At Magellan, we have a unique vision of better and more affordable care for individuals that have the greatest health care needs. Our complete-person perspective helps us deliver better outcomes and brighter futures.

Thomas Lane, CRPS  
Senior Director of Consumer and Recovery Services  
October 19, 2015

Social Determinants of Health

• The circumstances in which people are born, grow up, live, work and age  
  • Strengthening social determinants leads to faster recovery with increased sustainability  
  • These circumstances are in turn shaped by a wider set of forces:  
    • economics  
    • social policies  
    • Politics  
  • Important to policy makers because stronger individuals and communities = stronger and more productive economy

(Social Determinants of Health Key Concepts, World Health Organization, 2008)
Health Challenges Compounded by Homelessness, Unemployment and Poverty

Homelessness

• 31-46% report having a chronic medical problem. A high prevalence of HIV, cardiovascular disease, diabetes, and latent TB infection have been consistently documented.
• Substance abuse is estimated to affect 40-60% of the population.
• Among those with substance use disorders (SUD), the prevalence of chronic medical illnesses is even higher, estimated at 53%.

Unemployment and Poverty

• Unemployment is worse for your mental health than the stresses of employment.
• Employment is a way to meet people and expand social connection
• Relying on Supplemental Security Income/Social Security Disability Insurance and other “public benefits” still often leaves people in poverty.

(Marrone & Golowka, 2000)

Impacting Social Determinants of Health – Principles and relationships

• Housing - safe, affordable housing of one’s choice
  (Environmental and Social Dimensions of Wellness)
  • Partnerships with homeless service agencies and other organizations focused on housing needs
  • A home, not just ‘housing’
  • Shelter Plus Care
  • Creative living arrangements (roommates – social connectedness)
  • Home ownership

• Employment – support goals related to work and volunteering
  (Occupational, Financial, and Social Dimensions of Wellness)
  • Partnerships with voc rehab, workforce development boards
  • College Career Centers
  • Peer Support groups focused on succeeding at work
  • Build relationships with the business community
  • Individually tailored job supports, including peer job coaching
Magellan’s Approach to Impacting Social Determinants of Health

• Tiered Care Coordination Model - **eMbrace Care**
  • Address whole person wellbeing
  • Dedicated housing specialists
  • Dedicated vocational specialists

• Full continuum of housing options and service supports
  • Housing - safe, affordable housing of one’s choice
    (Environmental and Social Dimensions of Wellness)

• Full continuum of employment and education supports and pathways
  • Employment – support goals related to work and volunteering
    (Occupational, Financial, and Social Dimensions of Wellness)

Funding Allocation Framework Example – Setting up a Peer Driven System of Care (Arizona)

• Funding is allocated to establishing resources (such as peer support) in lieu of a more limited service category (such as ILS)

• Made a shift to dedicate 10% of service dollars to the delivery of independent living skills (ILS) training and personal care.

• Remaining service allocation in this category dedicated to...
  • Peer support within the Provider Organizations
  • Peer support in Peer-run organizations (double that of the providers)
  • Peer-delivered health promotion, *and*
  • Peer-delivered permanent supportive housing support and supported employment
**Continuum of Supported Employment-Considerations to be made**

• **Creating a variety of pathways for each individual’s phase of recovery**
  • Engagement in Meaningful Life Activities
  • Volunteering
  • Transitional Employment
  • Supportive Employment
  • Competitive Employment
  • Entrepreneurship and/or self-employment
  • Supported education

**Peer Support Respite: Impacting Social Determinants**

• Reflections Whole Life Community (“Reflections”) provides a short-term, 24-hour peer-supported environment for individuals in recovery
  • Developed by the Recovery Partnership and the Northampton County Office of Mental Health, with funding from Magellan Behavioral Health of Pennsylvania, Lehigh County
  • **43 admissions March 2014 – March 2015**
  • 63% of Reflections admissions were homeless at the time of admission. Among homeless individuals served, a total of **29** individuals, 55% were able to secure housing at discharge.
### Continuum of Employment and Educational Support – Establishment of Billable Services – Arizona Example

#### Services Available Under a Peer Support Staff Member

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>H0038</td>
<td>Self-Help/Peer Services (individual)</td>
<td>H2027</td>
<td>Psychoed. Services (Pre-Job Training &amp; Dev.)</td>
</tr>
<tr>
<td>H0038 HQ</td>
<td>Self-Help/Peer Services (Group)</td>
<td>S510</td>
<td>Home Care Training, Family (Family Support)</td>
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<tr>
<td>H0043</td>
<td>Supported Housing</td>
<td>S5150</td>
<td>Unskilled Respite Care (15 min)</td>
</tr>
<tr>
<td>H2014</td>
<td>Skills Training and Development - Individual</td>
<td>S5151</td>
<td>Unskilled Respite Care (per diem)</td>
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<tr>
<td>H2014 HQ</td>
<td>Skills Training and Development - Group</td>
<td>T1016 HN</td>
<td>Case Management, Office</td>
</tr>
<tr>
<td></td>
<td>Comprehensive Community Support Services (Peer Support)</td>
<td>T1016 HN</td>
<td>Case Management, Out of Office</td>
</tr>
<tr>
<td>H2017</td>
<td>Psychosocial Rehabilitation Services (Living Skills Training)</td>
<td>T1019</td>
<td>Personal Care (15 min)</td>
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<tr>
<td>H2025</td>
<td>Ongoing Support to Maintain Employment (15 min)</td>
<td>T1020</td>
<td>Personal Care (per diem)</td>
</tr>
<tr>
<td>H2026</td>
<td>Ongoing Support to Maintain Employment (per diem)</td>
<td>S0215/ AO120</td>
<td>Transportation Codes (Restrictions Apply)</td>
</tr>
</tbody>
</table>

### Impacting Social Determinants for Individuals Determined with SMI – Arizona Example

#### TXIX SMI Percentage of Individuals Engaged in Any Meaningful Community Activity* including Employment

<table>
<thead>
<tr>
<th>Year</th>
<th>TXIX SMI Percentage of Individuals Engaged in Any Meaningful Community Activity* including Employment</th>
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</thead>
<tbody>
<tr>
<td>2005</td>
<td>61.00%</td>
</tr>
<tr>
<td>2006</td>
<td>62.00%</td>
</tr>
<tr>
<td>2007</td>
<td>63.00%</td>
</tr>
<tr>
<td>2008</td>
<td>64.00%</td>
</tr>
<tr>
<td>2009</td>
<td>65.00%</td>
</tr>
<tr>
<td>2010</td>
<td>66.00%</td>
</tr>
<tr>
<td>2011</td>
<td>67.00%</td>
</tr>
<tr>
<td>2012</td>
<td>68.00%</td>
</tr>
<tr>
<td>2013</td>
<td>69.00%</td>
</tr>
</tbody>
</table>

*TXIX SMI: **Note**: Benefit reduction transition

**Note**: Benefit reduction transition**
Real World Examples: Magellan and Career Development

Partnership between Magellan and Montgomery County, PA

- The Career Centers at Creative Health Services and Central Montgomery MH/ MR use the SAMHSA evidence-based practice of supported employment with additional emphasis on supported education.
- Blending funding is used to finance the various aspects of the intervention
- Most of the career specialists are certified peer specialists (CPS)

Outcomes
The following chart shows the percentage of individuals with mental illness who obtain employment.

<table>
<thead>
<tr>
<th></th>
<th>MC Ctr B</th>
<th>MC Ctr A</th>
<th>EB Approach</th>
<th>Traditional</th>
<th>Nat. Ave. MH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment Rate</td>
<td>63%</td>
<td>74%</td>
<td>58%</td>
<td>20%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Take-a-ways and Lessons Learned

- Must have the right PARTNERS at the table from the beginning – members, community organizations, providers, payers, state agencies
- Must have policies and procedures that are FLEXIBLE and allow for SERVICES and SUPPORTS that are fluid – traditional and non-traditional
- Must have FLEXIBILITY within FUNDING allocations that can align with the needs of the individuals and the system
- Need to consider MULTIPLE FUNDING STREAMS that can be in concert with one another – Medicaid, State General Fund, Grants, City, use of Waivers
- Employment CANNOT be treated in a vacuum
- PEERS play a critical role in the delivery and success
- CONTINUUM must match RECOVERY journey
Employment: Impacting Lives

“Here I am today, a person living with bipolar disorder, a survivor of suicide attempts, previously receiving SSDI [Social Security Disability Insurance], barely able to get out of bed most days, fighting for custody of my children, not knowing where I’ll be living tomorrow...to a full-time employed, single mom of two great children, a homeowner, no longer collecting SSDI, helping others get jobs or follow through on education, showing my peers first-hand that it can be done. I am the example I use each day.”

Lori Marcelli, Certified Peer Specialist, Career Center, Creative Health Services

Citations


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