



Behavioral Health Services
People care by caring people

January 15, 2010

David Covington, LPC, MBA
Chief of Adult Services
Magellan of Arizona
4129 e. Van Buren, suite 150
Phoenix, AZ 85008

Re: ASIST Training

Dear David,

I have had the opportunity to participate in the two day ASIST Training conducted here at TERROS. Thank you for the leadership you and Dr. Richard Clarke have taken to bring the opportunity for this training to Maricopa County. We appreciate your support for four staff from TERROS to become trainers. We have conducted three trainings to date with 77 successful completions by staff. The general feedback indicates great satisfaction with the ASIST training and appreciation from staff for this opportunity to learn and grow.

I completed the training yesterday and found it to be a rewarding and educational experience. I particularly appreciated the section on attitudes and hopes. These exercises provide a strong foundation for learning the ASIST model and connecting the values of dignity and respect that are already a foundation of our organization. The openness of staff participation with our feelings and experiences were very refreshing. This process serves as a good reminder of why we care about people and work in behavioral health. The TERROS tag line *People Care by Caring People* and the ASIST training is a good addition to our culture.

The ASIST model and role play activities were very educational and fun. It is difficult to talk about suicide at any time but the ASIST model of Connection, Understanding and Assisting provides a compassionate method of talking to someone about feelings of suicide. The model provides the CPR tool of Current Suicide Plan, Pain, and Resources as techniques for asking questions to develop full understanding needed to be of assistance. ASIST is designed for anyone; I notice that my group was a very diverse mix of staff from front office, clinical records, prevention, clinical management, clinicians, technical support, administration support and executives. I participated, as all attendees, equally and we had full support from each other.

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Page 2

This technique will help all staff be more sensitive to our recipients of service and will be of great value in all areas of life's relationships. The model does not replace the professional clinical work but helps someone build a relationship with a hurting person and increase the chance of getting them to the appropriate professional help.

Relationships – it is about relationships, trust, compassion and assistance. In addition to specific training on the ASIST model, a training of this type adds to the healthy development of team work and respect. I watched interdepartmental relationships further develop. The TERROS trainers that conducted this experience were Karen Newman and Kathryn Hart. As I watched and participated under their leadership, it was clear they took their role seriously, maintained strict fidelity to the model and were excellent. Behind the scenes they had worked with executive support staff to insure set up, food, snack breaks and backup support. It went flawlessly to the participants.

Thank you, TERROS staff appreciate ASIST and your making it available to us.

Sincerely,



Dale Rinard
President/CEO

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