

Recovery WORKS

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The Recovery WORKS

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Peer Success Story

I begin my story with a story...I remember waking up one miserable morning to the sound of a train passing by where I was sleeping. I had found a sweater in the garbage and a cardboard box close by. It was mid-March, still cool. I got up, looked around me and jumped onto the train. Traveling at a steady pace, I arrived at the train yard. I got off and hid in a compartment close by. I then began to hear voices, literally. So I popped my head up and saw two men talking. I asked them which train was headed east. I climbed onto the train and never looked back. So there I was, no money, no identification and no food.

I was sick of getting into trouble in Tucson and figured I could start over somewhere else. The train stopped in Separ, New

Mexico. I was lost, in the middle of nowhere. In the morning, I walked five miles to the closest rest stop and hitched a ride. Next thing I knew I was in Florida. What was I going to do?

I ended up getting arrested for theft and spent 24 days in jail. Long story short, I found myself back in Tucson, by the grace of God, and again with my support system. I needed help, but from where? I think the biggest factor that helped me to turn my life around, besides finally being so sick and tired of being sick and tired, was the fact that I was facing prison time on a new charge. The decisions I made while using drugs and alcohol contributed to the instability with my mental illness. I struggled for about eight years and finally began to realize I was the only one that could



Sam Nagy, Criminal Justice Peer Mentor at CPSCA

physically change my life. I had to learn to be my own advocate. I am truly grateful for second chances and for the help I receive from my God, my family, my loving girlfriend, true friends, my job and La Frontera Center. I am accountable for my actions today and can recognize my strengths.

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Let's celebrate and give thanks! *National Family Caregivers Month*

Health Note: From Oct. 1—Dec. 31, the DBHS Quarterly Health initiative (QHI) is focused on the topics of Breast and Cervical Cancer. Behavioral health professionals are encouraged to remind their clients to schedule routine screens. Peers, members, and family members are encouraged to inquire about where and how to get screened for breast and cervical cancer. Getting screened for breast and cervical cancer may save your life or others' lives!

Informational handouts about breast and cervical cancer and a recorded webinar are available online at the [QHI website](#).

Peer Success Story continued...

I have learned to take it one day at a time and am learning to help others along the way. My life today is simple. I work as a Criminal Justice Peer Mentor for Community Partnership of Southern Arizona (CPSA). I learned from CPSA's Recovery Support Specialist Institute to use person-first language, and that people are people with a serious mental illness, not just the illness. I enjoyed the Institute and use what I learned everywhere I go.

La Frontera's employment team has helped me to increase my self-esteem and through the vocational rehabilitation service, I was provided clothing vouchers, bus passes, glasses, dental work, and much support. I have changed for the better and am thankful, just for today. ■

Office of Individual and Family Affairs Welcomes Trish Bleth



Ms. Trish Bleth

Kathy Bashor, Manager of the Division of Behavioral Health Services Office of Individual and Family Affairs, would like to welcome Trish Bleth as the new Director of Individual and Family Affairs at Magellan Health Services.

Trish shared the following with Recovery Works...

My career in mental health care begins from personal experience. From a personal perspective, I have received behavioral health services in the system since 1987, as has one of my children. In my current position as Director of Individual and Family Affairs, I am responsible for providing leadership in developing services and programs that promote the resiliency and recovery of adults with mental health and/or substance

abuse problems, as well as ensuring the voice and inclusion of individual, family and other stakeholders. I also oversee the expansion of peer-operated and peer-delivered services.

In addition, I provide technical assistance and training and serve as a Magellan spokesperson at external meetings related to recovery, resiliency, consumer leadership, voice and choice.

Our department has led the way on several major initiatives. We have been a crucial part of providing training and support to peer and family mentors in Maricopa County.

The Recovery and Resiliency team initiated the start up of the Clinic Advisory Councils at each clinic in the system to serve as a place where the clinical staff, service recipients, administration, family members and community members can come together monthly to discuss and make decisions as to what is working and where improvements can be made. The Clinic Advisory Councils were developed to ensure the voice of the consumer had a place to be expressed and heard.

We have also administered the Recovery Culture Roadmap at each clinic and at some general mental health/substance abuse (GMH/SA) providers. The Recovery Culture Roadmap is a self-monitoring tool that assesses how three groups - service recipients, staff and administration - score their clinic for welcoming environment, growth orientation, consumer inclusion, emotionally healing environments and relationships, quality of life focus, community integration, staff moral and recovery. Once the scores have been shared with each individual clinic, our team assists the clinic in working on improvements in the areas where the scores are low. We reassess these groups every six months.

I was privileged to co-design and facilitate one of the first recovery and resiliency trainings with the Magellan Learning Department. We administered this training at each clinic within a 60-day time frame. Our goal was to share with as many staff members as we could that recovery can and will happen.

Additionally, I was honored as a guest speaker at the Magel-

lan Job Fair in 2008, where I was asked to share my story of recovery and how important working is in my life. In 2009 I spoke at a Disability Luncheon at Luke Air Force Base. The luncheon was designed to show that people with disabilities have a lot to offer in the business world.

I feel this is the best position in the world. Every day I have the opportunity to meet and help people who are either in recovery or who have recovered. Promoting recovery and resiliency, wellness, and peer and family voice is very rewarding. It is so much more rewarding when I can watch it happening in others.

■

“I have known and worked with Trish for over 8 years and have come to appreciate her compassion for peers and family members. I am very excited that Trish will be the Director of the Individual and Family Affairs office for Magellan and I very much look forward to working with her.” — Kathy Bashor

Community Mental Health Arts Show Gets Record Attendance in its 11th Year

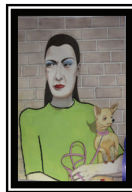
Anne Rock and Sheila Lopez of ADHS/DBHS drove to Tucson on October 5 to attend the 11th Annual Community Mental Health Arts Show Celebration held by the Community Partnership of Southern Arizona (CPSA).

An estimated 500-plus people attended the show. It was held at CPSA's Training Center. With supporters of CPSA, such as the Long Rangers Public Education Coalition and many other behind-the-scenes advocates, the Art

Show has grown tremendously over the years. CPSA's Long Rangers Public Education Coalition established the arts show as an opportunity for children and adults in the system to showcase their talents, as well as a way to build understanding and address the stigma associated with mental illness and substance abuse.

More than 375 works were submitted by 120 Southern Arizona artists, behavioral health service recipients and

staff working in the CPSA system of care, in a variety of categories, including visual arts and poetry. For the past 11 years recipients have had the opportunity to display their talents at the Community Mental Health Arts Show. The participation and gifted abilities by the artists were amazing! ■



"Billi Holliday,"
by Daniel Cain



"Are You With Me Father"
by Daniel Cain, Best of Show winner

New Whole Health Program in Tucson

On October 5, 2010, CODAC Behavioral Health Services, Inc. and El Rio Community Health Center held the grand opening celebration of Whole Health, Southern Arizona's comprehensive integrated mental health and primary care clinic.

The Whole Health program is funded through a prestigious \$2 million grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). The CODAC/El Rio partnership received one of only 13 awards nation-

wide and the only award in Arizona.

It's an alarming statistic: On average, people with severe mental illnesses die 25 years earlier than the general population. Often, their lives are cut short because of untreated but preventable, chronic health conditions like diabetes, heart disease and lung disease. The Whole Health program is working to change these statistics by giving individuals with serious mental illness access to coordinated primary care, mental

health care and personalized wellness programs in one location.

"We are extremely fortunate to be one of the original SAMHSA grantees, at the forefront of this new way of caring for individuals with serious mental illness – care for the whole person," says CODAC President W. Mark Clark, MSW, ACSW. "National health care reform and mental health parity legislation have set the stage for sustainability of programs like Whole Health, which we believe will prove to

On average, people with severe mental illnesses die 25 years earlier than the general population.

be better for the whole health of our members, their families and our communities."

Over the course of the four-year grant, Whole Health aims to serve 1,300 adults (ages 18+) with serious mental illness. Participants do not have to be eligible for AHCCCS, Arizona's Medicaid program. [Whole Health](#) is located at CODAC's east site at 4901 E. Fifth Street in Tucson. ■

Mental Health Wellness Week

The National Council for Community Behavioral Healthcare is partnering for the second year in a row with Freedom From Fear to promote Mental Health Wellness Week, November 14-20, 2010.

Mental Health Wellness Week was created by Freedom From Fear, a national non-profit mental health advocacy organization and a National Council member. Founded in 1984, Freedom From Fear developed and implemented a variety of similar, successful public education programs centered on mental health concerns such as National Anxiety and Depression Awareness Week which takes place the first week in May and has been a success since its inception in 1994. [Click here](#) to learn more about Mental Health Wellness Week and register to receive your Mental Health Wellness Week Resource CD-ROM. ■



Arizona Suicide Prevention Coalition Conference Highlights

The Arizona Suicide Prevention Coalition held its third annual conference on October 21 and 22, with over 150 attendees from across the State. Highlighted speakers included Dr. Laura Nelson, ADHS/DBHS Deputy Director, who provided an update on Suicide Prevention in Arizona, and Dr. Rodgers Wilson, ADHS/DBHS Chief Medical Officer, who presented on Black Box Warnings in Clinical Psychiatry.

Dr. Wilson's presentation topic was specifically requested by the conference committee as it is considered a "hot topic" and there is not a lot of information readily available on this subject. Dr. Wilson's presentation covered information such as the creation of the "black box" warnings on prescription medications mandated by the Food and Drug Administration, the results of studies and research conducted in conjunction with these warnings, and statistics combining the suicide risk correlating with the type of drug treatment. Most importantly, Dr. Wilson discussed how these warnings may play a part in treating clients (both adult and adolescents) with suicidal ideation.

Dr. Nelson addressed attendees by providing rates and trends pertaining to suicide and emergency room data over a period of time, provided a timeline of major accomplishments over the past ten years, and gave an update on current prevention and intervention activities and priorities for the State. ■



Provider Network Organizations in Maricopa County Launch Interactive Outcomes Dashboard



In March 2009, Magellan of Arizona, in partnership with the Arizona Department of Health Services/Division of Behavioral Health Services and Maricopa County's four adult provider network organizations (PNOs), Southwest Network, CHOICES, Partners in Recovery and People of Color Network, launched an innovative provider outcomes dashboard that aligned their effort to strengthen the behavioral health system based on a series of core metrics.

Nearly 18 months after the launch, Magellan recognized the adult PNOs for their success, as reflected through the interactive online dashboard. The PNOs were honored last month in three categories for their remarkable progress in a number of key areas. Top honors included:

- People of Color Network,- Most Improved Clinic Award (1300 N. Central Clinic)
- CHOICES' - Clinic Excellence Award for Outstanding Performance (Thomas Rd/Heatherbrae Clinics)
- CHOICES - Adult PNO Award

Congratulations to the PNOs for their continued commitment to excellence and dedication in improving behavioral health services for the more than 20,000 adults living with a serious mental illness in Maricopa County. The online dashboards provide important information to service recipients and their families as well as providers. To access the dashboards, visit www.MagellanofAZ.com/dashboards. ■

New Community Resources Webinar series

[Click here](#) to view the schedule of webinars hosted by Magellan.

Each webinar is interactive and features community resources that may be helpful to you or your loved one. Specifically, the series will include information about state and federal benefits programs, as well as tutorials on websites that will connect you to additional services and resources.



Provider on the Spotlight: CHEEERS

CHEEERS is a 501(c)(3) not-for-profit consumer-run, consumer-driven, recovery-oriented behavioral health community service agency that was founded more than 18 years ago. CHEEERS is dedicated to providing strength-based recovery principled services to those adults diagnosed with a psychiatric disorder or behavioral challenges.

Recently, CHEEERS hosted a Candlelight Vigil on October 7 in recognition of National Mental Illness Awareness Week. The annual event is

sponsored by the Arizona Mental Health Awareness Coalition. In attendance were representatives from various mental health agencies and community support organizations. Professionals within the mental health system, as well as community, Peer and Family members gathered in remembrance of loved ones who have passed and to recognize those individuals within the mental health field that work tirelessly to improve the system.

CHEEERS recently developed a Health and Wellness

Program which brings experts in health and wellness programming and program delivery to work directly with members to improve their overall health.

CHEEERS has also launched several new programs, extended its service hours several days of the week, and continues to look for ways to improve services through creative means. Additionally, CHEEERS is considering hosting an open-mic music event and a poetry reading night. [Learn about all these new programs online.](#) ■

Some of the New Programs at CHEEERS:

- GED Program to help members improve their GED completion rates.
- Transportation Shuttle Service to transport members to and from the seven direct service clinics located closest to its Center.
- Entry-level Pre-employment Skills Oriented Program to help members find and maintain meaningful employment.
- Community Connections Forum which hosts educational speakers sharing with members on a variety of topics.

Recovery Through Employment

In 2009, ADHS/DBHS initiated a performance improvement project (PIP), Recovery Through Employment, aimed at enhancing the provision of services designed to assist members with a serious mental illness (SMI) in choosing and acquiring a job or other meaningful community activity (e.g. volunteer work). Over the course of a two year period, ADHS/DBHS and the Regional Behavioral Health Authorities (RBHAs) pursued various initiatives aimed at increasing the provision of psycho-educational services. As a result, the percentage of Title XIX recipients with an SMI receiving psycho-educational services increased 15 percentage points over the two year period – from 14 percent to 29 percent. ADHS/DBHS pursued a number of interventions, following a series of focus groups held with both members and staff, which contributed to the increase in the provision of psycho-educational services. One intervention included training in the Boston University Approach, which teaches practitioners interpersonal and technical processes that facilitate improved skill functioning. These trainings were practice-based and enabled staff to leave the training and immediately put learned skills into use.

Another intervention involved the implementation of the [Nine Guiding Principles for Recovery-Oriented Adult Behavioral Health Services and Systems](#). The Nine Principles stress the need to empower individuals in taking steps towards independence, while allowing risk taking without the fear of failure. This addressed one of the primary concerns initially identified by staff, which related to the perception that the pursuit of employment may impose undue stress on members and the fear that members may not succeed in their employment endeavors. The Nine Principles encourage staff and members to overcome this fear and emphasize the need to provide services that will allow members to ultimately achieve independence, such as pre-job training and job development.

The RBHAs also pursued a variety of strategies in an effort to increase the provision of psycho-educational services. In addition to bolstering staffing requirements, the RBHAs offered training on the need to ensure that Individual Service Plans (ISPs) include meaningful community engagement goals. As a result, the RBHAs surpassed the fiscal year 2010 target of 80 percent established by ADHS/DBHS for the inclusion of meaningful community engagement goals by 9 percentage points. Furthermore, they established contracts with agencies that mutually contract with Rehabilitation Services Administration in order to enhance coordination efforts, established minimum utilization requirements pertaining to the use of rehabilitation and support billing codes, and facilitated Psychiatric Rehabilitation Practitioner certification for staff who regularly provide psycho-educational services.

As Dr. Mark Ragins, founding member of the Village Integrated Services Agency, states in his book, *A Road to Recovery*, “Work plays an important role in every phase of recovery,” in that it “develops self responsibility,” “teaches and strengthens skills,” and, “helps us define meaning in our lives.” As such, the Recovery Through Employment PIP has served as a critical tool over the last two years in advancing ADHS/DBHS’ mission of continuing to promote and foster recovery within the publicly-funded behavioral health system. ■

Workshops for members who are veterans

On October 11, 2010, a Vets4Vets workshop was held at the CPSA Training Center. Vets4Vets is a non-profit veterans' support organization. It is dedicated to assisting Iraq and Afghanistan-era veterans in their effort to help each other heal from the psychological injuries of war through the use of peer support.

Vets4Vets has provided several successful workshops for returning service members. CPSA introduced the workshop into our mental health system to reach CPSA's members who are returning service veterans. For additional information on Vets4Vets, visit their Web site at <http://www.vets4vets.us/> ■



Coming Up...

Role of the Helper Trainings:

Magellan Health Services of Arizona has developed a training program to help family and friends of those challenged with mental illness better understand the needs of their loved ones, so they may help them on their recovery journey. Topics include: managing roles, mental illness and medication, wellness planning, and goal setting and resources. More information about the training program is available in both [English](#) and [Spanish](#).

NAMI Art Classes:

NARBHA and NAMI Flagstaff are hosting fall art classes. Collage, painting, and drawing are just some of the mediums that the classes explore. Classes run through November 18th and are held on Thursdays from 1:00 p.m. - 3:00 p.m. at the AZPIRE House (2201 N. Vickey St. Rear of old Channel 2 Bldg.). For more information, please contact Donna at (602) 527-0420.

Latest news from the Statewide Efficiency Committee:

The Statewide Efficiency Committee presented during a panel discussion at the 2010 Summer Institute. [Click here](#) to read the wrap-up of their accomplishments.

About ADHS/DBHS:

The Division of Behavioral Health Services is a Division within the Arizona Department of Health Services. DBHS manages Arizona's publicly-funded, statewide behavioral health system. Learn more at www.azdhs.gov/bhs/.

Vision:

All Arizona residents touched by the public behavioral health system are easily able to access high quality prevention, support, rehabilitation and treatment services that have resiliency and recovery principles at their core, which assist them in achieving their unique goals for a desired quality of life in their homes and communities.

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To submit articles for the next issue of Recovery WORKS, please email your article by November 30, 2010 to OIFA@azdhs.gov. Looking for positive stories that inspire, encourage, showcase, or highlight achievements in recovery. 200 words maximum, 2 photos maximum (must provide ADHS/DBHS publishing rights).

Mental Health: Everyone Has It!

