



mercy maricopa
integrated care

Closing the Gap: Integrating Care by Creating Partnerships for System Transformation

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Mercy Maricopa and the transition to integrated care

- **First Integrated Plan in Arizona**
- **System Transformation**
- **Evidence Based Practices**



Arnold enhancement and expansion

ARNOLD

- *Arnold v. Sarn*
- Exit agreement

EXPANSION

- Assertive Community Treatment (ACT)
- Permanent Supportive Housing (PSH)
- Supported Employment (SE)
- Peer and Family Support (COS)



Expanding partnerships

- **Think beyond existing partnerships**
- **Think about the larger community and providers with expertise**



Expanding partnerships

- Consumer Operated Services for Supported Employment
- Supported Employment connection to Permanent Supportive Housing service providers
- Probation/Parole/CHS/Court involved in ACT referrals
- Looked beyond traditional SMI outpatient clinics for ACT expansion



Expanding partnerships

- Housing partners for scattered site and project-based
- Housing authority for sustainability and diversification
- Low Income Housing Tax Credit
- Rehabilitation and acquisition dollars utilized
- Coordinated entry collaboration
- Partnered with City of Phoenix to focus on high cost/high need

Infusing member voice into program expansion & enhancements

- **East Valley Consumer Operated Service expansion**
 - Supportive services for member & family
- **Eviction prevention resources**
 - Keep people housed & in the community
- **Expanded housing options for General Mental Health/Substance Abuse population**
- **Expanded SMI housing subsidies to ensure member choice**

Infusing member voice into program expansion & enhancements

Leveraging community engagement forums to harness member voice & choice

- Adult System of Care Community Forum
- Clinical Advisory Councils
- Individual & Family Advisory Councils (Crisis)

Arizona Peer & Family Referral Center

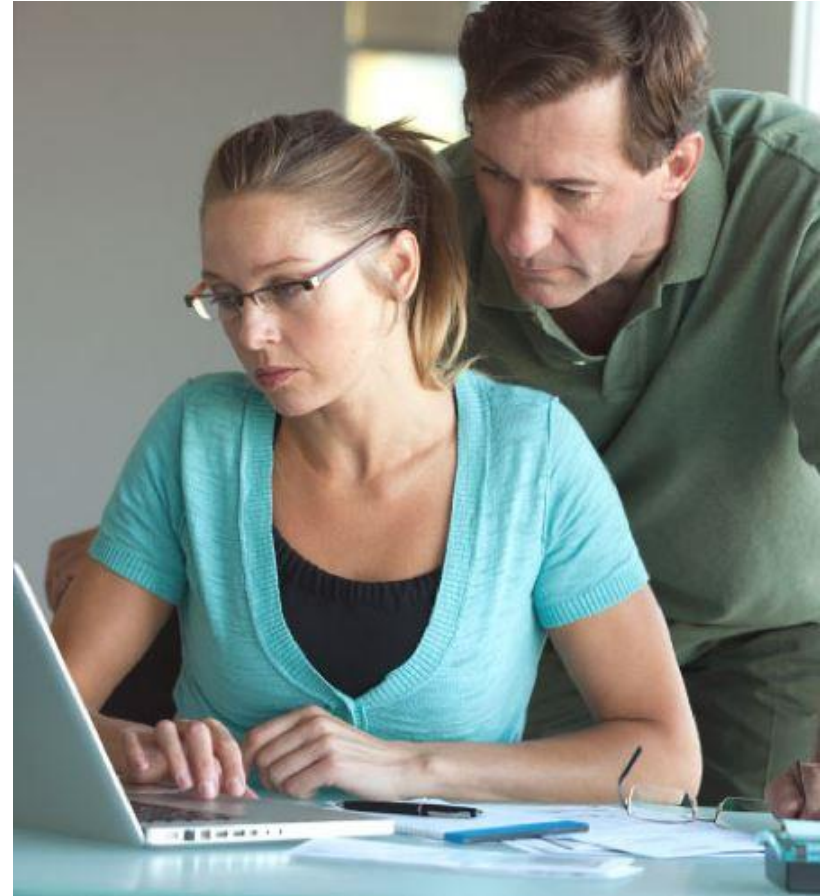
- Enhancing member choice
- Expanding access to community-based, supportive services



Overcoming challenges

Awareness of:

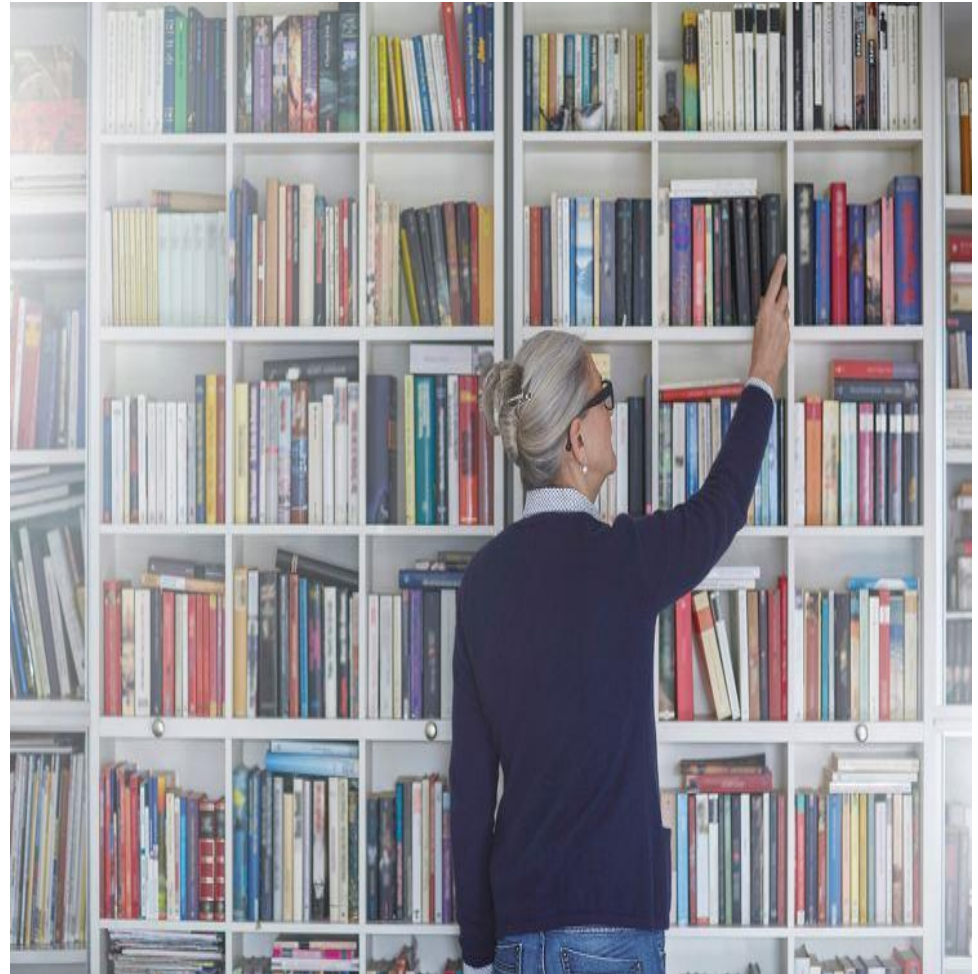
- Current practice
- System limitations
- Preferences
- Level of engagement
- Culture



Overcoming challenges

Technical Support:

- Subject Matter Experts
- SAMHSA toolkits
- Training
- Support



Overcoming challenges

Moving forward:

- Leadership engagement
- Balancing change
- Care coordination
- Right service at the right time



Implementation of Evidence-Based Practice (EBP)



- **Initial education and restructuring the understanding of the model**
- **Obstacles versus facilitators**

Technical assistance on EBP

Lessons learned

- Activities to assist programs in implementing high quality EBP
- Certification standards and thresholds
 - Uniformity
 - Regional to National Thresholds

Monitoring of EBP

Outside state contracted reviewers

Mercy Maricopa

- Provider monitoring
- System of Care
- Operations
- Provider



Ensuring sustainability

- **Ongoing Evaluation**
- **Continued training and technical assistance**
- **Adhering to the models**



Questions?



Thank you

