



COPA HEALTH PRESENTS

# INTRO TO COPA HEALTH



# TODAY'S AGENDA

Our Story

Our Mission

What We Offer

Where We Are

Our Services

Member Story: Back to Boeing



# ABOUT COPA HEALTH

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OUR STORY





## WHAT WE BELIEVE

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WE INSPIRE HEALTH, HOPE  
AND HAPPINESS BY  
DELIVERING WORLD-CLASS  
SOLUTIONS TO  
INDIVIDUALS, FAMILIES AND  
COMMUNITIES

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COPA HEALTH







# MEET THE TEAM

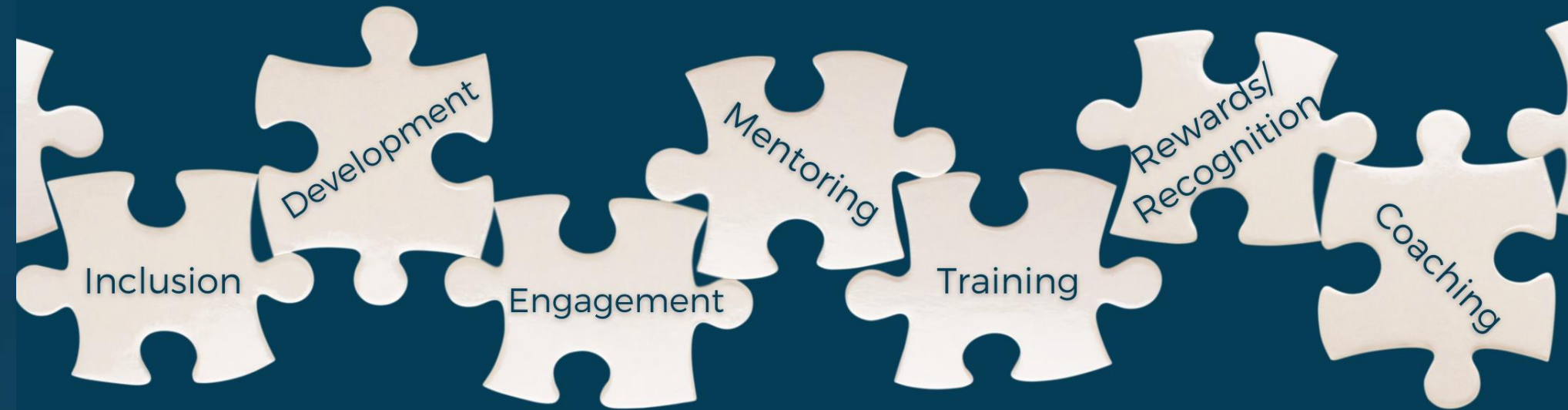




## Steps For Creating Copa's People First Culture:

- Strategic Recruitment & Talent Acquisition
- Empower & Prioritize the Employee Experience
- Provide Opportunities (Career Progression, Professional Development)
- Implement targeted assessments/tools (Predictive Index, Leadership 360).
- Value Work-Life Balance and Employee Well-Being

COPA PUTS THE PEOPLE IN PEOPLE FIRST  
BY SUPPORTING THE HEALTH OF OUR MEMBERS AND  
STAFF



**People First**



# PROGRAMS

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**Supported Employment &  
Day Services**

**Housing & Residential  
Services**

**Integrated Health  
Solutions (Outpatient)**



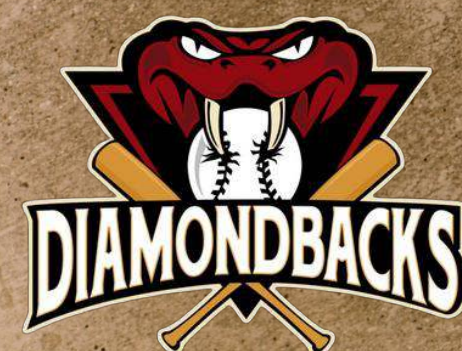
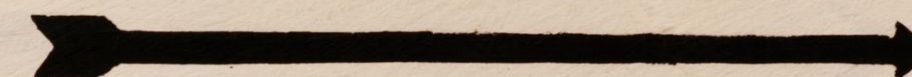




*Bashas'*



CONCESSIONS



SUPPORTIVE EMPLOYMENT  
TRAINING - ENCLAVES





# Day Services





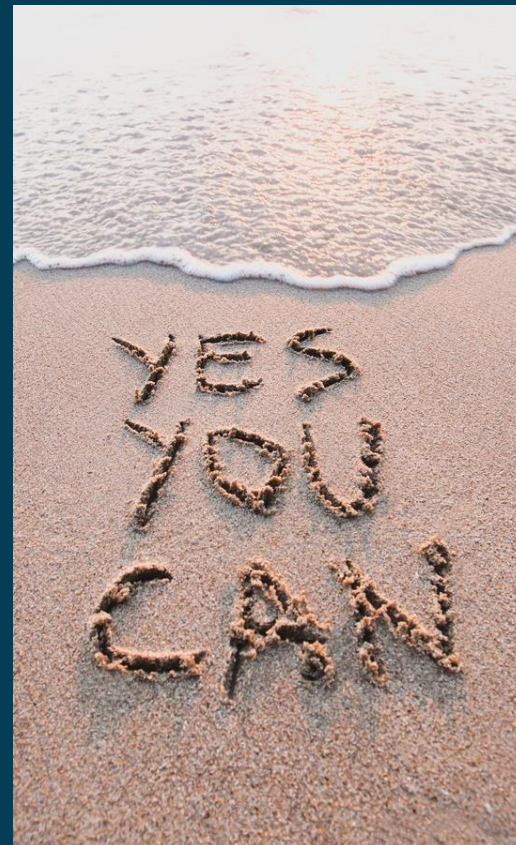
# PEER SUPPORT TRAINING CURRICULUM



**Recovery Stories**



**Documentation  
and Billing**



**Motivational  
Interviewing**



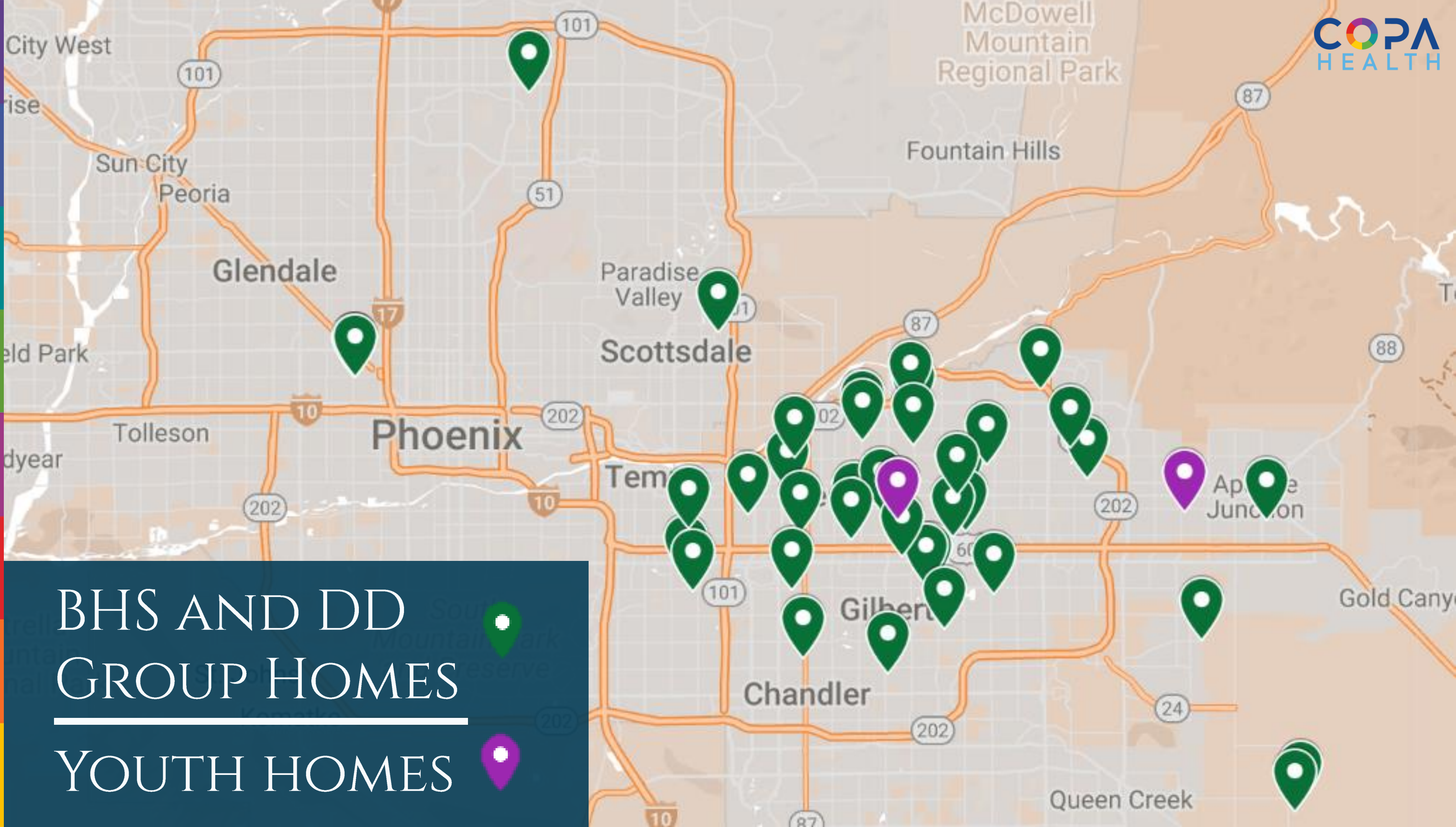
**Forensic Peer  
Support**



**First Aid/CPR**



# BHS AND DD GROUP HOMES YOUTH HOMES





# HOUSING & COMMUNITY BASED PROGRAMS



## HOUSING SERVICES

Person-Centered Care  
Grad Student Training Opportunity  
(BHS) Residential Engagement Center



## BEHAVIORAL HEALTH COMMUNITY SERVICES

Hope/Shape  
Intensive Support Services



## DDD COMMUNITY SERVICES

Individually Designed Living Arrangement (IDLA)  
Area Agency on Aging Elderly Care (AAoA) Supported  
Long Term Care/DDD adults and children



# INTEGRATED HEALTH SOLUTIONS



10 Health Homes serving 10,000 adults with Serious Mental Illness & General Mental Health/Substance Use Disorders



5 Assertive Community Treatment Teams (ACT) including Medical ACT



3,000+ Medicaid Adults utilizing Integrated Primary Care Services

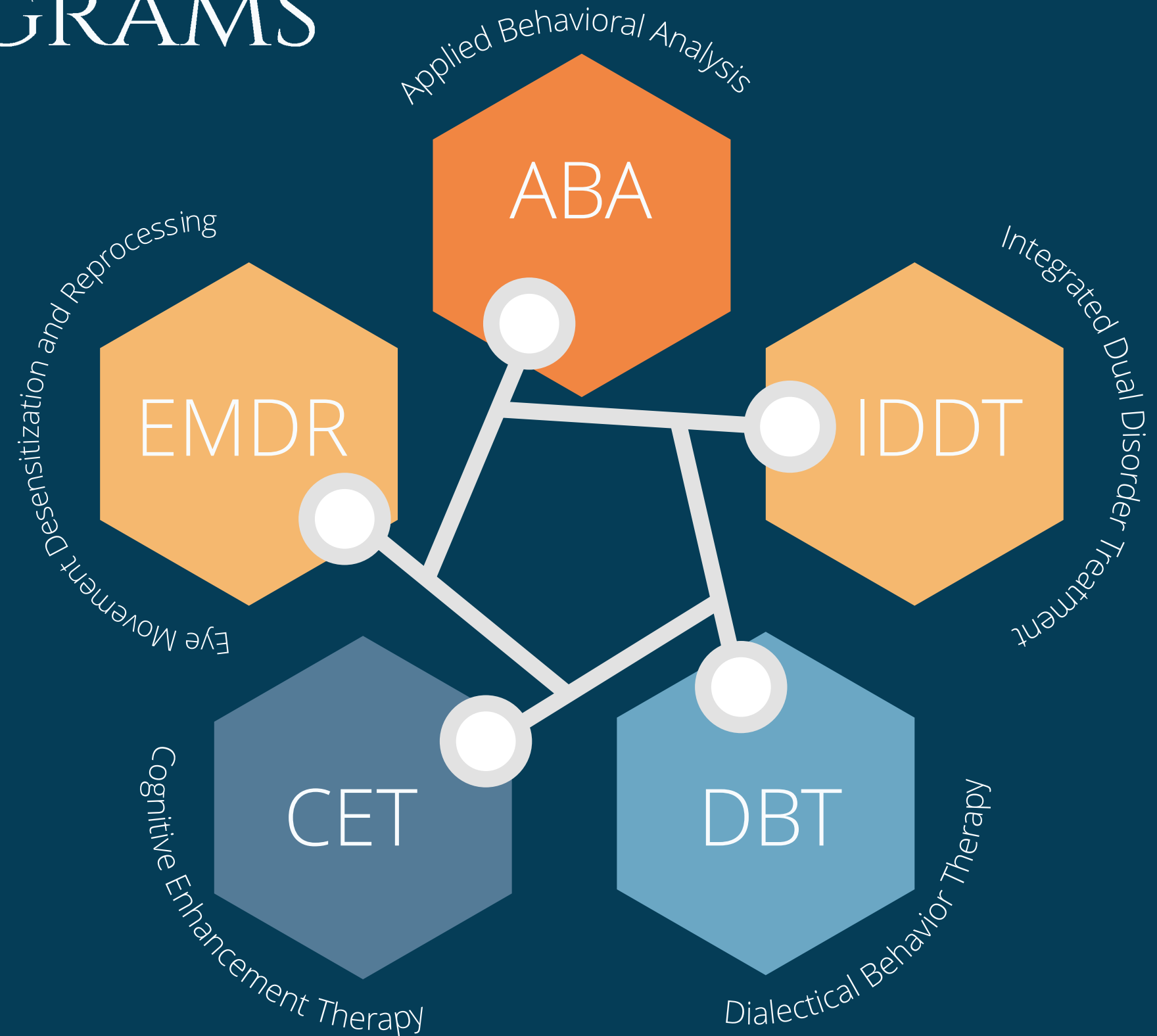


Targeted Investment Program  
(Medicaid/Arizona)

Behavioral Health – 8 locations  
Primary Care – 5 locations



# SPECIALIZED COUNSELING PROGRAMS





# COPA CARE FRAMEWORK IMPACT



Increased  
Quality Gap  
Closure



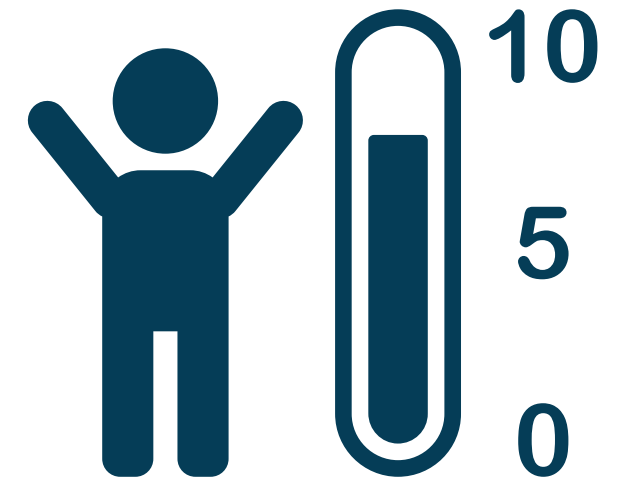
Increased  
Adherence to  
Treatment Plan



Decreased ED  
Admits and  
Readmissions



Increased  
Engagement  
and Satisfaction

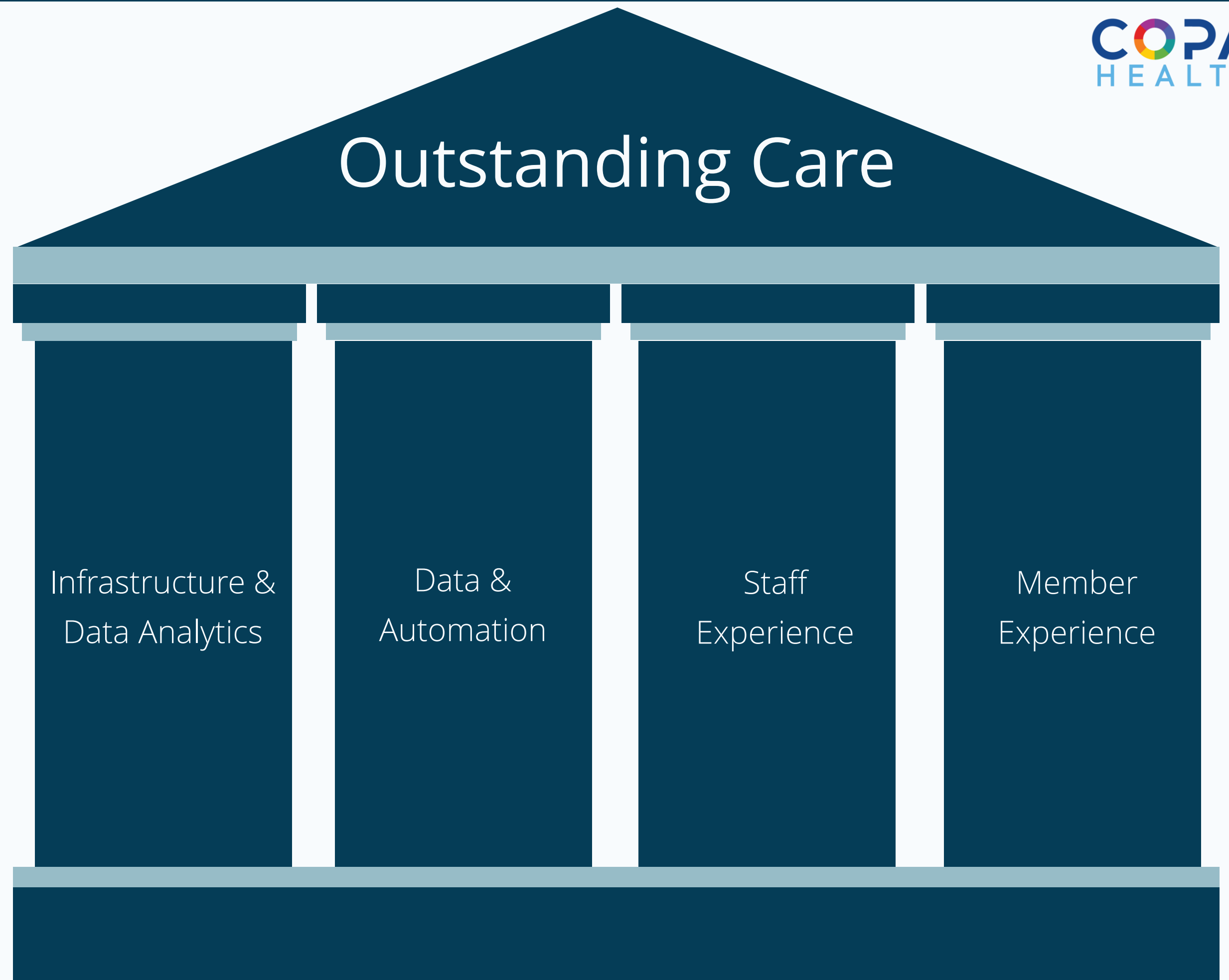


Improved  
Quality of Life



# IT & DIGITAL PILLARS

ENHANCING CARE WITH  
TECHNOLOGY





# GROWTH & EXPANSION

2022

15% increase in SMI members since 2020  
New integrated clinic: Show Low, Arizona  
New integrated clinic: Murray, Utah  
New residential program: Mesa, Arizona  
New residential program: Magna, Utah

2023

New integrated  
clinic & transitional housing:  
Bower Park, Arizona  
Metro Family Clinic, June 2023  
Children/Adolescent  
Residential Facility  
LITHC- La Victoria Commons



# PROGRAMS IN 2023-WE ARE EXPANDING!

## ARIZONA Metro Family Clinic Model

UrbanRevival  
COPA CLINIC  
Lobby/Entry 100  
Reception 101



UrbanRevival  
COPA CLINIC  
Children's Lobby 180





# PROGRAMS IN 2023-WE ARE EXPANDING!

ARIZONA Show Low/Lakeside-Integrated Care and Community Service Agency





# PROGRAMS IN 2023-WE ARE EXPANDING!

UTAH Murray





# PROGRAMS IN 2023-WE ARE EXPANDING!

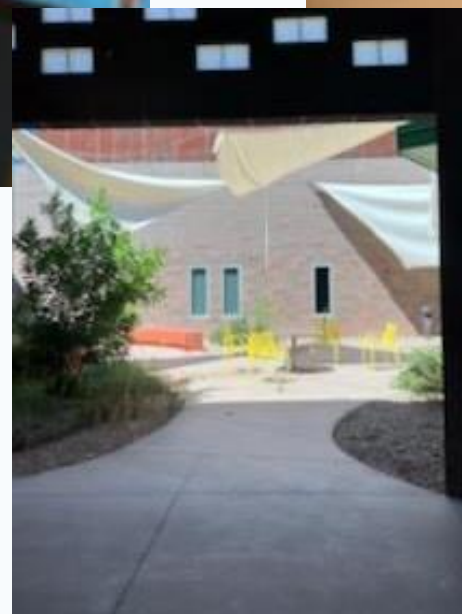
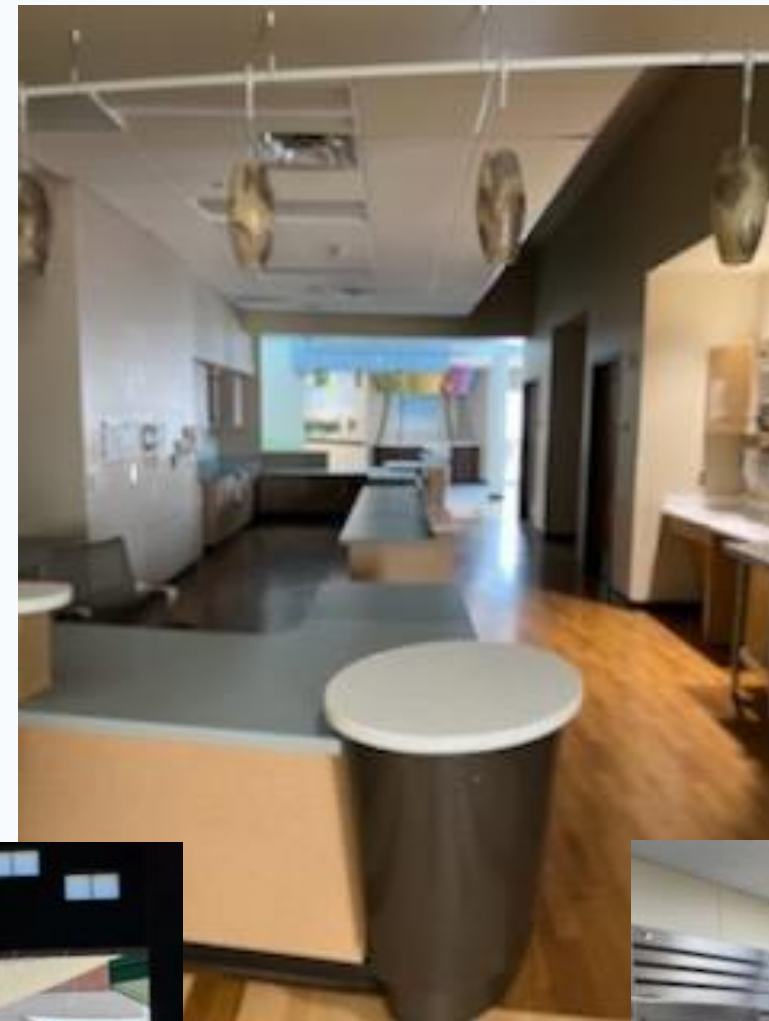
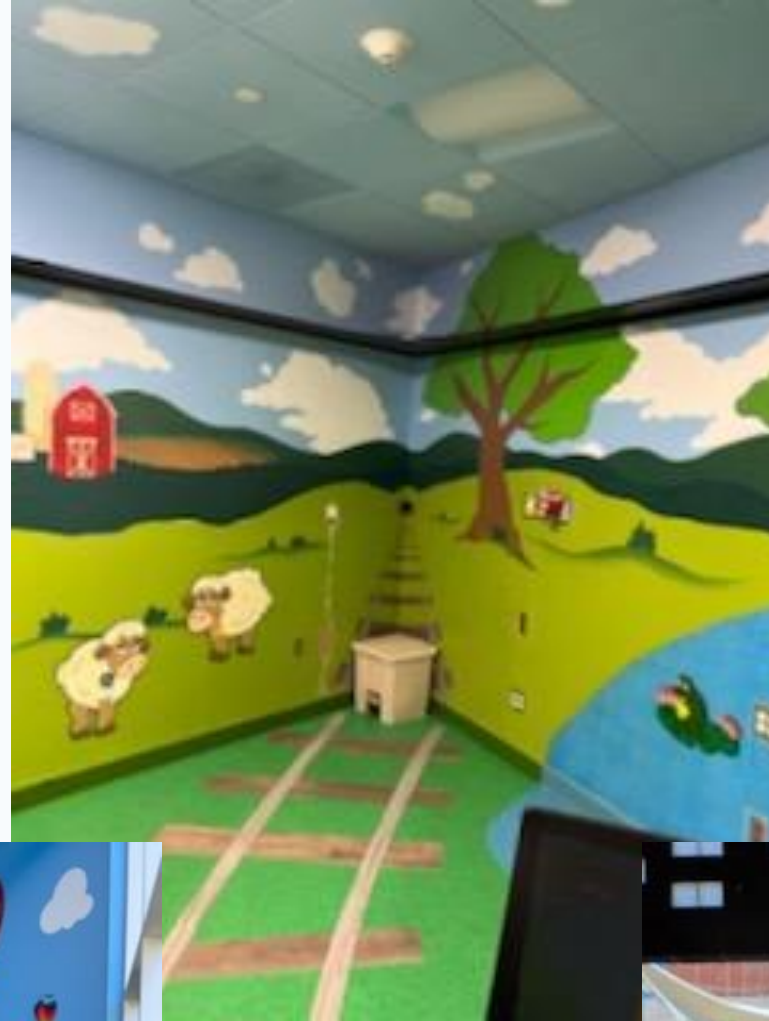
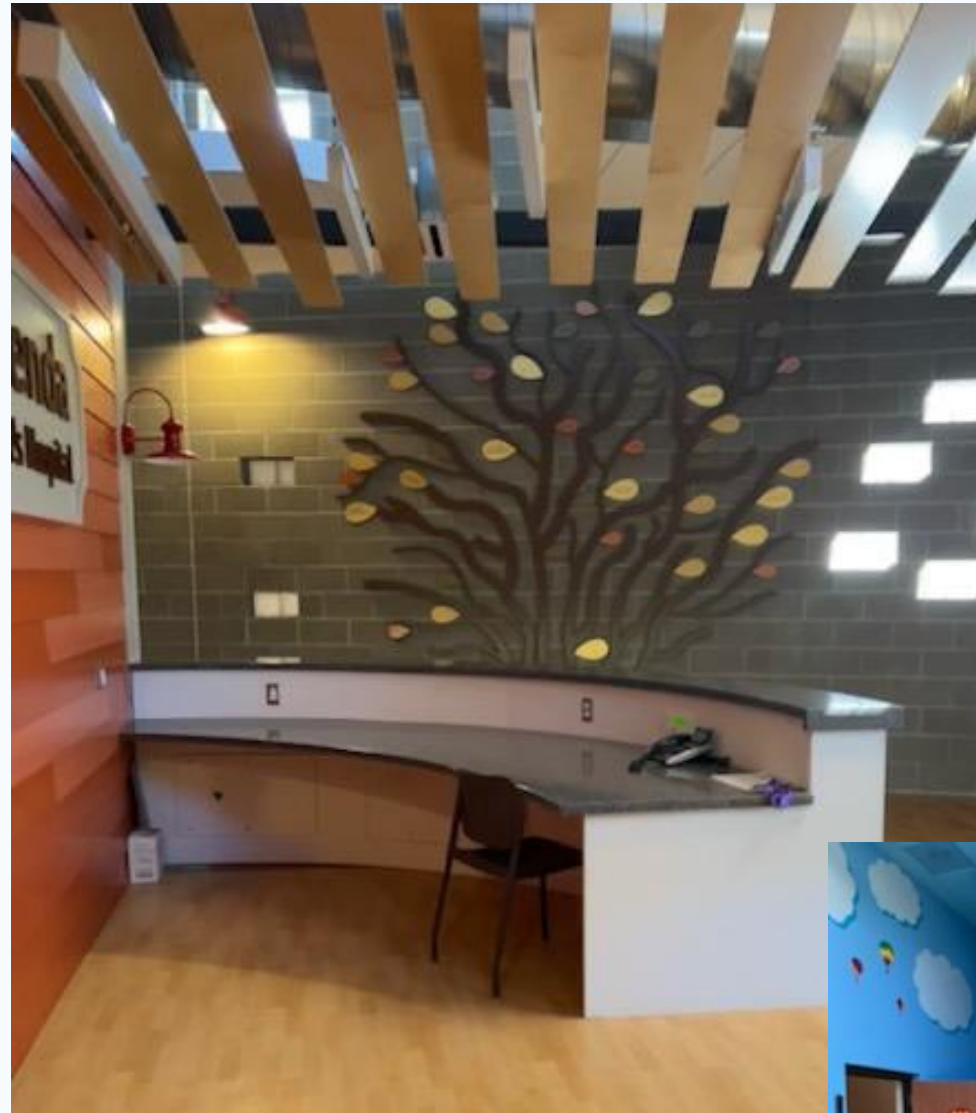
UTAH Magna





# PROGRAMS IN 2023-WE ARE EXPANDING!

## ARIZONA Mesa-Childrens Behavioral Health Residential Facility





# LA VICTORIA COMMONS



- 104 low-income rental apartment units
- 32 Units dedicated to Copa Health members
- 23 Townhomes for sale through project partner Newtown CDC Land Trust
- Integrated clinic for residents and neighborhood
- Copa Health sandwich shop
- Resident and community meeting space
- First Copa Health Low Income Housing Tax Credit (LIHTC) Project

2320 & 2314 E Apache Blvd Tempe, AZ







# DEAN: BACK TO BOEING





# FEATURED IN





# PARTNERSHIPS



# AWARDS



mercy ♥ honors  
**Rise Awards**



Provider  
Medical ACT Team 2019 2020 2022

