

NORTHERN ARIZONA REGIONAL BEHAVIORAL HEALTH AUTHORITY ANNUAL REPORT 2009





contents

CEO and NARBHA Board Chair Report	2
Giving Back to Our Communities	4
Expanding Consumer Choice	5
Kudos to Our Providers.....	7
Highlights from Our Community Service Agencies.....	10
Increasing Consumer and Family Participation.....	11
Advancing Telemedicine	13
Enhancing Relations with Members & Persons Interested in Mental Health.....	14
Reaching Out to the Community	16
Responsible Agencies	18
Specialized Service Agencies	19
NARBHA Board of Directors	19
Financial Summary	20

CEO and
NARBHA Board Chair

report



NARBHA has added new enrollment sites in a number of communities with a plan to continue to expand those over the next year.

NARBHA has completed another successful year managing behavioral health services across northern Arizona. We provide leadership and expertise in meeting the behavioral health needs of multi-cultural consumers in a rural environment. This Annual Report summarizes the innovation and implementation of a variety of initiatives supporting recovery and resilience for families and consumers.

NARBHA has added new enrollment sites in a number of communities with a plan to continue to expand those over the next year. We have added additional specialty providers to enhance consumer and family choice, increase quality of care, and make services more accessible throughout northern Arizona.

NARBHA is a local, community-based, non-profit organization with a tremendous commitment to reinvesting in northern Arizona communities. This year we funded a multitude of projects involving consumers, families, and providers through our Community Reinvestment initiatives. We supported projects that encourage the development of collaboration or co-location with primary care with an eye toward improved care in the future. We believe these initiatives will enhance the total health care needs for all of those individuals and families that we exist to support.

We also continue to be recognized as a national expert with our Telemedicine capacity, receiving national recognition and consulting to organizations across the country, in particular in rural areas, that wish to emulate our successful implementation of this paradigm to reach those in need of psychiatric care in the most remote places.

The many achievements in this report demonstrate NARBHA's long-standing successful leadership in managed behavioral health care.



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

DR. MICK PATTINSON, CEO
NARBHA



A handwritten signature in blue ink that reads "Marriner Cardon".

MARRINER CARDON
NARBHA Board Chair

Giving Back to Our communities

Community Reinvestment Program

NARBHA awarded more than \$1.2 million dollars to various projects in the 2008-09 fiscal year. More than 35% of the awards were in direct support of consumer-run or -owned businesses, including:

- Commercial vans for NAZCARE to provide transportation for members to/from recovery centers, special events, community projects, and trainings throughout northern Arizona
- Scholarships for training Peer Support Specialists to obtain the Certified Psychiatric

Rehabilitation Practitioner (CPRP) certification

- Crisis intervention training for Yavapai County law enforcement and Tribal health services staff to teach life skills, including funding for the development of train-the-trainer models
- Financial assistance for NAZCARE to purchase a recovery center and housing resources in the Verde Valley
- Financial support for Behavioral Consultation Services of Northern Arizona's efforts to specialize in the diagnosis and treatment of autism in Coconino County
- Expansion of the Catholic Charities Homeless PATH program to Fredonia, North Sedona, and the Grand Canyon area
- NAZCARE Community Arts Projects in Bullhead City, Cottonwood, Flagstaff, Kingman, Prescott, and Show Low
- Housing and living environment upgrades for consumers, including a transitional housing program



for the young adult residents of Aspen House (Flagstaff)

- Applied Suicide Intervention Skills Training (ASIST) for Hualapai and Havasupai Tribal communities

In addition, NARBHA donated 60 computers to provider agencies as part of the Community Reinvestment Program. These computers, located in lobbies

and common areas, allow consumers to access NARBHA's website, Network of Care, mental health resources, recovery classes, and employment assistance. The Community Reinvestment donation of computers will be done over a two-year cycle to enhance service at provider locations.

Expanding Consumer choice

NARBHA's expansion of intake/case management agencies was part of a statewide initiative to increase member choice in behavioral health providers. NARBHA collected extensive consumer, family, and community input, capturing stakeholders' perspectives on services, providers, and support systems in northern Arizona. After a competitive bid process, NARBHA contracted with two additional agencies, Child & Family Support Services, and Southwest Behavioral

Health Services to expand choices for members to receive a full range of behavioral health services including outpatient behavioral health services, assessments, and care management in Coconino, Mohave, and Yavapai Counties.





Behavioral Health/Primary Care Collaboration of Care Projects

NARBHA invested \$156,000 in projects or programs that would support and enhance collaborative care models between primary care physicians (PCPs) and behavioral health providers. NARBHA promoted innovative approaches to collaboration to enhance the physical and behavioral health of NARBHA members through the following projects:

- Fully integrated, Co-located Full Primary Medical and Psychiatric Services: Verde Valley Guidance Center for support of its new facility that combines psychiatric

services, primary care services, a pharmacy, and an integrated medical record in Cottonwood

- Co-located Primary Care Provider at Behavioral Health Facility: The Guidance Center for renovation/remodel of a building to support North Country Community Health Center primary care services at TGC facility in Flagstaff
- Co-located Behavioral Health Provider at Primary Care Facility: Mohave Mental Health Center for providing behavioral health services at the new North Country Community Health Center facility in Kingman

Specialty Provider Expansion

Three new Vocation Rehabilitation providers joined NARBHA's network: Exceptional Employment in Kingman and Bullhead City, Goodwill Industries in Flagstaff and Bullhead City, and Quality Connections in Flagstaff. These agencies provide an array of work exploration, employment readiness, and supported employment to members seeking to return to the workforce.

Kudos to Our providers

Community Behavioral Health Services (CBHS)

A local member diagnosed with a serious mental illness (SMI) worked with a Peer Support Specialist and the City of Page to design a mural representing CBHS as a crucial part of the community. The Page municipal park mural is an abstract design representing the unending flow of emotions and behaviors of mental illness, and the hope for recovery. The CBHS member, who lives with major depression, celebrates over 40 years as a successful artist and uses art as part of his recovery.

Community Bridges of Arizona

Community Bridges was contracted by NARBHA as a new Responsible Agency to operate the Winslow and Holbrook Stabilization Centers. *Loma Puh Ta Vi*, "A Beautiful Pathway," provides outpatient substance abuse services and Level IV Stabilization services for all people in Winslow, Holbrook, the Navajo Nation, the Hopi Tribal community, and the surrounding areas.

Community Counseling Centers (CCC)

CCC opened its new Winslow outpatient behavioral health facility in 2009 to expand its location for members seeking services.

CCC implemented Project ALERT, a best practice substance abuse prevention curriculum, in Holbrook Junior High School during spring semester 2009.

Hopi Guidance Clinic (HGC)

HGC became a MATRIX provider (an outpatient substance abuse treatment program) for adult substance abuse and modified the program to be culturally appropriate.





HGC participated with the Hopi Nation, Indian Health Services (IHS), NARBHA, and community members in a blessing ceremony in which the MBRACE Life Summit Circle of Life Tree was dedicated to Hopi HealthCare.

Little Colorado Behavioral Health Centers (LCBHC)

LCBHC continued further integration of the recovery model at all staff levels and enhancement of the juvenile drug court model into the adolescent substance abuse treatment program. The Children's Intensive Case Management team rapidly and drastically reduced unnecessary out-of-home placements in the past year.

LCBHC was honored to participate in the International Chiefs of Police policy summit on improving law enforcement approach to persons in recovery from serious mental illness.

Mohave Mental Health Clinic (MMHC)

MMHC's permanent, independent housing project was completed in 2008. This fully furnished duplex project, a two-unit residence, is located in Kingman and is home to families with a household member who is diagnosed with a serious mental illness.

The Guidance Center (TGC)

TGC celebrated 40 years of service to the communities of Flagstaff, Williams, and Supai. Annually, TGC serves over 5,000 members through its outpatient services and over 1,200 clients seeking detoxification services through the Intake Triage Unit (ITU).

West Yavapai Guidance Clinic (WYGC)

West Yavapai Guidance Clinic opened its new Windhaven Psychiatric Hospital, a licensed 16-bed hospital with Joint Commission accreditation in Prescott Valley.

The National Alliance on Mental Illness (NAMI) recognized Terry Vaughan, Medical Director, as a psychiatrist who has “gone the extra mile to provide excellent clinical care, educate family members and the public, and help to reduce the stigma of mental illness” in the 2009 Exemplary Psychiatry Awards. Dr. Vaughan is the second WYGC psychiatrist to receive this honor; Dr. Paul Tilyou was a 2000 recipient.

Verde Valley Guidance Clinic (VGC)

VGC remodeled its Camp Verde office in order to expand clinical services across the continuum of behavioral health care and gained attention for its integration of

psychiatric care, primary care, and pharmacy services at the Cottonwood campus. Identified as a model for integration of care, VGC was featured in the *National Council Magazine* (Winter 2009). Recognized by the Cottonwood Chamber of Commerce for its unique contribution to the community, the Clinic received the Chamber’s quarterly beautification award for the new Ike Olson Building, which houses the integrated care facility along with the information technology, quality improvement, and chemical dependency outpatient treatment departments.



highlights

from our Community Service Agencies

Mentally Ill Kids In Distress (MIKID)

NARBHA and MIKID developed the Out of the Box Award to recognize creative solutions to family issues developed by Child and Family Teams (CFTs). This award acknowledges CFTs involving community partners, natural supports, and extended family members as part of the team and service planning. The Out of the Box Award encourages and supports family and youth voice in the service planning process.

NAZCARE

NAZCARE trained 185 consumers in Peer Employment Training and certified 56 as Peer Support

Specialists—18 have been placed in provider agencies. NAZCARE placed 35 consumers in volunteer entry-level part-time, and full-time employment and hired four consumers trained in guidance clinic psycho-social rehabilitation programs.

Additionally, NAZCARE developed a planned respite for adults and expanded housing options in Kingman for persons with serious mental illness.

National Alliance for Mental Illness (NAMI)

Barbara Bartell, NARBHA Board Member and President of the NAMI - Flagstaff Chapter, was recognized by Arizona Business Magazine and the Alliance of Arizona Nonprofits as a finalist for the 1st Annual Nonprofit and Corporate Responsibility Awards.

Recovery Innovations of Arizona (RIAZ)

Recovery Innovations of Arizona graduated 18 people from Peer Employment Training who now



pursue careers as Peer and Family Support Partners.

RIAZ graduated 10 Peer and Family Support Partners from the Substance Abuse Recovery Training related to Peer Support (SART) to

work with providers and older adults, younger adults experiencing similar challenges to their older adult cohort, and dually diagnosed adults.

Increasing Consumer and Family participation

Peer and Family Support Partners

NARBHA has increased the number of Peer Support Specialists to 68 and there are currently 17 Family Support Partners (FSPs) throughout the NARBHA region. This is a 45% increase in Peers and 42% increase in FSPs since the 2007-08 fiscal year.

American Suicide Prevention & Awareness Coalition and NARBHA. Through a collaborative partnership with NARBHA and Native Public Media, public service announcements for the coalition were broadcast in Navajo and Apache languages to 33 public radio stations in 12 states.

Tribal Member Participation

The Fort Mojave Indian Tribe, the Hopi Tribe, and the Navajo Nation co-hosted the 2008 MBRACE Life Summit, a project of the Native



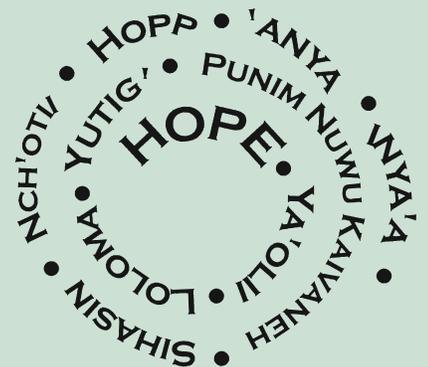


Thirty-five members representing Tribal agencies, RAs, and NARBHA attended the training “Public Law 93-638 Indian Self-Determination and Education Assistance Act and Accessing Behavioral Health Services” This was a collaboration of NARBHA, Arizona Department of Health Services/ Division of Behavioral Health Services (ADHS/DBHS), Arizona State Advisory Council on Indian Health Care, and AHCCCS.

NARBHA hosted the first Regional Intertribal Behavioral Health Forum. Thirty-seven attendees represented behavioral health agencies from eight regional

Tribes, Native Americans for Community Action, the State Advisory Council on Indian Health Care, ADHS/DBHS, AHCCCS, and NARBHA Leadership.

NARBHA contributed “Breaking the Silence of Suicide” to the October 27, 2008, edition of *Mental Health Weekly*. The article focuses on the strategies used to address Native American suicide prevention, including the MBRACE Life Summit 2008, ASIST trainings, and the Native American Suicide Prevention & Awareness Coalition.



Advancing telemedicine

NARBHA received an Honorable Mention by the National Council for the 2009 Awards of Excellence Honorees for our “very GREEN, environmentally conscious, innovative telemedicine program.”

NARBHA’s Telemedicine program earned further national attention during two sold-out “Telepsychiatry Basics” seminars in 2008 and 2009. Participants in clinical and technical/administrative learning tracks gained knowledge of:

- telemedicine benefits and savings
- psychodynamics and cultural competence
- best practice guidelines and provider orientation
- telemedicine room design and equipment recommendations
- network and connection logistics
- business continuity planning and HIPAA security tips
- Universal Service telecommunications reimbursement

NARBHA contributed “Serving Deaf Clients using American Sign Language Interpreting via Telemedicine” and “Ten-Year Experience of a Private Nonprofit Telepsychiatry Service,” an article discussing the results of a 10-year client satisfaction survey conducted with telemedicine patients in Apache County, to *Telemedicine* and *e-Health*, the official publication of the American Telemedicine Association.



enhancing

Relations with Members & Persons

Interested in Mental Health

Cultural Competence

NARBHA identified an underserved niche in the community by participating in the first Deaf & Hard of Hearing Expo at Coconino Community College in Flagstaff. Consequently, NARBHA hosted a three-part series on “Cultural Competence and the Hard of Hearing Community,” which included multi-cultural participation from providers, community members, and staff from Prescott, Kingman, and Flagstaff via telemedicine.

NARBHA's Telemedicine program includes American Sign Language (ASL) interpretation to consumers in rural areas and contracts with a national ASL interpreter organization to provide services 24/7.

Communications

NARBHA unveiled its newly re-designed website in 2009. Following comprehensive consumer and stakeholder input processes,



www.narbha.org

www.narbha.networkofcare.org

NARBHA created a more user-friendly and wide-ranging web portal featuring:

- organizational information
- consumer resources
- searchable provider listings
- behavioral health committees
- training and events

NARBHA introduced *The Companion*, a newsletter to provide network information to members, with contributions from consumers, advocates, and providers. This quarterly newsletter is available in print and on the NARBHA website in both English and Spanish.

NARBHA's website has been designed with a seamless link to its popular Network of Care, with over 2,000 resources, interactive library, support & advocacy links, and consumer-generated personal storage folder. The Network of Care online community (developed by Trilogy Integrated Resources, Inc.)

was identified in the final report of the President's New Freedom Commission on Mental Health as a model program for using technology to access mental health care and information and has been endorsed by the National Council for Community Behavioral Healthcare.

Enhancements to the Network of Care include: the addition of 14 language translations in audio/visual formats for general mental health information, a free online learning experience for recovery classes, and a state-of-the-art Social Networking portal. As a result of a multi-faceted media campaign announcing the Network of Care, hits on the website exceeded one million in its first 11 months of activation.



Reaching out to the community

Guide Dogs for the Blind

NARBHA participates in a program that prepares dogs for Guide Dogs for the Blind specialty training. Sahara, NARBHA's first full-time dog, graduated from her 10-phase training and was assigned to a blind person in Jefferson City, MO, in early April. Denisha, NARBHA's second yellow labrador puppy, is now being raised for the same Guide Dog training program. NARBHA's Sahara Beara Award is designed to recognize NARBHA employees who, like Sahara, give their time in volunteerism to make a difference in other's lives.



Operation Holiday Heroes

NARBHA's Operation Holiday Heroes shares holiday cheer with troops stationed overseas. For the second consecutive year, NARBHA staff prepared boxes of necessities, homemade cookies and other treats, and gifts. NARBHA shipped the holiday goodies to a staff member's former Marine unit in Afghanistan.

Northern Arizona Food Bank; Flagstaff Shelter Services; Project Homeless Connect

NARBHA staff contributed over 400 pounds of food and clothing to various homeless shelters and food banks in the Flagstaff area in the 2008-09 fiscal year. With harsh winters and a shrinking economy, the need for resources increased tremendously. NARBHA held several food and clothing drives to help shore up local service providers who focus on basic necessities throughout the year.

*Managing behavioral
healthcare with a conscience.*

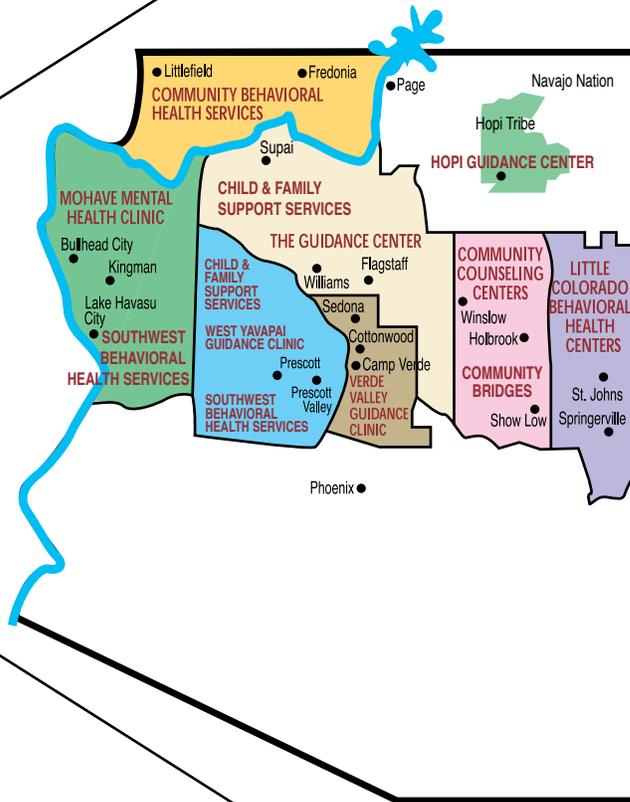
VISION

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.





Responsible Agencies

Child & Family Support Services
Tim Penrod, Chief Executive Officer

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

Community Bridges of Arizona
Dr. Frank Scarpati, Chief Executive Officer

Community Counseling Centers, Inc.
Dr. Robert Wilderman, Chief Executive Office

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.
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, Executive Director

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

**Specialized
Service Agencies
with a presence in
northern Arizona:**

Arizona's Children Association
Fred Chafee, Chief Executive Officer

Community Medical Services
Dr. George Stavros, Chief Executive Officer

Catholic Charities
Paul Martodam, Chief Executive Officer

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

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

Exceptional Employment
Patricia Lash, President

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

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

Northland Family Help Center
Sonia Burkhalter, Executive Director

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

SequelCare d.b.a. Daybreak Behavioral
Health Services
Thomas Kenny, Chief Executive Officer

NARBHA Board of Directors

Marriner Cardon – *Chairman*
Stephen Kahne, Ph.D., – *Vice Chairman*
Mark Sippel – *Treasurer*
Lina Wallen – *Secretary*

Barbara Bartell
Dennis Bigelow
Jennifer Dufresne
Harvey Grady
Mark Haag
Marvin Hoffmann
William B. Jeffers, Jr.
Frank Lucero
Ed Naylor
Clay Overson
Dr. James Wurgler

financial

Summary

STATEMENT OF FINANCIAL POSITION (UNAUDITED)
June 30, 2009

ASSETS

Current Assets:

Cash and Equivalents	\$ 19,293,615
Current Investments	4,843,023
Grants and Contracts Receivable	2,050,084
Other Accounts Receivable	45,085
Notes Receivable (current)	35,448
Prepaid Expenses.....	412,209

Total Current Assets.....26,679,464

Noncurrent Assets:

Property & Equipment, net of depreciation	5,699,470
Total Noncurrent Assets.....	5,699,470

TOTAL ASSETS **\$ 32,378,934**

LIABILITIES AND NET ASSETS

Current Liabilities:

Accounts Payable & Accrued Expenses....	\$ 373,744
Payable to Providers.....	3,765,960
Payable to Funding Source	2,300,478
Unreported Services Payable (IBNR)	1,018,400
Accrued Leave Time	421,592
Accrued Salaries and FICA.....	343,373
Community Reinvestment Program.....	851,455
Risk Pool	750,000
Current Portion of Long-Term Debt	14,104

Total Current Liabilities 9,839,106

Long-Term Debt, Less Current Portion.....23,465

NET ASSETS - UNRESTRICTED.....22,516,363

TOTAL LIABILITIES AND

NET ASSETS **\$ 32,378,934**



NORTHERN ARIZONA REGIONAL BEHAVIORAL HEALTH AUTHORITY

1300 S. YALE STREET, FLAGSTAFF, AZ 86001

928.774.7128 • 877.923.1400

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