

**SPECIAL  
POINTS OF IN-  
TEREST:**

- **RICA chosen Mental Health Program of the Year in San Diego!**
- **RICA starts services in Ventura County before completion of first fiscal year!**
- **RICA submits three proposals in first year.**
- **New contracts in San Diego and Ventura!**
- **RICA given sole source contract in Ventura due to expert knowledge!**

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# It's Your RICA!

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## First Fiscal Year for RICA Ends with the Spirit of Hope and Recovery

### Program Update

In San Diego County, our first fiscal year ended with excellence as our goal for unique persons served was exceeded by 235 people. Our staff of 14 Recovery Facilitators, one Team Lead, and an administrator, who is now the Regional Vice President, has met every goal outlined in our contract with San Diego.

Our employee retention has been as follows: 50% of those hired from our first Peer Employment Training remain employed 1.5 years later. Of those trained in our second San Diego Peer Employment Training, 70% remain employed at six months.

Highlights of fiscal year 2007-2008 include RICA's oversight and development of the 2008 San Diego Wellness and Recovery Summit. The summit, which was attended by over 450 individuals

from the mental health community of San Diego, was a great day with highlights including Courtenay Harding's as National This Person Award, for her pivotal



*RICA San Diego Team Outside Our Office On El Cajon Blvd.*

research on recovery rates from schizophrenia and her large body of work that provides scientific evidence that recovery is not only possible, but probable. Furthermore, four awards were presented to local community providers. These included Mental

Health America's Clubhouse, Visions. Diana Pinones, Director of Visions; Jennifer York, Therapist; and Devin Eschelman, A Person in Recovery.

Additionally, RICA was honored as Mental Health Program of the Year for San Diego County. This award reminds us that our team of Peer Support Specialists touched the lives of individuals.

Recently awarded a second contract for the Consumer Family Academy, our scope of work continues to expand. Coming to RICA San Diego to lead this program is Judy Holder, long-time RIAZ employee and writer of WELL, and Markov Manalo, San Diego Advocate.

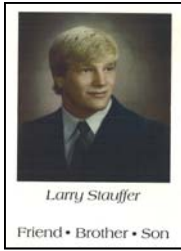
## Ventura County Moving Ahead

In April, RICA began providing services in Ventura County. We provide WRAP classes in all County Clinic settings. This team of 8 Peer Support Specialists, one administrative assistant, and an Administrator will soon be growing.

Our program will be the Peer Support Provider in the County. We will be providing and supervising Peer Support Specialists in a variety of positions throughout the County, including other providers who wish to bring peer support into their settings. This unique opportunity comes as a

result of long efforts to help the County understand the value of Peer Support, training, and development of a trusting relationship. This effort, which began several years ago, has culminated in a program that will approach one million dollars in funding and has been sole sourced to RICA.

# Landmarks



This year we lost a friend and co-worker, Larry Stauffer. Mr. Stauffer came to our team in March

2007. As one of our veteran team members, his gentle heart and immense kindness touched all the people he served and of course

created a deep bond with his team members.

Traditionally, Recovery Innovations has marked the passing of team members with a White Balloon ceremony. Larry's sister Renee and his brother Rick attended this ceremony. All team members held a white balloon as they remembered Larry in words or thought and sent them soaring to the sky with fond memories of a



The Team Remembers Larry

dear friend and co-worker.

**“The best and most beautiful things in the world cannot be seen or even touched. They must be felt within the heart.”**

**- Helen Keller**

## Team Members in the Community

Our RICA team members give back to their community in many ways. This year, Haremi Watts (PSS), was honored by the Community College system of San Diego as Tutor of the Year for her services as a tutor of Japanese Language. Haremi has been providing this great support to students wishing to increase their knowledge of the

Japanese language in our global economy. Additionally, her knowledge of the customs and traditions of Japanese culture enrich us and guide our team to better understand this unique cultural group.

Maureen Swan has been a strong advocate in our community for those who struggle with homelessness. She has volunteered to pro-

vide information to homeless veterans in San Diego's yearly "Stand-Down" event. Additionally, she has been attending meetings regarding our older adult community in San Diego. She also provides outreach and support to the Gay, Lesbian, Transgender, and Bisexual community in San Diego; especially those older individuals who are part of the GLBT community.

## Leadership in RICA

Lisa St. George came to San Diego as the Recovery Services Administrator of the first program, Consumer-Run Organization. Currently the Regional Vice President, she has managed the start-up of San Diego and Ventura, and now a second program in San Diego, the Consumer/Family Training Academy.

Keris Myrick comes to RICA as the Recovery Services Administrator of Ventura services. Keris will head the large program expansion, which should begin to occur in October and hopes to see our offices go from two rooms to 5000 square feet within four months. Keris also serves on the NAMI National Board of Directors.

Judy Holder, Recovery Educator, is transi-

tioning from a role as RSA in RIAZ. Her accomplishments include authorship of the much-loved WELL Class. She brings a strong recovery and advocacy focus to our new Consumer/Family Training Academy contract.

Dariel Downing, San Diego Team Lead, has been working with the County of San Diego for many years training facilitators for Roadmap to Recovery. In addition, she has worked with CalMend and has been instrumental in seeing to it that the work CalMend proposed included a strong Peer Support Component.

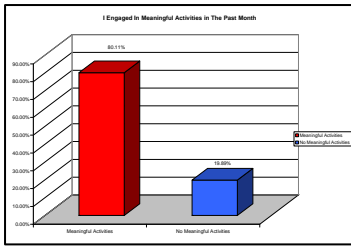
Markov Manalo, Employment Coordinator, has also been a strong voice of recovery and peer support in the work of Cal-

Mend. Markov has been working as a peer provider in the county of San Diego for 2.5 years. He is also a liaison with Vocational Rehabilitation.

Patricia Ebner, Support Services Coordinator for RICA-Ventura, comes to us with a degree in Computer Technology and a strong background in management in the business community. She brings heart and kindness to her job.

Trang Do, Support Services Coordinator for RICA-San Diego, has a degree in Anthropology with emphasis on Cultural Anthropology. Her clairvoyant skills are amazing. She always manages to be one step ahead. She brings strong organizational skills and laughter.

# Outcomes, Everyday in Every Way We Seek Excellence!



**Sample Graph from 2007-2008 Fiscal Year: "I engaged in meaningful activities in the past month." Yes (red) - 80.11%**

Once a month, we ask participants to give us a snapshot of their life. We gather this information in our Monthly Progress Update.

process of those we serve. Each month we tabulate this information and put it in a spreadsheet which we then put into graphs.

This data and the resultant graphs are then submitted to the County so they may see the results of our services and the satisfaction levels of those we serve. Questions about education, homelessness, employment, and hospitalization provide information that may assist the County in understanding the needs of this community.

In all RICA programs, those we serve provide us with continuous feedback about our services. Each time they participate in our services, we seek their feedback about the experience. We ask them to document their progress.

Additionally, each time a set of classes is completed, i.e. all eight WRAP classes, we ask them to complete a Satisfaction Survey. These tools help us see room for improvement, needs in the community, and most of all the recovery

*"Never loose a chance of saying a kind word."  
- William Thackeray*

## New Program Goals

The award of proposal 2960 to RICA brings a much needed component of peer support services to San Diego. This contract which is part of the Consumer/Family Training Academy will bring Peer Employment Training to San Diego four times in the coming year.

RICA believes people need training to do any job; therefore, training to provide the services of a

Peer Support Specialist is vital. RICA will provide Transformational Advocacy Training to help people use their advocacy skills in ways that best support system transformation. Furthermore, Advocacy Skills for Positive Outcomes will encourage people to better advocate for themselves, family members, or for system change through participation in a day long work-

shop. The contract will also send 20 individuals to state and local conferences to ensure the voice of those served within the system is present in many events.

Judy Holder, our Recovery Educator, will head the program. Markov Mango will provide Employment Coordination of individuals completing the various trainings.

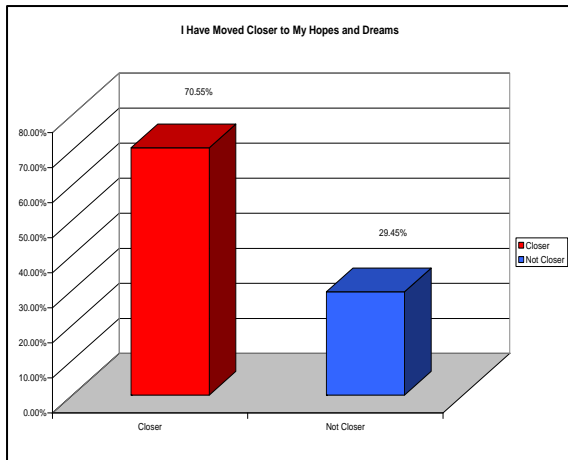
## RFP Responses

RICA has responded to three RFPs in the last four months, with another RFP for Kern County attended to by Gene and Lori alone. In short, RICA is providing a strong infusion of recovery philosophy and peer support into the state. We have also been included as a provider to act in a consulting role with CaMEND as it goes forward.

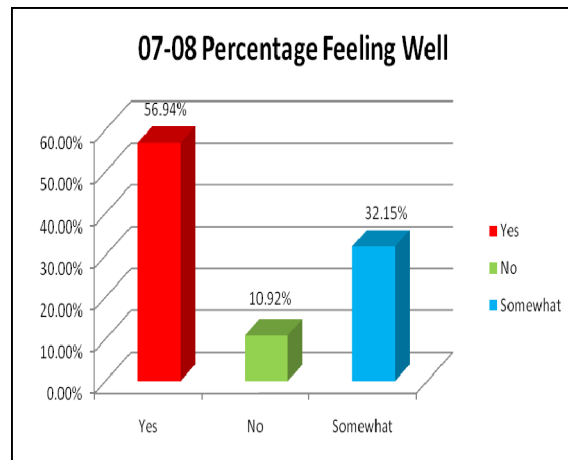
Outcomes include the award of RFP 2960. We are still waiting to hear the result of RFP 2953, Consumer Advocacy. In addition to RFP 2953, RICA has responded to an RFP for a Wellness Center in Orange County. This large 1.5 million dollar program would focus on mental health and wellness. RICA has chosen the name Wellness City for the project. Lori Ashcraft has

written a guide for developing Wellness Centers that will be widely available through the Recovery Opportunity Center. This timely information can only continue to support a recovery focus in mental health care that includes a holistic approach to care.





***"I have moved closer to my hopes and dreams"***  
Closer (red) - 70.55%, Not Closer (blue) - 29.45



***"During the Past Month I have Felt Well"***  
Yes (red) - 56.94%, No (blue) - 10.92%



## Where We Have Been

Our team has traveled far and wide carrying the message of recovery, hope, and peer support.

*Keris Myrick* is on the NAMI national Board as their Treasurer. She is also the Chair of the Consumer, Participation, and Leadership Committee and travels regularly to Washington D.C. She has also traveled to Wisconsin to support Native American students for College Horizons. In addition, she traveled throughout the State of CA for CalMend as a presenter. She is currently piloting Recovery Oriented Consumer Treatment Survey for LA County.

*Lisa St. George* traveled to New Zealand and is providing continuing consultation to Counties Manakau as they develop their peer support teams and settings that are entirely peer run. Lisa also presented a workshop and day-long institute with Lori

Ashcraft at USPRA in Chicago. The institute received the highest rating the current educational director has seen for the conference. Due to her frequent visits to Ventura, the road to there has expanded tremendously

*Dariel Downing* has traveled to Sacramento and Oakland to provide input at CalMend and continues to work with them on bi-weekly phone conferences supporting their efforts. She's attended the Advocacy Conference in Los Angeles.

*Judy Holder*, author of WELL, has traveled throughout Arizona providing Peer Addiction Recovery Training, as well as WRAP. She's also provided WRAP training in Ventura, and has accompanied Lori Ashcroft to Washington D.C. She provides training and education, and will continue to provide those skills as she joins us in San Diego as our Recovery Educator in

the new program.

*Markov Manalo* provides consultation to CalMend while traveling to Sacramento, Oakland, Escondido, and San Diego for their conferences.

As RICA moves ahead, we will have a strong focus on leadership development, and keeping a recovery culture with us everywhere we go!



***The roots of recovery spread across the world.***