

Magellan Behavioral Health of Nebraska, Inc.
 Advocating for Adults

April 19, 2016, 2:30 pm – 4:00 pm
 Magellan Meadowlark Conference Room

Committee Chair: Lisa Casullo
 Minutes prepared by: Amanda Stratman

Participants	Capacity/Affiliation
Amanda Stratman	Peer Specialist, II Magellan Behavioral Health of Nebraska
Gail Anderson	Consumer Representative Support Group Facilitator
Jonathan Koley	Consumer Representative Consumer Specialist, Region 6
Lisa Casullo	Director of Consumer Recovery Magellan Behavioral Health of Nebraska
Lisa Christensen	Senior Director of Quality Insurance Magellan Behavioral Health of Nebraska
Scott Loder	Consumer Representative Lincoln Regional Center
Tommy Newcombe	Consumer Representative Consumer Specialist, Region 4
Vicky Lyons	Family Member Representative

Prior Minutes**Lisa Casullo**

February 2016 minutes were approved and adopted.

Housekeeping**Lisa Casullo**

- It was discussed and approved to move to bi-monthly meetings. A schedule of meetings for the remainder of the contract was distributed with Agenda. Group members can feel free to email in between meetings if something comes up that needs to be discussed.
- Behavioral Health Conference will be May 31st – June 2nd.

Magellan of Nebraska Cultural Competency Plan 2015-2016**Lisa Casullo**

The plan consists of three overarching goals with different objectives and action items listed within each goal. Magellan considers recovery & resiliency as a part of the company's culture has incorporated that into the plan.

Goal #1: To enhance outreach, collaboration, and education with families and consumers regarding cultural competency

- Action Items that will not be on next plan:
 - Behavioral Health Conference 2017 will be held after Magellan's contract ends
 - There will be no Peer Conference this year due to lack of funding
- Action Items remaining the same
 - Don't Be Sidelined campaign
 - Transitions Team w/Project Everlast
 - Young Adults in Health Transformation
 - Women's Center for Advancement
 - CCFL
 - Indian Center
 - NAMI Multicultural Action Center
- Scott asked about the "training & information to members about self-advocacy & recovery." Lisa explained this is an already developed curriculum out of Magellan that we use for member newsletters and tip sheets, as well as the E-Learning Center on Magellan Health's website (<http://magellanhealth.com/training.aspx>). Scott mentioned there is a curriculum coming out through disability rights; Lisa will connect with Scott to learn more about this.
- Scott asked about stakeholder partnerships and if there are any limitations to whom we can partner with. Lisa explained that there are no limitations, but we have to be realistic with time and availability as to how many groups we can try to form partnerships with. It was recommended that more peer support entities be partners.
 - MHA, Regions, Regional Centers, County systems, & VA systems were brought up. Lisa explained that a lot of this is done through DHHS & OCA. It was discussed that maybe more opportunities to connect will open up now that OCA has been making changes.

Goal #2: To support system transformation around principles of resiliency & recovery, cultural competency and family-centered practice.

- This goal is relating to Magellan internal processes for staff members, resiliency & recovery education, as well as the partnerships with family & youth organizations.
 - Scott asked a question about the difference between person-centered care and family-centered practices. Lisa explained that ideally the person receiving services will be able to identify the people in their lives they see as supports and how Magellan works to encourage this. It was brought up that often youth, or adults with guardians may not have as much say in their care and it is important to make sure the person is identifying who they want to be a part of their system of care.

Goal #3: To enhance innovative service delivery and program approaches through partnerships with providers and other stakeholders with a focus on cultural competency.

- This goal includes education for providers.
 - The QI Dept incorporates cultural competence into the reviews done on providers.
 - There are also provider trainings that are done regarding Magellan's Principles of Care and we have done 2 presentations on cultural competence.
 - Care managers are able to help connect providers to community resources & groups that help meet members' cultural needs.
 - PFLAG used as an example and questions raised, the group stands for "Parents, Families, Friends, & Allies United with LGBTQ People to move equality forward."
 - Gail asked how the free interpreter services work. Lisa explained that if services are used through Magellan that our CSA's will help coordinate through a professional agency. The services are then billed to Magellan and Magellan pays for this. Magellan recognizes that best practice for interpreter services is using a professional agency vs. having members use family members or friends.
 - OCA & People's Council will continue to be connections for Magellan.
 - Gail asked what the process/parameters are for us when working with Native American tribes. Lisa explained that Magellan has a tribal liaison who works with 4 tribes in Nebraska. The liaison works to collaborate with the tribes to understand member needs. Some members prefer to receive services through their tribe, however for those who want; the liaison will help them get connected to network providers.

Consumer and Family Led Evaluation Team

Lisa Casullo

- It was asked if anyone had suggestions about places MHA-NE could contact to reach unserved & underserved populations. The following were recommended:
 - Connecting with schools; in particular school nurses & NSCA, who may have contact with members & parents of members in rural areas.
 - Senior centers/community centers
 - Chambers of Commerce within different cities
 - 211-United Way may be a resource for finding agencies and groups to contact
 - Blue Valley Behavioral Health
 - Lutheran Family Services
 - Heartland Family Services
 - Karen Society of Nebraska
 - Good Neighbor Center

- OneWorld
- Center for People in Need
- Agencies who work with individuals experiencing homelessness
- Agencies who work with individuals who identify within the LGBTQI-2S population
- Agencies who work with individuals with developmental disabilities
- Agencies who work with individuals on the autism spectrum

Topics for Next Time

Lisa Casullo

It was suggested to provide an update on the group home/assisted living/transitional housing issue.

Next Meeting		
June 21, 2016	2:30 – 4:00	Magellan Goldenrod Room

Respectfully Submitted,	(signature) <i>Lisa Casullo</i>	(date) 04/20/2016
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