



**NORTHERN ARIZONA  
REGIONAL BEHAVIORAL  
HEALTH AUTHORITY**

**2008 ANNUAL REPORT**

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ith its commitment to dynamic leadership and forward thinking in the behavioral health field, NARBHA continues to be the oldest and most successful Regional Behavioral Health Authority in the state of Arizona.

NARBHA's new vision, "to be recognized as the innovative leader in managing superior behavioral health care," will be achieved by carrying out its new mission to "provide, develop, and manage the best system of behavioral health care for multicultural consumers in a rural environment."

NARBHA continues to expand its provider network and increase members' choices with over 70 provider contracts covering this rural region of 62,000 square miles. NARBHA completed Fiscal Year 2008 in a strong financial position and has been awarded increases in capitation rates. NARBHA expanded its network of providers throughout the region, which expands service capacity to better meet consumers' needs.

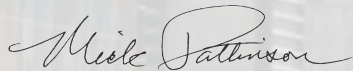
This past year saw other major advancements in the substance abuse arena. In cooperation with the Arizona Department of Health Services/Division of Behavioral Health Services, NARBHA successfully opened three new stabilization centers in Flagstaff, Holbrook, and Winslow. The Holbrook and Winslow

**REPORT FROM THE CEO AND NARBHA BOARD CHAIR**

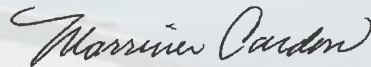
programs are operated by Na' Nizhoozhi Center (NCI), a contracted provider and nationally recognized expert in culturally appropriate treatment services to Tribal members.

To further increase NARBHA's community-based support system and commitment to continue to uphold Arizona's Principles of Recovery, NARBHA implemented a new program to train family and peer partners. Peers and family members contribute at all levels of NARBHA, including representation at both the Board of Directors and leadership tables.

As you examine this report, you will note the many substantial accomplishments and achievements of this past year as NARBHA continues its proud heritage.



MICK PATTINSON  
Chief executive Officer



MARRINER CARDON  
Chair, Board of Directors



**MICK**



**MARRINER**



## ADULT PROGRAM HIGHLIGHTS

### HOUSING

- NAZCARE opened Hope House in Prescott as a transitional house for people living with serious mental illness using a HUD Best Practice Transitional Curriculum and a Promising Practice Life Skills Curriculum.
- Ten transitional sober living beds were developed in Winslow through Old Concho Community Assistance Center to expand the continuum of services and resources for persons who are coming out of stabilization programs.
- The Guidance Center in Flagstaff received a Single Room Occupancy housing grant allowing the placement of eligible “Chronically Homeless with a Disabling Condition” clients into units to continue working with their respective case managers at the center.

### SERVICES FOR MEMBERS WITH DEVELOPMENTAL DISABILITIES

- NARBHA focused on increasing specialty services for individuals who are dually diagnosed with both Behavioral Health and Developmental Disorders (DD). NARBHA hired a dedicated staff person to meet the special needs of this population and to coordinate the development of DD specialists at Responsible Agencies in partnership with the Department of Economic Security/Division of Developmental Disabilities (DES/DDD).
- NARBHA contracted with CPES/Counseling and Consulting Services to provide specialized assessment and counseling services for the DD populations throughout the region.

### RURAL SUBSTANCE ABUSE SERVICES

- The Guidance Center (TGC) opened a 12-bed Intake Triage Unit (ITU), licensed as a Rural Substance Abuse Transitional Agency. This facility admitted 935 clients in Fiscal Year 2007-08 and expanded the

continuum of substance abuse services in Flagstaff, supporting individuals in ongoing substance abuse treatment and reducing inpatient detoxification services and emergency room visits at Flagstaff Medical Center. TGC also opened a new Recovery Unit, increasing the family and individual services available to clients, as well as the ability to lengthen the treatment stay for clients.

- NARBHA worked with the Na' Nizhoozhi Center (NCI) to open two Stabilization Facilities in Winslow and Holbrook, called Loma Puh' Ta Vi, *A Beautiful Pathway*. These Level IV short-term treatment centers provide substance abuse, outreach, assessment, and stabilization services.
- NARBHA implemented the Matrix model for Adolescents (an outpatient substance abuse treatment program) through five Responsible Agencies: West Yavapai Guidance Clinic, The Guidance Center, Mohave Mental Health Clinic, Hopi Guidance Clinic, and Community Counseling Centers. NARBHA and its clinics are beta sites for providing data to the Matrix Institute for ongoing research as an emerging best practice.
- As part of the Governor's program for Arizona's Youth Partnerships, Mohave Mental Health Clinic played an integral role in projects co-coordinated by the Kingman Chapter of the Arizona Meth Coalition and the Coalition for Successful Youth Development for substance abuse prevention, intervention, and treatment for addicted youth.

### **SPECIALIZED SERVICES**

- NAZCARE partnered with the Northern Arizona VA Health Care System to provide training to better assist veterans with mental health disorders.
- NAZCARE and AARP teamed up through an employment and training contract for "Seniors with Mental Illness" to assist in staffing for services in recovery centers.



# CHILDREN'S

## CHILDREN'S PROGRAM HIGHLIGHTS

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NARBHA is committed to ensuring that a full spectrum of services is available to children and their families through programming, training, and practices that support and advance the integration of the *Arizona Children's Vision and 12 Principles*.

### **CHILD AND FAMILY TEAM (CFT) PRACTICE**

NARBHA continues to focus on Child and Family Teams (CFTs), which number more than 2,500 throughout the region with the goal of serving all youth through strength-based, family-centered teams.

**THE MEET ME WHERE I AM CAMPAIGN (MMWIA)** focuses on increasing direct services throughout the region. NARBHA's plan is centered on "reduction of congregate care" by contracting with Child & Family Support Services and Arizona's Children Association to provide support and rehabilitation services for high-needs children and their families.

### **HOME CARE TRAINING FOR THE HOME CARE CLIENT (HCTC)**

NARBHA continues to develop regional programming for youth in need of intensive behavioral services in a family-based setting. With the expansion of HCTC services, NARBHA has seen a decrease in children placed in congregate care settings. NARBHA has 33 homes with 67 beds, which represents a 67% increase in homes and a 73% increase in beds in the NARBHA region for the fiscal year.

### **TRANSITION TO ADULTHOOD**

NARBHA remains committed to the special needs of children transitioning to adulthood. NARBHA and Child & Family Support Services continue to expand on the innovative *Emerald Program* in Prescott, which serves 18-24 year old males diagnosed as seriously mentally ill and in need of intensive case management and skill development in a supported housing setting.

## ELECTRONIC MEDICAL RECORDS

- Community Behavioral Health Services implemented an electronic medical record (EMR) across all populations to lead to a more streamlined approach to the delivery of human services.
- Verde Valley Guidance Clinic was awarded a Regional Health Information Organization (RHIO) Planning Grant by the Government Information Technology Agency (GITA) to fund an electronic health information exchange between the clinic and other key stakeholders.

## CULTURAL COMPETENCE

Access to care and the delivery of non-discriminatory services are key elements of NARBHA's cultural competence, including:

- Implementation of staff interpreter proficiency testing to develop quality bilingual resources within the system of care.
- Translation of vital documents, brochures, and the Member Handbook to Spanish.
- Placement of employee recruitment advertising in publications that reach minority populations in order to increase workforce diversity.
- Delivery of a comprehensive orientation and cultural competence training program to staff.





# COMMUNITY WELLNESS & DEVELOPMENT

## CONSUMER AND FAMILY VOICE

NARBHA continues to transform its behavioral health system through increased peer and family support services. A major initiative is the development of Family Support Partners and the expansion of consumer, youth and family voice opportunities at all levels of the organization. NARBHA collaborates with MIKID, a family-run organization; NAZCARE, a consumer-run organization; and Recovery Innovations (RIAZ) to recruit, train, and support peers and families who offer special knowledge and skills that complement and enrich our services in the region.

NARBHA's peer and family workforce includes 38.5 Serious Mental Illness (SMI) Peer Support Specialists, 7 Family Support Partners, 2 General Mental Health Adult Supports and 12.5 Substance Abuse Peers. This represents a 171% increase in SMI Peer Support Specialist staff from 2007, and a substantial increase in Family Support Partner staff.

## PREVENTION & OUTREACH

- Community Behavioral Health Services secured grant money in collaboration with the Page Unified School District to expand their substance abuse prevention program at the high school and middle schools.
- Little Colorado Behavioral Health Centers launched their Intensive Case Management Program for children; successfully implemented Juvenile Drug Court; and doubled outreach services to Navajo families in the Sanders area. Adult consumers in recovery conducted the inaugural NAMI walk in St. Johns and initiated the first-ever Adult Recovery Council in Apache County.
- Mohave Mental Health Clinic – Lake Havasu celebrated kids with mental health issues and their successes through the support of the Focus of Hope Concert for Children's Mental Health Awareness Week.



- Hopi Guidance Center launched an extensive, culturally sensitive campaign to address affected Hopi youth through a child sexual abuse program team with expertise in trauma and prevention outreach components.
- Services delivered under the PATH program, implemented by Catholic Charities in Flagstaff, grew to over 3,500 outreach contacts this year. NARBHA worked collaboratively with PATH on the 1<sup>st</sup> Annual Project Homeless Connect, an event focused on bringing services to homeless individuals.

**TRIBAL SERVICES**

NARBHA collaborates with northern Arizona’s Tribes and community stakeholders in order to assist in addressing behavioral health needs within each Tribal community.

- NARBHA received funding for two “Medicine Wheel and 12 Steps for Youth” trainings in northern Arizona. This innovative curriculum - Wellbriety for Youth Program is designed specifically for youth (ages 13 – 21) with a focus on the emotional, mental, physical, and spiritual foundations that cause young people to begin using alcohol and drugs.
- NARBHA continues to sponsor the Native American Suicide Prevention and Awareness Coalition, which has recently gained national recognition in bringing a diverse group together to prevent and raise awareness of one of the most serious issues facing our Native American communities. In the past year NARBHA provided three ASIST (Applied Suicide Intervention Skills Training) workshops to tribal communities, training approximately 60 community members to apply first-aid skills to help individuals who exhibit suicide ideation.



## TELEMEDICINE

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NARBHAnet, Arizona's first interactive telemedicine network, covers sparsely populated northern Arizona to provide continuity of care in the patient's own community without long drive times for psychiatric providers. In Fiscal Year 2008, NARBHAnet accommodated approximately 6,400 doctor-patient sessions and saved:

- 396 trips—over 96,000 miles of driving—by providers
- over 1,680 hours of provider drive time, freeing up providers to schedule 1,900 additional patient sessions
- more than \$208,000 in provider travel time and expenses
- 3,560 gallons of gas—over 30.5 tons of carbon dioxide emissions—in provider travel alone, not counting the many staff trips saved by administrative and training videoconferences

Established in 1996, NARBHAnet has grown to 35 sites, with connectivity to other networks across the state and nation. In fall 2007, NARBHAnet began a new clinical use: American Sign Language interpretation provided from Flagstaff for doctor-patient meetings in Mohave County. See [www.rbha.net](http://www.rbha.net) for more information.

## NETWORK OF CARE

NARBHA's Network of Care for Mental/Behavioral Health ([www.narbha.networkofcare.org](http://www.narbha.networkofcare.org)) is an online information place for individuals, families and agencies concerned with mental and emotional wellness. This online community provides critical information, communication and advocacy tools with a single point of entry. It ensures there is "No Wrong Door" for those navigating the system of behavioral health services, those working to avoid the need for formal services, and those ready to transition out of the behavioral health system.

## NARBHA BOARD OF DIRECTORS

Marriner Cardon – *Chair*  
Lina Wallen – *Vice Chair*  
Clay Overson – *Secretary*  
Mark Sippel – *Treasurer*

Bill Arnett  
Barbara Bartell  
Scott Garms  
Harvey Grady

Mark Haag  
Marvin Hoffmann  
William B. Jeffers, Jr.  
Stephen Kahne  
Emery LaBarge  
Frank Lucero  
Barry Uldrikson  
James Wurgler

## SPECIALIZED SERVICE PROVIDERS

*Arizona's Children Association*  
Fred Chafee, Chief Executive Officer

*A Step Forward Living*  
Doug Kaplan, Chief Executive Officer

*Community Medical Services*  
Dr. George Stavros, Chief Executive Officer

*Catholic Charities*  
Paul Martodam, Chief Executive Officer

*Child & Family Support Services*  
Tim Penrod, Chief Executive Officer

*CPES/Counseling and Consulting Services*  
Dave Harvey, Chief Executive Officer

*Creative Networks, d/b/a ResCare HomeCare*  
Megan Neal, Executive Director

*Daybreak Behavioral Health Services*  
Thomas Kenny, Chief Executive Officer

*Flagstaff Medical Center Behavioral Health Services*  
Larry Capek, Vice President Business Development

*Mentally Ill Kids in Distress (MIKID)*  
Vicki Johnson, Executive Director

*Mingus Center*  
Tamara L. Christian, Executive Director

*Mingus Mountain Ranch*  
Chris Banken, Chief Executive Officer

*Na'Nizhoozhi Centers (NCI)*  
Loren Sekayumptewa,  
Chief Executive Officer

*Northern Arizona Consumers Advocating Recovery and Empowerment (NAZCARE)*  
Roberta Howard,  
Chief Executive Officer

*Northland Family Help Center*  
Sonia Burkhalter, Executive Director

*Parenting Arizona*  
Judy Bippus, Regional Director  
Andrea Marinez, Executive Director &  
Vice President

*Prescott Unified School District – Dexter Family Resource Center*  
Ann Sult, Program Director

*Protocall Services, Inc.*  
Phillip H. Evans, President

*Recovery Innovations*  
Christina Dye, President & Chief  
Executive Officer

*The Wick Home*  
Jay Wick, Chief Executive Officer

*Yavapai Regional Medical Center – Family Resource Center*  
Barbara Wisler-Waldock, Program  
Director

## RESPONSIBLE AGENCIES

*Community Behavioral Health Services*  
Thomas J. Wright, Chief Executive Officer

*Community Counseling Centers, Inc.*  
Dr. Robert Wilderman, Chief Executive Officer

*Hopi Guidance Center/Office of Hopi Behavioral Health and Social Services*  
Dr. Robert Robin, Administrative Director

*Little Colorado Behavioral Health Centers*  
Michael Downs, Chief Executive Officer

*Mohave Mental Health Clinic, Inc.*  
W. Bud Brown, Chief Executive Officer

*The Guidance Center*  
Linda Cowan, Chief Executive Officer

*Verde Valley Guidance Clinic*  
Robert D. Cartia, Executive Director

*West Yavapai Guidance Clinic*  
Larry D. Green, Jr., Chief Executive Officer

# FINANCIAL

## FINANCIAL SUMMARY

STATEMENT OF FINANCIAL POSITION (UNAUDITED)

June 30, 2008

### ASSETS

#### Current Assets:

Cash and Equivalents .....	\$ 19,302,980
Grants and Contracts Receivables .....	1,466,311
Other Accounts Receivable .....	147,872
Notes Receivable (current).....	171,129
Prepaid Expenses .....	264,196
<i>Total Current Assets</i> .....	<i>21,352,488</i>

#### Noncurrent Assets:

Notes Receivable (long-term portion).....	35,448
Property and Equipment, net.....	5,869,566
<i>Total Noncurrent Assets</i> .....	<i>5,905,014</i>

**TOTAL ASSETS** ..... **\$ 27,257,502**

### LIABILITIES AND NET ASSETS

#### Current Liabilities:

Accounts Payable and Accrued Expenses .....	\$ 532,443
Payable to Providers .....	2,079,182
Unreported Services Payable (IBNR) .....	680,000
Accrued Leave Time .....	382,061
Accrued Salaries and FICA.....	248,132
Unearned Revenue .....	3,959
Community Reinvestment Program.....	500,00
Current Portion of LT Debt.....	143,032
<i>Total Current Liabilities</i> .....	<i>4,568,809</i>

*Long-Term Debt, Less Current Portion*..... 1,841,781

*NET ASSETS - UNRESTRICTED* ..... 20,846,912

**TOTAL LIABILITIES AND NET ASSETS**..... **\$ 27,257,502**



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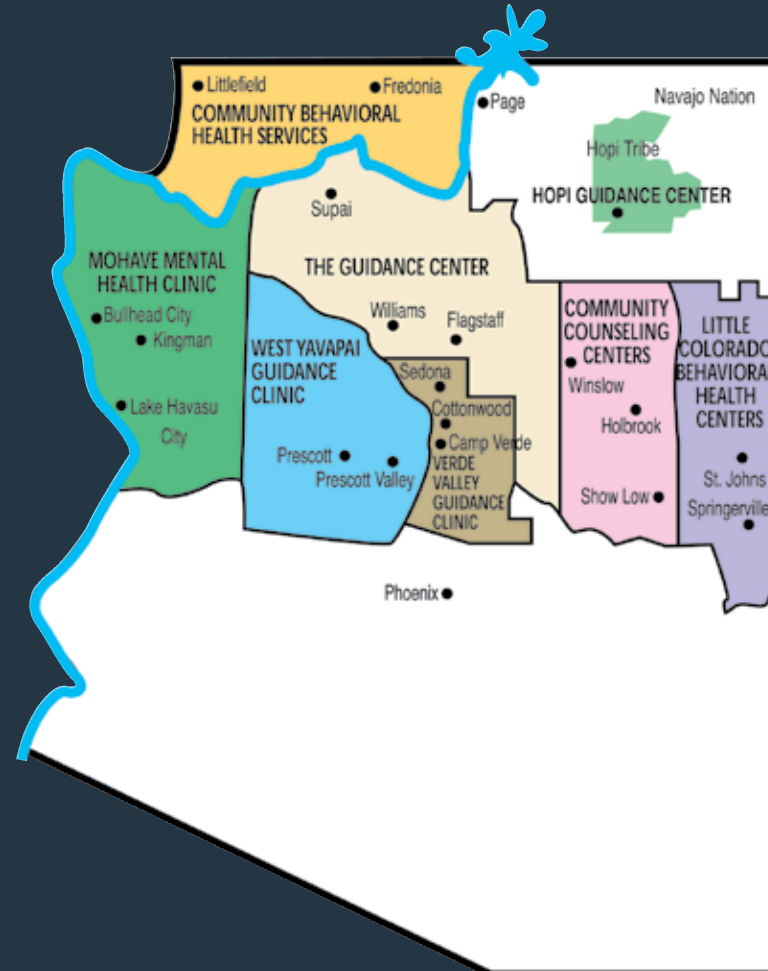
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FLAGSTAFF ARIZONA 86001**

**(928) 774-7128**

**(877) 923.1400**

**WWW.NARBHA.ORG**

**WWW.NARBHA.NETWORKOF CARE.ORG**



**NARBHA is the regional behavioral health authority for coconino, navajo, yavapai, apache, and mohave counties. Funds for services are provided through a contract with the Arizona department of health services/division of behavioral health services and AHCCCS.**