

Resilience, Inc.
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Resilience, Inc. Newsletter: November 6, 2015 (Volume 3)

This month's issue includes:

Thanksgiving for Generosity and Graciousness....Arizona Recovery Leaders Who Made a World of Difference - Ask Emily - Giving and Receiving - A Live Video Workshop Opportunity for You

Thanksgiving for Generosity and Graciousness....Arizona Recovery Leaders Who Made a World of Difference

Singapore came to Phoenix, and several recovery leaders in Arizona demonstrated what generosity and graciousness is all about.



Ten high level officials representing the National Council of Social Services, Singapore Anglican Community Services, Caregivers Alliance and Singapore Association of Mental Health were in Phoenix for three full days visiting a number of programs and meeting with people our Resilience team brought together to help them learn how to take their next step in creating recovery and resilience behavioral health services. We started out on Monday with a great visit at STAR – Stand Together and Recover Centers. Suzanne Legander, Chief Executive Officer, gave us a tour of their remarkable building and told us about the many innovative programs that are happening and others that are in the planning stages. Jim Dunn, Executive Director of NAMI Arizona was on hand to

share the NAMI vision and the family perspective. Suzanne bid us farewell with a lovely lunch – the same nutritious lunch they serve to the members.

Our next stop was MARC where we were welcomed by CEO, John Moore and COO, Mike Franczak along with their leadership team. They were all dressed in their business best and provided a table spread with delicious desserts. John, Mike, and their teams devoted three hours sharing what they've learned about recovery and the value of peer employment. We also met Dr. Alex Zautra from ASU who shared some interesting information on resilience and social intelligence. Kathy Bashor, Director of the Office for Individual and Family Affairs (OIFA) for the State of Arizona, provided some inspiring context and insight for developing a peer support workforce and career ladder development with the Peer Academy. Chaz Longwell, Community Liaison for OIFA, spent a lot of one on one time with several of the Singapore delegates. John, Mike and their Team presented each of the ten Singapore delegates with a beautiful hand crafted Navajo vase.

Bright and early Tuesday morning we set off for Partners in Recovery (PIR) where CEO, Christy Dye personally greeted and welcomed us at the door and then toured us through the entire PIR integrated center. Christy and her staff provided a continental breakfast and topped it off with some impressive recovery and wellness outcomes from their center. One member shared how having integrated services at PIR has made a tremendous difference in her recovery and wellness. Several peer support staff shared their inspiring recovery stories as well as the amazing work they do with the people they serve. We were honored to have Blythe Fitzharris, Mercy Maricopa Integrated Care (MMIC) Adult System of Care Administrator, join us while visiting PIR.

Then we rushed over to the Cenpatico office and spent some time with President and CEO of Cenpatico Integrated Care, Terry Stevens. Terry gave us an overview of the Cenpatico RBHA and talked about all the opportunities and impressive plans to build resilience and recovery. After a nice lunch at Cenpatico's Tempe facility, we headed to Assurance Health and Wellness Center at 15th Street and Osborne where President and CEO, Mike Puthoff and Clinical Director, Jill Roland welcomed us at the door. After quenching our thirst with bottled water, Mike gave an overview of his centers' impressive services which in addition to a psychiatrist and primary care physician includes a dentist. Mike gave valuable insight on the importance of improving the lives of the people being served. Tad Gary, Chief of Clinical Services for Mercy Maricopa Integrated Care (MMIC) provided the Singapore delegates with informative information on what goes in to providing a recovery and wellness service system.

We ended the day at the Recovery Empowerment Network (REN) where CEO, Gaye Tolman personally greeted us and gave us an informative and fun filled tour of their great building and services. We got to see folks having a good time painting pumpkins and making mummy dogs (hot dogs wrapped in biscuit dough). Gaye and her leadership provided us with a healthy snack, and they were generous in answering all of our questions about peer support services. On Wednesday we drove to Tucson and visited the Crisis Recovery Center (CRC). Clinical

program. The Director of Social Services, Jerimya Fox greeted us at the door and gave us a very detailed tour of the two-story facility. Jerimya was very generous with his time and information.

The Singapore visitors were very grateful for all the help and information from the programs. They were deeply moved by the generous, gracious hospitality of all the providers and hosts. As exemplary giving people themselves, the Singapore delegates presented each CEO and/or director with a cultural gift from Singapore. They also hosted a lovely dinner for 35 of their above touring hosts, including Deputy CEO, Karen Puthoff of Art Awakenings and COO Mike Boylan of Crisis Preparation and Recovery, (CPR) Inc.

Upon learning about their hosts' peer support services as well as recovery and wellness outcomes, the ten delegates from Singapore departed completely inspired and determined to begin their own transformation. Our team at Resilience Inc. has a lot to be thankful for this year including the graciousness and generosity of our colleagues who helped make a difference... a world away in Singapore

Ask Emily

Hi Folks, and happy Fall! As you can see I'm dressed in my winter coat and hat and ready for cooler weather. I'm especially ready for Thanksgiving since there are always lots of treats available (under the table, so to speak).

This month we have a question from one of my cat friends, Tess. Beth Stoneking works for Tess and is a responsible staff person, carrying out all orders with reliability.

Dear Emily,

"I am a four month old kitten. Something happened when I was a baby, but I don't know what. My brother, sister and I found ourselves in a cage, huddled together and in the dark mostly. I ended up with this human who loves, feeds and plays with me. I am afraid sometimes and have trust issues, but she is unwavering in her love and care for me. Is this what you call resilience, Emily? Will I be okay?" Tess (now 4 months old).





Hello Tess,

None of us get through life without having some hard times, and yours started out early, as did mine. I was rescued just as you were, so we can give each other a little peer support. Before I began my recovery journey I had established some very bad habits that took time to get over. Sounds

like you nipped yours in the bud before they developed into habits that were hard to break. Good for you!

You're right about resilience. By having the courage to trust your staff, you are building resilience. Resilience is not just about bouncing back, but more about springing forward – getting stronger than you were before you experienced a hard time.

Yes, I think you will be OK, but it's entirely up to you. If you keep being courageous enough to accept the love that is being offered to you, you will definitely get better, and not get bitter.

Be strong little one,

Emily

Giving and Receiving

"Receiving often is harder than giving. Giving is very important: giving insight, giving hope, giving courage, giving advice, giving support, giving money, and, most of all, giving ourselves. Without giving there is no brotherhood and sisterhood.

But receiving is just as important, because by receiving we reveal to the givers that they have gifts to offer. When we say, "Thank you, you gave me hope; thank you, you gave me a reason to live; thank you, you allowed me to realize my dream," we make givers aware of their unique and precious gifts. Sometimes it is only in the eyes of the receivers that givers discover their gifts."

~ Henri Nouwen, Psychologist, Author and Theologian

A Live Video Workshop Opportunity for You

Creating an Integrated Workforce

Date: December 8, 2015

Time: 9:00am PST, 10:00am MST, 11:00am CST, Noon – EST (Start time is based on your location)

Don't miss our next free Live Video Workshop opportunity where we will discuss one of the biggest challenges that impedes the addition of peers in the workforce.

Adding peers to the workforce is widely recognized as one of the most effective ways to increase the quality of services regardless of the setting. So what's standing in our way? This live video workshop will cover the most common barriers to successfully integrating peers into the workforce and will propose tried and true solutions that will set the stage for having a dynamite integrated workforce. Here are a few teasers to get your wheels turning:

- How is the role of peers different from other staff?
- What do other professionals need to know in order to successfully draw on the skills of peers?
- What can peers do (and not do) to smoothly join teams of professionals?
- How can employers use moments of conflict to strengthen the work of integrated teams?

Does this sound like a topic for you? If so, simply RSVP to mail@resilience4u.us or call 530-362-7070. We look forward to hearing from you!!