

Recovery WORKS

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

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



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Update from Dr. Nelson

Dear *Recovery WORKS* readers,

As you may be aware, Arizona continues to experience a budget crisis. As a result, deep budget cuts were recently approved that will impact publicly funded behavioral health services. I know that many of you are worried and have important questions and concerns about these funding reductions and how they will affect you or your loved ones.

Our commitment is to continually share updated information with you including use of a dedicated Web site, frequent emails, and numerous community meetings around the state. We want to make sure we hear and properly address your questions and concerns, while we continue to focus on providing high quality care. Please be assured that this is a top priority for the department and for me personally.

At this time, we have dedicated project teams researching and planning for implementation around 3 key service areas:

1. Changes to the covered benefits for adults with serious mental illness who do not qualify for Medicaid;
2. Ensuring that we have a comprehensive and ef-

fective statewide crisis system for anyone experiencing a behavioral health crisis; and

3. Clarifying the benefits related to supported housing for adults with serious mental illness.

We understand how important any decisions made in these 3 service areas are and all of these decisions must be carefully and thoughtfully considered.

As a start, we have included a service recipient and family member on each of these 3 teams and are incorporating their valuable input. In the coming weeks, we will be heavily reaching out to other stakeholders, including members and families, who will be impacted by these changes so that we can get as much input as possible.

Please know that we understand your concerns and that you want and need information. At this time, many questions still need to be addressed, but we recognize how critical it is to keep you informed of what we do know when we know it. Our entire team is focused on getting answers to you as quickly as we can.

For now, I invite you to take a look at [the website we've established to share important information](#). You

will find a section for Frequently Asked Questions at the top. These questions will be updated on a weekly basis using questions and concerns we hear from the public. On the website, you can also review basic information about our behavioral health system and terminology, as well as link to the regional behavioral health agency in your area. If after reading this information you still have questions or comments, please email us or give us a call.

Clearly, these are challenging times for all of us and the state of Arizona. We must work through these challenges together. As necessary changes must be made, you can have confidence that my team at the Division of Behavioral Health will work with you and communicate openly and honestly with you. Our vision remains the same, and that is for all Arizona residents touched by our public behavioral health system have easy access to high quality services with resiliency and recovery principles at their core and that these services assist people in achieving their goals for the quality of life in their homes and communities that they desire.

Thank you,
Dr. Laura K. Nelson

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One Year Anniversary Message from the Editors

It's hard to believe, but one year ago, we published the first issue of *Recovery WORKS*. We want to thank you for your support, as well as for reading and sharing the information we provide. Our goal from the first issue was to provide "...the latest news in behavioral health and recovery from around the state." With your help, we reach that goal each month. So again we say, "Thank you!"

Success Story: Gary Buttinghausen

Sitting in his room critiquing a mix CD with superimposed guitar solos he mixed himself on computers he built himself is a long way from where Gary Buttinghausen was five years ago. In the depths of substance abuse, Gary couldn't imagine himself as anything other than addicted, now he enjoys showing his work, playing a little air guitar and sharing "there's nothing to hold me back now."

Gary's been at Triple R since May of 2005. Battling severe depression and subsequent substance abuse since he was a teenager, he relates that he somehow managed to stay out of jail until he was in his forties. "I was caught with crack and had a warrant out for my arrest. I managed to stay clean for three to nine months at a time, (but) it was so hard to stay clean," he says when he talks about the past "Everyone else around me was 'dirty.'"

Gary shares that he was raised well, complimenting his parents. From an upper middle class family focused on manners and etiquette, it's 2005 and Gary's got a warrant hanging over his head. His parents pressed for him to get a guardian. His guardian made arrangements for a diversion program – hospital, not jail. But one night he did start using again, leading to 31 days behind bars. Once released, he went to the clinic, at the time managed by ValueOptions, where they introduced him to Triple R.

It hasn't been easy. Anyone in recovery knows that it's not. Gary shares that while at MARC, he met a "cool guy, super computer genius." Gary was making mix cassettes at the time and when his new friend mentioned he could make a CD copy for him, he didn't believe it could be done. "He

made me a CD of my music. I couldn't believe you could transfer music to a CD!" he said. "I'd bring him in cassettes, and he'd turn them into CD's."

Excited, Gary explains, "I went to Best Buy and told them about it and learned that to do that, it took a computer." Computers were something Gary knew nothing about in 2005. Gary confesses he's not much of a student or fan of school, so while at Triple R, he rummaged for computer parts and began building his own computers. His site coordinator Suzanne marvels at his progress. She and Gary talk about how he used to "dumpster dive."

When asked, "What were you looking for?" he told of stories how he'd spend all day "...walking the allies, lifting dumpster lids and checking for anything he could sell to buy drugs." Everything was about how I could get drugs, use drugs... a lot of 'wheeling and dealing.'" Suzanne smiles when she shares with him how he now replaced those bad behaviors with productive activities. "You're still 'wheeling and dealing' but now it's that you're finding computer parts, trading, fixing, building and selling computers, making money." Gary just smiled and said "Dad was a salesman!" Gary estimates that he's torn apart and rebuilt 50 to 100 computers.

What are Gary's goals? When asked about where he sees himself in five years, he says he's put a lot of effort into staying clean. "I don't want to be on social security, taking from everyone. Maybe a part-time job fixing computers or talking to people, doing lectures about staying sober. You can't forget where you've been – *if you lose the war stories, you lose the war*. It keeps me clean."

Music and computers are his passion.



His passion helps keep him sober. His sobriety now allows him to participate in family events and holiday gatherings, when for years he wasn't invited to do so. "When I used, people quit talking to me. Now, I go to parties, I don't drink but I see people I used to babysit all grown up. It's awesome... they even gave me a present."

Gary credits many people with where he is today: from Triple R residential staff and his family, to folks he met while working at MARC and an "awesome" probation officer – all committed to recovery – have helped him to change his life. He mentions each and the role they've played in his success. When he starts talking about Triple R, he pauses for a moment and starts with the typical "They understand, they help a lot," but he's just getting started.

"I know I have a lot of potential because Triple R has given me a chance, a break... to prove I'm more than an addict. I am human with feelings and emotions. I have value. If it weren't for Triple R, I'd be dead by now... overdosed or killed. They know what needed to be done and cooperated with other mental health agencies." A huge Star Trek fan, he explains, "I've broken through the sound barrier and now I'm shooting for the speed of light... there's nothing to hold me back."

ADHS/DBHS Recognized for Contributions to the St. Luke's Interpreter Project

On March 11th, St. Luke's Health Initiative (SLHI) recognized ADHS/DBHS and several employees for their work on SLHI's Behavioral Health Interpreter Project. The project was created by the Arizona Council of Human Service Providers and the Arizona Foundation to make Diversity and Cultural Competency a major focus. The Council identified the need to provide easily accessible and cost effective interpretation training to those individuals delivering behavioral health services. As a result, they developed an Essential Learning (E-Learning) training module for behavioral health interpreters.

For the project, ADHS/DBHS was recognized for its "Outstanding Technical Support of the St. Luke's Interpreter Project," by providing video recording and reproduction services

used for the online training program. Specifically, Dallas Teat was recognized for his video work by receiving the "Patience of a Saint" award. Adriana Jenkins also volunteered her time to ensure translations were correct and appeared in the E-Learning videos. For her contribution, Adriana received the "Diva Award" for her jokes about the high-maintenance demands she made for her non-existent dressing room!

You can view the E-Learning modules for the project here:

1. [Role of Behavioral Health \(BH\) Interpreter](#)
2. [Role of Culture for BH Interpreter](#)
3. [Role of Communication for BH Interpreter](#)
4. [Overview of BH System for BH Interpreter](#)
5. [Legal Procedures and Client Rights for BH Interpreters](#)



ADHS Video Production Supervisor Dallas Teat poses with his "Patience of a Saint" award from SLHI, which he lovingly calls "Spyke."

Dr. Rodgers Wilson on AM 1010

On Thursday, March 18th, Dr. Rodgers Wilson appeared on Fred Taylor's Men's Health Talk radio program on AM 1010 KXXT to discuss depression. Dr. Wilson is looking forward to appearing on the station again in the near future to spread the word about behavioral health issues.

Efficiency Committee Update

The ADHS/DBHS Statewide Efficiency Committee is now publishing an email newsletter, [Working Smarter](#), highlighting the efforts to promote a culture of efficiency within the Division of Behavioral Health and around Arizona's behavioral health system. These highlights include ways in which ADHS/DBHS, RBHAs and providers have increased opportunities for efficiencies within their organizations benefitting those who work in the system and recipients of our services.

The publication also offers tips to make your work day a little "greener" with simple efficiencies you can include in your daily work habits. Finally, the Statewide Efficiency wants to hear from you, so you will see a new email address, workingsmarter@azdhs.gov, where anyone can offer comments, tips and ask questions relating to improving our ability for increasing efficiencies in all of our work.

STOP! Fraud & Abuse

If you suspect fraud or program abuse by any contractor, provider, patient or employee call:

ADHS Fraud & Abuse Hotline
866-569-4927 or 602-364-3758
reportfraud@azdhs.gov
(You may remain anonymous)

You may also call the ADHS Office of Program Integrity at 602-364-4702

All reports and information are handled confidentially

What does Fraud & Abuse Look Like?



Examples of Fraud & Abuse include:

- A provider billing for more service units than were actually delivered: 3 units of counseling billed (45 minutes) for a 15 minute visit.
- A provider billing for a higher paying service (code) than was actually provided.
- A provider billing for services that must be provided by a credentialed professional, but the services were provided by an uncredentialed employee.

Statewide Tribal Behavioral Health Forum - Final Report

ADHS sponsored a statewide Tribal Behavioral Health Forum on February 11-12, 2010. The theme for the Forum was “Communicating and Collaborating for Wellness Needs” and over 100 individuals representing 14 of the state’s 23 tribes attended. The forum provided an opportunity for Arizona Tribal representatives to discuss with and provide input to ADHS leadership regarding

a variety of behavioral health issues of mutual interest.

Here is [the final report summarizing this very successful event](#) and the hundreds of recommendations that were brought forth during the Forum. The recommendations are organized into six general categories: improving tribal consultation, building relationships, building service capacity, ad-

ressing cultural preferences, leveraging resources, and improving access and operations. The open discussion and ideas generated at this forum represent a significant step in identifying behavioral health needs of American Indians in Arizona. Please take a few minutes to read this important report.

New Quarterly Health Initiative

The next DBHS QHI topic (for April through June) is Hepatitis. Consumer and provider handouts on hepatitis and mental health will be available after March 31st on [the QHI Web site](#), where you can find the materials for this quarter’s QHI and a recorded Webinar on tobacco and mental health. The provider Webinar on hepatitis and mental health held Thursday, April 1st also is available for viewing on the site.

Semi-Annual Performance Improvement Report

The Semi-Annual Performance Improvement Reports for Adults and Children were submitted to AHCCCS on Wednesday, March 31st. The reports cover the first two quarters of FY10 and provide tracking and analysis of contractor performance on AHCCCS/ADHS/DBHS perform-

ance measures. The reports also include analysis of complaints, Quality of Care concerns and outcomes measurements to assist ADHS/DBHS in targeting systemic and individual contractor quality improvement activities. The Annual Performance Improvement Reports include all AHCCCS/ADHS/

DBHS performance measures to evaluate ADHS/DBHS and RBHA performance. This analysis is used to direct ADHS/DBHS’ efforts in the design of Performance Improvement activities. These reports will be available April 16th on the DBHS Web site.

2010 Consumer Survey

The 2010 Annual Consumer Survey began April 1st! The survey is provided to a randomly selected sample of members in each GSA by mail or at their clinic. It is based on the Substance Abuse and Mental Health Services Administration (SAMHSA) Consumer Survey for Adults and the Youth Services Survey for Families (YSS-F). The survey provides member and family feedback on service areas such as Access to Services, General Satisfaction with Services, Individual and Family Involvement in treatment planning, Cultural Sensitivity, and Outcomes. ADHS/DBHS uses the survey findings to include member and family feedback in our system of care. The 2009 Annual Consumer Survey results report will be provided to ADHS/DBHS and stakeholders on June 30, 2010.

Youth Campaign Kick Off

Over the last year, DBHS conducted several focus groups among minority youth aged 12 -17 in various cities across the state. The information that was gathered was used to develop multicultural youth-friendly materials to educate and raise awareness of behavioral health services statewide. Further, the materials were

designed with guidance from youth to communicate and appeal to their peers.

To provide region-specific information, the materials have been customized for each participating T/RBHA and their providers for them to print and distribute as needed to support their multicul-

tural outreach efforts. These materials are available online at the DBHS Youth Web site: <http://www.azdhs.gov/bhs/youth/>.

For youth who may not qualify for full services, these materials also offer information and crisis lines where they can get the help they need.

EVENTS & HAPPENINGS

Cenpatico & Rehabilitation Services Administration Second Annual Collaborative Vocational Task Force Training

Cenpatico and Rehabilitation Services Administration (RSA) hosted their Second Annual Collaborative Vocational Task Force Meeting and Training on March 17th. The day was filled with recognition, celebration, training and planning. Yuma, La Paz, Gila and Pinal counties were all represented, where more than 50 people convened at the RSA training center in Phoenix.

The day started off with Awards to two exemplary Provider Employment Coordinators:

- The first award went to Tony Smith, an Employment Coordinator at Community Intervention Associates (CIA), in recognition of his dedication and outstanding performance in helping individuals experience employment success.
- The second award went to Howard Briggs from Horizon Human Services for his outstanding performance in Job Placements.

The day also included presentations and break out sessions that included: Advocacy, Laughter Yoga, Components of Recovery, Ticket to Work & Freedom to Work, NAMI In Our Own Voice, and an overview and planning session for Cenpatico's New Initiative, "Road to Recovery." The event was filled with empowerment, increased knowledge and awareness, providing front line staff skills of relaxation, and a better understanding of hope and recovery.

UPCOMING EVENTS

⇒ [ADHS/DBHS Prevention Online Training Courses for April](#)

⇒ **Bipolar Wellness Network Support Groups**—The Bipolar Wellness Network offers support groups around the state. [Click here to learn more.](#)

⇒ **"Prevention Is The Cure: Every Voice Counts!" 2010 Symposium to Prevent Domestic Abuse**

On April 21st, the Glendale Civic Center will host the inaugural [Symposium to Prevent Domestic Abuse](#), which is designed for ALL members of the community. Everyone's perspective has a place in the domestic abuse prevention pipeline. You do not need to be an expert in the domestic abuse response field to attend.

The Latest RBHA Information

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

- ♦ Cenpatico – [The Connection and Perspectives](#)
- ♦ CPSA – [The CPSA Report](#) — [The Wellness Messenger](#)
- ♦ Magellan – [The M](#)
- ♦ NARBHA – [The Companion](#)

Also, be sure to check out the Facebook and Twitter pages of [Cenpatico](#) and [NARBHA](#), which you can find on their Web sites!