty far along. Donna would like to approach Brian Watson because of the CIT, she's also looking for suggestions regarding anyone else she might reach out to

- PEACE – The doctor who runs the program is based in Philadelphia in the heart of downtown and helping a lot of youth in that dangerous demographic that could turn bad very easily. She is having a lot of success with it and would be willing to come up and talk with anyone about the program. Donna asked for suggestions as to where else she should send the paperwork describing the program. Deb suggested Allison and Andy should be made aware of it as well as Matt Garvey from Juvenile Probation. Deb will send Donna his e-mail address and Donna will scan and send to him
- Will be having walk in the fall, date changed from October 8 because of scheduling conflict since The American Foundation for Suicide Prevention scheduled their walk that day. Meeting with a strategic planner to help them come up with the best way to reach out to community, Magellan's name is on the list for ideas of who should be contacted
- The March 11<sup>th</sup> Spaghetti Dinner at St. Nicholas Greek Orthodox Church was very successful, raising more money than ever. The Church was completely full, Judge Daly, from the Northampton County court system, as well as a lot of other debutants put in an appearance.
  - ✓ There were approximately 15 people who took carry outs because it was so full and a total of 358 people total in three hours
  - ✓ There were a few advocates and volunteers went above and beyond getting things donated and the back of the room was filled with the baskets and gifts to auction
  - ✓ Ian played guitar, would be willing to reach out, very interested in helping the community with anything to do with mental illness. He has a jazz festival every year and has been playing at the spaghetti dinner, does it for a donation. If you know of anything going on and want someone to play music and sing Donna will get the name
  - ✓ There will be another dinner in March or April, no date yet
- On Tuesday, May 30<sup>th</sup> at 7:30 channel 39 (PBS) documentary that NAMI was involved with. One of the volunteers who's in recovery for depression is being interviewed, wanted someone to tell their story.
- WMFZ is doing a documentary on Mental Health, more on that as it develops

#### IV. Magellan Report – Tom Walker

- Some handouts for promotional information were handed out. May is Mental Health Month and a lot of activity going on across the region, spaghetti dinners, Mental Health Walk by county has just occurred, Getting the Scoop on Mental Health has occurred at the LV Clubhouse.
  - This Saturday there will be a large family friendly recovery event at Cedar Crest College from 11-6. There will be live entertainment and presentations and Magellan sponsoring a table
  - The Spring into Employment event is coming up. This event is appropriate for anyone in BH profession. For individuals looking to return to work and are affected by mental health or substance abuse and are looking toward full recovery. The role employment would play in that as either a precedent or antecedent would be very positive step. Magellan's Tim Connors, CPS and CPS supervisor of Recovery Services, Chair of the Bi-County Community Support Program will be the keynote speaker, please promote back at your organizations, we'd like to fill the room. It is being held at the Fowler Room on Southside Bethlehem.

- **Mobile Phone Pilot** – Lehigh and Northampton Counties – Project launch date for the mobile phone initiative is April 15, 2017. Handouts were provided to members of the committee and are available on Magellan’s website. Members will receive a targeted mailing from Tracfone (Safelink Wireless who is the largest lifeline provider for cellular service for this region) in May/June 2017. Free smart phone as well as 24-hour free calls to Magellan Member Services Hotline to address MH needs not crisis related. If you are a resident of Lehigh and Northampton County you don’t need to submit additional eligibility requirements. All HealthChoices members in both counties will receive a target mailer in May and it is also available on Magellan’s website.
- **Drug and Alcohol Updates** – Centers of Excellence. In January, Northampton County and Magellan participated in a roundtable discussion in Bethlehem at New Directions Treatment Services with Governor Wolf on combating PAs opioid epidemic and launch of Round 2 Center of Excellence. There are two Centers of Excellence in the Lehigh Valley. Treatment Trends (Behavioral Health) and Neighborhood Health Centers of the Lehigh Valley (Physical Health). Certified Recovery Specialist: Effective 3/8, Treatment Trends (Lehigh County) is Promise enrolled for CRS services. Pyramid Healthcare is pending state enrollment. Treatment Trends Training institute will hold a Certified Recovery Specialist training, and cost-share with Pyramid Healthcare.
- **Integrated Health** – Three full wellness recovery teams up and running. Hispanic American Organization, Northwestern Human Services and Haven House. All are under agreement, all have their teams built and are now working with individuals who are high behavioral health, high physical health needs and collaborating and coordinating treatment services between both physical and behavioral health. LE/NH Promise enrollment achieved for Wellness Recovery Team services to be provided by NHS Human Services. Haven House executes agreement with Lehigh HealthChoices for capital project/reinvestment funds leading to integrated BHPH (health home) services. NHS Human Services’ Integrated Health project is on hold until a health partner is identified. Haven House identified a possible partner for Lehigh’s health home services funded through reinvestment.
- **Forensic Initiatives** – PeerStar is up and running and accepting referrals for forensic peer services. Met with Northampton County’s Mental Health court and hopefully those connections are continuing to be made. Lehigh/Northampton Forensic CPS census continues to grow. CBIT (Community Behavioral Intensive Treatment) solution to follow someone through initial release, tracked for first 90 days and then over the year. In Lehigh only: 5 providers commit to provide intensive wrap-around team support for justice involved members. Weekly meetings will include case discussion between ICM, OPT MH/DA, Psych Rehab, Peer Services.
- **Autism** –2:1 TSS service description was approved for possible reinvestment plan in Lehigh and Northampton counties. This innovative program model seeks to divert individuals from RTF and was developed by family members and ABA service providers. Distributed 245 navigation guides to pediatricians, early intervention depts., OCY, outpatient, and schools in Lehigh and Northampton counties. March outcomes meeting held to review 6 month outcomes for Early Intervention BHRS ABA services (LE and NH). Magellan is working with a consultant leading to specialized Autism Outpatient services (LE and NH). Magellan sponsored a successful training for the families of children with Autism on March 23rd. JKM provided this training.
- **Regional TAY Certified Peer Specialist Workgroup**- A series of regional meetings held with County staff to discuss and plan for the roll out of transition age youth Certified Peer Support services.
- **Lehigh/Northampton Trauma Focused CBT Training** – Event held on 3/16 & 3/17. Thirty staff trained. Another family training, de-escalation techniques
- **Member and Family Advocacy** – 3/14 marked the one year anniversary of the Member & Family Advocate for Lehigh and Northampton HC. 227 individual member contacts and 204 Member contacts in groups were made in the first year (duplicated). 85% of all Member contacts were able to be resolved at the MFA level, and 15% of cases were escalated by the MFA within Magellan.

## V. Lehigh County Report – Liz Fox

- Autism Family Navigation Guide continues to be circulated, 250 guides not including electronic version or copied versions
- The new Physical Health MCOs should have been in place in July 2017 but this has been pushed back to January 2019, only one provider remaining and those that were not chosen had some pushback at the State
- Bi-Annual Reinvestment Ranking Exercises Results:
  - Children
    - ✓ #1 School-Based Outpatient
    - ✓ #2 Transitional Life Skills
    - ✓ #3 Medical Mobile for Children
    - ✓ #4 Evaluations paid when needed for admittance into certain programs prior to MA enrollment
    - ✓ #5 Summer therapeutic programming for lower functioning children and young adults with Autism
  - Adults
    - ✓ #1 More co-occurring for D&A and MH Issues
    - ✓ #2 Transitional Life Skills
    - ✓ #3 Evaluations paid
    - ✓ #4 Combined physical and behavioral health services
    - ✓ #5 Life Skills for Adults
- Deb mentioned that the evaluations being paid for issue is surfacing more and more, especially for housing subsidies and homelessness. Where do you send a person to get an evaluation when the evaluation is needed to get them into housing regardless of whether they're on medications, etc. or people who just need a first time evaluation, people coming in from out of state, they need to get into the system but if you don't have an evaluation that is a year or less old you can't get them in
- Variety of skills provided at Step By Step, Haven House, may not be aware the services are available to them. Perhaps there is a lack of marketing services that leaves them unaware that there are Life Skills.
- Deb mentioned that it has also come up multiple time in CCAP meetings as far as what they would and would not pay for. Life skills would come under rehabilitation services. Could not pin state down as to what exactly are rehabilitation services so they could not figure out how to pay for it.

## VI. Northampton County HealthChoices – Deb Nunes

- Reinvestment plans: Lehigh Conference of Churches reinvestment contract in the works, in year 3 of 5, affordable housing subsidies and contingencies, almost all of the 23 slots allotted for mental health and D&A, 2 forensic spots, absorbing Brian Watson's 7 slots, family unit is full
- Successes for 4 families on the list
- Failures, reoffenders
- No master leasing has been done, not in original plan, may do some creative leasing, would need to amend the plan to get it approved
- Detox and Rehab with Pyramid down the tubes, was supposed to get us 20 bed for heroin overdose patients, snags with zoning issues, "Not in my backyard", they also thought they could offer 12 beds by utilizing a building on the campus that may be available on July 1, need updates, they are hitting snags with some of that as well. Deb will let everyone know if she'll be able to continue with this plan or direct the money somewhere else at the next meeting

- 2 to 1 plan update for ABA Services, Kelly Price will be the contact person, Amy is on leave for a few weeks
- NC is trying hard to get some services like Autism and ARC and new outpatient services in place, especially in some of the outer most areas like Lehighton, Walnutport, Bath
- State report, the state is in a state of flux with Dennis Marion passing on Dr. Adair is assuming the role temporarily, he was supposed to leave in April to join his wife in South Carolina but his time has been extended to August and there is no replacement as of yet. This also leaves a flux between the regional leaders, Scranton people remarked that it has been crazy. There hasn't been much communication and no one knows what's going on, issues with IT, etc.

#### VII. Other

- Haven House back parking lot being redone and will include a paved walking path and new tables, and a health clinic.

Next meeting will be held on Thursday, August 17, 2016 at 2:00 p.m.