



**lifewell**

Hope Healing Health

# ANNUAL REPORT

2018-2019

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Healthcare 2.0



# A Letter from the CEO

## Healthcare 2.0

I am pleased to report that the Lifewell Team has performed exceptionally well in 2018-2019; continuing to build on the strong foundation that has enabled us to make significant progress this past year.

Integrating behavioral and physical health services and modernizing payment systems are two areas that stand out among the many changes in healthcare. In October 2018, AHCCCS took a major step forward in integration at the health plan level by introducing AHCCCS Complete Care (ACC). Seven health plans were awarded ACC contracts in Maricopa County. These plans integrate physical health and behavioral health needs for the Medicaid-eligible General Mental Health and Substance Use adults and all Medicaid-eligible children. Mercy Care RBHA continues its previously existing integrated health plan serving the Seriously Mentally Ill.

*I couldn't be prouder of how well the Lifewell team has embraced the challenges presented with transforming the behavioral health system to an integrated model.*

Lifewell is contracted with all AHCCCS Medicaid health plans. A key aspect of modernizing payment systems for 2018-2019 was transitioning away from block payments to other payment methodologies. Additionally, a tremendous amount of work has gone into preparing our claims system to meet the new demands of contracting with multiple primary payers.

This past year, Lifewell successfully hired our first primary care practitioner and began to provide physical health services in-house at our Royal Palms SMI Direct Care Clinic site. We will expand delivery of physical health services to our other three SMI Direct Care Clinics in the current year.

I thank the tremendous Lifewell staff for their dedication and commitment to helping our organization thrive in these transformative times.

Best Regards,  
**Thomas K. McKelvey | Chief Executive Officer**





# The Heart of It All

Lifewell offers a wide variety of services for adults residing in Maricopa County. We have eight outpatient clinics, five residential treatment facilities and numerous scattered housing and community living locations.

11,987

LIFEWELL MEMBERS



57%

FEMALE



43%

MALE



52%

SMI



48%

GMH/SU



42

AVERAGE AGE

## Lifewell Members' Most Common Behavioral Health Diagnoses

- Bi-Polar
- Schizophrenia
- Major Depressive Disorder
- Generalized Anxiety
- Post-Traumatic Stress Disorder

*"I have found stability through learning about myself and dissecting the many portions of life that make up who I am. I am grateful to have been led to Lifewell. Lifewell has supplied me with what I need to begin this journey and face each day head on, fearlessly."*

TIFFANY | LIFEWELL MEMBER



# The Heart of It All *Continued*

## Bill's Story:

Bill had repeated psychiatric hospitalizations with suicidal ideation and was homeless for a period of 11 months. His clinical team helped him find housing and his medications were adjusted to reduce his symptoms. Bill reports he hasn't felt so happy in years.

*"Lifewell saved my life, I don't know what I would have done without your help"*

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## Joan's Story:

Joan has been working with Lifewell employment. She works as a Peer Support Specialist and she continues to reach goals and strives to create and conquer new ones on a consistent basis.

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## Dan's Story:

For Dan, overcoming his addiction to heroin has been a life-long battle. He was exposed to drugs by his parents as a child.

*"I knew I had to change and I never gave up hope. Once I committed to stop using drugs, I began to realize my potential."*





# Integrated Health

In January of 2019 we launched our integrated primary care services at the Royal Palms clinic with the ultimate goal of improving the health of our members. We anticipate offering these services at our remaining three SMI clinics by summer 2019.

*To date, over 100 members have been enrolled in our Royal Palms clinic which represent approximately 10% of our members served at that site.*

The most important interventions we can offer focus on improving health literacy, developing a whole health self-management program, and embracing disease management programs. But not all members will want to receive primary care services from us, so we will need to continue our reach beyond our clinic walls to enhance our virtual integrated health program through robust collaboration and coordination with our integrated healthcare partners.



Liban Osman, Mirna Verdugo, and Mary. Integrated Health Services at Royal Palms in action.

  
**PEOPLE WITH  
MENTAL ILLNESS**

die earlier than the general population and have more co-occurring health conditions

**MORE THAN**  
**1in5**

adults with mental illness have a co-occurring substance use disorder

**68%**

of adults with a mental illness have one or more chronic physical conditions



Liban Osman, Primary Care Nurse Practitioner and Dr. Greg Gale, Chief Medical Officer.  
Lifewell pioneers of Integrated Health service delivery.

# Integrated Health *Continued*

## Why Integrated Care?

- To improve clinical outcomes for patients/members with acute, chronic conditions or recurrent conditions
- Use prevention and wellness strategies to stop the onset or exacerbation of both mental and physical health conditions

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## Why Integrated Care at Lifewell?

- Compliance and treatment adherence
- Face-to-face communications/consultations between multidisciplinary teams
- Decrease ER and Urgent Care visits by walk-in open slot availabilities
- Reduce health disparities, especially the underserved communities

*Lifewell participates in both the AHCCCS Targeted Investments Program (TIP) and Practice Innovation Institute (PII). Lifewell has been designated as an Exemplary Practice with PII and has earned incentives from the TIP for the first two years of the program for advancing our integrated health service delivery.*



Practice Innovation Institute  
Engage. Transform. Reward.



# Royal Palms | 1,325 ROYAL PALMS MEMBERS

## A Lifewell SMI Clinic Services Location

Lifewell’s Royal Palms Clinic serves members with serious mental illness, providing integrated behavioral health and physical health services. We take a collaborative approach to healthcare, treating the whole person while considering behavioral, physical, emotional, social, and environmental factors. Royal Palms Services include psychiatric evaluations, physical health wellness visits, physical health sick visits, preventive health screenings and physical exams, medication management, case management, counseling, peer support, rehab services, and health and wellness coaching.



**WELCOMED  
ROYAL PALMS  
IN MAY 2018**



*First location to provide*  
**INTEGRATED  
BEHAVIORAL &  
PHYSICAL HEALTH  
SERVICES**

## ACT Team at Royal Palms

Royal Palms ACT (Assertive Community Treatment) team uses evidence based treatment services working with members in various community and treatment settings to learn skills and succeed independently in the community.



**92 MEMBERS ON  
THE ACT TEAM**



**11 ARE  
EMPLOYED**



**77 PARTICIPATE IN  
REHABILITATION  
SERVICES**



**6 ARE IN THE PROCESS  
OF GRADUATING**



Breck Vanderhoof, Clinical Coordinator ACT (pictured left). Breck provides supervision and support for the Royal Palm ACT Team.



Tiffany Howard, Lila, Gabby Rogers, and Joann. Lifewell staff and members work together to prepare food at the Mitchell cafeteria.

# Mitchell 2,402 MITCHELL MEMBERS

## A Lifewell Outpatient HUB

Outpatient services provided at the Mitchell Hub include assessments, individual and group counseling, psychiatric evaluations, medication management and peer services. Services are strengths-based, individualized and incorporate a variety of evidence based treatment modalities.

### Group counseling services offered include:

- General Mental Health
- Substance Abuse
- Co-Occurring Disorders
- Chronic Illness Management
- Grief and Loss
- Women's Day Group
- Anger Management
- Domestic Violence Offenders

## Mitchell Services



### PHYSICAL & MENTAL HEALTH

Assessments, individual and group counseling, psychiatric evaluations, medication management and peer services



### EMPLOYMENT

Working with members 1:1 to find and maintain competitive employment



### PERSONAL GROWTH

Psychosocial rehabilitation services ranging from GED skills, culinary skills, volunteering, health & wellness, and computer skills

## Supported Education



**75** PEER SUPPORT TRAINING GRADS



**98%** OF MEMBERS WHO TOOK SECTIONS OF THE GED PASSED

## Employment Services



**36** MEMBERS HAD FIRST EMPLOYMENT CONTRACT



**13** MEMBERS COMPETITIVELY EMPLOYED




# Women's Residential

## Substance Use Residential Treatment Program for Pregnant and Parenting Women

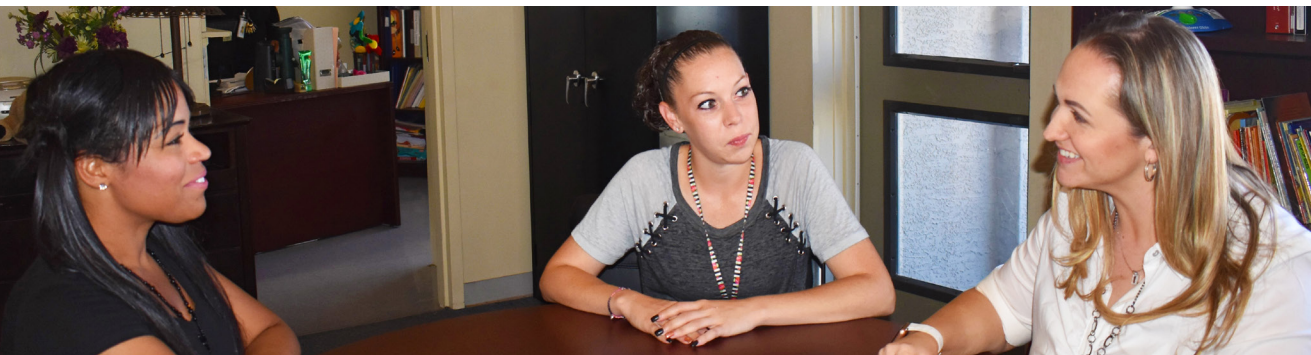
While in the program, moms focus on recovery and children thrive in a stable, loving environment with age-appropriate play, a safe outdoor area and nutritious meals.

 **220** CHILDREN VISITED THEIR MOTHER WHILE THEY WERE IN PROGRAM

 **4** BABIES BORN

 **17** KIDS IN NURSERY

 **448** MOMS TREATED



Lacy, Whitney, and Vaun Williams, Program Manager. Vaun oversees the largest residential program at Lifewell which has a capacity for fifty three members and up to fifteen children.





# Housing | 256 RENTAL UNITS

Housing is an important component of Lifewell’s mission and we are a major provider of SMI housing in Maricopa County. Our tenants need not receive services from Lifewell, but many do. Housing is separate and distinct at Lifewell; ensuring that clinical and housing decisions are made independent of one another.

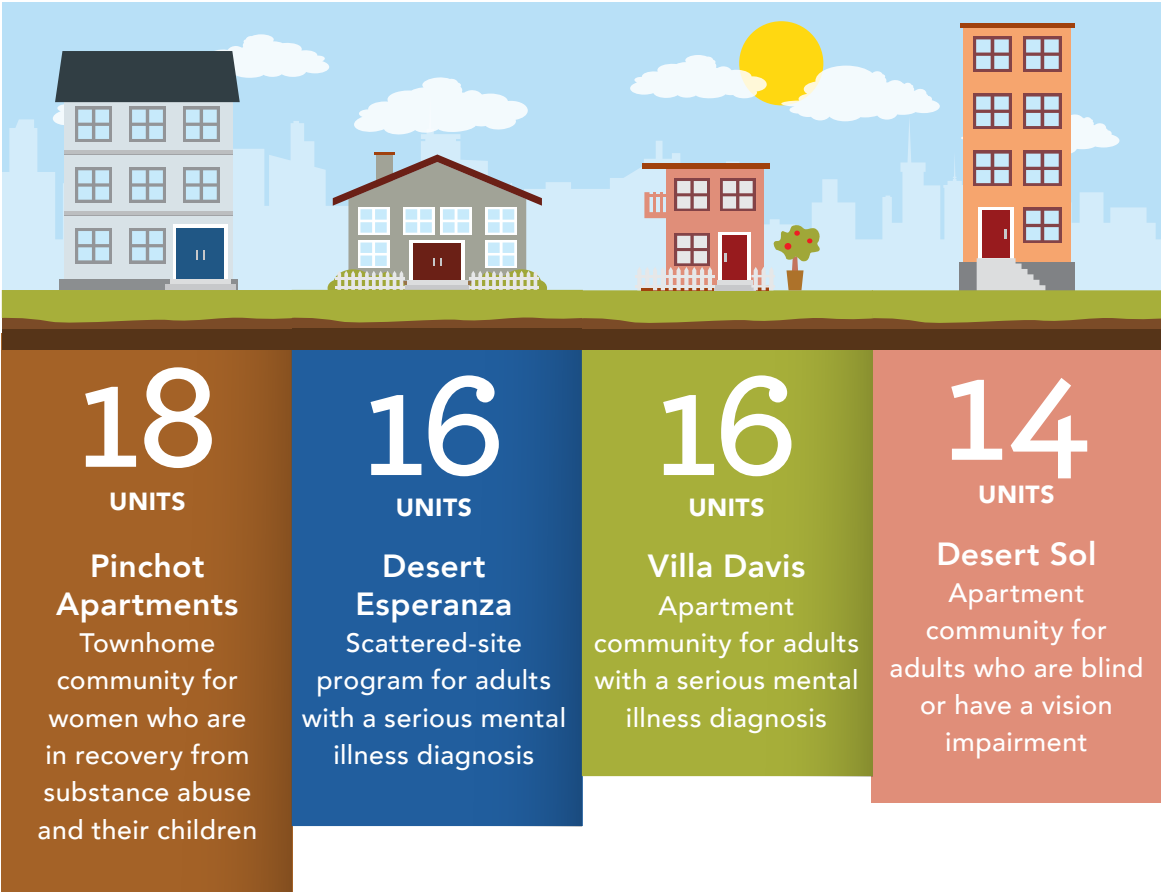
## Permanent Supportive Housing:

- **Community Living:** 256 rental units for adults with a serious mental illness diagnosis. Settings include house and apartment models.
- **Scattered-Site Vouchers:** Lifewell administers 40 vouchers on behalf of Mercy Care of Arizona for adults with a serious mental illness diagnosis. Participants may use their voucher to obtain and maintain housing from any landlord in the community who will work with the program.



Miranda Jilek, Channing Ayers, Tanganyika Johnwell, Yvette McDonald, Phillip Havatone and Brittany King (not pictured) Lifewell’s Housing Department works with members to find and maintain safe and affordable living.

## HUD Housing: 64 Units



96% OF TENANTS RETAIN HOUSING

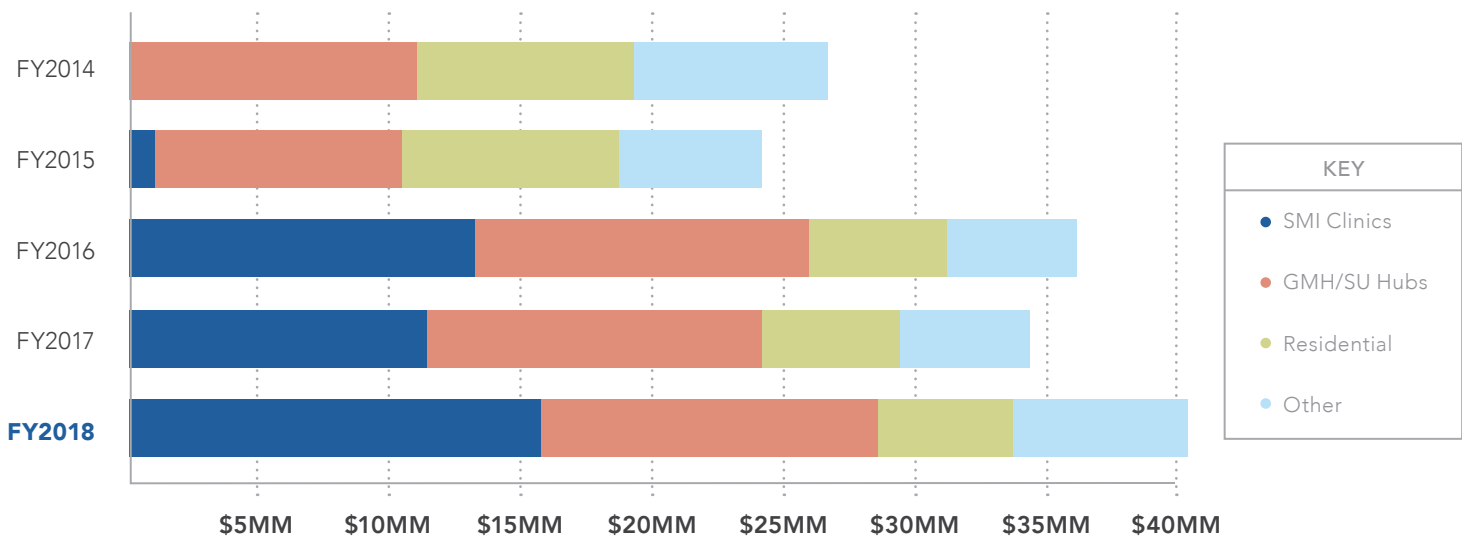
88% OF TENANTS SECURE HOUSING WITHIN 30 DAYS OF REFERRAL

100% OF THE TIME LIFEWELL HOUSING COMPLETED HQS INSPECTIONS & RESPONDED TO NOTICES OF CORRECTION TIMELY

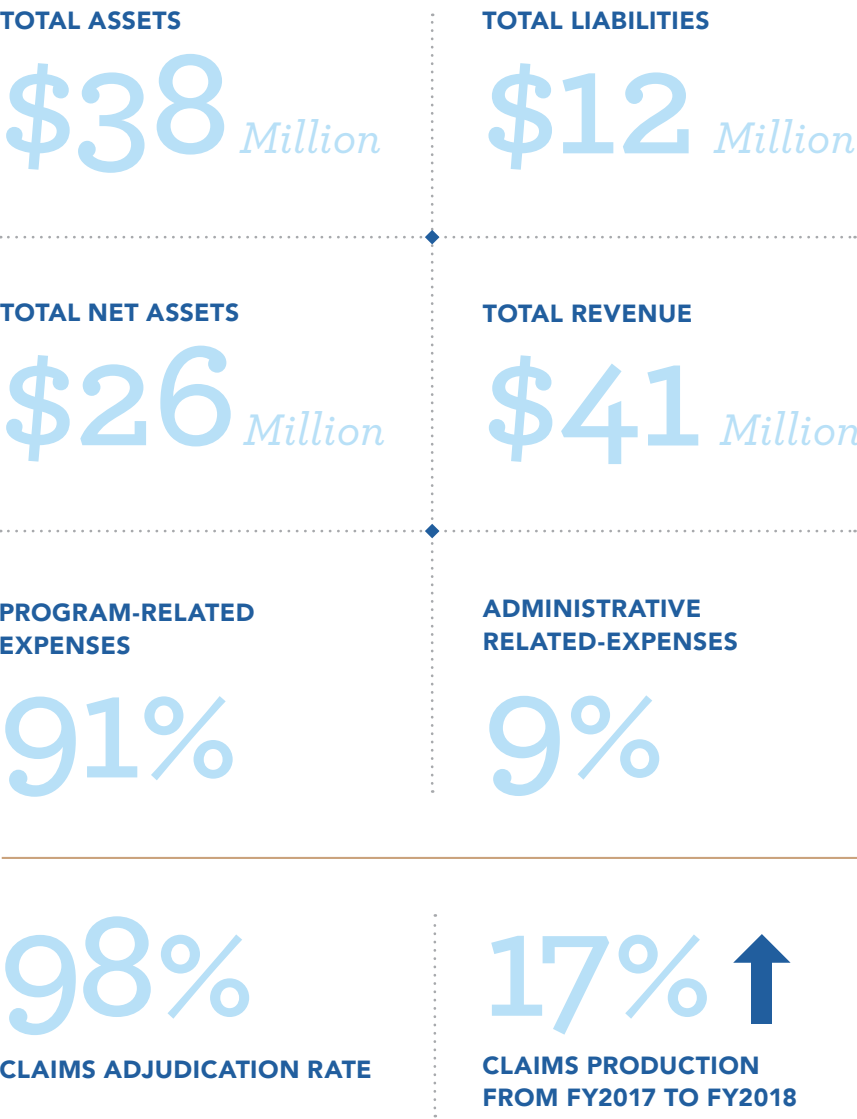


# The Mechanics

## Revenue by Program



## Financial Overview



Lara Steward, Angelica Padilla, Mary Conover, Zachary Turner, Crystal Daviet, Ilana Ledbetter and Ana Penunuri Lifewell’s Claims Department is part of our Finance Team. They work through all of the tedious details of claims submissions to ensure that we receive payment for services provided.

# Executive Team



Thomas K. McKelvey, President and Chief Executive Officer; Doris Vaught, Executive Vice-President and Chief Financial Officer; Dr. Greg Gale, Chief Medical Officer; Nicole Cupp-Herring, Chief Clinical Officer; Kip Barnes, Chief Operating Officer; Noel Collier, Chief Quality Officer; Ron Smith, Chief Development Officer; Bryan Colby, Chief Information Officer; Christian Garcia, Director of Finance; Alexandra Schindler, Chief Human Resources Officer; Tom Williams, Special Projects Manager



(602) 808-2822 | info@lifewell.us | lifewell.us

# Board of Directors



Dr. Rodrigo Silva, Chair; Jim Barrett, Vice-Chair; Mark Landy, Treasurer; Amanda Nash, Secretary; Michael O'Driscoll, Member

# Welcome Arizona Complete Care Partners

