



NARBHA **companion**

NARBHA
Northern Arizona Regional Behavioral Health Authority
1300 S. Yale Street
Flagstaff, AZ 86001
(928)774-7128 Office
(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



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Guiding Principles for Recovery-Oriented Adult Behavioral Health Services and Systems

- 1. Respect.** Respect is the cornerstone. Meet the person where they are without judgment, with great patience and compassion.
- 2. Persons in recovery choose services and are included in program decisions and program development efforts. A person in recovery has choice and a voice.** Their self-determination in driving services, program decisions and program development is made possible, in part, by the ongoing dynamics of education, discussion, and evaluation, thus creating the “informed consumer” and the broadest possible palette from which choice is made. Persons in recovery should be involved at every level of the system, from administration to service delivery.
- 3. Focus on individual as a whole person, while including and/or developing natural supports.** A person in recovery is held as nothing less than a whole being: capable, competent, and respected for their opinions and choices. As such, focus is given to empowering the greatest possible autonomy and the most natural and wellrounded lifestyle. This includes access to and involvement in the natural supports and social systems customary to an individual’s social community.
- 4. Empower individuals taking steps towards independence and allowing risk taking without fear of failure.** A person in recovery finds independence through exploration, experimentation, evaluation, contemplation and action. An atmosphere is maintained whereby steps toward independence are encouraged and reinforced in a setting where both security and risk are valued as ingredients promoting growth.
- 5. Integration, collaboration, and participation with the community of one’s choice.** A person in recovery is a valued, contributing member of society and, as such, is deserving of and beneficial to the community. Such integration and participation underscores one’s role as a vital part of the community, the community dynamic being inextricable from the human experience. Community service and volunteerism is valued.
- 6. Partnership between individuals, staff, and family members/natural supports for shared decision making with a foundation of trust.** A person in recovery, as with any member of a society, finds strength and support through partnerships. Compassion-based alliances with a focus on recovery optimization bolster self-confidence, expand understanding in all participants, and lead to the creation of optimum protocols and outcomes.
- 7. Persons in recovery define their own success.** A person in recovery -- by their own declaration -- discovers success, in part, by quality of life outcomes, which may include an improved sense of well being, advanced integration into the community, and greater self determination. Persons in recovery are the experts on themselves, defining their own goals and desired outcomes.
- 8. Strengths-based, flexible, responsive services reflective of an individual’s cultural preferences.** A person in recovery can expect and deserves flexible, timely, and responsive services that are accessible, available, reliable, accountable, and sensitive to cultural values and mores. A person in recovery is the source of his/her own strength and resiliency. Those who serve as supports and facilitators identify, explore, and serve to optimize demonstrated strengths in the individual as tools for generating greater autonomy and effectiveness in life.
- 9. Hope.** Hope is the foundation for the journey towards recovery. A person in recovery has the capacity for hope and thrives best in associations that foster hope. Through hope, a future of possibility enriches the life experience and creates the environment for uncommon and unexpected positive outcomes to be made real. A person in recovery is held as boundless in potential and possibility.



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AZDHS/DBHS Updates

Arizona Department of Health Services/Division of Behavioral Health Services has consolidated important information and updates online at <http://www.azdhs.gov/bhs/updates>. Check often for budget information overviews, answers to frequently asked questions, and guideline fact sheets.



Change In Services Update

Click here to read important letter from NARBHA to Non-TXIX SMI behavioral health services recipients regarding a change in services. If you received a letter, see your provider agency for follow-up. For questions, contact NARBHA Member Services (800-640-2123).

Out of the Box Award!

Creative thinking is often the key to problem solving, and that has never been more apparent than in the “do more with less” tone of recent events. Regardless of the economy though, we at NARBHA support solutions that come from thinking outside the box. That’s why we joined forces with MIKID to support their innovation in highlighting creative thinkers in our system with the “Out of the Box” Award!

This allows our providers an opportunity to recognize and promote CFT (Child and Family Team) members who successfully develop individualized approaches to the challenges faced by children and families in the NARBHA system.

The award recognizes CFTs that involve community partners, natural supports, and extended family members to be a part of the team and service planning, as well as encouraging and supporting family and youth voice in the service planning process.



The most recent Out of the Box Award goes to CFT Facilitator Erika Maxon at Mohave Mental Health Clinic. This team has used natural supports in a creative way: the family’s minister assists with transportation and support in the client’s transition back to the home. The minister has also assisted the mother with rides to visit her son. This family and CFT have been able to look outside of formal services to meet their needs.

You can find other award recipients and the nomination form **at our website**.



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Get Involved!

We are currently recruiting for the following committees:

Cultural Awareness and Diversity Committee

– ensures the integration of cultural and other diversity needs into behavioral health services in northern Arizona. If you are interested in attending, contact Sara Hodgson at Sara.Hodgson@narbha.org

Communities in Support of Wellness

– peers and families from all over Arizona discuss issues from an agency, system and community stand point. This meeting helps to bring everyone to work together and discuss issues related to training, supervision and coordination of care. The consumer and family voice can be heard in this meeting. If you are interested in attending, contact Susa Kelley at Susa.Kelley@narbha.org.

Northern Arizona Children's Council

– supports partnerships among families and child-serving systems in northern Arizona in order to promote collaborative practice according to the Arizona Vision and 12 Principles. If you are interested in attending, contact Linh Renken at Linh.Renken@narbha.org.

NARBHA Speaker's Bureau – peers, families, and professionals who are willing to share stories and knowledge about mental illness, stigma, and the behavioral healthcare system with schools, churches, organizations, and support groups. If you are interested in participating, please contact communications@narbha.org



Home is Where the HEART Is!

Home is Where the HEART is recently completed the first train the trainer course in Flagstaff with six graduates. The 4 day course is designed to serve people, receiving services in the behavioral health system and who are looking to acquire and/or maintain a wellness centered home. The program serves not only the receivers of housing services, but also prepares providers to deliver recovery based housing services.



Chris Martin, Robyn Kelly, Dusty Skinner, Teresa Begay, Steve Campagna, Vickie Pittman, Jessa Mack (Not shown)

Home is Where the Heart Is was developed by Recovery Opportunities Center. This program and other workshops offered by Recovery Innovations of Arizona (RIAZ) will be available at other sites across northern Arizona in the coming months.

Funding for these programs has been made available through Northern Arizona Regional Behavioral Health Authority (NARBHA), 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.

For further information about Home is Where the Heart Is or other programs offered by RIAZ, contact Robyn Kelley/ Program Director at (928) 567-3834.



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Spotlight on Recovery

*Contributed by Dusty Skinner
RIAZ Peer Support Partner*

My recovery story might be considered to be one of success, but to me it's so much more. I did a lot more than just recover. I grew, I bloomed and I found my meaning and purpose. I owe a huge part of my "success" to the company that I now work for, Recovery Innovations of Arizona, (RIAZ). The word success means so much more than financial security in my life. I have found the person that I knew was there and now have a rewarding career as a Peer Support Partner.



Two and a half years ago I was arrested and my children were taken away from me. I spent three months in jail and was released to a treatment center to work on self-medicating with alcohol and codependency.

At this point there were no options to even consider drinking again. If you would have ever told me that I would lose my children to alcohol, I would have never touched it again. Matter of fact, I didn't. I drug tested three times a week, did multiple parenting classes, did my meetings, did practically anything I could do to show CPS that I was serious and I wanted, no – needed my children back. During all of this, my husband decided to divorce me. I was alone. I felt like everyone was against me. No matter how hard I tried, it was never enough.

I never gave up, but I definitely hurt a lot. Then Recovery Innovations came into my life. My children's therapist had heard my cry for someone in my corner. She made a referral for me to have a Family Support Partner.

I wasn't quite sure what or who this person was in my life at first. All I knew was she kept pointing out how strong I was and was always there to listen to the challenges that I was facing. She helped me to figure things out, sort things out and show me that I was not the horrible mother that I thought everyone else was backing into a corner.

Fast forward a little and I was offered to train to become a Peer Support Partner myself. Wow, these people really think I can do it. Well yes they did. Here I am, employed almost a year now. They have supported my dream of starting a craft group, where we make arts and crafts and discuss a recovery topic. I also facilitate wellness groups at Windhaven Psychiatric Hospital and show my peers that if I can do it, they can do it.

I get to work "IN" my recovery every day. I have learned so much in the year that I have been working, it is like having a daily epiphany. The most rewarding part is being who I am and being appreciated for that. Oh and by the way, I do have my girls back. Now they look up to mom and want to go to work with me. I have tools like Hope, Choice, Empowerment, Recovery culture and spirituality that I can now pass onto my lovely little girls. Who could ask for more?



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Community Reinvestment Projects Spring to Life as Funding Rolls Out!

Stay tuned for updates on NARBHA's Community Reinvestment program as funding goes out to selected community projects throughout the region improving and supporting housing, transportation needs, peer support and consumer run businesses.



Coming Soon: Comprehensive Resource Guides

In addition to [culture](#), [age](#), [language](#)-specific, and [other consumer resources](#) already available, we're proud to announce that comprehensive resource guides for northern Arizona will be available through your nearest Responsible Agency soon.



How is My Provider Doing?

Ever wonder how your provider compares to others?

NARBHA wants to make sure that your experience with our providers is always exceptional.

One of the ways that NARBHA insures the quality of your care is through monitoring the performance of our providers.

The NARBHA website features some of the services upon which our providers are measured to help you understand how we care for you during your treatment and recovery.

[Click here](#) to compare providers.



Please let us know if this information is helpful or if you would like to see more information posted. You may share your thoughts and ideas by emailing Communications@narbha.org.



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Arizona Smoker's Helpline

Whether you are thinking about quitting, you're ready to quit, or just working to stay quit, we can help. The Arizona Smokers' Helpline (ASHLine) provides free services in both English and Spanish. Our quit coaches are real people located right here in Arizona. Most of them are former tobacco users so they've "been there" and understand how hard it is to quit and stay quit.

In addition to our free telephone-based coaching services, you can also use WebQuit. Create an account, work through activities, set goals, and monitor your progress from your own computer. WebQuit is available whenever you need support – 24 hours a day, 7 days a week.

You can quit.

We can help.

(ASHLine, 2010)



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If you have any ideas, suggestions, or feedback about the NARBHA Companion or the NARBHA website, please email communications@narbha.org or call the NARBHA Communication Manager at (928)774-7128.

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