



Strengthening

the mind

and body

through

integrated care



Southwest Network

CREATING PARTNERSHIPS • INSPIRING HOPE • CHANGING LIVES

Overview of Fiscal Year 2016

FISCAL YEAR 2016 BY THE NUMBERS

OCT. 1, 2015 THROUGH SEPT. 30, 2016

Sites providing adult services	7
Sites providing child and adolescent services	3
Co-locations with Arizona Dept. of Child Safety.....	6
Adults served	8,500
Children and adolescents served	3,000
Staff members	585

Southwest Network has a reputation as a strong, reliable provider of behavioral health services in Maricopa County, Ariz. Since our inception in 1999, we have been widely respected for providing individualized service and quality care, renowned for our innovative and skilled employees, and acclaimed for doing whatever is needed for those we serve.

In fiscal year 2016, Southwest Network provided integrated health care to more than 3,000 children and adolescents and approximately 8,500 adults in Maricopa County, along with compassionate support to their families and caregivers.

Southwest Network was ranked by the *Phoenix Business Journal* as the No. 3 Health-Medical Nonprofit in Phoenix in its 2016 Nonprofit Organizations/Health-Medical list (based on 2015-2016 budget).

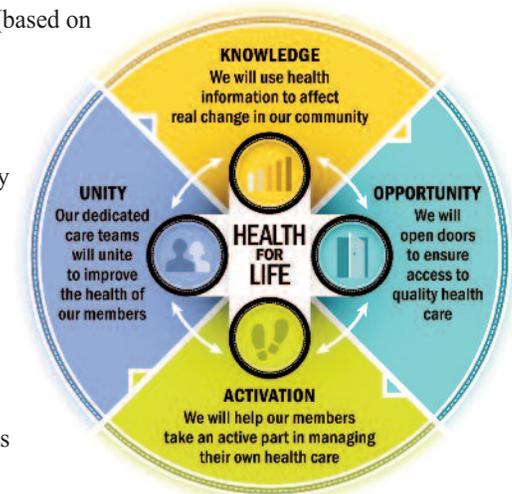
A focus on integrated care

Integrated care—the coordination of mental health, substance abuse and primary care services—helps our members improve both their mental and physical health, which strengthens them on their path to recovery.

Our comprehensive *Health Integration Strategic Plan* includes goals to improve our members' overall wellness, enhance their quality of life, and add to their years of productive life. In 2016, multiple steps were taken to address Plan goals, including:

- Increased member access to physical and specialty health care, as well as to integrated health resources and education
- Provided primary care services to adult members through co-located providers at two integrated health homes and increased the percentage of adult members engaged with a primary care physician
- Engaged adult members in educational groups and activities to help them manage co-morbid conditions, increase their physical activity, and improve their health, nutrition, and more
- Educated members about advance directives
- Participated in a community of practice to further local advances in integrated care

These efforts, in combination with our well established substance abuse and behavioral health services and programs, will help provide our members with health for life.



The four key strategies of our Our Health Integration Strategic Plan—knowledge, unity, opportunity and activation—will help provide our members with health for life

Services for Children and Adolescents

SERVICES

Case management

Birth to five intervention

Transition to independence program

Psychiatric evaluations

Substance abuse evaluations

Counseling and therapy

Medication

Crisis intervention

Parent and family support

Rehabilitation and support

Transportation assistance

Language services

Keeping families strong is fundamental in our treatment of children and adolescents.

We are widely recognized for our intensive case management services, professional psychiatric services, caring counseling services, and fidelity to the Child and Family Team (CFT) practice protocol, all of which help ensure that children with complex mental health, emotional and behavioral disorders have brighter futures.

Our 2016 survey of families revealed 94 percent of respondents were confident in our ability to help their family, 93 percent said we knew their family well, and 95 percent felt respected as true partners in service planning for their children. Approximately 93 percent said they were “very likely” or “likely” to refer a family member for services with Southwest Network.

Exceptional care for foster children and families

We are also known for our work in the foster care system. Specialty teams co-located at six Arizona Department of Child Safety (DCS) offices provide families with comprehensive service plans which integrate all aspects of care and treatment, including behavioral and physical health care. Annual System of Care Practice Reviews show Southwest Network provides exceptional care to these children. In 2015, the statewide overall mean score on this review was 5.04 and Southwest Network’s was 5.05. The statewide mean score for culturally competent care was 4.66 and ours was 4.99. Our other scores were at or above average.

Comprehensive services, supports and programs

Services for children and families provided throughout fiscal year 2016 included:

- Therapy groups met specific needs, including sex trafficking awareness and recovery, developing healthy relationships, anger management, independent living skills, physical activity, and transition to adulthood.
- Family support partners with life experience in the behavioral health system provided support and assisted youth and families with skill building, problem solving, and accessing resources. We have strengthened the roles of family members in the system by hiring them for these and other positions.
- The *Transition to Independence Process* program provided a full array of services to help young adults ages 16½ to 22 build social skills, prepare for employment, live independently, strengthen family relationships, make good decisions, and build futures for themselves as healthy, successful adults.
- Members of the *Youth Advisory Board*—young adults ages 15 to 22—used their experiences with the behavioral health system to advocate for change and improve their community.
- Relationships with DCS, the Division of Developmental Disabilities, Department of Juvenile Corrections, Maricopa County Juvenile Probation Department, Comprehensive Medical and Dental Program, Children’s Rehabilitative Services, and other system partners were carefully maintained to facilitate the flow of information and understanding and provide for the quick resolution of issues for our members.



“The additional support for my family has given them a second chance at success.”

Services for Adults

SERVICES

Psychiatric evaluations

Substance abuse evaluations and treatment

Crisis intervention

Medication

Nursing

Case management

Assertive Community Treatment (ACT) services

Rehabilitation and support

Personal care and life skills development

Employment rehabilitation and training

Peer and family support

Housing support

Benefits assistance

Transportation assistance

Language services

Helping adults believe in recovery is important to their success. Ensuring they are strong enough to achieve recovery is essential. Our integrated health programs and services help to strengthen the minds and bodies of those we serve so they can not only believe in their own recovery, but have the strength and will to achieve it.

Advanced access to care

Ensuring everyone who needs care has access to our programs and services is a vital part of our commitment to our community. To enhance access to care at our adult clinics, we use *Advanced Access*, our open access scheduling system which allows both existing and new members to get appointments with our medical staff when they *want* and *need* them, usually within a day or two, or just walk in and be seen.

We have also implemented telemedicine, using telecommunication and information technology to provide behavioral health care from a distance. It reduces transportation and distance barriers, helping to ensure our members' needs can be met even when they are not able to visit one of our seven sites for adult services.

The use of both telemedicine and *Advanced Access* have allowed us to respond rapidly to the needs of our community and effectively handle our rapid growth. While it is true that more people in Maricopa County are being determined seriously mentally ill, a major factor in our growth is that we can get people in for treatment quickly and more people *choose us* for their care.

Changing lives

In 2016, a survey of 1,037 of our adult members showed nearly 85 percent believe that overall their life has gotten better since starting services with Southwest Network, and more than 88 percent feel confident in our ability to help them. Nearly 88% feel the interactions they have with their Southwest Network team help them with their recovery.

At Southwest Network, recovery is about more than treatment. We understand that adults with serious mental illness have the same desires in life as everyone—health, a stable job, satisfying relationships, a comfortable home, and contentment. We help them achieve these goals.

We also try to make sure their voices are heard. In addition to regular member surveys, we hold monthly Clinic Advisory Councils at each of our sites for adult services where members, their families and others in the community can be involved in decisions and discuss ideas and issues with clinic leaders.



“My health is worse now that I’m older and they help me with that.”

Exceptional People

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An exceptional organization such as ours depends on exceptional people.

The executive management team and board of directors of Southwest Network have the strength and vision to define an exceptional organization. There is an expectation of excellence.

Our employees are professionals who provide strengths-based, compassionate care. They are valued for their experience and expertise and admired for their unwavering dedication to those they serve.

Support for our employees

Invaluable tools, training and support help them in their daily work. Few organizations like ours can match the breadth of our in-house support departments, including integrated health, quality improvement, human resources, training, information technology, risk management, communications, facilities, and accounting.

To assist them with their career goals, we provide tuition reimbursement and career development planning. Educational opportunities include ongoing training in behavioral health, integrated health, and leadership principles, as well as continuing education opportunities.

Meeting their personal needs is critical, as well. Our wellness program provides tools to help them improve their physical and mental wellbeing. We provide medical, dental and vision insurance, employee discounts, an employee assistance program, a retirement savings plan, paid time off, and other valuable benefits.

We recognize their excellence, dedication and loyalty through our *Pillars of Excellence* recognition program, an anniversary program, and an annual employee appreciation event.

Support for our community

Our employees are valued not only by us, but by the communities in which they live where they volunteer their time, money and expertise, including coming out by the hundreds to support the local chapter of the National Alliance on Mental Illness in their annual fundraising walk. Southwest Network augments their efforts through sponsorships and charitable donations. We also provide various services to the community, including making community news and events available on our website. We also produce, "The Help Book: A Community Resource Directory", which is available to the public on our website.

In anticipation of our community's future needs, we are helping to educate the next generation of behavioral health workers. We maintain an internship program with the School of Social Work at Arizona State University, medical residents receive mentoring and education at our sites, and members of our medical staff serve as adjunct faculty members for Banner Health, Maricopa Integrated Health System, and local and national universities.



**"Working for
Southwest Network
has been a joy."**

PILLARS OF EXCELLENCE



Our Commitment to Excellence



PEOPLE



SERVICE



QUALITY



STEWARDSHIP



COMMUNITY

Our Pillars of Excellence program defines, recognizes, and rewards excellence at all levels of our organization. These five pillars provide the foundation for all we do and help us align our attitudes, goals and actions:

PEOPLE

We are committed to recruiting and retaining the best people and offering them opportunities for personal and career growth. In unity we serve each other and our community with honesty, respect and strength.

SERVICE

With compassion and integrity, we strive to exceed expectations, enhance the recovery experience, and change lives.

QUALITY

We are committed to exceeding each person's goals for recovery and wellness, setting the standards for health care results, and ensuring access to care for all.

STEWARDSHIP

We strive to operate efficiently, be fiscally responsible, and maximize value, which allows us to focus our resources on those we serve and the community.

COMMUNITY

We value our responsibility to create and strengthen connections with diverse community members and agencies to raise awareness and influence positive change.

***“As a DCS worker,
Southwest Network
is THE BEST
stakeholder to
work with. They
really care.”***

Our Core Values

BE INNOVATIVE

Use creativity and ingenuity to reveal resources, nurture strengths, find answers and provide solutions

COLLABORATE

Galvanize each other, the people we serve, and the community to work together to improve peoples' lives and the behavioral health care system

TAKE ACTION

Deliver and expect nothing less than impassioned and unwavering dedication to helping people realize independence, be more resilient, achieve recovery, and have purpose and meaning in their lives

BE STRONG

Search out strengths and abilities in yourself and in those around you, and share the strength and passion of our organization in every word and deed



APPROVED SITE

All Southwest Network sites have been approved by the National Health Service Corps (NHSC) as part of their network of partners dedicated to providing care in communities with limited access to health care. For more information, visit nhsc.hrsa.gov.