

Did You Know?

COPE was incorporated in 1979, under the name *Community Opportunity for Personal Enrichment (C.O.P.E.)*. In 1990, C.O.P.E. merged with *Pima Alcoholism and Substance Abuse Rehabilitation (PASAR)*, changing to *COPE/Pasar*. In 1993 *COPE/PASAR* changed to *COPE Behavioral Services, Inc.* In 2006 we arrived to our current name *COPE Community Services, Inc.*

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Esprit de COPE² by René Pacheco

Last Year I wrote an article for this newsletter entitled "Communication is Key." The purpose of the article was to reiterate the importance of communication within our organization, and how this newsletter is an important component of sharing information. The ever-evolving COPE newsletter has gone through reformat and a few name changes. After a brief hiatus and some internal discussions, the newsletter has evolved yet again. While the name Esprit de COPE still remains, and aesthetically the layout is almost the same as before, the content will be different. The initial purpose of the newsletter was to be informative and entertaining and, over the course of a couple of years, we have noticed a shift in what staff prefer to see in a newsletter.

A newsletter should be informative, with updates from all departments within the organization. Programs should have an avenue to share success stories, both staff and client related. Information relating to Human Resources should be clear and concise and readily available and, above all else, a newsletter should be fun. When you combine all these ingredients, the result is our newsletter. In addition, this newsletter will not be printed and will only be accessible online. We can call it Version 2.0, or Esprit de COPE2, but one thing we can all agree on is that this is an important tool. The newsletter helps to disburse clear information to staff so everyone is on the same page and moving in the same direction.

I invite everyone to share ideas and suggestions on what you would like to see in the newsletter. This evolving "bulletin board" is a great way to stay connected and stay apprised of everything "COPE"—past, present, and future.

If you have additional questions or suggestions, e-mail Communications@copecommunityservices.org or call Rene Pacheco at 520.792.3293.



Also Inside...

• CEO Message

• QoL Pharmacy

• Non-TXIX Information
and More!

CEO Message by Tom Donovan

A comment regarding communication made on COPE's recent Staff Survey (results will soon be shared with each site) pointed to an opportunity for me. The individual who commented stated that more direct interaction should take place between the CEO and staff. In response, I will schedule times to visit sites to be available for conversations requested by staff. These visits will come with no expectations. I'm happy to talk with you for five seconds or 20 minutes. The goal is to strengthen or establish relationships, hear what's on people's minds, and contribute to a work environment where people are comfortable speaking up.

The concept of "speaking up" is important. Some time ago I had an email exchange with Amy Edmondson, Professor of Leadership and Management at Harvard Business School. Amy studies what she calls latent voice episodes, those "moments at work when someone considers speaking up about an issue, problem, or an improvement opportunity. We (Dr. Edmondson and her colleagues) are interested in how people think about speaking up." Speaking up should never involve actual or perceived risk or be a waste of time. Senior management and supervisors should care about whether COPE staff speak up or not, and whether there are things we can do to increase the likelihood that staff will feel comfortable telling others, especially supervisors, what's on their mind.

The secret to creating an environment of open and honest communication is for all staff, especially supervisors, to demonstrate openness to and interest in staff input and a willingness to act on it whenever reasonable and possible. Although no evidence that this is a problem at COPE has been presented, (a) this is a critically important aspect of any positive organizational culture, and (b) this and all COPE values need constant affirmation and attention.

I have been somewhat surprised at some of the comments made on the Staff Survey over the past few years. Why hadn't I heard "that" before or why wasn't "this" brought to someone's attention? In an environment where employees are comfortable speaking up, issues have a better chance of being effectively resolved quickly through open discussion. This, in turn, leads to stronger, more positive and productive working relationships. Open and honest communication is the key.



Tom Donovan, CEO

Introducing QoL by Christina Anaya-Silva

In an effort to provide integrated health care services to our clients, COPE has partnered with Quality of Life (QoL) meds to provide pharmacy services to clients and staff and their families. QoL meds is a specialized pharmacy that delivers pharmaceutical care within Community Health Centers across the United States. COPE and QoL have opened a pharmacy at the Mesquite Clinic, with a pharmacist on site. The Coady and La Cholla sites will have satellite offices that are staffed with a Clinical Medication Coordinator (CMC) to assist with medication services.

On September 5, the Mesquite/QoL pharmacy held an open house to formally introduce the new pharmacy and services to staff. The benefits to having a pharmacy on site are: convenience (prescriptions can be mailed to individuals' home addresses), improved communication within the treatment team, and competitive pricing. The CMC will work as the liaison between the pharmacy and satellite locations. Due to Arizona pharmacy law, clients/patients will not be able to pick up their medications from the CMC's located in the satellite locations. However, clients/patients can pick up their medications from case managers or nurses or the medications can be mailed to the client/patient at no additional cost. Packaging of medications will be tailored to the needs of each client/patient. This includes, but is not limited to, weekly, bi-weekly, or monthly packaging with a multitude of dispensing options. Please make sure your clients know about the new pharmacy services. The pharmacy and satellite offices will provide services Monday through Friday from 8:30am – 5:00pm. For additional information on the services offered by QoL, call (520)917-0768.



Have a Suggestion for the Newsletter? Let us know, email communications@copecommunityservices.org

What is Going on in the World of SMI Non-XIX?

by Abdou Thiouf

As of July 1, 2012, the State of Arizona increased the behavioral health funding for services to clients who have Seriously Mental Illness (SMI) and are not eligible for AHCCCS (Arizona's Medicaid system). The additional covered services for SMI Non-XIX clients are: Case management (as recommended by doctors and nurse practitioners, supported employment, self-help peer services, family support, supported housing (under certain criteria), living skills training, health promotion/education, personal assistance, non-emergency transportation (with limitations), and unskilled respite care. Also, there are changes to the medication formulary and some brand name medications are added to benefits. CPSA requested that providers meet with the SMI Non-XIX clients by September 30, 2012, to complete a screening tool and develop either a treatment plan or a self developed recovery plan (SRDP). The purpose of the screening tool is to determine the level of service for each client. Depending upon the result of the screening, SMI Non-XIX clients can be assigned to a case manager, to an Intensive Recovery Team, to a recovery coach, or be on medication only.

To complete this project, COPE has created 15 new positions, including six recovery coaches, six skills navigators, and three SMI Non-XIX case managers. Six team leaders are designated to oversee this project.

Over the past two months, the SMI Non-XIX teams have been working very hard with the providers and the clients to have the screening tools and the service plans/SRDP completed on time. MIS has been a big help providing the tools necessary to monitor this project.

Supported Housing Funds: FAQs

by Dia Barney

Who is eligible for supported housing funds? Supported housing funds are available for clients who are Seriously Mentally Ill (SMI). Both clients who are Title XIX and Non-XIX are eligible, but we have more funds available for Title XIX clients.

Can I use supported housing to buy furniture for clients? No, furniture is not covered. Lists of what is covered can be obtained from your site housing liaisons.

I heard supported housing can pay for cable bills. Could that be true? Supported housing can pay for essential utility bills (electric, water, sewer, trash, and gas). It cannot be used for cable, phone, or car-related expenses.

How do I receive the checks or gift cards? Checks will be mailed to the party receiving payment (not to the client). Gift cards will be made available to the staff who will be shopping with the client. If a check is going to be picked up, please indicate on the check request. Checks can be picked up by COPE staff or by the check recipient but not the client.

What is the best way to communicate with housing about these requests? The fastest way is to email Theresa Perez or Dia Barney (tperez@copecommunityservices.org or dbarney@copecommunityservices.org, respectively). Site housing liaisons are also a good resource.

The Unity Program Says its Final Goodbye

by Erica Beca

The Unity Program, located at 85 W. Franklin Street, will cease operation on September 28, 2012, after three successful years of providing services to individuals in need of substance abuse services. Since October 2009, the Unity Program has provided case management, intensive outpatient services, and recovery support services to hundreds of people in the Tucson area. The Unity Program is a collaboration of several agencies with a common goal of providing substance abuse services free of charge to people in our community who would not have been able to get help otherwise. Services provided were mainly groups, case management, and intensive outpatient services. Turn Your Life Around, Inc. (TYLA) and the SOBER Project provided recovery support services, such as vocational assistance, resume development, 12 Step and SMART Recovery meetings. The Meth Free Alliance was an important component of the Program offering a warm-line to those in need of assistance or referrals. COPE, TYLA, and the SOBER Project employees were located at the same facility in order to successfully promote a recovery oriented system of care.

While the Unity Program will officially end on September 28, 2012, 12 Step and SMART Recovery meetings will still be available through TYLA and the SOBER Project. Pastor Larry can be contacted at 520-404-6237 for details about the 12 Step meetings, and TYLA can be reached at 520-887-2643 if you have further questions.

The staff from the Unity Program would like to thank all staff, clients, community agencies, and collaborators for all the support, participation, and referrals. Special thanks are extended to Mary Specio-Boyer and Veronica Soto for their help. Without them the funds to support the Unity Program would not have existed. We are elated to have served so many people and help make positive changes in their lives.

Community Corner

by René Pacheco

Throughout the years COPE has participated in various activities within the community. Whether it be tabling at a job fair or forming an organizational team for a charity walk/run, COPE has been there. Events are mostly related to mental illness, the stigma surrounding it, and above all else, recovery. Believe me, COPE receives many requests for donations and sponsorships. While we cannot donate to all who make requests or volunteer at every event, COPE tries to be accommodating. In July 2012, a request for sponsorship came across our CEO's desk. The request was for assistance to 13 year-old Shavel Austin, a freshman at Cienega High School and nephew to La Cholla staff member, Tony Austin. Shavel is a member of the Tucson Elite Track Club and is the regional champion in the high jump. His request to COPE was for assistance with airfare and expenses to Baltimore, MD to compete in the National Junior Olympics. COPE agreed to sponsor Shavel in his pursuit for gold. From July 23 – 29, 2012, Shavel competed in the Junior Olympics, receiving a medal in the high jump for a soaring 5'9" jump. Congratulations to Shavel. We wish him luck in all future competitions.

Employee Wellness— Because You're Worth it!



As part of the Wellness Program COPE has implemented, you will continue to be provided with activities and information related to health and wellness over the coming months.

COPE Wellness Program - September Focus: "Safe Travel/Sun Safety" and "Take 5! and Meet Your Health Coach!"

Don't forget to **Take 5!** and meet Jennifer Nunn, the new Health Coach, who is here to provide support and coaching in many areas of health and wellness, including physical activity, nutrition, stress reduction, self-care, lifestyle disease management, and sports and recreation training. Jennifer will soon be at a site near you so please stop by, introduce yourself, and schedule a one-on-one coaching session.

Mesquite Case Management - 2435 N. Castro Ave.:

Wednesday, September 12, 10am - 1pm

Coady Clinic - 8050 E. Lakeside Parkway:

Wednesday, September 19, 10am - 1pm

COPE Del Centro - 101 S. Stone Ave., Conf. Room A:

Wednesday, September 26, 10am - 1pm

COPE Wellness Program - October Focus: "Walking"

Mark your calendar for a **Walk About COPE** activity and **Form Fitness Walking** presentation in October. More information coming soon.

COPE Del Centro - 101 S. Stone, Conference Room B:

Thursday, October 11, 11:30am – 12:00pm

Mesquite Case Management – 2435 N. Castro Ave.:

Wednesday, October 17, 11:30am – 12:00pm

Coady Clinic – 8050 E. Lakeside Parkway:

Thursday, October 18, 11:30am – 12:00pm

Human Resources – 1485 W. Commerce Court:

Tuesday, October 23, 11:30am – 12:00pm

Employee Spotlight

Ivan Jimenez, *Human Resources/Payroll Specialist*

Ivan Jimenez is the newest member of COPE's Human Resources (HR) Department. Ivan was hired as the Human Resources/Payroll Specialist. Born and raised in Tucson, he attended the University of Arizona where he majored in Spanish with an emphasis in Portuguese.

He applied for the position at COPE in hopes to broaden his experience within the HR field. Prior to COPE, Ivan worked in the HR Departments at Modular Mining and the University of Arizona Foundation. A couple of fun facts about Ivan are that he attended the Cortiva Institute of Massage Therapy and is a Certified Massage Therapist and he entered a radio rap contest in '99 and won! Ivan enjoys playing billiards and doing karaoke in his spare time. One of his favorite phrases to live by: "Live Like You are Dying." So far he's had a fantastic time at COPE, enjoys working with the HR team, and is looking forward to what he sees as being a great experience.

Welcome aboard, Ivan!



September Birthdays

Lyle Forth	9/01	Keith Martir	9/16	Lisa Mangan	9/25
Austin Puglisi	9/02	Anna Lester	9/17	Abel Moreno	9/26
Heather Moore	9/02	Andrea Craig	9/17	Aaron Ronn	9/28
Aileen Giron	9/06	Hector Ramirez	9/18	Kari Ross	9/28
Louis Gall	9/07	Wesley Watson	9/18	Larisa Hublou	9/28
Marilyn Enos	9/07	Jolene Bristow	9/19	Michael Castaneda	9/30
Alex Jones	9/08	Ernesto Lopez	9/19		
Courtney Czar	9/08	Jennifer Warfield	9/20		
Christine Ash	9/11	Annelise Brokaw	9/21		
Davya Cohen	9/13	John Groel	9/22		
Maria Serrano	9/14	Teresa Sellars	9/22		
Henry Corrales	9/14	Autumn Simonds	9/23		
Suzanne Decker	9/14	Isaura Dominguez	9/23		

September Anniversaries

15 Years	Khalid Al-Maskari
12 Years	Andres Pacheco
10 Years	Dr. Leonard Ditmanson, Marsha Moreno, Tom Roach
8 Years	Francisco Martinez , Selena Nunez
7 Years	Tony Austin, Sylvia Stanton, Larissa Wagner
6 Years	Jennifer Warfield
5 Years	Tim Peacy, Raul Mejia
4 Years	Kate Nelson, Stacy Gerson
3 Years	Pamela Wiseley, Dolores Salcido, Elizabeth Hardesty, Jennalyn Young
2 Years	Aaron Ronn
1 Year	Patricia Cartwright

August New Hires

Kathleen Andrea	Nurse Practitioner	Mesquite Clinic
Katherine Derrick	Recovery Coach	Coady Clinic
Alan Desilet	Case Manager	Coady Clinic
Lyle Forth	Director of Integrated Services	Admin
Derek Gray	Vocational Trainee	RISE
Michelle Halla	Group Facilitator	Case Management
Ivan Jimenez	HR Specialist	Human Resources
Diana Melkumov	Case Manager	Coady Clinic
Charity Onyiriowgu	Psychiatric Nurse I	Methadone Clinic
Daniel Orozco	Therapist	La Cholla Clinic
Chris Palacio	Receptionist	La Cholla Clinic
Mona Phillips	Recovery Support Specialist II	La Cholla Clinic
Claudia Valenzuela	Receptionist	Day Program
Holly Welton	Outreach Worker II	Shepherd