

Annual Report

FY 2009–2010

*La Frontera
Center, Inc.*



LA FRONTERA CENTER, INC.

MANAGEMENT TEAM

EXECUTIVE MANAGEMENT

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 PUBLIC RELATIONS,
CUSTOMER SERVICE, AND CULTURAL INITIATIVES

DIRECTORS AND MANAGERS

LINDA ALLARDICE, B.S.
DIRECTOR OF FINANCE

ELVIRA BUSTAMANTE
DIRECTOR OF FACILITIES

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

CHRISTOPHER S. EDWARDS, R.N.
ASSOCIATE DIRECTOR OF NURSING

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.
CONTROLLER

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, FAMILY,
AND PREVENTION 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

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for a safe,
strong, and
healthy
community.*

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THE PRESIDENT AND CEO



Dear Friends of La Frontera:

Fiscal year 2010 was a year of significant challenges and accomplishments! As the economy continued to spiral downward, community resources struggled to keep up with the growing needs of our citizens. Part of La Frontera's response was to "redefine" ourselves as community problem solvers. Our mission was reshaped to focus on working in partnership with various local, regional, and statewide stakeholders to solve complex community problems, needs, and issues. Our efforts in this regard have touched many different critical areas such as public safety, affordable housing, education, and economic development.

As has been the case for more than 40 years, our major interventions have been in the area of behavioral health; however, we have grown tremendously in the area of affordable housing development and have also established strong partnerships with school districts as well as business and community leaders. As the economy struggles to recover, these strategic partnerships will be crucial in generating the innovative ideas necessary to keep our communities safe, strong, and healthy.

As we close another fiscal year, I would like to express my personal gratitude to our exceptional employees who do this wonderful work, the members of our Board of Directors who provide guidance, wisdom and support, and to all of our community supporters who provide us with the necessary inspiration to move forward every day!

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Respectfully,

A handwritten signature in black ink, appearing to read "Dan Ranieri". The signature is fluid and cursive, with a large initial "D" and "R".

Dan Ranieri, Ph.D.
President & Chief Executive Officer

*Providing
innovative
solutions
to complex
problems...*

BOARD OF DIRECTORS

OFFICERS

PATRICK O'HAGIN
CHAIR

LOIS BLOOM
VICE CHAIR

KEVIN D. HEATH
TREASURER

FRANK VALENZUELA
OFFICER-AT-LARGE

MARIA ELENA MCELROY
SECRETARY

MICHAEL GRASSINGER
EX-OFFICIO

DIRECTORS

SUSAN AGRILLO

SHARON ALLEN

JAMES CRAFT

CRAIG DOYLE

CELESTINO FERNANDEZ, Ph.D.

TIM ESCOBEDO

ROBERT "BUTCH" HITE

ROBERT JANUS

JUDY S. MCCALED

EMMA QUIJADA

MARYBETH ZELLON

MARK ZISKA

HONORARY BOARD EMERITUS

WARREN S. RUSTAND



THE BOARD CHAIR

Dear Friends of La Frontera:

The past year has been one of many successes and challenges for La Frontera Center, and it has been my privilege to serve as the agency's Board Chair during this time. Much has been accomplished, and many exciting opportunities for the future await us.

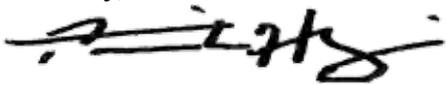
As the largest community behavioral health center in southern Arizona, La Frontera provided assistance to approximately 18,000 children, youth, and adults while employing more than 550 people. Clients and employees represented a wide range of ethnic and cultural groups, in keeping with the La Frontera's commitment to diversity.

The agency also adopted a new corporate mission/vision statement as part of an overarching re-branding initiative undertaken by La Frontera Arizona. This effort resulted in higher visibility in the community and a better understanding of the many ways in which La Frontera is working to provide innovative solutions to complex problems.

The 28th annual Tucson International Mariachi Conference provided a wonderful opportunity to showcase the cultural heritage of our community through 4 days of festive music and dancing. With more than 1,000 students attending mariachi and baile folklórico workshops, the tradition is sure to remain strong for many years to come.

These accomplishments provide just a snapshot of the numerous ways in which La Frontera has made our community, safer, stronger, and healthier. As we move forward into another year, I wish to acknowledge the countless hours spent by staff, Board members, and volunteers to truly make a difference in our community. I much appreciate all that you have done, and all that you will continue to do.

Sincerely,



Patrick O'Hagin, Chair
La Frontera Center Board of Directors

HIGHLIGHTS FY 2009-2010

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

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- Completed comprehensive review and revision of La Frontera's Clinical Services Manual
- Increased number of staff trained in best clinical practices as well as number of practices implemented
- Actively participated in select national network focused on applied research and application
- Implemented monthly ongoing Learning Seminar for all medical staff
- Annual outcome evaluation process continued to demonstrate positive clinical outcomes and expanded to provide greater guidance on factors contributing to success
- Worked in partnership with Genoa Pharmacy to open highly successful pharmacy at Southwest Case Management site
- Obtained exceptional scores on the DBHS Overview of System Care Practice Review for children
- Developed electronic "compliance report" that enables clinical staff to more easily track due dates for clinical documentation
- Increased pre-doctoral psychology internship program from 4 to 6 interns, making it the second largest community behavioral health internship nationally
- Sponsored and/or participated in 72 local events (58 last year)
- Expanded telemedicine clinics
- Implemented companywide HRMS, payroll, time and attendance system and standardized related business practices
- Opened new outpatient site on Grant Road
- La Frontera Stigma Stompers won first prize for the most money raised in the NAMI annual walk
- 30 employees utilized La Frontera's career development/tuition assistance program with 5 completing a degree (2 M.S.W, 2 M.S., 1 B.S.)
- Two articles (including a book) published by research and development staff



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.

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 persons with a serious mental illness 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 2009-2010

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

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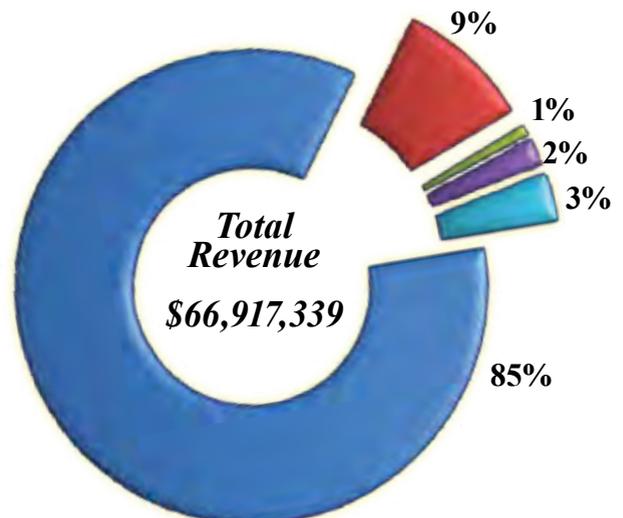
REVENUE BY FUND SOURCE

Community Partnership of Southern Arizona	\$64,953,104
Department of Economic Security	32,952
Pima County	317,154
City of Tucson	20,226
United Way	46,628
Contracts	711,612
Client Service Fees/Insurance	251,840
Investment Income	78,129
Management Fees	87,692
Contributions	62,737
Other Revenue	355,265
Total Revenue	66,917,339

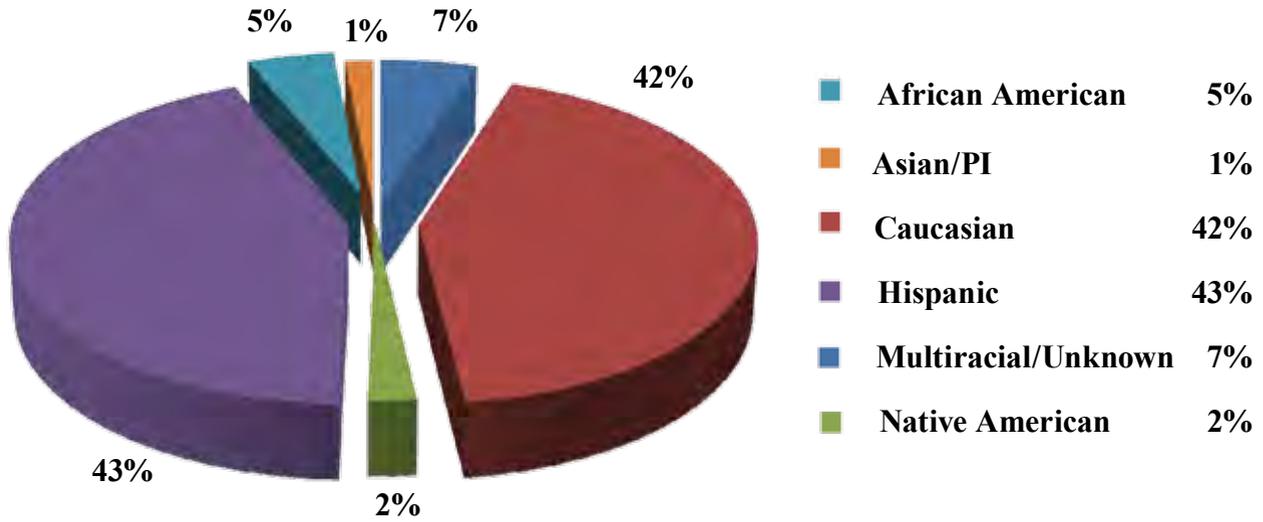
EXPENSES

Salaries/Wages	21,635,001
Employee Related Expenses	4,757,822
Subcontracted Behavioral Health Services	16,604,837
Professional Fees	4,269,307
Occupancy	2,582,424
Operating and General	3,908,682
Pharmacy/Medical	10,501,653
Other Operating Expenses	1,121,303
Total Expenses	65,381,029
NET INCOME/(LOSS)	\$1,536,310

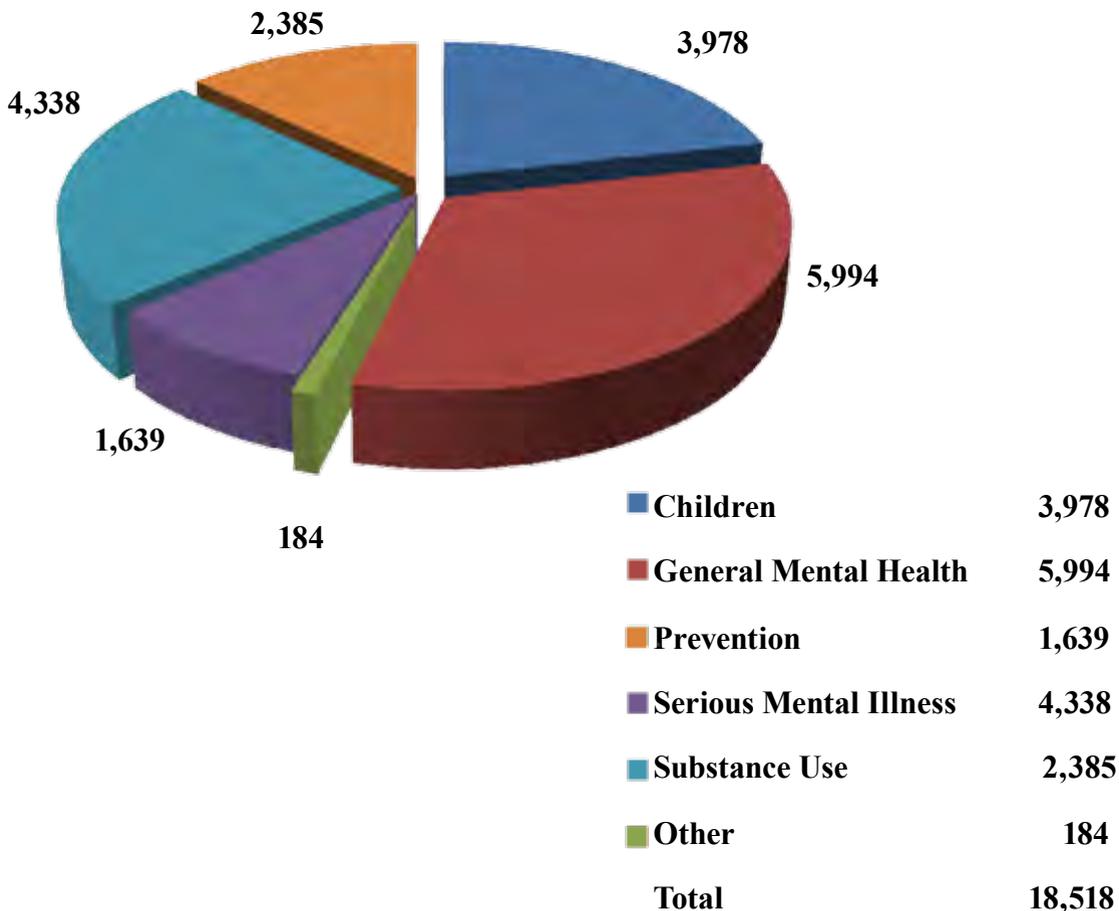
 Title XIX	\$56,792,333
 Non Title XIX	6,194,787
 Title XXI	510,047
 Federal Block Grants	1,205,938
 Other	2,214,234
Total	\$66,917,339



ETHNICITY OF CLIENTS



CLIENTS BY SERVICE AREA



*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)



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Community Impact Partner



Designed by Juileen Allbaugh

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