

Did You Know?

by René Pacheco

The Administration building has been home to interesting businesses, including the Chamber of Commerce. The building is formally known as the "Citizen Building" after the Tucson Citizen Newspaper, as it was housed at 82 S. Stone from 1920 - 1950. There is also a dark side: 82 S. Stone was home to a mortuary until the 70's. It's been known to be extra cold in certain places in the building, but that could just be the air conditioning.

82 South Stone Avenue
Tucson, Arizona 85701
520.792.3293

Community Events by Michelle Alexander

It is essential for COPE to stay active in the community and show support to related groups and organizations. COPE has been a part of many exciting events this year and there are more to come. Following are some of the events COPE has participated in this year:

COPE sponsored the 2013 Beat Cancer Boot Camp on March 16 at the Brandi Fenton Park. Several employees represented COPE's team by racing and getting dirty for a good cause.



COPE's Team at the Beat Cancer Boot Camp

On April 5, COPE was a sponsor and had staff attend the 2013 Let's Get Better Together: A Quality Look at Behavioral Healthcare in Arizona. The conference is co-hosted every year by the LGBTQ Coalition and the LGBT Consortium. The conference featured two keynote speakers: Caitlin Ryan, Director of the Family Acceptance

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Community Events (cont'd from page 1)

Project in San Francisco, and Amney Harper, PhD, Assistant Professor at the University of Wisconsin – Oshkosh. Throughout the day there were workshops held for conference attendees on the integration of primary and behavioral health care for LGBTQ adults, children, and families.

The 2013 NAMIWalks took place on April 6 and COPE's Recovery Racers team turned out in numbers. Many thanks to all staff who participated and brought family and friends.



COPE's Team at the 2013 NAMIWalks

COPE's Annual Health Fair, a "Picture of Good Health," took place on April 19, 2013, at the CLIC facility located at 732 N. Stone Ave. There was food, entertainment, vendors, and health screenings available for those who attended. The Fair included great resources for clients and others in the community.

Kudos to everyone who donated clothing for the Clothing Drive and to the many staff who volunteered.

COPE HEALTH FAIR
April 19, 2013 10:00am - 2:00pm
"Picture of Good Health"

FREE HEALTH SCREENING - FREE TRANSPORTATION
FREE FOOD - FREE PHOTO FUN BOOTH (10AM - 12PM)
RAFFLE PRIZES!

COPE LIFESTYLE
IMPROVEMENT CENTER (CLIC)
732 N. STONE AVENUE
TUCSON, AZ 85705

For additional information, contact
Veronica Soto at 520.884.0707.

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Successful Blood Drive

By Cindy Diaz



The Green and Customer Service Committee would like to thank everyone who participated in the Blood Drive on March 25. This was COPE's second blood drive for the American Red Cross (ARC). ARC collected 22 units (pints) from the 33 people who attempted to donate, which was an increase over last year's drive. If you were unable to get to the Coady Clinic, don't worry. Planning will begin soon for another blood drive near the end of the year.

COPE'S Grand Slam

By Rene Pacheco

On Friday, April 12, 2013, COPE held the 3rd Annual COPE Grand Slam at Kino Veteran's Memorial Stadium as a gesture of appreciation to staff and families. Staff and families were invited to enjoy a night filled with laughter, food, and good ol' fashioned baseball. There were over 200 people in attendance; hot dogs and hamburgers were served; and several prizes were raffled off. Padres' Mascot, "Kino Bambino," stopped by and greeted staff, their families, and snapped a few photos, too.

Thanks to those who attended the night's festivities. We hope everyone enjoyed the event and hope to see you all again next year.



Have a suggestion for the newsletter? Let us know. Email communications@copecommunityservices.org.

Data Validation Q&A

by Jessica Collins, Dabborah Limric, and Aban Sedillo

CONGRATULATIONS on an awesome error rate of 3.45% on the most recent CPSA Data Validation audit. We did great, falling well under the 10% threshold during this audit. Gratitude to staff for awesome documentation that resulted in such a low score. Keep up the good work.

Frequently Asked Questions:

Q: Is leaving a voicemail billable?

A: Yes. This can be billed as case management if the voice message is detailed (i.e., client specific, purpose of message, etc.).

Example: This writer left a message for client regarding interview with housing department. Left information for client: the date and the time set up for interview. Requested that client bring ID, \$10 money order, and updated SSI paperwork.

Q: How should I document a successful client contact regarding a no-show protocol?

A: Try to make every successful contact billable. Instead of only rescheduling appointments, further the discussion with the client by asking how they are doing. Do they have enough medications? Discuss treatment progress goals, etc. (don't forget to document what you did and the client's response).

Example: This writer contacted client regarding the no-show protocol and asked client why they had missed their appointment. Client responded that they did not have transportation. This writer provided client with the next appointment date of April 15 at 2:15p.m. This writer asked client if they needed assistance with transportation at next scheduled appointment. Client said yes. This writer asked client if they had enough medications until next appointment. Client said yes and thanked this writer.

Q: What's new with HMS?

A: The new Case Management Note has been rolled out. This updated progress note provides the user with additional information, including past progress notes, active and expired medications, and a new spell checker. Service codes that display in the drop-down are linked directly to the active service plan. Thirteen staff from all case management sites are currently testing an updated version of the service plan. This service plan includes additional subcategories and services and accurately groups the different objectives for a more intuitive interface.

Employee Spotlight

Gary Williams

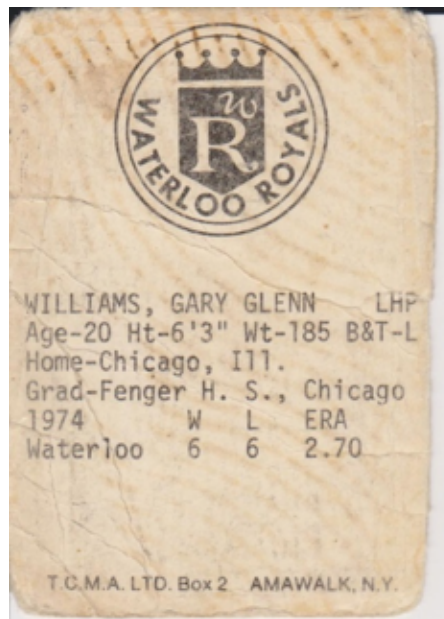
Behavioral Health Specialist II - Residential Services

Gary Williams has been working for COPE in Outreach and Residential Services since 5/21/1998. For even longer than that, Gary has been playing baseball. Gary started playing when he was nine years old and living on the south side of Chicago. Because the gang activity was so prevalent, his parents sent him to live with his grandparents in Memphis, TN for a year when he was a freshman in high school. It was in Memphis that Gary's baseball talent piqued the interest of John Jordan "Buck" O'Neil, a legendary African American baseball player who was scouting for the Chicago Cubs. Gary still has the letter that Mr. O'Neil sent to him that said "I liked what I saw."



In his junior and senior years of high school, Gary pitched two "no-hitters." After graduating, Gary signed and played with the Kansas City Royals for five years. During that time he struck out 14 batters in one game!

After the Royals, Gary was traded to the White Sox and was sent to play in Tampico, Mexico. There, during his pitching debut, Gary struck out the first nine batters and was in the sports section of at least 10 different Mexican newspapers. He had tied a record from 1964.



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Employee Spotlight (cont'd from page 5)

From the White Sox, Gary moved to the Buffalo Bisons. He played three years of winter ball in Cartagena, Columbia. It was there that he met his wife of 32 years, Jrmina. Gary realized she was the woman for him when it only took her five minutes to get ready for a date!

Gary finished his professional baseball career in 1991 in Mexico. That doesn't mean Gary stopped playing baseball. He has worked as a baseball coach for Sunnyside School District and he currently helps run baseball clinics for kids in Oro Valley who want to learn how to play the game. For the past three years, he has been playing with the San Antonio Bombers, part of the Men's Senior Baseball League (MSBL). In October 2012, he played in the age-bracketed tournament in Phoenix and became part of the 50 Wood Bat Men's Senior Baseball League 2012 Champions.



The biggest and best influence in Gary's life has been his wife, Jrmina. She has stuck by him through everything. Gary and Jrmina have three grown children and six grandchildren.

Gary works for COPE because he enjoys the challenges of helping clients live independently and changing their lives. He feels that often our clients just need someone to listen to what they have to say and to be a voice for them when they can't speak for themselves. Gary likes the great people who work for COPE and compared the crew at Ocotillo to a good baseball team.

May Birthdays

Lillan Aldinger	05/01	James Nagle	05/08	Zandra Alford	05/24
Martin Johnson	05/01	Sonia Villarreal	05/11	John Casey	05/24
Jamillah Morgan	05/01	Sara Goggans	05/12	Jacqueline Gordon	05/24
Llindsey Jensen	05/03	LaRae Barnes	05/15	Glenn Harris	05/24
Michelle Trayer	05/03	Brittany Corey	05/15	Mona Phillips	05/24
Deborah Young	05/03	Marcia McDaniel	05/15	Peter Bates	05/26
Sandra Archer	05/04	Jennifer Everett	05/16	Jennifer Spencer	05/26
David Foster	05/04	Michel Jover	05/16	Kimberly Molina	05/29
Karla Gracia	05/06	Christina Anaya-Silva	05/17	Celeste Canchola	05/30
Linda Vandenheuvel	05/06	Jennifer Hurley	05/20	Lossavi Lossou	05/30
Carrie Morin-Perry	05/08	Dabborah Limric	05/21	Jennifer Floyd	05/31

May Anniversaries

18 Years	Thomas Donovan, Lorraine Stockdale, Abdou Thiouf
16 Years	Jesus Vega
15 Years	Gary Williams
10 Years	Araceli Hernandez
9 years	René Pacheco, Marylyn Valencia
8 Years	Arturo Martinez, Phyllis Siebern
7 Years	Mary Silva
6 Years	Kenneth Dalton, Nyatui Hood, Anthony Mays
5 Years	Kanani Grover, Linda Kapinos, Ernesto Lopez, Evelyn Lugo, Meghan Mahoney
4 Years	Maria Serrano, Cherie Steiner, Ruben Vejar, Susan Wahl, Pema White
3 Years	Dorthe Alstrup, Alec Alvarez, Ebony Barker, David Hervey, Dabborah Limric Sharon Wasmund, Teresa Woodruff
1 Year	Michelle Alexander, Delma Huggins, Angelica Primoli, Hector Ramirez, Kari Ross, Adam Yepiz

New Hires

Larae Barnes
Victor Arrieta
Eboni Harris
Sylvia McDavid
Stacy Belanger
Jessica Hastings
Kimberly Molina
Jim Nagle
Michelle Sandy

Nurse Practitioner
Vocational Trainee
Case Manager
Case Manager
Skills Navigator
Skills Navigator
Case Manager
Behavioral Health Specialist II
Case Manager

Mesquite
RISE, LLC
Coady
La Cholla
Coady
Mesquite
La Cholla
Ocotillo
Coady

The Significance of COPE'S Amazing Race

by René Pacheco

Throughout the year COPE hosts events for staff and their families to show appreciation and to boost morale. The recent Amazing Races were aimed at reigniting passion for our employment at COPE and promoting teamwork while having fun. Tom Donovan recently said "Our jobs are becoming more and more complex, and our work is becoming much harder." Tom is right; COPE is becoming more complex through expansion of services, not only to the AHCCCS-enrolled population, but essentially to everyone in the community. This expansion includes the addition of medical and therapy services to the existing community health programs resulting in a "whole health model of care." I have been employed with COPE for nine years and, during that time, I have learned many lessons. One that I believe everyone should adopt is, be afraid of complacency and challenge the status quo. Believe in change and embrace it because, as the rules to healthcare continue to change, COPE will continue to grow and change.

As COPE continues to evolve, our presence in the community will be greater than ever. In the next few months a series of volunteer opportunities will be available for staff (more information will be Provided later). As employees of COPE, our jobs go beyond the call of duty; outside of the office we are ambassadors of COPE. Remember to represent the organization positively and with pride. We understand that the stresses of day-to-day interactions may hinder moral. When those stresses become overwhelming, pause for a moment and remember that you are an essential part of the whole, and together, we create pathways to better health.

Approximately four years ago, COPE created a series of events known as the Stress Free Days. Each of these events offered staff an opportunity to unwind by receiving massages, playing video games, wining prizes, etc., all while getting paid. The committee that currently coordinates these events realized that staff hadn't fully enjoyed the events, since they were held at their respective sites. The committee decided to transform the Stress Free Days into COPE's Amazing Race, a scavenger hunt "rally" that would take staff around the city. During the past few weeks staff participated in the Amazing Race, an event designed to get everyone out of the office and to get to know their co-workers in a new light. After months of planning, COPE piloted the activity with the executive management staff in order to iron out wrinkles to ensure a successful event for everyone.

In total there were six Amazing Races, beginning in April and ending this past Wednesday. The days began at HR where staff were separated into teams and asked to create a team name and t-shirts. Teams designated different roles for each member of their teams. Clues were given to staff prior to their journey through the city. COPE coordinated with local organizations such as Ben's Bells, Tucson Children's Museum, The Chicago Music Store, and Southern Arizona AIDS Foundation (SAAF) to assist with the event. Along the way, teams were given the option to complete "challenges and collections," such as taking photos of an interesting object or local landmarks, collecting a map, or finding horoscopes for the day, just to name a few. The final stop was at Reid Park where teams completed a few additional activities. Scores were tallied and the most creative shirt for the day was selected.

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The Significance of COPE'S Amazing Race

(cont'd from page 8)

The planning committee would like to thank everyone who participated in the Amazing Race. Our hope is that everyone enjoyed the company of fellow workers and had a great time. Events such as the Amazing Race are a great way to boost morale and remind staff that we all define COPE and its mission to provide outstanding services.

Below are the winners for each event. In the coming weeks we will be compiling a slide show for each site to showcase the events.

April 17

*Management:
Team Black
Alba Ochoa
Rod Cook
Tom Donovan*

May 3

*Coady:
Team Purple
Julie McKee
Kari Ross
Felix Jimenez
Karla Gracia
Kammy Willems*

May 10

*Residential/Housing:
Team Violet
Cindy Diaz
Dia Nonaka
Angelica Gomez
Jennifer Hurley*

Multiple Days

*Methadone:
Team Red:
Celiana Grijalva
Vanessa Nez
Blanca Monge*

April 26

*La Cholla/Villa Verde:
Team Grey
Marissa Anaya
Oneida Garcia
Kimberly Molina
Jonathan Patton*

May 8

*Residential:
Team Green
Ruth McKee
Michael Guy
Ken Kintner*

May 15

*Mesquite:
Team Orange
LaRae Barnes
Lisa Irwin
Monique Vasquez
Nicole Purcell*



COPE'S Amazing Race Photos



COPE'S Amazing Race Photos



HIMS Survey Provides Great Feedback, Leads to New Improvements

by Tania Capin

A survey designed to measure how COPE employees view the benefits of working with HMS revealed that 91% of respondents agree or strongly agree that the software program helps them with their day-to-day job responsibilities.

A total of 265 employees participated in the survey during the week of April 8. The additional comments provided great detail to help the HMS team narrow down common issues affecting COPE staff.

Based on survey comments, the following enhancements have been added to HMS:

- Corrected cursor skipping in the case management note.
- New spell check capability for all progress notes.
- Search function is now available in the scanning module, which will search the scanned paper charts across all categories.
- Discontinued prescriptions will automatically fax if a pharmacy fax number is identified
- The case management note and the monthly service note can be viewed the same time the main screen is available.
- Case load management is now provided to RSS and therapists, in addition to case managers

A total of 93% agree or strongly agree that HMS makes managing their case loads easy, while 98% of survey participants say that HMS provides effective tools for client health management.

Additional questions with high ratings include 96% of staff agreeing or strongly agreeing that HMS enables them to provide a high quality level of health services to clients, and 91% agree/strongly agree that HMS staff provides sufficient training. 92% went on to agree/strongly agree that overall, HMS is straight forward and intuitive to use.

Three areas of the survey posted results under 90%, with 86% of COPE employees noting they agree/strongly agree that documenting care is simple with HMS, and 83% agree/strongly agree that finding and reviewing information is easy.

86% of respondents report that they are satisfied with HMS, and comments posted by staff members range from discussing system glitches to thanking the HMS team for helping make their job easier.

The Results Are In...

Congrats to the following COPE employees who were randomly selected to win one of three Apple products for participating in the HMS survey:

Kate Gerrettie-
Admin -

Winner of an iPad

Celina Towne-
La Cholla -
Winner of an iPad Mini

Adolph Peterson-
Mesquite -
Winner of an iPod Touch

HMS Survey Provides Great Feedback, Leads to New Improvements

(Cont'd from page 10)

HMS would like to thank everyone for participating in the survey and taking the time to submit comments. The feedback is vital in better understanding the needs of COPE users to direct changes and enhancements to HMS. If you have additional suggestions for improvements, please let HMS know.

Employees interested in brushing up or improving their HMS skills can sign up for additional monthly trainings at COPE's Human Resources site by contacting Brissa Rubio at 792-4139. For more in-depth one-on-one trainings, COPE staff can contact Aban Sedillo at 792-3293.



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