

**Protocol for the Definition of Roles and Responsibilities in the Coordination of Service Delivery  
Between Northern Arizona Regional Behavioral Health Authority (NARBHA)  
And DES/RSA - Division of Rehabilitation Services District III and District IV (Mohave County)**

**Effective January 1, 2006**

Revised 12/31/06, 12/31/07, 12/31/08, 12/31/09

The Northern Arizona Regional Behavioral Health Authority (NARBHA) and the State of Arizona Department of Economic Security Division of Rehabilitation Services District III and District IV Mohave County (DES/RSA) share this pledge to improve the quality of life for individuals and families across Northern Arizona by providing the highest quality of consumer driven, innovative, flexible, and accessible services. This collaboration embraces the best practices of behavioral health and vocational rehabilitation in a union that fosters a respectful, efficient and seamless system of care for the people who have a serious mental illness we jointly serve.

The Northern Arizona Regional Behavioral Health Authority and District III and District IV (Mohave County) DES/RSA agree to coordinate activities related to the service delivery. The roles and responsibilities of each agency are outlined below. NARBHA and and DES/RSA believe that by forming a strong partnership, we pledge to provide comprehensive and coordinated care to our mutually enrolled populations. Both NARBHA and DES/RSA have agreed that all services are member driven, and that member and family involvement are the central focus in order to ensure an appropriate service spectrum . Both NARBHA and DES/RSA recognize and agree that effective services:

- begin with the member and his or her family and other significant others
- respect the member's preferences, interests, needs, culture, language and belief system
- provide opportunities and mechanisms for the member and their family to identify their roles within the structure of the behavioral health system
- reflect the member's voice and choice
- are culturally appropriate
- ensure that the member's services encourage engagement in meaningful community activity
- are recovery based

These joint protocols have been collaboratively developed to provide an understanding of the roles and responsibilities of each party, NARBHA and DES/RSA. This document is critical in defining processes involved in obtaining, coordinating and delivering vocational and rehabilitation services to persons who have a serious mental illness and are co-enrolled in Northern Arizona Regional Behavioral Health Authority and the Department of Economic Security/Rehabilitation Services Administration District III and District IV (Mohave County). These protocols also include mechanisms for resolving any complaints or disputes that may arise with respect to services delivered. An outline of training coordination for NARBHA and DES/RSA District III and District IV Mohave County is also outlined within the scope of this protocol.

Service Providers shall distribute the protocol and solicit feedback from the members mutually served either individually or in group meetings. This protocol shall also be reviewed annually with the NARBHA Responsible Agency Vocational Rehabilitation Coordinators and DES/RSA District III and District IV Mohave County Vocational Rehabilitation Counselors.

This protocol shall be revised as new issues and/or processes arise and shall be reviewed for changes annually at a minimum.

NARBHA and DES/RSA are committed to provide quality care to members who are co-enrolled in both systems. Services shall assist members enrich and enhance their lives in order to achieve the ultimate goal of Recovery.

\*Links for this protocol can be located on the NARBHA website ([www.narbha.org](http://www.narbha.org)) or in Provider Policy 4.4 'Coordination of Care with Other Government Entities'

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Coordination of Care – Referral /Intake/Assessment				
NARBHA/Provider Responsibilities				District III and District IV (Mohave County) DES/RSA Responsibilities
1.	Appointment for initial assessment within 7 calendar days of referral or request for behavioral health services, vocational rehabilitation services	Includes any allowable vocational assessment service as identified in the Covered Services Guide Transportation is available from AHCCCS by contacting 800-334-5283/800-654-8713	<ul style="list-style-type: none"> <li>▪ Eligible persons are those who have been determined to have a Serious Mental Illness;</li> <li>▪ All other persons based on available funding.</li> </ul>	<ol style="list-style-type: none"> <li>1. Any individual can seek services through DES/RSA however when a NARBHA enrolled member expresses and interest in or a desire to seek employment a referral is made to DES/RSA by the NARBHA RA. The RA must provide information regarding the member's psychiatric and treatment history including the SMI determination to DES/RSA when a referral is made.</li> <li>2. Within 30 days or less DES/RSA shall schedule an appointment time with the member for the purpose of beginning the enrollment process and completing necessary paperwork with DES/RSA.</li> <li>3. DES/RSA initiates an orientation meeting during which benefits counseling is discussed. At that time the DES/RSA counselor shall review next steps with the member in order to determine interests, readiness and job seeking skills the member may have. An eligibility determination for services through DES/RSA shall be made.</li> <li>4. DES/RSA is responsible for providing a vocational assessment for the member.</li> <li>5. DES/RSA can initiate a referral to a NARBHA RA. If the individual is not enrolled in the NARBHA system an appointment shall be scheduled for an intake at the RA. A collaborative service planning meeting shall be scheduled as a means for the member to discuss interests and for the NARBHA RA and DES/RSA to address appropriate next steps. This meeting may take place at the location that is most convenient for the member, either at the DES/RSA office or the NARBHA RA.</li> <li>6. DES/RSA is responsible for notifying the NARBHA RA when services through DES/RSA shall commence.</li> </ol>
	The first behavioral health service following the initial assessment appointment within timeframes indicated by clinical need, but no later than 23 calendar days of the initial assessment	Includes any needed covered behavioral health service including identified specifically as vocational services <ul style="list-style-type: none"> <li>• Members who are in need of Transportation for subsequent appointments need to advise their Case manager</li> </ul>	<ul style="list-style-type: none"> <li>▪ All persons determined to have a serious mental illness; and</li> <li>▪ All other persons based on available funding.</li> </ul>	
	All subsequent behavioral health services within time frames according to the needs of the person	Includes any needed covered behavioral health service	<ul style="list-style-type: none"> <li>▪ All persons determined to have a serious mental illness; and</li> <li>▪ All other persons based on available funding.</li> </ul>	

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| <p>2. The behavioral health assessment process must be completed within 30 calendar days, the Individual Service Plan is developed within 90 calendar days, and all authorized medically necessary behavioral health services commenced within 23 calendar days from the date of the Assessment. The Service Plan must address the member's desire to pursue employment, educational, volunteer opportunities and also include information regarding meaningful community activity and engagement as stated by the member.</p> <p>3. The NARBHA RA shall ensure that there is an individual Vocational section in the chart in which all Vocational Records be kept. As appropriate each Vocational Record shall contain the following:</p> <ul style="list-style-type: none"><li>• Referral forms including vocational history</li><li>• Evaluation reports including psychological; psychiatric and medical if appropriate</li><li>• Adult Team meeting notes</li><li>• Case conference records</li><li>• Copies of monthly progress reports</li><li>• Records of discharge plans</li><li>• Records of any follow up services</li><li>• Consultation notes</li><li>• Letters of Authorization from DES/RSA for services</li><li>• Any psychological or vocational assessments conducted by DES/RSA</li></ul> |  |
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The Case Record and all material contained therein is subject to statutory requirements regarding confidentiality and records are to be maintained in accordance with these requirements.

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<b>Coordination of Care – Clinical-Recovery Team/Adult Team</b>	
NARBHA and DES/RSA are committed to providing services driven by the member through the Adult Team Process. The Adult Team process is consistent with Person-Centered Planning and member's voice and choice. Both processes must be coordinated so efforts shall not be duplicated.	
NARBHA/Provider Responsibilities	District III and District IV (Mohave County) DES/RSA Responsibilities
<p>1. Upon the approval of the member the NARBHA RA Vocational Rehabilitation Coordinator shall notify the RSA Vocational Counselor of the date and time of the Adult Team meeting. An invitation for the participation of the DES/RSA counselor in Adult Team Meetings shall be extended and the DES/RSA counselor shall participate only when vocational goals are indicated. All Adult teams must include and be driven by the member and/or their guardian. Whenever the Individual Service Plan is developed or revised the member has the right to accept or deny any services that are recommended by the team and within the scope of the ISP. Members must be provided with all relevant options for choice in a service provider for specific employment services (H2027; H2025) either through the NARBHA RA or NARBHA CSAs if available. The ISP shall be reviewed and revised as needed at each Adult Team Meeting. Employment goals and meaningful community activity shall be included in each Individual Service Plan. The member and/or their guardian, peer support specialist as well as DES/RSA counselor participation may be in person (preferred), telephonic or via telemedicine.</p>	
<p>2. The NARBHA RA shall provide a copy of the approved vocational treatment plan and any additional relevant assessments to the DES/RSA Vocational Counselor within five (5) working days of completion of the Adult Team meeting. The RA Vocational Coordinator forwards a monthly report of the member's work activities. At the time of the member's employment all team members are in communication regarding newly recognized needs the member may have including additional support from RSA (ie. uniforms; licenses; adaptive aids and devices; accommodations on the job; technological adaptations etc.). The team remains in weekly contact throughout the member's placement.</p>	<p>2. After a member has been determined eligible to receive services through DES/RSA an Individual Plan of Employment (IPE) is developed with the member.</p> <p>3. Provide a copy of the DES/RSA IPE within five (5) working days, including any professional assessments including eligibility; situational assessment; and a medical/psychological report to the RA Vocational Rehabilitation Coordinator. A copy of the Vocational Coordination sheet is also sent to the RA. The plan is implemented and the RSA Counselor provides the authorizations for case managed work exploration, work adjustment or supported employment, job development and placement or any combination of services provided by the RA or other community provider. While the plan is in effect, the RSA Counselor confers with the RA Vocational Coordinator on a weekly basis via telephone or in person. The RA Vocational Coordinator forwards a monthly report of the member's work activities. At the time of the member's employment all team members are in communication regarding newly recognized needs the member may have including additional support from RSA (ie. uniforms; licenses; adaptive aids and devices; accommodations on the job; technological adaptations etc.). The team remains in weekly contact throughout the member's placement.</p>
<p>3. Behavioral health treatment plan/ISP/Vocational plan/IPE reviews shall occur according to the Adult Team process or more frequently when requested. Any changes that are noted either by the member or the service provider shall be discussed and the most appropriate options shall be reviewed with the member. Any changes to the ISP/IPE shall be documented in the member's clinical chart under a section specifically entitled "Vocational Rehabilitation Services". The RSA Vocational Counselor shall have a copy of the Adult Team notes in the RSA chart. All parties present at the Adult Team meeting, including the member and/or the member's guardian, must sign the ISP. The Arizona Department of Health Services/Division of Behavioral Health Services requires that any documented medically necessary services requested by the member which are denied by the RA a "notice" must be provided to the member and/or the member's guardian allowing the member and/or the member's guardian the right to appeal the denial within the behavioral health system.</p>	

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4. Notification of change of RA case manager and/or Vocational Rehabilitation Coordinator and/or DES/RSA Vocational Counselor shall be given to the appropriate agency within, but not longer than, five (5) working days.

5. The NARBHA RA shall provide an appropriate work space at their clinic site to accommodate both the DES/RSA Counselor and the member. This workspace (office) shall be on site at the RA and shall be equipped with a telephone, internet access and where possible access to a printer. Access to a photocopy machine shall also be provided. If needed, consultation with the Vocational Rehabilitation Coordinator at the RA shall also be available. The RA Vocational Rehabilitation Coordinator shall maintain a file of blank DES/RSA forms (including the RSA referral form) so the District III/District IV DES/RSA Vocational Rehabilitation Counselor can have available for their meeting with the member. All meetings shall be conducted in accordance with HIPAA regulations. A ROI is not needed because the RBHA and DES/RSA have a business associate agreement according to HIPPA requirements however RAs may choose to have the member sign a ROI for their chart. Requiring that the member sign the ROI must not delay the referral or delivery of services through DES/RSA.

5. DES/RSA shall provide appropriate and timely written and verbal progress information to the RA Vocational Coordinator – preferably during Adult Team meeting. If the member is successful in employment the team, including the member and/or the member's guardian, formally meets after ninety (90) days of the member's employment date and agrees that the case closure is warranted by the RSA Counselor. When Supported Employment is identified a Coordination Sheet is signed by all present at which time the DES/RSA Vocational Counselor shifts the obligation of ongoing job coaching to the NARBHA RA. The RA implements the ongoing job coaching and support to the member which was agreed upon at the time the IPE was developed. If a job placement becomes problematic, the team, including the member and/or the guardian shall reconvene to determine what interventions can be developed to either preserve the job placement or provide intensive support services to direct the member back to the full therapeutic environment. The RSA Counselor and the RA Vocational Counselor maintain weekly contact to discuss the member's progress.

6. After completion of the Coordination Sheet, the client moves into "Status 22" for at least a 90 day (90) period wherein the member's employment is determined to be stable. If needed, job coaching is provided by the RA. If long term support is needed, an Adult Team meeting is required. (Shall provide an addendum to clarify peer support method when providing ESE). If needed the member's case can be re-opened with DES/RSA at any time post status 22 or DES/RSA successful closure.

Ongoing communication shall take place during any transition between RBHAs (inter-RBHA transfers), or RBHA providers (intra-RBHA transfers). The details of these transition processes must be discussed in detail during the Adult Team meeting in order to ensure that adequate coordination of care is being provided. DES/RSA district changes as part of the transition and location shall also be considered.

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Adult Team Process - Vocational Plan Review	
NARBHA/Provider Responsibilities	District III and District IV (Mohave County) DES RSA Responsibilities
<p>1. The RA Vocational Rehabilitation Coordinator shall provide an invitation and advance notice of an adult team to the RSA Vocational Counselor. The development of the vocational services component of the ISP is conducted during the Adult Team process. RSA shall participate in the team meeting and may be in person (preferred), telephonic or via telemedicine and must include the member's input.</p>	
<p>2. The RA shall facilitate the discussion and incorporation of the vocational plan including the member's IPE during the Adult Team Meeting in accordance with the DBHS' Adult Clinical Team Documents. Changes to the IPE must be noted.</p> <p>The Adult Team must include the member and, if expressed, his/her family or guardian; spouse; significant other; the RA case manager; the RA Vocational Rehabilitation Coordinator; DES/RSA Vocational Counselor; and should extend to any individuals the member may identify.</p>	<p>2. The DES/RSA Vocational Counselor communicates with the RA to assist in the identification of team members who shall participate in the Adult Team and assists by providing phone numbers and contact information. The DES/RSA Vocational Counselor shall also provide any updates regarding employment related goals and accomplishments to the RA Vocational Coordinator in advance of the meeting. The DES/RSA Counselor shall be present at Adult Team meetings. They shall be available to sign any documents related to employment on the ISP.</p>
<p>3. The RA Vocational Rehabilitation Coordinator shall provide a copy of the approved the behavioral health Vocational Plan and, if applicable, any additional assessments, including the determination for SMI eligibility to the DES/RSA Vocational Counselor within five (5) working days of completion of the Adult Team.</p>	<p>3. The RSA Counselor shall provide a copy of the member's IPE, including any professional assessments to the RA. within five (5) working days of the Adult Team meeting</p>
<p>4. Behavioral health service plan/ISP reviews and updates shall occur according to the Adult Team process and must be reviewed and signed by the member.</p>	
<p>5. Notification of change of the RA Vocational Coordinator or RSA Vocational Counselor shall be provided to the appropriate agency no later than five (5) working days.</p>	
<p>6. Provide timely written or verbal progress information to the RSA Vocational Counselor preferably during the Adult Team meetings. All meetings, discussions and reviews shall be documented in the member's chart in a timely manner. Reports and reviews conducted by RSA should be included in the member's chart under "vocational services".</p>	<p>6. The RSA Vocational Counselor shall ensure that consultations with the client and the RA Vocational Coordinator occur <u>at least</u> on a quarterly basis or more frequently if the client requests it. The RSA Vocational Counselor shall complete and initial the consult paperwork and review the outcomes/progress of the IPE during the next Adult Team, or at the member's request.</p>

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<p><b>Member Voice in Vocational Services</b> NARBHA and DES/RSA shall ensure that a co-enrolled member be invited to all meetings and provide input regarding their vision and experience with both systems.</p> <p>In order to address and plan for barriers to implementing the ISP/IPE the Adult Team shall, collaboratively with the member, develop a plan based on the member's goals for living, working and learning and participating in meaningful community activity. The purpose of this specialized meeting is to ensure that the member's voice regarding their plan for success is customized to meet their expressed interests and goals.</p> <p>Every ISP/IPE shall outline specific steps to assist the member in their pursuit of achieving their goal for employment and recovery. Employment choices and challenges shall be explored with the member and a plan shall be developed to encourage and provide the member with the opportunity to understand specific processes related to moving into the world of work, school or new challenges living within the community. If the member has a Wellness Recovery Action Plan (WRAP) for work it must be incorporated into the plan for employment.</p>	
<p>NARBHA/Provider Responsibilities</p>	<p>District III and District IV (Mohave County) DES Rehabilitation Services Administration Responsibilities</p>
<ol style="list-style-type: none"> <li>1. The RA shall complete and document the member's expressed type of work, education and community activity in the Adult Team Meeting and on the ISP.</li> <li>2. If the member has a WRAP for Work a copy of the plan shall be provided to all team members and shall be updated through the Adult Team process as needed. Any and all changes to the vocational plan shall be written into the member's chart as well as on the ISP.</li> </ol>	<ol style="list-style-type: none"> <li>1. The RSA Vocational Counselor shall participate in the development and resolution of any challenges the member may present regarding their choice of work, education and community activity. Review of progress or changes in the member's desired employment, education and community activity shall take place within the Adult Team and in on-going coordination of care with the RA. The team, including the member must agree on any changes that are requested and these changes shall be reflected on the member's IPE. All changes to the vocational plan shall be written in the member's file as well as on the IPE.</li> </ol>

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<p><b>Mechanisms for Resolving Member/Consumer Complaints</b> All persons enrolled with NARBHA/DES/RSA have access to a complaint process regarding aspects of their care. Complaints related to behavioral health/vocational services should always be resolved at the lowest possible level, yet it is equally important that the member is aware of the formal complaint process.</p> <p><b>Complaints:</b> A complaint is defined as an expression of dissatisfaction. The member has the right to file a complaint regarding the quality of their care or services provided, and aspects of interpersonal relationships including failure to respect the enrollee's rights.</p>	
NARBHA/Provider Responsibilities	District III and District IV (Mohave County) DES Rehabilitation Services Administration Responsibilities
<p>1. NARBHA staffs a customer services unit that is responsible for coordinating communication with eligible and enrolled persons and acts as, or coordinates with advocates, behavioral health providers and others to resolve issues. This unit:</p> <ul style="list-style-type: none"> <li>▪ Educates and notifies persons about their rights and the process for filing complaints in a manner that is understandable.</li> <li>▪ Resolves complaints in an expeditious and equitable manner and with due regard for the dignity and rights of all persons. NARBHA is required to dispose of each complaint and provide oral or written notice within 14 calendar days.</li> <li>▪ <b>Maintains confidentiality and privacy of complaint matters and records at all times.</b></li> <li>▪ Communicates timely information on matters and decisions related to the complaint.</li> <li>▪ Involves the active cooperation and participation of providers who have with a direct interest in the matter under review.</li> <li>▪ Issues may be raised via letter, email, telephone call, facsimile, or in person and must be resolved within 90 calendar days.</li> </ul>	1. Informal complaints are reported directly to the DES/RSA Vocational Counselor.
	2. Informal complaints pertaining to specific situations can be reported to DES/RSA by referring to the local unit supervisors. If no resolution is reached the member may contact the District Program Manager.
	3. If no resolution a formal Administrative Review is conducted with the District Program Manager.
	4. If no resolution mediation with the Attorney General's office is initiated.
	5. If no resolution then the case is heard in a fair hearing before an Administrative Law Judge.

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<b>Information Sharing – Member Privacy</b>	
Verbal or non-electronic information may be exchanged between NARBHA and DES/RSA <b>without a signed release of information</b> per the business agreement between DES/RSA and DBHS and as outlined on the State IGA. An RA may require the ROI but this shall not cause a delay in vocational services	
NARBHA/Provider Responsibilities	District III and District IV (Mohave County) DES Rehabilitation Services Administration Responsibilities
1. RA and DES/RSA shall send encrypted emails to DES/RSA when discussing member specific information. RA staff shall put the phrase “[secure]” in the subject line, and shall always remember that the square brackets need to surround the word secure ie [ ].	
2. RAs shall be required to provide some basic security information and to alert DES/RSA staff of the pass phrase they must use to open and process the encrypted email.	2. To send attachments to secure email, the DES/RSA staff shall add a hyperlink that shall allow the recipient to download the attachment. Attachments can be no larger than four megabytes.
3. Faxes shall be sent through secure fax machines as required by HIPAA.	
4. Compliance with all other HIPAA requirements	

<b>Process Improvement</b>	
NARBHA and DES/RSA have agreed to plan for and shall attend joint collaborative meetings on quarterly basis. The meeting shall be chaired by the NARBHA Vocational Rehabilitation Coordinator; and shall include the DBHS Bureau Chief of Rehabilitation Services or designee, the DES Statewide Behavioral Health Coordinator; DES/RSA District Managers; NARBHA RA Vocational Rehabilitation Coordinators and DES/RSA Vocational Rehabilitation Counselors within the Northern Arizona districts. The DES/RSA Contracts Administrator may also be invited to attend. Both parties agree to use this opportunity to discuss systems issues and jointly needed program development, and training per the IGA . In addition, NARBHA Employment and Vocational Coordinator and DES/RSA District III and District IV Managers participate in both the local and State IGA Administrative meetings quarterly.	
NARBHA/Provider Responsibilities	District III and District IV (Mohave County) DES Rehabilitation Services Administration Responsibilities
1. NARBHA shall provide meeting space and support staff (minutes, agendas, meeting notices, etc) who are assigned specifically to this meeting.	1. District III and District IV (Mohave County) and any other designated staff shall attend these meetings.
2. Systems issues identified by behavioral health and DES/RSA staff shall be addressed and concerns shall be noted and clarification shall be provided at the next quarterly meeting.	
3. Local RA and DES/RSA staff shall meet quarterly. Agenda and sign in sheet for quarterly meetings shall be forwarded from the NARBHA Employment and Vocational Coordinator to the RA Vocational Rehabilitation Coordinators and the DES/RSA Vocational Counselors. Standard agenda items shall include: <ul style="list-style-type: none"> <li>o Updates from the Behavioral Health system regarding vocational services</li> <li>o A report from DBHS and DES/RSA regarding new initiatives and changes within their system</li> <li>o Identification of community resources</li> <li>o Regional reports and distribution of relevant articles that focus on the role of employment in Recovery</li> </ul>	

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<p>NARBHA shall meet with DES/RSA to discuss and review the Regional Plan and make changes accordingly when staff or programs change. The updated Regional Plan shall be cross referenced with the Inter-Governmental Agreement. Types of Vocational Rehabilitation Services provided through the DES/RSA sites shall be included within the content of the narrative. The District Plan shall outline the technical assistance to be provided by both entities when requested.</p>	<p>DES/RSA shall meet with NARBHA to discuss and review the Regional Plan and make changes accordingly when staff or programs change. The updated Regional Plan shall be cross referenced with the Inter-Governmental Agreement. Types of Vocational Rehabilitation Services provided through the DES/RSA sites shall be included within the content of the narrative. The District Plan shall outline the technical assistance to be provided by both entities when requested.</p>
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<b>Resources each entity contributes to the care and support of persons mutually served</b>	
NARBHA/Provider Responsibilities	District III and District IV (Mohave County) DES Rehabilitation Services Administration Responsibilities
<p>1. Identification of appropriate community resources that shall enhance the member's choice in employment, educational and community activity options. Assist the member in accessing the services they express an interest in. Ensure that the member's request for enrollment in an education program and/or volunteer program shall be honored.</p>	<p>1. Identification of appropriate community resources that shall enhance the member's choice in employment, educational and community activity options. Assist the member in accessing the services they express an interest in. Ensure that the member's request for enrollment in an education program and/or volunteer program shall be honored.</p>
<p>2. Work collaboratively with the member and the DES/RSA Vocational Counselor to encourage the development of a WRAP for work.</p>	<p>2. Work collaboratively with the member and the NARBHA RA Vocational Coordinator to encourage the development of a WRAP for work.</p>
<p>3. At the member's request provide any medically necessary behavioral health services identified in the Covered Services Manual. <a href="http://www.azdhs.gov/bhs/covserv.htm">http://www.azdhs.gov/bhs/covserv.htm</a></p>	

<b>Identification of Joint Training Needs</b>	
NARBHA/Provider Responsibilities	District III and District IV (Mohave County)DES Rehabilitation Services Administration Responsibilities
<p>1. Joint training needs are discussed and decided on in a collaborative manner. NARBHA and DES/RSA District III and District IV (Mohave County) have agreed to utilize the training opportunities that are identified in a training work group facilitated by the DES/RSA trainers. Training takes place over the course of the fiscal year and it is designed to meet the mutual training needs of both behavioral health staff and DES/RSA staff. Systems issues and program development needs, which are discussed during the NARBHA and DES/RSA District III and District IV (Mohave County) quarterly meetings, are also considered as topics for the annual collaborative NARBHA and DES/RSA training. Training needs shall also be included in the DES/RSA District III and District IV (Mohave County) Regional Plan.</p>	
<p>2. Training on the NARBHA – DES/RSA Collaborative Protocol shall be provided to all adult behavioral health and DES/RSA employees within six months of employment and updates must be reviewed annually. An overview training is available through Essential Learning. This training shall be incorporated into new employee orientation.</p>	
<p>3. Shall abide by the DBHS/DES-RSA Training Plan per the Statewide IGA.</p>	<p>3. Shall abide by the DBHS/DES-RSA Training Plan per the Statewide IGA .</p>

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NARBHA AND RESPONSIBLE AGENCY VOCATIONAL REHABILITATION CONTACT INFORMATION:

NARBHA:

Maria Esposito, LMSW  
Rehabilitation and Employment Coordinator  
1300 South Yale Street  
Flagstaff, Arizona 86001  
928-774-7128

NARBHA Responsible Agencies

Community Behavioral Health Services

Steve Johnson, Program Supervisor  
Susie Moore, Vocational Rehabilitation Coordinator  
463 South Lake Powell Blvd  
Page, Arizona 86040  
928-645-5113

Community Counseling Centers:

Ed Gonzalez, Program Supervisor  
Kristy Dennis, Vocational Rehabilitation Coordinator  
105 North Fifth Avenue  
Holbrook, Arizona 86025  
928-524-6426

Ed Gonzalez, Program Supervisor  
Karla Wyrick, Vocational Rehabilitation Coordinator  
1015 East Second Street  
Winslow, Arizona 86047  
928-289-3383

Kirsten Hendershot, Program Supervisor  
Janis Dickerson, Vocational Rehabilitation Coordinator  
2500 Show Low Lake Road  
Show Low, Arizona 85901  
928-537-2951

The Hopi Guidance Clinic – Hopi Office of Special Needs

Eva Sekayumtewa Program Director  
Toreva Road  
PO Box 68  
Second Mesa, Arizona 86043 928-737-2685

**Protocol for the Definition of Roles and Responsibilities in the Coordination of Service Delivery  
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**Effective January 1, 2006**

Revised 12/31/06, 12/31/07, 12/31/08, 12/31/09

The Guidance Center

Susan Nelson, Program Supervisor  
Brett Falcon-Aranda, Vocational Rehabilitation Coordinator  
2187 North Vickey Street  
Flagstaff, Arizona 86004  
928-527-1899

The Guidance Center

Williams office: (Same Supervisor and Coordinator as The Guidance Center Flagstaff)  
301 South Seventh Street  
Shalliams, Arizona  
928-635-4272

Verde Valley Guidance Clinic

Laurie Verdier, Program Supervisor  
Felicia Leake, Vocational Rehabilitation Coordinator  
600 West Willard Street  
Cottonwood, Arizona  
928-634-2236

West Yavapai Guidance Clinic

Kristine Taubman, Program Supervisor  
Jack Clevenger Vocational Rehabilitation Coordinator  
642 Dameron Drive  
Prescott, Arizona 86303  
928-445-5211

Mohave Mental Health Clinic

Kris Walker, Program Supervisor  
Violet Leiwer, Vocational Rehabilitation Coordinator  
3505 Western Ave  
Kingman, Arizona 86401  
928-757-8111

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Mohave Mental Health Clinic

Rhonda Alsobrook, Program Supervisor  
Victoria Miller, Vocational Rehabilitation Coordinator  
1145 Marina Boulevard  
Bullhead City, Arizona 86442  
928-758-5905

Mohave Mental Health Clinic

Kristine Palmieri, Program Supervisor  
Janice Sutherland, Vocational Rehabilitation Coordinator  
2187 Swanson Avenue  
Lake Havasu City, Arizona 86403  
928-855-3432

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**RSA DISTRICT III and DISTRICT IV (MOHAVE COUNTY) OFFICES CONTACT INFORMATION**

OFFICE NAME	SUPERVISORS & E-MAILS	PHONE/FAX NUMBERS
<p>Rehabilitation Svcs Admin -<u>District IV Mohave County</u></p> <p>519 E. Beale St., Ste 130 Kingman, AZ 86401 Crystal Poetz, Vocational Rehabilitation Counselor 928- 753-5105</p> <p>2601 Hwy 95 Site Code 415D Bullhead City, AZ 86442 Tanya Swearingen, Vocational Rehabilitation Counselor 928-854-0377</p> <p>228 London Bridge Rd 421D Lake Havasu City, AZ 86403 Tanya Swearingen, Vocational Rehabilitation Counselor 928-854-0377</p>	<p>Catherine Finnell, Unit Supervisor <a href="mailto:CFinnell@azdes.gov">CFinnell@azdes.gov</a></p>	<p>928- 753-5105</p> <p>FAX 928-753-5110</p>
<p>Rehabilitation Svcs Admin. 1500 E. Cherry St., Suite H Cottonwood, AZ 86326 Lucy Davison, Vocational Rehabilitation Counselor 928-649-6818</p>	<p>Patrick Hartley, Unit Supervisor <a href="mailto:PHartley@azdes.gov">PHartley@azdes.gov</a></p>	<p>928-649-6874</p> <p>FAX 928- 649-6879</p>
<p>Rehabilitation Svcs Admin. 1510 S. Riordan Ranch St. Flagstaff, AZ 86001 Nolan McElvey, Vocational Rehabilitation Counselor 928-779-4147</p>	<p>Marvin Beckham, Unit Supervisor <a href="mailto:MBeckman@azdes.gov">MBeckman@azdes.gov</a></p>	<p>928- 779-4147</p> <p>FAX 928- 774-6915</p>
<p>Rehabilitation Svcs Admin. 679 S. Lake Powell Blvd, PO Box 3323 Page, AZ 86040 David Moise Vocational Rehabilitation Counselor (928) 645-8103</p>	<p>Karin Grandon Projects and Program Coordinator <a href="mailto:KGrandon@azdes.gov">KGrandon@azdes.gov</a></p>	<p>FAX 928-645-8136</p>

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Rehabilitation Svcs Admin. P. O. Box 866 Prescott, AZ 86301  1555 Iron Spring Rd., Ste 11 Prescott AZ 86302-1395  Frank Strassell, Vocational Rehabilitation Counselor Jim Stobbs, Vocational Rehabilitation Counselor	Mark Kendall, Unit Supervisor <a href="mailto:MKendall@azdes.gov">MKendall@azdes.gov</a>	928-445-6432  FAX 928- 445-5819
Rehabilitation Svcs Admin. 2500 East Cooley, Suite 410 Show Low, AZ 85901 Rodney Collins, Vocational Rehabilitation Counselor 928 532-4332	Patricia Reidhead, Unit Supervisor <a href="mailto:PREidhead@azdes.gov">PREidhead@azdes.gov</a>	928- 532-4336  FAX 928- 532-4357