

QUARTERLY NEWSLETTER OF SOUTHWEST BEHAVIORAL & HEALTH SERVICES



- P1 SB&H names Erica Missicano VP of compliance and risk management
- P2 SB&H Names Bob Sanowski Vice President of Information Technology
- P3 When it comes to mental health, race matters
- P4 Grant to support opioid recovery center in Mohave County

TRANSITIONS

2020 QUARTER III

SB&H NAMES ERICA MISSICANO VP OF COMPLIANCE AND RISK MANAGEMENT



ERICA MISSICANO

Southwest Behavioral & Health Services (SB&H), an innovative leader in behavioral health, today announced that effective immediately, Erica Missicano has joined the organization as vice president of compliance and risk management. Missicano will be responsible for overseeing the organization’s risk management and compliance departments and ensuring that all procedures, protocols and strategies are fully implemented to protect SB&H and its assets. She will also promote a culture of risk awareness and accountability.

“Erica brings a wealth of utilization and quality management experience to our organization,” said Southwest Behavioral & Health Services CEO Steven Sheets. “With her appointment, we will continue to do everything we can to ensure a safe work environment for our employees and clients. Her focus on quality will continue to enhance the services we provide to our members.”

Missicano has more than 15 years of quality management experience in the behavioral health industry. Prior to starting at SB&H, Missicano was a health care QM project manager for Aetna/Mercy Care where she was responsible for assisting providers with understanding audit expectations and requirements. She also investigated quality of care reviews. Additional experience includes quality management and clinical positions at Magellan Health Services, Arizona Department of Health Services, Office of the Monitor, ValueOptions, Inc. and Triple R Behavioral Health.

SB& H NAMES BOB SANOWSKI VICE PRESIDENT OF INFORMATION TECHNOLOGY

Bob Sanowski has been named vice president of information technology at Southwest Behavioral & Health Services (SB&H), an innovative leader in behavioral health. Sanowski will be responsible for planning and implementing the information technology and digital innovation future of SB&H, as well as for the maintenance and upgrade of existing systems. He will also leverage technology to advance and support the growing needs of the organization and the communities it serves.

“Bob is a strong addition to our team,” said Southwest Behavioral & Health Services CEO Steven Sheets. “With so many of our service offerings now taking place in a remote setting, we continue to adapt and implement secure and safe systems to navigate the new deliveries of care. With Bob’s guidance, we will be able to bring the best experience to our clients.”



Prior to SB&H, Sanowski was a senior IT leader for Dignity Health, now CommonSpirit Health, where he was responsible for organizational and large-scale projects across multiple IT disciplines. He also served as senior director of IT Mergers, Acquisitions and Joint Ventures where he was team lead for analysis and integration of joint venture and acquisition partners. As CIO of the Southern Nevada Service Area for Dignity Health, Sanowski was responsible for IT operational responsibility for the organization’s Southern Nevada hospitals and clinics. Additional experience includes leadership positions at United Health Group and Insurers Administrative Corp.

A Phoenix resident, Sanowski received a Master of Business Administration and a Master of Health Services Administration from Arizona State University.



WHEN IT COMES TO MENTAL HEALTH, RACE MATTERS



By Ed McClelland

Racism takes three forms, each of which is a chronic stressor:

- Systemic racism is experienced when ideologies, institutions and policies operate to produce racial inequality.
- Interpersonal racism involves two or more people and can be manifested through bigotry, bias, prejudice and microaggressions.
- Internalized racism is the acceptance of negative stereotypes and societal beliefs about one's racial group.

While recent events have been an incredible stressor on the Black community, it has also created opportunity as I believe individuals are having dialogs about race that they have never had before today. For many Black Americans, the journey to healing starts with sharing and the conversations many are having today is a step in the right direction.

Many are left wondering how can I help. Individuals can start by learning about white privilege, white fragility and the meaning of anti-racism. Educate yourself and participate in active listening and reflecting. Have a conversation with someone that is a non-white person regarding the meaning of white privilege and share your thoughts about systemic racism.

Organizations can play an important part, too. Avoid issuing empty statements. Black lives cannot matter if Black Americans are not part of an organization's daily decision-making body, senior management or corporate board. Listen to what your Black employees are saying and advocate for the suggested changes. Do not limit listening to town halls or organization-wide meetings. Listen at lunch, listen at work and acknowledge and convert the ideas and recommendations you hear into action.

As a Black man who has worked in the community behavioral health industry for more than 30 years, I've seen a lot.

I've seen the struggles that individuals and family members go through when faced with mental illness challenges. I've seen people overcome great odds and come out on the other side of what might be considered the worst time of their lives. I've also had the privilege of working with and caring for individuals from a variety of ethnic communities. I can say with certainty that when it comes to mental health, race matters.

Years of oppression, the death of George Floyd and subsequent protests, riots and Black Lives Matter movement has had great psychological impact on Black people. It has also revealed unique challenges within the mental health services industry. Here are a few points to ponder:

- Blacks disproportionately experience more severe forms of mental-health conditions due to unmet needs and other barriers.
- According to the Health and Human Service Office of Minority Health, Black Americans are 20% more likely to experience serious mental health problems than the general population.
- Black youth who are exposed to violence are at a greater risk for Post-Traumatic Stress Disorder by over 25%. Black Americans are also more likely to be exposed to factors that increase the risk for developing a mental health condition, such as homelessness and exposure to violence.
- In the Black community, people often misunderstand what a mental health condition is and therefore the subject is uncommon.
- The lack of understanding of mental illness leads many Blacks to believe that a mental health condition is a weakness or a form of punishment.
- Many Black people have trouble recognizing the signs and symptoms of mental health conditions such as anxiety and depression, which leads to them to underestimating the effects of mental health conditions.
- Black Americans may also be reluctant to discuss mental health issues and seek treatment because of the shame and stigma still associated with such conditions in their community.

Take all of these facts into account and then add the recent events into the equation and it is a recipe for a community crisis.

Experts define trauma as the experience of severe psychological distress following any terrible or life-threatening incident. The unrelenting series of events Black people have witnessed and experienced before and after the killing of George Floyd is racial trauma.

At its core, racial trauma is racism.

Ed McClelland is vice president of community services for Southwest Behavioral and Health Services.



GRANT TO SUPPORT OPIOID RECOVERY CENTER IN MOHAVE COUNTY

Southwest Behavioral & Health Services has received a \$849,915 grant from the federal Substance Abuse and Mental Health Services Administration. The money will be used for a Comprehensive Opioid Recovery Center with an Integrated Systems Approach that will serve individuals in Mohave County.

The grant “will enable SB&H to enhance capacity and service options for Mohave County’s uninsured and under-insured populations, directly addressing the county’s worsening opioid epidemic,” SB&H wrote in a news release.

The new recovery center will partner with and serve local hospitals, Native American communities, police and fire services, probation programs, behavioral health providers and local community groups. The program can serve up to 500 individuals with opioid use dependency annually, and 2,000 people throughout the lifetime of the four-year grant project.

“This Comprehensive Opioid Recovery Center will be a valuable and much-needed resource to the Mohave County community, which needs easily accessible substance abuse and dependence treatment,” SB&H CEO Steven Sheets said. “The fact that we are partnering with other local community providers will streamline our services and increase the chances of success.”

The new program will:

- *improve access to care by completing intakes and evaluations both in office and during community outreach, within 24 hours of contact or less with a goal of inclusively engaging persons who are uninsured or under-insured.*
- *provide a full continuum of holistic care in addition to opioid use dependency and medication assisted treatment services to support recovery, and help stabilize individuals, families, and the community.*





Transitions is published quarterly to keep the community informed about new developments at Southwest Behavioral & Health Services.

If you have suggestions for future newsletter topics or would like to be added to our email list, please contact:

Dong Liang
3450 N. 3rd Street
Phoenix, Arizona 85012
Phone: (602) 351-6916
E-mail: dongli@sbhservices.org



SCAN THE
QR CODE TO
FOLLOW US
ON SOCIAL

