

Recovery WORKS

Laura K. Nelson, M.D.
 Deputy Director, Division of Behavioral Health Services (DBHS)
 Chief Medical Officer, Arizona Department of Health Services (ADHS)



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Message from Dr. Laura Nelson

The last several months have been extremely difficult for the Arizona Department of Health Services/Division of Behavioral Health (ADHS/DBHS), Tribal and Regional Behavioral Health Authorities, (T/RBHAs), behavioral health providers, advocates, system stakeholders and most of all, members and families who use our publically funded behavioral health system. Since March ADHS/DBHS has been planning to implement the most severe budget reductions in Arizona behavioral health system's history.

Because of Arizona's budget crisis, we have had to downsize coverage, eliminate services for certain members and shrink our behavioral health system to levels that were unimaginable a few years ago. For me personally and professionally, cutting services has been the most difficult and painful challenge I have ever faced. None of this has been easy or desirable. It is important to remember that our work is

far from complete. The planning phase may be winding down, but the impact in service reduction to our members will become more evident in the weeks and months ahead as the service reductions become a reality. We will continue to communicate regularly with you through forums, via our [web site](#), and in other ways as together we face the new challenge that lies ahead.

Thank you for all of your efforts, as long as we work together with a common purpose – helping those most in need – we can achieve the best possible outcomes for members, families, advocates and community stakeholders.

Excerpt from letter dated 7/1/10
Laura K. Nelson, M.D.
 Chief Medical Officer, Department of Health Services
 Deputy Director, Division of Behavioral Health Services

Inside this issue:

- Message from Dr. Nelson 1
- Nine Adult Guiding Principles 2
- Success Story: Recovery is Possible 3
- NAZCARE Serves 3
- New Outpatient Facility Opens on Tohono O'odham Nation 4

Prostate Cancer is the QHI topic for this quarter. It affects 1 in 6 men, and nearly 75 men in America die from prostate cancer every day. Please get the QHI kit materials today! *(Continued on Page 3)*

Nine Adult Guiding Principles

The Nine Guiding Principles below were developed to provide a shared understanding of the key ingredients needed for an adult behavioral health system to promote recovery. System development efforts, programs, service provision, and stakeholder collaboration must be guided by these principles. We must utilize these principles to guide our decision making process and our interactions with each other.

(Continued on page 2)

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Guiding Principles (cont.)

The following Nine Guiding Principles and narratives were crafted and agreed upon as the necessary foundation of our adult behavioral health system:

For Recovery Oriented Adult Behavioral Health Services and Systems

1. Respect
2. Persons in recovery choose services and are included in program decisions and program development efforts
3. Focus on individual as a whole person, while including and/or developing natural supports
4. Empower individuals taking steps towards independence and allowing risk taking without fear of failure
5. Integration, collaboration, and participation with the community of one's choice
6. Partnership between individuals, staff, and family members/natural supports for shared decision making with a foundation of trust
7. Persons in recovery define their own success
8. Strengths-based, flexible, responsive services reflective of an individual's cultural preferences
9. Hope is the foundation for the journey towards recovery

New Webpage with Statewide Events

ADHS/DBHS recently added a new webpage to its DBHS Updates website that lists a calendar of events for each of the RBHAs. The events in this calendar include forums, trainings, Q & A sessions and related opportunities to discuss or share information about the NT19-SMI transition/reduced benefit package.

This webpage can be found at <http://azdhs.gov/bhs/updates/eventsCal.htm>.



Getting Around the DBHS' Updates Website

(<http://www.azdhs.gov/bhs/updates/>)

In an effort to maintain transparency and open communications with members and stakeholders, ADHS/DBHS launched an "updates" website this April.

This website has the latest messages from Dr. Laura Nelson, ADHS/DBHS Deputy Director. Some of the messages are also available in video via YouTube. This site also provides

an email address "DBHS Info" to which members and stakeholders can write and have their voice heard. The website includes the most recently released Guidelines for Implementing the 2011 Budget, TIPS documents, links to FAQs for both members and providers, an events calendar for statewide events relating the transition changes, a behavioral health glossary and links to contact your particular T/RBHA. There is also a page for members on where to find community resources both statewide and some particular to specific areas. If you're trying to understand how the behavioral health system works, there is a section under "General Information" that includes information such as funding, eligibility, and an overview. The website has an automated Spanish translator (at the top of the screen) which translates the pages as requested. This website is updated frequently, often several times throughout the course of a week! New documents are marked with the text "NEW!" and when revisions are made they are marked as well. If you haven't tried it yet, you are encouraged to visit this website today!

NAZCARE Serves

NARBHA is committed to support NAZCARE with its community reinvestment funds in order to maintain a level of service equal to past years. NAZCARE is a community-base, consumer operated, non-profit, providing recovery support services to adults with mental and co-occurring issues.

NARBHA strongly believes in the recovery principles on which NAZCARE was founded. Despite budget constraints, NAZCARE continues to serve northern Arizona, including: FRIENDS in Bullhead City, Serenity Circle in Cottonwood, Discovery Club in Eager, AZPIRE in Flagstaff, New Directions in Kingman, New Hope in Prescott, Discovery in Show Low and Supportive Housing in Prescott, Kingman and soon in Cottonwood.

Success Story: *Recovery is Possible*



A few months ago if you'd asked me if I'd be interested in taking a trip to Rome or Paris to tour the museums and see all the sites I would have told you no. I had no lust for life or desire for new experiences and I felt very old and very tired and I shared myself with no one. It had been a long four years since I was first diagnosed with schizophrenia. Now if you asked me to take a tour of Europe with you I would tell you that my bags are already packed. What happened? What change took place that has given me a new lease on life? According to many I am in what's called "recovery" but what does recovery from mental illness look like, and how, if you are mentally ill, and suffering, do you get into a state of recovery?

- ◆ I think recovery is an individual thing.
- ◆ You have to be dedicated to recovery.
- ◆ And you have to know what recovery means. Not what it means to your mom or your dad or husband

or wife or psychiatrist but what recovery looks like to you.

Mentally ill people have a model of recovery imposed upon them but societies idea of recovery might not be yours. You have to take a long deep look at your condition and then look to where you want to be. Then you have to figure out how to get there and what tools your going to need along the way. You have to be honest with yourself and others. You have to know that you're never going to be where you were before you got mentally ill. We tend to idealize those times before we got sick and many of us can fall into the trap of thinking that recovery is getting back to where we were before we fell ill but there's no going back in this life. You have to believe that you can be even better than you were before you got sick. Don't look to the past for wellness and recovery but look to the future and know that it's always now and now is all the time we have and there's no other time to work on recovery than right now in this present

moment.

As humans we are social creatures. Mental illness tends to isolate us from others and break down our social networks and causes us to sever our ties with society. When we become sick we lose contact with consensus reality and drift into a world away from this one where we are utterly alone and stranded. You have to learn how to trust again.

- ◆ You have to be willing to take a chance again.
- ◆ Take a chance on life.
- ◆ Take a chance on people again. You have to find people who you feel comfortable being yourself around and whom you feel will not judge you for your mental illness. You have to confess to someone all you have been holding in and let go of yesterday and not be afraid to take a leap into the unknown.
- ◆ Recovery is possible.
- ◆ You will laugh again.
- ◆ You will smile.

By: Robbie Alvarez

Quarterly Health Initiative on Prostate Cancer Begins...

On July 1, 2010 DBHS held a webinar on the topic of "Prostate Cancer & Mental Health" which was attended by RBHA providers statewide.

In this webinar, Dr. David Miller, Associate Professor of Social Work at the Mandel School of Applied Social Sciences at Case Western Reserve University, gave an overview of prostate cancer, how it affects mental

health patients, options for screening and treatment, and advised how to address this topic with patients. The webinar has been archived and can be found at the QHI website along with the latest kit materials <http://www.azdhs.gov/bhs/qhi/>.

The ADHS/DBHS Quarterly Health Initiative (QHI) is an effort to improve the overall health of people who re-

ceive behavioral health services by providing education on the health topics that affect them the most. A new "QHI Kit" is introduced each quarter and it includes a Consumer Handout, a Provider Handout and a Webinar for Providers. The kit materials for providers include information on how to address the particular health topic with your clients and how to bill for this service.

New Outpatient Facility Opens on Tohono O'odham Nation

History was made on Friday, June 11, 2010, with the Grand Opening of the new Outpatient Facility on the Tohono O'odham Nation in Sells, Arizona. Pantano Behavioral Health Services (Pantano) and Intermountain Centers for Human Development (Intermountain), partners for the facility under contract with Community Partnership of Southern Arizona (CPSA), hosted the celebration of this 4,000-square-foot facility in the heart of the Sells community. Intermountain, which contracts with Pantano, is already serving close to 200 Tohono O'odham Tribal Members, both adults and children.

Partnerships were honored throughout the opening ceremony as the history of this initiative was detailed. The endeavor began when Intermountain was invited by the Tohono O'odham Child Welfare Department to provide children's services to the Nation in 2000, and culminated in the collaboration needed to obtain the required federal CMS waiver allowing

services to be encountered.

In its monthly meetings with the Tohono O'odham Behavioral Health Program and Indian Health Services (IHS), CPSA, the RBHA for this area, was informed that there was a great need for crisis services and expansion of adult services on the Tohono O'odham Nation. In 2008, the Nation signed a Memorandum of Agreement that allows CPSA and all its providers onto the Nation to provide behavioral health services to Tribal members, paving the way for expanded services. Plans to provide adult services through Pantano/Intermountain began in the summer of 2009.

Through the united efforts of the Tohono O'odham Nation, the Tohono O'odham Department of Health and Human Service (TODHHS), IHS, AHCCCS, OBHL, ADHS, DBHS, Pantano, Intermountain and CPSA, the new facility provides a full array of outpatient services, including crisis response services 24 hours a day, 7 days a week.

As Gary Quinn, Director of TODHHS, eloquently noted in his

presentation at the Grand Opening, history also moves forward. All partners involved look ahead to continued history as behavioral health services are expanded and enhanced throughout the Tohono O'odham Nation.

Representatives of the Tohono O'odham Nation and other partners in the new facility gathered at the recent Grand Opening.



CPSA Staff takes Center Stage at USPRA

Recovery staff members from Community Partnership of Southern Arizona (CPSA) were invited to emcee and present at the 35th annual United States Psychiatric Rehabilitation Association (USPRA) conference June 14-17 in Boise, Idaho.

Ken Rogers, Recovery Support Development Specialist, acted as emcee on the first day of the four-day conference and later presented on SMART Recovery.

Jody Gardner, CPSA's Employment Coordinator, partnered with Anthony Carrillo (Cenpatico), Jennifer Thorson (Magellan), Maria Esposito (NARBHA), Letitia Labrecque (RSA) and Paige Finley (DBHS) to give a presentation on employment services and partnerships across Arizona.

Coming up – Summer Institute

The 11th Annual Summer Institute will be held on July 20 – 23, 2010 in Sedona, Arizona. To see the schedule and view the list of presenters: <http://www.cabhp.asu.edu/the/>