

Did You Know?

by René Pacheco

Before becoming a Congressman representing Arizona's 2nd District, Ron Barber served on COPE's Board of Directors from 1983 – 1984. During this time Congressman Barber worked at the Department of Economic Security (DES) as director and program manager of the Arizona Division of Developmental Disabilities.

82 South Stone Avenue
Tucson, Arizona 85701
520.792.3293

COPE's Lifestyle Improvement Center (CLIC) by Tom Donovan

CCOPE is pleased to announce the opening of the COPE Lifestyle Improvement Center (CLIC) located at 732 N. Stone Avenue.

CLIC will serve the community, initially targeting COPE's Non-Title XIX seriously mentally ill clients. Through a series of wellness, health promotion, clinical, and community activities, CLIC will help balance the mind, body, and spirit. CLIC staff, under the direction of Program Director Erica Beca, will assist members with improving their health status by offering classes and groups aimed at addressing chronic conditions such as obesity, diabetes, and cardiovascular concerns. An active combination of health education, mentoring, and wellness options will create an environment that fosters a sense of community and support for each person to meet their wellness goals. Samples of activities from the monthly calendar are listed on the next page.



(cont'd on page 2)

Also Inside...

• Green Committee • Interpretation Services • Data Validation • and More...

Service Type	Non-Title XIX SMI	Prevention/Health Promotion	Medical
Provider Type	Recovery Coaches/Navigators	Community Health Staff	NP/MD/RN/MA
Types of Activities	Skills Training: <ul style="list-style-type: none"> • Money management/budgeting • Social skills • Household management • Communication • Relationship building • Personal care • Cooking/baking classes • Laundry • Personal cleanliness and hygiene • Apartment cleaning and care • Family support • Referrals • Coping skills for families (weekly family groups/evening hours) • Coffee house evenings with karaoke or poetry readings or movies • Weekly peer groups (SMART) 	Wellness Classes: <ul style="list-style-type: none"> • Yoga • Walks to the park for classes • Meditation • Spinning classes • Treadmills • Memory games • Zumba • Laughter yoga • Smoking cessation program referrals • Employment services access/classes • Reproductive health education • HIV counseling and testing • Information and referrals • Women's focus groups 	Medical Consults: <ul style="list-style-type: none"> • Nutrition classes by nurses • Medication classes by nurses • Physical examinations • Appointments made for eligible individuals at COPE's Mesquite medical clinic • Diabetes education • Nutrition classes by nurses • Medication classes by nurses • Physical examinations • Hypertension education by medical assistant • Initial health risk assessments

The hours of operation for CLIC are: M-F 10:00am-7:00pm and Sat. 11:00am-3:00pm.

Initially, COPE-enrolled members will be recruited and community members will also be added to the client base. Participants will be able to obtain monthly memberships, beverage bar punch cards, and attend selected activities with the intention of achieving client-identified goals.

With CLIC's expanded hours of operation, trainings and activities will be initiated for families of clients. This will increase the ability of the program to work with the families and caregivers of COPE's Non-Title XIX SMI clients. CLIC recovery staff will also be coordinating and working with Recovery Coaches at case management sites to improve family support services.

Many thanks to the staff who contributed their time and effort in the creation of this important new program.



What's Up With Those Green Buckets?

By Cindy Diaz

Each of COPE's sites has a green bucket in a central location. It can usually be found in the reception area of case management sites or in the office area of residential sites. These buckets are for collecting used household batteries (not car batteries). Once collected, they are taken to the Pima County Household Hazardous Waste site for proper disposal. While the City of Tucson has announced that current household batteries no longer have dangerous levels of hazardous materials in them, they are still happy to collect them and dispose of them safely. After all, how many batteries at "safe" levels does it take to reach "unsafe" levels of contamination? So please keep placing used rechargeable and non-rechargeable household batteries in the green buckets.



The Green Committee is also collecting CFLs (compact fluorescent lights). Those are the swirly bulbs that are replacing incandescent light bulbs. We will be disposing of them in a similar manner as the batteries, because they contain mercury. Please don't put them in the green buckets with the batteries. We have already had a light bulb casualty. Instead, please identify your site's Green Representative (listed below) who will have a container at their desk for safely collecting light bulbs. If your site does not have a Green Representative, this is an excellent opportunity to send someone new to the next Green Committee meeting on March 20, 2012.

Green Representatives:

- Mesquite – Dorthe Alstrup/Linda Hicks
- 101 – Cindy Diaz
- Los Altos/Agave/Ocotillo – Krystal Hood
- Villa Verde – Larissa Hublou
- Coady – Aileen Giron/Lisa Robinson
- HR – Larissa Wagner
- Casa de Ana – Anne Boettcher

Data Validation Q&A

by Jessica Collins, Dabborah Limric, and Aban Sedillo

Q: How do I document an assessment?

A: When documenting an assessment, it is extremely important to indicate which assessment is being completed. For example, indicate if the "Intake" or "Core Assessment" is being completed versus the "Part E" or "Psych Annual." It is important to document the completion of these forms using the correct terminology to ensure that the DAP notes reflect the correct service. Also, DAP notes for these assessments should NOT include any "copy and pasted" language from the Intake or the Part E. Remember to use assessment code H0031 for the Intake or the Part E unless the client is in a Level 1 or 2 facility.

Q: How do I document the completion of a service plan/treatment plan?

A: DAP notes should indicate that the service plan review and update is "completed." It should also include the services discussed with the client. For example, if substance abuse groups are offered and the client declines having the group added to the service plan, this would need to be documented in the DAP note. Remember, all service plans should be encountered using the Case Management service code 40400.

Q: Why can't I see a certain doctor or nurse practitioner in my "Clinical Team and Associates"?

A: **Case Managers/Clinical Liaisons:** In order for a doctor or nurse practitioner to appear in "Clinical Team and Associates," they must be assigned as the "Attending" to at least one client in the case load. Team Leads (TL) can make this reassignment on your behalf.

Q: Why do Demographics in Client Management appear in a purple font?

A: Demographics in Client Management are considered "incomplete" and have not yet been submitted to CPSA for processing if they appear in a purple font. The assigned case manager or TL can select "Edit" next to the demo, complete any required fields, and then save as "Complete." If a provider updated a DX code in their progress note, this may trigger an incomplete demo. These incomplete demos will be listed on welcome screens with a status of "Completion Required."

Q: How should I document a staffing?

A: A staffing must include a minimum of two staff members and documentation must include what is clinically pertinent. Document what was discussed (specific to the client), the purpose for the staffing, and what the plan is and by whom.

Q: How do I document a progress note?

A: This goes back to basics: Who, What, Where, When, Why, and How. Make sure that **who** is present during this service is documented. Document **what** was done during this service. Document **where** the service takes place. Document the individual **start and stop times** for each service provided. Document **why** the service is provided (purpose). Document details regarding **how** this service is provided.

American Red Cross Blood Drive

by Larissa Wagner



COPE Community Services, Inc. Blood Drive

Date: March 25, 2013, from 8:00am to 1:00pm

Location: 8050 E. Lakeside Parkway, Tucson, AZ 85730

Who Can Donate: Open to all staff, clients, and family members ages 18 and up.

COPE is hosting the second American Red Cross Blood Drive on March 25, 2013, from 8:00am to 1:00pm at the Coady site, 8050 E. Lakeside Parkway, Tucson, AZ 85730.

Last year's drive at Mesquite was a success with 25 donors and a collection of 17 units of blood. Over half of the donors were donating for the first time.

The donation process takes about an hour from sign-in to post-donation snack. This year COPE will be holding a raffle for a Target or movie theater gift card.

Per the Red Cross: "Your gift of blood may help up to three people. Donated red blood cells do not last forever. They have a shelf-life of up to 42 days. A healthy donor may donate every 56 days."

Please consider donating.

Contact Larissa Wagner at lwagner@copecommunityservices.org or 520-792-4139 to reserve a donation time.

If you can't donate during this drive, please set up a donation time at a local donation center by calling:
1-800-RED-CROSS.

Why donate? <http://www.redcrossblood.org/donating-blood/why-donate-blood>

FAQs: <http://www.redcrossblood.org/donating-blood/donation-faqs>

Employee Spotlight

Kathleen Andrea, FNP - BC
Nurse Practitioner - Mesquite Medical Clinic

We are extremely fortunate to have Kathleen “Kathy” Andrea as COPE’s Family Nurse Practitioner at the Mesquite Medical Clinic. Kathy started with COPE on August 20, 2012.

Kathy was born to missionary parents and was raised in Columbia, South America until she moved to Miami, Florida for her senior year of high school. As a senior, she started her “first career” in the printing industry as a lithographic photographer. She moved from Florida to Akron, Ohio where she achieved Journeyman level in her field. As a single mother with a daughter and a son, she moved back to Florida and found that she needed to find a new career to support herself and her family. It was at this time that Kathy went to college and obtained her three-year nursing diploma and then her RN license. Kathy worked as a level-one trauma nurse while putting herself through a Master of Science in Nursing program. She finished in 1997 and obtained her Family Nurse Practitioner (FNP) license. Kathy was motivated to become an FNP because she wanted to be the one to make the decisions about her patients. As an emergency room RN, she was extremely knowledgeable and knew what medication needed to be prescribed or what treatment needed to be given, but she wasn’t able to carry out anything without orders from a doctor. Kathy thrives on having the ultimate responsibility of determining the medical treatment of a patient.

Kathy came to Tucson in 1998 with the intention of taking a teaching job at the University of Arizona and starting her own practice. At the time, Arizona was one of the limited numbers of states that allowed NPs to practice independently. The teaching job ended up not working out but Kathy did open and run a successful independent practice for several years which she recently sold.

(cont'd on page 7)



Employee Spotlight (cont'd from page 6)

Kathy is not a stranger to integrated health. The holistic approach to medicine with the family unit has always appealed to her. Since 2001, Kathy has been providing inpatient medical management of patients at Sonora Behavioral Health. She is passionate about the medical aspects of psychiatric issues and is dedicated to helping patients at least maintain a good level of health and to help them try to avoid health concerns that often accompany mental illnesses (such as diabetes, cardiac disorders, and obesity).

COPE's job description is what first attracted Kathy to her position with COPE, especially the autonomy of the position and the integration of care. She loves primary care as well as psychiatry and knows that COPE serves high risk populations, a group that is easily overlooked for medical care. She feels this is a unique opportunity to bring medical care directly to clients. Kathy described a situation where a client had been picked up from the hospital and brought to Mesquite. The ER had left the IV in his arm. Instead of sending this vulnerable client back to the ER, she was able to take care of him in seconds. Kathy sees the Mesquite Clinic as a valuable resource for case managers and wants them to know she is accessible.

Kathy's enthusiasm for integrative health is contagious. Kathy is excited to be on the "ground floor" of a clinic that has limitless possibilities and a positive impact on clients.

Some fun facts about Kathy:

- She has six grandchildren.
- She has a Blue Heeler named Lucy and a Black Lab named Kai.
- She loves Harley Davidsons. She is on her 3rd one - a Dyna.
- She enjoys participating in charity runs.
- She loves to camp and owns an RV.
- She raised and showed horses when she was young.
- She developed her love of motorcycles when she was young and did Hare and Hound Racing (a type of obstacle course racing).

Client Interpretation Services by Michelle Alexander

As a reminder, COPE offers interpretation services to clients and/or their families with limited English proficiency or other communication barriers.

Please continue to offer interpretation services if necessary. COPE prefers to secure a certified interpreter from an agency directly, but it is possible the client may want to bring their own interpreter. When a client declines for COPE to schedule an interpreter, staff must document that an interpreter was offered and declined.

If you are in need of scheduling an interpreter, send an email request to Christina Anaya-Silva (canayasilva@copecommunityservices.org) and Michelle Alexander (malexander@copecommunityservices.org) with the following information: client name, language, location, appointment type, date, start and end time, and any special requests from the client.

If you have any questions regarding interpretation services, please contact Christina Anaya-Silva or Michelle Alexander at 520.792.3293.

NAMIWalks 2013 by Christina Anaya-Silva

COPE will participate in the annual NAMIWalks event that takes place on Saturday, April 6, 2013, at Kino Veterans Memorial Stadium, 2500 East Ajo Way. COPE would like to invite staff members and their families and friends to join the Recovery Racers, COPE's walking team, in this great opportunity to support NAMI of Southern Arizona's advocacy for individuals with mental illness.

Registration begins at 7:00am and the walk begins at 9:00am. There is no cost to participate.

To register for this event or to see who has already registered, visit:
<http://namiwalks.nami.org/COPERecoveryRacers>.

COPE staff and their family and/or friends that commit to participating in the NAMIWalk will receive a COPE Recovery Racers team t-shirt to wear the day of the event. In order to receive a team t-shirt for yourself or a family member or friend, please register and contact Christina Anaya-Silva at canayasilva@copecommunityservices.org no later than Friday, March 22, with your t-shirt size.



March Birthdays

Bronwyn Baier	3/3	Angela Masterson	3/14	Derek Gray	3/23
Ruth McKee	3/3	Ira Selmon	3/16	Rachel Jones	3/23
Francisco Garcia	3/4	Phyllis Siebern	3/16	Ivan Jimenez	3/25
Mary Specio Boyer	3/6	Melvin Thornton	3/16	JoAnne Ellis	3/28
Patricia Christiansen	3/8	Lorena Roldan-Reid	3/17	Kasie Giannini	3/28
Erika Seekatz	3/8	Casey Messer	3/18	Tony L. Austin	3/29
Michelle Halla	3/9	Victoria Hockersmith	3/19	Michelle Jeffrey	3/30
Sean K. Quinn	3/10	Jose Salcido	3/19	Nadia Lundin-Vergara	3/30
Gary Cole-Snyder	3/11	Selena Nunez	3/21	Jose Verdugo	3/31
Marissa Imperial	3/11	Michelle Alexander	3/22		
Martha Raygoza	3/11	Pema White	3/22		

March Anniversaries

18 Years	Rod Cook
15 Years	Heather Frank
14 Years	Julie Mincheff
12 Years	Alba Ochoa
9 Years	Robert Anderson, Eleonor Carpinteiro, Tammy Porter
8 Years	Lillan Aldinger, Guadalupe Lau, Linda McMillan
7 Years	Peter Bates
6 Years	Krystal West
5 Years	Casey Messer, Somayeh Shunk, Kimberly Young
4 Years	Tania Capin, Adolph Petersen
3 Years	Jeffery Goers, Chelsea James, Monserratt Soto
2 Years	Davya Cohen, Krystal, Michael Loghry, James Mangan, Jay Miller
1 Year	Michael Browning, Mary Cuevas, Celiana Grijalva, Abigail Johnson

New Hires

Welcome Aboard!

Carmen Calderon	Therapist
Maricella Campuzano	Case Manager
Alexis Chavez	Case Manager
Abigail Dambeck	Recovery Support Specialist I
Alexis Garth	Case Manager
Erisha Green	Case Manager
Kara Hernandez	Outreach Worker II
Michel Jover	Case Manager
Roxanne Kavalieris	Behavioral Health Specialist II
Carmen Mendoza	Case Manager
Melissa Mercado	Case Manager
Blanca Monge	Case Manager
Jamillah Morgan	Outreach Worker I
Ruby Ochoa	Behavioral Health Specialist II
Cindy Ros-Anderson	Case Manager
Maribel Saldivar	Case Manager
Amanda Wineman	Human Resources Clerk

La Cholla
La Cholla
Methadone
CLIC
Non-XIX SAPT - Del Centro
Mesquite
Agave Transitions Program
Coady
Ocotillo
Mesquite
Mesquite
Methadone
Los Altos Outreach
Gemini
Coady
Mesquite
Human Resources

Welcome Aboard!

o Features Related to Demographics:

Tobacco Product Usage: Answer Y or N, as appropriate.

Wants to Quit Using Tobacco: Answer Y, N, N/A (used if tobacco product usage is "N"), as appropriate.

The screenshot shows a portion of the HMS form with six dropdown menus arranged in two rows and three columns. The first row contains 'Treatment Participation' (set to 'V~ Voluntary'), 'Social Support Recovery' (set to '01~ No attendance in past month'), and 'Tobacco Product Usage' (set to 'Please select an option'). The second row contains 'Formal Schooling Level' (set to 'Please select an option'), 'Medication Assisted Treatment' (set to 'Please select an option'), and 'Wants to Quit Using Tobacco' (set to 'Please select an option'). A red rectangular box highlights the 'Tobacco Product Usage' and 'Wants to Quit Using Tobacco' dropdowns.

Medication Assisted Treatment: Refers to the following medications used to treat alcohol/ substance dependence and abuse: Oral Naltrexone, Disulfiram (Antabuse), Acamprosate (Campral), Methadone, and Buprenorphine/Suboxone. Answer Y or N, as appropriate.

This screenshot is similar to the previous one, showing the same six dropdown menus. In this instance, a red rectangular box highlights the 'Medication Assisted Treatment' dropdown menu, which is currently set to 'Please select an option'.

Formal Schooling Level: Additional options have been added. Select the most appropriate years of completion.

This screenshot shows the same six dropdown menus. A red rectangular box highlights the 'Formal Schooling Level' dropdown menu, which is currently set to 'Please select an option'.

o Progress Note Updates:

Nursing Codes (T1002 and T1003) with Place of Service (POS) **11-Office** have been end dated by AHCCCS and are no longer available in HMS. The only valid POS options for these codes are **12-Home** and **99-Other**. Please contact Siobhan or Dabborah in QM with any coding or documentation questions.

Personal Care Codes (T1019 and T1020) with POS **11-Office** have been end dated by AHCCCS and are no longer available in HMS. The only valid POS options for these codes are **12-Home** and **99-Other**. Please contact Siobhan or Dabborah in QM with any coding or documentation questions.

Monthly Progress Review: The new note is accessible in the Client Management module under the Progress Note tab and will provide clinical staff with a monthly summary of services that the client received at COPE as well as any **jail** and **hospitalization** data. The note should be done once a month to reflect progress from the previous month. The note is set to automatically display data from the month prior to the date of service.

- o **Authorization for Release of Information Form:**

As a result of a recent OBHL audit, this form has been updated to meet licensure requirements.

 - Edits have been added to prevent the form from being saved as complete or incomplete when it contains only signature(s).
 - Edits have been added to prevent the form from being saved as complete when required fields are missing.
- o **Out of Network Payor Assignment:**

COSS/Receptionist/FES staff have been trained at the case management sites to verify insurance, scan insurance cards, and enter insurance information to ensure proper claims submission and payment.
- o **HIPAA Site Audits:**

MIS will be conducting onsite audits beginning in March to ensure staff is compliant with HIPAA standards. This will include ensuring that PHI is not left on fax machines, unattended computers are locked, client-related documents are not left on desks, discussions of client health information are not held in public areas, etc.
- o **Health Information:**

Starting March 1, 2013, closed hard copy client charts from the last seven years will be scanned and uploaded into HMS. Once completed, health information will be available to staff in the HMS system.

3RD ANNUAL COPE GRAND SLAM

**FRIDAY, APRIL 12, 2013
6:00-10:00PM**

**KINO VETERANS MEMORIAL STADIUM
2500 EAST AJO WAY**

**COME JOIN US FOR A GOOD OL' FASHIONED BASEBALL GAME
WITH YOUR TUCSON PADRES. FUN FOR THE WHOLE FAMILY!**

FOOD • BASEBALL • PRIZES



COPE
COMMUNITY
SERVICES
INCORPORATED

Please RSVP to Aida Alday at 520.792.3293 or
82receptionist@copecommunityservices.org
no later than Friday, April 5, 2013.

Immediate family only. Deposit required (checks preferred).

