



**NORTHERN ARIZONA
REGIONAL BEHAVIORAL
HEALTH AUTHORITY**

2008 ANNUAL REPORT

CONTENTS

Report from the CEO and
NARBHA Board Chair2

Adult Program Highlights.....4

Children’s Program Highlights.....6

Electronic Medical Records.....7

Cultural Competence.....7

Community Wellness and Development.....8

Telemedicine10

Network of Care.....10

NARBHA Board of Directors10

Specialized Service Providers.....11

Responsible Agencies11

Financial Summary12



2

3

W

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.

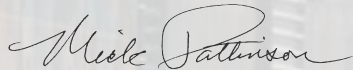
This past year saw other major advancements in the substance abuse arena. In cooperation with the Arizona Department of Health Services/Division of Behavioral Health Services, NARBHA successfully opened three new stabilization centers in Flagstaff, Holbrook, and Winslow. The Holbrook and Winslow

REPORT FROM THE CEO AND NARBHA BOARD CHAIR

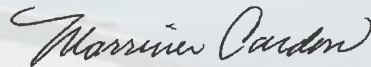
programs are operated by Na' Nizhoozhi Center (NCI), a contracted provider and nationally recognized expert in culturally appropriate treatment services to Tribal members.

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

6

7



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 1st 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

10

11

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 for more information.

NETWORK OF CARE

NARBHA's Network of Care for Mental/Behavioral Health (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

NET ASSETS - UNRESTRICTED

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



**NORTHERN ARIZONA
REGIONAL BEHAVIORAL
HEALTH AUTHORITY**

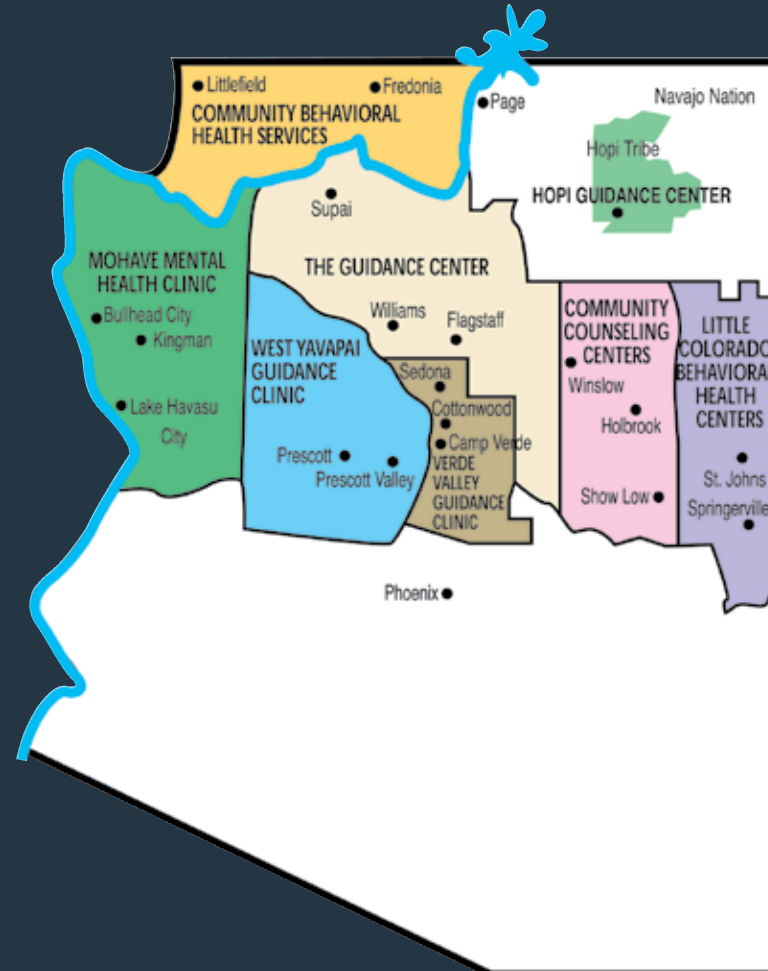
**1300 S. YALE STREET
FLAGSTAFF ARIZONA 86001**

(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.