

May 2009



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How are we doing? Great!

In February 2009 Touchstone conducted our seventh annual Employee Satisfaction Survey to ask employees, "How are we doing." The response we received back was overwhelming, "Great!"

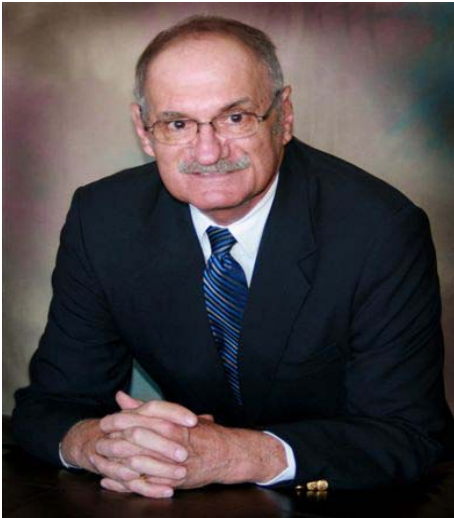
Every year we have conducted this survey since 2003, employees have responded favorably to the numerous questions asked. This year we tied our highest year ever, which was 2006.

Seventy-six percent of employees (134 of 177) completed the survey and we are pleased that so many employees care enough to take the time to respond to the survey. Having such a high response rate assures us that we are getting a true picture of how we are doing as an employer.

In the midst of the economic concerns facing our country, our community, our clients and our employees, Touchstone has taken proactive steps to ensure our ability to continue to provide a positive and stable workplace. Apparently our effects have not gone unnoticed and we are especially happy to have received such high marks this year.

Even though we typically receive very positive feedback on the survey responses, we want employees to know how important their feedback is and that even in positive responses, we look for areas to improve upon and as a result have made many changes in response to the surveys over the years. Some of the changes include increasing paid time off, cost of living adjustments, and increased efforts at improving communication and training opportunities within departments.

You may view the results of the survey on Touchstone's internal network at J:\Human Resources Policies\2009 Employee Satisfaction Survey.



From the President

Timothy Dunst

For the past ten years Touchstone has worked to develop services for children diagnosed with Autism Spectrum Disorders. According to the Centers for Disease Control, approximately 1 in 150 children are diagnosed with an Autism Spectrum Disorder, including Autism, Asperger's Syndrome, and Pervasive Developmental Disorder.

The need for this service was recognized years ago when we began receiving a significant increase in referrals of children with these diagnosis. Paul Carollo, a Functional Family Therapist at the time, began to take more and more of these children onto his caseload. Along with Elizabeth Rinaldo he began developing protocol for a new program and the staff to man it.

By taking a behavioral health approach to the disorders most of the services would be delivered in a family centered context (there is a significantly higher divorce rate in these families) and be provided in the home. The ultimate goal of the program was to have the family become the provider of services to their own child. The staff began training and team building. Training was provided by internal staff and external resources. Staff received training in Applied Behavioral Analysis, Functional Behavioral Analysis, Autism Diagnostic Interview and Autism Diagnostic Observation Scheduling. We owe much to the Southwest Autism Research and Resource Center (SARRC) for assisting us in meeting our training objectives.

We are fortunate to have developed this service and to have trained staff to meet the growing need. Last year the State Legislature enacted "Steven's Law" (A.R.S. 20-1404.03) barring insurance providers from imposing coverage restrictions to insured children diagnosed with Autism Spectrum Disorders. Now we

are prepared to provide interventions to those insured by third party carriers as well as Medicaid recipients.

Also exciting is a possible collaboration with Arizona State University. If all goes well Touchstone will, in association with ASU, conduct its first evidence-based treatment research.

ASU will facilitate a planning process to assist in program model design to guide the provision of Autism Spectrum services to be delivered by Touchstone. Relying upon a cadre of national experts, ASU will develop a program manual that ensures the utilization of evidence-based practices. ASU will develop an integrated evaluation process that allows Touchstone to assess the relative efficacy and effectiveness of the services that they provide. Effective interventions will be strengthened and made even more advantageous to all our consumers.

Employee of the Quarter

Maila Jerome

Maila has been a quality employee of TBH for almost six years and in her tenure has performed a number of job duties for this agency. Maila began her career in case management but transitioned over to the Direct Services / Whatever It Takes Program as a Youth and Family Support Staff. Since making the move, Maila certainly appears to have found her niche providing generalized direct support to our families and children in need.

Maila possesses an unparalleled sense of compassion and commitment to helping the families find the success they are seeking. Maila is an asset to TBH and most certainly the DS/WIT Program. With the non-traditional hours of direct care and constantly changing schedule requirements, Maila always makes herself available and places the needs of the families first. Maila has assisted the DS/WIT Program as well as neighboring programs, Partial Care and Respite, on countless occasions with her unwavering flexibility and willingness to assist in times of staffing issues. Her devotion to helping has also been apparent as she has offered her services to monitor and interact with youth during the CAB meetings.

Maila is an excellent communicator between staff and other agencies and composes very thorough documentation to support all of her interactions and encounters. Maila puts on her "game face" every day that she works with our youth and never permits any frustrations or anxieties show. Maila has been observed in the field on multiple occasions and even during intense situations when the youth are having big behaviors, she is able to appropriately de-escalate situations and help find teachable moments and provide learning opportunities for the youth and their families.

Maila was recently nominated as the DS/WIT Program Employee of the Month for April due to the immeasurable attributes she possesses and the level of care that she brings to her families. Maila is a rock-solid staff who maintains her composure and the level of professionalism families have come to expect from a TBH employee.

Maila continues to be a leader in the department through her approachability with staff and families, willingness to learn and grow as a professional, and dedication to TBH and the families whom we serve. With all of the quality candidates at TBH, being selected as the Employee of the Quarter is quite the honor but, we cannot think of a more qualified or deserving staff. For all of your hard work and commitment, we thank you, Maila.



"Success is the ability to go from failure to failure with no loss of enthusiasm"

Winston Churchill

May - Mental Health Awareness Month

Touchstone's Cultural Competency Committee speaks out about "May – Mental Health Awareness Month". Mental Health America is celebrating 100 years of advocacy, public education, and support for Americans with mental health conditions. Over the past century, we have transformed our nation's approach to mental health by working to create a just, humane and healthy society in which all people are accorded respect, dignity and the opportunity to achieve their full potential free from stigma and prejudice.

- A Primary Goal of Mental Health America is to educate the general public about the realities of mental health and mental illness.
- Mental Health America's Advocacy Network is a powerful voice for change that is made up of thousands of individuals nationwide.
- Mental Health America of Arizona (MHA AZ) is a non-profit association providing leadership to address the full range of mental health and wellness issues in Arizona. MHA AZ promotes good mental health and works on behalf of all people living with mental illness by advocating, educating and shaping public policy.

CCC Updates:

The CCC extends open recruitment for anyone wishing to join the Cultural Competency Committee. Of the four sub-committees, Research and Training are in need of staff. Please feel free to see Vernon Powell or Jonathan Tummaravichakul for information.

TBH's CCC continue to provide opportunities to mingle with co-workers on the 3rd Friday every other month at the CCC Social.

Foster Care

May is National Foster Care Month, an opportunity to recognize the generosity and commitment of Touchstone's Treatment foster parents and to raise awareness about the need for more families willing to open their homes and hearts to children in need.



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Editor's note

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