

THE MARICOPA COUNTY REGIONAL BEHAVIORAL HEALTH AUTHORITY is a behavioral health managed care company established by ValueOptions to provide a full range of services to 45,000 residents in Maricopa County, Arizona.

Accomplishments include:

- **Blended funding streams:** ValueOptions has dramatically streamlined access to care by pooling funding from 18 state, federal, county and local funding sources to create a single system for adults and children. This “one-stop shop” for mental health, substance abuse, child welfare, criminal justice, vocational/rehabilitation and acute medical care services has reduced fragmentation and produced financial savings for reinvestment in new initiatives.
- **Innovative recovery philosophy:** ValueOptions has spearheaded a momentous shift in emphasis behind a vision of *a model recovery-based behavioral health services program that empowers every consumer to lead a productive, rewarding and independent life in the community.* This approach emphasizes greater consumer control, including interaction with a wide range of community-based providers, the development of personalized treatment plans, greater family involvement, increased peer support and enhanced monitoring of quality of care.
- **Driving Clinical Excellence:** The Direct Services Division, with 1,101 staff at 21 outpatient clinics for adults with serious mental illness, has been reorganized to ensure first-class management, broader resources, greater responsiveness and coordinated care for consumers and families.
- **Comprehensive Crisis Response:** A full range of crisis services:
 - 24/7 Crisis Lines operated by bi-lingual clinicians working closely with child protective services, the court system, the Department of Corrections, and other agencies
 - Rapid Response Teams connecting emergency room patients with mental health and substance abuse services
 - Walk-in Psychiatric Recovery (Crisis) Centers along with a Children’s Crisis Center in a local hospital
 - Crisis Intervention Training to equip law enforcement and emergency personnel to head off a crisis by recognizing symptoms and employing de-escalation techniques in the field.
- **Innovative Model for Children’s Services:** A strengths-based “wraparound” approach puts each family in the center of a planning and support team aimed at returning children to their communities. Families also benefit from Support Specialists and respite services.
- **Breakthrough Peer Support Services:** Groundbreaking initiatives include “warm” lines manned by recovered consumers, peer support staff, consumer-run training programs and mentoring programs for staff.
- **Evidence-Based Pharmaceutical Programs:** A cost-conscious, evidence-based pharmaceutical program ensures more than 8000 consumers not only easy access to the safest and most effective medications available, but also the right drug at the right dosage for the right reason. Clinic-based pharmacies provide both convenience and special assistance for needy consumers, and a new electronic prescription-writing system is helping eliminate errors and will eventually let physicians transmit prescriptions electronically.

AT A GLANCE

Client: State of Arizona, Dept. of Health Services, Division of Behavioral Health Services

Individuals Served: 45,000 adults & children

Provider network: 85

Type of Contract: Risk

Employees: more than 1,400

Location: Phoenix, Arizona

Date Started: 1999

Covered Services: mental health treatment, substance abuse treatment, residential treatment/group homes, supported employment, educational tutoring, peer support, domestic violence prevention, substance abuse prevention, and housing services

- **Supporting Independent Living:** ValueOptions’ recovery continuum of care encompasses in-home recovery services, rehabilitation specialists, vocational services, art programs, classes to help consumers develop their own Wellness Recovery Action Plans (WRAPs), and a “Recovery in Action” conference attended by more than 500.
- **Nationally Recognized Housing Initiatives:** Collaborative partnerships with non-profit providers provide more than 5,000 individuals permanent housing along with training for employment and independent living, move-in assistance, eviction prevention support, housing vouchers, and a roommate compatibility service. Staff has also worked closely with citizens, public officials and others to allay concerns about locating housing programs in their neighborhoods.
 - Cited by National Homeless Director as national best practice
 - Received high marks from the State Audit General’s office
 - Invited to explain the model at conferences in four states
- **Expanded Services:** Access to care has been increased by reducing physician vacancies, opening a new rural clinic, upgrading the county’s substance abuse treatment center and adding 16 community-based acute care beds.
- **Jail Diversion and Mental Health Courts:** Integrated information systems inform ValueOptions if an individual eligible for services lands in jail, enabling timely intervention aimed at diverting consumers to court-ordered treatment; facilitating mental health and other services in jail; and providing innovative re-entry services upon release. Two mental health courts also address consumers’ special needs outside the regular justice system.
- **Cultural Responsiveness:** Services to special populations have been improved based on a utilization analysis by ethnic group and zip code, by securing \$7 million in new grants for ethnic minority programs and by implementing a pay differential to attract employees using Spanish, Sign or an American Indian language.
- **Increased Training on Co-Occurring Disorders:** A two-year initiative will train 100 percent of staff and clinicians in the Direct Services network to recognize symptoms of co-occurring mental health and substance abuse disorders, for which professional training is traditionally provided separately.
- **Training Partnerships:** ValueOptions is sharing expertise with new professionals through more than 30 masters-level internships and joint outreach and partnerships with Arizona State University and local community colleges.
- **State-of-the-Art Technology:** Direct Services locations are connected by state-of-the art clinical information systems, and comprehensive online support and a 24/7 telephone Access Line help consumers locate services.

Breakthrough Results:

- More than 600 people moved from the Arizona State Hospital and supervisory care into homes of their own.
- 44% of participants previously institutionalized or homeless now live in their own house or apartment.
- Over 92% of chronically homeless program graduates still maintain independent housing twelve months later.
- Recognition of the Crisis Intervention Training (CIT) program by the National Council on Alcoholism and Drug Dependence as a national model.
- Recidivism reduced to 5% among serious mental illness (SMI) offenders and more than 70% completing diversion treatment programs.
- According to a 2005 member survey, over 80% of adults and children were satisfied with treatment planning and overall quality of ValueOptions’ programs.

