Welcome to Mercy Care’s Tribal Community Forum

Gathering and networking

*Enjoy light refreshments*
Hedy Emery

Native American Connections
Welcome and introductions

Faron Jack

*Mercy Care Tribal Relations Administrator*
Opening remarks

Dr. Charlton Wilson

 Mercy Care Chief Medical Officer
Mercy Care Permanent Supportive Housing Programs

Andrea Bell, Housing Administrator
Health influencers

90 percent of the factors that influence our health are outside of the health care system. Health care only accounts for 10 percent.

Core housing values

Permanent Supportive Housing

A solution to ending homelessness for individuals and families struggling with addiction, mental health and/or other disabilities who lack the social support, resources or ability to sustain and maintain housing without supportive services and subsidized housing.
Core housing values continued

**Permanent:** Not time limited; not transitional

**Affordable:** Tenants pay no more than 30 percent of their income for rent

**Independent as possible:** Resident holds lease with normal rights and responsibilities
Source of housing funding

Mercy Care’s Permanent Supportive Housing (PSH) programs are funded through the Arizona Health Care Cost Containment System (AHCCCS).

Housing is not a covered service, but rather a Non-Title 19 (NTXIX) benefit available based on funding and program capacity.
Permanent Supportive Housing integration

- **Single site**: buildings developed/rehabilitated
- **Scattered site**: rent-subsidized apartments
- **Mixed-income buildings**
- **Master-leased buildings or units**
Housing First

Began as reaction against view that people experiencing homelessness must “earn” their way to permanent affordable and supportive housing:

- Provide people experiencing homelessness with housing without treatment pre-requisite
- Focus on reducing barriers to entry

Evolved into a distinct approach for delivering permanent supportive housing

- Services informed by harm reduction and motivational interviewing
Before Housing First

Traditional system MH and Housing

- Homeless Outreach
- Shelter placement
- Transitional housing
- Permanent housing

Level of independence

Treatment compliance + psychiatric stability + abstinence
The benefits of Housing First

Yields:

• Higher housing retention rates
• Lower returns to homelessness
• Significantly reduces the use of crisis services and institutions
## Mercy Care housing portfolio

<table>
<thead>
<tr>
<th></th>
<th>Project Based</th>
<th>Scattered Site</th>
<th>Temporary Housing</th>
<th>HUD Match</th>
</tr>
</thead>
<tbody>
<tr>
<td>Count</td>
<td>698</td>
<td>1,477</td>
<td>300</td>
<td>1,700+</td>
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</table>
Where do Mercy Care’s Housing programs rank?

1. Phoenix - 6,584 HCV units and 2,975 public housing units. About **9,500 units**
2. Tucson – 4,800 HCV units and 1,500 public housing units. About **6,300 total units**
3. Mercy Care - **1,477 vouchers and 698 community living. Total units: 2,175**
   *(This does not include our HUD match units: 1,800)*
4. Mesa Housing Authority – **1,700 total units, all vouchers**
5. Maricopa County Housing Authority – 1,596 vouchers, 126 units of public housing. **Total units: 1,700**
6. Yuma Housing Authority – **1,200 total units, all vouchers**
7. Glendale Housing Authority – 1,000 HCV units and 119 public housing. **Total units: 1,100**
8. Tempe Housing Authority- **1,052 total units, all vouchers**
9. Pima County Housing Authority – **877 total units, all vouchers**
10. Flagstaff Housing Authority – 469 vouchers and 265 public housing. **Total units: 734**
11. Cochise County Housing Authority – **524 units, all vouchers**
Support services

• Services provided include, but are not limited to:
  • Tenant orientation and tenant rights
  • Case management/service coordination
  • Goal development (through participation with clinical team)
  • Crisis intervention
  • Peer mentoring
  • Transportation skills
  • Personal hygiene/self care
  • Housekeeping skills
  • Stress management
Measuring impact

Methods

• Four-day site visit
• 25 interviews
  • Community advocates
  • Government officials
  • Mercy Care staff
• Providers
• Qualitative analysis
• Quantitative analysis (encounter and claims data)
Measuring impact

• Members in scattered site housing supports showed a 24 percent decrease in total costs per quarter

• 20 percent reduction in psychiatric hospitalizations

• Decrease of $5,002 in the total cost of care

• Decrease of $5,642 in behavioral health costs

• Decrease of 58 psychiatric hospitalizations (per 1,000 members)
Development of affordable housing

- Stepping Stones I
- Stepping Stones II (development in process)
- Center Court
- Camelback Pointe
- Laurel Tree Community
- Surprise at Heritage
Contacts

Mercy Care Housing Department

Andrea Bell – Housing Administrator bella3@mercycareaz.org
Kris Weaver – Housing Liaison weaverk3@mercycareaz.org
Jennifer Page – Housing Liaison pagej4@mercycareaz.org
Matthew Kelly – Housing Liaison kellym5@mercycareaz.org
Questions?
General Mental Health and Substance Use (GMH/SU)

Armando Peelman, GMH/SU Administrator
What is General Mental Health and Substance Use?

General mental health:
There are many types of general mental health problems, they may include anxiety or depression.

Substance use concerns:
• Using one or more substances
• Overuse or dependency on a substance
• Use, overuse or dependency on a substance that causes harm to your health
• Use, overuse or dependency on a substance that causes harm to others

Co-occurring concerns:
Dealing with both a general mental health concern and a substance use at the same time
What types of services are available?

Mercy Care currently has over 60 providers offering a range of services.

You start your journey with a General mental Health and Substance Use (GMH/SU) provider.

The provider will complete an assessment to determine what type of treatment is appropriate.
GMH/SU providers

Your first appointment will be with an intake provider.

They will complete a comprehensive assessment to identify what your treatment needs are; this is completed for new Mercy Care members.

The provider can work with both the member and the family to decide on the type of services needed.
Current list of GMH/SU providers

- Arizona Center for Change
- BAART
- Bayless Healthcare
- Black Family & Child Services
- Building Blocks Counseling
- Center for Behavioral Health
- Chicanos Por La Causa
- Child & Family Support Services
- Chrysalis
- Clean Slate
- Community Bridges
- Community Connections
- Community Medical Services
- Community Partners Integrated Healthcare
- Crisis Preparation & Recovery
- Crisis Response Network
- Crossroads
- Ebony House
- Family Service Agency
- Focused Family Services
- Institute for mental Health
- Intensive Treatment Systems
- Jewish Family and Children’s Services (JFCS)
- La Frontera-EMPACT
- Lifewell Behavioral Wellness
- Marc Community Resources
- Maricopa County Probation
- Native American Connections
- Native Health
- National Council on Alcoholism & Drug Dependency (NCADD)
- New Casa De Amigas
- New Hope Behavioral Health
- N.O.A.H. Neighborhood Outreach Access to Health
- People Empowering People of AZ
- Phoenix Shanti Group
- Potter House
- PSA Behavioral Health Agency
- RI – Recovery International
- Sage Counseling
- San Tan Behavioral Health
- Southwest Behavioral & Health Services
- Southwest Center for HIV/AIDS
- Terros Health
- Unhooked at the Heights
- Valle Del Sol
- TAY (Southwest Network, Arizona Children Association, Touchstone Health, Arizona Youth & Families, Openhearts, A New Leaf)

* Underlined=referral required
Integrated care

Providing a member physical and behavioral health care and wellness services. Providers that offer integrated care make sure to focus on the whole person. A team of health professionals work to empower members and improve their health and well-being.

Providers:
- Community Bridges
- Jewish Family and Children Services
- Terros Health
- Valle Del Sol
- Southwest Behavioral Health
- Native Health
- Bayless Health
- NOAH
- Community Partners Integrated Healthcare
Psychiatric services and medication management

Psychiatric services are available through a GMH/SU provider.

A psychiatric evaluation and medication management is available by a clinical team in partnership with the member.
Psychiatric services and medication management providers

- Bayless
- Black Families & Child Services
- Chicanos Por La Causa
- Community Bridges
- Community Partners Integrated Healthcare
- Jewish Family & Children Services
- La Frontera-EMPACT
- Lifewell Behavioral Wellness
- Native American Connections
- National Council on Alcoholism & Drug Dependency (NCADD)
- The Potters House
- PSA Behavioral Health Agency
- Southwest Behavioral & Health Services
- Southwest Center for HIV/AIDS
- Terros Health
- Valle Del Sol
Medication Assisted Treatment (MAT)

"Medication Assisted Treatment (MAT) is the use of pharmacological medications, in combination with counseling and behavioral therapies, to provide a 'whole patient' approach to the treatment of substance use."

Substance Abuse and mental Health Services Administration (SAMHSA)

Research indicates that a combination of medication and behavioral therapies can successfully treat substance use, and for some people struggling with addiction, MAT can help sustain recovery.
MAT providers

Coordination of care between MAT providers and other providers offers the best treatment options.

- BAART
- Center for Behavioral Health
- Clean Slate
- Community Bridges*
- Community Medical Services*
- Connections Health Solutions
- Intensive Treatment Systems*
- New Hope Behavioral Health Center
- Southwest Behavioral & Health Services
- Terros Health
- Valle Del Sol

*Center of Excellence
The need for residential treatment is determined by clinical assessment. Criteria from the American Society of Addiction Medicine (ASAM) are used to determine the need for this level of care.

Residential treatment varies from 30-120 days. It’s more intensive than outpatient treatment. Residential treatment is provided in the least restrictive setting. Some facilities are for men or women only, some allow children to accompany the member (age restrictions do apply.)
SUD residential providers

- Chicanos Por La Causa – Corazon (men Only)
- Crossroads (men and Women)
- Destiny Sober Living (men and Women)
- Ebony House (men & Women)
- Lifewell Behavioral Wellness (Women, Women with dependent children only)
- Native American Connections (men, Women, Women with dependent children)
- New Casa De Amigas (Women only)
- Terros Health (men & Women)
- Unhooked at the Heights (men only)
Eating disorder treatment

Mercy Care offers eating disorder treatment. These services are available as residential and intensive outpatient.

Members **do need** prior authorization for residential eating disorder treatment.

**Current eating disorder provider**
- Community Connections
Substance Abuse Block Grant (SABG)

SABG is a grant funded program for those needing substance use treatment who don’t qualify for Medicaid/AHCCCS. Also referred as NT19.

The following populations can be served (in order of priority):

• Pregnant females who use drugs by injection
• Pregnant females who use substances
• Other persons who use drugs by injection;
• Substance using females with dependent children and their families, including women who are attempting to regain custody of their children; and
• As Funding is available - all other clients who use substances, regardless of gender or route of use
SABG providers

• BAART
• Black Family & Child Services
• Center for Behavioral Health
• Chicanos Por La Causa *
• Community Bridges
• Community Medical Services
• Crossroads *
• Destiny Sober Living *
• Ebony House *
• Intensive Treatment Systems
• Jewish Family & Children’s Services
• La Frontera-EMPACT

• Lifewell Behavioral Wellness *
• Native American Connections *
• National Council on Alcoholism & Drug Dependency (NCADD)
• New Casa De Amigas *
• New Hope Behavioral Health
• Southwest Behavioral & Health Services
• Terros Health *
• Touchstone Behavioral Health
• Unhooked at the Heights *
• Valle Del Sol
• Open Hearts

* Denotes Residential SUD Providers
Governor’s Office Substance Use Disorder (GO SUDS)

To provide treatment and recovery services for the underinsured and uninsured populations who have an Opioid Use Disorder (OUD).

Priority populations:
• Pregnant women and women with dependent children
• Intravenous drug users
• Veterans
• Under/uninsured populations with an OUD
GO SUDS providers

- Center for Behavioral Health
- Center for Behavioral Health, Phx.
- CHEEERS
- Community Bridges
- Community Medical Services
- Connections AZ
- Crossroads
- Family Service Agency
- Native American Connections
- Native Health
- New Hope Behavioral Health
- Rally Point (Empact)
- Sonoran Prevention Works
- Southwest Human Development
- Valle Del Sol
Grants, member voice and partnerships

As a result of the grants, voice and community partnerships, a continuum of care is available to help members down their path to wellness. This improves:

- Individualized supports and planning
- Integrated Care opportunities
- Collaboration
  - Referral process
- Creating a larger acceptance of traditional healing practices

- It’s aimed at helping providers understand:
  - Members are going through a continuum, not being admitted to a program.
  - It’s the provider joining the journey, not the member joining an agency.
Resources

Mercy Care offers a wide variety of resources to members. If you have any questions or are unsure of your coverage, you can call Mercy Care Member Services at **602-263-3000** or toll-free **1-800-624-3879** (TTY/TDD **711**). Representatives are available to help you Monday through Friday, 7 a.m. to 6 p.m. 24-hour nurse line: **602-263-3000** or **1-800-624-3879**.

All the GMH/SU services and providers are available in the GMH/SU Resource Guide at [www.MercyCareAZ.org](http://www.mercycareaz.org).

[https://www.mercycareaz.org/wellness/community-resources](https://www.mercycareaz.org/wellness/community-resources)
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They can provide information on providers that offer services for general mental health and substance use (GMH/SU), the substance abuse block grant (SABG) for non-AHCCCS-eligible members, psychiatric services and medication management, medication assisted treatment (MAT), substance use residential treatment and eating disorder residential treatment.

Full details of all the GMH/SU services and providers are available in the “General Mental Health/Substance Abuse Resource Guide.” You can find the guide at https://www.mercycareaz.org/wellness/community-resources.

You can also reach out to any of the providers listed in the guide for additional information on their services.

**Other useful numbers:**
- Behavioral Health Crisis Line: 602-222-9444 or toll free 1-800-631-1314, hearing impaired (TTY-TDD) at 1-800-327-9254
- Maricopa Peer Operated Warm Line: 602-347-1100
- Rally Point AZ – Veteran Help Line: 1-855-725-5948
Questions?