



# STANDING STRONG

*In  
Changing  
Times*

**SOUTHWEST**  
BEHAVIORAL & HEALTH SERVICES

FY2018



# STANDING STRONG

## OUTPATIENT SERVICES: STRENGTH IN LEADERSHIP

**OUTPATIENT SCHOOL BASED PROGRAMS** have grown in West Phoenix to serve 86 schools in 12 school districts. The community continues to look at SB&H as a leader in school based services. Mercy Care has invited SB&H to a provider forum of school based behavioral health providers on a monthly basis to provide input and insight in effective school based services. Our Northern Arizona team in Yavapai County has been outreached for implementation of school based services. Prescott Valley Outpatient Clinic has successfully completed their school based program pilot in the Humboldt School District and has been requested to expand to four more schools within that district.

**SB&H'S** Integrated High Needs Case Management Program maintained an outstanding client length of stay of >140 days since admission. This shows clients are transitioning out of a higher level of care at a rapid rate indicating their overall functioning and clinical presentation is improving.

**PAYSON OUTPATIENT** has successfully created a criminal justice mental health in-reach referral and diversion program to prevent recidivism and streamlined referral and intake process for new qualifying members.

**SB&H** is engaged in all four components of the AHCCCS Targeted Investment Program, a five-year initiative to integrate physical and behavioral health systems in Arizona. SB&H will be submitting attestations to AHCCCS to demonstrate our integration efforts in components of pediatric and adult behavioral health and physical health care. The Outpatient Division has successfully implemented a co-located service model where an SB&H clinician is providing on site therapy at a primary care office. We now have eleven fully co-located primary care practices. In addition to on site therapy, the co-located clinicians will provide focused oversight of members that are designated high risk due to a combination of medical and behavioral health challenges.

**SOUTHWEST AUTISM CENTER OF EXCELLENCE (SACE)** opened its doors in October of 2017 and has been operational for 12 months. SACE followed a startup operational plan and is now providing specialized services to clients from a multi-disciplinary approach with Board Certified Behavior Analysts, Registered Behavior Technicians, Nurses, and Psychiatrists.





# IN CHANGING TIMES

## MOHAVE COUNTY: STANDING STRONG TOGETHER

**STANDING STRONG** and united has been a goal in Mohave County, and due to changes in both personnel and in the AHCCCS plans and Regional Behavioral Health Authority, we have placed emphasis on the importance of working as a team during transformation, which can benefit us when sometimes change feels like adversity.

**WITH THE HELP** of supervisors, directors and lead staff overseeing our six facilities in Mohave County, we have strived to build relationships and trust as we engage our members, the community and each other for successful healthy outcomes at every level. Our participation in Veterans Treatment Courts has made SB&H a respected resource in Lake Havasu City, Kingman and Bullhead City. We are sought out by the courts, law enforcement and other social service and community agencies to be part of a collaborative goal of creating a healthier community. As the community looks to us for leadership, we have provided education and increased awareness of opioid use disorders, medication assisted treatment and alternatives for pain management, in addition to detox and crisis stabilization services.

**OUR GOAL** to embrace a positive work ethic at each of our sites in Mohave County is stronger when we connect with all the departments throughout our agency, working stronger with Phoenix staff and staff in other areas we serve. We collaborated with HR to bring NEO and Clinical Week to Northern AZ on a consistent, monthly basis and Mohave County leadership participated in the SB&H Leadership Academy. Being a part of the Southwest Behavioral & Health Services team and its collective goal of seeking solutions and creating change makes standing strong in changing times an exciting agency journey.

### STANDING STRONG: THE COLOSSEUM

The Colosseum, also known as the Flavian Amphitheater, is an oval amphitheater in the center of the city of Rome, Italy. Built of travertine, tuff, and brick-faced concrete, it is the largest amphitheater ever built. The Colosseum is situated just east of the Roman Forum in the heart of the Piazza del Colosseo, Rome, Italy. The Colosseum was built between 72 A.D and 80 A.D under the Emperor Vespasian.





# STANDING STRONG

## Medical Services: Standing Strong To Serve Our Communities

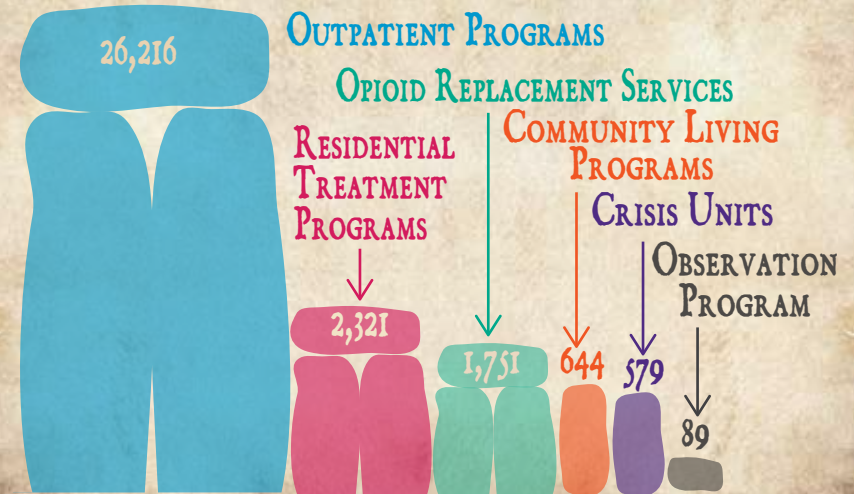
**SB&H** has a rich history of enhancing member care over more than forty four years. Our commitment to community behavioral health has been to train, educate and support physicians, nurse practitioners, physician's assistants and nurses in providing exceptional and efficient integrated healthcare.

**OUR MEDICAL STAFF** strive to improve quality and efficiency of healthcare services and promote the adoption of new clinical technologies with the goal of accelerating the transformation of organizational goals focused on achieving healthy outcomes. The mission of Southwest Behavioral & Health Services is rooted in providing better access to healthcare services for underserved populations throughout Northern and Central Arizona.

**THROUGHOUT THE PAST YEAR** our medical staff have been provided trainings that involve the Arizona Opioid Prescribing Guidelines, continual education on Arizona's Mental Health Block Grant and Substance Abuse Block Grant, which are funded through the federal government through the Substance Abuse and Mental Health Services Administration. One of our many efforts was focused on having our medical providers obtain their Suboxone waivers in order to expand options for treatment to those who struggle with Opioid Use Disorder. SB&H has always operated with the belief that no individual should be turned away from treatment and this will be our continual focus throughout the years to come.

**SB&H** has conducted many trainings to assist with enhancement of our integrative efforts as an agency. The focus of our efforts are to display the importance of many different modalities of treatment and fostering individualized treatment for each member we serve. Our medical team is poised to shape the future of integrated health treatment and is committed to providing services that are the best across Central and Northern Arizona.

### TOTAL SERVED BY PROGRAM TYPE





# IN CHANGING TIMES

## Crisis & Opioid Services: Standing Strong to Help Alleviate the Opioid Crisis

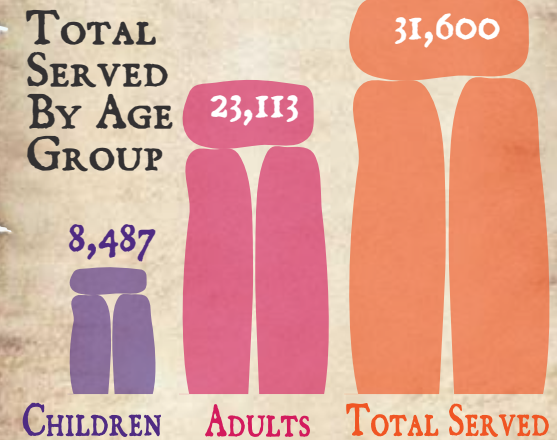
**SB&H** was honored to receive AZ BIG Media's 2018 Healthcare Leadership Award, Outstanding Achievement in Behavioral Health Management or Treatment, for standing strong in our work statewide to help alleviate the opioid crisis.

**IN 2017**, Governor Doug Ducey declared a statewide health emergency declaration as a direct result of the increasing number of people dying from opioids. The declaration provided Arizona with the ability to coordinate public health efforts between state, local and private-sector partners, further allowing the state to utilize all of its public health resources.

**SB&H** participated in Governor Ducey's Goal Council. The main areas of focus for our leadership were Access to Care and Treatment & Intervention for individuals with Opioid Use Disorders. Our input and participation provided part of the framework for the Governor's final executive order. We are actively involved with other agencies working to ensure access to naloxone, educating first responders and emergency departments. Our ongoing participation with Arizona Opioid Treatment Coalition (AOTC) allows us to stay abreast of the national trends to improve the outcomes of our efforts.

**SB&H** has four opioid replacement clinics that are working tirelessly to save lives and help alleviate this statewide crisis. In addition, our Kingman Recovery Unit/Kingman Observation Unit serves as a Center of Excellence to continue to address this challenge. It is a vital part of every clinic to further the mission of reducing opioid overdose deaths.

### TOTAL SERVED BY BEHAVIORAL HEALTH TREATMENT PROGRAMS FY2018

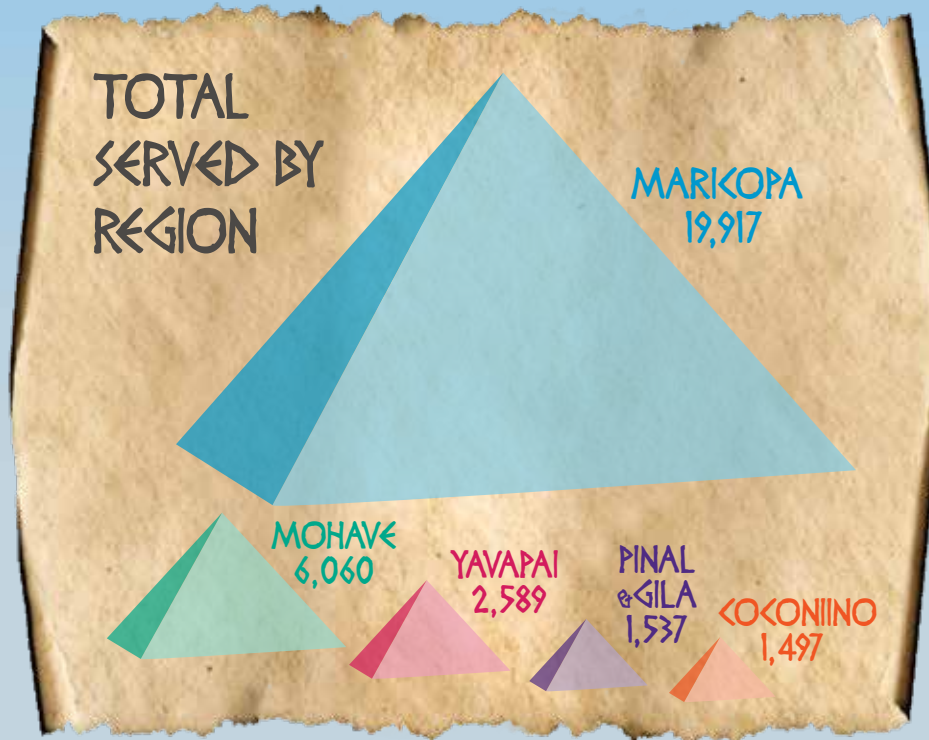


### STANDING STRONG: STONEHENGE

Stonehenge STANDS STRONG in Wiltshire, England. It consists of a ring of standing stones, with each standing stone around 13 feet high, seven feet wide and weighing around 25 tons. The stones are set within earthworks in the middle of the most dense complex of Neolithic and Bronze Age monuments in England, including several hundred burial mounds. Stonehenge was constructed from 3000 BC to 2000 BC. The surrounding circular earth bank and ditch, which constitute the earliest phase of the monument, have been dated to about 3100 BC. One of the most famous landmarks in the United Kingdom, Stonehenge is regarded as a British cultural icon.



# STANDING STRONG COMMUNITY RESILIENCE: STILL AT HOME



THE COMMUNITY RESILIENCE division is home to a large group of SB&H Community Living and Housing locations scattered throughout the valley. These sites operate quietly from year to year with little mention, however offer a high degree of stability for SB&H and residents in changing times. Tried and true through the years, some of the locations are amongst the earliest company ventures to provide stable living, services, and housing for vulnerable adults suffering the impacts of a Serious Mental Illness. Still standing strong today through history's weathering and ready for a changing tomorrow, basics have remained the same over time. The vision then and now is a mission of providing stable recovery environments that foster resilience and give residents a chance to succeed. As long as people need housing and human connection, SB&H's Community Resilience staff will be ready, still at home, offering a helping hand.

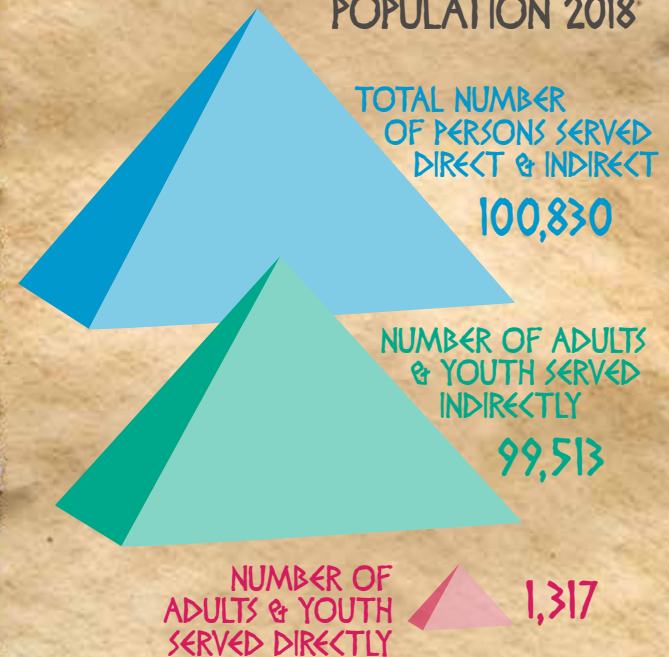


# IN CHANGING TIMES COMMUNITY SERVICES:

## MEETING THE MENTAL HEALTH NEEDS OF SCHOOLS AND COMMUNITIES

NATIONALLY there is an overwhelming concern about the mental health and wellbeing of students in schools. Although schools are considered one of the safest places for youth, we frequently hear of many school related shootings. Creating a safe school climate is critical for the health, wellness and academic success of schools and communities. Southwest Behavioral & Health Services' Community Services program works with local communities and schools to develop services that create healthy communities and safe schools. Through our collaborative partnerships with local communities and schools we provide evidence based prevention programs and best practice school based counseling services, in 24 school districts, 145 schools, to more than 5,000 kids and families with mental health needs throughout Maricopa County.

### COMMUNITY SERVICES PREVENTION PROGRAM CYDP/DFAZK TARGETED POPULATION 2018



## STANDING STRONG: THE GREAT PYRAMID OF GIZA

THE GREAT PYRAMID OF GIZA was built for the Fourth Dynasty Pharaoh Khufu (or Cheops), and was completed around 2560 BC. It is part of a complex of three large pyramids in the Giza Necropolis located in modern Cairo, Egypt. The Great Pyramid is the largest of the three pyramids, and it is part of its own smaller complex that also contain three small pyramids that were built for Khufu's wives. The Great Pyramid of Giza is the oldest monument on the list of the Seven Wonders of the Ancient World. It is also the only one left **STANDING STRONG**. It is a marvel of human engineering and construction, and its sheer size and scale rivals any structure built in modern times.





# 变化之中 (biàn huà zhī zhōng)

## HUMAN RESOURCES: ENCOURAGING STRENGTH THROUGH WELLNESS

**HUMAN RESOURCES** strives to create innovative programs that cultivate a culture of excellence in both client care and employee self-care. In 2018 SB&H was pleased to be recognized with awards for Healthcare Leadership, Healthy Arizona Worksites Program (HAWP), and The Valley's Healthiest Employers. The Healthcare Leadership Award through AZ Big Media honors the women, men and institutions that bring excellence and innovation to Arizona's healthcare sector; we were awarded for Outstanding Achievement in Behavioral Health Management or Treatment. The HAWP award, a public health initiative developed through a partnership between Arizona Department of Health Services and Maricopa County Public Health, recognizes businesses that are making efforts to positively affect the health and well-being of their employees, their families, and their community through evidence-based worksite health initiatives and promising programs; our award was in the Gold award category. Finally, we were ranked by the Phoenix Business Journal as the 12th top Valley's Healthiest Employer in the metropolitan Phoenix area in the Midsize Companies (500-1,499 employees) category.

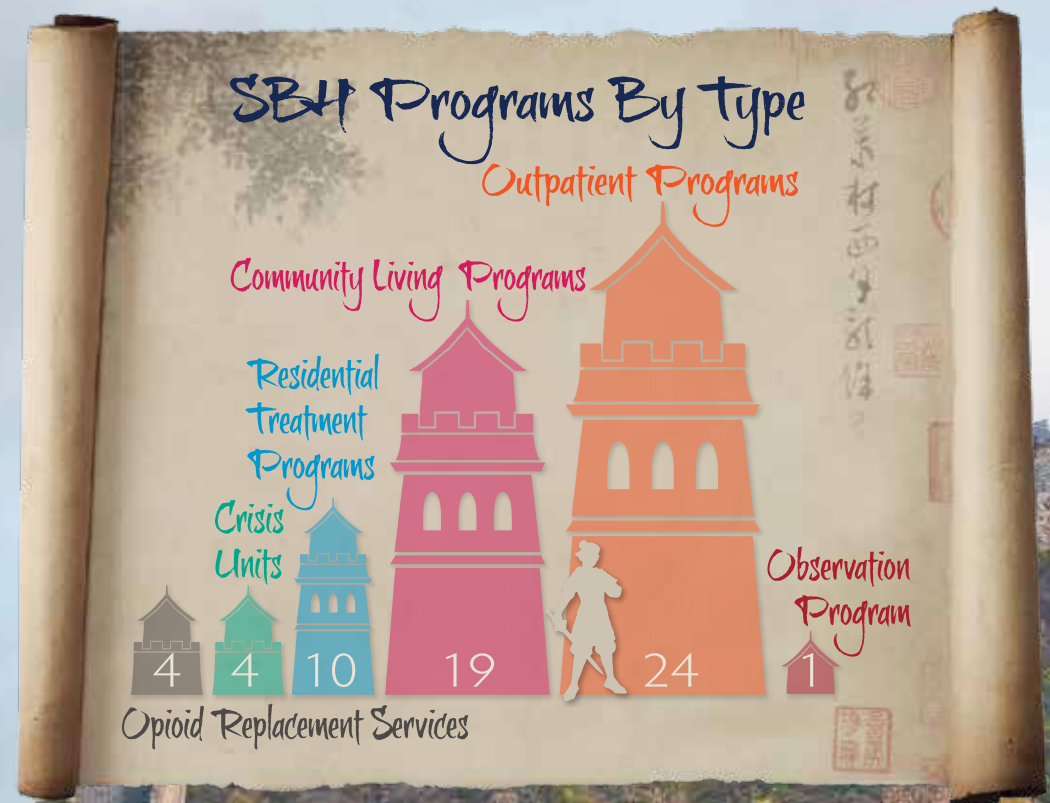




# 立场坚定 (lì chǎng jiān dìng)

## RISK MANAGEMENT: OUR COMMITMENT TO THE COMMUNITY

AS THE HEALTHCARE INDUSTRY and Southwest Behavioral & Health Services move through the changes over the last year, one thing that continues to hold strong is the commitment we hold to our community to provide the best services and to be a leader in healthcare. One way that SB&H shows our commitment to aspire to excellence is through our continued CARF accreditation. SB&H has held CARF accreditation since 1998, currently holding a 3-year accreditation for 32 programs covering inpatient/crisis services, outpatient, residential, opioid treatment, prevention and day treatment. SB&H is gearing up for our CARF renewal, adding three new programs for CARF accreditation, including the Recovery Transition Program for inpatient/crisis services and the Empowerment Center in Payson for day treatment service. SB&H is committed to providing the best to our community and will always aspire to excellence.



## STANDING STRONG: THE GREAT WALL OF CHINA

The Great Wall of China is one of the greatest wonders of the world. Like a gigantic dragon, it winds up and down across deserts, grasslands, mountains and plateaus, stretching approximately 21,196 kilometers from the east to the west of China. With a history of about 2,700 years, some of the Great Wall sections are now in ruins or have disappeared. However, the Great Wall of China is still **STANDING STRONG** as one of the most appealing attractions all around the world owing to its architectural grandeur and historical significance.





## PRESIDENT'S MESSAGE

**THROUGHOUT FY18** we have had many changes to our healthcare system as well as within our agency. We have always been committed to providing high quality services to our members and we look forward to creatively impacting the healthcare system in new and innovative ways that will ultimately have a positive impact on member care where we can highlight on achieving positive outcomes.

**WE HAVE STARTED** partnering with many primary care physician practices throughout Central Arizona where we are providing support services to members. We believe integrated

care is essential to our ongoing success within the communities we serve and continue to cast a unique vision in new ways to meet the needs of members served.

**OVER THE YEAR** we have continued to expand our school based programming within Central Arizona. This continues to be an area of focus of ours at Southwest Behavioral & Health Services. Meeting our members where they are at is believed among Executive Leadership to be the preferred location of treatment, specifically for school aged individuals. Over the next year we will continue to entertain expansion opportunities across all of the regions in which we are active.

**RECOVERY TRANSITION PROGRAM (RTP)** opened in FY18 and has been a huge success. There was a vision to provide to our community a longer term inpatient stabilization facility when compared to our current Crisis Recovery Units. Over the few months RTP has been open we have exceeded expectations specific to length of stay and occupancy rate.

**TARGETED INVESTMENT** will continue to be a focus of ours as an agency. Targeted Investment is a five-year program to assist with breaking down barriers between services being provided by mental healthcare and physical healthcare providers. We have entered into year three of Targeted Investment and are excited about enhancing our infrastructure efforts by implementing built procedures across our agency. Our goal is to provide an unfragmented approach when meeting our members' complex and unique needs. Above all, our continual focus will remain to provide a high quality service and achieve consistent healthy outcomes.



## BOARD OF DIRECTORS

**Matt Hatfield**  
Chairperson

**Adrienne Scheck, Ph.D.**  
Immediate Past Chair

**Kurt Braatz**  
Board Member

**Michael Cylkowski**  
Board Member

**Michael Harris**  
Board Member

**Richard Herold**  
Board Member

**Don Logue**  
Board Member

**Roger Morris, R.Ph., J.D.**  
Board Member

**Michelle Quintanilla**  
Board Member

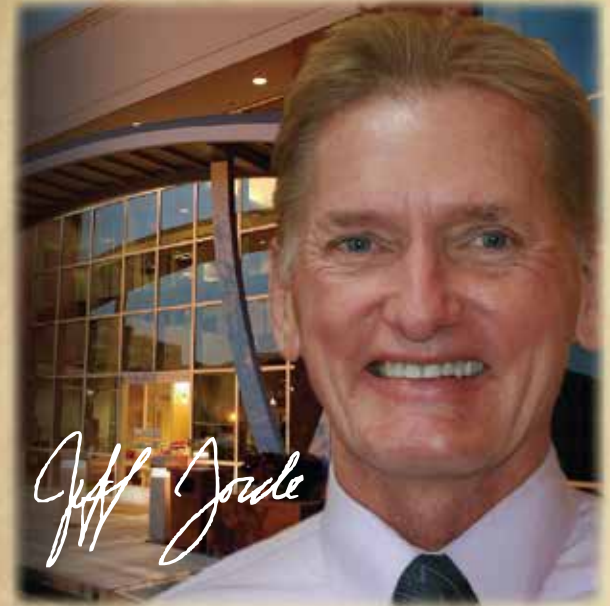
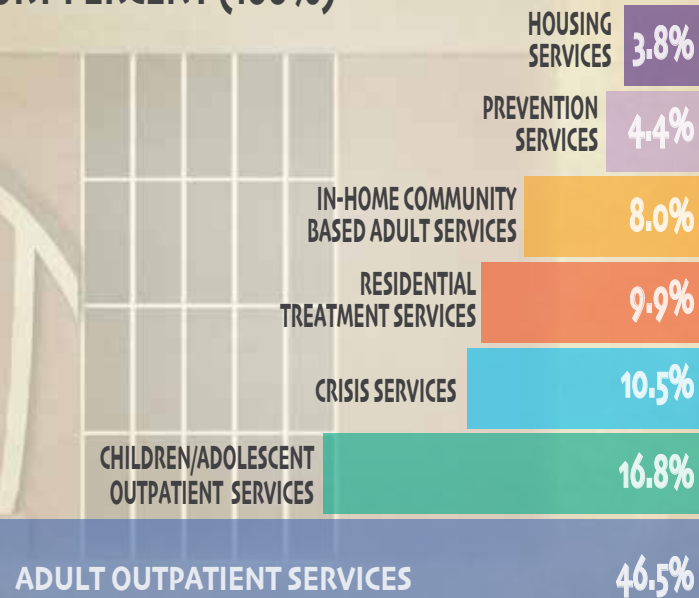
**Lucy Treiman, Ph.D., Psy.D.**  
Board Member

**Patricia Valadez**  
Board Member



## TOTAL FY18 SB&H REVENUE \$83,786,912

### EXPENSE CATEGORY PERCENT (100%)



**Jeff Jorde passed away on May 12, 2018.**

Jeff served as SB&H's President and CEO for more than 30 years. His commitment and care was far reaching and all encompassing. He was a model for all SB&H staff, demonstrating that no matter where one works within the agency, everyone has a part to play in providing care and a hope for recovery to all we serve.

**He is remembered for his booming laugh, passion for football and compassionate leadership.**

**SB&H**  
**STANDING**  
**STRONG**  
*In Changing*  
*Times*





# STANDING STRONG

## *In Changing Times*

### **STANDING STRONG:**

**The Erechtheum, Acropolis,  
Athens, Greece. 421-05 B. C.**

The caryatids (six draped female figures) **STAND STRONG** as the supporting columns of the small **Porch of the Maidens** on the Erechtheum. They gaze at the Parthenon, the great temple of Athena.



3450 NORTH THIRD STREET  
PHOENIX, ARIZONA 85012-2331  
(602) 265-8338 • [WWW.SBHSERVICES.ORG](http://WWW.SBHSERVICES.ORG)

**FRONT COVER:** The Parthenon **STANDING STRONG** in Athens, Greece. Built during the Athenian Empire rule in honor of the goddess Athena. Construction began in 447 BC and was completed in 438 BC; however, its decoration continued for six more years until 432 BC. The Parthenon is 45 feet tall, and its base is 228 feet by 101 feet. It sits on a hill called the Acropolis overlooking Athens.