

# Esprít de COPE Newsletter

*Creating Pathways to Better Health*

## Did You Know?

by René Pacheco

COPE will celebrate its 40th anniversary in 2014. Established in 1974, COPE has continued to evolve and adapt to meet the needs of individuals in the Tucson community. Staff and buildings may have changed through the past four decades, but the delivery of quality services by dedicated staff remains the same. Happy Birthday COPE. Cake and ice cream are in order.

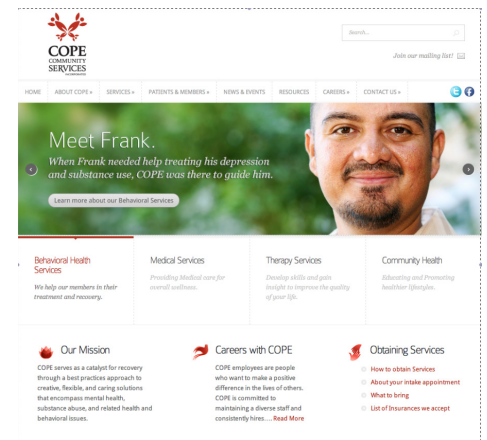
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Also Inside...

## COPE's Website Gets a Makeover

by René Pacheco

We are happy to announce that COPE's new website was launched July 11, 2013. COPE staff understood that before planning for a redesign could take place the previous website needed to be analyzed and several key issues were found as a result. Difficult navigation and unclear and verbose information were among some of the elements that were highlighted as problematic, but the biggest influence and push for the redesign was the lack of program/service information. As COPE expands, offering medical care and specialized therapy, the website needs to reflect these additional services.



After much planning, layouts, and editing, we are proud to announce that COPE's new website has gone live. The new site serves as much more than a guide to services; it also connects potential members, their families, and the community with resources and current events/news within COPE. The integration of social media tools such as Twitter and Facebook allows COPE to connect with members and the community on a personal level. In addition, it presents an opportunity to share invaluable resources from many of COPE's partners throughout the community. As COPE's programs/services continue to grow, so will the website. Many additions have been discussed such as adding videos highlighting programs and facilities, a client login area, giving members the ability to update addresses and check appointment status, etc.

We are grateful to everyone who contributed content and suggestions that led to the rebuild of an important tool for COPE. Please take a moment to visit the new website and give us your feedback by sending an email to [communications@copecommunityservices.org](mailto:communications@copecommunityservices.org).

• COPE Partners • Board of Directors Update • and More...

# **Board of Directors Update** *by Michelle Alexander*

**C**OPE's June Board of Directors meeting took place on June 6, 2013. It was followed by COPE's Annual Board of Directors Meeting. The COPE Board welcomed Kate Riley, General Manager of SunTran, as the newest Board Member. Below are the key topics that were discussed.

## **Slate of Officers**

The Annual Meeting concluded the terms of two Board Members: Board Chairperson, Roy Cuaron, and Board Secretary, Mary Stoute. The Board voted in Dr. Brenda Even as the new Chairperson and Victor Soltero as the Secretary. The Board also reappointed both the current Treasurer, Harry Kressler, and the Vice-Chairperson, David Neri, for additional terms.

## **Mission Statement Revision**

One of the key discussions was a revision to COPE's mission statement to reflect the primary role of integrated care. This will be discussed again at a future board meeting.

## **CEO Update**

In Tom Donovan's CEO update he informed the Board of an increasing emphasis on compliance monitoring and sanction activity by AHCCCS, ADHS/DBHS, and CPSA. COPE's internal monitoring and training has been increased in response to these changes.

Mr. Donovan was very pleased to report two incentive payments awarded to COPE by CPSA. COPE received a \$25,000 incentive payment for referral of members to tobacco cessation activities and \$5,000 for performance on the FY 2013 third quarter data validation study (COPE currently has a 96.55% accuracy rate for data validation, which exceeds the threshold requirement of 90%).

## **"COPE Partners" - JW Marriott**

*by René Pacheco*

**T**hroughout the year COPE is proud to support and partner with many organizations and businesses by donating, volunteering, or sponsoring their respective causes. "COPE Partners" is a segment in the newsletter that is aimed at highlighting COPE's partners in the Tucson community and emphasizing how collaboration with organizations has assisted COPE with the continuation of its mission. The mission and values of the organizations featured will be showcased including how they impact the community at large.

Since 2009 COPE has maintained a steady partnership with the JW Marriott Starr Pass Resort and Spa (JW Starr Pass). JW Starr Pass is not just a partner that provides a venue for COPE's annual employee holiday party, they also regularly donate items to COPE for distribution to clients. Items that JW Starr Pass has donated have included toiletries, household items, and

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# "COPE Partners" - JW Marriott (cont'd from page 2)

clothing. On a quarterly basis JW Starr Pass arranges for COPE to pick up a significant amount of donations at the resort, some of which have weighed approximately 1,500 lbs. Donated items are divided and distributed to COPE clinics and residential facilities for use by clients in need. In addition to donated items, JW Starr Pass staff has volunteered on behalf of COPE at the annual Recovery Walk and Expo, donating and distributing bottled water at the event.

As a Fortune 500 company, Marriott International is committed to community service. By promoting the spirit of generosity within their core values, Marriott International has instilled the importance of community service to each of their employees. Aside from its relationship with COPE, JW Starr Pass has been active in the community working with other non-profits, donating to the Community Food Bank, and adopting less fortunate families during the holiday seasons. Recently, over \$7,000 was donated to the Community Food Bank, all of which was donated by employees of the Resort. The JW Starr Pass reach is more than that of a luxury resort. As a stakeholder in the Tucson community, the JW Starr Pass commitment to community service is humbling.

In 2010, the JW Marriott Starr Pass Resort and Spa was awarded the Alice S. Marriott Community Service Award, an impressive achievement since they triumphed over nearly 3,800 other Marriott properties from over 74 countries. COPE is proud and privileged to hold a partnership with such an important asset to the Tucson community.

## CLIC Update by Erica Beca

**T**he COPE Lifestyle Improvement Center (CLIC) would like to share some exciting changes.

COPE welcomed two new additions to the CLIC staff, Elizabeth Arrington and Daniel Kausch. Both Elizabeth and Daniel are Recovery Coaches. Elizabeth works primarily with members who are seeking help with employment. Daniel serves members who are seeking to work on their personal wellness goals.

CLIC has added several classes to the group schedule: Cheating Sweets, Weight Loss Support, One Awareness, Excel/Word, Bingo, and Jewelry Making. The Basic Computer class has expanded to once per week. The computer lab hours have changed to 10:00am to 6:00pm, Monday through Friday. Please refer to the CLIC monthly calendar and group descriptions for additional details.

CLIC has been designated as a participation site for the COPE Employee Wellness Program. Please come to CLIC and enjoy using the facility as you complete tasks identified in the COPE Employee Wellness Program raffle.



# Employee Spotlight

Julie Mincheff

*Office Manager - Human Resources*

**B**ehind the counter at COPE's Human Resource office is one of the company's shining stars. She awaits there with maybe a new word to add to someone's vocabulary or a joke about how doorways are to blame for forgetful minds. The truth is she is there to bring a smile to someone's face no matter what kind of day they may be having.

Julie Mincheff was born in Bridgeport, Connecticut and moved to Tucson as a small child. She can remember going horseback riding at Tumbleweed Stables at the corner of Speedway and Swan, which she describes as nothing but desert at the time. She grew up by Tucson Medical Center where she and her brother would venture out to catch wild burros in an effort to tame them. She is sad to report that it never worked and she was forced to move on to new careers.



Julie graduated from Tucson High in a class of 1,176 students, reported to be the largest class in the country that year. Julie is the proud mom of a wonderful daughter, Sue, and two great sons, John and Mark. She has five grandchildren and a brand new great granddaughter. The great grandma title sounded too old, so Julie has asked her grandchildren to call her "GG."

Julie loves life and enjoys it surrounded by the right company. She started a Bunco group of twelve women about 23 years ago. Today they still meet once a month. When asked what Bunco is, Julie replies, "Well, it is a no-brainer game, so we can visit, eat, tell jokes, eat, and throw dice all at the same time." The emphasis on eating is important. Julie is a true aficionada of good food and enjoys sharing recipes. She is also an explorer and is always discovering new dishes to share. Julie is also a traveler, especially if the destination includes a good casino. She doesn't mind taking risks and a little gambling is part of that.

In the professional world she describes herself as "lucky" because she has never needed to look for employment, as it usually finds her. Her first job was a five week office job with MGM Studios. They were making a western movie titled "Cimmaron" in 1962 starring Glenn Ford. Whenever he or staff needed money or paychecks they would come to Julie. As you can see, it's not only COPE staff who have picked up checks from Julie but also Hollywood

*(cont'd on page 5)*

# Employee Spotlight (cont'd from page 4)

personalities. When asked how she feels about this, Julie jokingly responds, "Oh, such power!" Julie served as secretary to the District Manager for El Rancho Markets and later worked at a sales promotion job at a local bowling alley. Her big break into social services came one Sunday night while having dinner with friends. She learned of an opportunity to work with Psychiatric Management Resources as a secretary. She later transferred to SAMHC. Then fourteen years ago she made the choice to join COPE.

When asked about retirement, Julie explains how COPE is her family and she will miss everyone. Currently she doesn't have a date set for retirement.

## September Birthdays

Lyle Forth	09/01	Suzanne Decker	09/14	Melina Mejia	09/21
Heather Moore	09/02	Keith Martir	09/16	Melissa Ortiz	09/21
Austin Puglisi	09/02	Andrea Craig	09/17	John Groel	09/22
Chance Ruggeroli	09/02	Anna Lester	09/17	Isaura Dominguez	09/23
Aileen Giron	09/06	Brisna Egurrola	09/18	Erisha Green	09/23
Marilyn Enos	09/07	Hector Ramirez	09/18	Janine Courtney	09/24
Louis Gall	09/07	Jolene Bristow	09/19	Lisa Mangan	09/25
Alex Jones	09/08	Ernesto Lopez	09/19	Larisa Hublou	09/28
Christine Ash	09/11	Jennifer Warfield	09/20	Aaron Ronn	09/28
Henry Corrales	09/14	Annelise Brokaw	09/21	Kari Ross	09/28

## September Anniversaries

16 Years	Khalid Al-Maskari
13 Years	Andres Pacheco
11 Years	Thomas Roach, Marsha Moreno, Leonard Ditmanson
9 Years	Selena Nunez, Francisco Martinez
8 Years	Tony Austin, Sylvia Stanton, Larissa Wagner
7 Years	Jennifer Warfield
6 Years	Timothy Peacy, Raul Mejia
5 Years	Kathryn Gerretti
4 Years	Pamela Wiseley, Jennalyn Young,
3 Years	Aaron Ronn
2 Years	Patricia Cartwright
1 Year	Michelle Harper-Brule, Marissa Anaya, Essence Barker, Brenda Morgan



# Employee Wellness Program *by Brissa Rubio*

COPE introduced a wellness for employees program in 2011 that included an onsite health screening benefit provided by Interactive Health Solutions (IHS). Employees that participated in the program were appreciative and had very positive feedback.

With the assistance of Lovitt & Touché, Inc. and support from executive leadership, Human Resources decided to expand the wellness campaign in 2012. In addition to providing onsite health screenings to employees for a second year, COPE implemented a wellness program entitled "Employee Wellness: Because You're Worth It!"

2013 is the 3rd year COPE will offer this program to help ensure a healthy workforce. COPE is committed to providing resources that promote the physical, mental, and emotional wellness of staff on a continual basis. These resources include time, program incentives, education, and commitment from executive leadership. Each month, beginning in June 2013, COPE will have a specific focus geared towards employee health and wellness.

## **1st Quarter (June - August): Discovery: "Know Your Numbers"**

This quarter the focus is on understanding blood pressure and cholesterol numbers. Staff will learn about the importance of knowing how these numbers can contribute to overall wellness plans.

## **2nd Quarter (September - November): Nutrition: "Healthy Eating"**

This quarter the focus is on preparing healthy meals that are flavorful. Staff will discover how eating habits can contribute to having more energy and less stress.

## **3rd Quarter (December - February): Social Well Being: "Stress Management"**

This quarter the focus is on understanding the importance of having a positive attitude and learning to cope with stress. Staff will discover the importance of balance in the world of work.

## **4th Quarter (Final Quarter) (March - April): Staying Active: "Physical Activity"**

This quarter the focus is on understanding the importance of staying motivated to exercise, even in the heat. Staff will discover the importance of physical activity and how to exercise, even those who dislike exercising.

For additional information about the employee wellness program, contact Brissa Rubio at Human Resources at 520.792.4139 or [brubio@copecommunityservices.org](mailto:brubio@copecommunityservices.org).



On The Hunt  
For Wellness  
2013

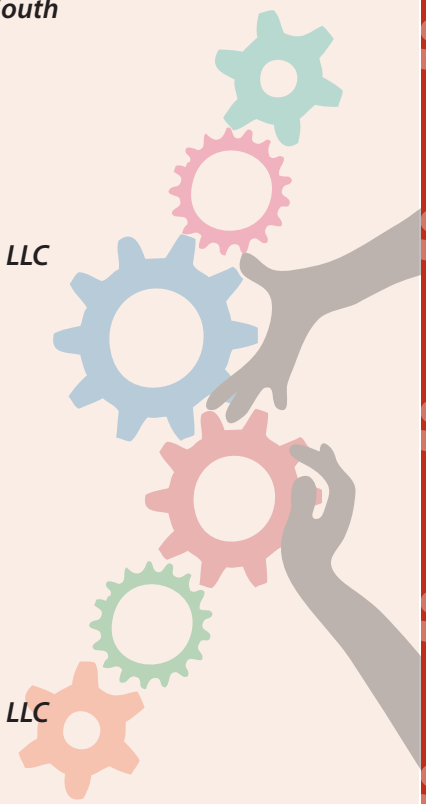


# New Hires

**Eric Alday**  
**Susan Anzelmo**  
**Brian Arbizo**  
**Elizabeth Arrington**  
**Dona Bailey**  
**Charlotte Bennett**  
**Sylvina Betton**  
**Catherine Biggs**  
**Leandra Boule**  
**Karin Brands**  
**Angelica Calero**  
**Emily Clymer**  
**Brian Dorr**  
**Brisna Egurrola**  
**Christopher Grace**  
**Tracey Hargett**  
**Rhonda Harper**  
**Jacqueline Herring**  
**Alta Hubbard**  
**William Larson**  
**Michael Leon**  
**Antoinette Manuel**  
**Jefferson Manzano**  
**Kelsey McLaughlin**  
**Rafael Montano**  
**Adriana Morlock**  
**Thomas Muindi**  
**Rebecca Munn**  
**Izamar Murrieta**  
**Colin Norton**  
**Kathleen Oldfather**  
**Marissa Peralta**  
**Steamy Raimon**  
**Danielle Rohr**  
**Robin Ross**  
**Chance Ruggeroli**  
**Dyanna Saenz**  
**Katie Schweiger**  
**Teresa Simpson**  
**Willis Taylor**  
**Sam Trinh**  
**Mario Urena**  
**Timothy Vallin**  
**Stephanie Weaver**  
**Patrick Weisbrod**  
**Brooke Wilson**  
**Caroline Witt**

*Maintenance Assistant*  
*Case Manager*  
*Behavioral Health Specialist II*  
*Recovery Support Specialist I*  
*Psychiatric Nurse II*  
*Recovery Coach*  
*Financial Eligibility Specialist*  
*Recovery Coach*  
*Receptionist*  
*Case Manager*  
*Case Manager*  
*Skills Navigator*  
*Office Manager*  
*Case Manager*  
*Behavioral Health Specialist I*  
*Behavioral Health Specialist I*  
*Outreach Worker II*  
*Credentialing Specialist*  
*Outreach Worker II*  
*Vocational Trainee - Custodial*  
*Case Manager*  
*Case Manager*  
*Case Manager*  
*Case Manager*  
*Vocational Trainee*  
*Psychiatric Nurse I*  
*Outreach Worker II*  
*Case Manager*  
*Skills Navigator*  
*Case Manager*  
*Psychiatric Nurse Practitioner*  
*Receptionist*  
*Landscaper Team Lead*  
*Recovery Coach*  
*Psychiatrist*  
*Case Manager*  
*Recovery Support Specialist I*  
*Case Manager*  
*Recovery Support Specialist II*  
*Recovery Support Specialist I*  
*Recovery Coach*  
*Vocational Trainee*  
*Case Manager*  
*Case Manager*  
*IT Support Specialist*  
*Case Manager*  
*Recovery Coach*

*Maintenance*  
*La Cholla*  
*Gemini*  
*COPE Lifestyle Improvement Center (CLIC)*  
*Ocotillo*  
*Coady*  
*Methadone*  
*Coady*  
*Coady*  
*Coady*  
*Coady*  
*Mesquite*  
*Medical Clinic - South*  
*La Cholla*  
*Ocotillo*  
*Gemini*  
*Los Altos*  
*Administration*  
*Los Altos*  
*COPE Properties, LLC*  
*Mesquite*  
*Mesquite*  
*La Cholla*  
*Mesquite*  
*RISE, LLC*  
*Methadone*  
*Agave*  
*Coady*  
*La Cholla*  
*Coady*  
*Coady*  
*Mesquite*  
*COPE Properties, LLC*  
*Coady*  
*Mesquite*  
*Coady*  
*Housing*  
*Mesquite*  
*Coady*  
*Ocotillo*  
*Mesquite*  
*RISE, LLC*  
*Coady*  
*Coady*  
*MIS/IT*  
*Mesquite*  
*La Cholla*



Welcome Aboard!

# COPE CARES

COPE is expanding in many ways and, as part of that expansion, COPE will be changing the manner in which it gives back to the community. Though COPE sponsors several worthy events throughout the year, COPE will now be giving the employees the opportunity to join in. COPE Cares is a volunteer initiative that will get staff involved in the community. COPE Cares had its first activity on August 15, 2013, with great success. Staff visited the Ronald McDonald House and volunteered for the Chef-for-a-Day Program. COPE staff cooked a delicious and nutritious meal that consisted of sandwiches, wraps, soup, and salad. Staff at the Ronald McDonald House were very welcoming and appreciative of all the help they received.

Thank you to the staff below for volunteering:

Maria Alvarez  
Michelle Alexander  
Carrie Foote  
Karla Gracia  
Alta Hubbard  
Michael Knust  
Bobby McManus  
René Pacheco  
Siobhan O'Boyle  
Alba Ochoa  
Lisa Robinson  
Cherie Steiner  
Kim Young



COPE will plan another day in September for the Chef-for-a-Day Program, as well as other volunteer activities. Keep a look out if you are interested in volunteering.





# Berry Cobbler "Texas Style" by Richard Bitner

This recipe was developed during the Cheating Sweets group at CLIC. The recipe was altered to include little to no sugar and to lower the cost.

**4 T unsalted butter cut into four pieces**  
**1 1/2 C sugar or baking Splenda**  
**1 1/2 t cinnamon**  
**15 oz. (three cups) berries (raspberries and blackberries, if possible)\***  
**2 C pancake mix (the type that uses water for mixing)**  
**1 C water**  
**1/4 C milk**

1. Adjust oven rack to upper-middle position and heat oven to 350 degrees. Place the four tablespoons of cut-up butter in a 13" x 9" baking dish and transfer to oven. Heat until butter is melted\*\* (8 to 10 minutes).
2. Meanwhile, mix the berries in a sauce pan and heat. Add 1/2 cup sugar or sugar substitute and the cinnamon and cook until reduced and a little thickened. Remove from burner.
3. Combine pancake mix, remaining sweetener, water, and milk in a mixing bowl and mix well with a whisk. Pour mixture into the center of the melted butter in the baking dish. Spread evenly and spoon small amounts of berries onto the mix, not covering it completely. Save some of the cooked berries for topping. Place in the oven and bake for 20 to 28 minutes or until the edges are golden brown and a toothpick comes out clean. Remove and place on a rack to cool. Enjoy topping the cobbler with fresh cooked berries and, if you like, add a small scoop of vanilla ice cream.

Enjoy!

*\*If using frozen berries, thaw them first.*

*\*\*Keep a close eye on the butter so it doesn't scorch. Place the hot baking dish with butter on a wire rack after removing it from the oven. Avoid untreated aluminum pans.*

# *Journey to a Healthy Lifestyle*

by Michelle Alexander

**A**s COPE continues its Employee Wellness Program, it will highlight the success that COPE staff achieves in obtaining a healthy lifestyle. COPE's Utilization Management staff member Carrie Foote has successfully made a transformation to a healthy lifestyle. While talking with Carrie, the passion and drive she has for a healthy lifestyle is evident, contagious, and inspiring. Carrie certainly has a lot to be proud of in her achievements and has shared her experience below.

## **The transformation:**

Carrie described her transformation as physical, emotional, and environmental. Physically, her heaviest weight was 220 lbs. and she went down to 145 lbs. Emotionally, she had to transform her way of thinking. Carrie stated that, "I had to believe I am worthy of being healthy and thin." Environmentally, Carrie gained an awareness of the effects that come from products with harmful chemicals and dyes, and gradually began eliminating them from her life. Now Carrie tries to buy organic products that can usually be found at Sprouts or Trader Joe's. After Carrie made the switch in her diet and household products she began to notice a significant difference in the way she felt. She recommends researching products before making changes and to educate yourself on the options.

## **The turning point:**

The moment Carrie described as life-changing is when the doctor advised her she was pre-diabetic and may have to go on medication to lower her cholesterol. This was a wake-up call to Carrie and she wanted to avoid going on medication, if possible. She started reading books by Dr. Weil, but what really resonated with her was Jillian Michael's "Mastering Your Metabolism." This book inspired Carrie to focus on health in all aspects of her life.

## **Weight loss tip:**

Carrie also has her own tools that she has used for weight loss, such as; keeping a journal of everything she eats; keeping her daily calorie intake to no more than 1,700 calories; and an exercise routine. She says there really is no secret to weight loss and gave a quote that inspired her from Dr. Wayne Dyer, "If you would like to accomplish something, you must first expect it from yourself." Carrie said, "I expected I could lose weight and get healthy."

## **Exercise routine:**

Carrie's exercise routine varies depending on her goals. Carrie has begun regularly running in marathons and is currently in training. During the beginning of her transformation, Carrie was going to the gym every day and sometimes twice a day. She now consistently runs three to four times weekly and cross trains one to two times weekly. Hiking is also something she really enjoys.

*(cont'd on page 11)*

# *Journey to a Healthy Lifestyle* (cont'd from page 10)

**Favorite healthy meal:**

Carrie's favorite healthy meal is anything vegan that isn't processed and that will help prevent disease.

**Favorite healthy snack:**

Carrie's favorite snacks are nuts and Kit Organic Bars.

**Food cheat/vice:**

Carrie's cheat is vegan cupcakes made by COPE's Medical Services Coordinator, Alba Ochoa. Her vice is chips and salsa.

**Biggest challenge:**

Carrie's biggest challenge has been maintaining her health through exercise and being dedicated to her diet. When Carrie finds herself in a discouraging mood she uses positive affirmations: "I am strength," "I am endurance," "I am speed," "I am good enough." She also tries not to be attached to outcomes but to focus on the present and focus on enjoying the journey.

**Biggest reward:**

Carrie has benefited physically by feeling healthy, having more energy, and feeling better in her clothes. Emotionally she has gained more confidence and believes she can face any challenge. The most satisfying experience for Carrie is being able to share her story with others and to provide motivation for others to get healthy.



Nov. 2007



Nov. 2012