



Services

Our programs are founded on the *Arizona Children's Vision* and *12 Principles* and the *Principles for Persons with Serious Mental Illness* to ensure:

- Easy access to care
- Behavioral health recipient and family member involvement
- Collaboration and integration in the greater community
- Innovation and best practices
- Focus on recovery
- Cultural awareness and sensitivity

Our network provides a full range of behavioral services, focusing on Child and Family/Adult Teams to support individualized, person-centered service planning and collaboration. Network resources provide improved access to specialized service needs, such as:

- Mental health recovery with individual, family, and group counseling and intensive in-home services
- Emergency and crisis services
- Support services: case management, personal assistance, home care training (foster care), respite, housing support, peer and family support, and transportation
- Inpatient, residential, and outpatient programs for psychiatric and substance use disorders
- Housing programs, including transition to adulthood
- Rehabilitation services, such as health promotion, living skills training, and supported employment
- Gender-specific substance abuse programs
- Jail diversion

Cultural Competency

A person's culture plays a significant role in defining his or her views on behavioral health, approaches to seek help for mental illness, and avenues to receiving effective behavioral health services. Because personal values, beliefs, and traditions create meaning and purpose in one's life, serving the individual's behavioral health needs in a way that respects and incorporates their culture is a priority.



Tribal Collaboration

Our collaboration with the 10 American Indian Tribes in our service area promotes and develops effective, healthy partnerships between Tribal behavioral health service providers and our system of care. Together, we're providing behavioral health services for American Indians through technical assistance, training, and the provision of culturally appropriate services.

Prevention

Our prevention programs focus on substance abuse, child abuse, and suicide prevention for individuals who are neither diagnosed with a behavioral health condition nor enrolled in the behavioral health system. We do this by providing community education; collaborating with schools, social service agencies, human services and behavioral health providers; securing diversity in funding streams; and encouraging advocacy at the local and state levels.

We also support the Native American Suicide Prevention and Awareness Coalition in bringing ASIST (Applied Suicide Intervention Skills Training) to tribal communities and hosting the nationally recognized MBRACE Life Summit.

Telemedicine

NARBHAnet, Arizona's first interactive telemedicine network, offers real-time interactive psychiatric care to people in remote locations. Awarded the *Excellence in Health Information* by the National Council for Community Behavioral Healthcare (2010), NARBHAnet is known for its "very GREEN, environmentally conscious, innovative program" (2009), NARBHAnet saves over 40 tons of carbon dioxide emissions by replacing over 111,543 miles—2,000 hours—of provider driving annually. NARBHAnet offers cultural and language enhancements, including American Sign Language interpretation services to remote clinical sessions.



Community Relations

Our outreach efforts include focus groups, community forums, health promotion activities, newsletters and educational materials, and web-based tools to reach out to communities across the region. These resources help people better understand their own health and wellness, as well as local services that support mental health recovery.

The Companion, NARBHA's member newsletter, highlights all of these events and resources and is available through our website (www.narbha.org) or by emailing communications@narbha.org.

NARBHA's Network of Care online community is a comprehensive, web-based resource for individuals, families, and agencies seeking information about behavioral health services, laws, and related news, as well as communication tools and other features. See for yourself at www.networkofcare.narbha.org.

Message from the CEO

Since 1967 NARBHA has been the Regional Behavioral Health Authority designated by the State of Arizona to develop, coordinate and manage publicly funded behavioral health care services throughout northern Arizona. We are a local, community-based, nonprofit organization serving Coconino, Navajo, Yavapai, Apache, and Mohave Counties.



It is our Vision to be recognized as the innovative leader in managing superior behavioral health care and our Mission to provide, develop, and manage the best system of behavioral health care for culturally diverse consumers in a rural environment. We constantly strive to achieve our Vision and Mission.

We continue to manage behavioral health care with a conscience, as we endeavor to improve the care provided to those with mental health and substance use disorders in partnership with individuals, families, and communities.

Mick Pattinson, PhD
Chief Executive Officer

Managing behavioral healthcare with a conscience.



Choice

We value and encourage consumer choice in behavioral health care services. That's why NARBHA keeps growing our provider network. We continue to develop an array of programs, services, and providers to better meet your needs within your community.

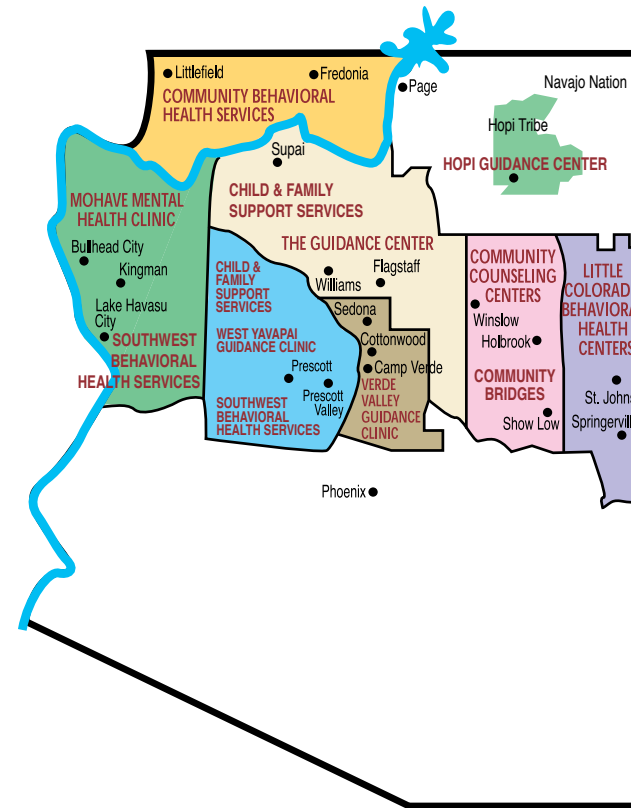
If you need help selecting a provider or scheduling your appointments, contact NARBHA Member Services. If you are not happy with the provider you chose, contact NARBHA Member Services to discuss the situation.

Member Services at NARBHA are available 24 hours a day, 7 days a week.

To contact Member Services at NARBHA, please call (928) 774-7128 or toll-free 1-800-640-2123; for hearing impaired, please use the Arizona Relay Service at 711 or 1-800-367-8939 or internet assistance at www.azrelay.org.

Community Reinvestment

We are dedicated to recovery and resiliency: strengthening and supporting individuals, families, and communities in addressing the effects of behavioral health issues. Through our Community Reinvestment program, NARBHA commits vital resources to behavioral health projects and programs that will enhance the lives of consumers, providers of behavioral health services, and the behavioral health system in northern Arizona. Funds support consumer-run businesses, transportation services, and housing programs related to behavioral health.



Member Services: 800-640-2123

24-Hour Crisis Line: 877-756-4090

www.narbha.org

www.narbha.networkofcare.org

NARBHA
Northern Arizona
Regional Behavioral
Health Authority, Inc.

1300 South Yale Street • Flagstaff, AZ 86001
Phone: 928-774-7128 • Fax: 928-774-5665

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.



NARBHA

Northern Arizona Regional
Behavioral Health Authority, Inc.

