2-3  Keynote Speakers
4-5  Session Topics At-A-Glance
6-7  Tuesday Breakout Sessions
8   Tuesday & Wednesday Breakout Sessions
9-11  Wednesday Breakout Sessions
12-13  Thursday Breakout Sessions
14  Thursday & Friday Breakout Sessions
15  Friday Breakout Sessions
16-17  Our Sponsors
Tuesday, July 19, 2011      12:30pm – 2:00pm

Patricia MacTaggart
Lead Research Scientist and Lecturer at George Washington University

Changing Your World: Health information Technology

Ms. MacTaggart is a Lead Research Scientist at the George Washington University (GW), where she instructs graduate students in health information technology (HIT) policy, quality and state health policy, and co-investigator and instructor under the GW-HITECH University Based Training Grant. A former Medicaid Director from Minnesota and Director at HCFA/Centers for Medicare & Medicaid Services, she is a member of the HIMSS Public Policy National Committee, a Board Member of AHIMA’s Foundation of Research and Education (FORE) and Board Member of the National eHealth Collaborative, and a member the Markle Connecting for Health HIE Advisory Committee.

Wednesday, July 20, 2011     8:30am – 10:00am

David R. Lloyd
Founder, M.T.M. Services, and National Council Consultant

Behavioral Health Specialty Services and Integrated Healthcare: Challenges and Opportunities

David R. Lloyd, Founder of M.T.M. (Management, Training and Measurement) Services brings new healthcare management, training and community relations/marketing initiatives to Community Behavioral Healthcare Organizations (CBHOs) nationally. Mr. Lloyd’s management expertise is built on a foundation of over forty years of experience in both private-for-profit and CBHOs. His books, How to Maximize Service Capacity and How to Deliver Accountable Care, provide principles and solutions to deliver “best value” accountable care.

Wednesday, July 20, 2011     12:00pm – 2:00pm

Constance M. Horgan, Sc.D
Associate Dean for Research and Professor, Heller School for Social Policy and Management, Brandeis University

Health Care Reform: Impact on Program Delivery and Funding

Dr. Horgan currently directs the Brandeis/Harvard Center to Improve the Quality of Drug Abuse Treatment funded by NIDA and leads several other studies related to the delivery of alcohol, drug and mental health services. With over thirty years of experience in health policy analysis and services research in examining how behavioral health services are financed, organized, and delivered in the public and private sectors, she also directs a NIAAA doctoral training program, has written numerous articles, and served on expert panels and advisory committees for federal agencies, professional associations, and academic and community task forces. She was awarded the 2010 Anderson Award from the National Association of Alcohol and Drug Abuse Directors for distinguished service within the field of addiction, research, training, and evaluation.
Thursday, July 21, 2011  8:30am – 10:00am

Arthur C. Evans, PhD
Commissioner of Department of Behavioral Health and Intellectual DisAbility Services

Recovery-Oriented System of Care In the Era of HealthCare Reform: Strategies for the Field

Arthur C. Evans Jr., Ph.D. is the Commissioner of Philadelphia’s Department of Behavioral Health and Intellectual Disability Services (DBH/IDS). Appointed in 2004, he has led the initiative to transform the delivery of behavioral health care and mental retardation services, an endeavor which focuses on recovery for adults, resilience for children and self-determination for all people with intellectual disabilities. He currently holds a faculty appointment at the University Of Pennsylvania School Of Medicine. He served as the Deputy Commissioner for the Connecticut Department of Mental Health & Addiction Services (DMHAS). Dr. Evans is a clinical and community psychologist committed to assuring that all people have access to effective, quality services.

Thursday, July 21, 2011  12:00pm – 2:00pm

Town Hall Meeting on the State of Arizona’s Behavioral Healthcare Delivery System

The past year has witnessed a number of significant changes and impacts to the landscape of the behavioral healthcare system. Facilitated by Bill Hart of the Morrison Institute on Public Policy, the town hall brings together governmental and industry leaders and experts of our state’s health and behavioral healthcare system to discuss the changing landscape and respond to questions from Summer Institute participants.

Friday, July 22, 2011  10:15am-11:45am

Clint Swindall
President and CEO, Verbalocity Inc.

Living for the Weekday: What Every Boss Needs to Know About Enjoying Work and Life

Clint Swindall is the President and CEO of Verbalocity, Inc., a personal development company with a focus on leadership enhancement. He works to enhance employee engagement with his clients using the program he describes in his book, Engaged Leadership: Building a Culture to Overcome Employee Disengagement. Clint also works with leaders to build a culture to overcome employee disengagement. Clint travels the world delivering high-content speeches and training in an entertaining and inspirational style to Fortune 500 companies, government agencies, and trade associations.
sessions at-a-glance

**Health Care Reform and Service Integration**
- Uncovering the Hidden Addiction: An Integrative Approach to Helping Persons with Problem Gambling Concerns
- The Role of the Behavioral Care Provider in Primary Care
- Screening, Brief Intervention, and Referral to Treatment (SBIRT) – An Evidence-Based Integration Strategy
- Open Access and Other Top Five Things to Do Now to Prepare for Healthcare Reform*
- Creating Balance: Intervening in the Chemical Dependency Cycle through Awareness, Physiology and Nutrition
- The Arizona Medical Marijuana Program, Substance or Just Smoke*
- The ADHS/DBHS Emergency Department Initiative
- Leading in the New Economic Realities

**Collaboration and Interagency Coordination**
- Caring for All Who Serve: Navigating Military/Veteran Culture and Systems of Care
- The Effectiveness of (a) Program ANEW in Improving Life Quality, and HIV and Hepatitis Knowledge in Hispanics
- Peer Recovery Coaches for Child Welfare-Involved Families Who Are Affected by Methamphetamine Abuse of Those Who Have Substance Exposed Newborns*
- Enhancing Substance Abuse Services by Improving Interagency Linkages*
- Trauma Informed Care and Use of Community Based Participatory Research*
- Integrating Treatment and Housing Services for Homeless Veterans: A Recovery Oriented System of Care Approach
- Individual and Program Characteristics Associated with Mental Health and Substance Abuse Treatment Utilization Among Adults Who Are Homeless
- Bridging the Gaps: Agencies Working Together to Provide Re-Entry Planning for Women with Co-Occurring Disorder*
- Project H3: A Recovery-focused Primary Care/Behavioral Health Cross-System Community Initiative to Solve Chronic Street Homelessness

**Children, Youth and Families**
- Spice, K2 and other Synthetic Cannabinoids: A Lab Perspective*
- Community Concerns: Prescription Drug Abuse and Drug Endangered Children and Children of Incarcerated Parents *
- Translating the Lessons of Implementing EBPs into Community-Based Agencies: Multi-System Collaboration, Accountability in Supervision and Outcomes for Youth and Families*
- Life Coaching for Successfully Navigating Community Life In Higher Education, On the Job and in Relationships with Others

**Clinical Practice Improvement**
- Opportunity Knocks in Sobriety
- The Mindful Community: Creating Sanctuary and Restoring Lives through the Transformative Power of Mindfulness-Based Practices
- Turning an Idea into Reality: The Formation of a Peer Suicide Attempt Survivor Support Group
- Clinical Treatment with Adult Probationers*
- Effects and Active Ingredients of Peer Support: Results of an Experimental Study and New Vocational Initiative
- Wherever You Go, There You Are: Mindfulness Tools for Clients and Staff
- The Therapeutic Community: An Evidence-Based Treatment*

* Sessions recommended for Arizona Parent's Commission participants
**Cultural Competency**

- Natural Law and the Jurisprudence of Recovery, Healing and Health
- Improving Client Engagement and Retention in Your Program Through Cultural Competency
- Increasing Organizational Competence in Serving the LGBTQQ Population
- Pathways to Understanding: Clinical Guidelines for Working with Transgender People

**Performance Improvement and Outcomes Measurement**

- The ADHS/DBHS Outcome Framework and Performance Dashboard for Behavioral Health Performance Improvement
- ORS/SRS Across the System: Implementation, Outcomes, and Considerations
- Data-Driven Decisions: Interactive Training and Technical Assistance*
- Outcome Measures: Consideration for Implementation

**Prevention and Crisis Intervention**

- Safety Counts
- Suicide is Preventable: The Next Phase in Addressing Suicide Intervention and Prevention Among Individuals with a SMI
- HIV Screening in Behavioral Health Settings: The Need is Clear
- CIT Police Officer Dispatched – Crisis Resolved; So What???
- Crisis Phone Response Isn't Enough: How Mobile Teams as an Extension of Crisis Phones are Providing Stabilization in the Community
- Mental Health First Aid Certification: An Overview*

**Other**

- Side Step Burnout and Tango with Wellness in the Workplace
- Recovery and Veteran Specific Issues
- Maricopa County Superior Court: Continuity of Care Calendar
- Technology Isn’t a Luxury, It’s a Necessity: Using Modern Technology to Solve Clinical and Business Issues
- Laughing for Clinical Practice Improvement

* Sessions recommended for Arizona Parent’s Commission participants
The Next Generation of Health Care Systems  

**Session 1**  
**Caring for All Who Serve: Navigating Military/Veteran Culture and Systems of Care**  
Nicola Winkel & Thomas Winkel - Arizona Coalition for Military Families  
Over half of the 625,000 service members and veterans living throughout Arizona receive healthcare and behavioral health services from community providers. Is your organization ready to care for all those who serve? With the increased stressors of overseas deployments and reintegration as a result of the current conflicts, it is critical that we continue to build our community's capacity to care for these individuals and families, and strengthen cross-sector collaboration between military, government and community partners. This interactive session will provide practical approaches for navigating the military and veteran culture and systems of care.

**Session 2**  
**The Effectiveness of (a) Program ANEW in Improving Life Quality, and HIV and Hepatitis Knowledge in Hispanics (b) Peer Recovery Coaches for Child Welfare-Involved Families Who Are Affected by Methamphetamine Abuse of Those Who Have Substance Exposed Newborns**  
Stephen James, Richard "Rico" Rivera & Julie Sauvageot - Arizona State University, Center for Applied Behavioral Health Policy  
Two programs in Maricopa County will be highlighted during this session. The ANEW program, which was developed by TERROS and community partners, incorporated the Say-it-Straight program, and HIV and hepatitis workshops. Progress of family life and group life quality, disempowering and empowering communication, as well as knowledge of HIV/AIDS and hepatitis will be reviewed. The Parent-to-Parent program, which is targeted at families who have a substance exposed newborn or who are affected by methamphetamine abuse, used peer recovery coaches to improve client engagement and retention in Arizona Families F.I.R.S.T. Outcomes such as client engagement, treatment duration, and service utilization patterns will be reviewed. Discussion will also include results from qualitative interviews conducted and Information regarding engagement and outreach, needs and preferences of program participants, collaborative efforts, unique characteristics of peer recovery coaches, and perceived systemic, program, and personal challenges and barriers.

**Session 3**  
**Opportunity Knocks in Sobriety**  
Jeannette Garcia & Tim Davis - West Yavapai Guidance Clinic  
Barriers to employment vary as one works with individuals diagnosed with severe mental illness, other mental health disorders, or substance abuse. Using the model of Maslow, vocational training can create positive results in security and esteem needs to self-actualization, medication compliance, and sobriety. Adjusting vocational goals depending on criminal backgrounds will be explained. Learn how Job Club clients present success and share experiences about job searching with various mass communication organizations. Share job leads from various sources. Discuss job search methods, tricks and tips, in addition to developing networking skills.

**Session 4 - Part 1 & 2**  
**Natural Law and the Jurisprudence of Recovery, Healing and Health**  
Ron Sandoval - Chicanos Por La Causa (Corazon)  
Lucy Perez - Chicanos Por La Causa (Centro de la Familia)  
This workshop will introduce participants to Native American Mexican healing traditions and practices based on the Universal laws of nature, as well as teaching Reiki holistic approach as an alternative way of healing in a treatment setting. The workshop will be an interactive, heart to heart, talking circle conducted in a spiritually based (non-religious) manner, and will include prayer, drumming and singing. The participants will engage in a discussion on various topics related to healing traditions and practices. Participants will also have the opportunity to receive Reiki-Traditional Healing treatment.

**Session 5 - Part 1 & 2**  
**Uncovering the Hidden Addiction: An Integrative Approach to Helping Persons with Problem Gambling Concerns**  
Tim Christensen - Office of Problem Gambling, State of Arizona  
Tom Litwicki - Arizona State University, Center for Applied Behavioral Health Policy  
Gambling has become a socially acceptable form of entertainment for most adults and an increasingly significant number of youth. Recent history has seen a considerable increase in the availability and type of gambling, along with increased prevalence of gambling problems within the community. In addition, there is an important correlation between gambling problems and substance use/behavioral health disorders, as evidenced by the recent effort to place gambling disorders in the DSM-V addictions category. These factors result in a need for clinicians to screen for the disorder, have an awareness of symptoms, and available treatment options.
Session 6
The ADHS/DBHS Outcomes Framework and Performance Dashboard
Jay Dunkleberger - ADHS/Division of Behavioral Health Services
David Covington - Magellan Health Services
Noel Gonzalez - The Community Partnership of Southern Arizona
In January, 2011, ADHS/DBHS launched the Outcomes Framework and Performance Dashboard to provide high level, at a glance information across key outcome and performance indicators on both a systemic and contractor specific level. The Framework incorporates nationally recognized outcomes and performance measurements within four primary categories: Outcomes, Access, Service Delivery and Coordination/Collaboration. The measurements included in each category are uniformly collected and analyzed to provide a proactive approach to performance measurement and include both qualitative and quantitative data elements. This session will discuss the value of the dashboard approach for transparency and accountability in general, and include a focus on the different approaches used in each dashboard. Two (2) ADHS/DBHS contractors adopted the state dashboard to communicate performance to the public and encourage best practices by contracted behavioral health providers. The workshop will be delivered in lecture and panel discussion format.

Session 8
Spice, K2, and other Synthetic Cannabinoids: A Lab Perspective
Doug Karmer - TASC, Inc.
This session will include a group discussion about the state of laboratory testing for synthetic cannabinoids. Information will be presented regarding the details of the various legal and illicit products on the market as well as the capabilities, challenges and limitations of monitoring this new substance of abuse. Other non-standard drugs of abuse, such as bath salts and Khat, will also be addressed. A “free-style”, off-topic drug testing Q&A session may be offered as time permits, providing the attendees the opportunity to have questions answered by an experienced laboratorian first-hand.

Session 9
ORS/SRS Across the System: Implementation, Outcomes, and Considerations
Mayday Levvien-Mata, Kelly Klugheir & Danny Rock - La Frontera Center
This session will describe the client-directed outcome informed (CDOI) practice of using the Outcome Rating Scale/Session Rating Scale (ORS/SRS). The presenters will review the ORS/SRS and describe their implementation strategies. Exploration of successes, as well as barriers, to implementation will also be reviewed. Outcomes provided over the six months of agency use, including: adult individual therapy, child and family therapy, and adult group therapy will be shared. Clinical, administrative, and system-wide perspectives will be provided by a child and family therapist, an adult therapist, an adult clinical supervisor, and a cross-agency z.

Session 7
Safety Counts
Brin Scott - TERROS
Safety Counts is an Effective Behavioral Intervention (EBI) that is recognized by the CDC as a successful treatment engagement and harm reduction program. The program is incentive based where participants have the opportunity to reflect on their addictions and/or support of those with addictive behaviors that include injection drug use and/or crack use. Explanation of how HIV and sexually transmitted infectious diseases (STIs) are transmitted will be discussed. Participants will be provided with tools that then translate through the stages of change.

Session 10
Improving Client Engagement and Retention in Your Program Through Cultural Competency
Stefanie Keefe, Marylyn Valencia & Sonia Villarreal - COPE Community Services, Inc.
Having difficulty keeping clients in your program? First impressions matter! Culturally mindful practices can help improve client engagement and retention in your program. This workshop will use evidence found in our SAMHSA program that supports that cultural awareness must be included at three levels: program planning, implementation, and evaluation. This inclusion is seen as verbal and nonverbal actions and can help determine whether a member will return, complete, and benefit from a program. This workshop will also discuss the use of evidence-based treatment approaches that incorporate cultural competency. Integrating these strategies in your program will lead to improved client engagement and retention.
Session 11
The Role of the Behavioral Care Provider in a Primary Care
Pedro R. Choca - Arizona State University, School of Letters & Science
This presentation will discuss exciting and challenging changes in the role of traditional behavioral health professionals, as increasing opportunities arise to work in primary health care settings and medical home environments. The speaker will present practical information on how a Behavioral Care Provider (or BCP) can develop his or her role in primary health care settings, the skills required, the function of the Handover, and the method for providing feedback to Primary Care Physicians (PCPs). Information will also be offered on how this role differs from the traditional roles of counselors, psychotherapists, or psychologists, and how traditional evidence-based methods of psychotherapy can be adapted to this new and exciting role for behavioral health professionals. This information will be based on the curriculum of ASU’s Doctor of Behavioral Health Program, which was developed by Dr. Nicholas Cummings and others, and will also include concepts from the Biodyne Model.

Session 12
The Mindful Community: Creating Sanctuary and Restoring Lives Through the Transformative Power of Mindfulness-Based Practice
Mary Stanton & Robin Rettmer - Amity Foundation
Mindfulness practices, which allows individuals to be more fully present during the treatment process, has significant implications for providers as they are confronted with decreased funding and shorter periods of enrollment. Mindfulness skills also assist the practitioner in identifying personal thoughts, feelings, and reactions, decreasing transference and reducing burn-out. This experiential presentation explores the benefits of increased moment-by-moment, non-judgmental awareness, and the cultivating of an open and accepting orientation toward personal experiences and the experiences of others, for individuals, families, and professionals. Through this presentation participants will recognize the personal and collective transformation that is possible when we become more mindful, and the growing need for mindfulness in our world today.

Session 13 - Part 1 & 2
Data Driven Decision: Interactive Training and Technical Assistance
Jeanne Blackburn - Arizona Governor’s Office for Children, Youth & Families
Shana Malone - Arizona Criminal Justice Commission
This session will disseminate data on alcohol, tobacco and other drugs and the consequences associated with their use. Presenters will demonstrate the Community Data Project (CDP)’s interactive website’s mapping and data file functions that allow users to select data elements including geographic units of analysis (e.g., state, county, coalition) most relevant to their work plus have them delivered in a variety of formats (e.g., maps, Microsoft Excel tables, graphs, etc.). Presenters will assist participants to download charts, tables and figures and help them interpret the meaning of the data as it relates to the work in which they are involved.

Session 14
Turning an Idea into Reality: The Formation of a Peer Suicide Attempt Survivor Support Group
Gabriella Guerra - Magellan Health Services of AZ
Patti Ritchie - Williams - Crisis Response Network, Inc.
Katie Ayotte – Independent Contractor
Larry Villano – TERROS
The presenters will discuss the long and sometimes arduous journey it took in moving a Peer Suicide Attempt Survivor Support Group from conception to fruition. Clinicians and suicide attempt survivors developed this model to provide a stigma-free venue for individuals who survived a suicide attempt to share thoughts and feelings, and to give and receive support. Understanding the importance of analyzing an idea or program from all angles is a critical step in getting a program off the ground. Participants will leave with an outline of the process taken to get this program started and the lessons we learned.

Session 15 - Part 1 & 2
Side Step Burnout and Tango with Wellness in the Workplace
Julia Summers - West Yavapai Guidance Clinic
This workshop will list the signs and symptoms of stressors that can lead to workplace burnout. Additionally, there will be a focus on productivity and discussion of the main workplace stressors (e.g. caseloads, paperwork requirements and achieving a balance to provide the highest quality of care possible). Strategies and resources for workers and organizations will be presented to implement healthier workplace environments through time management skills, worker incentives, team building and others tips for starting your own workplace wellness program.
Session 16 - Part 1 & 2
Screening, Brief Intervention, and Referral to Treatment: An Evidenced-Based Intervention Strategy
Thomas E. Freese & Beth Rutkowski - UCLA ISAP/Pacific Southwest ATTC
This extended workshop will begin with an overview of the background and rationale for conducting screening, brief intervention, and referral to treatment in Federally Qualified Health Centers (FQHCs) and other medical settings to assist participants in moving toward provision of integrated behavioral health and primary care services. Next, the presenters will describe detailed screening procedures that can be used to identify patients engaged in risky substance use-related behaviors. Lastly, the presenters will review specific brief intervention techniques that can be used to raise patients’ awareness of risk and motivate them to change their at-risk behavior and/or seek treatment.

Session 17
Outcomes Measures: Consideration for Implementation
Manuel Medina & Peggy Case - TERROS
This workshop will present the five elements necessary for a clinical outcomes measures system in agencies that merge both cost and clinical outcome measures, based on a random sample study of 100 clients in our treatment system. A brief description of the four current elements of quality and their use in our current system will be provided. The use of clinical scales measures and the roles of therapists and clinical supervisors to keep successful implementation of outcome measures will be discussed. The use of cost of services as part of the clinical discussion and implications for program/agency policy will also be highlighted.

Session 18
Enhancing Substance Abuse Services by Improving Interagency Linkages
David E. Duffee & Tom Litwicki - Arizona State University, Center for Applied Behavioral Health Policy
Pat Robison - Yavapai County Adult Probation Department
CJDATS II is a national project funded by NIDA to study the implementation of evidence supported substance abuse treatments for offenders. This session will review various approaches to improving service access for substance abusing offenders, comparing individual, intra-agency, and interagency approaches. The Organizational Process Improvement Intervention Manual developed by CJDATS II to improve assessment, case planning, service referral, and service activation will be illustrated using practice examples tailored to audience interest. The research evidence about characteristics of successful implementation efforts will be examined, and participants will have a chance to discuss how this evidence applies to their own situations.

Session 19
Recovery and Veteran Specific Issues
Roberta Howard - NAZCARE, Inc.
Veterans and returning military personnel have very specific life changes that affect recovery and transition into civilian life that generally poses barriers to re-integration to family and community. Once the specific recovery issues are addressed specific coping skills and tools may be utilized in order for one to begin the journey on the pathway to recovery. An understanding of Veteran specific issues allows health care providers and family to better address issues and formulate wellness and family plans with significant outcomes in recovery.

Session 20
Trauma Informed Care and Use of Community Based Participatory Research
Nitika Singh, Chaz Longwell, Diane Anderson, Robert Sorce, Kathy Bashor & Teresita Oaks - ADHS/Division of Behavioral Health
Although exact prevalence estimates vary, there is a consensus in the field that most consumers of mental health services are trauma survivors and that their trauma experiences help shape their responses to outreach and services. This interactive presentation offers an opportunity to learn about trauma-informed care -- an approach to engage people with histories of trauma by recognizing the presence of trauma symptoms and acknowledging the role trauma has played in their lives. Presenters will explain how to adopt Community Based Participatory Research (CBPR) methods to engage and partner with members, family members and stakeholders to design and implement strategies to enhance the behavioral health system. A discussion of DBHS’s trauma informed care initiative and the use of statewide dialogues for conducting needs assessment and creating awareness will be lead.

Session 21
The Arizona Medical Marijuana Program, Substance or Just Smoke
Don Harrington – Arizona Department of Health Services
In November 2010, voters passed the Arizona Medical Marijuana Act. The citizen initiative (Proposition 203) called on the Arizona Department of Health Services to create a medical marijuana program within 120 days from the official election results. Arizona has taken a different path than states that have previously instituted a medical marijuana program. The differences include philosophical and pragmatic approaches designed to make Arizona's program effective where others have failed. This session will provide information on this new program including how patients qualify, requirements for identification cards, dispensary certificates, physician requirements and other information including what is prohibited under the Act.
Session 22
Open Access and Other Top Six Things to Do Now to Prepare for Healthcare Reform
David Lloyd - M.T.M. Services
This workshop will provide an overview of the top six areas that need to be addressed to ensure effective participation in healthcare reform service delivery models as follows:
(1) Open/Same Day Access to Treatment Capacity, (2) Centralized Scheduling Implementation including Integrating Scheduling Rate Templates and Cancellation Back Fill Protocols including Implementing No Show/Cancellation Management Principles including an Engagement Specialist to Provide Qualitative Support, (3) Cost Based Key Performance Indicators for all Staff, (4) Assessing Current Caseloads and Implementing Internal Levels of Care/Benefit Package Design Models, (5) Implementing Collaborative Concurrent Documentation Model and (6) Designing and Implementing Internal Utilization Management Processes.

Session 23
Creating Balance: Intervening in the Chemical Dependency Cycle through Awareness, Physiology and Nutrition
Alice Allbrio - Verde Valley Guidance Clinic, Inc
The workshop purpose is to integrate endogenous opiate receptor information with physical health, emotional balance and the addictive cycle. Physiological facts, nutrition, exercise, awareness, actions and reactions will be analyzed using simple non-scientific language. The participants will learn the interconnections and be able to identify practical strategies to intervene in the addictive cycle.

Session 24
Integrating Treatment and Housing Services for Homeless Veterans: A Recovery-Oriented System of Care Approach
Nick Jones, Tom Litwicky & Katy Scoblink - Old Pueblo Community Services
Martin Twohill - Department of Veterans Affairs, Southern Arizona VA Health Care
Vicki Staples - Arizona State University, Center for Applied Behavioral Health Policy
Behavioral health providers are increasingly challenged to offer services to veterans with a wide range of service/comb experience. This may include Vietnam Era Veterans experiencing chronic homelessness, as well as OEF/OIF Veterans with recent traumatic brain injury and/or other persistent mental health concerns. Providers may meet this diverse need by integrating services with the Veterans Affairs. This session provides demographic and clinical data along with demonstration of an integrated services model provided by Old Pueblo Community Services. This includes housing and services within an emerging Recovery Oriented System of Care funded by SAMHSA through the EMPOWR grant.

Session 25
Suicide is Preventable: The Next Phase in Addressing Suicide Intervention and Prevention Among Individuals with a SMI
David Covington - Magellan Health Services of Arizona
Katie Ayotte - Suicide Survivor, Peer Mentor
The Central Arizona Programmatic Suicide Deterrent System Project was launched in 2009 to address the issue of high suicide rates among those with serious mental illness. Since then, the project has made enormous strides in training behavioral healthcare professionals to recognize symptoms of suicide and counsel individuals with a SMI. Now, the project is expanding to implement an innovative clinical care and intervention framework, and enhanced engagement tactics designed to increase the longevity of this high-risk group. The workshop will break through misperceptions among public sector behavioral healthcare that suicide prevention is a peripheral—not a core business.

Session 26
Maricopa County Superior Court: Continuity of Care Calendar
Stan Alexander - Court Liaison, Magellan Health Services
Linda Shaw - Office of the Maricopa County Public Defender
Hon. Michael D. Hintze - Maricopa County Superior Court
Rebekah Trexler & Penny Stinson - Maricopa County Adult Probation
Dawn Noggle - Maricopa County Correctional Health Services
The Continuity of Care Calendar in the Maricopa County Superior Court offers the opportunity for early identification and coordinated planning for persons with co-occurring disorders entering the criminal justice system. This coordination maximizes opportunities for pretrial release and linkage to comprehensive services including care coordination, access to medication, and co-occurring disorder treatment which assist defendants in complying with conditions of pretrial release. Building relationships across agencies has allowed for prompt access to benefits which must be in place on the day of release in order to allow for success in transition back into the community.

Session 27
Technology Isn’t A Luxury, It’s A Necessity: Using Modern Technology to Solve Clinical and Business Issues
Shanna Palumbo - Crisis Response Network, Inc.
Holly Dixson - Crisis Response Network, Inc.
Justin Chase - Magellan Health Services of AZ
This workshop demonstrates to participants how technology can help answer clinical and business problems such as workforce management, business continuity and clinical oversight. Technology helps us provide data that shows efficiencies and outcomes. Participants will hear the payer’s perspective on the type of data they need to see to impact their funding decisions.
**Wednesday - 4:00-5:30pm**

**Session 28**  
HIV Screening in Behavioral Health Settings: The Need is Clear  
Alyssa Bittenbender - University of Arizona, Arizona AIDS Education and Training Center, College of Medicine  
It is estimated that 25% of HIV positive individuals are unaware of their infection. These individuals are 3.5 times more likely to transmit the virus. Psychological disorders such as depression, anxiety, self destructive behaviors, and negative states of mind (e.g. anger, pessimism) are associated with high-risk sexual behaviors. These behavioral health conditions are also associated with drug abuse and addiction, which can increase HIV risk through needle sharing and decreased safer sex practices. It is imperative that mental health professionals screen patients for HIV risk and recommend screening. Learn the importance of early HIV diagnosis, treatment and intervention to decrease HIV transmission and related morbidity in positive individuals.

**Session 29**  
Open Access and other Top Six Things to Do Now to Prepare for Healthcare Reform (REPEATED)  
David Lloyd - M.T.M. Services  
This workshop will provide an overview of the top six areas that need to be addressed to ensure effective participation in healthcare reform service delivery models as follows:  
(1) Open/Same Day Access to Treatment Capacity, (2) Centralized Scheduling Implementation including Integrating Scheduling Rate Templates and Cancellation Back Fill Protocols including Implementing No Show/Cancellation Management Principles including an Engagement Specialist to Provide Qualitative Support, (3) Cost Based Key Performance Indicators for all Staff, (4) Assessing Current Caseloads and Implementing Internal Levels of Care/Benefit Package Design Models, (5) Implementing Collaborative Concurrent Documentation Model and (6) Designing and Implementing Internal Utilization Management Processes.

**Session 30**  
Increasing Organizational Competence in Serving the LGBTQQ Population  
Karen Chatfield, Pat Penn & Davin Franklin-Hicks - La Frontera Arizona  
La Frontera Arizona staff will discuss steps their agency is taking to improve services to LGBTQQ clients and staff. They will present: focus group findings and service enhancement suggestions from LGBTQQ clients who have co-occurring conditions; ongoing initiatives at the organizational, community, and State level designed to improve service provision to LGBTQQ clients, and how to use information gathered from clients and staff to implement action-oriented work plans; a personal transition (FTM) in the workplace, the steps taken by the agency to facilitate that, challenges faced by transgender clients, and what may be done to meet those challenges.
Session 31 - Part 1 & 2
Community Concerns: Prescription Drug Abuse and Drug Endangered Children and Children of Incarcerated Parents
Richard Rosky - High Intensity Drug Trafficking Area, Southwest Methamphetamine Initiative
Jeanne Blackburn - Arizona Governor’s Office for Children, Youth & Families
The first part of this two-part session focuses on preventing prescription drug abuse by providing participants with information on pharmaceutical drug abuse and diversion trends, the warning signs of abuse, and the demographics of abusers. It also examines how to investigate and prosecute diversion cases. The second part provides information about drug-endangered children; including the statewide and federal level efforts to address their needs, and provides instructions on how to establish a local Alliance for Drug Endangered Children (DEC). Finally, participants will learn how to request further free training and technical assistance related to pharmaceutical drug abuse and drug-endangered children.

Session 32
Individual and Program Characteristics Associated with Mental Health and Substance Abuse Treatment Utilization Among Adults Who Are Homeless
Kristen Bean & Michael Shafer - Arizona State University, Center for Applied Behavioral Health Policy
Mental health and substance abuse treatment, as well as housing, have been crucial to the recovery of adults who are homeless. Data from a Vulnerability Index survey conducted with homeless adults in the Greater Phoenix area were analyzed to learn about individual characteristics associated with mental health and substance abuse treatment utilization. This presentation will provide the findings from this analysis, including how age, gender, ethnicity, health insurance, physical illness, mental illness, and substance abuse were associated with treatment utilization. Many of the homeless adults in the sample were housed by Project H3 using a housing first model and Navigation services. Preliminary results of a program evaluation of Project H3 demonstrate that adults who were homeless who received housing and Navigation services increased their treatment utilization and recovery.

Session 33 - Part 1 & 2
Pathways to Understanding: Clinical Guidelines for Working with Transgender People
C. Michael Woodward, Janet Putnam - LGBTQ Behavioral Health Coalition of Southern AZ
Davin Franklin-Hicks - La Frontera Center, Inc
The behavioral health needs of transgender people are an underrepresented and often misunderstood area of clinical practice. This session will provide clinicians with diagnostic information, therapeutic strategies, and an overview of the clinical needs of transgender people seeking behavioral health services. We will explore issues surrounding gender identity and how to assist and support your transgender client with the gender assessment and transition process—especially within Arizona’s publicly funded health system. Participants will gain an introductory understanding of how to work with transgender people in a culturally sensitive manner. Two-part workshop; participants are encouraged to attend both sessions.

Session 34
The ADHS/DBHS Emergency Department Initiative
Lisa Shumaker & Markay Adams - ADHS/Division of Behavioral Health Services
In 2010, ADHS launched an initiative to decrease morbidity and mortality of persons with behavioral health conditions who present to emergency departments (EDs). An assessment compared rates of ED visits for poisonings and self-inflicted injuries to resources for screening and brief intervention. Key informant interviews with hospital administrators, physicians, nurses, and social workers illuminated training needs and barriers. This data informed the development of an on-line simulation training for ED professionals to develop skills for assessment and brief intervention and a tool kit including a manual, aftercare materials for patients and their loved ones, as well as referral decision trees. RBHAs worked with hospitals to encourage completion of the on-line training and adoption of policies in support of screening and referral.

Session 35
Bridging the Gaps: Agencies Working Together to Provide Re-Entry Planning for Women with Co-Occurring Disorders
Shelly Curran - Magellan Health Services
Sherry Johnston - Maricopa County Adult Probation
Karen Hellman - Arizona Department of Corrections
Thelma Ross - National Council on Alcoholism and Drug Dependence
Female offenders have high rates of mental illness, substance abuse, and past trauma. They often struggle with employment, family issues, transportation, and housing. Due to poverty and gaps in access to publicly-funded health care and services, female offenders can easily “fall through the cracks” during the critical reentry period. No single agency or funding source is able to meet every need of women with co-occurring disorders transitioning back into your community. In this workshop, the panel will discuss how effective collaboration and leveraging of resources including grant funding and existing cross agency relationships leads to successful re-entry from prison.
Session 36
Laughing for Clinical Practice Improvement
E. J. (Elizabeth) Scott - Certified Laughter Yoga Teacher
This session will introduce the participant to Laughter Yoga and will provide information on the history of the movement and what the benefits are to one’s physical and mental health. Learn how to laugh for absolutely no reason, and how to use this tool to boost the immune system; increase “feel good” chemicals in the brain; lower physical pain; increase joyfulness; how to stay in the now and not worry about the past or the future; increase energy and build self-confidence. This session will include laughter practice, demonstrating the therapeutic benefits. Great for professionals needing to lower stress and prevent burnout and for providing a fun and rewarding tool for individuals in recovery.

Session 37
CIT Police Officer Dispatched – Crisis Resolved; So What???
Nick Margiotta - Phoenix Police Department
Jim Stringham & Justin Chase - Magellan Health Services
John Hogeboom - Community Bridges
CIT Programs are effective at reducing injuries and incarceration, but is that really all we want to achieve? We will discuss the critical role and often missed component of effective CIT Programs – having your region’s behavioral health system be responsive to law-enforcement’s needs: “No-wrong-door” Philosophy, Expedient Service, and Community Stabilization. Without these, jail-diversion frequently ends up being merely “window-dressing.” We’re aware of the “Revolving-Door to Jail,” but there’s another phenomenon which frequently occurs – the “Revolving-Door to the Crisis System.” In response, a new pilot “post-crisis” peer-driven program, Crisis-Transition Navigation was created to link individuals to long-term community treatment after a crisis encounter.

Session 38
The Evolving Paradigm of Recovery-Oriented Behavioral Health Care Program Design
Arthur C. Evans - Philadelphia Department of Behavioral Health & Intellectual DisAbility Services
Converging paradigmatic shifts are underway in the field of addiction treatment and the broader arena of behavioral health care. The paradigm shifts being advocated involve dramatic changes in addiction treatment services philosophies, service technologies, service roles and relationships, and the relationship between service organizations and other community recovery support resources. There is little within the existing system of addiction treatment that will not be challenged in the coming decades as new service roles (recovery coaches, recovery support specialist, personal recovery assistants) and recovery support organizations (community recovery support centers) emerge and stand-alone levels of care become obsolete within the transformed world of addiction treatment. These changes will exert a profound influence on the program design and service delivery in addiction treatment organizations. This session will explore these changes and associated implications for provider organizations.

Session 39
Leading in the New Economic Realities
Nan Carle - Arizona State University, Center for Applied Behavioral Health Policy
It’s how we act in the worst of times that we tell the world who we really are. The economic downturn has had serious implications for behavioral health services in Arizona. Services have been limited, some have been terminated and others are a dream of years past. It is an awkward time to demonstrate leadership and wisdom. Still we can use our knowledge and talents in new ways in support of people with issues related to behavioral health. This workshop will offer a framework for managing in the realities of the new economy. The concepts underpinning this work are recognized as conversational leadership and making wise decisions. Participants will have an opportunity to explore what the framework means in their work situation and will develop personal action steps that are relevant and important to them.
Session 40
Project H3: A Recovery-Focused Primary Care/Behavioral Health Cross-System Community Initiative to Solve Chronic Street Homelessness
Nick Margiotta - Phoenix Police Department
Joan Serviss - AZ Coalition to End Homelessness
Mike Shore - HOM, Inc.
Mattie Lord - UMOM
Brad Bridwell - AZ Department of Veteran Affairs

Project H3, is a grassroots community initiative, designed to house and support the 50 most medically vulnerable chronically homeless individuals in the Phoenix Metropolitan area. Project H3 seeks to demonstrate that we can solve chronic street homelessness through a unique emphasis on Recovery – not simply an absence of symptoms or retaining an apartment, but the reclaiming of a satisfying life. It is a unique cross-system approach of fashioning an integrated method of accessing health care, behavioral health and psycho-social supports. This is possible due to the uniquely designed “H3 Navigator” role, based on best-practice peer-delivered services, to help participants achieve Recovery. We will discuss preliminary research data indicating a statistically significant improvement in accessing treatment and more importantly Recovery.

Session 41
Translating the Lessons of Implementing EBPs into Community-Based Agencies: Multi-System Collaboration, Accountability in Supervision and Outcomes for Youth and Families
Danielle Gutowski, Timothy Dunst & Steve Ginsberg - Touchstone Behavioral Health

In the decade since Touchstone Behavioral Health first started implementing evidence-based programs, the behavioral health landscape in Arizona has certainly changed. Although the term “Evidence-Based” is used frequently today, Touchstone remains the only agency in Arizona to implement multiple evidence-based models. We understand that many agencies cannot necessarily purchase “off the shelf” models (MST, FFT, BSFT) in these difficult fiscal times. However, agencies can utilize some of the strategies of the EBPs to increase successful outcomes for youth and families.

Session 42
Clinical Treatment with Adult Probationers
Karen Lewis & Bruce Isit - Maricopa County Adult Probation

The Treatment Protocol and Tracking Program (TPTP) assess the needs of the probationers/clients for short term compliancy issues with probation as well as long term transition to the community. TPTP utilizes assessment tools to address substance abuse and criminogenic factors by administering the OST, FROST, ASUS and ASAM through evidence based practice. It also utilizes rating scales developed by Dr. Scott Miller to determine efficacy of treatment and relationship with the probation officer. This project also details how the defendant views his/her progress on a week to week basis.

Session 43
Effects and Active Ingredients of Peer Support: Results of an Experimental Study and New Vocational Initiative
E. Sally Rogers & Mihoko Maru - Boston University, Center for Psychiatric Rehabilitation
Jennifer Hinkel & July Cohee - Recovery Innovations

Peer support programs have burgeoned but rigorous empirical data is lacking. The purpose of this project was to: 1) examine the effectiveness of a “Recovery Coach” (RC) intervention with individuals undergoing a short-term civil commitment; and 2) examine the “effective ingredients” of the RC intervention in promoting recovery. A total of 150 individuals, with their full consent, were recruited and assigned to receive RC services or to receive a variety of other services. We report on the recovery outcomes experienced and on the results of a qualitative sub-study of effective ingredients. We also describe a new vocational RC study currently underway.

Session 44
The Therapeutic Community: An Evidence-Based Treatment
Rod Mullen - Amity Foundation

Over fifty years ago, Therapeutic communities (TCs) emerged as a mutual self-help alternative to mainstream medical and mental health treatments for substance abuse disorders. Unlike most treatment modalities, practice preceded theory, as the method was developed and evolved by addicts themselves, and only later codified. Traditionally, TCs have provided services to populations with significantly higher levels of dysfunction than other treatment modalities; and thus a significantly less hopeful treatment prognosis. However, for those who complete TC programs, the improvements in drug-free status, social functioning, crime reduction, and employability are impressive. An integral part of Amity Foundation’s Teaching and Therapeutic Communities is the implementation of the Extensions curriculum, designed for adult substance abusers with extensive histories of violence, victimization, incarceration, and relapse. This presentation will examine these effective interventions, the international scope of therapeutic communities, and will summarize findings and conclusions of outcome research.
Session 45
Crisis Phone Response Isn’t Enough: How Mobile Teams as an Extension of Crisis Phones are Providing Stabilization in the Community
Larry Villano – TERROS
Mary Gibson – EMPACT
Patti Ritchie-Williams - Crisis Response Network, Inc.
Justin Chase – Magellan Health Services of AZ
Mobile teams are community-based and coordinate with law enforcement, VA, Fire, and probation. By being the first to reach individuals in distress, mobile teams can analyze the situation and determine the best course of action. Participants will understand what effective mobile teams look like. The results of a nationwide mobile team survey will be shared, analyzed, and best practices discussed. Participants will learn how collecting and packaging data can show improved outcomes that could result in more state resources for their behavioral health program. Participants will leave this workshop with a plan to build or enhance their current mobile teams.

Session 46
Life Coaching for Successfully Navigating Community Life In Higher Education, On the Job and in Relationships with Others
Nan Carle & Michael Shafer – Arizona State University, Center for Applied Behavioral Health Policy
This session will offer information about our Coaching approach and the research design for continuous improvement. We will also give a real time experience of peer coaching for CABHP has launched the Initiative for Inclusive Communities (IIC), a Life Coaching service for adults with multiple disabilities. With the recent changes in funding and the ensuing decrease in opportunities, many adults have found that they are more isolated, lonely or depressed, and have a low self concept about what is possible for living a full and meaningful life as valued members of our communities. Expectations, which may have been low in the past, have plummeted to new lows about getting - or keeping a job; about having relationships or about going to college or a university. IIC has developed a Life Coaching program to supporting people to dream again – and to pursue those dreams. Our coaching practice is focused on helping people toward long term excellence with the tools to correct their own triggers and be successful in life paths. We support individuals to strengthen their family connections and grow new and deep friendships to sustain them over a lifetime – and particularly when their parents are no longer available to serve as their main supports.

Session 47
Business Coaching Program
Maggie Kasperek - Cenpatico of Arizona
The Cenpatico Business Coaching Program was developed with the principle of recovery as a cornerstone. The participants who take part are excited about their futures, what they can do versus what they may have been told in the past. The Cenpatico Business Coaching program encourages taking risks. The participants are given an opportunity to identify their passions and how their passion could become a business. The program makes the participant an equal with other business people in their community.

Session 48
Wherever You Go, There You Are: Mindfulness Tools for Clients and Staff
Pat Penn - La Frontera Arizona
Mindfulness methods have been shown in a rapidly growing empirical literature to be evidence-based practices for stress management and a variety of conditions. Clients and staff of community behavioral health centers report that stress has a major negative impact on work, addiction relapse, mental and physical health and quality of life. This small group class will be primarily experiential. Several mindfulness based exercises for stress management will be taught and practiced. These tools are practical for staff and clients to use. They are easy to learn and teach.

Session 49
Mental Health First Aid Certification: An Overview
Melinda Vasquez, Rodney Staggers & Diane Taylor - Cenpatico of Arizona
Mental Health First Aid (MHFA) is a program that teaches family members, friends, teachers, coworkers, and neighbors how to recognize and help someone who may be developing a mental health problem or experiencing a mental health or substance abuse crisis. This workshop will provide an overview of what the process is to become a certificated instructor in MHFA as well as the population that this program is designed to assist.
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