

# Recovery WORKS

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

Acting Deputy Director Laura K. Nelson, M.D.



## Children's System of Care Theory of Change

On Tuesday, July 14<sup>th</sup>, Mario Hernandez, Ph.D. from the University of South Florida came to Phoenix for the special unveiling of the Theory of Change Logic Model developed in collaboration with ADHS/DBHS staff for the Arizona Children's System of Care. This Theory of Change is the culmination of extensive work that has been taking place for well over a year. The Theory of Change demonstrates a succinct picture of:

- ◆ The population we serve,

- ◆ The goals and outcomes we have established, and
- ◆ The strategies and associated infrastructure in place to achieve the goals and outcomes.

In a presentation attended by T/RBHA representatives and ADHS/DBHS employees, Dr. Hernandez emphasized how the Theory of Change model provides a "big picture" look at a system/organization that also allows you to drill down when necessary. He used the following analogy: A

traveler came upon a group of three hard-at-work stonemasons, and asked each in turn what he was doing. The first said, "I am chipping away at this block of marble." The second said, "I am preparing a foundation." The third said, "I am building a cathedral."

[The Arizona Children's System of Care Theory of Change logic model](#) captures what we are building and reminds us to keep those outcomes in mind at all times. [The presentation is also available with narration.](#)

**The Recovery WORKS Editorial Board**

- Paige Finley, Psycho-social Rehabilitation bureau chief
- Mike Fronske, assistant director
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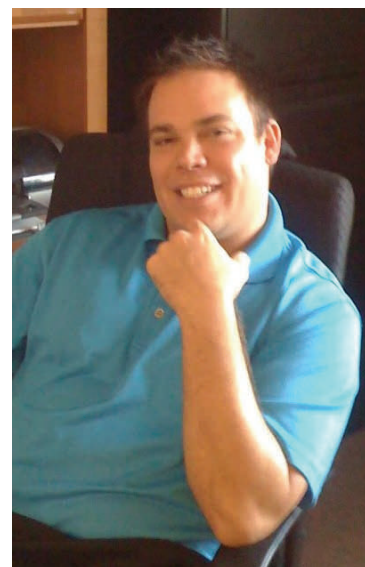
## Success Story: Nick, Recovery Innovations Arizona

After a young life filled with drug/alcohol addiction, I was diagnosed with chronic paranoid schizophrenia in 2002. I was in and out of the hospital many times. One of my stays in the hospital was because I was hearing voices telling me to take off all my clothes on the street corner. I was picked up naked and taken to the hospital at the age of 22. I was unable to speak for months. I ended up being told that I had no hope and I was incurable. I was on disability, living with my mother, jobless, and hopeless. Here I was 22-23 years old without

any reason to live. I tried to kill myself because I was so scared of living with voices in my mind. I had no strength to keep going.

One day at Arcadia Site, I met a man who worked for Recovery Innovations of Arizona. He told me that the company that he worked for believed that there was hope of recovery from mental challenges. That was the first time I heard that I could recover and it was the first recovery "seed" that was planted in my heart. He invited me to attend a WRAP

*(Continued on page 2)*



Nick, successful and smiling

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**HURRY - OIFA Advisory Council Applications are Due August 20<sup>th</sup>!!!**  
[The application](#) provides more details about the Council and its requirements. Contact [Amy Sather](#) about submitting an application electronically.

## Success Story (continued)

[Wellness Recovery Action Plans] group at the clinic and I pushed my way through the fear and went to the class. I was so relieved to be able to sit with a group of peers who were all going through similar things that I was. We all shared our personal stories and that gave me hope that if these people could get through hard times then I could too. The instructor of the WRAP class was very nice and understanding of my needs. I was very fearful at first, but I eventually graduated from WRAP class and I was so proud of myself. I couldn't be-

lieve that I accomplished something that seemed impossible a couple months before.

WRAP class opened the door to my new life. I eventually moved on in my life and that "seed" of recovery that was planted eventually grew into a big flower. I am proud to say that within a few short years after that WRAP class, I no longer am on disability, I have a full-time job, and I have fully recovered from schizophrenia. I have received my decertification from my doctor and am not

diagnosed SMI anymore, no longer case managed, and I no longer take any medications. I am also proud to tell you that I have overcome all my fears and voices that terrified me for so long. I am now an active member in the community and I owe so much to WRAP and the people at Recovery Innovations for helping me find recovery. Thank you very much for allowing me to share.

- Nick

[Hear Nick in his own words.](#)

## Summer Institute Recap

The 10<sup>th</sup> Annual Summer Institute was held Tuesday, July 21<sup>st</sup> to Friday, July 24<sup>th</sup> in Sedona. The conference was packed with several sessions that addressed various areas in behavioral health including: eHealth and its effects on the client and clinic; pharmacology, organizational presentations, cultural competence youth, client engagement and retention, and SMART (Self Management and Recovery Training), a peer-based support group.

On Wednesday the 22<sup>nd</sup>, Dr. Nelson participated in the Lunch Plenary Town Hall where there was a respectful, spirited exchange of thoughts and ideas on the state of Arizona's behavioral health system and ways to improve it. Other participants included Dr. Michael Shafer, director of the

ASU Center for Applied Behavioral Health Policy; Chick Arnold, attorney for the Court Monitor; Neal Cash, CEO of CPSA; Ted Williams, president and CEO of the Arizona Behavioral Health Corporation; Ann Rider, CEO of Recovery Empowerment Network; and Anne Ronan, plaintiffs' counsel in *Arnold v. Sarn*, with William Hart from ASU's Morrison Institute moderating.

On Thursday, a team from La Frontera Center, Inc. in Tucson presented "So You Think They Can't Work" on the importance of employment to recovery and the costs of unemployment:

-- Persons with mental illness comprise one of the largest groups on federal disability.

-- Locally, unemployment contrib-

utes to instability in housing, use of higher-intensity services and decreased self esteem.  
 -- For the individual and community, unemployment contributes to already high levels of stigma.

Findings indicate that integrated programs lead to better success rates: The Substance Abuse and Mental Health Services Administration's (SAMHSA) CMHS Employment Intervention Demonstration Program found that with integrated programs – where employment services are in the same locations as clinical services – persons with mental illness are more than twice as likely to gain competitive employment and nearly 1.5 times as likely to work at least 40 hours/week.

## DBHS' Clinical Practice Improvement Team at the Summer Institute

Two members from Clinical Practice Improvement (CPI) team – Michelle Skurka and Nitika Singh, PhD – attended this year's Summer Institute (SI) in Sedona. Michelle is the lead for adult substance abuse treatment within CPI. Nitika Singh is the lead for adolescent substance abuse treatment in CPI. Nitika directs the Substance Abuse Coordination (SAC) and Child & Adolescent Mental Health & Substance Abuse State Infrastructure (CA-SIG) Grants. She is the lead on SAPT block grant projects for adolescents.

## DBHS Named a Western Region Finalist in the CSG Innovations Awards

DBHS has been named a finalist in the 2009 Council of State Governments (CSG) Western Regional Innovation Awards program for its submission of Maricopa County's MY LIFE program! The CSG Innovations Awards consider all kinds of innovative programs across multiple departments in state agencies; it isn't just a behavioral health competition.

At the CSG Western Regional meeting in Santa Fe in early October,

Deputy Director Laura Nelson, M.D. and Dr. Richard Clarke, CEO from Magellan, will present to a panel of legislators in hopes that MY LIFE will be named one of the top two innovative programs in the region (top eight nationally). If DBHS wins, Gov. Brewer would be asked to receive the award at the national conference in November. Stay tuned to find out what happens at the regional meeting!

## AzSH Named to Prestigious "Best" List

The Arizona State Hospital has been named as one of [U.S. News and World Report's Best Psychiatry Hospitals](#) in the country.

Congratulations to the entire AzSH team on such an outstanding achievement!

## Projects for Assistance in Transition from Homelessness (PATH)

PATH is a program funded by the Substance Abuse and Mental Health Services Administration (SAMSHA) and ADHS/DBHS to provide outreach services, diagnosis, mental health and substance abuse screening for families and individuals who are homeless with mental illnesses.

PATH touched the lives of over 9,000 people last year, providing them with housing, support services, clothing, food, medical care and behavioral health services. Outreach teams are located in Maricopa, Coconino and Pima counties.

This summer, over 40,000 Spanish and English [Surviving Arizona Summer Heat brochures](#) were distributed, educating people on the effects of summer sun and actions to be taken to prevent heat related illnesses and deaths. **Clothing, hats, sun screen and water are items needed by people who are homeless. To donate, contact [Brenda Robbins](#), ADHS PATH administrator at (602) 364-1356.**

## Maricopa County PNO and UPC Transition Oversight

Magellan of Arizona is in the home-stretch to transition all of its direct care clinics to provider network organizations (PNOs) and the Urgent Psychiatric Care (UPC) Center over to an independent provider by the September 1<sup>st</sup> deadline. To ensure all goes smoothly during these last few weeks, Magellan has taken

steps to get input from the community through a collaborative work group for facility based-crisis treatment.

This work group meets on a weekly basis and is comprised of leadership from facility crisis providers, local hospitals and hospital organizations,

as well as leadership from Magellan and DBHS.

All but two clinics have transitioned, and those are slated to go to Partners in Recovery (PIR) on August 8<sup>th</sup>, with the UPC scheduled for transition on August 25<sup>th</sup> to ConnectionSAZ.

[The Daniel Moreno Recovery Award](#) - The National Alliance on Mental Illness 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.

## 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 Wellness Messenger](#)  
Magellan – [The M](#)  
NARBHA – [The Companion](#)

## EVENTS & HAPPENINGS

### UPCOMING EVENTS

- ⇒ Youth Voice Work Group—August 7th from 3 to 5 p.m. at DBHS; also available via Telemed/teleconference. Contact [Amy Sather](#) for details.
- ⇒ [PIR Open House Events](#) at their Peoria and Wickenburg campuses – August 10<sup>th</sup>
- ⇒ [Arizona Center for Disability Law Special Education Training for Parents](#) – August 13<sup>th</sup>, September 15<sup>th</sup>, October 22<sup>nd</sup> and November 17<sup>th</sup>
- ⇒ [National Association of Peer Specialists Annual Conference](#) – August 26-28 in Phoenix
- ⇒ September is [SAMHSA's National Alcohol and Drug Addiction Recovery Month](#)
- ⇒ [National Association for Rights Protection and Advocacy 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

## DBSA Establishes Chapter in Arizona

As of June 30<sup>th</sup>, the [Depression and Bipolar Support Alliance of Arizona](#) was organized and they are looking for individuals who have experience with mood disorders to help them organize peer-support groups and new chapters throughout Arizona. In addition to general groups, they need someone to start specialty groups: seniors, transitional age youth, GLBTQ, military and vets, family and friends, and faith-based groups. Free training will be provided.

Contact DBSA Arizona if you have any interest or questions:  
Henry Willey, Arizona State Chapter President or Joel Kobren, Executive VP  
Northern Arizona (928) 632-4727; Phoenix Metro Area (480) 273-4997

[Applications for the 2009 Eric Gilbertson Advocacy Institute for Behavioral Health](#) are being accepted until August 31<sup>st</sup>. Trainings will be held in Phoenix on Saturdays starting in September. For more information, contact [Eddie Sissons](#) with the Arizona Foundation for Behavioral Health at 602-712-9200, ext. 204.

## Maricopa County Bowling Social

Marc Center, Star, North Phoenix Visions of Hope, Recovery Innovations of Arizona, C.H.E.E.E.R.S. and NAMI hosted a Bowling Social on Friday, July 10<sup>th</sup> in Glendale at Glenfair Lanes. This was the second time these consumer-run organizations have brought their members together, along with others from the community, in a spirit of fun and col-

laboration.

Assistant Director Mike Fronske went to lend support to this endeavor, as did the newest member of the Office of Individual and Family Affairs team, Arnaldo Maldonado.

“I had a great time at the Mixed Team Bowling Social. It was great to

see friends and colleagues from the recovery centers and other providers enjoying a day of bowling, friendly competition, and each other's company. I had the chance to team up with a couple of old classmates from META Services and catch up with all the latest personal news and never-ending work changes. I hope we do it again!” said Arnaldo.

## NEWS FROM AROUND THE STATE

### DBHS OUT AND ABOUT

#### Clinic Visits in Maricopa County

On Monday, July 13<sup>th</sup>, Assistant Director Mike Fronske attended the open house event at the East Mesa Clinic, which marked the transition of the clinic to the Partners in Recovery (PIR) network. The next day, Mike, along with CMO Rodgers Wilson, M.D., toured the new Saguaro clinic in North Phoenix. The size and structure of this new clinic makes it very welcoming and recovery-oriented: The lobby is large and bright with a sizable computer room nearby, the break room (with an ice machine!) is open to anyone who wants to use it, the doors to access staff are unlocked, and the case management team offices are open to encourage dialogue and collaboration.

#### Recap of DBHS Clinic Visits in Bullhead City and Kingman—

*Submitted by Justin Chase, acting director of Adult Network Operations*  
On Tuesday, July 28<sup>th</sup>, I attended the Southwest Behavioral Health Services outpatient clinic grand opening in Bullhead City. Though it was 120 degrees during the celebration, they

had a great turnout (the Bullhead City Mayor, several Town Council members, representatives from other local agencies, local stakeholders, advocacy group representatives and numerous service recipients). Since opening last month, it has more than 50 current recipients, only one of which was a transfer from another agency. The 49 new recipients clearly show the need in Mohave County, and the positive impact that Southwest has made in their short time there.

I also toured the Mohave Mental Health Clinic's Level I Sub-Acute, Level II Residential, Level III Residential and Outpatient Facilities in Kingman on Wednesday, July 29<sup>th</sup>, with representatives from NARBHA, as well as had a chance to meet with their outgoing CEO and incoming CEO (who starts next week).

#### Let's Talk Forums in Camp Verde and Prescott

On Thursday, July 29<sup>th</sup>, a team from DBHS including Deputy Director Laura Nelson, M.D., Assistant Direc-

tor Bob Sorce and CFO David Reese, attended two Let's Talk forums, one in Camp Verde and one in Prescott, which Mike Fronske also attended.

There was strong turnout at both forums, and we got a lot of great feedback. We heard directly from consumers and family members about their experiences with the behavioral health system in their communities. We heard suggestions for improvements, and heard some amazing, touching and inspiring stories about people and their successes. There was also a great exchange of ideas on how we can improve communication between the community and the RBHA/the Division. Those who attended were encouraged to contact their RBHA and/or the Division with any feedback they may have. And to keep up with what's going on at the Division and around the state, we let them know about [Cynthia Henry's](#) (with the OIFA) listserv, which they could sign up for.

## CPSA News

Bottled-water drive – Community Partnership of Southern Arizona (CPSA) staff contributed approximately 8,000 bottles of water – more than double last year's total – during CPSA's annual water drive in July, for distribution to people who are homeless. The water was donated to La Frontera Center's Readily Accessible People Program (RAPP) Team for distribution.

CPSA article published in Behavioral Healthcare on-line magazine – An article on CPSA's work with the criminal justice system to address inappropriate incarceration of people with mental illness was published in the *Behavioral Healthcare* on-line magazine on July 13<sup>th</sup>.

YES Teen Institute – More than 170 youth and adults from high schools throughout Southern Arizona spent the week of July 12-17 at the University of Arizona participating in CPSA's sixth annual Youth Empowered for Success (YES) Teen Institute. Youth and adults worked as partners to learn how to recognize and release their own resiliency and build leadership skills.

Choosing a behavioral health career – CPSA has developed a brochure highlighting the benefits of choosing a career in the behavioral health field. The brochure will be distributed throughout **Pima, Cochise, Graham, Greenlee and Santa Cruz counties** to providers, colleges, junior colleges and high schools and at exhibit fairs in which CPSA participates.

Check out [www.IntheRooms.com](http://www.IntheRooms.com), a global recovery community/online social networking.