

Final Copy – 2014 Annual Report

March 20, 2015

ARIZONA DEPARTMENT OF HEALTH SERVICES DIVISION OF BEHAVIORAL HEALTH SERVICES BUREAU OF CONSUMER RIGHTS

PIMA COUNTY HUMAN RIGHTS COMMITTEE ANNUAL REPORT JANUARY – DECEMBER 2014

Our Mission

The Human Rights Committees (HRCs) were created by the Arizona Legislature to assist the Arizona Department of Health Services (ADHS) and the Regional Behavioral Health Authorities (RBHA) in promoting the rights of children and adults who receive publicly funded behavioral health services.

Our Responsibilities

The Pima County Human Rights Committee (PCHRC) provides independent oversight and review of the following:

1. Allegations of illegal, dangerous, or inhumane treatment of clients and enrolled children;
2. Reports filed with the committee under Ariz. Admin Code R9-21-203 and R9-21-204 concerning the use of seclusion, restraint, abuse, neglect, exploitation, mistreatment, accidents, or injuries;
3. Reports filed with the committee under Ariz. Admin Code R9-21-203 and R9-21-204 to clients identified under R9-21-301 as in need of special assistance;
4. Violations of rights of clients and enrolled children and conditions requiring investigation under the complaint process as set forth in R9-21-403 to R9-21-409.
6. Any other issue affecting the human rights of clients and enrolled children. Ariz. Admin. Code R9-21-105(G).

Executive Summary

- We recommend that ADHS, as part of the licensure approval for providers, be required to submit a statement of assurance and employee attestation statements relating to client rights and to distribute information to clients about the role of local HRC's.
- Moving forward, we recommend that ADHS/DBHS ensure that our input is solicited in future service capacity assessments.
- We recommend training manuals be digitalized and updated electronically.

- Meet with new Senior RHBA Management and ensure all incoming clients receive pamphlet on HRC and that it is referenced in new employee training classes (Ethics and Human Rights).
- Committee minutes and related documents on the Department's website must be posted monthly. No minutes were posted for 2014. The minutes or a recording must be open for public inspection no later than three working days after the meeting.
- "A.R.S. § 38- 431.01(E)(1). Posted statements and recordings shall remain accessible on the website for at least one year after the meeting. Id. § (J). In addition, any recordings and minutes are public records subject to record retention requirements."
- There is a perception among stakeholders and consumers that DBHS fails to promote transparency in providing services.
- There continues to be a lack of statewide training or meetings for the HRC's in several years by DBHS
- There are over 250 investigations requests by the PCHRC that have resulted in no response.

2014 FOCUS AREAS

Top Five Objectives for 2014:

- Improve timeliness of reporting back to PCHRC from CPSA/DBHS.
- Increase site visits of special needs clients.
- Continue assertive community education outreach.
- Increase awareness and advocacy on behalf of children.
- Improve and increase communication and interaction with Providers

This year we focused on the identified special assistance clients, receipt of accurate data from ADHS/DBHS and increased our understanding of the SMI population incarcerated in the Pima County Jail system and working with legislature.

- PCHRC Chairperson had numerous discussions and meetings with Senator Nancy Barto, chair of Health and Human Services Committee on the importance of Human Rights Committees as a policy tool in addressing systemic mental health issues such as access to care, protecting the human rights of the mentally ill, and the provision of quality care across all community settings including individuals with SMI in our jail system.
- Senator Barto also worked with the PCHRC chairman to formulate Legislative Bill SB1400 regarding the importance of HRC's in Arizona and would empower same to effectively do their duties.

- Pima County Superior Court Judge Marner affirmed Judge Millers 2007 ruling that the PCHC is entitled to receive the Morbidity and Mortality reports and the Quality of Care reports as mandated by state law.
- Sargent Jason Winsky with Tucson Police Department presented to PCHRC the new Mental Health Support Team. Pima County Police and Sheriff departments participated in Crisis Intervention (CIT) training. This resulted in Changes to both departments handling of people with mental illness. Both departments overhauled how it interacts with mentally ill persons. They have each comprised a joint Mental Health Investigative Support Team Officers work to identify mentally_ill persons who could pose a threat to themselves or others, connect them to the treatment they need, and then make sure they maintain treatment if a designated mental-health court mandates it. Officers continue to receive CIT training and learn how to de-escalate situations. Tucson Police Department is also part of the Crisis Response Network, which works to best utilize resources by screening calls from potentially mentally ill persons to determine whether a call should be routed to a mental health specialist. Additionally if officers encounter a mentally ill person engaged in dangerous behavior officers can take that person to the 24-hour Crisis Response Center for immediate treatment instead of jailing the person or getting into a confrontation. This is the only program of its kind in the country.
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Children's Issue's

- Programs for Transition Age Youth need to be communicated and acted upon in the behavioral health community, especially with Children's providers.
- Tucson remains in dire need for more youth psychiatric beds and pediatric psychiatrists. In some cases, new kids in the system are initially seen and diagnosed by "telemed."
- On a positive note there is a new child facility, Esperanza with 9 beds.

Organization Structure

- The Pima County Human Rights Committee (PCHRC) has 12 members as of the date of this report. Recruitment of new members continues to be a priority, specifically in the area of Parents or Professionals working with children. The membership is diverse with family members, consumers, and others representing law, medical, education, as well as advisors from DBHS and CPSA.
- Each member participates in at least one work group, each addressing more specific issues related to advocacy, rights, review of incident/accident, deaths and seclusion/restraint reports, Legislative, CPSA/Update, Media Relations,

review of research proposals, site reviews, CIT and community education. The Committee members are very committed to their work and spend an average five hours monthly.

Total reports reviewed were 2397.

INCIDENT & ACCIDENT

- During 2014 there were 1387 Incident & Accident reports reviewed by the work group. This is a decrease in I/A reports versus a 52% increase in 2013. In fact it's the first decrease this committee has seen in over 5 years.

SECLUSION & RESTRAINT

- The Seclusion & Restraint work group reviewed 806 S/R reports during 2014. This is an increase of 202 or 25% versus 2013.

DEATHS

- Total deaths in 2014 were 304, an increase of 46 or 15% versus 2013.
- The committee's work on death investigations was greatly hampered by lack of response from Community Partnership of Southern Arizona (CPSA) and DBHS. In numerous situations additional information and/or investigations resulted in no response from CPSA or DBHS.

Site Visits

- Blessing House – Numerous areas of concerns were raised over food management and money management. We are still awaiting a plan of corrections.
- **Community Education and Training**

All events listed are open to the public in an effort to educate and de-stigmatize mental illness and recognize those in recovery.

- PCHRC started a Facebook page called PCHRC AZ.
- Over 1,000 PCHRC pamphlets were given to providers and the CRC.
- In 2014 CPSA continued an eight-hour course for the public with loved ones with a mental health issue. The training helps people to identify, understand and respond to those with signs of mental illnesses or substance abuse disorders. In collaboration with CPSA, Pima Community College is also providing the course at two campuses. The program has been well received and attendance is up.
- A Tucson-based organization has launched a nationwide campaign to encourage people to talk about mental health. The campaign [Text Talk Act](#) works like this: people text the word "start" to organizers and then receive a series of messages with questions about mental health that are meant to

spark conversation. "One of the first questions that we ask in the conversation is, why is mental health important?" said Raquel Goodrich, director of digital communications with the University of Arizona. The National Institute for Civil discourse spearheaded the text program to get Arizona's citizen's talking about mental illness and to reduce the stigma around mental health and mental illness. "The Text Talk Act evolved from face-to-face discussions and is specifically targeting young people.

- In October, the National Academy of Sciences released a landmark report recommending these practices. TPD has also overhauled how it interacts with mentally ill persons. TPD and the Pima County Sheriff's Department comprise the joint **Mental Health Investigative Support Team**. Officers work to identify mentally ill persons who could pose a threat to themselves or others, connect them to the treatment they need, and then make sure they maintain treatment if a designated mental- health court mandates it. Officers receive **crisis intervention training and learn how to de-escalate situations**. TPD is also part of the **Crisis Response Network**, which works to best utilize resources by screening calls from potentially mentally ill persons to determine whether a call should be routed to a mental-health specialist. Additionally, if officers encounter a mentally ill person engaged in dangerous behavior, **officers can take that person to the 24-hour Crisis Response Center for immediate treatment, instead of jailing the person or getting into a confrontation**. This is all a broader effort to ensure TPD is policing proactively, not reactively. While both of these reforms required an investment of resources, and at times a very different approach to policing, the department's commitment to effective and humane policing means that any hurdles will ultimately be overcome.
- PBS broadcast a segment on the CIT training program which won the reporter an Emmy.
- OPTIONS, A suicide education and prevention program is taught by committee member Susan Moreno, Assistant Site Director/MIKIDS/OPTIONS

11 training sessions were presented in schools in 2014 with 746 students completing the training. Measurements showed a significant increase in understanding of mental health issues among students post training. MIKIDS received the 2014 Child Abuse Prevention Award specifically highlighting Susan Moreno, a PCHRC member

Events

- The Daniel Moreno Awards - Recognizes individuals in mental health recovery, advocates, educators, and direct service providers.
- Out of Darkness Walk
- Mental Health Week

- Nami Candlelight Service
- CIT and NAMI presentations given to PCHRC.
- CPSA Art Show

The Crisis Response Center (CRC)

- The CRC was taken over by Connections in 2014. Since Connections took over average wait times for adults entering triage dropped from an average 5 hours in 2013 to approximately 1 hour. Their goal is to get wait times to less than 20 minutes.
- Chemical restraints at the CRC have dropped significantly versus 2013.
- In 2014 total crisis calls to the CRC were 113,714, virtually flat to 2013. Of the incoming calls 36% required a mobile acute crisis (MAC) team dispatch.

2015 FOCUS AREAS

- Assigned two sub groups: site visit reviewers and INC/ACC/Death reviewers.
- Timely reporting back to HRC from CPSA/DBHS
- Increase site visits of Special Needs Clients
- Continue assertive Community Education Outreach.
- Increase communication and interaction between providers and HRC.

The Committee wishes to thank the staff of the AZ Department of Health, Bureau of Human Rights and the Community Partnership of Southern Arizona for their support.

Respectfully submitted,

Ken Karrels, Ph. D.
Chairperson, PCHRC

Susan L. Hyder
2nd Vice Chair, PCHRC

Cc: