

August 2008



Leadership Award

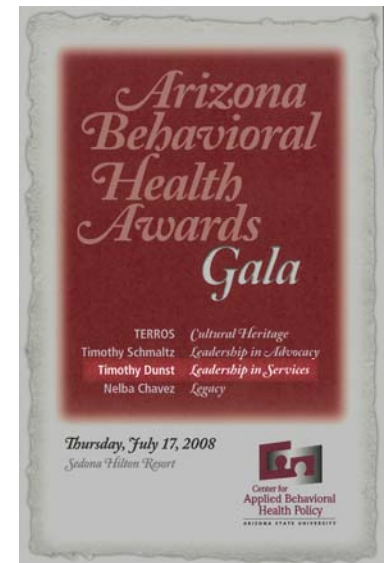
LEADERSHIP AWARD ANNOUNCED

Mr. Timothy Dunst, President and CEO of Touchstone Behavioral Health has received the Arizona Behavioral Health Leadership in Services Award for 2008. Dunst was honored by the Center for Applied Behavioral Health Policy at Arizona State University with this award on July 17 in Sedona. The organization recognizes individuals who have made a difference in the development of policies and programs within Arizona.

Dunst has been in the behavioral health field for 44 years and the head of Touchstone Behavioral Health since 1983. He received both his Bachelor of Science in Sociology and Masters in Social Work degrees from Arizona State University.

He has been active in the adolescent behavioral health community throughout his career, serving on numerous committees and task forces appointed by the Governor.

Touchstone Behavioral Health, with offices in Phoenix, Mesa, Glendale, Flagstaff and Tucson, is a national leader in providing positive outcome, evidence-based behavioral health services to youth and their families through prevention and outpatient therapy.



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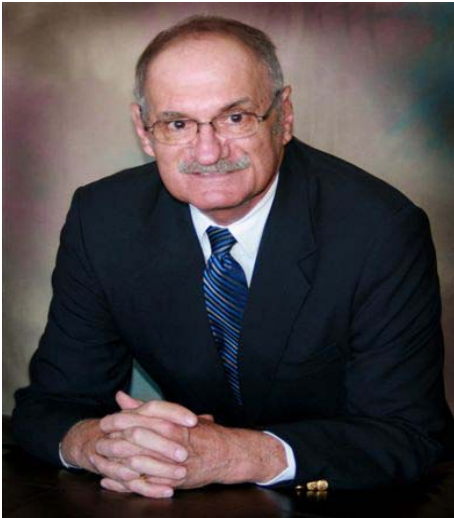
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Timothy Dunst
President
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President/CEO

Timothy Dunst

Each quarter this section of the newsletter is dedicated to our 'From the President' report, an article of interest written by Timothy Dunst, Touchstone's President/CEO. This quarter we have chosen to change that around a bit, instead I, Steve Ginsberg, COO, will be writing **about** our President/CEO. Three (3) weeks ago the *Center for Applied Behavioral Health Policy* (Arizona State University) recognized Mr. Dunst with the *Leadership in Services* award. The ceremony took place in Sedona at an annual conference that included many esteemed members in Behavioral Healthcare for the state of Arizona. It was my privilege to

be in attendance, along with his wife and five (5) of our Board members, while Tim received his award. A brief bio outlining some of Tim's major accomplishments were read as he awaited the presentation of his award. While this was clearly a much deserved and overdue recognition for all he has contributed to the community, it hit me that few in the audience truly knew just how much of an influence he has had over the past 40 years in both the policy and direction mental/behavioral healthcare has taken in the state. Mr. Dunst not only introduced *evidence-based* practices to the state, but has advocated for all services to be proven effective.

Tim is approaching (September 2008) his **25 year anniversary** as President/CEO of Touchstone Behavioral Health. His leadership and influence is felt every day in our organization. The values,

beliefs and goals he has for the children and families we serve are paramount to every program we run. I have had the privilege to work under and along side Tim for the past 12 years. What I have been fortunate enough to learn has not been limited to only the business aspect of what he does, but much more importantly to the way in which he conducts himself. His commitment to both community and employees takes precedence above all else. As a boss, mentor, role-model and friend, I could ask for no one better. As a 'leader', I know of none who can compare. While the award Mr. Dunst received was undoubtedly well deserved, it is us at Touchstone who are the true winners having the opportunity to work and learn from the best. Congratulations and thank you Tim!

Touchstone Announces



6th annual FAMILY DUN DAY event

Saturday, October 25, 2008 from 10:00-2:00

6849 W. Indian School Road, Phoenix

(Location—parking lot behind Word of Abundant Life Center)

Vanessa Lugo currently reigns supreme as the Clinical Assistant for both the FFT and the BSFT programs here at Touchstone. Vanessa began at TBH in administrative services and then went on to the medical records department. She could always be depended on to lend a helping hand when the records were paper and the files took up a whole room. Vanessa's efficiency and good natured attitude towards the multiple challenges in medical records made her a shoe in for the clinical assistant position for FFT as it began to grow larger and demand more administrative time.

Besides dealing with the multiple tasks that have grown daily since the inception of the position, Vanessa shows incredible insight into dealing with the neurosis' of multiple therapists, families, supervisors and referral agents in a clear, concise, organized and cheerful manner. Vanessa has single handedly allowed for the FFT/BSFT programs to grow and focus on the clinical aspects of good therapeutic interventions without the worries of the Administrative responsibilities that could get in the way.



Kris Kirchner, FFT supervisor, joking refers to Vanessa as her right arm. But when asked by others, Kris will tell you; "Vanessa is at times my right arm, left arm, both legs and a brain for me. She was invaluable during the recent Las Vegas FFT trials when my time was spent more on the road than in the office, it was then I realized she functioned as my brain some times".

FFT therapists applaud Vanessa in her receiving Co-Employee of the quarter and commend her for doing a remarkable job for the FFT program and Touchstone Behavioral Health.

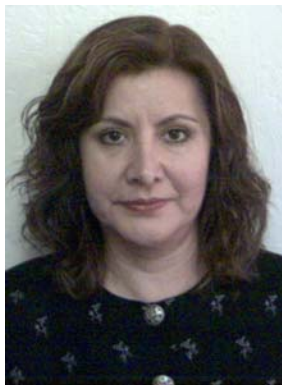
Anne Lipp, BSFT Supervisor, adds this: Vanessa has also been assisting the BSFT program. In this role she is an expert with a spreadsheet, doing reporting to AOC always on a timely, consistent basis. She must be one of the fastest email responders in the agency, proving she is responsive and efficient in addressing the program's administrative needs. Undeterred by technology, she knows her way around a DVR, copying tapes and sending them off to Florida to be reviewed. We also appreciate her organizational skills and overall good humor. She is fun to be around and work with. Thanks Vanessa!

Vanessa Lugo

Employees of the Quarter

Rocio Ramirez

Rocio came to Touchstone in September of 2006 as an outpatient therapist. At that time she and her family were new to the valley. She quickly learned her way around the area and built her caseload around home-based services. Rocio is a very warm and friendly person who is helpful to both her peers and the families she works with. She has brought to the agency a wealth of skills and knowledge. In addition to being bilingual/bicultural she also has experience working with the families of developmentally disabled people (children and adults) as well as the older population. Rocio very often interprets for doctors and families. She does this because she believes it aids in strengthening the relationship between clients and doctors whether or not the families are her clients.



Rocio is very flexible in her delivery of services seeing the majority of her clients out of the office and providing family therapy. In her desire to assist families in becoming empowered Rocio is willing to go the extra mile. She has a flexible schedule and often sees families on Saturdays. Her connection to families and ability to assist monolingual parents as they navigate a new culture has certainly helped those families in that transition.

Rocio continues to learn and is embarking on an early childhood training program to enhance her skills working with the very young.

Outpatient Therapy is very fortunate to have Rocio on the team.

Cultural Competency Committee

This quarter Touchstone's Cultural Competency Committee welcomed guest speaker A. Beck. Beck serves as the Coordinator for 1n10, the Valley's only questioning youth services organization that offers weekly drop-in meetings for LGBTQ (Lesbian, Gay, Bisexual, Transgender, and Questioning) youth and their allies. Beck is a graduate recipient of the Herberger College of Fine Arts Collegiate Community Partnership Award for her partnership project with GLSEN Phoenix, 1n10, and ASU. She was also named 2006 winner of the Faculty Women's Association Distinguished Achievement Award. Beck graduated May, 2006 from ASU with a Masters of Fine Arts in theatre for Youth as well as a Master's Certificate in Nonprofit Leadership and Management.

Committee Updates

In addition to the NEO (New Employee Orientation) training offered to all new employees, September, 2008 the CCC will rollout a new Review Training on Cultural Competency. This will be a required training for all staff employed for one year or more. Dates, times and registration will be announced. One opportunity will be a LGBTQ Training offered on September 26th at 10:00.

The CCC will host the following Socials in the Charles D. Jennings Training Room:

August 15, 2008	Ice Cream Social	1:00-2:00
September 19, 2008	Cookies & Cup Cakes	2:00-3:00
October 17, 2008	Candy & Sweets	2:00-3:00
November 21, 2008	Can & Toy Drive	1:00-2:00

The sub-committee Leads will take this opportunity to briefly "sell" their committees. Drop in and enjoy refreshments, relax, socialize, and learn about committee opportunities.

The CCC welcomes new committee member Frank Saverino and congratulates Emily Montoya, new Co-Chair.

The CCC will be providing staff and consumers cultural awareness information that includes activities, informative media, speakers and trainings.



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Editor's note

We welcome your comments, suggestions, or feedback;

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