

Annual Report

FY 2010–2011

La Frontera
Center, Inc.



LA FRONTERA CENTER, INC.

we work with
community
partners
to build a
safe, strong,
and healthy
Arizona.

MISSION/VISION STATEMENT

Providing innovative solutions to complex problems, we work with community partners to build a safe, strong, and healthy Arizona.

VALUES STATEMENT

The employees of La Frontera Center, Inc., are committed to the following values:

COMPASSION

SERVICE EXCELLENCE

INTEGRITY

OPTIMAL CARE

CREATIVITY

POSITIVE WORKPLACE

FISCAL MANAGEMENT





La Frontera Center has been accredited for the following programs/services:

case management/services coordination, integrated, AOD/MH (adults, children and adolescents)
inpatient treatment, integrated, AOD/MH (adults)
outpatient treatment, family services (children and adolescents)
outpatient treatment, integrated, AOD/MH (adults, children and adolescents)
prevention/diversion, family services (adults, children and adolescents)
residential treatment, integrated, AOD/MH (adults)
employment services, community employment services, job development and job supports
employment services, employee development services
outpatient treatment–opioid treatment program (adults)



LEADERSHIP TEAM

DANIEL J. RANIERI, Ph.D.
PRESIDENT AND CEO

KATHY WELLS, B.S.
VICE PRESIDENT AND COO

MICHAEL PRUDENCE, B.S.
CHIEF FINANCIAL OFFICER

DOUGLAS LONG, Ph.D.
EXECUTIVE DIRECTOR

BILL MAGNOTTO, M.ED., L.I.S.A.C.
EXECUTIVE DIRECTOR OF HOUSING

J. DON MCDANIEL, M.D.
MEDICAL DIRECTOR

LES SAUVE, M.A., S.P.H.R
HUMAN RESOURCES DIRECTOR

KAREN CHATFIELD, M.A.
DIRECTOR OF CULTURAL AND
COMMUNITY AFFAIRS

ELVIRA BUSTAMANTE
DIRECTOR OF FACILITIES

JEANNINE CHAPELLE
ASSOCIATE DIRECTOR OF
COMMUNITY INITIATIVES

MARIE DAVILA-WOOLSEY, Ph.D.
ASSOCIATE DIRECTOR OF
RESIDENTIAL SERVICES

MAYDAY LEVINE-MATA, Psy. D.
DIRECTOR OF CLINICAL INITIATIVES
TRAINING DIRECTOR OF SAPIC

CHRISTINE MILLER, Ph.D.
DIRECTOR OF ADULT SERVICES

PATRICIA PENN, Ph.D.
DIRECTOR OF RESEARCH
AND PROGRAM EVALUATION

KAYLA PETERSON, M.A.
ASSOCIATE DIRECTOR OF HUMAN RESOURCES

CONNIE PRINCE, M.B.A.
DIRECTOR OF FINANCE

RENA QUIJADA, M.S.W.
ASSOCIATE DIRECTOR OF ADULT CRISIS SERVICES

LINDA RUSSELL, M.S., Ed.S., L.A.S.A.C.
DIRECTOR OF CHILD
AND FAMILY SERVICES

RANDY VAN NOSTRAND, A.A., C.P.C., C.O.S.
ASSOCIATE DIRECTOR OF OPERATIONS
AND TRAINING

LISA WHITEHEAD, M.A., L.P.C.
DIRECTOR OF QUALITY IMPROVEMENT

DANIELLA ZEPEDA, M.B.A.
ASSOCIATE DIRECTOR OF HOUSING

Your partner
for a safe,
strong, and
healthy
community.

1



EXECUTIVE DIRECTOR

Dear Friends of La Frontera:



Without a doubt, this past year has been an intensely challenging one for La Frontera Center. Change seems to be the exception rather than the rule in community behavioral health; however, La Frontera Center has resources in its staff and spirit that remain steadfast and reliable. Despite historic funding cuts and staff attrition, overall staff morale remains strong, and our outlook to the future hopeful. Increased staff training opportunities, concerted efforts to identify and recognize clinical excellence across the organization, and a supportive Board of Directors are propelling the agency toward continued high-quality clinical operations.

Providing a full array of services to the same number of clients on a financial shoestring has resulted in both flexibility and creativity in how we conduct everyday business. By expanding our internal clinical expertise in areas such as therapy services, pharmacologic management, and residential services, we have been successful in both increasing internal quality and reducing the cost of outside purchased services. Similarly, support services such as Human Resources, Information Systems, Operations Support, and Financial Services have worked diligently to do more with less.

The will not just to succeed but rather to thrive that underlies these actions represents the best of La Frontera Center and will continue to ensure a culture of innovation and community collaboration.

Respectfully,

A handwritten signature in cursive script that reads "Douglas Long". The signature is written in black ink and is positioned above the printed name.

Douglas Long, Ph.D.
Executive Director

Providing innovative solutions to complex problems...

3

BOARD OF DIRECTORS

OFFICERS

LOIS BLOOM
CHAIR

FRANK VALENZUELA
OFFICER-AT-LARGE

KEVIN D. HEATH
VICE CHAIR

ROBERT "BUTCH" HITE
SECRETARY

CELESTINO FERNANDEZ, Ph.D.
TREASURER

PATRICK O'HAGIN
EX-OFFICIO

DIRECTORS

SUSAN AGRILLO

MARIA ELENA MCELROY

SHARON ALLEN

ROBERT JANUS

JAMES CRAFT

GEORGE LARSEN

ALFONSO DANCIL

EMMA QUIJADA

CRAIG DOYLE

MARYBETH ZELLON

MICHAEL GRASSINGER



HONORARY BOARD EMERITUS

WARREN S. RUSTAND

HIGHLIGHTS FY 2010-2011

- Increased competence of therapy staff in areas of eating disorders, Dialectical Behavioral Therapy, and EMDR (eye movement desensitization and reprocessing)
- Provided tuition assistance to 47 employees, with 5 completing a degree (2 M.S.W., 1 M.A., 1 B.A., and 1 A.A.).
- Recruited the largest team and collected the most money for the local NAMI Walks event
- Restructured and enhanced programming at the Psychiatric Health Facility (PHF) to include nursing education and substance abuse services
- Implemented an outcome measure protocol using ORS/SRS as a clinical tool to measure client satisfaction
- Expanded adult Intensive Recovery Team and increased overall program enrollment by 60%
- Overall staff productivity for Child and Adult service lines met or exceeded established levels
- Significantly expanded domestic violence and DUI services
- Began negotiations with Evercare and Mercy Care to provide behavioral health services to individuals enrolled in the Arizona Long Term Care System
- Collaborated with multiple partners to launch the Southern Arizona Community Schools Alliance
- Relocated La Frontera Center/East to a newer and larger facility
- Relocated the Readily Accessible People Program (RAPP) and added capacity for outpatient substance abuse services
- Decreased inpatient readmission rates by 7.07% for adults with a serious mental illness
- Welcomed 6 predoctoral psychology interns to the Southern Arizona Psychology Internship Center
- Sponsored and/or participated in 79 local events
- Several presentations made by both Clinical and Research and Evaluation staff
- Awarded \$91,811 grant from the Arizona Parents Commission on Drug Education to expand the Family Passages prevention program

SERVICES

CHILDREN

At La Frontera Center, a child and family team approach is used for all children and families seeking services. This approach emphasizes the importance of family and the community in a child's health and development. Team members work together to create a service plan that reflects the family's unique wishes, strengths, culture, needs, and values. Although many services are provided in a clinic setting, in-home services are an important part of working with families in their home setting.

PREVENTION

Prevention services at La Frontera Center engage individuals, families, schools, and communities from a strengths-based perspective to reduce risk factors for behavioral health problems and to create optimal conditions for healthy lifestyles. In partnership with the communities we serve, we design our services to be comprehensive, evidence based, grounded in risk and resiliency theory, and thoroughly evaluated. Staff represent the communities they serve ethnically and linguistically and are trained in the program models they implement.

HOUSING

Research demonstrates that individuals with stable and decent housing maintain psychiatric stability to a significant degree over persons with substandard or unstable housing. Housing for persons with a serious mental illness is provided in a community-based residential setting whenever possible.



we work with
community
partners
to build a
safe, strong,
and healthy
Arizona.

SERVICES

ADULTS

La Frontera Center believes recovery is possible and allows individuals to create a vision for themselves in an environment that provides the tools to support this vision becoming a reality. A thorough clinical assessment identifies the person's strengths, needs, abilities, and preferences. This information is then used to formulate a service plan. Adult services at La Frontera Center use a multidisciplinary team approach that maximizes family strengths, the importance of culture in the healing process, and an emphasis on living a healthy lifestyle.

CRISIS

Adult crisis services at La Frontera Center support all clients' ability to reside in the community with support services. Acknowledging that clients occasionally will need extra support, Crisis Services staff provide immediate assistance and evaluation to determine the emergent needs of clients and address those needs in the most timely manner possible with the goal of returning clients to the community.

EMPLOYMENT

La Frontera Center provides an array of vocational rehabilitation services for adults receiving behavioral health treatment who are interested in obtaining employment as a step toward recovery. All services are based on a person's individualized strengths, needs, abilities, and preferences.



AUDITED FINANCIAL STATEMENT

FY 2010-2011

Annual independent audit conducted by Keegan, Linscott, & Kenon, P.C. Financial report available upon request.

REVENUE BY FUND SOURCE

Federal Grants	\$460,883
Community Partnership of Southern Arizona	59,959,046
Department of Economic Security	44,823
United Way	32,529
Contracts	616,847
Client Service Fees/Insurance	407,487
Investment Income	381,877
Management Fees	719,096
Contributions	93,402
Other Revenue	313,014
Total Revenue	\$63,029,003

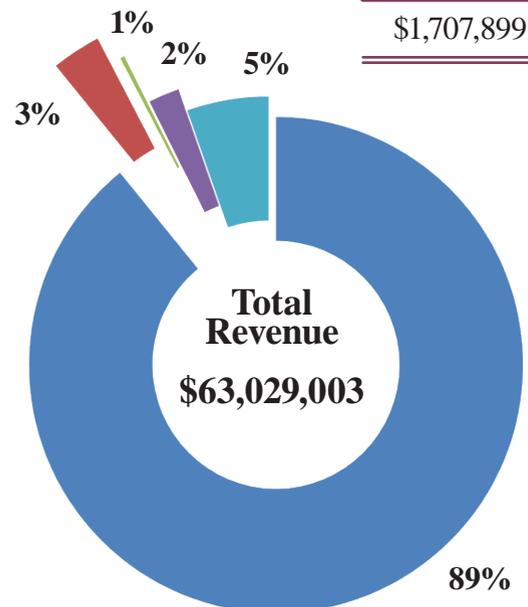
EXPENSES

Salaries/Wages	\$23,032,276
Payroll Taxes	1,927,556
Employee Related Expenses	3,052,414
Subcontracted Behavioral Health Services	15,265,515
Professional Fees	759,130
Occupancy	2,997,743
Operating and General	3,852,002
Pharmacy/Medical	9,370,812
Other Operating Expenses	1,063,656
Total Expenses	\$61,321,104

NET INCOME/(LOSS)

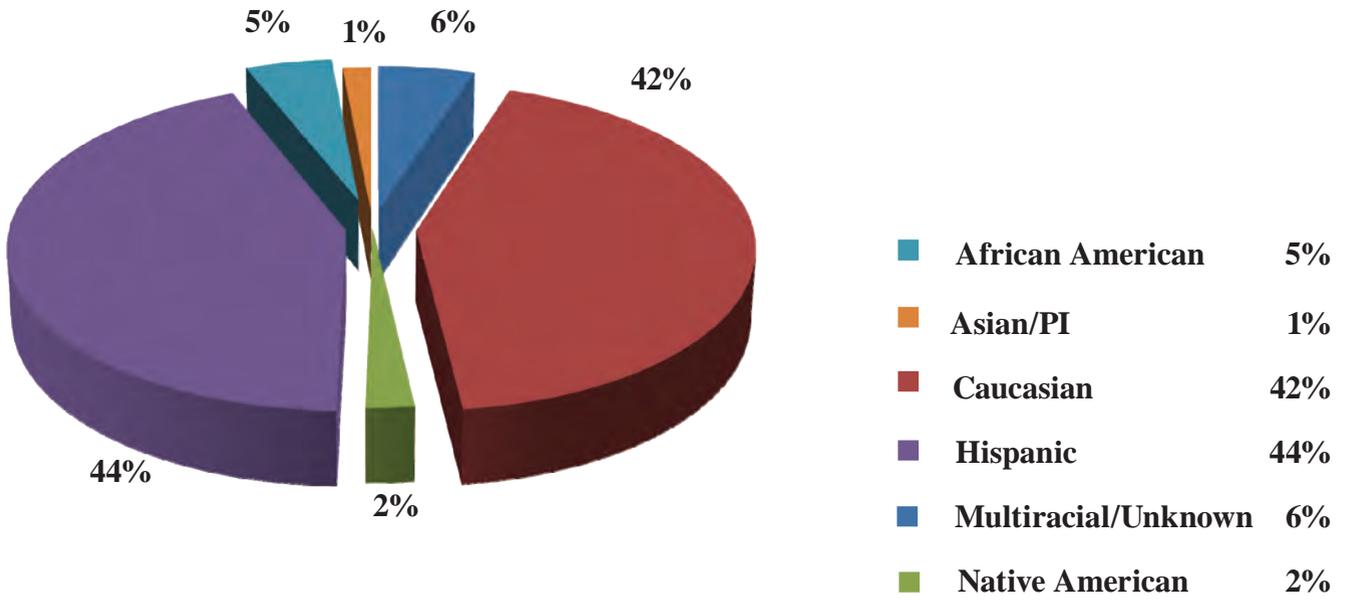
\$1,707,899

 Title XIX	\$56,168,244
 Non Title XIX	2,031,061
 Title XXI	177,319
 Federal Block Grants	1,278,111
 Other	3,374,268
Total	\$63,029,003

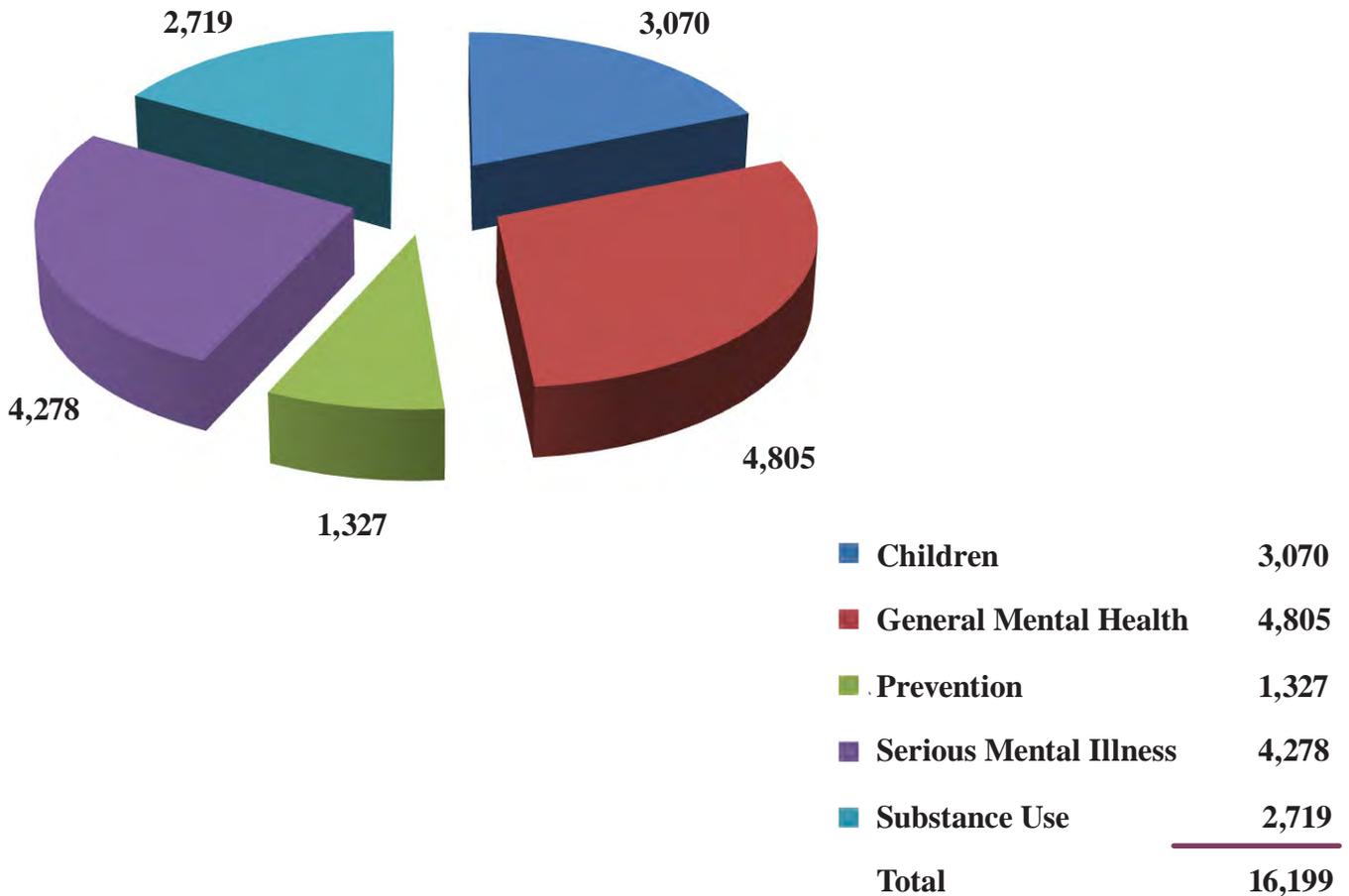


Providing innovative solutions to complex problems...

ETHNICITY OF CLIENTS



CLIENTS BY SERVICE AREA



Your partner
for a safe,
strong, and
healthy
community.



Community Impact Partner



La Frontera Center, Inc.
504 W. 29th St.
Tucson, AZ 85713
(520) 884-9920
www.lafronteraaz.org