

October, 2014  
Yuma, Arizona

# Workforce Development News

Integrated Healthcare Recovery Support Specialist Institute



## The First Integrated Healthcare Graduates

Yuma October 9, 2014

**Back Row, left to right:** Gerardo Galvez, Rudolph Cabrera, Jesus Soto, Alex Garza, Samantha Bossick, Michael Miller, Lori Green, Spring Michaud, Richard Canedo, Michael Salas, Kathleen Heredia, Gina Martinez, Kenna Brooks

**Front Row, left to right:** Amanda Orta, Monica Guzman, Rhonda Leonard, Araceli Muñoz, Caprice McKinney, Jessica Cabrera, Joe Ann Marcantel, Jeanette Bryant, Stephani Espino, Julie Swinehart



## What Participants are Saying...

"The instructors were knowledgeable, encouraging and positive and the communication interactions helped to make it easy to learn the material"

"The upbeat and fun trainers were great examples and they kept everyone engaged in learning. They helped to make the learning enjoyable."

"I learned a lot from the explanations of how to improve the navigation of the health system."

"Everything about the training was effective!"



# My Personal Experience of Hope

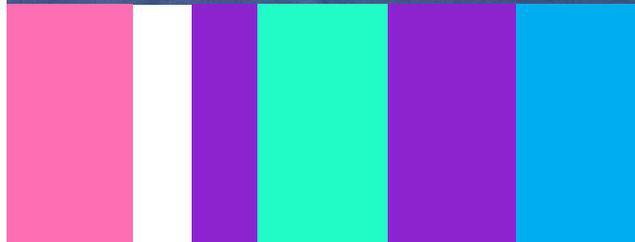
By Spring Michaud

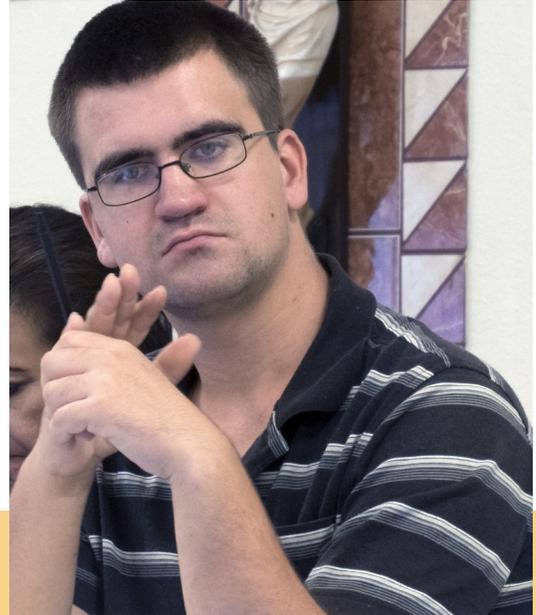
On July 4th I found myself to be completely hopeless. I didn't know what was wrong with my life. On the outside I looked like I had everything, I had my two amazing children, a roof over our heads and supportive friends. What people couldn't see was the personal battle I was fighting on the inside. I had lost the desire to live anymore and I tried to take my life for the third time. In doing so I was sent to a mental health hospital where they stabilized my treatment and released me back into the world. I lost my children because of my actions along with the roof over my head.

Hopelessness seemed to be coming at me from all sides. I didn't know what to do. I lost the two things that meant most to me due to my actions and I almost let these over-whelming feelings take me down a dark path. However I pushed forward for I knew I needed to have hope for myself and my children, for they needed their mother to be at her best. I hit the ground

running. I became the biggest advocate for my treatment and recovery. I went to Cenpatico meetings, enrolled myself into parenting and substance classes, and counseling. After being enrolled in all these classes I was presented with the opportunity to go to a peer support class. I was quick to say yes for that has been my lifelong dream to help others that have had similar life traumas to my own. Finally I started to see the light at the end of the tunnel. I started to see hope manifesting in my life. This journey of my recovery has been the hardest one of them all to do. I

have had to truly look at myself and form a relationship with a higher power and find hope inside my heart. I have had some amazing people that have showered me with love and reminded me that there is hope in every situation. I am seeing more and more hope in my life as I keep putting one foot in front of the other.





## Hope

By Michael Miller

A feeling that what is wanted will happen; desire accompanied by expectation.

Hope in the eyes of a child is when he sees a certain toy like an action figure at Wal-Mart. His hope is that he might be able to earn it if when he asks his parents for it, they tell him he will if he is good and does all of his chores. He has a week to show Mommy and Daddy that he can do this, he looks forward to his reward with high hope.

He does all of his chores like keeping his room clean, putting away his clean clothes, emptying the trash each day. This makes his Mommy happy. During the week he is told by Daddy to give a bath to his dog, Coco. It was hard to tell who enjoyed this more, Michael or Coco? He feels his hope building up inside him, tomorrow is Friday, the day he has been waiting for. His parents give him the good news, they are taking him tomorrow to Wal-Mart and he not only gets to buy the action figure he has hoped for all week, all of them will go to Pizza Hut for lunch. This is more than he had hoped for! For him, he got something he hadn't hoped or even dreamed for, having lunch with his parents.

This week showed him to believe in hope and it will reward you quite well.

# My Story of Hope

By Alex Garza

I have this picture of Jesus holding this man and I can't stop looking at it. Its called 4-given. For me it speaks out and captures so much about hope and who we are and who HE is. Our weakness and HIS strength, our mistakes and HIS glory, us wanting to give up and HIS faithfulness. Our sin and HIS love. Sometimes we get so worn and beaten and our legs have gone weak beneath us so that we can no longer go on. Maybe its depression, anger, low-self esteem or maybe it is the weight of our sin, but what an incredible beautiful picture is HOPE. JESUS is with us. "I will never leave you nor forsake you" says the LORD. In our darkest moments JESUS is present. Not only this, but Jesus holds us on his own. We would be lost, life in ruins, if we tried to do it on our own strength. But when we can stand no more, JESUS stands for us, when we are close to falling, JESUS holds us up, HE is so strong and we are so weak but in our weakness his, strength is shown. And in the picture I have, you see in the persons hands, (this was so breathtaking for me) in one hand is a hammer, in the other the nail, the nail, driven, into the very hands that hold us up. It is our sin that sent Jesus to the cross to die that painful and horrible death. Yet as undeserving as we are HE loves us and where mercy should not be, his grace is all over us. I understand that my essay may not be published in the news letter because of my belief in hope and it might offend someone, however the bible says "if you deny me in front of men, I will deny you in front of my father". I was asked for my message of HOPE and this is what HOPE means to me. When the world wants to put labels like convict, addict or reject me for who I am I have hope because my LORD will never reject me.



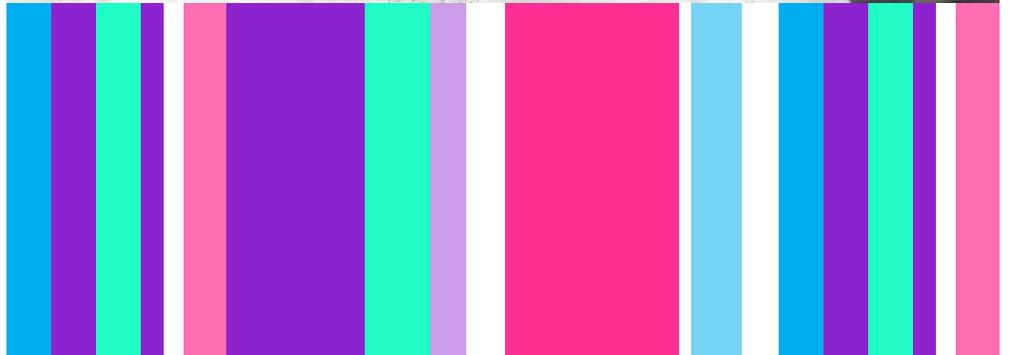
*Maybe its depression,  
anger, low-self  
esteem or maybe it  
is the weight of our  
sin, but what an  
incredible beautiful  
picture is HOPE*

# My Story Of Hope

By Caprice Mckinney

I would like to start by saying that I am very thankful for the process of recovery. In February 2009 I was cleaning the ceiling fans in my home and I fell off the ladder with no remembrances of it. I apparently blacked-out and ended up on my couch not realizing how I got there. The next morning I had to go to work as usual , my job was to care for a client in their home. My day would start out with a shower for the client which included lifting. While trying to lift the client a sharp pain appeared, so I was unable to perform my job. I was released for the day to seek medical attention (not knowing I would never return). With a series of x-ray and an MRI, I was diagnosed with severe bruising and chronic back pain. This information was given to me in the hospital emergency room. At this point I needed to see a back pain specialist. I was told I could no longer work in the job I knew best. I instantly went into deep depression which I knew went from physical illness to mental illness. So I then needed to be treated for the depression as well. Then I became anxious and was diagnosed with severe anxiety.

At that point I realized I needed help with my mental issues in order to cope with my physical problems. I was referred to Arizona and Treatment and Counseling Services (ACTS) to begin a treatment plan for the mental issues. I had difficulties picking myself up. I was really down. I wanted to just let go of my life. I thought I was at the point of no return. With the support of the staff at ACTS and my four children, I began to realize that I am stronger than the situation. Learning new skills was not an option, but a necessity and I followed and I'm still following my treatment plan. I am ready for the challenges of learning new skills. I am here today in year 2014 training for a new skill. How exciting! This is from having HOPE.





## My Hope and Faith is Returning

By Lori Green

In the past I have endured a lot of pain. The worst pain I ever had in my life was when I lost custody of my two youngest children. It felt like I was having my heart ripped out of my chest. While I was trying to overcome what had happened, I found myself falling into a deep depression. During this time I lost a lot of faith and hope in myself. It got so bad I had to quit my job of nine years. Shortly after that I searched for counseling. My search brought me to Chicanos Por La Casa and then to ACTS (Arizona and Treatment and Counseling Services). I got good counseling and the help that I needed. The hope and faith that I lost was slowly returning. Now, even though I still struggle with depression, I am able to do most of the things I use to do.

# Hope Will Outshine Any Darkness

By Monica Guzman

*"The overarching message of recovery is hope." This message spoke strong to me in a training I was attending. Listening to the meanings of hope that were shared, and what hope meant not only to me, but also to others, brought a whole new spectrum to my overall idea of hope. I recently experienced a heartfelt incident that brought me nearly to tears and gave me hope and reaffirmation that doing what I do, is exactly where I want to be.*

*that needed to be babysat, an alcoholic, or crazy." As I helped Jorge see to recognize his own potential he would try to bring himself up, but had so much negativity bringing him down even harder. For many years, it seemed like the harder we tried, the more there was an expectancy for him to fail. However, this did not stop the push to recovery. It took many years and a lot of patience, Jorge went through suicidal ideations, psychiatric hospitalizations, in and out of rehab programs, incarcerations and eventually a near death experience. Jorge was at a point*



*For so many years, I have been fighting to have a voice for Jorge, an individual who has been diagnosed with paranoid schizophrenia and a substance abuse disorder. This particular individual was my significant other for 10 years and is now one of my closest friends. Jorge had been codependent and unable to make the changes in his life in order for recovery to progress. For many years, Jorge abused substances as a self medication to cover up the symptoms he would feel on a regular basis. Jorge did not have a strong support system and only knew to be known as, "a problem, an individual*

*where only one store in his community would allow him to shop there, as he had been 86'd out due to panhandling and theft. Jorge was treated poorly, was judged and criticized on a daily basis. However, Jorge was able to recognize the need for change. He enlightened my sight to remember that hope shines from within and when there is a will there is a way, which was a turning point of my recovery.*

*Jorge successfully completed 130 day rehabilitation program, got himself on a regular routine of taking his medications and found a meaning to his life. He said to*

me, "I changed and I believe in myself and in others as well." That simple statement brought me incredible hope as Jorge was never a believer in himself. After he graduated the rehabilitation program, his CIA team and new support system encouraged him to outreach the stores that he had panhandled in order to approach the matter with full intent of self empowerment in hope that they would listen. I made a call myself to find out the store policy on being 86'd and was treated incredibly bad for even asking the question by a store manager. I was treated so bad that I called corporate and filed a complaint. As I expressed my concerns I was glad it was me and not him who reached out as this could have led to a crisis. Thankfully, I received a response of apology. The results blew me away as I had seen a closed door for Jorge until I spoke up. Jorge now speaks to the store manager and is welcomed with open doors into the store that we thought for sure would never allow him back.

This miracle motivated me to continue advocating, empowering and truly know and believe that hope is real. Hope will outshine any darkness and tribulations you or anyone is going through. Hope is a beautiful thing and truly is the overarching message of recovery.

This is a copy of the messages I shared with the store manager that I would like to share as I hope it will impact you as much as it did me. I have changed the name of the store manager to protect the privacy of the manager. Please excuse the grammatical incorrectness of email.

Monica,

My name is RB and I am the Store Director here at \*\*s. First of all I would like to apologize for the way my assistant handled the situation. I have spoken with her and I did let her know that her actions were unprofessional and not acceptable. I have taken corrective measures and action to ensure this will not happen again. Please accept my apologies and if there is anything further that you need please call me or email me at anytime. As far as the panhandling there was an individual that was progressively asking customers for money and we received several complaints. There was one particular customer that was so upset he wanted him removed immediately. No police were summoned it was handled at store level. We do have signs posted for no soliciting on the property to ensure customer satisfaction but at times we do have individuals that disregard the signs and we need to enforce our right to make sure everyone has a good shopping experience at \*\*s. We try to approach it diplomatically and individually.

Sincerely,

RB

Monica,

RB,

*I highly appreciate your follow up. I apologize for the delay in my response. I first and foremost want to say I fully respect the policy and matter that \*\*'s has to handle matters. I was very interested in knowing about the matter when I originally called because I have an individual who is close to me that was doing this outside your store. Now, I am not making excuses nor am I covering for him, but I do want to express the reason for my inquiry. The particular individual that was acting in such a manner has a mental disability. Not only does he have a mental disability, but he also suffered with an alcohol addiction and was going through rough time in addiction and was always asking for money everywhere he could in town. Unfortunately, he also asked for money consistently outside your store. Now it took a while and a lot of patience and care, but*

*he got himself help and completed a 130 day program at a rehab and graduated successfully. He is enrolled with a Behavioral Health Agency and is doing very well in recovery. When I called your store I wanted to share this with the manager and express that he himself wanted to speak with someone in management so that he could apologize for his actions and hopefully be allowed back as a local community shopper. His treatment team in the Behavioral Health /Mental Health agency he sees was in agreement that he should approach the issue and pursue the apology as a form of self empowerment to realize and face the mistake that he had committed and face the hardest thing for anyone to do which is ask for forgiveness.*

*Thank for your time,*

*Monica*

Monica,

*I apologize again for my assistant's unprofessional mannerism and its negative impact it had. I am an person of faith and therefore I believe that respect and forgiveness of others must be two traits one should have and I try to represent that as best I know how. I see people as people and try to exemplify that in all that I do to the best of my ability. Working with the public in the numbers that I do it has softened my heart to appreciate what one has and to somehow, somehow make some elses life just a little bit more ok even if it is for a moment.*

*Also, if you would like that particular person to come in and speak with me, I would be more than happy to listen. They are welcomed to My store at any time. Please call me or email me with any questions or comments if you like.*

*Thank you for your time,*

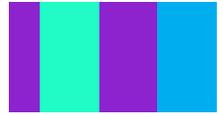
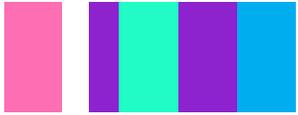
RB

Good Evening RB,

*Thank you I am speechless and would love nothing more than to come in to your store and speak with you and this individual. You cannot imagine the positive impact this will have on him. He and his family will be so happy to hear that he will be able to have a voice.*

*Truly from the bottom of my heart thank you, I will follow up with a day that he will be available and we can plan accordingly.*

Monica





## My Personal Experience of Hope

By Jessica Cabrera

One experience that I had of hope was when I walked into the room of Alcoholic Anonymous six years ago in Tucson, Arizona. I was a person with alcoholism who had no more life left in me. I was ready to give up. I was depressed and I had been diagnosed with PTSD. I was also in an abusive relationship at the time. I walked in and I saw laughter and happy people.

I couldn't understand this! How can this be if these people had a drinking problem? I started attending meetings everyday and started listening to what these people had to say. Some of their stories were almost the same as mine. They had overcome the big

obstacles. I was ready to do whatever it took to be happy again! I started having hope in my life that it was all possible. I started working the AA steps and got professional help with my depression and PTSD. During this

time I experienced hope once again. I realized I wanted to start moving on with my life and make changes- and I did! After

this I wanted to help people with mental illness and/or substance abuse. I felt like I might be able to relate to people who have these problems and that may have lost all hope.

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*I was ready to do whatever  
it took to be happy again!*

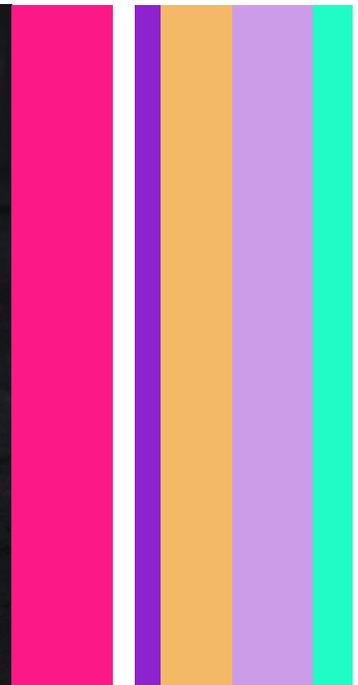
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# Hope

By Rosalva Ortega

When I was 25 years old I faced a very hard trial in my life. For the first time I experienced a panic attack. I didn't have many options but, I did have hope. Hope played a very important role in my life. It was very hard for me to believe that I would get better but I knew I had to keep hope in order to overcome my anxiety. I guess I had anxiety but I confused it with stress. So when I finally had enough, I had a panic attack and when I was at the E.R. I found out I had anxiety. This was very hard for me to take, anxiety? This is true? I was kind of lost but I had hope. When I forgot that there was hope, I had my family remind me that this would pass and that I must go on and get treatment. I kind of hoped that it would go away on its own, but it didn't. My turning point was when I decided to get help and get on medication. It took me a while to get help because I was scared that the doctors would determine that I was not well enough to care for my kids. I am glad that I put my fears away and got help so I can keep my kids. I keep hope even when I think that it's very hard to deal with this condition, I know hope is a big part of recovery.

*I didn't have many options but, I did have hope. Hope played a very important role in my life.*



# What Seemed Like Would Bury Him, Saved Him

By Richard Canedo

There was an old mule. One day accidentally he fell into the farmer's well. The farmer has evaluated the situation and thought to himself, that neither the well nor the old mule was worth the efforts to save them. Thus he decided to haul dirt to bury the old mule in the well.

So the farmer called his neighbours and together they started shoveling dirt into the well. The old mule was terrified and hysterical in the beginning. But soon one



hopeful idea came to his mind – every time when a shovel of dirt landed on his back, he would shake it off and step up!

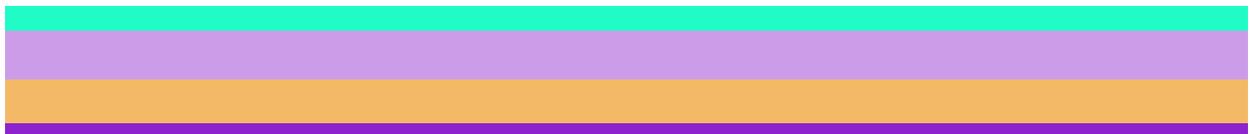
He repeated these words to himself again and again: "Shake it off and step up". This way he could handle the panic and encourage himself. After some time, the mule had stepped over the well's wall. Although terribly tired, he was the winner, he had saved his own life. He decided to

face his adversity positively and not to give up, and thus he won.

What seemed like something that would bury him, actually saved him, owing to his confidence and unrelenting efforts.

“ So promise yourself to be so strong that nothing can disturb your peace of mind; to talk health, happiness and prosperity to every person you meet; to make all your friends feel that there is something positive in them; to look at the sunny side of everything and make your optimism come true; to think only the best; to work only for the best and expect only the best; to be just as enthusiastic about the success of others as you are about your own; to forget the mistakes of the past and press on to the greater achievements of the future; to wear a cheerful countenance at all times and give every living creature you meet a smile; to give so much time to the improvement of yourself that you have no time to criticize others; to be too large for worry, too noble for anger, too strong for fear, and too happy to permit the presence of trouble. “

Living the Christian life is always a challenge. Everyday trials can be discouraging. We need to be reminded that our strength does not come from ourselves, but from the Lord. The Holy Spirit, who lives within every believer, supplies the power we need to overcome.



# Hope On My Side

By Gerry Galvez

Hope to me means that I could wake up early and feel a good presence inside of me. My strengths are insured. This also means that my feelings won't get hurt. As life passes, I can reflect on past memories of a lot of good things. My feelings about hope are to always be a good person. Hope also means that I am able to have a good nights sleep and that I am able to forget a lot of bad things. I will always have hope on my side due to really great friends and good people who care about me.





## I Believed in Me

By Arceli Munoz

When I was 23 years old after having my second child, I went into a deep depression. I had hope that I would get better, so I got help, treatment and counseling. After going to see my doctor every three weeks, I started to feel better and better. My hope for getting better got greater. After three months I felt much happier, so I had much more hope.

My mother had a lot to do in my recovery. She was there and always gave me hope and talked to me and told me I was going to get better, that I had to take it one step at a time. That gave me a lot of hope and I started to recover much faster. It's not easy, but I did it because I believed in me and I had hope. I have gone through five depressions in my life and I'm still here because I have hope and I know I will get better. My family, daughters, grandson and friends are my strength for me to have hope. I know I can recover from depression because I have been through it five times already. My hope is always there and I try not to think negative thoughts. Having hope helped me a lot in my recovery of depression.



# The ACTS Staff



*Tony teaching us the Cenatico "C" sign*



## Newly Certified Recovery Support Specialists, Yuma October 9, 2014

**Back Row, left to right:** Gerardo Galvez, Lori Green, Spring Michaud

**Front Row, left to right:** Monica Guzman, Araceli Muñoz, Alex Garza, Michael Miller, Richard Canedo, Caprice McKinney, Jessica Cabrera



## **Integrated Healthcare, Sierra Vista August, 2014**

***Back row, left to right: Alcalde Brandon, Pauline Fair, Lin Gilbert, Patricia Hall***

***Front row, left to right: Shawnette Burescia, Kimberly Burk, Misty Lawrence, Yolanda Bracamonte***

*The Integrated Healthcare Recovery Support Specialist Institute is administered by the Workforce Development Program in the Department of Family and Community Medicine (DFCM) at the University of Arizona. The Institute is funded by Cenpatico Arizona.*

*Cenpatico receives funding from the Arizona Department of Health Services/ Division of Behavioral Health Services (ADHS/ DBHS), Arizona Health Care Cost Containment System (AHCCCS).*



**COLLEGE  
OF MEDICINE**

Department of Family  
& Community Medicine



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*UA Workforce Development Program promotes recovery and expanded opportunities for people with mental illness, substance use, and dual diagnosis by employing a collaborative approach to advocacy, service, education, and research.*

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## **Make sure you get your next issue!**

If your contact information has changed, or you would like to be removed from this list or you have any questions or comments please contact UA Workforce Development Program at:

[fcm-wdp@email.arizona.edu](mailto:fcm-wdp@email.arizona.edu)

Visit Our Website at:

<http://www.fcm.arizona.edu/workforce-development-program>

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