



September 10, 2017

To Whom it May Concern:

Since 2001, I have had several professional opportunities to co-collaborate with the Family Involvement Center (FIC) inclusive of roles at a provider, managed care company, the state level and Board of Directors. In each experience, I have discovered a key ingredient to successfully driving operational and clinical systemic changes; parent-professional partnerships.

Prior to 2001, Arizona's managed-care, behavioral health system was a traditional medical-model of service delivery. As a result of a class action lawsuit filed on behalf of children and families, a new way of serving Arizona communities began to emerge. The JK Settlement outlined specifics surrounding what services Medicaid children were entitled to and how those needed to be delivered by creating our Vision and 12 Principles. However, operationalizing it all, state-wide, was not specifically spelled out. As the former Children's Bureau Chief for the state of Arizona, I firmly believe, that had it not been for the families associated with FIC, Arizona would not have accomplished the reform initiatives of the settlement, nor evolved to the system it is today. Parent-professional partnerships were and continue to be essential for change to take place.

Through FIC, I learned a foundational dimension to a partnership; **non-adversarial collaboration**. Over the years, I have repeatedly experienced families and formal system personnel coming together to solve issues and to truly collaborative on the necessary changes our state has needed. No amount of professional knowledge or experience alone would have allowed the positive evolution of children's behavioral health in Arizona, without the active participation of families. Their lived experiences and voices were and continue to be, the necessary component in the design and execution of service delivery in our state.

As integrated health, pay-for-performance and other healthcare initiatives expand in Arizona, the Family Involvement Center will continue to play a key role in the successful execution of these initiatives.

Respectfully,

Robin Trush

Director of Business Intelligence  
Jewish Family and Child Services