

# Recovery WORKS

Arizona Department of Health Services (ADHS)  
Division of Behavioral Health Services (DBHS)

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## TERROS Coaching Model Supports Recovery

TERROS takes recovery seriously, and understands that a key element of recovery is treating persons served with dignity and respect. TERROS also knows that if the agency does not treat its front line staff and other customers with dignity and respect, the people served could suffer as well.

For almost a decade, CEO Dale Rinard and Vice President of Crisis and Prevention Services Larry Villano, have been providing management staff with a practical tool called the Coaching Conversation Model, which

embodies recovery values. As part of the Coaching Clinic, management staff members are taught that their staff very likely has the best solutions and how to elicit these solutions using a “coach” approach.

In the Introductory Coaching Clinics, supervisory staff members from every level learn not only the mechanics of the coaching conversation, but how this mode can serve as an important tool to demonstrate dignity and respect to their staff. Management learns how to balance the role as manager



TERROS CEO Dale Rinard

with also being a coach. Thus, the importance of re-  
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### The Recovery WORKS Editorial Board

- Paige Finley, Psycho-social Rehabilitation bureau chief
- Mike Fronske, assistant director
- Sarah Henley, communications director
- Bré Thomas, senior projects advisor

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## Success Story: Homeless to Homeowner!

On Dec 31, 1999, as I sat at the YWCA with all the other girls who lived there watching Y2K fireworks, I had no clue I would or could be where I am today!

Homelessness for me started early. In third grade somehow I felt living in the bushes behind Moon Valley Market or under the bridge in the wash was better than home or school. As a young adult, my self esteem was so shot that I felt I couldn't hold a real job. I knew I would some how mess it up. Trust and friendship were not things I believed in.

Drugs helped me to over-

come some of my social anxiety and were the one thing that made me brave enough to do the things I needed to do. They helped me achieve a small fraction of personal power – false or not, it doesn't really matter. It was a step.

Dancing in strip clubs, the use and sales of drugs and welfare was how I supported myself and my children. There was no one to disappoint or tell me I was failing them.

But on December 31, 1999, something started changing.

First, I received stable hous-

ing through Hom Inc. I still maintained a certain amount of illegal activities, but slowly my views and beliefs were changing. I met a wonderful case manager at Hom Inc. who treated me more like I would have expected a friend to treat me. Then META Services appeared in my life! Suddenly I was surrounded by people who seemed to care about me, were interested in me and who I was and where I was going.

In 2003, my Hom Inc case manager nominated me for an award, and I won. The Arizona Coalition to End

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## TERROS Coaching Model (continued)

covery and other outcomes is not lost; however, the method used to achieve these outcomes is just as important as the outcomes themselves.

In the Advanced Coaching Clinic, managers have more opportunities to practice the coaching model. The class also teaches how the model connects with the core principles in the management book "First, Break All the Rules." The class reminds that

the coaching approach may not be the easiest management style, but it is consistent with the values around recovery.

Both the Crisis Response Network and CHOICES Network of Arizona have both participated in the Coaching Clinics.

There is much talk in the behavioral health community about recovery.

There is much less talk about how the interface between management and direct service staff can sustain a corporation's recovery infrastructure. The TERROS Coaching Clinics help to create and maintain a corporate atmosphere conducive to recovery.

*\*\* Dale Rinard and Larry Villano are licensed coaching instructors through Corporate Coach U.*

## Success Story (continued)

Homelessness (ACEH) presented me with a plaque in outstanding achievement in overcoming homelessness. This started more discussion with Trina (my case manager at HOM inc.) and her husband who was my Hom

Inc inspector! I shared my desire to own a home. They shared how they did it with me. They shared their resources with me gave me a direction and gave me hope.

Now as a homeowner and a Team Leader at RIAz, I have true connection with people. I have achieved dreams that I never thought possible (at least not for me) and can only wonder what's next around the corner.

## LINKAGES Expands Employment Services to Maricopa County

[Linkages](#) expanded its services to Maricopa County in May 2009 to address the employment needs of the population of people living with disabilities. The Linkages program serves three key groups: job seekers, employers and service providers/non-profit agencies. Service providers are encouraged to post job openings as well as candidates' re-

sumes in order to assist them in showcasing their skills and abilities to employers utilizing the [Linkages Web site](#). Magellan of Arizona and Macayo's are already participating, so you'll be in good company!

Trainings will be provided for user groups in the near future to learn the value of the Web site as a powerful

tool, how to navigate the site, and how to utilize and access resources. The site allows providers to track outcomes/results, manage case notes, manage candidate's activity and access a forms library as well as upload internal forms for specific agency use. If you're interested in participating in the Linkages program, contact [Bill Manson](#).

## Phoenix Proud to Host National Association of Peer Support Specialists (NAPS) Conference

Phoenix hosted the third annual NAPS Conference August 26-28, 2009 at the Hyatt Conference Center. Dr. Laura Nelson welcomed nearly 300 participants and shared insights on how Arizona has been successful in fostering such a large peer and family support specialist workforce across the state. Arizona is recognized nationally for its support of individuals and family members by peer and family support spe-

cialists, which is one of the reasons Arizona was chosen to host this year's conference.

Arizona's behavioral health care providers and support organizations were excited about the opportunity to share information about their programs with people from all over the country. The photo exhibit *Through Our Eyes*, produced by Kathy Bashor and Alicia Brown, was on display

showing how peers have captured their view of recovery in photographs. DBHS' Office of Individual & Family Affairs also presented "Discovering Core Gifts that Inspire Hope and Action."

At the conference, NAPS recognized organizations and individuals for their contributions to recovery and peer support advocacy.

## New Paperwork Reduction Initiative Web Site

[The Paperwork Reduction Initiative Web site](#) just launched last week! It contains a history of the initiative, purposes of its committees (DBHS Efficiency, Statewide Efficiency as well as subcommittees), meeting

minutes, *ad hoc* reports, the original Paperwork Reduction report and the Annual Report. The Paperwork Reduction Initiative was created to support the ADHS/DBHS initiative to streamline and reduce paperwork

through a comprehensive assessment of requirements, regulations and forms and development of methods to reduce paperwork within the behavioral health system.

## Inaugural Diversity Penetration Report

DBHS has developed the first [Diversity Penetration Report](#) to provide a status update on behavioral health enrollment of racially/ethnically diverse population of Arizona. The demographics of Arizona's population have changed rapidly over the

past several years resulting in a state that is highly diverse and dynamic. In light of these significant changes, ADHS/DBHS has placed the delivery of behavioral health services for minority populations as a top priority.

This report summarizes enrollment and demographic information by GSA as well as the efforts of the RBHAs to address their regional diversity including accomplishments in outreach, engagement and prevention efforts.

## Arizona Behavioral Health Planning Council Vacancies

[The Arizona Behavioral Health Planning Council](#) has 30 members from all areas of the state. Recruitment efforts are conducted regularly as member terms are three years. The Council currently has two vacancies and is actively recruiting for a consumer or family member in the Tucson area, and a consumer or family member in the Yuma area. The

Council also wants to hear from individuals in other rural areas of Arizona and welcomes letters from those interested in membership.

The Planning Council is a mechanism to meaningfully involve concerned individuals in planning and evaluating a state's mental health service system. The Council meets

10 times a year in various parts of the state. ADHS/DBHS reimburses members' expenses associated with travel, including hotel, meals, and mileage. Please contact Recovery Coordinator [Anne Rock](#) (602-542-1161) if you have questions about the Council, are interested in becoming a member or wish to nominate an individual for membership.

## DBHS at the Black Deaf Advocates Conference

"So why should you consider working?" That's the big question posed by Anne Rock with the DBHS Bureau of Psychosocial Rehabilitation to approximately 50 attendees at the Black Deaf Advocates Conference that was held on July 28<sup>th</sup> in Scotts-

dale. Anne went on to explain how the system works (through DBHS' collaboration with the Department of Economic Security, Rehabilitative Services Administration) and the various vocational rehabilitation resources that are available. She fo-

cused on the power of employment in recovery which has been shown to cause a decrease in symptoms and an increase in self esteem and financial satisfaction – Recovery is real and possible for everyone!

### Children's SOC Quarterly Report

This report is a snapshot of the progress the state has made toward fulfilling the following elements for the Children's System of Care:

- ◆ Case Manager Expansion
- ◆ CASII Completion
- ◆ FTE Expansion

### **Congratulations to....**

Christy Dye – formerly the Clinical Director at DBHS – on being named CEO of Partners in Recovery!

Learn about Diana (Dede) Yazzie-Devine's 30 years of service as chief professional officer of Native American Connections in [Indian Country Today](#) – Congratulations on your achievement, Dede!

Bob Bohanske, chief of clinical services and clinical training at Southwest Behavioral Health Services was named this year's Researcher/Innovator award by the [Phoenix Business Journal's Health Care Heroes awards](#).

## EVENTS & HAPPENINGS

### UPCOMING EVENTS

- ⇒ September is [SAMHSA's National Alcohol and Drug Addiction Recovery Month](#)
- ⇒ [National Association for Rights Protection and Advocacy \(NARPA\) Conference](#) – September 9-12 in Phoenix
- ⇒ [The Art of Recovery Expo](#), September 19<sup>th</sup> in Phoenix – Continuing education credits are available for a fee: [Click here to register](#) for “Love Addiction, Love Avoidance” with Victoria Munoz MA, LPC
- ⇒ [CPSA Art Show for Mental Illness Awareness Week](#) – October 6-8 in Tucson
- ⇒ [Northern Arizona NAMI Walk](#) – October 10<sup>th</sup> in Flagstaff
- ⇒ [NAMI Training Calendar](#)

#### DBHS Will Present at the NARPA Conference

Three representatives from DBHS' Office of Human Rights will present “Special Assistance in Arizona” at the NARPA conference (see “Events” above) on Thursday, September 10th. The workshop will provide information about the behavioral health system for those diagnosed with a serious mental illness in Arizona and the use of Special Assistance in Arizona and around the country.

**Check Out**  
**[Culture Transformation](#)**  
**[through Recovery](#)**  
**[and Discovery](#)**

## Magellan Events

#### Magellan of Arizona's next "How are we doing?" forum

Magellan of Arizona is hosting their next "How are we doing?" forum where they will discuss their activities as the RBHA for Maricopa County. The open-house event provides service recipients, family members, the public, and all other interested parties the opportunity to speak directly to Magellan staff to get questions answered and express concerns. The forum will be Wednesday, September 9, 2009 from 4 to 6 p.m. at Corona Ranch (7611 S. 27th Ave.; Laveen, AZ 85041 Served by Valley Metro routes 19 and 77 – [View map](#)). Get more information about the forum in [English](#) or [Spanish](#).

#### Applications Now Open for Magellan's Community Advisory Committees

To foster a community-driven model of behavioral health care in Maricopa County – one focused on recovery and resiliency – Magellan of Arizona has established 14 community advisory committees that meet regularly. Each committee has space for three recipients and/or family members, two stakeholders and/or advocates and one provider representative. *The application process is now open!* To learn more about these advisory committees and get an application, [visit the Magellan Web site](#). Applications are due at the close of business (COB) Friday, September 18, 2009.

### The Latest RBHA Newsletters

Find out the latest goings on in behavioral health around the state from the four RBHAs:

Cenpatico – [The Connection](#)

CPSA – [The CPSA Report](#)

[The Wellness Messenger](#)

Magellan – [The M](#)

NARBHA – [The Companion](#)

[The Daniel Moreno Recovery Award](#) - NAMI of Southern Arizona is sponsoring the second annual Daniel Moreno Recovery Award and would like your participation. Daniel Moreno was living with schizophrenia before his tragic passing in December 2005, and his family has established this recognition event in his memory. The Recovery Awards will recognize individuals that exemplify the current reality of recovery for those who have lived with serious mental illness. **The deadline for submissions is September 15, 2009 at 5 p.m.**

## EVENT RECAPS

### “Rise Up Speak Up” Youth Leadership Institute

The first annual Youth Leadership Institute, “Rise Up Speak Up,” was held in Phoenix on Saturday, August 29<sup>th</sup> at FIBCO Family Services. It was quite a success with approximately 200 youth leaders ages 12-23 from across the state coming together for a day filled with inspiration, education, unity and hope. A wide array of uplifting and informative speakers shared their experiences to teach the youth personal empowerment and leadership skills they can utilize to transform youth care systems, their communities and their own lives.



Dr. Sara Salek, Children's Medical Director at DBHS, discusses an exercise with a group during her break-out session.

“Rise Up Speak Up” also provided a tremendous opportunity for the youth to interact and inspire each other to promote prevention, recovery and youth involvement in their communities. Not only did local youth attend, but several groups from Yuma, the White Mountains, Flagstaff, Lake Havasu and Tucson also made the journey to the event.

This event was a collaborative community effort presented by Magellan of Arizona, the Arizona Department of Health Services, MIKID, NAMI Arizona, ASU Office of Undergraduate Admissions, Jewish Family and Children Services, PASSAGE Coali-

tion, Southwest Network, People of Color Network, Quality Care Network, Cenpatico Behavioral Health, Mental Health Awareness Coalition, RIAZ, CFSS, FIBCO and MY LIFE.

### Arizona at USPRA Follow Up

A team of individuals representing DBHS, RSA and each RBHA traveled to Norfolk, Virginia to present “[Navigating the Depths of Psychiatric Rehabilitation](#)” at the 34<sup>th</sup> Annual US Psychiatric Rehabilitation Association Conference, which was held June 28<sup>th</sup> – July 2<sup>nd</sup>. The conference was a resounding success with nearly 900 attendees – some having

traveled to Virginia from as far as South Africa and Australia.

Paige Finley of DBHS, Letitia Labrecque of RSA, Jennifer Thorson of Magellan, Jody Gardner of CPSA, Anthony Carrillo of Cenpatico, and Maria Esposito of NARBHA teamed up to offer an interactive workshop on overcoming barriers to employment through collaborative partner-

ships. The workshop focused on statewide and regional efforts to promote employment for persons with serious mental illness as a meaningful path to recovery, while stimulating small group discussions and brainstorming to address some common barriers to employment: labor market, program and staff availability, and stigma.

### Gila River Substance Abuse Awareness and Prevention Day

The Gila River Substance Abuse Awareness and Prevention Day was held on Friday, July 24<sup>th</sup> from 11 a.m. to 2 p.m. at the Boys and Girls Club in Sacaton. More than 250 participants attended, most of which were youth, with several Gila River clinical staff members attending as well. The program was a mix of entertainment and individual “stories” about the human costs of substance abuse. Gila River is looking forward to partnering with the Boys and Girls Club again on this event!

[See ABC 15's Recent Coverage of the Community Exchange Program by Magellan of Arizona](#)