

Title XIX Children's System of Care Network Development Plan  
 NARBHA  
 July 1, 2009 through June 30, 2010

**Goal 1 – Utilize the statewide quality management system for children's services to strengthen practice according to the Arizona 12 Principles.**

**Objective 1.1 Monitors adherence to Child and Family Team practice and the Arizona 12 Principles using an in-depth case review process.**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 1.1.1 Participate in training offered by ADHS/DBHS on new tool	Children's Services Manager	7/30/09 or when training available	Training attendance	
Task 1.1.2 Participate in ADHS/DBHS CFT Practice Improvement Steering Committee meetings	Children's Services Manager	7/1/09 and monthly as scheduled	Attendance record from meeting minutes	
Task 1.1.3 Develop working relationship with State Contractor to ensure coordination of information between Contractor, NARBHA and providers by attending statewide meetings and scheduling monthly review meetings with Contractor at implementation of new tool	Children's Services Manager	7/1/09 and monthly as scheduled	Meeting(s) scheduled	
Task 1.1.4 NARBHA will host local Task Force meetings with at least 25% family member participation	Children's Services Manager	7/1/09 and monthly	Meeting minutes and attendance record	
Task 1.1.5 Develop provider performance improvement plans based upon results of review and established benchmarks for performance. Submit plans to ADHS/DBHS for approval prior to implementation	Children's Services Manager; Network Management Administrator	As necessary	Improvement Plans	
Task 1.1.6 Monitor through deliverables the implementation of Performance Improvement Plans and revise/update as appropriate	Children's Services Manager; Network Management Administrator	As necessary	Revisions to plans – submitted to ADHS/DBHS	

Title XIX Children's System of Care Network Development Plan  
 NARBHA  
 July 1, 2009 through June 30, 2010

Objective 1.2 – Synthesize other available data and information to assess adherence to the Arizona 12 Principles and Child and Family Team practice.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 1.2.1 Implement prior authorization procedures for Level I, II, III and HCTC as criteria received from ADHS/DBHS	Utilization Management Administrator	7/1/09 for Level I and 10/1/09 for II, III and HCTC as criteria received	Procedures implemented	
Task 1.2.2 Train providers on prior authorization criteria and procedures	Utilization Management Administrator	10/1/09	Sign-in sheets and documentation in training data base	
Task 1.2.3 Develop provider performance improvement plans based upon UM/UR results. Monitor through deliverables the implementation of Performance Improvement Plans and revise/update as appropriate	Utilization Management Administrator  Network Management Administrator	As necessary	Performance Improvement Plans	
Task 1.2.4 NARBHA will provide Care Management services for members over specified thresholds for Inpatient care, Residential Treatment, Therapeutic Group Homes and HCTC.	Utilization Management Administrator  Specialized Care Managers	7/1/09 as necessary	Specialized Care Manager tracking log	
Task 1.2.5 Continue UM committee with family participation to look at performance and utilization data	Clinical Care Administrator	7/1/09 and monthly	Meeting minutes and Agendas	

Title XIX Children's System of Care Network Development Plan  
**NARBHA**  
 July 1, 2009 through June 30, 2010

Objective 1.3 – Publish and disseminate practice improvement review findings and quality management data to increase transparency.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 1.3.1 NARBHA will assemble a dashboard consisting of Child Practice Review data, case manager expansion data and out-of-home data by provider and disseminate to provider boards, CEOs and Children's Leads.	Network Management Administrator; QM Data Analyst; Children's Services Manager	Beginning 10/15/09 and quarterly thereafter	Dashboard disseminated and published on the website	
Task 1.3.2 NARBHA will publish Child Practice results on the NARBHA website in accordance with ADHS/DBHS standards.	Communications Manager; Network Management Administrator	Beginning 10/15/09 and monthly as data available	Published on website	

Goal 2 – Maintain a statewide Children's System of Care in accordance with the Arizona 12 Principles and Child and Family Team Practice.				
Objective 2.1 – Maintain a children's system of care planning and development process that: analyses and monitors the network; manages network changes; and assures adequacy of the system for children and families.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.1.1 Ensure capacity of Sexual Abuse Trauma specialty services in Apache County by adding a specialty provider in or near Apache County	Network Development Administrator	3/31/2010	Contract in place or evidence of extension of existing contract and attestation of specialty service qualifications	

**Title XIX Children's System of Care Network Development Plan  
NARBHA  
July 1, 2009 through June 30, 2010**

Task 2.1.2 Establish Level I residential capacity in AZ for stabilization services for dually (DDD and behavioral health) enrolled youth.	Network Development Administrator; Clinical Care Administrator	9/30/09	Block purchase contract executed for Level 2 with CPES/Counseling & Consulting	
Task 2.1.3 Develop and/or re-establish Level 1 hospital or subacute services in GSA 1 through advocacy efforts that lift hold at FMC and/or through development of a subacute facility through SequelCare	Network Development Administrator; Clinical Care Administrator	6/30/2010	Hold is lifted at FMC and/or contract established with another provider for Level 1 hosp/subacute capacity in northern AZ	
Task 2.1.4 Continue HCTC monitoring activities focused on performance and outcomes through ongoing use of monitoring tool and analysis of the data (Current number of homes – 40 with 78 total beds)	Children's System of Care Coordinator	10/31/09	Quarterly reports and Annual Summary	
Task 2.1.5 Recruit a bi-lingual (Spanish) and bi-cultural independent regional practitioner	Network Development Administrator	9/30/09	Contract in place with bi-lingual (Spanish) and bi-cultural independent practitioner based in Flagstaff	
Task 2.1.6 Employ coaching activities focused on Hopi Guidance Center to enhance CFT process and explore alternatives to high levels of care.	Team Coach; Children's Services Manager	7/1/09 and on-going	Monthly and Quarterly coaching reports	
Task 2.1.7 Involve Northern Arizona Children's Council (NACC) participants in network assessment process and obtain feedback	Children's Services Manager	8/30/09 and quarterly	Agenda item for NACC addressing network capacity and status. Minutes from NACC to reflect discussion of agenda item. Minutes to be forwarded to Network Administrator and NARBHHA Leadership.	

**Title XIX Children's System of Care Network Development Plan  
NARBHA  
July 1, 2009 through June 30, 2010**

Task 2.1.8 Coordinate with new providers (CFSS and SBHS) at least monthly to ensure full integration into the network.	Network Development Administrator; Clinical Care Administrator	7/1/09 and monthly	Meeting minutes and/or TA documented in the data base	
Task 2.1.9 Integrate crisis response services between current and new providers sharing the same geographic regions	Crisis System Coordinator; Clinical Care Administrator	9/30/09	Crisis response protocol	
Task 2.1.10 Monitor crisis response system integration	Crisis System Coordinator; Clinical Care Administrator	10/31/09 and quarterly	Report developed	

**Objective 2.2 – Monitor case manager expansion for children with complex behavioral health needs.**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.2.1 Monitor case manager inventories submitted by providers and perform validation activities.	Children's Services Manager	7/1/09 and monthly	Case Manager Inventory	
Task 2.2.2 Apply benchmarks for case manager expansion per current PI Plan – implement improvement activities based upon plan	Network Management Administrator; Children's Services Manager	7/1/09; 12/31/09	Improvement plans as necessary	
Task 2.2.3 Participate in case manager expansion to FY10 funded levels (9.5 FTEs across RAs)	Children's Services Manager	2/01/10	Case Manager Inventory	

**Objective 2.3 – Monitor the capacity and quality of Support and Rehabilitation Services – Generalist Type.**

Title XIX Children's System of Care Network Development Plan  
 NARBHA  
 July 1, 2009 through June 30, 2010

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.3.1 Implement billing code modifier "SE" to identify utilization of Support and Rehabilitation Services-Generalist Type upon receipt of "edit alert"	MIS; Children's Services Manager	Pending notification from ADHS/DBHS	Utilization of code and encounter reports	
Task 2.3.2 Introduce and train Generalist Providers on the utilization of new modifier code	Children's Services Manager; Children's System of Care Coordinator	See above	Training completed	
Task 2.3.3 Monitor utilization of "SE" modifier and trend types and frequency of services	MIS; Data System Analyst; Children's Services Manager	10/1/09 and monthly thereafter	Encounter report developed and disseminated through NARBHA MMWIA committee; meeting minutes	
Task 2.3.4 Continue NARBHA MMWIA committee meetings to disseminate information and monitor data (encounter reports, claims) regarding Generalist Type Agencies; expansion of FSP Services and other potential expansion activities	Children's Services Manager	7/1/09 and bi-monthly thereafter	Meeting minutes	
Task 2.3.5 Monitor for at least 25% family involvement on the NARBHA MMWIA committee	Children's Services Manager	7/1/09 and bi-monthly thereafter	Attendance record contained in meeting minutes	
Task 2.3.6 Implement "Family Survey" developed and approved by the committee. To assess family satisfaction with the delivery of support and rehabilitation services delivered by the Generalist Agencies.	Children's Services Manager	8/1/09	Initial survey implemented with results to committee (committee minutes)	
Task 2.3.7 Review results of survey with committee	Children's Services Manager	9/1/09	Survey results shared with committee (meeting minutes)	
Task 2.3.8 Utilize DBHS Consultant reviews of Generalist Agencies to develop improvement activities through NARBHA MMWIA committee	Children's Services Manager	12/31/09 or when reports received from ADHS/DBHS	Report disseminated to NARBHA MMWIA committee; meeting minutes	

Title XIX Children's System of Care Network Development Plan  
**NARBHA**  
 July 1, 2009 through June 30, 2010

Task 2.3.9 Monitor improvement activities recommended and approved by NARBHA MMWIA committee	Children's Services Manager	2/28/09 and bi-monthly as necessary	Agenda and meeting minutes	
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**Objective 2.4 – Continue to increase capacity and quality of behavioral health services for children birth to five years of age.**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.4.1 Participate in training on the new Birth-5 behavioral health assessment	Crisis Response Coordinator; Clinical Care Administrator	8/31/09 or when training available	Training certificate	
Task 2.4.2 Monitor birth-5 specialty clinicians in network via credentialing reports	HR Manager	7/1/09 and bi-monthly	Credentialing reports	
Task 2.4.3 Continue to provide regional analysis of services (by units and types) provided to birth to five population.	Children's Services Manager; QM Data Analyst	Quarterly beginning 10/15/09	Reports disseminated quarterly to RAs	
Task 2.4.4 Continue to support Birth-5 expertise expansion by dissemination of Birth-5 training opportunities	Training Coordinator	7/1/09 and on-going as training opportunities are available	Monthly training calendar and training alerts/updates	

Title XIX Children's System of Care Network Development Plan  
 NARBHA  
 July 1, 2009 through June 30, 2010

Objective 2.5 – Monitor the quality and capacity of Substance Abuse Services for adolescents.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.5.1 Implement use of modifier code "HF" to identify utilization of substance abuse treatment services	MIS; Children's Services Manager; Children's System of Care Coordinator; Network Development Administrator	Upon notification from ADHS	Implementation of modifier code	
Task 2.5.2 Train providers on use of modifier code "HF"	Children's Services Manager; Children's System of Care Coordinator; Network Development Administrator	See Above	Training completed	
Task 2.5.3 Monitor appropriate use of modifier code "HF" by providers via encounter report	MIS; Children's Services Manager	10/15/09 and quarterly	ADHS/DBHS encounter report	
Task 2.5.4 Attend training provided by ADHS/DBHS on Substance Abuse Protocol and continue to train provider agencies as necessary.	Children's Services Manager; Children's System of Care Coordinator	12/31/09	Attendance at training; documentation in training database of subsequent trainings for providers	

Title XIX Children's System of Care Network Development Plan  
 NARBHA  
 July 1, 2009 through June 30, 2010

Task 2.5.5 Continue support of Matrix implementation and monitor fidelity to the model	Children's Services Manager; Children's System of Care Coordinator	7/1/09 and quarterly	Documentation in training data base Completion of fidelity tools (model and clinical fidelity); report completed consisting of fidelity report, demographics and TASI data; SIG report	
Task 2.5.6 Expansion of Matrix to Community Behavioral Health Services (CBHS)	Children's Services Manager; Children's System of Care Coordinator	7/1/09 and quarterly	Matrix implemented at additional provider	
Task 2.5.7 Implementation of evidence based IOP program(s) at VVGC and LCBHC with SAPT funding support and monitor implementation of those programs.	Children's Services Manager; Children's System of Care Coordinator	7/1/09 if SAPT funding approved for implementation	Evidence based models implemented at VVGC and LCBHC and SAPT reports	
Task 2.5.8 Evaluate Substance Abuse IOP programs utilizing the ADHS/DBHS Substance Abuse Treatment Effectiveness Evaluation tool	Children's Services Manager; Children's System of Care Coordinator	6/30/10 for evaluation to be completed	Evaluation reports completed and disseminated to participating providers	
Task 2.5.9 Utilize report data and provide TA as necessary	Children's Services Manager; Children's System of Care Coordinator	When reports available	TA documented in training database	

Title XIX Children's System of Care Network Development Plan  
 NARBHA  
 July 1, 2009 through June 30, 2010

Objective 2.6 – Monitor implementation of the Child and Adolescent Service Intensity Instrument (CASII).				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.6.1 Monitor CASII scores for fidelity and develop performance improvement plans for those providers not meeting fidelity.	Network Management Administrator; Team Coaches	7/01/09 to ongoing and as necessary	Monthly and Quarterly Coaching Reports; Performance Improvement Plans if necessary	
Task 2.6.2 Provide CASII training	Team Coaches	7/1/09 and quarterly as needed	Training sign-in sheets	
Task 2.6.3 Provide TA as needed on application of the CASII	Team Coaches	7/1/09 as needed	Documentation in TA data base; monthly and quarterly coaching reports	
Task 2.6.4 Continue monthly CASII report –consisting of service level intensity scores and case manager assignment data for providers	Data System Analyst; Children's Services Manager	7/1/09 and monthly	Report disseminated to providers	

Objective 2.7 – Monitor for sufficient collaboration for children who have multi-agency, multi-system involvement.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.7.1 Participate in Arizona Children's Executive Committee (ACEC) meetings	Children's Services Manager	7/1/09 and bi-monthly	Meeting attendance	
Task 2.7.2	Children's	7/1/09 and bi-	Subcommittee meeting	

Title XIX Children's System of Care Network Development Plan  
**NARBHA**  
 July 1, 2009 through June 30, 2010

Participate in ACEC subcommittees as requested	Services Manager	monthly	minutes	
Task 2.7.3 Review and revise interagency protocols (ADJC, AOC, CPS, DDD and DCYF)	Clinical Care Administrator; Children's Services Manager	12/31/09	Approved Protocols	
Task 2.7.4 Host bi-monthly coordination meetings with DDD	Clinical care Manager – DDD Specialist	7/1/09 and bi-monthly	Meeting minutes	
Task 2.7.5 Host bi-annual collaborative meeting with AOC, JPO and ADJC	Youth and Young Adults Projects Coordinator	7/1/09 and bi-monthly	Meeting minutes	
Task 2.7.6 Host NACC meeting – sub-committee Barriers resolution committee	Children's Services Manager	7/1/09 and quarterly	Meeting minutes	
Task 2.7.8 Monitor occurrence of quarterly local collaborative meetings mandated by Joint Protocols	Children's Services Manager; Data System Analyst	7/1/09 and quarterly	Quarterly Joint Protocol meeting report	
Task 2.7.9 Continue to host HCTC Committee	Children's System of Care Coordinator	7/1/09 and quarterly	Meeting minutes	

Title XIX Children's System of Care Network Development Plan  
 NARBHA  
 July 1, 2009 through June 30, 2010

**Goal 3 – Provide training and technical assistance to strengthen the Children's System of Care in accordance with the Arizona 12 Principles.**

**Objective 3.1 – Provide training, technical assistance and monitoring of selected ADHS/DBHS practice protocols.**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 3.1.1 Implement ADHS/DBHS practice protocol monitoring tool with required elements and provide training on monitoring tool and any protocol updates/revisions	Children's Services Manager; QM Director and UM Administrator	9/30/09 or when tool is available and quarterly thereafter	Monitoring report; Trainings documented in training database	
Task 3.1.2 Training on revised CFT/CASII Practice Protocol when completed and ready for dissemination.	Team Coaches	9/30/09 and on-going as necessary	Sign-In sheets, Monthly Reports, Training Database	
Task 3.1.3 Attend Tri-Annual Statewide CFT Coaches Meetings to discuss and share training and mentoring approaches and provide technical assistance as identified by Coaches and ADHS/DBHS staff.	Team Coaches	7/01/09 or when scheduled	Meeting agendas and Sign- In sheets	
Task 3.1.4 Continue to provide "Unique Needs" training for new hires at providers	Team Coaches	9/1/09 and quarterly	Sign-in sheets and documentation in training data base	

**Objective 3.2 – Provide training and technical assistance on the implementation of the revised intake, assessment, and service planning process.**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 3.2.1 Participate and provide feedback in ADHS/DBHS sponsored pilot process of revised assessment	Crisis Response Coordinator; Clinical Care Administrator	9/30/09 or when pilot available and completed	Identification of provider for pilot; feedback on pilot provided to ADHS/DBHS	

Title XIX Children's System of Care Network Development Plan  
 NARBHA  
 July 1, 2009 through June 30, 2010

Task 3.2.2 Provide training and technical assistance to providers on revised assessment tool	Crisis Response Coordinator; Clinical care Administrator	12/31/09 and on-going or when available	Documentation in training database	
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**Objective 3.3 –Provide technical assistance to expand the use of Functional Behavioral Assessment/Analysis and Positive Behavioral Support strategies using existing training modules and covered behavioral health services.**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 3.3.1 Continue Block Purchase contract for Functional Assessment services through contract providers and monitor contract utilization	Network Development Administrator; Clinical Care Administrator	7/1/09 and on-going	Block Purchase in place quarterly updates to CSOC	
Task 3.3.2 Incorporate Module 3 of MMWIA training into all training for new Generalist Agency staff	HR manager; Children's Services Manager	7/1/09	Documentation in personnel records at Generalist Agencies; quarterly personnel record verification by NARBHA HR	
Task 3.3.3 Provide training on PBS (one day advanced training) through SIG funding	Children's System of Care Coordinator	9/30/09	Training sign-in sheets	

**Objective 3.4– Monitor services for young adults 18 to 21 years of age in accordance with the Arizona 12 Principles.**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
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**Title XIX Children's System of Care Network Development Plan  
NARBHA  
July 1, 2009 through June 30, 2010**

<p>Task 3.4.1 Continue to expand use of Team Coaches into Adult Team Practice with particular focus on team practice for young adults 18-21. (Baseline – no participation in Adult Teams or trainings for adult service providers.)</p>	<p>Team Coaches</p>	<p>7/01/09 to ongoing</p>	<p>Monthly and Quarterly Reports</p>	
<p>Task 3.4.2 Continue implementation of regional plan to improve transition process for transition age youth.  [Included in this implementation process is the provision of direct support and procedural oversight of team practice involving child/adult provider participation in transition age CFT/ACT processes. *Special focus being paid in areas where new RAs have begun providing child or adult only services.]</p>	<p>Youth and Young Adult Projects Coordinator</p>	<p>7/1/09 and on-going</p>	<p>Documentation in training/TA database</p>	
<p>Task 3.4.3 Utilize the recently implemented NARBHA monitoring process devised to track fidelity to the DBHS Transition To Adulthood Practice Protocols and the service expectations there in.</p>	<p>Youth and Young Adult Projects Coordinator</p>	<p>Annual 6/30/10</p>	<p>CFR results</p>	
<p>Task 3.4.4 Continue participating in tri-annual statewide transition meeting hosted by DBHS.</p>	<p>Youth and Young Adult Projects Coordinator</p>	<p>7/1/09 as scheduled</p>	<p>Training database documentation</p>	
<p>Task 3.4.5 Continue to support, evaluate, and enhance the young adult support housing program (Emerald Program)  [Support includes regular technical assistance on practice guidelines and any necessary coordination assistance with RAs. Evaluation includes providing annual overview of population services; reviewing types of services provided; establishing outcome measures and conducting an annual analysis of progress and barriers to outcomes. Enhancement requires the ongoing adaptation of program design needed to continue providing effective services]</p>	<p>Youth and Young Adult Projects Coordinator</p>	<p>7/1/09 and on-going</p>	<p>Annual Summary and Training database documentation</p>	

Title XIX Children's System of Care Network Development Plan  
 NARBHA  
 July 1, 2009 through June 30, 2010

**Goal 4– Continue to increase youth and family involvement.**

**Objective 4.1 – Expand and monitor the utilization of family involvement in advising/planning roles and as part of the behavioral health system workforce.**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 4.1.1 Continue to recruit youth and family members to participate in a variety of activities, including, training (Unique Needs; Transition Protocol) and committee membership (Child Practice Reviews; MMWIA)	Children's Services Manager	7/1/09 and on-going	Meeting minutes and attendance	
Task 4.1.2 Continue to recruit additional family and youth participants for NACC with a family member co-chair.	Children's Services Manager	7/1/09 and on-going	Meeting minutes and attendance	
Task 4.1.3 Continue to host "Communities in Support of Wellness" forums and provide technical and logistical support	Consumer Affairs Coordinator	7/1/09 and monthly	Meeting minutes	
Task 4.1.4 Increase number of FSPs in northern Arizona to 25 from current number of 11.75 (based upon 40 hour FTE)	Clinical Care Administrator; Children's Services Manager	6/30/10	CSOC updates and reported through meeting minutes in MMWIA committee	

**Objective 4.2 – Expand and monitor the utilization of youth involvement in advising/planning roles**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 4.2.1 Identify potential Youth willing to be involved in NACC or other youth driven committees.	Team Coaches	7/01/09 to ongoing	Youth identified and contacted by Youth and Young Adult Projects coordinator	

Title XIX Children's System of Care Network Development Plan  
**NARBHA**  
 July 1, 2009 through June 30, 2010

<p>Task 4.2.2          Continue and expand youth involvement and partnerships with regional stakeholders focused on transition age youth.</p> <p>[This involves Youth In Transition meetings (CPS, AzCA, RAs, youth, etc.), Youth Advisory Board (NARBHA partnership w/ CPS and current/former regional foster youth)]</p>	<p>Youth and Young Adult Projects Coordinator</p>	<p>7/1/09 and on-going</p>	<p>Training database documentation, meeting minutes, sign in sheets and agendas.</p>	
<p>Task 4.2.3          Continue creating opportunities for youth or young adults to participate locally or regionally in trainings or events related to transition to adulthood and youth voice development.</p>	<p>Youth and Young Adult Projects Coordinator</p>	<p>7/1/09 and on-going</p>	<p>Annual Youth Leadership Summary Report</p>	