Evidenced Based Practices

Featured presenters
Lydia L’esperance, Jose Rojas, Noemi Zaragoza, Matthew Kelly, Laura Piontkowski
Featured Presentation

Join us to learn about Evidence-Based Practices available in the Mercy Care network including

• ACT,
• Permanent Supportive Housing,
• Supported Employment, and
• Consumer Operated Services: Peer and Family Support

This session will explore the value of EBP’s and how you may benefit from connecting to these services.
Jose Rojas is an Employment and Rehabilitation Manager with Mercy Care. Jose is a proponent of employment and psychosocial rehabilitation services and recognizes their impact on member’s finding their passion. He intends to continue working within public health sectors guided by a purpose to ensure quality services, staff development, and transformative change.

Noemi Zaragoza is Senior ACT Manager at Mercy Care. With over 16 years of experience in the behavioral health field, Noemi has had the privilege of working directly with member’s and their families in different roles and capacities. Noemi earned a Master’s of Administration with a Health Sciences emphasis from Northern Arizona University.
Featured Presenters

Matthew Kelly is Lead Housing Liaison for Mercy Care Housing Department. Matthew has advocated for better outcomes and housing opportunities for members in the Maricopa County behavioral health community for the last 14 years. He hopes to continue working to bridge the gap between the housing and behavioral health communities.

Laura Piontkowski is the Office of Individual and Family Affairs Administrator. She has been with Mercy Care for almost 5 years. Laura believes in member and family member voice and choice, and she hopes to promote a supportive community, free of stigma, through educating and empowering the community to recognize that mental wellbeing is just as important as physical wellness.
Evidenced Based Practices

Lydia L'Esperance
Jose Rojas
Noemi Zaragoza,
Matthew Kelly,
Laura Piontkowski
Evidence Based Practices (EBP)

Services that have consistently demonstrated their *effectiveness* in helping people with mental illness to achieve their desired goals.

Effectiveness was established by different people who conducted rigorous studies and obtained similar outcomes.
Why EPB?

According to the New Freedom Commission on Mental Health:

• If effective treatments were more efficiently delivered through our mental health services system ... millions of Americans would be more successful in school, at work, and in their communities.

— Michael Hogan, Chairman
How did we get here?

Arnold v. Sarn Lawsuit

Class action lawsuit filed in 1981 alleging that ADHS and Maricopa County were not providing the mental health services required by statute

- Agreement reached in 2014, which includes increased services for (AHCCCS, 2018):
  - Supported Employment
  - Supportive Housing
  - Assertive Community Treatment (ACT)
  - Peer and Family Services

More information can be found here:
Supported Employment

Jose Rojas, Employment & Rehabilitation Manager
Mercy Care
Supported Employment

Supported Employment helps people with mental illness to find and keep competitive employment that is meaningful to the person.

- Jobs exist in the open labor market
- Pay minimum wage or above
- Integrated

*SE Providers:*

*Beacon Group, COPA Health, FOCUS Employment, Lifewell, Valleylife, REN and WEDCO*
Supported Employment Core Principles

Eligibility is Based on Member Choice

SE Services are Integrated with Comprehensive Mental Health Treatment

Competitive Employment is the Goal

Personalized Benefits Counseling is Important

Job Searches Start Soon After Members Express Interest in Working

Follow-Along Supports are Continuous

Member Preferences are Important
Supported Employment Member Voices
Assertive Community Treatment

Noemi Zaragoza, Senior ACT Manager
Mercy Care
What is ACT?

ACT is a member-centered, recovery-oriented mental health delivery model, utilizing an interdisciplinary team treatment approach designed to provide comprehensive, community-based psychiatric treatment, rehabilitation, and support to persons with serious and persistent mental illness.

- Member Centered
- Recovery Oriented
- Delivered in a Team Approach
- Community Based
Who Does ACT Assist?

• Individuals with serious, persistent mental illness

• Individuals with severe functional impairments

• Those who have avoided or been unresponsive to traditional outpatient mental health care

• Individuals with co-existing situations
  ✓ Homelessness
  ✓ Substance Use
  ✓ Involvement with judicial system
Tailored Services

• ACT services are individually tailored and address the preferences and self-identified goals of each member

• Services and goals are tailored to meet the needs of the individual, not the team

• The approach with each member emphasizes relationship building and active involvement in assisting individuals with severe and persistent mental illness to successfully identify and make their desired improvements in functioning, to better manage symptoms, to achieve individual goals, and to maintain optimism
Core Services

The following are five core services provided by ACT teams that further distinguish it from traditional case management services:

1. Psychiatric services
2. Counseling/psychotherapy
3. Housing support
4. Rehabilitation and employment services
5. Substance abuse treatment
Typical Team

1 Full-Time Psychiatrist
2 Registered Nurses
2 Substance Abuse Staff
1 ACT Specialist

1 Clinical Coordinator
1 Employment Specialist
1 Rehabilitation Specialist
1 Housing Specialist

1 Independent Living Specialist
1 Peer Support Specialist
1 Program Assistant
ACT in Maricopa County

• 24 Total ACT Teams
• 17 PCP Partnership Teams
• 4 Specialty Teams
  • 1 Medical ACT Team
  • 3 Forensic ACT Teams
• Typically, system wide our capacity runs between 95% to 97.5%
• Max capacity 100 members per team
Permanent Supportive Housing

Matthew Kelly, Lead Housing Liaison
Mercy Care
Key Principles of Housing First
What is Permanent Supportive Housing?

Community-based housing that is:
• Decent
• Safe

AND
• Affordable

Where tenants are provided:
• Rights of tenancy
• Voluntary and flexible supports

AND
• Services designed to meet tenants’ needs and preferences
Evidence Based Practice of PSH

PSH Dimensions

• Choice
• Separation of housing and services
• Decent, safe and affordable
• Community integration and rights of tenancy
• Access to housing and privacy
• Flexible, voluntary, & recovery-focused services
Types of PSH Services

- Tenant orientation and tenant rights
- Case management/service coordination
- Goal development (through participation with clinical team)
- Crisis intervention
- Peer mentoring
- Transportation skills
- Personal hygiene and self-care
- Housekeeping skills
- Stress management
NORC Case Study Findings

Supportive Housing

- Total Cost of Care
- Behavioral Health Costs
- Psychiatric Hospitalizations (Per 1000 members)

Accessing PSH Subsidies and Services

**Housing Subsidies** (Scattered Site, Bridge to Permanency, Community Housing)

- Mercy Care members should reach out to their Clinical Team/Clinic Housing Specialist for assistance applying for subsidy programs

**PSH Services and Supports**

- There are seven contracted PSH Service Providers. Clinical Teams/Clinic Housing Specialists will assist in making referrals to an agency of the members choice
Peer and Family Support Services

Laura Piontkowski, Office of Individual and Family Affairs Administrator
Mercy Care
Peer Support Services

• Delivered by individuals who have common life experiences with the people they are serving

• Provides compassionate listening and hope and helps in goal setting

• Arizona peer support considered to be viewed as a national best practice due to the prevalence and array of settings where you can find peer support (hospitals, clinics, community settings)
Peer Support Services

Research shows that peer support is effective in:

- Engaging people in mental health and addiction services
- Supporting individuals in playing active roles in their treatment
- Reducing crisis and emergency room services
- Increasing member’s overall satisfaction in services
Family Support Services

• Partnering with the family to provide community-based resources and services that strengthen parenting practices and help to avoid crises
• Individualized utilizing informal and formal delivery models
• Research shows that family support is effective in:
  • Increasing parent confidence and competence
  • Creating a network of families to provide safety, support and stability
  • Enhancing health and development of children and adults within the family
The peer and family movement helped to establish a voice for individuals that were receiving services and established member choice in the types of services and support that were needed.

Values and community needs were established during this time and were formalized over many years.
Peer and Family Run Organizations

- Formally called Consumer Operated Service Organizations
- Higher effectiveness helping the individuals they serve achieve recovery and promote a sense of belonging and community to the members served

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<thead>
<tr>
<th>Organizational Values:</th>
<th>Services Based On:</th>
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<td>Belief in peer-based support</td>
<td>Empowerment</td>
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<tr>
<td>Partnering with professionals</td>
<td>Independence</td>
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<td>Voluntary membership</td>
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<td>Respect and dignity</td>
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<td>Informal</td>
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Peer and Family Run Organizations

Peer Run Organizations:

Family Run Organizations:
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Thank you