Managing behavioral healthcare with a conscience.

VISION
To be recognized as the innovative leader in managing superior behavioral health care.

MISSION
Provide, develop, and manage the best system of behavioral health care for multicultural consumers in a rural environment.
After a highly competitive bidding process, the Arizona Department of Health/Division of Behavioral Health Services awarded NARBHA a new contract to continue to provide behavioral health services. This vote of confidence and our capacity to continue to provide leadership and expertise in meeting the behavioral health needs of multi-cultural consumers in a rural environment is noteworthy.

NARBHA’s success is driven by a highly dedicated Board of Directors and organization staff, as well as one of the most sophisticated networks of providers. Although we continue to be a local, community-based, non-profit organization, we are regarded as national experts among health care managers. You will note in this Annual Report the award NARBHA received this year for Information Technology and Telemedicine expertise.

This year we have again moved to new levels of consumer and family representation on our Board of Directors, staff committees, and in our employment workforce. The expansion of recovery and resilience principles has been embraced throughout our network as we move forward in our support of integrated health services in anticipation of health care reform implementation.

NARBHA established a tradition of reinvesting in the communities we serve. In the following pages, you will find a summary of this year’s efforts that demonstrate our commitment to the highest quality of mental health and substance use service delivery in the country.
In the spring of 2010, NARBHA was awarded the ADHS/DBHS RBHA contract for GSA 1 as part of a competitive bid process. This three-year contract, worth approximately $450 million over three years, is to serve the Northern Arizona Regional Behavioral Health Authority’s (NARBHA’s) geographic service area (GSA 1) comprised of five counties: over 62,000 square miles or more than half the state of Arizona, and about 10% of the state’s population. With this new contract, NARBHA plans to further develop and enhance its recovery and resiliency model of innovative and culturally informed behavioral health services throughout the region.

NARBHA currently has 17,600 members receiving behavioral health services. About 73% of our members are adults participating in services for general mental health, serious mental illness, or substance abuse; 27% of our members are children.
Improving care across cultures is an essential belief in the NARBHA value system. NARBHA works with tribes, community groups, treatment and support agencies, and individuals to ensure that appropriate care and compassion are interwoven in the care for our diverse membership. Race, religion, ethnicity, gender, sexual orientation, and age are most familiar to people, but diversity is everything that makes you who you are!

NARBHA serves a very diverse populace, including 10 federally recognized American Indian Tribes: Havasupai Tribe, Hualapai Tribe, Navajo Nation, Hopi Tribe, White Mountain Apache Tribe, Yavapai-Prescott Indian Tribe, Yavapai-Apache Nation, San Juan Southern Paiute Tribe, Kaibab-Paiute Tribe, and Fort Mojave Tribe. NARBHA’s diversity also embraces the Hispanic (16% children; 7% adult) and black (2.3% children; 1% adult) populations.
NARBHA improving care for diverse populations:

- MBRACE Life Summit, a collaboration between NARBHA and the Native American Coalition for Suicide Prevention, attracted participants from 16 tribes across the nation. The Summit brings people together to develop strategies that build capacity at the community level to reduce suicide by identifying natural assets and resources.

- NARBHA sponsored the first Hopi Foundation “Treatment of Extreme Trauma” conference. Over 300 people from around the world came to learn about the treatment of torture survivors, American Indian war veterans, and historical trauma among indigenous peoples.

- NARBHA celebrated Coconino County’s and the City of Flagstaff’s proclamation of November as Native American Heritage Month. Coconino County Supervisor (District #4) Mandy Metzger, Flagstaff Mayor Sara Presler, and members of the Coconino County Inter-Tribal Advisory Council attended a luncheon hosted by NARBHA staff that are of American Indian/Alaskan Native heritage.

- NARBHA continues to offer additional support and training to the Tribes, including the White Bison “Sons of Tradition” training for the Hualapai Tribe and the Applied Suicide Intervention Skills Training (ASIST) for the Hualapai, Havasupai, and Kaibab-Paiute Tribes.

- NARBHA was instrumental in developing the relationship between the Hualapai Health Department and ProtoCall Crisis Services, establishing the first tribal-specific instructions for telephonic crisis services in the country.

- NARBHA surveyed Hispanic and African American neighborhoods in Flagstaff on their perspectives of cultural sensitivity and responsiveness in behavioral health services. The survey captured the community’s input for review by the Regional Cultural Awareness & Diversity Committee and improvement opportunities in the NARBHA Systems of Care. Respondents rated NARBHA services highly, indicating that NARBHA and provider staff welcomed and respected their cultural needs, beliefs, and ways of life.

- NARBHA provided a region-wide training to enhance the awareness of the lesbian, gay, bisexual, transgender, and questioning (LGBTQ) community, “Beyond Gay Friendly: Applying an LGBTQ Affirmative Model of Therapy in Counseling Practice.”

- NARBHA participated in the Day of Silence, a day on which people take a vow of silence to bring attention to anti-LGBT name-calling, bullying, and harassment in schools.
NARBHA’s Community Reinvestment Program continues to fund innovative and supportive programs that do not otherwise receive the full financial support to operate. In FY10, NARBHA placed an emphasis on consumer-run businesses, transportation, housing, and recovery and resiliency training for peer support. Through the expertise of a review team made up of 50% consumer and family members, NARBHA provided $500,000 to subsidize 21 housing, shelter, and outreach programs. Eighteen percent of the funds were directed toward consumer-run businesses, 24% to client transportation assistance, 26% to housing, and 32% funded recovery & resiliency training proposals.

NARBHA selected seven prevention programs from 17 proposals to receive a portion of the NARBHA SAPT Block Grant allocation. The recipients were determined by a selection committee comprised of NARBHA staff and community members and based on demonstrated need, community partnerships, financial leverage, programmatic scope of activities, and geographic location of the program.
NARBHA upholds the Arizona Principles of Recovery for both children and adults. These principles are the key ingredients necessary to promote recovery and guide healthy interactions with each other.

**NARBHA improving care toward a recovery-oriented system of care:**

Approximately 27% of the NARBHA populations receiving behavioral health services are children. In accordance with the Arizona Vision and 12 Principles of the Children’s System of Care, NARBHA has more children supported by family-based Home Care Training for the Home Care Client (HCTC) services and fewer children receiving inpatient care than last year.

NARBHA increased the number of Family and Peer Support Specialists by 35% since the 2009 fiscal year. NARBHA’s Recovery Task Force works with providers to develop comprehensive Recovery & Resiliency Plans to identify each agency’s strengths and challenges in promoting the Arizona Guiding Principles for Adult Recovery. NARBHA’s team of three Individual & Family Affairs Coordinators leads the process of educating members and staff about the foundation of our adult behavioral health system.

NARBHA continues to foster consumer choice and options with network growth in such communities as Flagstaff, Prescott, Bullhead City, Kingman, Winslow, and Holbrook.
NARBHA has expanded its specialty providers to include the provision of employment support services through contracts with Goodwill Industries, Inc., and Quality Connections.

Southwest Behavioral Health Services (SBHS) opened clinics in the Flagstaff, Prescott, Bullhead City, and Kingman communities to increase member choice in behavioral health services.

Mingus Center’s Level 2 Chemical Dependence Residential Unit was added to the Network on a Fee-For-Service basis.

NARBHA selected four agencies through a competitive Request for Information (RFI) Review process for support and rehabilitation services for young adults. With the help of two youth who have received NARBHA services, the review team chose Child & Family Support Services, Verde Valley Guidance Clinic, The Guidance Center, and Mohave Mental Health Clinic.

Connecting NARBHA and its Communities Together

Telemedicine

NARBHA was recognized by the National Council for Community Behavioral Healthcare as the winner of the 2010 Award of Excellence in Health Information Technology, which included a $10,000 grant sponsored by Qualifacts Systems, Inc. NARBHA was acknowledged for the development and expansion of NARBHAnet, its innovative telemedicine program.

Outreach

NARBHA responded to the Arizona behavioral health system economic challenges by educating and informing members through a series of community forums and resource events held throughout all of northern Arizona. These events drew participation from members, families, and other stakeholders in the behavioral health community. The response was overwhelming toward identifying resources and support to help people transition on their road to recovery.

NARBHA, along with the local Projects for Assistance in Transition from Homelessness (PATH) team, participated in the Project Homeless Connect in Flagstaff. This single-day event occurs biannually and serves a predominantly homeless population in acquiring social services, identifications, housing, and employment resources.
KUDOS to Our Providers

Child & Family Support Services (CFSS)

- Child & Family Support Services (CFSS) opened two locations (Flagstaff and Prescott Valley) to focus on expanding their model of strength-based, home, and community-based care into comprehensive service delivery.
- CFSS expanded community-based direct supports in FY10 in Mohave and Yavapai Counties via the Meet Me Where I Am Campaign. CFSS provided flexible community-based supports for children and families, emphasizing a Positive Behavior Support philosophy.

Community Behavioral Health Services (CBHS)

- Community Behavioral Health Services (CBHS) was awarded a SAMHSA grant to develop a drop-in program for persons with serious mental illness, including those with co-occurring disorders. Liberty House is a peer-run program with a focus on socialization, groups, and a component toward vocational rehabilitation and meaningful community involvement. Liberty House teaches skill development, job and interview skills, resume development, etc.

Community Bridges of Arizona

- Community Bridges utilizes an exceptional model of peer supports in order to assist consumers with their substance abuse recovery journey. Peer support staff assists consumers with the transition back into their community and to establish ongoing care.
- Community Bridges tailored many of their services to meet the needs of the American Indian consumers that they serve. This includes collaborative service planning with the Navajo Nation.

Community Counseling Centers (CCC)

- Community Counseling Centers (CCC) opened a 16-bed psychiatric hospital in Lakeside and renovated the old PineView building into a modern office and outpatient clinic.
- CCC contracted with White Mountain Apache Tribe for psychiatric hospital services.
- CCC provided “Mental Health and the Law” education to local communities, along with community forums on the radio and in local schools.
**Hopi Guidance Clinic (HGC)**
- Hopi Guidance Clinic developed new clinical leadership, increasing opportunities for children to be served closer to their families on the Hopi Reservation and providing more positive outcomes toward recovery.

**Little Colorado Behavioral Health Centers (LCBHC)**
- Little Colorado Behavioral Health Centers (LCBHC) celebrated its 40th year of services.
- LCBHC is committed to transforming adult services to a Recovery Model. More consumers have been hired as recovery specialists, one of whom has received advanced training in psychosocial rehab and is developing a peer-operated vocational rehabilitation program. LCBHC is dedicated to serving culturally diverse communities by increasing its workforce of under-represented populations from zero to 26%, many of whom are bilingual speakers.
- In partnership with MIKID and other community agencies, LCBHC expanded its use of respite care and has been successful in helping families keep their children in the community, surrounded by agency and natural supports. LCBHC expanded its commitment to Solutions Court (juvenile drug court) by partnering with other agencies in the community to develop a leadership youth group made up of successful participants of the abuse/addiction recovery group.

**Mohave Mental Health Clinic (MMHC)**
- Mohave Mental Health Clinic (MMHC) partnered with North Country HealthCare (NCHC) to integrate behavioral health specialists in the new NCHC Kingman Clinic.
- MMHC added a Children and Family Services facility in Bullhead City, allowing Adult and Children’s services to be separate.

**Southwest Behavioral Health Services (SBHS)**
- Southwest Behavioral Health Services (SBHS) opened clinics in Flagstaff and Prescott to serve adults. Bullhead City and Kingman locations were added to serve both children and adults.
The Guidance Center (TGC)
- The Guidance Center (TGC) partnered with North Country HealthCare to open the Wellness Clinic, an on-site medical clinic and health life skills center. The integrated program addresses previous gaps in consumer access to medical health care in the community, reducing consumer use of emergency departments, improving coordination of care, and supporting healthy life skills.
- TGC added 16 beds to its housing programs with the opening of the 1st Street Apartments in Flagstaff’s Sunnyside neighborhood and provided housing to 75 consumers in FY10.

West Yavapai Guidance Clinic (WYGC)
- West Yavapai Guidance Clinic’s (WYGC’s) Senior Peer Program was recognized with the SAMHSA’s Center for Substance Abuse Prevention, Center for the Application of Prevention Technologies “Service to Science” award. It allowed the Senior Peer Program to receive free technical assistance, as well as opened a door for the advancement to evidence-based-program status.
- WYGC expanded the Matrix Program from one site to two within its adolescent intensive outpatient substance abuse treatment program. The addition of this evidence-based practice at WYGC’s Prescott Valley location provides more clients with a proven approach to finding success in sobriety.

Verde Valley Guidance Clinic (VVGC)
- Verde Valley Guidance Clinic (VVGC) introduced Communities in Recovery, a seven-month series of public forums on the availability of behavioral health services in the Verde Valley-Sedona area. Consumers and families joined VVGC, Rehabilitation Services Administration of the Department of Economic Security (RSA/DES), Recovery Innovations Arizona (RIAZ), National Alliance on Mental Illness (NAMI), NAZCARE, and Mingus Center inpatient psychiatric facility to improve information sharing and collaboration among the community agencies and stakeholders. With additional involvement by the Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) and NARBHA, Communities in Recovery provided a valuable forum for the dissemination of information about changes in services resulting from the State budget cuts.
COMMUNITY SERVICE AGENCIES
Who is Your Peer Support?

Mentally Ill Kids In Distress (MIKID)
- MIKID, NAZCARE, and Little Colorado Behavioral Health Centers (LCBHC) formed a collaboration to establish Discovery Recovery Club in Eager. The co-location of MIKID and NAZCARE is the newest recovery center providing recovery services to adults with mental health issues, co-occurring disorders, and substance abuse disorders.

NAZCARE
- NAZCARE was the 2009 recipient of the NARBHA Mickey Hawley Award and was recognized as an “Outstanding Peer Organization” by the International Peer Support Providers. NAZCARE was also acknowledged for five years of “Outstanding Control of a Safe Environment” by Social Science Council Insurance Pool (SSCIP). National Council for Community Behavioral Healthcare Magazine featured NAZCARE’s Hope House Supportive Housing in Prescott for incorporating “recovery best practices into promising SMI supportive housing principles and research to maintain stability, develop a support network, wrap support services, and reconnect tenants to family and community” (December 2009).
- NARBHA’s Community Reinvestment funds supported NAZCARE to introduce the state’s first Mobile Recovery Center. Through collaboration with The Guidance Center, NAZCARE relocated the AZPIRE House onto the TGC campus in Flagstaff. In Mohave County, NAZCARE works with homeless veterans in supporting their quest for housing.

National Alliance for Mental Illness (NAMI)
- NARBHA was the prime sponsor of NAMI’s first northern Arizona walk in Flagstaff. Nearly 500 participants came out to walk the 2-mile trail at Buffalo Park to raise awareness of mental illness. The northern Arizona walk raised a total of $36,000 for mental illness and recovery programs.

Recovery Innovations of Arizona (RIAZ)
- RIAZ introduced peer-facilitated groups for Wellness and Empowerment for Life and Living at Windhaven Psychiatric Hospital (Prescott) in partnership with West Yavapai Guidance Clinic. RIAZ certified trainers to increase group opportunities for WRAP facilitation through the Copeland Center and for Home is Where the Heart Is through the Recovery Opportunity Center. RIAZ increased outreach to under-served areas, including Chino Valley, Black Canyon City, and Concho, to provide peer support and group opportunities.
NARBHA Board of Directors

Marriner Cardon – *Board Chair*

Dr. James Wurgler – *Board Vice Chair*

Harvey Grady – *Secretary*

Dennis Bigelow – *Treasurer*

Barbara Bartell

Jennifer Dufresne

Mark Haag

Stephen Kahne, Ph.D.

Ed Naylor

Clay Overson

Mark Sippel, J.D.

Lina Wallen

SPECIALIZED Service Agencies in northern Arizona:

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

*Community Medical Services*
George Stavros, Ph.D.,
Chief Executive Officer

*Catholic Charities*
Robert Brown, MBA, Chief Executive Officer

*CPES/Counseling and Consulting Services*
Roger Deshaies, Chief Executive Officer

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

*Exceptional Employment*
Patsicia Lash, President

*Family First Counseling and Behavioral Health Services*
Erick C. Rask, Director

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

*Goodwill Industries of Northern Arizona*
David Hirsch, President and Chief Executive Officer

*Hualapai Health Department*
Sandra Irwin, Director

*MIKID*
Vicki Johnson, Executive Director

*Mingus Center*
Tamara L. Christian, Executive Director

*Mingus Mountain Ranch*
Chris Banken, Chief Executive Officer

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

*North Country HealthCare*
Ann Roggenbuck, Ph.D., Chief Executive Officer

*Quality Connections, Inc.*
Melissa Setren, President and Chief Executive Officer

*Recovery Innovations*
Gene Johnson, Chief Executive Officer

*Sequel Care of Arizona LLC*
Nadine M. Ramirez, Deputy Director
RESPONSIBLE Agencies

Child & Family Support Services
Tim Penrod, Chief Executive Officer

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

Community Bridges
Frank Scarpati, Ph.D., Chief Executive Officer

Community Counseling Centers, Inc.
Robert Wilderman, Ph.D., Chief Executive Officer

Hopi Guidance Center/Office of Hopi Behavioral Health and Social Services
Brenda Patterson, Interim Administrative Director

Little Colorado Behavioral Health Centers
Michael Downs, Chief Executive Officer

Mohave Mental Health Clinic, Inc.
Dawn Abbott, Chief Executive Officer

The Guidance Center
Linda Cowan, Chief Executive Officer

Southwest Behavioral Health Services
Jeff Jorde, Chief Executive Officer

Verde Valley Guidance Clinic
Robert D. Cartia, Chief Executive Officer

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

Current Assets:
Cash and Equivalents .............................................. $ 21,144,662
Current Investments .................................................. 5,617,000
Accounts Receivable ................................................... 745,601
Prepaid Expenses ......................................................... 355,295
Total Current Assets .................................................. 27,862,558

Noncurrent Assets:
Property and Equipment, net of depreciation ................. 5,646,007
Total Noncurrent Assets .............................................. 5,646,007

TOTAL ASSETS .......................................................... $ 33,508,565

LIABILITIES AND NET ASSETS

Current Liabilities:
Accounts Payable and Accrued Expenses ....................... $ 345,601
Payable to Providers ....................................................... 3,647,688
Unreported Services Payable (IBNR) ................................. 1,213,728
Accrued Leave Time ....................................................... 493,411
Accrued Salaries and FICA ............................................. 428,468
Unearned Revenue ............................................................. 4,561
Community Reinvestment Program ................................. 284,420
Risk Pool Payable .............................................................. 816,480
Current Maturities of Capital Lease Obligations ................. 12,709
Total Current Liabilities ............................................... 7,247,066

Capital Lease Obligations, less current maturities .............. 10,756

NET ASSETS - UNRESTRICTED ..................................... 26,250,743

TOTAL LIABILITIES AND NET ASSETS ........................ $ 33,508,565
NORTHERN ARIZONA REGIONAL BEHAVIORAL HEALTH AUTHORITY

1300 S. Yale Street, Flagstaff, AZ 86001
(928) 774-7128 • (800) 640-2123 Member Services • (877) 756-4090 Crisis Line
www.narbha.org • www.narbha.networkofcare.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.