

TALKING POINTS/FAQS FOR MARICOPA COUNTY PRIORITY MENTAL HEALTH SERVICES STAKEHOLDER GROUPS — JANUARY 2019

In preparation for Mercer's sixth annual evaluation of Priority Mental Health Services for adults with serious mental illness (SMI), Mercer has developed talking points/FAQs to assist with participation in a series of stakeholder sessions. Priority Mental Health Services include:

- **Assertive Community Treatment (ACT):** An ACT team is a multi-disciplinary group of professionals including a psychiatrist, a nurse, a social worker, a substance abuse specialist, a vocational rehabilitation specialist, and a peer specialist. Services are customized to a recipient's needs and vary over time as needs change.
- **Supported Housing:** Supported housing is permanent housing with tenancy rights and support services that enable recipients to attain and maintain integrated affordable housing. It enables recipients to have the choice to live in their own homes and with whom they wish to live. Support services are flexible and available as needed but not mandated as a condition of maintaining tenancy. Supported housing also includes rental subsidies or vouchers and bridge funding to cover deposits and other household necessities, although these items alone do not constitute supported housing.
- **Supported Employment:** Supported employment services are services through which recipients receive assistance in preparing for, identifying, attaining, and maintaining competitive employment. The services provided include job coaching, transportation, assistive technology, specialized job training and individually tailored supervision.
- **Peer and Family Support Services:** Peer support services are delivered in individual and group settings by individuals who have personal experience with mental illness, substance abuse, or dependence, and recovery to help people develop skills to aid in their recovery. Family support services are delivered in individual and group settings and are designed to teach families skills and strategies for better supporting their family member's treatment and recovery in the community. Supports include training on identifying a crisis and connecting recipients in crisis to services, as well as education about mental illness and about available ongoing community-based services.

Administrators and supervisors play a key role in encouraging interested case managers, adults with SMI who are receiving at least one of the priority mental health services (ACT, Supported Housing, Supported Employment and/or Peer and Family Support Services) and family members to participate in the stakeholder groups and your assistance is greatly appreciated. The information gathered through the stakeholder groups is used to help the adult system of care in Maricopa County continue to expand access to recovery-oriented services.

How many stakeholder groups are there? When and where are they?

- There are a total of four stakeholder groups. The stakeholder sessions will be held at:
The Burton Barr Library, 1221 N. Central Ave, Phoenix, AZ 85004
- The stakeholder groups will start and end on time. Participants should plan to arrive 10 minutes prior to the start of the stakeholder group.

The four stakeholder groups will occur on the following dates and times:

1. **Tuesday, January 29, 2019 from 10:00 am–12:00 pm (Meeting Room B, First Floor):** Adults with SMI who are receiving at least one of the Priority Mental Health Services (ACT, Supported Housing, Supported Employment and/or Peer and Family Support Services).
2. **Tuesday, January 29, 2019 from 2:00 pm–4:00 pm (Meeting Room A, First Floor):** Direct Care Clinic Case Managers involved in providing Priority Mental Health Services to adults with SMI.
3. **Wednesday, January 30, 2019 from 2:00 pm–4:00 pm (Meeting Room A, First Floor):** Providers of ACT, Supported Housing, Supported Employment, Peer and Family Support Services to adults with SMI.
4. **Wednesday, January 30, 2019 from 6:00 pm–8:00 pm (Meeting Room A, First Floor):** Family members of adults with SMI who are receiving at least one of the Priority Mental Health Services (ACT, Supported Housing, Supported Employment and/or Peer and Family Support Services).

How do I register?

- Send an email request with your name and the name of the stakeholder group you wish to attend (e.g., Stakeholder Group One) to Laura Henry at laura.henry@mercero.com or 602-522-8556 by **Wednesday, January 23, 2019**.
- Participants will receive an email or phone call to confirm either placement in a stakeholder group or on a waiting list.

Are there any limitations to participate in the stakeholder groups?

- Each stakeholder group has a limit of 15 participants.
- Only participants who received an email confirmation will be admitted to the respective stakeholder group.
- Participants are only eligible to participate in one stakeholder group.
- Priority for participation in the stakeholder groups is given to those that have not had the opportunity to participate in the stakeholder group experience during the last two years.

What about transportation? Do I have to pay for parking? Should I bring something to eat and/or drink?

- Transportation options include the light rail on Central Avenue and the Phoenix Metro bus line.
- Parking is free at the Burton Barr Library.
- Refreshments will be provided at all four stakeholder groups.

What are some things administrators, supervisors, members and family members should consider when deciding about participation in the stakeholder groups?

- The stakeholder groups will be a facilitated discussion regarding access to and availability of the Priority Mental Health Services (ACT, supported housing, supported employment, peer and family support services) provided to adult members with SMI.
- The stakeholder group discussions are specific to the strengths and challenges related to accessing the four Priority Mental Health Services. As such, please encourage participants to attend who feel comfortable speaking in front of others about the identified Priority Mental Health Services.
- There are no “bad suggestions”. All input is appreciated and will be sincerely considered as part of the evaluation of the priority mental health services.
- Encourage participants to choose and register for the stakeholder group that best represents their experience.