

**Protocol for Coordination of Care Between Northern Arizona Regional Behavioral Health Authority
And Northern Arizona Juvenile Probation
Effective - 01/01/2012**

Revised 12/27/11

Northern Arizona Regional Behavioral Health Authority (NARBHA) and the Juvenile Probation in Mohave, Coconino, Apache, Yavapai, and Navajo Counties agree to coordinate care in the areas of referral, intake and assessment, treatment planning, and crisis management. Both agencies agree that effective service delivery is initiated and maintained by forming a strong alliance as the foundation for coordinating the roles and responsibilities that are outlined below. NARBHA and Juvenile Probation believe that the Child and Family Team is the primary arena for service planning and delivery. In utilizing the team approach to gaining successful outcomes with mutual clients, both agencies agree to treat the child and family as primary agents in team decision-making and activities related to treatment planning and services.

[For more information please also reference the DBHS Practice Protocol: "Providing Services to Children in Detention"
www.azdhs.gov/bhs/guidance/cid.pdf]

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

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Referral Process – Crisis and Routine Assessments	
NARBHA/Provider Responsibilities	Juvenile Probation Responsibilities
<p>1. Crisis Triage: NARBHA requires that Crisis Triage be conducted on all persons who present in crisis by telephone, or face to face, during business hours and after hours, 24 hours a day, seven days a week. NARBHA maintains a toll free telephone number [1-877-756-4090] for this purpose.</p> <p>NARBHA has developed a standardized Crisis Triage form in order to provide for uniform screenings.</p>	<p>1. For Persons in Crisis: See NARBHA responsibilities for Crisis Triage Services, which are available 24 hours a day, 7 days a week by calling the local Responsible Agency (RA) or the NARBHA Crisis Line [1-877-756-4090]. If the Probation Officer is making a referral for an individual experiencing a psychotic episode or is in crisis, be sure to request "Crisis Triage" services for immediate response.</p>
<p>2. Responsible Agencies (RAs) provide both Telephone and Face to Face Crisis Triage during business hours. ProtoCall staff provide Telephone Crisis Triage after business hours and determine whether the person's needs are either Immediate or Urgent or Low/Routine.</p> <p>Intake/Assessment:</p> <ul style="list-style-type: none"> ▪ <u>Immediate</u> Need: Requires crisis assessment within less than two hours from identification of need or as quickly as possible when a response within 2 hours is geographically impractical. ▪ <u>Urgent</u> Need: Requires crisis assessment within less than 24 hours. ▪ <u>Routine</u> Need: Requires routine assessment within 7 days. <p>ProtoCall is not required to contact staff at Responsible Agencies regarding members with Low/Routine acuity whose immediate needs have been handled during the Telephone Crisis Triage; however reports are forwarded to the Responsible Agencies by the next morning. All persons with Immediate or Urgent acuity are referred immediately by ProtoCall to on-call staff at the Responsible Agencies for Crisis Services.</p> <p>RA staff will arrange for hospitalization (when required) as well as transportation to the identified facility.</p>	<p>2. If it is determined that a youth is in need of behavioral health services, the Probation Officer may either assist the family by identifying local providers (see next segment for choices between RAs) or assisting the family in scheduling an intake appointment with the provider of their choice.</p>

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<p>3. The RA will provide the date and time of the intake appointment to the Probation Officer.</p>	<p>3. The Probation Officer will call for an intake and fax a completed Behavioral Health Referral Form to the local RA of choice. (See attached list for specific points of contact at each RA)</p> <p>If a referral is made there must be a legal guardian present to provide consent for treatment and the exchange of information for coordination of care.</p> <ul style="list-style-type: none"> • For youth whose AHCCCS eligibility is unknown, the Probation officer can assist the family in contacting the RA to determine eligibility. • Probation staff will assist in enrollment process for youth who are determined eligible.
<p>4. Assessments must be completed within 45 calendar days, the Behavioral Health Service Plan developed within 90 calendar days, and authorized medically necessary behavioral health services commenced within 23 calendar days from the date of the Assessment.</p>	
<p>Referral Process – Responsible Agency Choice Some communities within NARBHA's geographic service area have more than one responsible agency providing enrollment and children's services. As youth and families are being referred for services it's important to present all available options and allow for the child and family to determine their provider of choice.</p>	
<p>NARBHA/Provider Responsibilities</p>	<p>Juvenile Probation Responsibilities</p>
<p>1. Upon being contacted by the child/family the RA will arrange an intake date and time for the family.</p>	<p>1. When JPO staff is initiating referrals for behavioral health services in the NARBHA network, the child and family must be made aware of RA options available in their community. (See attached list for RA contact information)</p>
<p>2. In the case when a child/family are already enrolled with one RA but wish to switch to another in their area they are able to do so. Both RAs will operate in accordance with NARBHA's Provider Policy Manual Section 10.17 Member Choice and Transfers Between Providers.</p>	<p>1. See Section 3 above for details related to the referral process.</p>

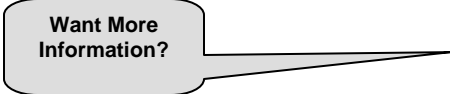
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Coordination of Care - Child and Family Teams	
NARBHA and JPO are committed to providing family-driven services through the Child and Family Team Process.	
NARBHA/Provider Responsibilities	Juvenile Probation Responsibilities
<p>1. Both the Probation Officer and RA Behavioral Health Representative will participate in the Child and Family Team process and attendance at CFTs by the Probation Officer is encouraged, although dictated by family choice. Attendance at CFT meetings is guided by the family, though all CFT members should be made aware of any updates resulting from the meetings. The development of the Behavioral Health Service Plan and any subsequent reviews are conducted during the CFTs. CFTs will occur, at a minimum, every six (6) months.</p> <p>2. RAs will facilitate service provision for children through the Child and Family Team process in accordance with the DBHS Child and Family Team Practice Protocol.</p> <p>The CFT must include, at a minimum, the child and his/her family or guardian, any foster parents, a behavioral health representative and should extend to any individuals important in the child's life who are identified by the team.</p> <p>CFTs include nine essential steps (which are not strictly linear):</p> <ul style="list-style-type: none"> ▪ Engagement of the Child and Family ▪ Immediate Crisis stabilization ▪ Strengths, Needs and Culture Discovery ▪ CFT Formation/Meeting Facilitation ▪ Behavioral Health Service Plan Development ▪ Behavioral Health Service Plan Implementation ▪ On-going Crisis and Safety Planning ▪ Tracking and Adapting ▪ Transition <p>3. Provide appropriate and timely written or verbal progress information to the Probation Officer. Provide a copy of the approved Behavioral Health Service Plan and medication sheet, if applicable, and any assessments to the Probation Officer within five (5) working days of completion of the CFT.</p>	<p>2. JPO staff communicates with the RA to assist in the identification of team members for the Child and Family Team and assists by providing phone numbers and contact information.</p> <p>JPO staff will participate in the Child and Family Team process for the purpose of information sharing and joint planning as guided by the family. Special consideration is to be given when a child is receiving services through the RA that are court ordered. In such a case, JPO staff will be given related updates through CFT meeting attendance or by other means as determined by the team.</p> <p>3. Juvenile Probation will share information on an on-going basis regarding, but not limited to, the following:</p> <ul style="list-style-type: none"> • Terms and Conditions of Probation • School status • Drug Testing Results

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	<ul style="list-style-type: none"> • Substance use • Psychological evaluations
4. Notification of change of Probation Officer and/or NARBHA Responsible Agency Behavioral Health Representative should be given to the appropriate agency within five (5) working days.	
5. Provide appropriate and timely written or verbal progress information to the Probation Officer.	5. JPO staff will share information from the Continuous Care Plan and any Multi-Disciplinary or Treatment Staffing, court orders, community protection issues, or professional assessments. *Unless prohibited by law or court order.
6. Communication to occur between both agencies during the transition between RBHAs for Inter-RBHA transfer and RBHA providers during Intra-RBHA transfers. The details of these transition processes must be discussed during the Team meetings in order to assure adequate coordination of care.	
	<ul style="list-style-type: none"> ☞ Child and Family Team Practice Protocol http://www.azdhs.gov/bhs/guidance/cft.pdf ☞ NARBHA On-line CFT Facilitator Curriculum www.cftraining.com ☞ Tip Sheet for Telephonic CFTs www.cftraining.com (Module 6, p. 13)

Coordination of Care – Pre-Commitment to a Secure Care Facility	
Information sharing between agencies during times of transition is important to ensure the continuity of behavioral health treatment. When a juvenile leaves the community for a stay in secure care, and again upon return to the community, RA and JPO staff will work collaboratively to exchange information and documentation that will aid in treatment planning.	
NARBHA/Provider Responsibilities	Juvenile Probation Responsibilities
1. Upon notification from JPO, the RA Behavioral Health Representative secures a signed Release of Information from parents or guardian re: behavioral health information to be shared with JPO and ADJC.	1. The Probation Officer will contact RA staff to advise of an enrolled youth's pending commitment to a secure care.
2. The RA Behavioral Health Representative completes a packet containing a treatment summary and other pertinent behavioral health information (psychiatric evaluation, medication information, treatment plan, case notes) and FAXES to medical records of the secure care facility*. Special attention being paid to include clinical documentation relating to suicidal or self-harming behavior.	2. The Probation Officer assists with facilitating communication between RA staff and secure care staff in order to better identify the youth's needs as they enter the secure care.
*Medical Records: Black Canyon (males and females) 623 869-9476	

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| 3. To better assist ADJC's assessment of youths' needs and unit placement the RA will participate in any Reception/Assessment/Classification Multidisciplinary Teams arranged by ADJC. |
| 4. The RA disenrolls the youth during the time of stay in a secure care facility. |

<p>Crisis Prevention and Safety Planning</p> <p>When requested or deemed necessary by the CFT, a Crisis Prevention and Safety Plan will be developed. CFTs for children with a CASII score of 4 or higher, or who are dually enrolled with the Department of Developmental Disabilities with a CASII score of 4 or above, must have a Crisis Prevention Plan. These plans are implemented in order to address and prepare for barriers to implementing the Behavioral Health Service Plan, Safety Plans are constructed when high-risk conditions, such as sexual acting out or suicidal ideations, are present. When a Safety Plan is required there will be significant overlap with the Crisis Prevention Plan.</p> <p>Reference the NARBHA On-line CFT Facilitator Curriculum Crisis Prevention and Safety Planning Module for more information.</p>	
<p>NARBHA/Provider Responsibilities</p> <p>The RA will complete and document a Crisis Prevention and/or Safety Plan through the Child and Family Team Meeting. As noted in the CFT Practice Protocols, Crisis Prevention Planning follows a four-step model that includes Prediction, Functional Assessment, Prevention, and Crisis Planning. Crisis Prevention Plans should be specific and should include names and phone numbers, as well as contingencies. Crisis Prevention Plans should include a process, agreed upon timeframes, and minimum participants to engage in emergency CFTs.</p>	<p>Juvenile Probation Responsibilities</p> <p>1. The Juvenile Probation Officer will participate in the development and on-going review/revision of the Crisis Prevention and Safety Plan through participation at CFTs and on-going coordination of care with the RA.</p>
<p>1. On notification of a potential placement disruption, the Behavioral Health Representative will pull together an emergency CFT meeting to discuss the immediate placement and support needs for the child. There should be a crisis plan already in place to pull together Team Members in case of emergencies. <i>(i.e in the event of a placement disruption, the Team agrees particular members will come together within 2-3 hours to address the crisis.)</i></p>	
<p>2. A copy of the Crisis Prevention/Safety Plan will be immediately given to the Team Members and updated through the Team process, as needed. A copy of the Plan must also be given to ProtoCall Services so information can be accessed after-hours for emergency situations.</p>	

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Mechanisms for Resolving Member/Consumer Complaints	
<p>All persons involved with NARBHA and/or Juvenile Probation have access to a complaint process for expression of dissatisfaction with any aspect of their care. Complaints about behavioral health or juvenile probation services should always be encouraged to be resolved at the lowest possible level, yet it is equally important that persons understand that a formal complaint process is also available when needed.</p> <p>Complaints: A complaint is defined as an expression of dissatisfaction. Possible subjects for complaints include, but are not limited to, the quality of care or services provided, and aspects of interpersonal relationships such as rudeness of a provider or employee or failure to respect the enrollee's rights.</p>	
NARBHA/Provider Responsibilities	Juvenile Probation Responsibilities
<p>1. NARBHA staffs a member services unit which is responsible to coordinate communications 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"> • 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 dispose of each complaint and provide oral or written notice within 14 calendar days. • Maintains confidentiality and privacy of complaint matters and records at all times. • Communicates, timely information on matters and decisions related to the complaint to affected parties. • Involves the active cooperation and participation as deemed appropriate of providers with a direct interest in the matter under review. 	<p>1. Attempts to resolve issues at the local level should occur through the CFT process but may also include contacting the RA Children's Manager or Director. Consultation is available at the regional level by NARBHA and JPO as needed.</p> <p>Complaints pertaining to member specific situations can be reported to NARBHA by utilizing their toll free telephone number: 1-800-640-2123. To submit a written complaint, mail the complaint to NARBHA Member Services at 1300 S. Yale Street, Flagstaff, AZ 86001.</p> <p>If issues cannot be resolved at these levels, see the DBHS Provider Policy Manual Section 5 for more information regarding grievance and appeal rights. Reports called "Complaint Resolutions" may additionally be reported to the Division of Behavioral Health Services.</p>
<p>2. Complaints pertaining to member specific situations can be reported to JPO by contacting the local Probation Treatment Supervisor. If the Probation Treatment Supervisor is unavailable, complaints may be directed to the Director of Juvenile Court Services.</p>	
<p>3. System-level issues may also be reported in to either the NARBHA Children's Services Department or to Juvenile Probation for review at local or regional collaborative meetings.</p>	

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Children's System Barrier Resolution Process	
<p>NARBHA has developed a process to resolve identified children's systems barriers that cannot be resolved at their current level. Attempts should still be made to resolve issues at the lowest level in order to continue local collaboration efforts. The Children's System Barrier Resolution Subcommittee is part of the Northern Arizona Children's Council and is open to all family, community, and agency partners.</p>	
NARBHA Responsibilities	Juvenile Probation Responsibilities
1. NARBHA will continue to host regular meetings. Meetings are typically held quarterly and teleconferencing will be available.	1. Juvenile Probation staff are encouraged to participate in the Northern Arizona Children's Council and will be asked to participate in the Barrier Resolution Subcommittee if requested by NARBHA if a referral involves an identified juvenile justice issue.
2. The Subcommittee will review only SYSTEMS issues, NOT member-specific situations. The Barrier Resolution process does not replace the existing complaint, complaint resolution, or grievance and appeal processes.	2. Children's system barriers can be reported by calling NARBHA Member Services at 1-800-640-2123 to report a system barrier and request Subcommittee review (a Member Rep will assist with the completion of the form), OR by completing the Children's System Barrier Resolution Form (located on the NARBHA Website and faxing to Member Services at (928)774-5665. Referral source information (other than identification of originating agency) will be kept confidential by NARBHA.
3. Upon referral, NARBHA Member Services will forward the completed form to NARBHA Children's Services staff to review and schedule for the next Subcommittee meeting.	
4. NARBHA Children's Services staff will invite any identified participants who may be of assistance in reviewing or resolving the identified barrier.	
5. The Subcommittee will determine a plan to address the barrier and facilitate resolution.	

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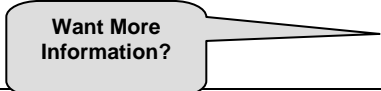
Information Sharing – Member Privacy	
NARBHA Responsibilities	Juvenile Probation Responsibilities
1. NARBHA will send encrypted emails to JPO when discussing specific client information. NARBHA staff will put the phrase “[secure]” at the beginning of the subject line. The square brackets must surround the word secure.	
2. NARBHA will be required to provide some basic security information and to alert JPO staff of the pass phrase they must use to open and process the encrypted email.	
3. Faxes must be sent only to secured fax machines as required by HIPAA.	1. Faxes may be sent to NARBHA at (928)774-5665.
4. Compliance with all other HIPAA requirements.	

Resources Each Contributes to the Care and Support of Persons Mutually Served	
NARBHA Responsibilities	Juvenile Probation Responsibilities
1. All medically necessary covered behavioral health services as outlined in the Covered Services Manual and approved by the member’s Child and Family Team.	1. May provide services not listed on the DBHS Covered Services Manual from the array of services available to JPO.
<div style="display: flex; align-items: center;"> <div style="border: 1px solid black; border-radius: 15px; padding: 5px; margin-right: 10px; text-align: center;"> Want More Information? </div> <div> <ul style="list-style-type: none"> ☞ DBHS Covered Services Guide: http://www.azdhs.gov/bhs/covserv.htm ☞ The NARBHA Provider Listing is available on the home tab/resources on the NARBHA website www.narbha.org </div> </div>	

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Process Improvement NARBHA, AOC, Northern Arizona Juvenile Probation and ADJC have agreed to mutually plan for and attend joint meetings. All parties agree to use this opportunity to discuss systems related issues and jointly needed program development.	
NARBHA/Provider Responsibilities	Juvenile Probation Responsibilities
1. NARBHA will provide meeting space and support staff (minutes, agendas, meeting notices, etc) to host bi-annual Juvenile Justice Partnership Meetings between NARBHA, JPO, and ADJC.	1. JPO staff will participate in scheduled meetings. Agenda item requests should be sent to the NARBHA Youth and Young Adult Projects Coordinator or the assigned meeting coordinator.
2. Local RA and JPO staff will meet at a minimum of once each quarter. Agendas and sign in sheets for these quarterly meetings will be forwarded to NARBHA by a designated chairperson for that meeting. Local and Regional communication may be built into the existing Northern Arizona Children’s Council meeting structure. Meetings must address at a minimum, the following: <ul style="list-style-type: none"> ▪ Joint training needs ▪ What’s working – what’s not working ▪ Community resources/ initiatives 	
3. Review aggregate data on JPO youth receiving RBHA funded services if available and appropriate.	

Joint Training	
NARBHA/Provider Responsibilities	Juvenile Probation Responsibilities
1. Training on this Protocol is mandatory for all Northern Arizona Children’s behavioral health and JPO employees within six (6) months of employment, with updates reviewed annually. An overview training is available on Essential Learning.	
2. Joint training needs are discussed and decided on in a collaborative manner. Ideas for trainings are obtained from management staff at both NARBHA and JPO, from line staff input, during Northern Arizona Children’s Council Meetings, regional Juvenile Justice Partnership Meetings and NARBHA’s Adult and Children’s Services Meetings.	
	☞ DBHS Clinical Guidance Documents: http://www.azdhs.gov/bhs/guidance/guidance.htm
	☞ NARBHA/CFSS On-line Juvenile Justice
	☞ Overview Training: www.cfstraining.com (available under NARBHA/System Partners tab)

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NARBHA Region Responsible Agency Contacts- Children's Providers A more detailed contact list is available at NARBHA's website: www.narbha.org	
Community Behavioral Health Services (Page / Fredonia) 928-645-5113	Hopi Guidance Center (Second Mesa) 928-737-2665
Community Counseling Centers (Winslow / Holbrook / Show Low) 928-524-6701 Holbrook, 928-537-2951 Show Low	Mohave Mental Health Clinic (Kingman / Bullhead City / Lake Havasu City) 928-757-8111(Kingman), 928-758-5905 (BHC), 928-855-3432 (LHC)
Little Colorado Behavioral Health Centers (St. Johns / Springerville) 928-337-4301 St Johns, 928-333-2683 Springerville	The Guidance Center (Flagstaff / Williams) 928-5271899
Verde Valley Guidance Clinic (Cottonwood / Camp Verde / Sedona) 928-634-2236	West Yavapai Guidance Clinic (Prescott / Prescott Valley) 928-445-5211
Southwest Behavioral Health Services (Bullhead City / Kingman / Lake Havasu City) 928-763-7776 (BHC) 928-753-9387 (Kingman) 928-453-2661 (LHC)	Child & Family Support Services (Flagstaff / Prescott Valley) 928-774-0775 (Flagstaff) 928-775-2500 (PV)