



ANNUAL REPORT

DECEMBER 2022



OUR MISSION

To inspire recovery and wellness through professional development and continuing education, in order to equip emerging leaders and strengthen the peer and family support workforce.

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Journey

2014



Community leaders joined together to develop the Peer Career Advancement Academy with a goal of continued learning for lived experience workforce. A contract was created with ASU to develop our first courses. Special mention to Kathy Bashor, Susan Kennard, Mike Franzack and many others.

2015



Peer Career Advancement Academy and ASU launched first workshops on four topics including Health and Wellness, Special Assistance, Housing, and Supported Employment.

2015



It was realized that our mission needed to expand to include Family Supports. Our new name became Peer and Family Career Advancement Academy. We also began hosting Train the Trainer sessions.

2016



AHCCCS Office of Individual and Family Affairs extended the contract with ASU for 2 more years.

Following this contract, the governance committee wanted to increase involvement and ensure lived experience.

2018



We changed the name to Peer and Family Career Academy and hired our first staff Glorianna Hunter through a contract process with AHCCCS OIFA. During this time more additional new courses were developed.

2020



PFCA began forming an independent organization with partnership of the Governance Committee and two consultants Kristina Sabetta and Paige Rogers.

2020



IRS recognized Peer and Family Career Academy as an independent 501c3 organization.

2021



Fundraising efforts and contracting began to create stable foundation for PFCA. AHCCCS, Molina Cares Foundation, Arizona Complete Health, Mercy Care, and CHEEERS supported in providing early financial support for PFCA to hire its first Executive Director and continue to develop programs.

2022



PFCA has continued its commitment to workforce development through training as a core program. 749 students trained in 2022, 1,358 trained since 2015.

LETTER FROM THE EXECUTIVE DIRECTOR

It has been such a busy year for PFCA, we have trained record numbers of peer and family supports in our Arizona workforce. We have seen an increase in engagement in our programming and events. We are truly honored to have exceptional students, alumni, and leaders who support developing emerging leaders within our peer and family support professional network.

We are dedicated to propelling the peer and family support workforce and system to the highest levels of quality. We believe that the magic comes from utilizing lived experience to make a difference in the lives of others. We achieve our success through our growing collaboration with health plans, community organizations, providers, and the workforce.

It is our duty to ensure that we are developing our Peer and Family workforce to be emerging leaders. This annual report highlights all our current programs and services, along with our financial statements for the year 2022, and honors those who helped make it all possible.

We strive our best to remain responsive to ongoing workforce and system needs. To prepare for 2023, we hosted focus groups with organizational leaders, trainers, and alumni to ensure we are continuing to support our workforce in meeting their needs. As such, we are ongoingly developing trainings and programs to meet the needs of our community partners and contractors to ensure that our workforce is always prepared to deliver the best possible services to the community.

It is truly an honor to be leading the Peer and Family Career Academy in this new chapter of its journey as we embark as a new non-profit organization. We look forward to your participation in our trainings, programs and ensuring we can make a difference for many years to come.

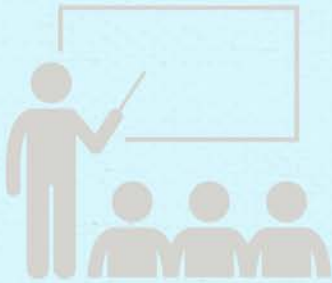
Best Regards

Hayley Winterberg

Hayley Winterberg



PROGRAMS OVERVIEW



PROFESSIONAL DEVELOPMENT TRAININGS

- Breaking Down the Barriers: Forensic Peer and Family Support
- Hope and Healing in the Opioid Use Crisis
- Motivational Leadership Achieving Extraordinary Outcomes for Supervisors
- Self Care combating Burnout and Compassion Fatigue
- Trauma Informed Care - Real World Techniques
- Peer and Family Support Refresher Series
- Technology to Promote Wellness - Telehealth
- Effective Advocacy
- Promoting Independence

ORGANIZATIONAL MEMBERSHIP AND PARTNERSHIP

- Involvement in organizational focus groups to shape PFCA
- Open position advertising to Alumni
- Specialized Training for organization
- Custom Training Development for Organizational Needs
- Attendance Reporting
- Workforce Development Consultation
- AZAHP Workforce Development Plan completion
- One to One Coaching for staff
- Prominent placement on website for advertising
- Marketing of events

WORKFORCE NETWORK AND SUPPORT

- Partnership with Valley Leadership to increase Fair Chance employers in AZ
- Available job postings for leading organizations and growth opportunities
- Peer To Peer individual and group coaching
- Statewide Networking events
- Lunch and Learns
- Advocacy
- Workforce Support
- and More

2023 HIGHLIGHTS AND IMPACT

749 STUDENTS TRAINED IN 2022
1,356 TRAINED SINCE 2015



36 PEER AND FAMILY SUPPORTS CONNECTED THROUGHOUT ARIZONA AT 4 NETWORKING MIXERS

129 CURRENT OR ASPIRING SUPERVISORS TRAINED IN MOTIVATIONAL LEADERSHIP COURSE



7 ORGANIZATIONS POSTING JOBS WITH PFCA

59 TRAININGS AND EVENTS OFFERED IN 2022

98% OF STUDENTS STATED OUR COURSES WILL HELP THEM IN THEIR ROLE

2023 HIGHLIGHTS AND IMPACT

QUOTES FROM OUR STUDENTS



This field changes constantly but going through this training reminded me that the core and spirit of our role is deeply rooted in empathy and hope, and that will never change.

Susana

My takeaway is finding areas I need to improve in as a leader. And hearing I'm not alone with this challenge.

Kari

The trainers and handbook material provided us with a good understanding of what we were learning! This was a great training!

Monica

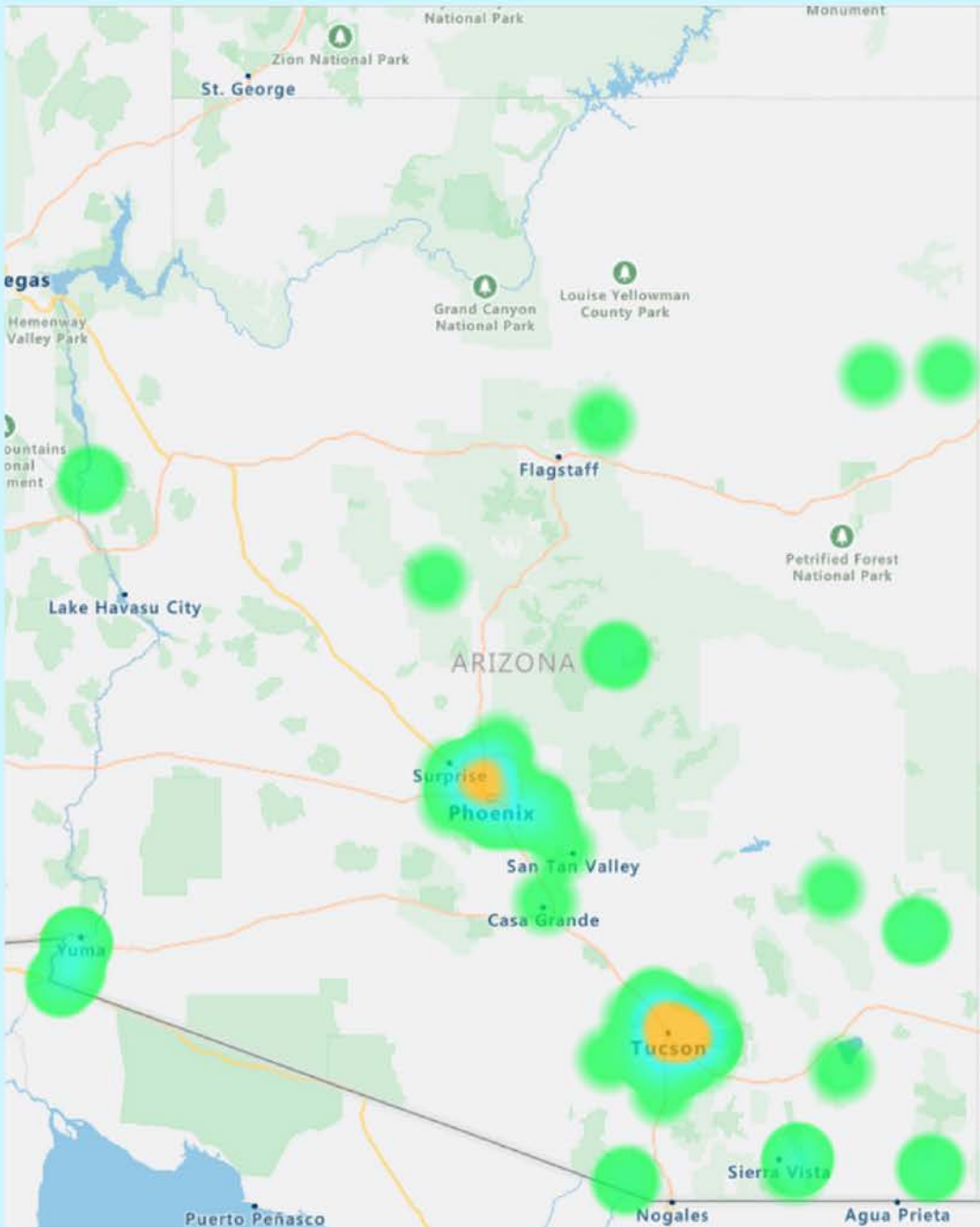
The insight and personal story that could relate to real life situations that I could use in my everyday work.

Anthony



2023 HIGHLIGHTS AND IMPACT

STUDENTS THROUGHOUT ARIZONA



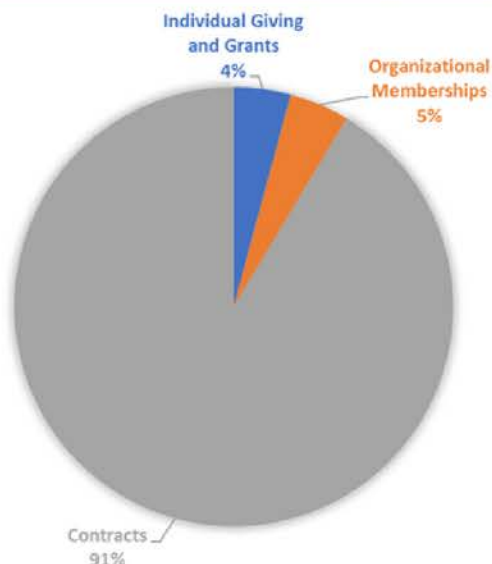
TOP PROVIDERS COMMITTED TO DEVELOPMENT

- AZ Department of Corrections Rehabilitation and Reentry (Recovery Support Specialists)
- COPE Community Services, Inc.
- Hope Inc
- U of A Workforce Development PeerWorks and Futre
- Stand Together and Recover (STAR)
- Recovery Empowerment Network (REN)
- Family Involvement Center
- Connections Health Solutions
- Southwest Behavioral & Health Services
- Old Pueblo Community Service

FINANCIAL POSITION

FROM JANUARY - JULY ARIZONA PEER AND FAMILY CAREER ACADEMY OPERATED UNDER FISCAL SPONSORSHIP OF TECHNICAL ASSISTANCE PARTNERSHIP OF ARIZONA(TAPAZ).
IN JULY WE BECAME FISCALLY INDEPENDENT.

INCOME



EXPENSES



THANKS TO OUR SPONSORS
AND CONTRACTS
ALL TRAININGS WERE
FREE OF CHARGE
TO OUR STUDENTS AND PROVIDERS



Donate Now
www.azgives.org/AZPFCA

WHO MAKES IT POSSIBLE



BOARD OF DIRECTORS

- **Kimberly Craig**, Board Chair, CEO, CHEERS
- **Dan Haley**, Board Vice Chair CEO, Hope, Inc.
- **Deb Jorgensen**, Board Treasurer, Manager, OIFA, Carelst Health Plan of Arizona
- **Veronica Welch**, Board Secretary OIFA, Health Choice Arizona
- **Kathy Bashor** President, Arizona Peer & Family Coalition
- **Leah Gibbs** OIFA Administrator, Arizona Department of Economic Security, Division of Developmental Disabilities
- **Colleen McGregor**, OIFA Administrator, Banner University Health Plans
- **Lawrence Thomas** Integrated Behavioral Health Specialist, Valleywise
- **Christopher Gonzalez** CEO, Hope Lives - Vive La Esperanza
- **Karin Kline** Director of Child Welfare & Juvenile Justice Initiatives, Family Involvement Center
- **Tony Smith** OIFA, Arizona Complete Health
- **Susan Kennard**, Emeritus Board Member Bureau Chief, Arizona Health Care Cost Containment System (AHCCCS)

BOARD ADVISORS

- **Andy Bernstein** Clinical Professor, Department of Family & Community Medicine; Clinical Director, UA RISE Health and Wellness Center (Camp Wellness), University of Arizona
- **Dawn McReynolds**, OIFA Administrator, United Healthcare Community Plan
- **Laura Piontkowski** OIFA Administrator, Mercy Care
- **Joshua Sprunger** OIFA Administrator, Molina Complete Care of Arizona



FUNDERS



ORGANIZATIONAL MEMBERS



TRAINERS

- Aaron Avery, Avant Recovery
- Micheal Beltran, Bail Project
- Leon Canty, Consultant
- Rey Chavez, Department of Corrections
- Mitchell Coderre, Avant Recovery
- Holley Escudero, Department of Corrections
- Kim Foy, Division of Developmental Disabilities
- Amy Herring, Copa Health
- Tammy Matthews, Department of Economic Security
- Victoria Molina, U of A
- Roy Monroe, Centers for Health and Recovery
- Carlie Mooney, Centers for Health and Recovery
- Darius Perry, Stand Together and Recover
- Adria Powles, Avant Recovery
- Rita Romero, U of A
- Brissa Rubio, COPE
- Amanda Sampsel, Consultant
- Richard Sandoval, HOPE Inc
- Brain Shrum, Department of Corrections
- David Spackeen
- Crystal Thomas

PEER TO PEER COACHES

- Lillian Armstrong
- Mary Castaneda
- Krista Lutz
- Linda Simpson
- Julia Voinche
- Tammy Walker

WE COULDN'T
DO IT
WITHOUT ALL
OF YOU!

PLANS FOR 2023

TRAINING DEVELOPMENT

- Documentation for Impact and Enhanced Services
- Navigating Boundaries and Ethics
- Motivational Interviewing - Motivating Change
- Appropriate Disclosure - Sharing Your Experience
- Engagement and Group Facilitation

ORGANIZATIONAL GROWTH

- We will work to focus on diversifying our funding to increase our individual contributions and grant awards
- We plan to have a statewide conference for Peer and Family Support Specialists
- We strive to support the workforce and organizations hiring lived experience professionals to address workforce challenges and shortages.

Stay in Contact with What's Happening with PFC!

We always have new and exciting events occurring, please consider staying in contact with us by one of the following ways;

 Check out our website www.azpfca.org

 Sign up to receive our Newsletter

 Like our Facebook page @azpfca

 Follow us on Instagram @AZPFCA

 Connect on LinkedIn

 Follow us on Twitter @AZPeerFamily

 Watch us on Youtube

 Call Us (855) 829-7322

