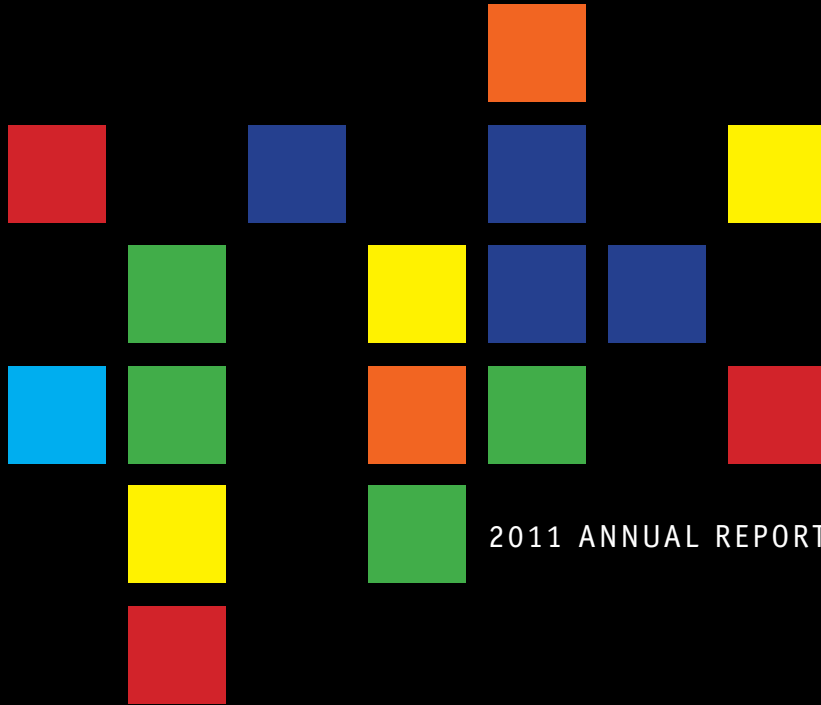


NARBHA



2011 ANNUAL REPORT

NORTHERN ARIZONA REGIONAL BEHAVIORAL HEALTH AUTHORITY



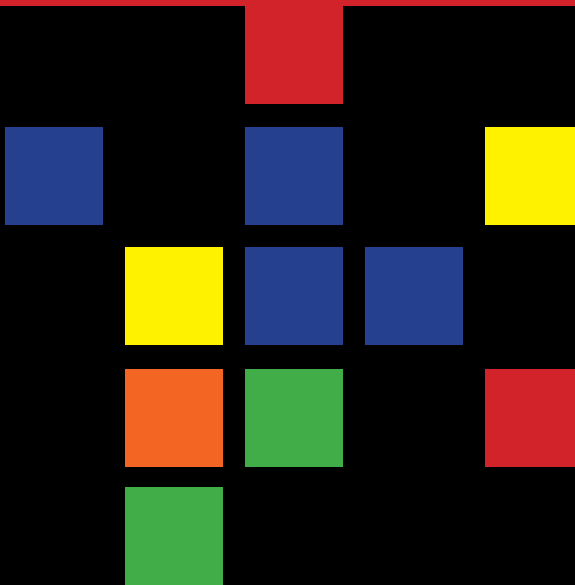
Managing behavioral healthcare
with a conscience.

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.



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CEO and NARBHA Board Chair Report

In FY11, behavioral health services throughout Arizona faced difficult and challenging economic hurdles that NARBHA and its providers worked diligently to overcome.

The Responsible Agencies in NARBHA's network have a long history as behavioral health homes for families and consumers in northern Arizona. Many have made significant progress toward providing our members integrated health care by developing primary care facilities on-site and locating in local primary care providers. NARBHA is committed to improving quality of care and health outcomes for our members. Funding provided through NARBHA's Community Reinvestment Program moves us toward a fully integrated health home model of care.

NARBHA's Board of Directors and staff are highly dedicated leaders recognized in Arizona, and nationally, for multicultural rural behavioral health service delivery. Recovery and resiliency principles drive our values at the level of member services. Even during these difficult economic times, NARBHA oversees and provides only the highest quality of care.

Our partnership with the Arizona Department of Health Services/Division of Behavioral Health Services and our comprehensive network of providers allows NARBHA to deliver the best mental health and substance abuse services in the country. Our network provides comprehensive and accessible services in even the most remote frontier areas!



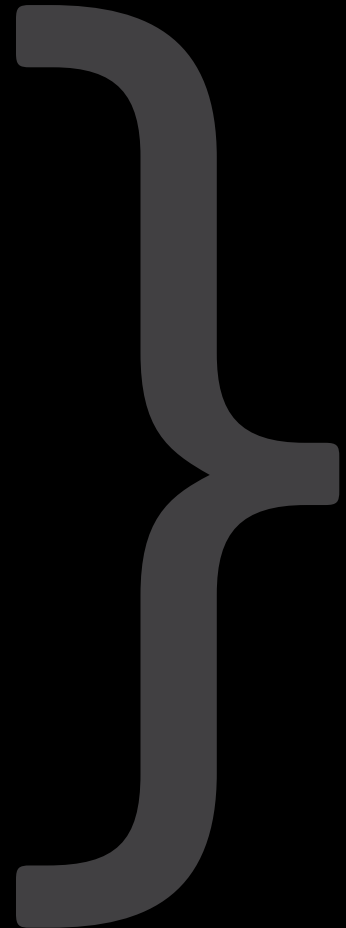
A handwritten signature in black ink that reads "Mick Pattinson".

Dr. Mick Pattinson
NARBHA Chief Executive Officer



A handwritten signature in black ink that reads "James N. Wurgler MD".

James N. Wurgler, M.D.
NARBHA Board Chair





A Cultural Leader

NARBHA continues as a leader in cultural competency and the delivery of services with respect to the multicultural population throughout northern Arizona. **NARBHA** is proud of its diverse workforce and was recognized in 2010 by the Society for Human Resource Management (SHRM) for efforts in Cultural Diversity in the Workplace.

Reaching out to the various populations with limited English capabilities, **NARBHA** added audio versions of the Member Handbook to the **NARBHA** website in Spanish and English. Information is also available in Navajo and Hopi languages for Tribal Members.

NARBHA's award-winning Telemedicine Program connects rural areas with behavioral health services and grew in FY11 to include Hualapai/Peach Springs and Hopi Guidance Center (HGC). The kick-off celebration at Hopi Guidance Center was a video-conference with **NARBHA** to celebrate Tribal Heritage Month.

NARBHA partnered with Hualapai Health Department to improve crisis response services. A ground-breaking collaboration with ProtoCall, the **NARBHA** Crisis Line now allows crisis calls to be answered with specific knowledge about the Hualapai Tribe. Following this first inter-tribal agreement in northern Arizona, **NARBHA** and Hopi Guidance Clinic implemented ProtoCall to improve crisis response for the Hopi Nation.

Fourteen American Indian tribes, including 3 located outside of Arizona, attended the 2010 MBRACE Life Summit. **NARBHA** partners with the Native American Suicide Prevention & Awareness Coalition to bring this nationally recognized event to northern Arizona each year to help people understand and prevent suicide among the American Indian Tribal Members.

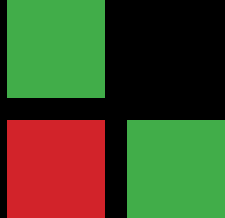
NARBHA Office of Individual & Family Affairs

NARBHA's Office of Individual & Family Affairs (OIFA) spearheads the Recovery-Oriented System and Transformation Model for the NARBHA Network. With involvement of individuals and family members on **NARBHA** committees and Board of Directors, **NARBHA's** OIFA promotes the voice of recovery being heard at all levels of decision-making.

Nearly 100 peers attended a **NARBHA** Open House to learn about involvement in committees and opportunities throughout the behavioral health system. Subsequently, the **NARBHA** OIFA Orientation was held in collaboration with NAZCARE and the use of technology (WebX) for the 127 participants interested in joining committees. **NARBHA**, in collaboration with MIKID, held an additional training for youth and family members to also become committee participants.



NARBHA Responds to Health Initiatives



Mental Health First Aid (MHFA)

NARBHA participates in a nationwide effort to make Mental Health First Aid (MHFA) as common as CPR and First Aid training. The MHFA model trains peers, families, and community members to respond early to people experiencing mental health or substance use problems to stop issues from becoming crisis events. The research-based curriculum was written by peers, caregivers, and clinicians to help communities respond to crises. With the sponsorships from **NARBHA** and the other statewide regional behavioral health authorities (RBHAs), northern Arizona is well on its way to meeting the goal of 15 instructors and 525 people throughout the region becoming certified “Mental Health First Aiders.”

Trauma-Informed Care Dialogues (TIC) and Arizona Dialogues

NARBHA encourages a trauma-informed delivery of services throughout its network. Trauma-Informed Care Dialogues (TIC) help identify how trauma affects the lives of individuals seeking services. **NARBHA** continues to establish an effective and understanding service delivery system for recipients and providers alike working toward services and programs that are supportive and avoid re-traumatization, by considering the vulnerabilities or triggers of trauma survivors. TIC Dialogues held throughout northern Arizona help **NARBHA** identify more compassionate approaches for individuals, providers, and communities.

American Society of Addiction Medicine (ASAM) PPC-2R

The American Society of Addiction Medicine’s (ASAM) Patient Placement Criteria (ASAM PPC-2R) is the most widely used and comprehensive national guideline for placement, continued stay, and discharge of persons with alcohol and drug problems. Using ASAM Principles, **NARBHA** trains providers to work with the whole person for the purposes of improving an individual’s functioning, promoting management of illness(es), and facilitating recovery. **NARBHA** recognizes that individuals proceed toward goal attainment at their own pace and at varying levels of intensity resulting in different stages in recovery for members. **NARBHA** trained over 200 staff in ASAM Principles and will complete the network rollout in FY12.

Applied Suicide Intervention Skills Training (ASIST)

Through the support of a Garrett Lee Smith grant, **NARBHA** collaborates with LivingWorks Education to conduct 5-day trainings for trainers (T4T) on Applied Suicide Intervention Skills Training (ASIST). **NARBHA** lead trainings for community members and professionals to become providers of emergency first aid to persons at risk of suicidal behavior.



NARBHA Providers Expand Care & Promote Recovery

Community Behavioral Health Services, Inc. (CBHS) celebrated the grand opening of Encompass Medical Center in Page. CBHS recognizes that mind, body, and spirit are inseparable, and caring for each person as a whole with timely, efficient, and convenient primary care and behavioral health services are the goals with the new comprehensive integrated health care center.

Mohave Mental Health Clinic (MMHC) continued the development of youth to adult transition programming for 18-21 year old members through dedicated staff with a high level of expertise in meeting the special needs of these transitioning youth in Mohave County.

Verde Valley Guidance Clinic (VVGK) increased capacity and streamlined care with open access to care and centralized scheduling. Persons in need of care may now receive services without an appointment. VVGK expanded its primary care medical clinic by increasing clinic days to five days a week and accepting patients from the general public, in addition to behavioral health consumers.

The Guidance Center (TGC) established a stand-alone psychiatric intake clinic, reducing time to first psychiatric appointment, increasing the number of members seen for medication review within seven days of request, and increasing the show rate from 54% to nearly 90%.

NARBHA entered into new contracts with behavioral health providers who deliver methadone and other behavioral health services to people enrolled with AHCCCS or who qualify for federally funded substance abuse services. With clinics in Flagstaff, Bullhead City, and Prescott Valley, **Southwest Behavioral Health Services (SBHS)** provides opioid replacement services for Coconino, Mohave, Navajo, and Yavapai counties.

NARBHA and **Community Bridges** improved accessibility of services for substance abuse treatment by developing outpatient treatment services in Winslow, in addition to two Level IV Rural Substance Abuse Transitional Agencies. **Community Bridges** provides a continuum of substance abuse treatment in communities that border the Navajo Nation (Winslow and Holbrook).

Child & Family Support Services (CFSS) implemented Emerald Young Adult Job Acquisition and Maintenance Program to facilitate and support job readiness for young men in the Emerald Program. **CFSS** expanded family and youth activities, including Parent TLC (Talking, Laughing, and Connecting) Group in partnership with MIKID in Prescott Valley and expansion of YOFU (Youth Organization for U) events into northern Arizona.

West Yavapai Guidance Clinic (WYGC) *Opportunity Knocks* staff presented the application of vocational training in a residential substance abuse treatment setting at the Arizona State University Center for Applied Behavioral Health Policy and The Pacific Southwest Addiction Technology Transfer Center 2011 Summer Institute. **WYGC** provided free community workshops in collaboration with Yavapai Regional Medical Center to enhance outreach efforts and to provide skill-building opportunities for attendees in today's challenging economic times.



NARBHA Responds to Communities in Times of Need

During summer 2010, **Child & Family Support Services (CFSS)** used their geo-mapping abilities to locate families affected by the Schultz Fire and Flood. **CFSS** provided assistance and wellness checks, reaching out to each family directly impacted by these disasters and ensuring their safety.

Hopi Guidance Clinic (HGC) responded to Tribal Members as the harsh winter months left parts of the Hopi Reservation damaged and nearly impassable due to heavy snows and flooding. **HGC** staff provided home visits and ensured the safety of impacted families across the region for many weeks.

The Wallow Fire, Arizona's largest wildfire (538,000 acres), forced **Little Colorado Behavioral Health Centers (LCBHC)** to activate its Emergency Response Plan. **LCBHC** provided assistance to members as Eagar and Springerville were evacuated. **LCBHC** and **Community Counseling Centers (CCC)** teamed up to support the efforts of emergency workers and to provide crisis intervention and community outreach to the affected eastern Arizona communities.

With the use of **NARBHA's** Community Reinvestment funds, **NAZCARE** opened AZPIRE drop-in center on the campus of **The Guidance Center** in Flagstaff and the Discovery Recovery Center in Show Low. With additional community reinvestment funding, **NAZCARE** purchased a mobile recovery unit for supportive services throughout northern Arizona which was instrumental in delivering services to persons in emergency shelters during the Wallow Fire in eastern Arizona.



Reaching Out to NARBHA Communities

NARBHA won a new \$187,000 grant from the U.S. Department of Housing and Urban Development (HUD) for addressing housing issues for persons with mental illness and continuum of care for homelessness. **NARBHA's** submission (Flagstaff Pines Housing Program) is one of only 7 awards made by HUD within the state of Arizona, and **NARBHA's** is the 4th largest in terms of dollars awarded.

NARBHA recognizes the need to participate in our communities and reach out to people by promoting health initiatives. Awareness campaigns and special events encourage mindfulness and engagement in mental illness recovery and stigma reduction efforts.

MIKID and Mohave Mental Health Center partnered in hosting a Youth Leadership Retreat in Lake Havasu City for youth and families involved in behavioral health services in the community. The inspirational event united youth interested in forming an ongoing Youth Group to represent the voice and interest of young behavioral health care recipients in the community.

National Alliance for Mental Illness (NAMI) expanded *In Our Own Voice (IOOV)* presentations throughout northern Arizona to encourage people to discuss mental health challenges from a personal perspective. This training is included in **NARBHA** committee training for consumers and family members, as well as incorporated into the new employee orientation program.

NARBHA Outreach

NARBHA sponsored the third year of Flagstaff Project Connect – a one-day event serving men and women through provisions from nearly 40 organizations supplying food, clothing, and social services including job counseling, assistance with obtaining ID cards and other services.

In conjunction with the state Quarterly Health Initiative (Q1 – Prostate Cancer; Q2 – Breast Cancer), **NARBHA** sponsored the American Cancer Society/Climb for Cancer team to hike Snowbowl Road and raise awareness.

Recovery Month inspired **NARBHA's** many outreach events and activities ranging from the Flagstaff Shelter Services Walk-A-Mile in our Shoes to recovery events in Cottonwood and Flagstaff. **NARBHA** teamed up with **West Yavapai Guidance Clinic, Southwest Behavioral Health Services, Yavapai MATForce,** and other providers of substance abuse services for Prescott's Recovery Month Celebration, a 2010 SAMHSA Recovery Month Community Award-winning event.

NARBHA community outreach explored a new genre when it introduced *Lost in Woonsocket* to northern Arizona. A movie about homelessness and recovery from substance abuse, *Lost in Woonsocket* headlined the Recovery Month and Native American Month activities. Nine community screenings across the region built enthusiasm for an epic event in November. **NARBHA** brought Director, John Chester, and Producer, Thea Maichle, from *Lost and Found in America* (LAFIA) Productions along with Gene Draine and Normand Cartier who shared their personal journeys from the movie and experiences in recovery. **NARBHA's** event was "standing-room only" for over 900 movie-goers at Flagstaff's historic Orpheum Theater, and the largest stop on the LAFIA National Tour.

Other NARBHA events in FY11 included:

Coconino Community College – Resource Fair

Hopi Sober Challenge Week

Cesar Chavez Conference (Phoenix)

NAMI Walk (Tempe)

Northern Arizona Autism Conference

The Guidance Center – Educational Community Forum

Northern AZ Early Childhood Education Conference

Flagstaff Small Business Health Fair

Hopi National Women's Health Week

Round Valley Career Fair

2011 Youth Summit (Winslow IHS)

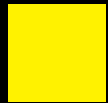
Youthfest/Clothesline Project (Flagstaff)

Hopi Women's Health Fair (Hopi)

Fiesta de Mayo (Flagstaff)

Flagstaff Family Food Kitchen (Flagstaff)

Movies on the Square (Flagstaff)



NARBHA Board of Directors

James N. Wurgler, M.D.—*Board Chair*
Dennis Bigelow—*Board Vice Chair*
Clay Overson—*Secretary*
Lina Wallen—*Treasurer*

Barbara Bartell
Marriner Cardon
Jennifer Dufresne
Mark Haag
Stephen Kahne, PhD.

Ed Naylor
Susan Ramsey
Lupe Rocha
Mark Sippel, J.D.

Specialized Service Agencies in northern Arizona:

Achieve Human Services, Inc.
dba The Excel Group
Carol Carr, Chief Executive Officer

Arizona's Children Association
Fred Chafee, Chief Executive Officer

Behavioral Consultation Services of
Northern Arizona, LLC (BCSNA)
Andrew W. Gardner, Director of Services

Catholic Charities
Robert Brown, MBA,
Chief Executive Officer

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

Family First Counseling and Behavioral
Health Services
Betty Beaumont, Director

Flagstaff Medical Center Behavioral
Health Services
Gregory Kuzman, Vice President,
Chief Financial Officer

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

Hualapai Health Department
Wilfred Whatoname, Sr., C
hief Executive Officer

MIKID
Vicki Johnson, Executive Director

Mingus Mountain Ranch
Reginald St. Romain, Executive Director

Native Americans for Community
Actions, Inc. (NACA, Inc.)
Robert W. Robin, Chief Executive Officer

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

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

Northland Therapy Services, Inc.
Jody M. Gaskill, Program Director

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

Valle del Sol, Inc.
Kurt Sheppard, CEO

West Winds Counseling, Inc.
Sondra Wilkening, MS, LPC

Financial Summary

STATEMENT OF FINANCIAL POSITION (UNAUDITED)

June 30, 2011

ASSETS

Current Assets:

Cash and Equivalents	\$ 11,162,483
Current Investments	8,409,909
Accounts Receivable	11,295,916
Prepaid Expenses	342,708
<i>Total Current Assets</i>	31,211,016
Property and Equipment, net of depreciation	5,628,380

TOTAL ASSETS **\$ 36,839,396**

LIABILITIES AND NET ASSETS

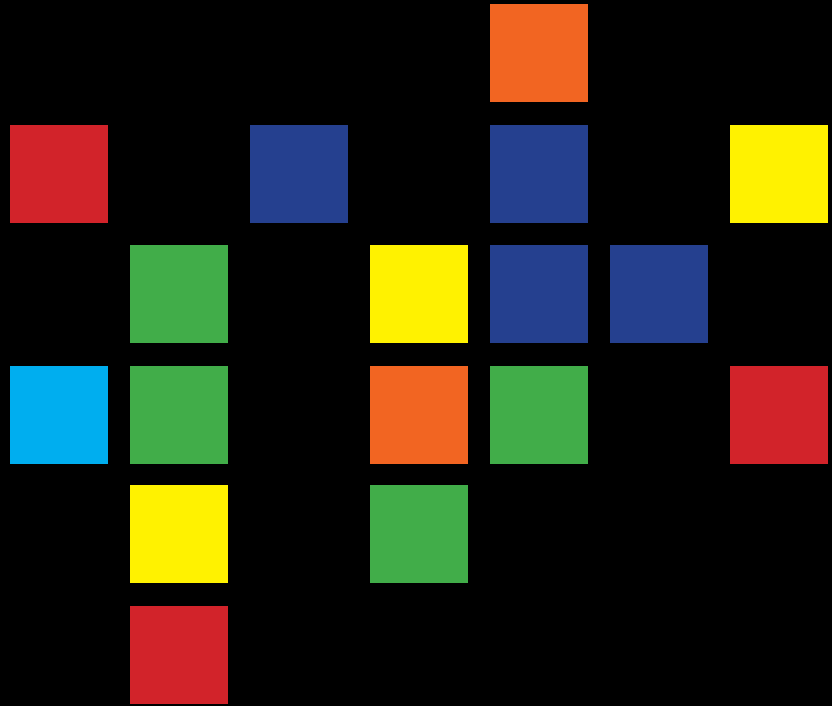
Current Liabilities:

Accounts Payable and Accrued Expenses	\$ 542,650
Payable to Providers	6,258,558
Unreported Services Payable (IBNR)	696,741
Accrued Leave Time	444,551
Accrued Salaries and FICA	117,472
Unearned Revenue	226,753
Community Reinvestment Program	54,795
Risk Pool Payable	816,480
Current Maturities of Capital Lease Obligations	6,044
<i>Total Current Liabilities</i>	9,164,044

Capital Lease Obligations, less current maturities..... 4,709

Net Assets - Unrestricted 27,670,643

TOTAL LIABILITIES AND NET ASSETS..... **\$ 36,839,396**



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.