

# Mission Statement

*To enhance and empower the behavioral health community through Creativity, Innovation, and Diversity*



## Clinical

PSA Behavioral Health Agency celebrated Recovery on May 13, 2009. A “Recovery Celebration” was held which gave PSA clients an opportunity to share their recovery stories with staff, clients and guests. The celebration included, lunch, karaoke and wonderful success stories. Great fun and success was shared by all.

The Outpatient program is expanding their groups by incorporating a Women’s Recovery group, a skills group and an illness management/recovery plan group. Also, group attendance has increased significantly.

A part time therapist has been added to the PSA team. She will be providing counseling in the evenings and weekends to better help meet the needs of the clients.

People Service Action

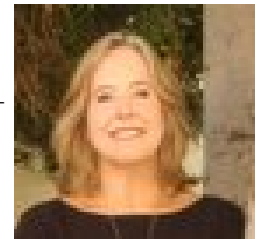
PSA Behavioral Health Agency  
2255 West Northern Suite B100  
Phoenix AZ 85021



## Message from the CEO

As we look forward to 2009-2010, we are excited about new opportunities and challenges. We are moving rapidly to increase our Children’s funding, not only in Maricopa County, but in Pinal and Pima Counties as well. We are intent on implementing a Consumer-Run business through our Art Awakenings program, The Next Step.

We are committed to maintaining our Housing/ Supportive Living and Outpatient programs during this challenging fiscal year. PSA is dedicated to “enhance and empower the behavioral health community through creativity, innovation and diversity”. As our Non-Title XIX contracts are reduced, we hope to make thoughtful and wise decisions regarding this funding stream.



In order for us to maintain our business, we will be looking at transitioning many of our Non-Title XIX clients to Community Supports. We hope to actually assist by becoming a Community Support through our Next Step program with Art Awakenings. This transition will be done in a thoughtful, clinically appropriate fashion.

PSA and PSA Art Awakenings hopes to be part of a viable solution in the redesign of our Behavioral Health System. We acknowledge that there may be trying times ahead, but, as always, we will endure.

A special thanks to our Board of Directors and Staff for their hard work this past year.



PSA Behavioral Health Agency  
September 2009

## *Housing/Supportive Living*

Due to higher demands from the Regional Behavioral Health Authority (RBHA) for Maricopa County for SIL beds, PSA expanded their Supportive Living program by increasing their beds from 68 to 72. PSA is re-evaluating its co-occurring program with the goal of becoming dual-diagnosis capable. PSA is issuing a staff co-occurring competency test so that training needs can be identified. Co-occurring classes for the clients will be more recovery focused as well as being able to meet the client where they are. PSA staff is also evaluating all groups that are currently held for the clients. The goal is to make all the groups more meaningful and provide the client with the opportunity to achieve success by completing a class and receive a certification of completion.

## *Outpatient*

PSA's Outpatient program has a wonderful addition to its programming-the Wellness Center. The focus is to emphasize the importance of personal wellness and health and its integration with behavioral health. The Wellness Center has become increasingly used and enjoyed by the people receiving services from PSA's Outpatient and Supportive Living programs. The Wellness Center is also starting to accept referrals from the RBHA's clinical teams so they can take advantage of the services as well. PSA has reinstated its Home Management program in which the Behavioral Health Technician (BHT) provides in-home ILS assistance as well as commu-

nity integration. PSA's Outpatient program has undergone a staff transition. There were staff changes that involved utilizing two of the Outpatient staffs expertise in another PSA program.

## *Quality Management News*

Since the last newsletter, PSA had Data Validation audits from Magellan Health Services and Cenpatico, both revealing positive results. Magellan conducted their audit in April and the error rate on billed encounters decreased from 28% in 2008 to 15% in 2009. Cenpatico conducted their audit in July and the error rate on the sample of billed encounters decreased from 4% in 2008 to only 1 error in 2009. The established threshold established by Arizona Department of Behavioral Health Services/Division of Behavioral Health Services is 10%. These improvements reflect PSA's dedicated efforts and resources to provide accurate and timely documentation in support of the services provided.

An Annual Complaints Report was completed in August to trend and analyze results from the formal complaints received by Quality Management during Fiscal Year 2009. The results indicate a need for ongoing program efforts for skill building with our residential clients to deal with interpersonal conflicts, additional training opportunities for our staff in the area of professional boundaries, and

additional training regarding the PSA Code of Conduct and the responsibility of employees to report any/all matters of concern to the Corporate Compliance Officer, through the non-retaliatory Disclosure Program.

## *Art Awakenings*

PSA Behavioral Health received a planning grant to develop, using a participatory/collaborative process, a business plan for the founding and operation of The Next Step Studio, Inc., a non-profit peer-run artist studio. This studio is designed as a next step in the recovering artist's therapeutic journey. In this studio, resident artists who have transitioned from PSA Art Awakenings will continue to receive support for both mental health as well as creative expression. While PSA Art Awakenings provides more therapy than art, The Next Step Studio will focus more on art than therapy. We hope to begin The Next Step October 1, 2009.

## *Upcoming Events*

- Holiday Card Sales Begin in August
- Learned Acts of Peace Building Exhibition, ASU Downtown Phoenix Campus, 2nd Floor, Aug. 5, 2009 ó Jan. 11, 2010
- For Our Eyes Exhibition, ASU Downtown Phoenix Campus, Floors 4 - 9, 411 N. Central Ave., Phoenix, Aug. 6, 2009 - May 17, 2010
- 5th Annual Glendale Art Exhibition, Glendale Adult Center, 5970 W Brown St., Sept. 1-Oct.
- JAVA JAM Friday, Oct. 23, 6pm - 8pm Downtown Phoenix Studio & Gallery,