

i-COMM COMMITTEE

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Mosaic Open House by Aarón Valencia

The Mosaic open house took place on Friday, April 16, 2010. Like other events at COPE, there were no problems getting a large turnout of clients. The open house started at 12:30 p.m. and lasted until 3:00 p.m. Clients were greeted by Brian Anderson (filling in for Abdou Thiouf, Program Coordinator for Mosaic). After Brian's speech, Erica Beca informed the crowd about the Unity Program that is also housed at Mosaic.

Erica and her staff were key to the success of this event. Frida Espinosa also spoke about the Young Adult Program that is also housed at Mosaic. Clients and staff were then given short tours of the new facility located at 4601 East Broadway. Clients also participated in services that will be provided on an ongoing basis for members enrolled at the Mosaic site. The Unity and Young Adult Programs provided fun for everyone by playing STD bingo. Entertainment, including karaoke, food, and drinks, was provided for everyone who attended this wonderful event. It was a pleasure to see so many clients and staff enjoying themselves.



Brian Anderson, Program Director, Mesquite

CEO Message

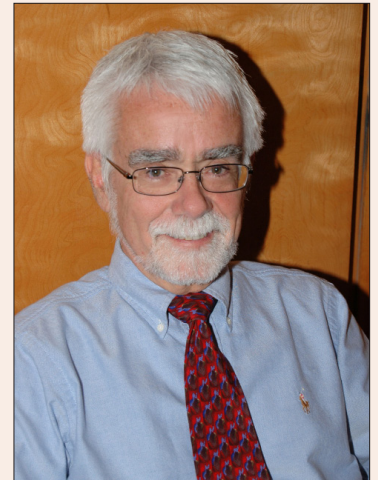
by Tom Donovan

Because of the critical importance of this issue, this month's message is in support of an article published Monday, May 3, 2010, on the trivalleycentral.com website.

Prop. 100 Can Help Us Through Crisis

By Emily L. Jenkins and Rob Evans

Arizona has not faced a financial crisis of this magnitude since World War II, and hard working families right here in Pinal County are paying the price. The state budget has been slashed, and cutting too deeply will jeopardize Arizona's ability to sustain its core responsibilities - education, public safety, and health care. That's why we're urging Pinal residents to vote yes on Proposition 100, a temporary, three-year sales tax increase.



Tom Donovan, CEO

Why vote for the sales tax? We're all aware that money is tight and people are struggling to put food on the dinner table. But voters have to consider the consequences if we don't pass Proposition 100 and ask themselves an important question: Will we actually save money if we don't pass the tax, or will it cost more in the long run?

What will suffer if Proposition 100 fails? Our public schools and state universities - which provide thousands of jobs and produce a highly educated work force - will be among the most severely impacted. Proposition 100 will sustain our education system and help ensure the competitive workforce essential to creating new jobs in Arizona. With two-thirds of the funds from the temporary sales tax directed to our schools and public safety, voting yes is the responsible choice.

The other third of the revenue will fund health and human services. Put simply, if you or a family member or a friend is elderly, disabled, jobless, homeless, hungry, a victim of domestic violence, or needs mental health treatment, you need to vote yes on 100. With the loss of jobs, homes, and cars, people who have never had to seek help from public programs are finding that they need some assistance for themselves, their children, or their elderly parents. Without the temporary tax, there will be further draconian cuts to these core services.

There's also a good reason why law enforcement and hospitals support the tax. It's because an underfunded health and human services sector creates longer response times and increased waits in hospital emergency rooms. These critical funds also will help us avoid losing hundreds of jobs in communities like Florence, Casa Grande, Apache Junction, and surrounding communities.

Passing Proposition 100 will protect our community and help those in need. If the initiative fails on May 18, another cut of \$1 billion will happen immediately, including an additional \$200 million in cuts to health and human services. Voting yes benefits our schools, our public safety workers, and vital health and human services programs. On May 18, we're asking voters to make the smart choice for Arizona's future.

Emily L. Jenkins is President/CEO of the Arizona Council of Human Service Providers. Rob Evans is CEO of Superstition Mountain Mental Health Center.

Board Update

by Christina Anaya

The Board of Directors met on Tuesday, April 27, 2010. The following items were discussed:

Board of Directors Retreat

Mr. Postil explained that due to the busy schedules of the Board of Directors, a Board Retreat meeting date was not scheduled. Instead of holding a Board of Directors Retreat, items that were to be discussed at the Board Retreat will be discussed at regular Board of Directors meetings and that the monthly Board Meeting time, at least for May, will be increased by 1-hour.

The following items will be discussed during the Regular and Annual Board of Directors meetings:

Board of Directors Term Expiration Dates

The following terms will expire in May 2010: Roy Cuaron, Mary Stoute, and Ben Tuchi. These individuals are currently serving their first term and will require a majority vote of the Board of Directors to appoint them for an additional three-year term. Reappointments will be conducted at the May 2010 Annual Board of Directors meeting.

Board of Directors Terms

Currently, there is no limit to how many terms a COPE Board Member can serve. After a Board Member has served two consecutive three-year terms, a three-fourths majority vote of the Board of Directors is needed to appoint them for additional terms. Mr. Cuaron, Treasurer of the Board, recommended that the Bylaws be amended to allow Board Members to serve a maximum of two terms. This recommendation will be discussed and voted on at the May 2010 Annual Board of Directors meeting.

Upper Limit of Board Members

The Bylaws currently state that the number of Board of Directors shall be 15. The Board feels that this is problematic, as it is not always possible to have 15 members. Mr. Brady, COPE's attorney, explained that if the Board does not have the required 15 members, any decisions made where there is not a quorum of eight members in attendance could be challenged. The recommendation to set an upper limit of Board Members will be voted on at the May 2010 Annual Board of Directors meeting.

Code of Conduct

The Board of Directors Code of Conduct was created to provide Board Members guidance on their roles. The Executive Committee recommends that all Board Members be required to sign the Code of Conduct acknowledging that they have received, read, and understand the expectations set forth in the document. The recommendation to require Board Members to sign the Code of Conduct will be voted on at the May 2010 Annual Meeting.

Nominating Committee

The Board of Directors authorized the Executive Committee to act as the Nominating Committee to make recommendations on the Slate of Officers.

Organizational Improvements

Mr. Donovan gave a brief overview of the various improvements that are being implemented organization wide in an effort to improve productivity, client care, customer service, and reporting. He also informed the Board that Executive Management is brainstorming to determine what areas of opportunity that COPE should take advantage of to diversify its funding sources.

Medical Director Update

Mr. Donovan informed the Board that COPE has hired an Interim Medical Director, Dr. Michael Vines.

Deputy Director Update

Mr. Donovan informed the Board that a potential candidate for the Deputy Director position was informally interviewed. This individual may be asked for a second interview. The search for a Deputy Director continues.

CEO Annual Evaluation

The Board of Directors discussed the process for conducting Mr. Donovan's annual evaluation which will be completed by the May 2010 Board of Directors meeting.

Financial/Accounting Systems Review

A third-party consultant was contracted to review the financial/accounting systems. In the consultant's assessment of COPE's financial/auditing system, nothing was found that would question the accuracy and integrity of COPE's financial information. Specific items for improvement of finance operations were recommended.

Advocating Women of Arizona (AWA) by Tania Capin

Call-to-Action Event Mobilizes Attendees for Change

Tori Ferrari recounted the harrowing experience of her domestic violence experience to the audience.

Involved in an abusive relationship as a young woman, Tori relayed her moving story which culminated with her decision to leave her abuser. With 5,166 incidents of domestic violence reported to the Tucson Police Department in 2009, this social problem is an unfortunate issue faced by many females, especially those at the lower end of the socio-economic scale.

Tori is now an ordained minister and the director of the Springboard Home for Youth in Crisis, which helps teens struggling with substance abuse. Her message was simple, yet powerful: We all hold the key to change in our own hands.

Over 60 people attended the March 11th event at the Santa Rosa Neighborhood Center expertly emceed

by Mary Silva, COPE's office manager at 101 S. Stone Avenue. Laura Benchik, a familiar face, provided the history and background of the Arizona Women's Conference for audience members.

Deanna Morgan, a reporter for Fox-11 TV followed Tori's discussion with recollections of some of the challenges she faced growing up in a single parent household in Los Angeles, and Alta Vista High School Principal Alicia Alvarez talked about the pressures facing teen girls today when some become pregnant, making graduating from high school a huge hurdle. Viviana Mayorquin from Women's Ministries at La Roca Church and Gospel Rescue Mission's Liz Vasquez-Lane focused on the important role faith can play in communities to help bring people together around shared purposes.

Audience members were encouraged to join one of four action committees - health, education, business, and faith/family - with an overarching mission of reducing the negative effects of poverty on women and girls.

Celeste Canchola, program manager for the Insiders Program and Sandra O'Dell, Community Services Specialist for COPE, have stepped into leadership roles to assist with setting up initial infrastructure. Each action committee will have a chair who will report to the AWA's steering committee.

With biweekly meetings occurring at locations throughout Tucson, action committee members are diligently working to identify projects that will positively impact women and girls residing in high stress neighborhoods. COPE employees interested in volunteering on an action committee can call Sandra or Celeste at 798-1772 for meeting schedules.



The *i*-Comm Committee invites all sites to participate in the Esprit de COPE Newsletter's site showcase by submitting an article 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 this section, please contact Norma Thomas at nthomas@copecommunityservices.org.

Conversations with John Groel

John Groel aka El Gallo is the last original staff member remaining from the Insiders Program in the Community Health Department. He has spent the past 15 years serving his community as a Health Education Specialist. His regular work duties are comprised of HIV testing, Acudetox services, and providing HIV and Hepatitis C prevention education at various substance abuse programs throughout Tucson. He is proud of being part of the original group of employees trained to provide Acudetox services since its inception at COPE. John is an avid ballroom dancer and prides himself in having two left feet.



Health Education Specialist, Insiders Program, Community Health Department

John's accomplishments include multiple degrees from the University of Hogwarts.

He is very passionate about what he does and invites everyone to come in and get tested.

The Cook's Corner By Chef Julie

TACO SALAD

- 1 lb. ground beef
- 1 pkg. McCormack Taco Seasoning
- Lettuce (iceberg, red leaf, romaine); can mix varieties
- 3 diced tomatoes
- 1 small can sliced black olives (drained)
- Medium cheddar cheese shredded
- 1 can kidney beans (drained)
- Salsa or nacho flavored Doritos crushed into medium/small pieces
- Catalina dressing

Break apart and cook ground beef in fry pan along with the seasoning packet until completely done. Drain off fat. In a large bowl, mix in the next six ingredients and add beef. Toss with Catalina dressing.

This is a quick and easy dinner after a hard day at work especially during the summer months.

Leadership Highlights by Alan Bergen

Human Resources

- Open enrollment meetings will start mid-April.

Administration and Finance

- Vote YES for Proposition 100. Proposition 100 proposes a 1¢ sales tax increase to fund public schools and health care among other things. There could be further negative impacts to mental and behavioral health services if this proposition fails.

Clinical Services

- There will be a reduction in the benefits package for Non-Title XIX SMI clients. COPE is waiting to hear from CPSA what the changes will be. The changes may include no case management services, but most likely medical services will be retained.
- La Cholla is pilot testing a new customer service model. The receptionist and MSL positions are changing to clinical operation support specialists (COSS). The COSS will be at the front desk to greet clients, check clients in/out, and provide other clinical services. A TV monitor has been hung above the front desk that will advertise COPE services. RSS's will be in the lobby to assist clients and answer questions. The key to this new model is ongoing the availability of individuals to assist customers.
- The Day Program has put together a schedule of activities. There are currently 45 clients at the Day Program, with 8-10 participating every day.
- Villa Verde has moved into its new location.

Community Health

- The annual COPE Health Fair will be held April 23 at Grace Temple Baptist Church from 10:00 a.m. - 3:00 p.m.

- Domestic violence services provided at 101 South Stone are fee-for-service, only. Domestic violence services for COPE clients are provided at La Cholla.

Facilities and Safety

- Instructions for operating the security system at sites have been hung by the alarm key pad. For more information, ask site directors or contact Alan Bergen.
- All staff who drive COPE vehicles MUST complete the logs in the white binders in the vehicle.

MHSIP

- The MHSIP completion rate is 39% after two weeks of implementation.

Housing Services

- Section 8 housing for veterans will be opening soon. Please contact Housing Services for more details.

Vocational Services

- Dedicated employment specialists will now be housed at all case management sites.

RISE

- RISE is looking for clients interested in employment. Please contact Marcia Ortega for more information.

Birthdays May

Lillan Aldinger	1	Marcia McDaniel	15	Jennifer Spencer	26
Martin Johnson	1	Michel Jover	16	Michael Phillips	28
David Foster	4	Jonathan Hardin	17	Lossavi Lossou	30
Nicole Kearney	4	Christina Anaya	17	Celeste Canchola	30
Sandra Archer	4	Veronica Vasquez	18	Socorro Garcia	31
Donzell Buckhanon	7	Alta Hubbard	18		
Carrie Morin-Perry	8	Yomaira Pena	20		
Marcia Rogness	9	Allison Cooper	20		
Ashley Aue	10	Jennifer Snyder	20		
Sonia Villarreal	11	Travis York	20		
Michele Convie	11	Bridgett Hoey	22		
Timothy Hardaway	12	Jacqueline Gordon	24		
Erin Jobs	15	Peter Bates	26		

COPE Anniversaries

15 Years	Lorraine Stockdale, Thomas Donovan, Abdou Thiouf
13 Years	Jesus Vega
12 Years	Gary Williams
9 Years	Cheri Clinton
8 Years	Charlett Shutler
7 Years	Anny Vereshchatsky, Allison Cooper, Araceli Garcia
6 Years	René Pacheco, Marylyn Valencia, Alta Hubbard
5 Years	Arturo Martinez, Phyllis Siebern
4 Years	Mary Silva, Aniza Quinlan, Andrea Perez, Salma Ballesteros, Roberta Martin, Brian Higgins
3 Years	Kenneth Dalton, Jamica Hardaway, Donna Barrett, Diana Martinez, Nyatui Hood, Terry Davis, Anthony Mays, William Neufeld, Alan Bergen
2 Years	Ernesto Lopez, De'Anna Young, Meghan Mahoney, Rebecca Garfunkel, Patricia Cartwright, Desiree Groseclose, Kanani Grover, Evelyn Lugo, Linda Kapinos, Clifton Watson
1 Year	Teresia Albritton, Jessica Chapman, Claudia Sanders, Pema White, Stefanie Taub, Susan Wahl, Clarissa DuBose, Ruben Vejar

April New Hires

Karin Ohlson	Primary Clinician	Mesquite
Stacey Bradbury	Recovery Team Associate	La Cholla
Jim Flagg	Transitional Services Specialist	Ocotillo
Martin Medina	Vocational Trainee	RISE Business Services
Bradley Weich	Vocational Trainee	RISE Business Services

For the Record by René Pacheco

Throughout its 30+ years of operation, COPE has continued its mission to improve the health and quality life of individuals in need and our community. Since 1974, COPE has been a pioneering organization that enriches the community and continues to provide diverse programs and unique services, and RISE Equipment Recycling Center (RISE ERC) is no exception. (A quick background on RISE starts in 1998, when COPE was awarded a management services contract to represent a partnership between two community service agencies. Since then, RISE has become a Limited Liability Company [LCC], a subsidiary of COPE. RISE, LLC has created numerous employment opportunities and recycling programs along the way.)

In 2007 Pima Computer Recycling and RISE, merged to create RISE Equipment Recycling Center and is currently located in an 8,300 square foot facility. Daily operations consist of the collection of donated used technology, computer peripherals, televisions, stereos, etc. These items are refurbished and resold at a discounted price. In most cases unusable technology is dismantled and the materials are sorted and sent to be recycled instead of impacting landfills when they are thrown away. Anyone can donate by dropping off unwanted items at 1134 S. Park Avenue. In addition to public donations, the Recycling Center has partnered with other community businesses such as COSTCO, Sunquest Information Systems, and APAC Customer Services. Along with computers, these businesses donate many items including furniture that the RISE ERC makes available to the public for purchase at a discounted price. A perk of being a COPE employee is 25% off of any purchase over \$25.00.

On top of receiving donations, RISE ERC gives back to the community by donating desktop computers to various non-profit organizations. RISE ERC encourages community involvement; a fully refurbished computer desktop is given to anyone who volunteers 40 hours of their time at the Center. RISE ERC is currently working to develop basic computer classes to be offered exclusively to COPE clients.

For additional information, visit www.riseequipmentrecycling.org or visit the Center at 1134 South Park Avenue, Tucson, AZ 85719.

Mother's Day by Norma Thomas

The United States celebrates Mother's Day on the second Sunday in May. In the 1880's and 1890's there were several attempts to establish a Mother's Day, but they didn't succeed. The holiday was created by Anna Jarvis in Grafton, West Virginia, in 1908 as a day to honor one's mother. Jarvis wanted to accomplish her mother's dream of making a celebration for all mothers, although the idea didn't take off until she enlisted the services of wealthy Philadelphia merchant John Wanamaker. She kept promoting the holiday until President Woodrow Wilson made it an official national holiday in 1914. The holiday eventually became so highly commercialized that many, including Anna Jarvis, considered it a "Hallmark Holiday," i.e., one with an overwhelming commercial purpose. Jarvis eventually ended up opposing the holiday she had helped to create. She died in 1948, regretting what had become of her holiday. In the United States, Mother's Day remains one of the biggest days for sales of flowers, greeting cards, and the like. It is also the biggest holiday for long-distance telephone calls.

Source: http://en.wikipedia.org/wiki/Mother's_Day#United_States

Unity Program Referral Process

The Unity Program is accepting referrals for a six month intensive outpatient program. The Unity Program is dedicated to improving the lives of those facing addiction and supporting those who seek a recovery support program. The Program offers these FREE services:

- ‡ Intensive Outpatient Group Sessions
- ‡ Case Management
- ‡ Recovery Support
- ‡ Education and Outreach
- ‡ 12 Step Meetings
- ‡ SMART Recovery Groups
- ‡ Sober Living Activities
- ‡ Participant Incentives

Referrals are being accepted for the Unity Program at 4601 E. Broadway (Mosaic) or by calling 622-0286. Referrals will be accepted on an ongoing basis.

If you have questions about the Program, speak with a Unity staff member today.

NOTE: The Unity Program's second IOP group will begin on Monday, May 2, 2010, and will be an afternoon group beginning at 1:30 p.m. at the Mosaic site. IOP orientations will be scheduled during the weeks leading up to May 3, 2010. Please call Rafael at 622-0286 to schedule an appointment.

Safety Tip by Alan Bergen

Kee your personal items out of site to avoid temptation by strangers who may be walking through your site. Consider placing them in a desk drawer or file cabinet.

For information on how to get involved in the i-COMM Committee, contact Norma Thomas, Communications Specialist, at nthomas@copecommunityservices.org.

COPE FAMILY PICNIC

You and your family are invited to enjoy a fun-filled day of food, prizes, tug of war, jumping castle, face painting, watermelon eating contest, and more!

June 26, 2010

10:00 a.m. - 1:00 p.m.

**Reid Park
Country Club and Camino Campestre
Ramada #31
North of Hi-Corbett Field**

THIS IS A BRING-YOUR-OWN-CHAIR EVENT

Although the area is shaded, remember to bring sunscreen and items to provide shade for you and your family.

**RSVP to your site's receptionist
NO LATER than May 24, 2010.**

Immediate family only

For more information, contact
Alethea Do at 798-1772



COPE Commitees

Cultural Proficiency and Customer Service Committee

Meetings are held on the fourth Thursday of every month at 3:30 p.m. (101 South Stone)

Green Committee

Meetings are held on the third Wednesday of every month at 4:00 p.m. (location varies)

i-COMM Committee

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

The *i-Comm* Committee invites all sites to participate in the Esprit de COPE Newsletter by submitting an article regarding celebrations (graduations, new baby, pregnancy, etc.)

If you are interested in submitting an article for this section, contact Norma Thomas at nthomas@copecommunityservices.org.