



Program Appreciation & Vignettes

Violence Reduction Program (VRP) for Health Plans

Dear Ms. Richards [Program Director, YAP, for an MSIP health plan client]:

I want to express my deepest appreciation to your agency, especially for David ____ and Fabian _____, case managers [Safety Engagement Coordinators, SECs]. I have referred approximately 10 Members to your agency in the past three weeks to either David or King and found them wonderful to work with and phenomenal at their job. They are always very accessible, helpful and supportive of our Members. One of our Member was discharged to the "tunnels" where she was living and David found her a permanent shelter within two weeks. This Member called to tell me she was so happy and grateful that "I could jump up and down but my legs are too tired."

David and Fabian have transported our Members from the hospital to their medical appointments and explored the resources in the community and they are working with the most challenging Members that we have especially since these are Members who have been discharged from ____ Services because of their drug use and behaviors. Despite their challenging issues, Fabian and David have been able to successfully gain the trust of our Members and assist them with completing their medical appointments and securing the resources available in the community. I am very grateful for their hard work and collaborative effort.

I look forward to referring many more of our Members to your agency. :)

Many Thanks!

Grace G. Johnson, LISW



“Kallie”

VRP Enrollment Date: February 3, 2017

Reason for Referral: Mood and Psychotic Disorders; Substance Use Disorders

Brief Description: Kallie, age 52, was referred to YAP from Desert Parkway Mental Health Hospital. She was admitted to the hospital due to a suicide attempt in which she took five Seroquel 300mg tablet sleeping pills. The incident that provoked this behavior stemmed from stress pertaining to being evicted from her mother’s house. Kallie disclosed that she was very upset about her abrupt eviction and in an effort to mitigate her extreme anxiety, she took five of her pills.

Upon being released from the hospital on Kallie was enrolled in the Violence Reduction Program (VRP) the same day. At initial enrollment Kallie described her current place of residence as a tunnel on Lake Mead and Buffalo in the Pueblo Park. She disclosed that she has been at this location on and off for 5 years. Each time she is evicted from her mother’s home she lives in the tunnel. Her longest stay in the tunnel was upwards of one year. Kallie suffers from bipolar disorder, anxiety, and alcoholism all of which have made it difficult for her to stay long term with her mother or to obtain self-sufficiency. YAP’s SEC began services by meeting Kallie for appointments at the edge of her tunnel at agreed-upon times, since Kallie had no phone or home upon discharge from the hospital.

Response: Housing - Since housing difficulty was the stated cause of her suicide attempt, the SEC and Kallie made housing the priority for her services. The SEC advocated for housing assistance in the community on Kallie’s behalf and was able to get her on the housing list for North Star community services. Two options are being explored for long-term housing. If Kallie can attain an income whereby 30% of her income can be used for long-term group home placement, she can remain in the group home. Kallie has disclosed that her two adult children may invite Kallie to live with them, as they in the process of looking for a larger home. Kallie would be able to assist with household duties while her children work. The SEC would work with Kallie and her children to ensure that this arrangement is a stable alternative – one that supports her self-sufficiency and mental health.

Mental Health Treatment - Kallie was discharged from the hospital with sufficient medication. The SEC and group home staff are in the process of arranging therapy and ongoing medication management appointments for her.

Job placement/Income Security – Kallie has expressed a willingness to work but disclosed that her mental health issues often make it difficult to hold a job. Kallie and the SEC are exploring enrollment into a Vocational Rehab Program. She is also interested in pursuing SSI.

Progress: On February 14, 2017 Kallie was accepted into the North Star Community Service housing program and she was immediately moved into the group home. As result of this placement, she has access to a house phone that she can utilize for contacting her support system and making medical appointments. Kallie is in the process of beginning weekly private and group therapy sessions that will provide her with the coping skills necessary to reach an optimal level of self-sufficiency. She has aligned with an SSI representative to assist her in the application process.

Graduation Goals: In order to graduate from the VRP, Kallie will need to demonstrate that she utilizes the proper dosage of medication for an ongoing period, and is keeping her medical appointments. She also will need to secure an adequate income, maintain stable housing, and access her support system to avoid living in tunnels again.



“Sheila R.”

VRP Enrollment Date: November 18, 2016

Reason for Referral: History of Violence and/ or Trauma, Mood and Psychotic Disorders, Post-Traumatic Stress Disorder.

Brief Description: Sheila is a 51 year old female who entered the Violence Reduction Program (VRP) as a referral from Well Care. She experienced a traumatic situation in which her daughter was murdered 6 months prior and she was unable to complete her normal tasks of working, cleaning, and taking care of her home. She was emotionally distressed. The SEC met Sheila in her home, discussed the VRP, her needs, and enrolled Sheila into the program.

Individualized Safety Plan: Sheila needed to be connected to various resources: a therapist, medication management, employment, and food assistance. Within the first few weeks of VRP services, the SEC made an appointment with a therapist. Sheila reported that this therapist was not a good fit for her and she was interested in an outpatient program at Desert Parkway Rehabilitation Center. The SEC reached out to Desert Parkway Rehabilitation Center and scheduled a time when Sheila could be picked up for an assessment.

Progress: During the following months, Sheila attended the groups sporadically, due to her seeking employment, but Sheila was able to get her medicine regulated. The SEC called Sheila weekly to keep her motivated to take her medicine, attend groups, and informed her about employment opportunities. As the weeks progressed, Sheila stated that she was feeling a lot better emotionally and that she became employed at Arizona Charlie’s, working the night shift. Sheila thanked the SEC for all the service and support, and was glad the SEC was there for her during her trying time. Sheila stated that she is in a better place now, but it will be a continuous battle having to deal with the death of her daughter.

Graduation Goals: Sheila is set for graduation soon. She has used the VRP resources for therapy, employment, transportation, and food resources. Sheila has regained self-stability, and is knowledgeable of the resources that are available for her whenever she is in need.



“Vincent”

VRP Enrollment Date: December 22, 2016

Reason for Referral: Firearm-related injury (victim).

Brief Description: Vincent is a homeless male who was incarcerated for 20 years and released in Spring 2016. He described his concerns as related to his prior incarceration, his current homelessness and his struggles with acclimating himself to society since his release. Vincent also expressed that he experienced visual hallucinations, paranoia, high anxiety, and substance abuse. He was concerned that being out on the streets may lead him back to a life of violence. YAP’s SEC, Fabian, met at Well Care with Vincent to discuss his history, concerns and the services that the Violence Reduction Program (VRP) provided. Vincent stated that he was interested, needed help, and wanted to enroll in the program.

Individualized Safety Plan: Fabian located a group home that would accept Vincent and work on the payment arrangements later. Fabian accompanied Vincent to the Social Service building to receive a housing voucher and scheduled an appointment for Vincent to be assessed for the group home placement. Vincent expressed that he was overjoyed to hear that he was accepted and could move in the following week. He quickly made himself at home, and spoke about how good it feels to be off the streets, and now having the foundation to rebuild his life. Fabian has assisted Vincent by providing resources that help Vincent accomplish his goals. These include resume building, mock interviews, establishing a bank account, and housing assistance. Social events will be utilized to maximize opportunities for Vincent’s success. The group home is assisting in finding mental health treatment, medication monitoring, and nightly meals.

Progress: Vincent has been participating in process groups at the group home. He is well spoken of by the staff and, to date, Vincent has not engaged in an episode of violence and has not been admitted to the hospital.

Graduation Goals: Vincent’s graduation plans are in development. He will be set for graduation as he more actively participates in the group home’s process groups, secures a local therapist, and obtains employment. Vincent hopes to move out of the group home and into his own apartment when he becomes financially sound.