

**Protocol for the Definition of Roles and Responsibilities in the Coordination of Service Delivery
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; 12/31/10; 12/31/2011

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 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, and 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.

12/9/2010

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*Links for this protocol can be located on the NARBHA website (www.narha.org) or in Provider Policy 4.4 'Coordination of Care with Other Government Entities'

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Coordination of Care – Referral/Intake/Assessment	
<p>1.</p> <p>A. When the individual presents for services at the Responsible Agency an appointment for initial assessment is established within 7 calendar days of referral or request for behavioral health services including vocational rehabilitation services.</p> <ul style="list-style-type: none"> • 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. • Eligible persons are those who have been determined to have a Serious Mental Illness and are AHCCCS eligible. <p>B. 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:</p> <ul style="list-style-type: none"> a. Includes any needed covered behavioral health service and those identified specifically as vocational services. b. Eligible persons are those who have been determined to have a Serious Mental Illness 	<p>A. Any individual can seek services through DES/RSA, however, when a NARBHA enrolled Title XIX member expresses an 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, and when appropriate, the SMI determination to DES/RSA</p> <p>B. DES/RSA staff should respond to individuals' inquiries and inform them of application requirements the same day for phone inquiries, and within one business day for written inquiries. A referral is a request to formally initiate participation in the Vocational Rehabilitation Program.</p> <p>C. DES/RSA staff should contact individuals referred to the Vocational Rehabilitation program to inform them of application requirements and schedule an orientation or intake meeting the same day for phone referrals and within one business day for written referrals.</p> <p>D. DES/RSA staff accepting a referral should ask for:</p> <ul style="list-style-type: none"> a. Name of the person being referred b. Contact information c. Name of the person (and agency) making the referral of the individual d. The reason for the referral e. The existence of any accommodation needs.

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<p>diagnosis and are AHCCCS eligible.</p> <p>C. All subsequent behavioral health services take place within the time frames based on the needs of the person and include any needed covered behavioral health service. In addition transportation services can be authorized for subsequent appointments.</p> <p>D. DES/RSA is responsible for any Title XIX individual requesting a referral to the NARBHA RA. Once the enrollment at the RA has taken place and the Behavioral Health Service Plan is developed indicating a request for vocational services a meeting shall be scheduled with the DES/RSA counselor and the NARBHA RA. This meeting provides the opportunity for the member to discuss interests and 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.</p> <p>*All referrals for Non Title XIX individuals who request vocational services are directed to NARBHA's <i>Acute Health Plan Provider Coordinator (AHPPC)</i></p>	<p>E. Upon receipt of the packet from the NARBHA RA the DES/RSA Counselor shall schedule an appointment within 30 days or less with the member for the purpose of beginning the enrollment process and completing necessary paperwork with DES/RSA.</p> <p>F. An initial interview will be arranged by the DES/RSA staff. This interview can be conducted at the DES/RSA office or can take place at the RA. The DES/RSA counselor shall review next steps with the member in order to determine interests, readiness and job seeking skills. As a mechanism that will ensure the member's understanding of what the Order of Selection (OOS) is and how it is applied at the time of enrollment in DES/RSA and the eligibility procedure will also be reviewed. An eligibility determination for services through DES/RSA shall be done at this time.</p> <p>G. If an individual who is Title XIX eligible and requests the services of a NARBHA RA the referral is made. If the individual would like to be enrolled in the NARBHA system an appointment shall be scheduled for an intake at the RA. Once the enrollment has taken place and the Behavioral Health Service Plan is developed indicating a request for vocational services a meeting shall be scheduled with the DES/RSA counselor and the NARBHA RA. This meeting provides the opportunity for the member to discuss interests and 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.</p> <p>H. DES/RSA is responsible for notifying the NARBHA RA when services shall commence.</p> <p>I. DES/RSA requires that an orientation to their services be provided. This can be provided on an individual or group setting. Per the IGA the DES/RSA</p>
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		<p>counselor shall conduct an orientation at the RA at a minimum of once a month with an option to provide it at the DES office if requested by the individual.</p> <p>*All referrals for Non Title XIX individuals who request vocational services are directed to NARBHA's <i>Acute Health Plan Provider Coordinator (AHPPC)</i></p>
	<p>1. The behavioral health assessment process must be completed within 30 calendar days, the Behavioral Health Service Plan is developed within 90 calendar days, and all authorized services, including vocational services indicated on the Behavioral Health Service Plan, begin within 23 calendar days from the date of the assessment. The Behavioral Health Service Plan <u>must</u> include 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 and written into their plan with measurable objectives. If the member has requested services from DES/RSA appropriate arrangements shall be made to meet the request and a referral shall be made within an appropriate time frame.</p>	<p>1. The DES/RSA counselor shall notify the RA Vocational Rehabilitation Coordinator when an intake appointment is made and acknowledge receipt of the complete referral packet or if additional information is needed. This will expedite the referral and eligibility determination by RSA.</p> <p>2. The DES/RSA Counselor shall provide the RA with the Individualized Plan for Employment (IPE) within ten (10) working days post development, including any professional assessments that were included to determine eligibility and direct development of the plan. When the plan is implemented the DES/RSA Counselor shall request authorizations for services through DES/RSA as agreed upon in the IPE. While the plan is in effect, the DES/RSA Counselor confers with the RA Vocational Coordinator as necessary to meet the vocational needs of the individual. 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 DES/RSA as indicated in the agreed upon IPE. The team will communicate regarding the member's placement progress on an ongoing basis.</p>
3.	<p>All referrals from the NARBHA Responsible Agency to DES/RSA shall include the following:</p> <ol style="list-style-type: none"> 1. SMI determination / 2nd level review 2. Initial or Annual Assessment (Part E) 3. Behavioral Health Service Plan (signed by a BHP) 4. Behavioral Health Service Plan Annual Update 	<p>1. The DES/RSA counselor shall notify the RA Vocational Rehabilitation Coordinator when an intake appointment is made and acknowledge receipt of the complete referral packet or if additional information is needed. This will expedite the referral and eligibility determination.</p> <p>2. The DES/RSA Counselor shall provide the RA with the Individualized Plan for Employment (IPE) within ten (10) working days post development, including any</p>

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<p>5. 6 months of Progress Notes 6. Current Medication Sheet 7. Any Psychiatric or Psychological Evaluation 8. Any relevant Vocational Assessment or Documentation of Previous Work History 9. Copy of driver's license or State issued I.D. and Social Security Card 10. SSA Award letter 11. Other information to the extent required to meet the purposes of this agreement.</p> <p>The packet should be received by DES/RSA as soon as possible but no later than seven days prior to the first scheduled meeting between the member and the DES/RSA Counselor.</p>	<p>professional assessments that were included to determine eligibility and direct development of the plan. When the plan is implemented the DES/RSA Counselor shall request authorizations for services through DES/RSA as agreed upon in the IPE. While the plan is in effect, the DES/RSA Counselor confers with the RA Vocational Coordinator as necessary to meet the vocational needs of the individual. 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 DES/RSA as indicated in the agreed upon IPE. The team will communicate consistently regarding the member's placement progress.</p> <p>The Supported Employment Coordination Sheet is developed at this time and the member is given the opportunity to select the provider for long term support.</p>
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<p>Coordination of Care – Adult Recovery Team</p>	
<p>NARBHA and DES/RSA are committed to providing services driven by the member through the Adult Recovery Team (ART) process and are specified on the Behavioral Health Service Plan (BHSP). The ART process is consistent with Person-Centered Planning and must reflect the member's voice and choice. ART meetings shall take place at a minimum of 90 days however the ART can be convened at any time at the request of the member.</p>	
<p>NARBHA/Provider Responsibilities</p>	<p>DES/RSA Responsibilities</p>
<p>1. Upon the approval of the member the NARBHA RA Vocational Rehabilitation Coordinator shall provide adequate notice to the RSA Counselor of the date and time of upcoming ART meetings. The DES/RSA counselor shall participate only when vocational goals involving DES/RSA are indicated. All ART meetings must be driven by the member and/or their guardian. The BHSP is reviewed at the ART and the member has the right to accept or deny any services that are recommended by the team. DES/RSA shall provide the member and the ART with all relevant information regarding what services are available and being provided through DES/RSA. Members must also be provided with all options in any contracted service provider for specific employment services (H2027 pre employment; H2025 supported employment) available through the NARBHA RA or a NARBHA Community Services Agency if available. The BHSP shall be reviewed and revised as needed at each ART meeting. Employment goals and meaningful community activity shall be included in each BHSP. The member and/or their guardian may invite the RA Vocational Rehabilitation Coordinator, the recovery support specialist as well as DES/RSA counselor to participate in the meeting to provide input, information and progress. These meetings may be in person (preferred), telephonic or via telemedicine.</p>	
<p>2. The NARBHA RA shall provide a copy of the revised, signed and approved BHSP and any additional relevant assessments to the RSA Counselor within five (5) working days after completion of the ART meeting. The RA Vocational Coordinator forwards a monthly report of the member's progress and work activities to DES/RSA.</p> <p>Prior to and at the time the member successfully secures employment all</p>	<p>The RSA counselor shall provide copies of any revised IPEs to the RA Vocational Rehabilitation Coordinator. The RSA counselor shall provide updates to the RA Vocational Rehabilitation Coordinator.</p>

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<p>team members shall communicate regarding any newly recognized needs the member may present with or request. This may include additional support from DES/RSA as identified in the member's Individualized Plan for Employment. The team remains in weekly contact throughout the member's vocational placement. The RA Vocational Coordinator shall forward a monthly report of the member's work activities including any needs to be addressed.</p>	
<p>3. BHSP and IPE reviews shall occur according to the ART process or more frequently when requested by the member or their guardian if any extraordinary episode takes place that might require immediate attention. Requests noted by the member, RA, service provider or DES/RSA counselor shall be discussed and appropriate options shall be reviewed with the member. Any changes to the BHSP or the IPE shall be documented in the member's clinical chart section that is specifically designated for "Vocational Rehabilitation Services". The RSA Counselor shall have a copy of the ART notes in the DES/RSA chart. All parties present at the ART meeting, including the member and/or the member's guardian, are required to sign the BHSP as well as any documents that reflect who was in attendance at the ART meeting.</p>	
<p>4. Notification of change of RA case manager; RA Vocational Rehabilitation Coordinator; or DES/RSA Counselor shall be given to the appropriate agency within, but not longer than, five (5) working days.</p>	
<p>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 allowed. If needed, consultation with the RA Vocational Rehabilitation Coordinator shall also be available on site. 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 HIPAA requirements however RAs may choose to have the member sign a ROI for their chart as directed by the RA Medical Records Department. Requiring the member to sign the ROI must not delay the referral or delivery of services through DES/RSA.</p>	<p>5. DES/RSA shall provide appropriate and timely written and verbal progress information to the RA Vocational Coordinator – preferably during ART meeting. If the member is successfully employed, the team, including the member and/or the member's guardian will meet after ninety (90) days of successful employment retention. If case closure is warranted by DES/RSA services outlined on the Coordination Sheet will be implemented if Supported Employment is identified (status 22 meeting). The RSA Counselor will shift the obligation of ongoing employment support to the RA or Community Service Agency (CSA). The RA or CSA implements the ongoing employment support to the member which was established 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. The RSA Counselor and the RA Vocational Counselor maintain weekly contact to discuss the member's progress. When the member is determined stable on the job for at least a ninety (90) day period his/her case will be entered into "status 22". If long term support is needed an ART meeting is required. If needed, extended supported employment (H2025) is provided by the RA or CSA, as identified in the BHSP. At this time, the RA will either provide the long term supports or authorize the CSA as identified on the coordination sheet. If needed the member's case can be re-opened with DES/RSA within twelve months post status 26 or DES/RSA successful closure.</p>

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The NARBHA RA Vocational Coordinator shall ensure that there is an individual Vocational section in the chart (hard copy or electronic record) in which all Vocational Records are kept. Each Vocational Record at the RA shall contain the following:

- Referral forms including vocational history
- Evaluation reports including psychological; psychiatric and medical if appropriate
- ART meeting notes
- Case conference records
- Copies of monthly progress reports
- Records of discharge plans
- Records of any follow up services
- Consultation notes
- Letters of Authorization from DES/RSA for services
- Any psychological or vocational assessments conducted by DES/RSA
- An eligibility determination certificate signed by the DES/RSA Counselor
- A copy of the DES/RSA IPE and any additional addendums.

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

ART 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 ART meeting to the member and the DES/RSA Counselor. The development and revision of the vocational services component of the BHSP is conducted during the ART process. DES/RSA Counselor shall participate in the team meeting in person (preferred), telephonically or via telemedicine. This meeting must include the member's input.</p>	<p>1. DES/RSA Counselor shall provide an invitation and advance notice to the RA/CSA staff, as requested by the member, to attend the development of the IPE and subsequent amendments, etc.</p>
<p>2. The member in conjunction with their Vocational Rehabilitation Coordinator shall facilitate the discussion and incorporation of the vocational plan including the member's IPE in accordance with the DBHS' ART Documents. Any changes to the IPE must be noted. The ART must include the member and/or guardian, and if expressed, his/her spouse; significant other; the RA case manager; the RA Vocational Rehabilitation Coordinator; CSA staff, RSA Counselor; and should extend to any other individuals the member may identify.</p>	<p>2. The RSA Counselor communicates with the RA to assist in the identification of team members who shall participate in the ART and assists by providing phone numbers and contact information. The RSA Counselor shall also provide any updates regarding employment related goals and accomplishments to the RA Vocational Coordinator in advance of the meeting. The RSA Counselor's input shall be provided for ART meetings and shall be available to sign any documents related to employment on the BHSP.</p>

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3. The RA Vocational Rehabilitation Coordinator shall provide a copy of the approved BHSP and any additional assessments to the RSA Counselor within five (5) working days of completion of the ART.	3. The RSA Counselor shall provide a copy of the member's IPE, including any Assessments to the RA within five (5) working days of the ART meeting.
4 Notification of change of the RA Vocational Coordinator or RSA Counselor shall be provided to the appropriate agency no later than five (5) working days.	4 Notification of change of the RA Vocational Coordinator or RSA Counselor shall be provided to the appropriate agency no later than five (5) working days.
5. Provide timely written or verbal progress information to the RSA Vocational Counselor preferably during the ART 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".	5. The RSA Counselor shall ensure that consultations with the member and the RA Vocational Coordinator occur at least on a quarterly basis or more frequently if the member requests it. The RSA Counselor shall complete and initial the consult paperwork and review the outcomes/progress of the IPE during the next ART, or at the member's request.
<p>Member Voice in Vocational Services NARBHA and DES/RSA shall ensure that a co-enrolled member be invited to all meetings and provide input regarding their vision and experiences and service requests with both systems. In order to address any barriers that would impact the implementation of their BHSP/IPE the member and their team shall 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. Every BHSP/IPE shall outline specific steps to assist the member in their pursuit of achieving their goal for employment and recovery. A plan shall be developed to provide the member with the opportunity to understand specific processes related to moving into the world of work, school or new challenges they may experience in 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>Member Voice in Vocational Services (continued)</p>	
NARBHA/Provider Responsibility	DES/RSA Responsibility
<p>1. The RA shall complete and document the member's expressed type of work, education and community activity on the BHSP.</p> <p>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 ART process as necessary. Any and all changes to the vocational plan shall</p>	<p>1. The member shall participate in the development of their IPE 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 ART 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.</p>

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be written into the member's BHSP.	
3. The member is given the choice of NARBHA RA for their vocational services including Community Service Agencies.	2. Member informed choice is reviewed with the member during all stages of the Employment Plan.

Mechanisms for Resolving Member/Consumer Complaints

All persons enrolled with NARBHA, DES/RSA have access to a complaint process regarding any aspect of their care. The Arizona Department of Health Services/Division of Behavioral Health Services requires that medically necessary services are provided however if any medically necessary service is denied by the RA a "notice of action" must be provided to the member and/or the member's guardian. The "notice of action" allows the member and/or the member's guardian the right to appeal the denial within the behavioral health system. 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.

Complaints: 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.

NARBHA/Provider Responsibilities	DES/RSA Responsibilities
1. NARBHA staffs a member services unit that is responsible for coordinating and communicating with eligible and enrolled persons, advocates and coordinates with behavioral health providers and others to resolve issues. Contact number is 800-640-2123 This unit: <ul style="list-style-type: none"> ▪ Educates and notifies persons about their rights and the process for filing complaints in a manner that is understandable. ▪ Resolves complaints in an expeditious and equitable manner and with due regard for the dignity and rights of all persons. NARBHA is required to process each complaint and provide oral or written notice of decision within 14 calendar days. ▪ Maintains confidentiality and privacy of complaint matters at all times. ▪ Communicates timely information on matters and decisions related to the complaint. ▪ Involves the active cooperation and participation of providers who have with a direct interest in the matter under review. ▪ Issues may be raised via letter, email, telephone call, facsimile, or in person and must be resolved within 90 calendar days. 	1. Informal complaints are reported directly to the RSA 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.

Information Sharing – Member Privacy

Verbal or non-electronic information may be exchanged between NARBHA and DES/RSA **without a signed release of information** per the business agreement between DES/RSA and DBHS and as outlined on the State IGA. Any RA may require the ROI but this shall not cause a delay in the initiation of vocational services

NARBHA/Provider Responsibilities	District III and District IV (Mohave County) DES Rehabilitation Services Administration
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	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 [].	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. 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	

Process Improvement at the Local Level and with DBHS – DES/RSA	
NARBHA and DES/RSA will attend joint collaborative meetings on quarterly basis. The meeting shall be chaired by the NARBHA Employment and Rehabilitation Coordinator; and shall include a representative from the Office of Individual and Family Affairs; preferably a peer/recovery specialist from each RA, the DBHS Employment and Rehabilitation Coordinator; the DES Statewide Behavioral Health Coordinator; DES/RSA District Managers; NARBHA RA Vocational Rehabilitation Coordinators; and DES/RSA Counselors within the Northern Arizona districts. NARBHA community service agencies are also invited to attend. These quarterly meetings provide an opportunity to discuss systems issues, training and networking per the IGA	
NARBHA/Provider Responsibilities	DES/RSA Responsibilities
1. NARBHA shall provide meeting space and when possible have support staff assigned specifically to this meeting.	1. DES/RSA and designated staff shall attend these meetings
2. An agenda shall be forwarded from the NARBHA Employment and Vocational Coordinator to the RA Vocational Rehabilitation Coordinators and the RSA Counselors in advance of the quarterly meeting	
3. Standing agenda items shall include: <ul style="list-style-type: none"> • Consumer Affairs and Peer/Recovery Specialist Report • Updates from the DBHS regarding vocational services • A report from DES/RSA regarding initiatives and changes within their system • A report from NARBHA • Identification of community resources • Regional reports and distribution of relevant articles that focus on the role of employment in Recovery 	
NARBHA shall update the collaborative protocols which will be cross referenced with the Inter-Governmental Agreement. Types of Vocational Rehabilitation Services provided through the NARBHA RA and DES/RSA sites shall be included within the content of the narrative as well as the processes each entity is responsible for.	DES/RSA shall meet annually with NARBHA to discuss and review the collaborative protocols and make changes accordingly. The updated collaborative protocols shall be cross referenced with the Inter-Governmental Agreement. Types of Vocational Rehabilitation Services provided through the NARBHA RA and DES/RSA shall be included within the content of the narrative.

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Resources each entity contributes to the care and support of members who are mutually served	
NARBHA/RA Responsibilities	DES/RSA Responsibilities
<p>1 The NARBHA RA Vocational Rehabilitation Coordinator is responsible for ensuring that the vocational services outlined on the BHSP reflect the member's choice in employment, volunteer opportunities, educational and community activity. The RA is responsible for assisting the member coordinate care with DES/RSA.</p> <p>The RA Vocational Rehabilitation Coordinator will address the member's request for enrollment in an educational program; provide tutoring; as well as pre and post employment services so the member can secure part time or full time employment; or secure placement in a volunteer program. NARBHA will make efforts to expand its network through the addition of CSAs who can provide pre-employment and post employment services.</p>	<p>1. Identification of appropriate community resources that will enhance the member's choice in employment, educational and community activity options. Assist the member in accessing the services they express an interest in. DES/RSA is responsible for assisting the member coordinate care with the RA Vocational Rehabilitation Coordinator.</p>
<p>2. Work collaboratively with the member and 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. http://www.azdhs.gov/bhs/covserv.htm</p>	

Identification of Joint Training Needs	
NARBHA	DES/RSA Responsibilities
<p>1. Joint training needs are identified collaboratively with DBHS and State DES/RSA. NARBHA and Local District DES/RSA will utilize the training opportunities provided by DBHS and State DES/RSA. 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. DBHS shall notify the RBHAs of upcoming training opportunities and the DES/RSA Statewide Behavioral Health Coordinator shall notify the local DES/RSA staff.</p>	
<p>2. The NARBHA – DES/RSA Collaborative Protocol shall be provided to all RA/CSA providers and DES/RSA Counselors. The protocol will be reviewed at the</p>	

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NARBHA Quarterly meeting and will be posted on the NARBHA website: www.NARBHA.org Newly hired employees at the NARBHA RAs will be required to review the NARBHA DES/RSA collaborative protocols **within six months of the employment** date and also provided at on-site RA staff meetings at least annually. An overview of the joint protocol is available through Essential Learning.

NARBHA AND RESPONSIBLE AGENCY VOCATIONAL REHABILITATION CONTACT INFORMATION:

NARBHA:

Maria Esposito, LMSW, CPRP
Employment and Rehabilitation Coordinator
1300 South Yale Street
Flagstaff, Arizona 86001
Maria.Esposito@NARBHA.org
928-214-2172

NARBHA Responsible Agencies

ENCOMPASS 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:

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Kristy Dennis, Vocational Rehabilitation Coordinator
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928-524-6426

Ed Gonzalez, Program Supervisor
Karla Wyrick, Vocational Rehabilitation Coordinator
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928-289-3383

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

The Guidance Center
Susan Nelson, Program Supervisor
Vacant, Vocational Rehabilitation Coordinator
2187 North Vickey Street
Flagstaff, Arizona 86004
928-527-1899

Verde Valley Guidance Clinic
Laurie Verdier, Program Supervisor
Roxanna Anderson, Vocational Rehabilitation Coordinator
600 West Willard Street
Cottonwood, Arizona
928-634-2236

West Yavapai Guidance Clinic
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Prescott, Arizona 86303
928-445-5211

Mohave Mental Health Clinic
Jim Griego, Program Supervisor
Violet Leiwer, Vocational Rehabilitation Coordinator
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Mohave Mental Health Clinic
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Mohave Mental Health Clinic
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Janice Sutherland, Vocational Rehabilitation Coordinator
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RSA DISTRICT III and DISTRICT IV (MOHAVE COUNTY) OFFICES CONTACT INFORMATION

OFFICE NAME	SUPERVISORS & E-MAILS	PHONE/FAX NUMBERS
<p>RSA -<u>District IV Mohave County</u> 519 E. Beale St., Ste 130 Kingman, AZ 86401 Cathy Finnell, Vocational Rehabilitation Supervisor 928- 753-5105</p> <p>2601 Hwy 95 Site Code 415D Bullhead City, AZ 86442 Cathy Finnell, Vocational Rehabilitation Supervisor 928-854-0377</p> <p>228 London Bridge Rd 421D Lake Havasu City, AZ 86403 Cathy Finnell, Vocational Rehabilitation Supervisor 928-854-0377</p>	<p>Catherine Finnell, Unit Supervisor CFinnell@azdes.gov</p>	<p>928- 753-5105 FAX 928-753-5110</p>
<p>RSA 1500 E. Cherry St., Suite H Cottonwood, AZ 86326 Lucy Davison, Vocational Rehabilitation Counselor 928-649-6818</p>	<p>Marvin Beckham, (interim Unit Supervisor for Cottonwood office) MBeckham@azdes.gov</p>	<p>928-649-6873 FAX 928- 649-6879</p>
<p>RSA 2323 N. Walgreens St., Suite 104 Flagstaff, AZ 86004 Dennis Wood, Vocational Rehabilitation Counselor 928-779-4147</p>	<p>Marvin Beckham, Unit Supervisor MBeckham@azdes.gov</p>	<p>928- 779-4147 FAX 928- 774-6915</p>
<p>RSA 1057 Vista Avenue (Office), PO Box 3323 Page, AZ 86040 Suzanne Ledsham, Vocational Rehabilitation Counselor 928-608-4250</p>	<p>Patricia Reidhead, Unit Supervisor PREidhead@azdes.gov</p>	<p>FAX 928-645-8136</p>
<p>RSA P. O. Box 866 Prescott, AZ 86301 1555 Iron Spring Rd., Ste 11</p>	<p>Mark Kendall, Unit Supervisor MKendall@azdes.gov</p>	<p>928-445-6432 FAX 928- 445-5819</p>

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