

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

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

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 1.1.1 Magellan QI and Children's Team will develop a working relationship with the statewide contractor for the System of Care Practice Review (SOCPR) process, ensure appropriate training occurs and clarify roles and interfaces between the contractor and the RBHA.	Magellan QI and Children's Team; SOCPR contractor	10/01/09	Meeting minutes	
Task 1.1.2 Maintain GSA 6 Task Force with RBHA, PNO, and a minimum of 25% family member representation to carry forward actions of the Practice Review Statewide Steering Committee and to review findings of Practice Reviews conducted with Maricopa County providers.	GSA 6 Task Force; Magellan QI and Children's Team; PNOs; family-run organization(s)	Beginning 7/01/09 through 6/30/10	Meeting minutes	
Task 1.1.3 Following each Practice Review, conduct provider feedback sessions to review findings, recommend performance improvement activities, acknowledge program strengths, and when indicated, assist providers in developing formal Performance Improvement Plans.	Magellan QI and Children's Team; family-run organization(s); Children's PNOs	Beginning 7/01/09 through 6/30/10	Provider Feedback Templates; Performance Improvement Plans (when provider outcome is below threshold) submitted to DBHS	
Task 1.1.4 Monitor provider Performance Improvement Plans through Interim Monitoring, consisting of interviews with a small sample of caregivers. Results of Interim Monitoring to be compared to Practice Review findings, and feedback to be given to the provider regarding the adequacy of existing PIP and/or recommendations for additional performance improvement activities.	Magellan Children's Team, Children's System of Care Coordinator	Beginning 7/01/09 through 6/30/10 when Practice Reviews warrant PIPs	Interim Monitoring Reports (at least one following each PIP)	

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<p>Task 1.1.5 Incorporate feedback related to the adequacy of existing Practice Review Performance Improvement Plans into findings of routine (2x per year per PNO and QSP) and targeted treatment record reviews with providers serving children with complex needs consistent with the Magellan QM/UM Plan.</p>	<p>Magellan QI</p>	<p>Beginning 7/01/09 through 6/30/10</p>	<p>Treatment Record Review Monitoring Reports and provider communications (frequency may change with new Practice Review Process in FY10)</p>	
<p>Task 1.1.6 Magellan QI and Children's Team will develop a working relationship with the statewide contractor for the Standard Needs Review Process to clarify roles and interfaces between the contractor and the RBHA. Following each Practice Review, Magellan will conduct provider feedback sessions to review findings, recommend performance improvement activities, acknowledge program strengths, and when indicated, assist providers in developing formal Performance Improvement Plans.</p>	<p>Magellan QI and Children's Team</p>	<p>30 days after implemented by DBHS</p>	<p>Provider Feedback Templates; Performance Improvement Plans (when provider outcome is below threshold)</p>	

Objective 1.2 – Synthesize other available data and information to assess adherence to the Arizona 12 Principles and Child and Family Team practice.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
<p>Task 1.2.1 Monitor Children's performance measures per the Magellan QM/UM Plan, including: fidelity with contractually-identified ADHS practice protocols; monitor and increase number of Child and Family Teams; and monitor number and percent of children in out-of-home services.</p>	<p>Magellan QI; Magellan Quality Improvement Committee; Magellan Chief of Children's Services</p>	<p>11/30/09</p>	<p>QM/UM Work Plan; QIC meeting minutes</p>	
<p>Task 1.2.2 Develop annual Quality Management and Utilization Management (QM/UM) Plan which incorporates: practice improvement measures; practice protocol monitoring; service area monitoring; and other children's system performance measures.</p>	<p>Magellan QI; Magellan Quality Improvement Committee; Magellan Chief of Children's Services</p>	<p>12/01/09</p>	<p>QM/UM Work Plan</p>	

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<p>Task 1.2.3 Monitor Child and Family Team expansion and quality of CFT practice consistent with the Magellan QM/UM Plan, including sampling TXIX/XXI children enrolled for 90+ days and requiring PNOs to verify for each child that elements of CFT practice are in place and to document follow-up action for each CFT for which one or more elements is lacking.</p>	<p>Magellan QI; PNO and QSP QI personnel DBHS CSOC</p>	<p>Beginning 7/01/09 through 6/30/10</p>	<p>CFT sampling and monitoring as identified in QM / UM plan To include: -PNO verification process -Sampling procedures / intervals -Feedback process -RBHA participation in verification process with PNOs -Standards /thresholds for implementation of corrective action</p>	
<p>Task 1.2.4 Implement and monitor quarterly the Front-End and Back-End Out of Home (OOH) Utilization Management work flows for consistency in coordination and transition planning related to out-of-home and community-based alternatives.</p>	<p>Magellan Children's Team; Magellan Utilization Management; PNOs; OOH providers</p>	<p>Beginning 7/01/09 through 6/30/10</p>	<p>Strengthening the Children's System of Care Continuum meeting minutes; Front-End and Back-End OOH Work Flows</p>	
<p>Task 1.2.5 Monitor out-of-home utilization through the Structural Elements Report. Analyze data by PNO and follow-up with PNOs when OOH utilization shows a significant increase.</p>	<p>Magellan QI; Magellan Children's Team; PNOs</p>	<p>Beginning 7/01/09 through 6/30/10</p>	<p>Structural Elements Report; documentation of follow-up with PNOs</p>	
<p>Task 1.2.6 Develop and implement a process to review and distribute quarterly reports to ensure Magellan's Children's Provider Network is in adherence with the 23-day (Assessment to First Service) Access to Care Standard. Providers who are not meeting the minimum performance threshold will be reviewed for follow up action that may result in corrective action plan. T/A will be provided to all providers who do not meet the 23-day standard to review expectations and to identify barriers to success.</p>	<p>Magellan QM, Network, and Children's Team</p>	<p>Beginning 10/01/09 through 6/30/10</p>	<p>Access to Care Report; Corrective Action Plans when required</p>	

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<p>Task 1.2.7 Develop and implement an internal process to review and distribute monthly reports to ensure Magellan's Children's Provider Network is in adherence with the 7-day (referral to first available appointment offered Access to Care Standard. Providers who are not meeting the minimum performance threshold will be reviewed for follow up action that may result in corrective action plan. T/A will be provided to all providers who do not meet the 7-day standard to review expectations and to identify barriers to success.</p>	<p>Magellan QM, Network, and Children's Team</p>	<p>Beginning 10/01/09 through 6/30/10</p>	<p>Access to Care Report; Corrective Action Plans, when required</p>	
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Objective 1.3 – Publish and disseminate practice improvement review findings and quality management data to increase transparency.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
<p>Task 1.3.1 Implement minimum standards for publication and dissemination of provider-specific quality management and improvement information and post findings of PNO-specific Practice Reviews and other PNO-specific quality management data to the Magellan website or by link to the ADHS/DBHS website.</p>	<p>Magellan QI and Communications</p>	<p>1/15/10</p>	<p>Posting of Practice Review findings</p>	
<p>Task 1.3.2 Along with the family-run organization, co-host ongoing monthly Child and Family Advisory Partnership (CFAP) meetings to share practice improvement and other information with youth, family and community members and to elicit their feedback to inform the system and guide quality improvement efforts.</p>	<p>Magellan Children's Team; Family Involvement Center</p>	<p>Beginning 7/01/09 through 6/30/10</p>	<p>CFAP meeting minutes</p>	
<p>Task 1.3.3 Implement minimum standards for publication and dissemination of provider-specific quality management and improvement information as established and communicated to the RBHA by ADHS/DBHS.</p>	<p>Magellan QI</p>	<p>Within 30 days of receipt from ADHS/DBHS</p>	<p>Evidence of implementation of ADHS/DBHS minimum standards</p>	

Goal 2 – Maintain a statewide Children's System of Care in accordance with the Arizona 12 Principles and Child and Family Team Practice.

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Objective 2.1 – Maintain a children's system of care planning and development process that: analyses and monitors the network; manages network changes; and assures adequacy of the system for children and families.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
<p>Task 2.1.1 Based upon the FY2009 Network Analysis of the Children's Provider Network, Magellan will preserve the number of clinicians for specialty areas such as Birth to Five, Treatment for Sexual Behaviors, and Substance Abuse. Magellan will collect data on the number of Specialty Clinicians in the FY2010 Network Inventory and through the quarterly updates in the Directory of Specialty Services to ensure that Magellan meets or exceeds the current baseline number of identified specialist in these areas. Enhancements and/or expansion of specialty clinicians for areas such as Birth to Five and Substance Abuse as addressed in Tasks 2.4.1, 2.4.4, and to 2.5.3 will be pursued contingent upon available funding.</p>	Magellan Children's Team; Specialty Provider Workgroups	3/16/10	Meeting minutes; Network Analysis	
<p>Task 2.1.2 Strengthen Specialty Clinicians/Providers through training and TA in the areas of Treatment for Children Who Act Out Sexually and Sexual Abuse Trauma and track and monitor training and TA activities on a quarterly basis.</p>	Magellan Children's Team, Manager of Special Populations	Beginning 10/01/09 through 6/30/10	Documentation of training and technical assistance provided	
<p>Task 2.1.3 Develop strategies in collaboration with local tribal entities to assure accessibility of behavioral health services and enrollment penetration for Native American children and families.</p>	Magellan Children's Team, Manager of Special Populations; Magellan Cultural Competency, Tribal Liaison	2/01/10	Minutes of strategy meetings and/or community forums; Cultural Competency Plan	

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Task 2.1.4 Identify individuals within the provider network who have a level of DDD expertise. Develop and maintain a Contacts Matrix of provider personnel with DDD expertise, and provide technical assistance and coordination function between behavioral health providers and the DDD system which will be updated and distributed to the PNOs on a quarterly basis.	Magellan Children's Team, Manager of Special Populations, DD Liaison	Beginning 10/01/09 through 6/30/10	Contacts Matrix; documentation of TA provided; meeting minutes	
Task 2.1.5 Conduct data reporting that accurately reflects: total current enrollment by PNO/QSP; Rapid Response enrollments; transfers; closures; and capability for "batch" updates by PNO.	Magellan IT	Beginning 7/01/09 through 6/30/10	Reports as identified in this task	

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.2.1 Continue to require bi-monthly Case Manager Inventories from children's PNOs to track the number of high needs case managers at the PNO level and to measure adherence to established CM expansion targets and caseload expectations per DBHS's tracking and reporting instructions for the FY2010 Case Manager Inventory.	Magellan Children's Team; PNO Leadership; Case Manager Task Force	Ongoing: bi-monthly 7/15/09 through 6/30/10	Bi-monthly Case Manager Inventories	
Task 2.2.2 Through the Case Manager Task Force, oversee implementation of the Periodic Review process (conducted at 90 day intervals) for children with complex needs who are being served at the QSP level to ensure case management is made available and the service array is reviewed to ensure the service plan matches with the child's current needs.	Magellan Children's Team; Case Manager Task Force	Monthly through 6/30/10	Case Manager Task Force meeting minutes	
Task 2.2.3 Through treatment record reviews (2X per year per PNO and QSP), monitor that there is evidence of a periodic review of the current service array and potential need for high needs case manager assignment at the PNO level for children with complex needs who are at the QSPs.	Magellan Children's Team; Magellan QM/QI; PNO QM personnel	Beginning 9/01/09 through 6/30/10	Provider Monitoring reports; Periodic Review of Progress and Service Array protocol and form	
Task 2.2.4 Utilization of Case management Services by PNO will be tracked and monitored via encounter reports.	Magellan's Children's Team	Quarterly Beginning 10/1/09	Encounter Reports	

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Objective 2.3 – Monitor the capacity and quality of Support and Rehabilitation Services – Generalist Type.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.3.1 Implement and monitor use of billing code modifier "SE" to measure utilization of Support and Rehabilitation Services – Generalist Type services.	Magellan Children's Team; Magellan Network, IT, and Claims	Implement 10/01/09 or 90 days after receipt of instructions from DBHS	"SE" Utilization Reports	
Task 2.3.2 Continue Maricopa County "Meet Me Where I Am" Design Team activities, including twice yearly monitoring of generalist support and rehabilitation practice at the MMWIA expansion sites with a focus on outcomes for children and families with the highest level of need. Maintain a minimum of 25% family representation in design team membership.	Magellan Children's Team; MMWIA Design Team	Beginning 7/01/09 – 6/30/10	MMWIA Design Team minutes; MMWIA monitoring reports	
Task 2.3.3 Develop and implement strategies to measure impact of support and rehabilitation on utilization of out-of-home treatment interventions.	Magellan Children's Team; MMWIA Design Team; Strengthening the Continuum Committee	Measurement process developed 12/01/09	Measurement process	
Task 2.3.4 Maximize accessibility of generalist direct support services to children with the highest level of need and multi-system involvement through PNO management of referrals to the "Meet Me Where I Am" generalist direct support programs. MMWIA Design Team to routinely review effectiveness of referral management processes.	MMWIA Design Team; PNO Leadership	Implement 8/01/09	PNO procedures for referral to MMWIA; MMWIA Design Team minutes	
Task 2.3.5 Monitor generalist support and rehabilitation provider agencies' bilingual staff capacity and ability to tailor services to the unique needs of diverse populations.	MMWIA Design Team; Magellan and PNO QM	Beginning 9/01/09 – 6/30/10	MMWIA monitoring reports; DSP monitoring reports	

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Objective 2.4 – Continue to increase capacity and quality of behavioral health services for children birth to five years of age.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.4.1 The Birth to Five Workgroup will identify current training opportunities and assess for training needs, and provide recommendations to the Magellan Learning Department or subject matter experts regarding ongoing trainings related to the 0-5 population.	Magellan Learning Department	11/01/09	Meeting minutes; identified training opportunities and needs	
Task 2.4.2 Incorporate changes to the birth to 5 assessment process into training curriculum.	Magellan Learning Department	Within 30 days of receiving training from ADHS	Curriculum	
Task 2.4.3 Provide technical assistance to providers on assessment and service delivery for the 0-5 population.	Magellan Children's Team; Manager of Special Populations	Beginning 7/01/09 through 6/30/09	Ride-alongs by RBHA personnel to observe 0-5 assessments; documentation of TA activities	
Task 2.4.4 The Birth to 5 workgroup will address activities related to Birth to 5 capacity and quality of service through the development of a Birth to 5 Logic Model and through quarterly monitoring of the Birth to 5 Levels of Staff Competency Matrix that includes the ITHMHCA Endorsement Criteria and other training types.	Magellan Children's Team, Manager of Special Populations; Birth to 5 Workgroup	Beginning 11/01/09 through 6/30/10	Meeting minutes; Birth to 5 Logic Model; Birth to 5 Competency Matrix	

Objective 2.5 – Monitor the quality and capacity of Substance Abuse Services for adolescents.				
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Task 2.5.1 Implement and monitor use of billing code modifier "HF" to measure utilization of Substance Abuse services.	Magellan Children's Team; Magellan Network, IT, and Claims	Implement 10/01/09 or 90 days after receipt of instructions from DBHS	"HF" Utilization Reports	
Task 2.5.2 Manage implementation of grant-funded projects related to evidence-based substance abuse treatment services for adolescents and their families.	Magellan Children's Team; Providers receiving grant funding	SIG projects through 9/30/09; SAPT projects through 6/30/10	Quarterly Reports submitted to DBHS on grant project activities	
Task 2.5.3 Monitor utilization of evidence-based substance abuse treatment for adolescents to identify opportunities for introduction, improvement, expansion, or maintenance of Adolescent Community Reinforcement Approach (A-CRA), Community Reinforcement Approach Family Training (CRAFT), Matrix Model, Multi-Systemic Therapy (MST), Seven Challenges, and Brief Strategic Family Therapy (BSFT), all conditional upon available funding.	Magellan Children's Team; Magellan Network and Contracts	4/30/10	FY2010 Network Analysis	
Task 2.5.4 Monitor the quality of substance abuse treatment services through at least annual quality reviews (IOP will be done in collaboration with DBHS and Magellan RTC evaluation tool will be used with residential providers) and provide technical assistance to substance abuse treatment providers to support performance improvement activities.	Magellan Children's Team; Magellan QI	Ongoing: 7/01/09 – 6/30/10	Provider monitoring reports; SA Provider Meeting minutes	

Objective 2.6 – Monitor implementation of the Child and Adolescent Service Intensity Instrument (CASII).

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
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Task 2.6.1 Magellan will create report(s) and develop a process to track the completion of the CASII assessment and the individual scores at the PNO and QSP level to ensure that all enrolled children are assessed using the CASII at the required intervals (within 45 days of intake, every 6 months, and at disenrollment. Providers who demonstrate less than 90% completion of CASII assessments per these requirements will be reviewed for follow up action that may result in a corrective action plan.	Magellan Children's Team; Magellan IT	Beginning 9/01/09 through 6/30/10	CASII Reports; Corrective Action Plans, when required; CASII training on quarterly training calendar	
Task 2.6.2 Through the Treatment Record Review process (2X per year per PNO and QSP), validate CASII scores by comparing the score to the intensity of need and services documented in the clinical record (i.e., assessments, service plans, and progress notes). When scores are found to be inconsistent with documented need, RBHA and/or PNO will provide consultation to the provider to determine performance improvement actions such as conducting a Periodic Review.	Magellan QI and Children's Team; PNO QI and clinical leadership	Ongoing through 6/30/10	Treatment Record Review provider monitoring reports; documented TA and performance improvement activities such as Periodic Review of Progress and Service Array, when indicated	

Objective 2.7 – Monitor for sufficient collaboration for children who have multi-agency, multi-system involvement.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.7.1 Review and revise (as needed) for 2010 the Collaborative Protocols with Arizona Department of Juvenile Corrections (ADJC), Child Protective Services (CPS), Department of Developmental Disabilities (DDD), and Maricopa County Juvenile Probation Department (MCJPD) to document agreements between the RBHA and the stakeholder agency for collaboration and coordination of service delivery.	Magellan Children's Team; Magellan JJET and Court Liaison to ADJC	11/01/09	ADJC-Magellan Collaborative Protocol; CPS-Magellan Collaborative Protocol; DDD-Magellan Collaborative Protocol; MCJPD-Magellan Collaborative Protocol	
Task 2.7.2 Implement Pre-Eligibility Referral Process for RBHA review of requests for out-of-home treatment intervention for youth who are in juvenile detention or ADJC secure facility at the time behavioral health treatment need is identified.	Magellan Children's Medical Director and UM; Magellan Children's Team	12/01/09	Pre-Eligibility Referral Protocol	
Task 2.7.3	Magellan	1/01/10	Service Review	

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Implement Service Review Collaborative (SRC) for joint decision-making between DES/CPS, MCJPD, and Magellan around matching intensity of service/ service type to the needs of a child and family with multi-system involvement. In order to ensure fidelity to the purpose of the SRC, the protocol design team will meet 90 days after implementation to assess the efficacy.	Children's Medical Director and UM; Magellan Children's Team		Collaborative Protocol	
Task 2.7.4 Continue routine collaborative meetings with stakeholder agencies (ADJC, CPS, DDD, and MCJPD) and the Children's PNOs to foster communication and address barriers and opportunities to collaboration and coordination of service delivery.	Magellan Children's Team; Magellan JJET and Court Liaison to ADJC	Beginning 7/01/09 – 6/30/10	Collaborative Meeting Minutes	
Task 2.7.5 Contribute to the development of ADHS curriculum targeted at educating the behavioral health system about educational processes and the role of educators on CFTs.	Magellan Learning Department	6/30/10	Training Curriculum	

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

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 3.1.1 Implement tools developed by ADHS/DBHS for the RBHA to monitor practice protocols with required elements, including: <ul style="list-style-type: none"> • Child and Family Team Practice/Child and Adolescent Service Intensity Instrument • Substance Abuse Treatment in Children • Psychotropic Medication Use in Children, Birth to Five • Out of Home Services/Home Care Training to Home Care Client Services for Children • Intake, Assessment and Service Planning. 	Magellan QI	Within 60 days of receipt from ADHS/DBHS	Provider Monitoring reports	

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Task 3.1.2 Conduct quarterly RBHA-specific Coaches Meetings to discuss and share information related to practice protocol implementation and to provide technical assistance for provider coaching personnel to carry forward to direct care staff and teams.	Magellan Children's Team	Quarterly through 6/30/10	Meeting minutes	
Task 3.1.3 Magellan Learning Department will provide training and technical assistance as needed for practice protocols with required elements.	Magellan Learning Department	Ongoing through 6/30/10	Classes offered on the quarterly training calendar reference practice protocols when relevant to the topic. Documentation of training and technical assistance efforts upon request	
Task 3.1.4 Offer learning opportunities to meet all ADHS training requirements.	Magellan Learning Department	Ongoing through 6/30/10	Documentation of training and technical assistance upon request	
Task 3.1.5 Develop and implement process that results in the ability to generate monitoring reports for those training efforts that are delegated to providers.	Magellan Learning Department	6/30/10	Ability to produce provider training reports upon request	
Task 3.1.6 The PNOs will complete and submit a grid verifying that the following are in place for each CFT: (1) a trained facilitator; (2) CFT has met at least once in past 90 days; (3) practice according to ADHS/DBHS Practice Protocol "Child and Family Team Practice".	Magellan QM/QI Department	Once per quarter	Quarterly CFT Data Reports	
Task 3.1.7 PNO will document follow-up action for each CFT for which one or more of the elements listed in Task 3.1.6 is not in place via the quarterly reporting grid. Based on follow-up a performance improvement plan may be required.	Magellan QM/QI and Children's Departments	As needed through 6/30/10	Completed CFT Reports with follow-up actions; PIPs when required	

Objective 3.2 – Provide training and technical assistance on the implementation of the revised intake, assessment, and service planning process.				
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Task 3.2.1 Identified participants will attend training provided by ADHS regarding changes to the assessment and service planning processes.	Magellan Learning Department	Within 30 days of ADHS scheduling the training session	Attendance Rosters	
Task 3.2.2 Magellan Learning Department will provide training and technical assistance to providers as requested to support the implementation of the revised intake, assessment, and service planning processes.	Magellan Learning Department	Within 30 days of receiving training from ADHS	Documentation of technical assistance efforts upon request	
Task 3.2.3 Incorporate changes to the assessment and service planning processes into training curriculum.	Magellan Learning Department	Within 30 days of receiving training from ADHS	Curriculum	

Objective 3.3 –Provide technical assistance to expand the use of Functional Behavioral Assessment/Analysis and Positive Behavioral Support strategies using existing training modules and covered behavioral health services.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 3.3.1 Continue to provide training opportunities for direct support providers, case managers and other clinical staff on Functional Behavior Analysis and Positive Behavioral Supports (MMWIA Campaign - Module 3).	Magellan Learning Department	Ongoing through 6/30/10	Training reports	
Task 3.3.2 Implement SIG grant-funded Positive Behavior Support/ Functional Behavioral Assessment Training and Supervision project with Dr. Dan Davidson of Northern Arizona University to provide guidance to PNOs and direct support providers in understanding and utilizing PBS/ FBA concepts and techniques. Approximately 60 direct support workers, supervisors, PNO representatives, and family members will be trained in the 2-day training. Follow-up training and development goals for PBS/FBA will be established by the MMWIA Design Team as a result of implementation of the project.	Magellan Children's Team, Director of Child and Youth Services; MMWIA Design Team	10/09/09	Documentation of training activities and attendance rosters; follow-up training and development goals in MMWIA Design Team minutes	

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Task 3.3.3 Monitor and provide technical assistance to generalist direct support providers regarding their incorporation of a Positive Behavior Support approach and use of Functional Behavioral Assessment/ Analysis.	Magellan Children's Team, Director of Child and Youth Services; MMWIA Design Team; grant-funded contractor for MMWIA II	Beginning 9/01/09 through 6/30/10	Documentation of monitoring activities and provider feedback reports	
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Objective 3.4– Monitor services for young adults 18 to 21 years of age in accordance with the Arizona 12 Principles.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 3.4.1 Magellan Learning Department will provide training and technical assistance to providers as requested on transition to adulthood.	Magellan Learning Department	Beginning 7/01/09 through 6/30/10	Documentation of training and technical assistance upon request.	
Task 3.4.2 Establish and implement Training Curriculum for children's and adult service providers on "Youth Transitioning to Adulthood Toolkit" and joint transition planning for young adults.	Magellan Children's Team, Manager of Special Populations, in collaboration with Learning Team	Beginning 11/01/09 through 6/30/10	Curriculum; training schedule; attendance rosters	
Task 3.4.3 Establish expectations with children's PNOs, adult PNOs, and QSPs/ Direct Care Clinics for what they need to do to adhere to the <i>Magellan Youth Transition to Adulthood Policy</i> and Procedures.	Magellan Network; Magellan Children's Team, Manager of Special Populations	10/01/09	Transition to Adulthood Scopes of Work; Magellan Provider Manual	

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Task 3.4.4 Develop and implement mechanism for monitoring number of transition age youth enrolled in the children's and adult systems' TIP Pilot Project.	Magellan Children's Team, Manager of Special Populations; Magellan Adult Services, Network, and Recovery and Resiliency	3/10/10	Monitoring mechanism; Reports by PNO	
Task 3.4.5 Collaborate with Adult PNOs to identify and develop case managers who are expert in youth transition to adulthood.	Magellan Children's Team, Manager of Special Populations; Magellan Adult Services and Network	2/01/10	Meeting minutes; lists of case managers with transition expertise; plan for CMs for transition age submitted to DBHS	

Goal 4- Continue to increase youth and family involvement.				
Objective 4.1 – Expand and monitor the utilization of family involvement in advising/planning roles and as part of the behavioral health system workforce.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 4.1.1 Disseminate ADHS/DBHS guidance document on family involvement and implement expectations from DBHS for the RBHA regarding incorporation into the provider manual and training curricula.	Magellan Policy, Network, Contracts, Learning Department, and Children's Team	4 weeks after receipt of final guidance document and training curriculum from ADHS/DBHS	Provider Communications; Provider Manual; Training Curriculum	
Task 4.1.2 Collaborate with family-run organization(s) to provide family training and leadership development opportunities for interested family members.	Magellan Children's Team; Family-run Organization(s)	3/01/10	Schedule of Family Training and/or Development Events	

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Task 4.1.3 Include family members as participants in RBHA committees, planning meetings, quality management committees, and the Magellan Governance Board.	Magellan Children's Team and QM; Magellan Leadership	Beginning 7/01/09 – 6/30/10	Committee Membership Rosters and Minutes	
Task 4.1.4 Identify training, coaching, and supervision structures and processes within the PNOs and provider agencies for supporting family roles within the agencies.	Magellan Children's Team; PNO Leadership	2/01/10	Descriptions for each PNO of training, coaching, and supervision for family roles	
Task 4.1.5 Support and monitor development and continuation of family advisory committees, councils, and/or forums at the PNO and provider level.	Magellan Children's Team; PNO Leadership	Beginning 10/01/09 – 6/30/10	Quarterly reports from PNOs on Family Advisory activities	
Task 4.1.6 Develop strategies for family involvement and family support for family members of youth transitioning from the children's system to the adult SMI system.	Magellan Children's Team, Manager of Special Populations; Recovery and Resiliency and Adult Services; Family-run organization(s)	6/01/10	Meeting minutes; documentation of strategies	
Task 4.1.7 Conduct inventory of family roles in the system, including roles that fit definitions established in the ADHS/DBHS guidance document and roles that are differently defined. Use the information gathered in the inventory to guide planning of further activities to strengthen family roles in the system.	Magellan Children's Team	8/01/09	Completed inventory	
Task 4.1.8 Based on data from the inventory of family roles in the system, the family support workgroup will create a plan for training, expectations and ratios related to family support roles in the system.	Magellan's Children's Team, FIC and PNOs	1/01/10	Completed Plan	

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

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 4.2.1 MY LIFE youth will meet quarterly with Magellan Governance board and advise Magellan's adult and children's teams regarding youth and young adult practices, programs and services.	Magellan Development Manager; Governance Board	Quarterly through 6/30/10	Governance Board agendas and meeting minutes	
Task 4.2.2 Provide opportunities for youth and young adult service recipients to advise other youth care systems and community stakeholders, including Juvenile Justice, Child Welfare and Education Systems, on behavioral health issues and youth involvement.	Magellan Development Manager	Beginning 1/04/10 through 6/30/10	Presentations as meeting agenda items; meeting minutes; conference descriptions including presentation information	
Task 4.2.3 Convene an ad-hoc workgroup including young adults, family members, adult and children PNO and provider representatives and other stakeholders to strategize ways to enhance and expand involvement and peer support opportunities for youth and young adults in the behavioral health system.	Magellan Development Manager	Convene meeting by 7/31/09; strategies identified by 1/31/10	Workgroup agendas and meeting minutes; written strategies	
Task 4.2.4 Provide technical assistance to PNOs and providers related to implementation of youth involvement and peer support within their networks and agencies.	Magellan Development Manager	Ongoing: 2/01/10 through 6/30/10	Documentation of technical assistance activities	