



Esprit de COPE NEWSLETTER

Mission Statement: COPE is dedicated to improving the health and quality of life of individuals in need and our community. COPE serves as a catalyst for recovery through creative, flexible, and caring programs that recognize the rights and dignity of all people.

OCTOBER 2011 VOLUME 3 ISSUE 5

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INSIDE

- Events/Activities
- Food for Thought
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Communication is Key By René Pacheco

It is a saying that has been said over and over, "Communication is Key," and it's true. Having proper channels of communication is an important aspect of maintaining the success of an organization such as COPE. At times we may lose sight of these channels, which creates an unbalanced flow of information, misguided messages, and inaccurate updates, causing the "rumor-mill" to start, and resulting in misinterpreted announcements. COPE has different ways of sharing vital information with staff, some overlooked and others placed in the junk mail folder. These communication avenues are important to all staff, and they can pertain to anything from employee benefits to site updates. This newsletter you are reading is the perfect example of a tool we have to share information.

In the first Issue of the Esprit de COPE, Laura Estrada wrote an article titled "What's in a Name?" which was dedicated to explaining the name behind our newsletter. The article read, "...at times COPE may face challenges that can appear defeating, but the need for encouragement is always necessary." This newsletter is exactly that. In the past year the newsletter has shared numerous articles including CEO updates, employee profiles, financial updates, and internal/external events and, although the articles may have been grim at

times, they served the purpose of reassuring staff that we are all in the same boat and that we, as an organization, can prevail. The articles/photos were submitted by staff who felt it was important to communicate agency-wide.

From the reduction in force to the recent consolidation of buildings, it is clear that in the past six months COPE has changed. Additional responsibilities have been absorbed by staff, making jobs more difficult; finding time to submit an article is at the bottom of ever-expanding lists of priorities. Even in the midst of COPE's changes, staff are encouraged to submit articles, partner with other staff members, write articles together, take photos, and introduce your team to the entire agency. Utilize these areas of communication, do not overlook them. Be aware of the messages sent via e-mail and printed in the newsletter. Remember, this is YOUR newsletter.

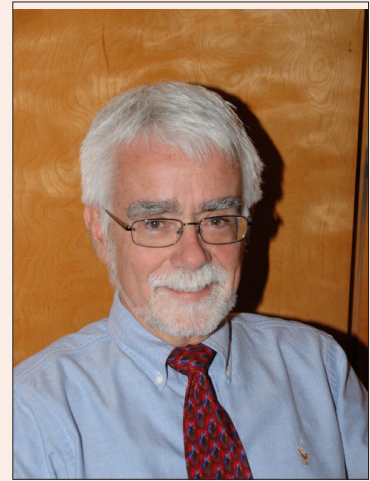
We encourage all staff to submit articles/photos that are morale boosters and beneficial to the organization. We also ask for suggestions to improve the way we communicate with one another: "Communication works for those who work at it."

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



CEO Message by Tom Donovan

A flurry of emails started by Greg Witkowski at Mesquite caught my attention recently. In his email Greg shared a thank you letter from a client to Angelique Armenta. Disinclined to do things half way, Greg shared his email with a small army of COPE employees. This led to a flurry of congratulatory replies back to Angelique. Compared with everything else I had been reading in my emails and dealing with that day, these emails came as a life-affirming jolt—now I remember, that’s why we’re here! Suddenly I saw my own mundane frustrations in perspective. Taking a moment to tell someone about a success is a simple yet powerful reminder that, in spite of the frustrations we live with, we are accomplishing something important and life changing for a lot of people. Thanks, Greg. Good job, Angelique.



Tom Donovan, CEO

My heartfelt thanks go out also to the COPE Board of Directors. This exceptional group of volunteers has shown an insightful grasp of the complex issues confronting COPE, a keen sense of strategy that is setting a course for the organization, and an authentic and palpable sense of support for staff. The importance of the role of a board cannot be overstated. Acting with integrity and an informed sense of the mission of the organization starts with the Board. It is the responsibility of each of us to reflect these values in the day-to-day activities of the organization. Above all, it is the Board that infuses COPE with the wisdom and spirit of the community.

My sincerest thanks to each of you who, like Greg, deals with our shared challenges by staying focused on quality client care. Dr. Harris says we really have only two policies at COPE: world class client care and kindness. I agree.

COPE Committees

Cultural Proficiency Committee

Meetings are held on a quarterly basis. The next meeting will be held in November (101 S. Stone, Conference Room A)

Green Committee

Meetings are held on the third Wednesday of every month at 4:00pm (101 S. Stone, Conference Room A)

i-COMM Committee

Meetings are held on the fourth Wednesday of every month at 4:00pm (82 South Stone)

Board Update by Christina Anaya-Silva

The Board of Directors meeting took place on Tuesday, August 27, 2011. The following was discussed:

Mosaic Closure

The Board was informed that effective October 3, 2011, the Mosaic Case Management site will be closing due to the recent cuts to funding. All clients affected by this change have been notified. Clients currently assigned to Mosaic Case Management will begin receiving services at the Mesquite Case Management site if they are Title XIX, and at the Coady Case Management site if they are Non-Title XIX. Clients that expressed an interest in receiving services at a different case management site were able to select a case management of their preference.

Integrated Health Care

COPE continues to move forward with its Integrated Health Care initiative. Licensure recently notified COPE that there are facility issues that must be addressed prior to the issuance of a license. Specifically, a contiguous facility layout is needed in addition to a separate entrance and lobby area. At this time there are no licensure rules for integrated health care in a behavioral health setting. This has caused some delays but COPE will continue its efforts to develop integrated care services.

HRSA Planning Grant

COPE was awarded a Health Resources and Services Administration (HRSA) planning grant from the U.S. Department of Health and Human Services. This grant will be used to support planning activities leading to the eventual development of a community health center.

Pharmacy Initiative Update

COPE continues to move forward with its Pharmacy Initiative. This is an important quality improvement effort to better focus treatment and to reduce unnecessary costs.

Financial Review

The Board of Directors reviewed and approved COPE's financial statements for the month ending July 31, 2011.

The *i*-Comm Committee invites all sites to participate in the Esprít de COPE Newsletter by submitting articles regarding celebrations (graduation, new baby, pregnancy, etc.). If you are interested in submitting an article for this section, contact René Pacheco at rpacheco@copecommunityservices.org.

Food for Thought "Ghouls and Goblins"

By Jessica Collins and Gyla Brooks

Back to Basics!! Remember the Following for Great Documentation:

Who: Client's full name and/or identification number;

What: Service code and explanation of service being provided (what did you do?);

Where: Place of service: 11-office, 12-home, or 99-other;

When: Date of service: start and stop times of service provided;

Why: To reach treatment goals or objectives that services were provided for: teaching a skill for safety, provide transport for an appointment, give community resources for housing, etc.;

How: How did client respond to the service provided? What was their reaction to your interaction? What is the follow-up to the service?

Example:

Client: Joe Smith/JS00000000 (who); **Date:** 01/01/11 (when); **POS:** 11-office (where); **Service Code:** 40400 c/m f-f (what);

Data: Client met with RTA today to look for affordable housing choices (why). A low-income housing list was provided (what). RTA and client reviewed list (what). Client said they will make some calls later on today to make appointments to see locations (how);

Plan: RTA to follow up with client to see if they were able to find any affordable housing options (how/ what).

Time of Service Provided:

Be sure to document the accurate begin and end time of the services provided. If done incorrectly, this could create problems for other staff members (i.e., they are unable to enter progress notes for the same timeframe).

Other Client Names in Documentation:

Do not include other client names in a progress note. Use a reference such as client's friend, neighbor, peer, partner, etc. The inclusion of another client's name in documentation is a HIPAA violation.

Professional Documentation:

Documentation becomes part of a client's behavioral health record. It should reflect professionalism and clinical knowledge. The notes are not the place to write about any issues with HMS or another staff member.

Transportation:

Document the mileage at the start and the end of each transport, where the transport was to and/or from, and use Place of Service code 99, other.

Phone Calls:

Listening to or leaving voicemails are not billable services. They need to be documented, though, to show you've received a message from a client or made attempts to reach them. When you are speaking to a client on the phone regarding rescheduling or making an appointment, this service alone isn't billable. Take this opportunity to check on their well being or check if they need a medication bridge if you are rescheduling a Provider appointment.

Remember, if you have any questions regarding documentation, please contact Gyla Brooks or Jessica Collins at 82 S. Stone at 520.792.3293. As always, keep up the great work!

Interpretation Services

By Christina Anaya-Silva

If you are in need of interpretation services in order to interact with an enrolled or prospective client, the following three methods can be used:

- 1.) Internal - COPE has a list of staff who have been certified as interpreters for specific languages. The list details which sites the staff are dedicated to and the language(s) the staff are certified in. The list can be accessed in HMS under the Cultural Competence section of the Knowledge Base. The staff member must be contacted to determine if he/she is available to provide the interpretation service. If you are fluent in any languages other than English and would like to obtain a certification as an interpreter, contact Ryan Blanton, Training and Development Manager, at rblanton@copecommunityservices.org.
- 2.) Cyracom Services - Cyracom is one of COPE's language service providers for interpretation services. If COPE's internal certified interpreters or external interpreters are not available for a requested language, Cyracom can be utilized. Cyracom should be utilized on a one-time basis for crisis calls and for calls coming through the front desk. Please note that sessions lasting longer than 30 minutes, such as intake appointments and doctor appointments, require a face-to-face interpreter session. The blue Cyracom phones are located at each case management site. Instructions on how to access Cyracom services can be found in HMS under the Cultural Competence section of the Knowledge Base.
- 3.) External - If internal staff are unavailable to interpret the language needed or it is inappropriate to utilize Cyracom services (i.e., due to session needing to be face-to-face), contact Christina Anaya-Silva via email at canayasilva@copecommunityservices.org or at 520-792-3293 within 48 hours of the appointment time to arrange for an outside agency to provide the interpretation services. When requesting an external interpreter, include the following information:
 - service location;
 - description of appointment;
 - expected duration of appointment;
 - name of client;
 - specify if the client has a preference for a male or female interpreter.

If you have any questions regarding interpretation services, contact Christina Anaya-Silva at the above email address or phone number.

The *i*-Comm Committee invites all sites to participate in the Esprít de COPE Newsletter's site showcase by submitting articles explaining what is special about your site, team, and/or activities. The Newsletter will showcase a different site each month.

If you are interested in submitting an article for the Newsletter, please contact René Pacheco at rpacheco@copecommunityservices.org.

Conversations with Tania Capin

Are you a native Tucsonan or did you move out here and how long ago?

I'm a semi-native; I moved to Tucson from New York City in 1973 and never looked back. New York in the '70s was a lot different than it is today. There was a really high crime rate, garbage strikes, blackouts, and graffiti that covered just about every empty wall and subway train. It wasn't fun to live there, so when we moved to Tucson, I loved how clean and quiet the city was back then.

How long have you been at COPE and in what capacity?

I was first introduced to COPE through my work with Mary Specio-Boyer and Pat Benchik as a steering committee chair for the Meth Free Alliance. I remember being really impressed with the organization and especially with the people who worked for COPE. When an opportunity opened up in 2009 to work on the Access to Recovery grant, I jumped at the chance. It was a great learning experience for me, and eventually led to my current position in the Finance Department when the ATR Grant ended.



Tania Capin,
Finance Assistant

Why do you work for COPE?

I love the people I work with, and also the opportunity to acquire new job skills. Now that I work for COPE, I have a greater understanding of some of the bigger challenges facing the behavioral health field. Being in the Finance department gives me an opportunity to meet COPE employees at other sites and learn about what their jobs entail. Our case managers do an amazing job coordinating client care and juggling encounter metrics, and our health promotion team is really good at what they do when it comes to prevention and education. There are so many great people who work for COPE!

Which COPE site do you work out of?

I work at the Administration site. I hear it's haunted, although I haven't experienced anything paranormal yet. I'm kind of disappointed about that!

Extracurricular activities such as hobbies, clubs you belong to, etc.

Photography - I take pictures of nature, flowers, and city-scapes and make greeting cards/photo books for friends and relatives.

English Bulldogs - I've raised four of them and love their funny personalities.

I also spend weekends in Bisbee and Prescott with my husband. You can meet some really interesting people and have some awesome photographic material, too.

Parakeets - We have two, and for the longest time I couldn't think of names for them. I noticed the male is really hyper and is a pretty green color, so I named him Jalapeño. The female is really sweet and a beautiful blue color and her name is Maya.

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Conversations Cont'd from Pg. 6

Education (where you went to school).

My background is actually in communications. I got a B.A. in Journalism from the University of Arizona but realized I didn't want to write news stories for a living. I leveraged my existing skills and worked as a media director for a local ad agency and a project manager for a PR firm. I also did communications consulting for several years, learned how to wear many different hats, and got my first taste of accounting doing my own books.

What are your professional goals and where do you see yourself in the future?

I'm really interested in learning more about our contracting process. It's fascinating to me that COPE is so tightly regulated by the nature of the work we do, and there are so many hoops we need to jump through to satisfy our funding sources.

October Birthdays

KANANI GROVER	01	CELIA BEIER	14	BARRY TABAS	29
KATE NELSON	01	KENNETH KINTNER	15	NICHOLE BELTRAN	29
MEGHAN MAHONEY	02	BRIAN ANDERSON	15	KATHLEEN ADKINS	31
MARYLYN VALENCIA	04	KELLY LINEBAUGH	16	CONNIE DANIELS	31
KIMBERLY PETERS	04	ADOLPH PETERSEN	19		
KENNETH DALTON	05	MEGAN BRIGHT	19		
JIMMIE HAMPTON	06	CYNTHIA GRANADOS	20		
ONEIDA GARCIA	06	RODNEY COOK	21		
KHALID AL-MASKARI	09	FATMA SWAILEM	22		
DAMARIS LHERISSON	09	MICHAEL LOGHRY	25		
ALEC ALVAREZ	09	BARBARA G. CASTELLANO	26		
JULIE JULSON	10	PATTY LICON	26		
ANDY PACHECO	10	ELEONOR CARPINTEIRO	27		
VICKY LUNDAY	11	JEFF GOERS	28		
KATHY FLORES-VALLE	12	JOHN MCELROY	28		

COPE October Anniversaries

12 Yrs	Dia Barney
7 Yrs	Kenneth Kintner, Sylvia Lau-McDonald
6 Yrs	Alicia Ricci, Evelyn Ruvalcaba, Veronica Soto
5 Yrs	Cindy Diaz, Wendy Lawrence
4 Yrs	Celeste Canchola, Gary McKenzie
3 Yrs	Damaris Lherisson, Melvin Thornton, Andrea Zurita
2 Yrs	Wendi Baker, Toate Ganago, Jacquelyn Melzer, Jacquelyn Melzer
1 Yr	Tina Dong, Claudia Oregon, Jose Verdugo, Meredith Williams

Pumpkin Cream Cheese Muffins

A fall favorite from Chef Julie

Topping:

4 1/2 T Flour
5t White Sugar
1t Cinnamon
3T Butter
3T Chopped Pecans

Filling:

1 8oz pkg Cream Cheese
1 Egg
1t Vanilla
3T Brown Sugar

Muffins:

2 1/2 C Flour
2C White Sugar
2t Baking Powder
2t Cinnamon
1/2t Salt
2 Eggs
1 1/3 C Canned Pumpkin

If you like the taste of a special treat from a gourmet muffin shop or Starbucks, then this should be at the top of your list.

Preheat oven to 375 degrees. Grease and flour (or use cupcake paper liners) 18 muffin cups.

Filling: In a medium bowl beat cream cheese until soft, add egg, vanilla, and brown sugar. Beat until smooth and set aside.

Streusel topping: In medium bowl, mix flour, sugar, cinnamon, and pecans. Add butter and cut it in with a fork until crumbly. Set aside.

Batter: In a large bowl, sift flour, sugar, baking powder, cinnamon, and salt. Make a well in center of flour mixture and add eggs, pumpkin, olive oil, and vanilla. Beat until smooth.

Place pumpkin mixture in muffin cup to 1/2 full. Add one teaspoon of the cheese mixture in the center of the batter. Try to keep cream cheese from touching the paper cup. Sprinkle on the streusel topping. Bake for 20 to 25 minutes.