

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Goal 1 – Develop a statewide recovery and resiliency oriented system of care.			
Objective 1.1 – Operationalize a Recovery Oriented System of Care across the entire service system. (Any service development or addition of resources is contingent upon available funding)			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.1.1 Provide Recovery and Resiliency training as part of New Employee Orientation for SMI direct care clinic staff members while making each session available to the entire community.	Learning and Performance Department	7/15/09 and bi-weekly thereafter	Training reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.2 Provide Service Recipient Perspective training as part of New Employee Orientation for SMI direct care clinic staff members while making each session available to the entire community.	Learning and Performance Department	7/15/09 and bi-weekly thereafter	Training reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.3 Host a training by the Village consulting team on client centered philosophy to medical personnel at direct care clinics and provider agencies.	Recovery & Resiliency Department, Adult Services Department	12/31/09	Training sign-in sheet
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.4 Host an Open House event for doctors from referring hospitals to introduce	Recovery & Resiliency	12/31/09	Sign-in sheet

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

recovery & resilience philosophy and to hear recovery stories from individuals and families.	Department, Adult Services Department		
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.5 Establish a Recovery Culture baseline for all direct care clinics provider sites using the Recovery Culture Report Card developed in collaboration with the Village, stakeholders and ADHS.	Recovery & Resiliency Department, Adult Services Department	12/31/09	Baseline
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.6 Use Report Card Guidelines to monitor on a quarterly basis how all PNOs and a sample of network Providers are addressing the recovery strategies in their clinics or agencies.	Recovery & Resiliency Department, Adult Services Department	3/31/10 6/30/10	Quarterly report
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.7 Share quarterly Report Card data at PNO Provider Meetings, SMI Provider Meetings, GMH/SA Provider Meetings, and the Adult System of Care Community Council.	Recovery & Resiliency Department, Adult Services Department	10/09 1/10 4/10	Meeting agendas/minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.8 In collaboration with all stakeholders, develop a recovery dashboard that contains key recovery metrics for the RBHA Adult PNOs.	Recovery & Resiliency Department, National Innovations Team	3/31/10	Recovery Dashboard developed

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.9 Share dashboard metrics with providers at PNO Provider Meetings, SMI Provider Meetings, GMH/SA Provider Meetings, and the Adult System of Care Community Council on a regular basis.	Recovery & Resiliency Department, National Innovations Team	TBD Upon Dashboard Development	Meeting agendas/minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.10 Monitor provider (Adult PNOs and GMH/SA Outpatient) utilization of Outcomes 360 at their agencies. Provide feedback in the form of reports at meetings and through Technical Assistance as needed.	Quality Improvement Department	12/31/09	Outcomes 360 reports, Technical Assistance Reports, meeting agendas/minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.11 Conduct Quarterly site visits to all direct care clinics to ensure cleanliness and warm greetings by front office staff.	Recovery & Resiliency Department	Quarterly	Welcoming Environment Assessment
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.12 Administer the Welcoming Environment Assessment at 5 GMH/SA provider agency sites and give feedback to the providers.	Recovery & Resiliency Department Network Development	3/31/10	Welcoming Environment Assessment, site visits with provider agencies to provide feedback
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.13	Recovery &	3/31/10	Technical Assistance Reports

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Provide Technical Assistance to GMH/SA providers to assist in convening 'Recipient Councils' at 5 agency sites.	Resiliency Department Network Development		
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

Objective 1.2 – Increase stigma reduction efforts. (Any service development or addition of resources is contingent upon available funding)			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.2.1 Participate in two quarterly community events for opportunities to provide education on Mental Illness.	Recovery & Resiliency Department, Ombudsperson	Quarterly	Dates of events
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.2.2 Collaborate with Communications Department to develop a “first stage of recovery” communication plan that targets clinical staff at the direct care clinics with internal and external stakeholders.	Recovery & Resiliency Department, Communications Department	12/31/09	Communication Plan
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.2.3 Design and distribute brochures with behavioral health information and success stories to the community and at annual events.	Recovery & Resiliency Department, Community Exchange, Community	12/31/09	Dates brochures were distributed

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

	Reinvestment Department		
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.2.4 Continue hosting a Mental Health Consortium for Community Learning to coordinate training opportunities that are available community wide.	Learning and Performance Department	Quarterly	List of members
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.2.5 Mental Health Consortium to work with Learning and Performance Department to develop a community training calendar that will be updated monthly.	Recovery & Resiliency Department, and Learning and Performance Department.	9/30/09, and monthly thereafter	Training calendar developed, dates calendar was updated
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.2.6 Plan and execute the first annual celebration gala event to celebrate achievements and milestones across the Maricopa system.	Recovery & Resiliency Department, Adult Services Department, Network Development	3/30/10	Event
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.2.7 MY LIFE young adult members will present to professionals, family members and youth at local and national conferences, schools and other community locations at least 7 times over the fiscal year in order to reduce stigma and educate individuals and organizations on behavioral health issues and the importance of	Network Department	12/31/09 ongoing	Conference programs, agendas, list of presentations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

youth involvement for system transformation.			
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.2.8 Hold 3 rd annual youth led MY Fest community event geared toward reducing stigma in the larger community for youth and young adults living with mental health and substance abuse challenges.	Network Department	6/30/10	Date of 2010 MY Fest, brochures and completed event.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

Objective 1.3 – Ensure that RBHAs have an adequate system in place to address the needs of enrolled individuals. (Any service development or addition of resources is contingent upon available funding)

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.3.1 Continue to monitor and submit monthly reports to ADHS/DBHS on direct care clinic case manager ratios, SMI counseling referral services, SMI “other service” referrals, and the clinical supervision model.	Quality Improvement Department	8/15/09 and monthly thereafter	Monthly report
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.3.2 Develop a project plan to expand the Unmet Needs Database for the GMH/SA population.	Network Department	7/31/09	Completed project plan
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.3.3 Train GMH/SA Providers on how to utilize the Unmet Needs Database.	Network Department	3/31/10	Dates of trainings and sign-in sheets

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.3.4 Monitor GMH/SA Unmet Needs Data for system gaps and development opportunities.	Network Department	6/30/10	Quarterly Unmet Needs GMH/SA Data Report
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.3.5 Review Unmet Needs Data, Complaints Data, Eligibility Data and Single Case Agreement Data monthly to identify areas for expansion and/or development opportunities with existing or potential providers.	Network Department	7/31/09 and monthly thereafter	Listing of potential provider applications reviewed, Listing of program additions and/or expansion
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.3.6 Convene quarterly Network Strategy Committee meetings to present network sufficiency data and to assess and garner recommendations for development.	Network Department	7/31/09 and Quarterly thereafter	Meeting agendas/minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.3.7 Monitor Crisis Response Network call center statistics (to include mobile team data) and provide technical assistance as needed to ensure consistent community access to crisis services. Magellan will incorporate DBHS recommendations into monthly monitoring plans/reports once finalized.	Network Department	8/15/09 and monthly thereafter	Monthly reports, Technical Assistance Reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Goal 2 – Promote the highest degree of autonomy and quality of life for all individuals in the behavioral health system.

Objective 2.1 – All individuals who receive services will receive intake, assessments and service planning that assist them in resolving their behavioral health challenges and help achieve a higher quality of life and the highest degree of autonomy. (Any service development or addition of resources is contingent upon available funding)

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.1.1 Continue to monitor assessment and service planning results at the direct care clinics and provide technical assistance as needed.	Quality Improvement Department	Quarterly	Quarterly report
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.2 Partner with Rehabilitation Services Administration (RSA) to conduct Boston University Psychiatric Rehabilitation Approach trainings for Rehabilitation Specialists, Employment Specialists, VR Counselors, and contracted employment/rehabilitation provider job development/job coaching staff. Trainings will emphasize engagement, readiness assessment, and the choose-get-keep model. Trainings to be funded by RSA. Two year training plan will be developed.	Director of Employment and Rehabilitation	12/31/09	Dates of trainings, sign-in sheets, completed two-year training plan
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.3 In partnership with DBHS and RSA, Magellan will conduct feedback sessions at all direct care clinics on the IGA Monitoring and Technical Assistance site visits/surveys that were conducted in March 2009.	Director of Employment and Rehabilitation	9/30/09	Dates of feedback sessions by Direct Care Clinic & Technical Assistance Reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Task 2.1.4 Follow up IGA Monitoring & Technical Assistance visits will be held again in Spring 2010 to monitor progress and improvements since last visits.	Director of Employment and Rehabilitation	5/31/10	Dates of feedback sessions by Direct Care Clinic & Technical Assistance Reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.5 Incorporate the ADHS/DBHS Assessment and Service Planning Practice Protocol into appropriate learning modules.	Learning and Performance Department	Within 30 days of ADHS/DBHS release	Training modules updated and offered on training calendar
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.6 Provide Assessment and Service Planning training as part of New Employee Orientation for SMI direct care clinic staff members while making each session available to the entire community.	Learning and Performance Department	Within 30 days of ADHS/DBHS release and bi-weekly thereafter	Training report of course completion
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.7 Satisfaction surveys will be administered quarterly to recipients receiving services from a provider outside of a direct care clinic.	Quality Improvement Department	Quarterly	Quarterly Satisfaction Survey Results Report
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.8 Satisfaction surveys will be administered monthly at direct care clinics	Quality Improvement Department	Monthly	Monthly Satisfaction Survey Results Report
Quarter 1			
Quarter 2			

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 3
Quarter 4

Objective 2.2 – Ensure that individuals with substance abuse challenges have access to and receive appropriate services using best practices. (Any service development or addition of resources is contingent upon available funding)			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.2.1 Provide Co-Occurring Overview training as part of New Employee Orientation for SMI direct care clinic staff members while making each session available to the entire community.	Learning and Performance Department	9/30/09	Training report of course completion
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.2 Provide Co-Occurring Disorders training on the quarterly calendar and offer technical assistance upon request.	Learning and Performance Department	9/30/09	Training on quarterly calendar, Technical Assistance Reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.3 Magellan will train SAPT funded outpatient providers on the SAPT Outpatient Database to assist with ensuring SAPT eligible persons are receiving services in a timely manner.	Network Development Department	10/15/09	Training sign-in sheets
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.4 Magellan will oversee implementation of the utilization of the SAPT Outpatient Database by all SAPT funded outpatient providers.	Network Development Department	12/31/09	Quarterly SAPT Outpatient Database Referral Reports
Quarter 1			

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.4 Implement ADHS/DBHS required Co-occurring Program Review Tool developed by ADHS/DBHS to assess co-occurring capacity of Level II contracted providers at one Level II site per agency,	Network Development Department	3/31/10	Completed tools
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.5 Analyze results of provider Co-occurring Program Review Tools.	Network Development Department	6/30/10	Written analysis
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.6 Magellan will host quarterly SAPT provider meetings to share effective strategies and successes as well as identify and address system barriers.	Network Development Department	8/19/09 and quarterly thereafter	Meeting agendas/minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.7 Inventory the current practices being utilized within the provider network for substance abuse services. Compile and disseminate to all providers for idea sharing on creative best practices.	Network Development Department	1/31/10	List of current practices being utilized, Date information was disseminated to providers
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.8 Convene monthly meetings with co-located substance abuse providers to identify barriers to and/or suggestions for providing treatment in the direct care clinics.	Network Development Department	7/15/09 and monthly thereafter	Meeting agendas/minutes
Quarter 1			

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.9 Convene quarterly meetings with Opiate Treatment Providers to identify best practices and address any identified system barriers.	Network Development Department	7/15/09 and quarterly thereafter	Meeting agendas/minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.10 Convene monthly co-occurring meetings with providers, community members, family members, and recipients to identify best practices, address any identified system barriers and to make recommendations to the governance board to improve co-occurring treatment within the system.	Network Development Department	7/9/09 and monthly thereafter	Meeting agendas/minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.11 Participate in bi-annual statewide technical assistance calls hosted by ADHS/DBHS for the Center of Excellence program to share data, information and to obtain technical assistance.	Network Development	TBD When scheduled by ADHS/DBHS	Meeting agendas/minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.12 The Center for Excellence program will add a site in the East Valley.	Network Development	9/30/2009	Site address
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.13 Attend ADHS/DBHS Quarterly Women's Treatment and Practice Enhancement workgroup meeting to share ideas, identify service gaps, best practice models and	Network Development	9/25/2009 12/11/2009 TBD for 2010	Meeting agendas/minutes

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

identify any training needs to improve treatment services for women with substance abuse disorders.			
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.14 Magellan will work with SAPT Outpatient Providers on the SAPT Independent Case Review (ICR) findings to implement the recommendations from the ICR.	Network Development	TBD upon receipt of the results from ADHS/DBHS	SAPT Meeting Minutes, Technical Assistance Reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

Objective 2.3 – Ensure that transition aged young adults (18-24) are provided sufficient age appropriate services and supports in order to achieve their independence and success. (Any service development or addition of resources is contingent upon available funding)			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.3.1 Establish baseline utilization data of rehabilitation service codes (H2025/H2027) for SMI 18-21 year old population.	Director of Employment and Rehabilitation	10/31/09	Baseline established
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.2 Establish and implement Training Curriculum for adult service providers on “Youth Transitioning to Adulthood Toolkit” and joint transition planning for young adults.	Magellan Children's Team, Manager of Special Populations, Learning and Performance	Beginning 11/01/09 through 6/30/10	Curriculum; training schedule; attendance rosters

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

	Department		
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.3 Establish service expectations with adult PNOs and providers relating to <i>Magellan Youth Transition to Adulthood</i> Policy and Procedures by placing the expectations in the Magellan Provider Manual. Provide technical assistance as needed.	Network Department; Children's Services Department, Adult Services Department, Manager of Special Populations	10/01/09	Updated Magellan Provider Manual, Technical Assistance Reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.4 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
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.5 MY LIFE youth will meet quarterly with Magellan Governance board and advise Magellan regarding young adult practices, programs and services.	Network Department, Adult Services Department	Quarterly	Meeting minutes and agendas
Quarter 1			

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.6 Conduct a baseline analysis of inclusion of youth 18-24 on RHBA, PNOs' and providers' committees and work groups.	Network Department, Adult Services Department	11/15/09	Baseline inventory
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.7 Convene an ad-hoc workgroup including young adults, family members, DBHS, adult and children PNO and provider representatives and other stakeholders to create a system wide plan to enhance and expand involvement and peer support opportunities for youth and young adults throughout the system of care.	Network Department Adult Services Department, Children's Services Department	2/01/10	System-wide plan
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.8 Work with RHBA, PNOs and providers to expand involvement of youth (18-24) on advisory councils, committees and work groups.	Network Department, Adult Services Department, and Recovery and Resiliency	6/30/10	Follow-up inventory
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.9 Provide technical assistance to PNOs and providers related to enhancing and expanding age appropriate services and supports for young adults	Network Department Adult Services Department,	Ongoing	Technical Assistance Reports

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

	Children's Services Department		
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.10 Implement DBHS approved plan to expand direct support and case management services for Title XIX 18-21 year olds in accordance with TIP principles.	Network Department Adult Services Department, Children's Services Department	Ongoing	Project reporting as determined by DBHS and Magellan
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.11 Participate in the tri-annual statewide transition meetings to share training materials, discuss transition issues and provide/receive technical assistance.	Magellan Children's Team, Manager of Special Populations;	7/15/09	Meeting agendas and minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

Objective 2.4 – Identify capacity needs and service delivery availability for Sex Offender Services. (Any service development or addition of resources is contingent upon available funding) – need to write plan based on what Magellan is doing (RW – feedback)			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.4.1 Magellan will complete an expanded ADHS/DBHS Network Inventory that includes a listing of treatment professionals available to provide services to sex offenders. This	Network Department	4/30/10	Network Inventory

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

listing will include names, credentials held by the treatment provider as well as the number of years treating this population.			
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.4.2 Magellan will work with Maricopa County corrections and probation departments to better determine capacity needs for Sexual Offender Treatment based upon workgroup outcomes between DBHS and Maricopa County Corrections and Probation departments.	Network Department	12/31/09	Meeting minutes and Geo-maps
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.4.3 Magellan will collect and review descriptions of evidenced-based models currently used in treatment programs for sexual offenders with mental illness in Maricopa County.	Network Department, Clinical Department, Adult Services Department	10/31/09	Program Descriptions
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.4.4 Magellan will work with ADHS/DBHS to research and develop benchmarks for sex offender services and treatment providers.	Network Department	12/31/09	Identified benchmarks for specialized sexual offender treatment providers
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

Objective 2.5 – Quality of Clinical Supervision will be uniform and of high quality across the behavioral health system to ensure that individuals receive quality behavioral health services from competent staff. (Any service development or addition of resources is contingent upon available funding)

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.5.1 Develop clinical supervision practice protocol specifically for Rehabilitation Specialist staff.	Director of Employment and Rehabilitation	8/31/09	Protocol Developed
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.2 Monitor and provide technical assistance as needed to PNOs to ensure that quality clinical supervision is occurring and monitored for the Rehabilitation Specialist staff.	Director of Employment and Rehabilitation QI Department	Quarterly	Technical Assistance Reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.3 Offer Clinical Supervision training on quarterly calendar for Clinical Supervisors.	Learning and Performance Department	Quarterly	Training report of course completion
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.4 Offer Maricopa Model of Clinical Supervision for SMI direct care clinic supervisors on a quarterly calendar and offer technical assistance upon request.	Learning and Performance Department	Quarterly	Training report of course completion
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.5 Clinical Supervision at the direct care clinics will include one hour of individual case review per case manager and clinical coordinator, on a monthly basis.	Adult Services Department, Quality Improvement Department	Monthly	Monthly reporting to ADHS/DBHS

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.6 Clinical Supervision at the direct care clinics will include one hour of individual supervision per case manager, clinical coordinator and Peer/Family Mentor, on a monthly basis.	Adult Services Department, Quality Improvement Department	Monthly	Monthly reporting to ADHS/DBHS
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.7 Clinical Supervision at the direct care clinics will include two hours of group supervision per case manager, clinical coordinator and Peer/Family Mentor, on a monthly basis.	Adult Services Department, Quality Improvement Department	Monthly	Monthly reporting to ADHS/DBHS
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.8 Peer and Family Mentors will receive an additional three hours of group supervision at monthly All Mentor Meetings.	Recovery & Resiliency Department	Monthly	Sign-in Sheets
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.9 Medical staff members will lead at least four group supervision sessions per year at the direct care clinics.	Adult Services Department, Quality Improvement Department	Quarterly	Monthly reporting to ADHS/DBHS
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Objective 2.6 – Develop and expand employment opportunities and resources. (Any service development or addition of resources is contingent upon available funding)			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.6.1 Work collaboratively with LINKAGES, a company that manages a website for job opportunities for individuals with disabilities, to market their website.	Director of Employment and Rehabilitation	Quarterly	Meeting dates
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.6.2 Work collaboratively with DBHS and RSA to develop a training curriculum on the SSA Ticket to Work Program and the AZ Freedom to Work Program for case managers, employment & rehabilitation specialist, VR Counselors and contracted employment/rehabilitation providers.	Director of Employment and Rehabilitation	6/30/10	Completed training curriculum
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.6.3 Train case managers and employment & rehabilitation specialists to utilize ADHS/DBHS' desk-top billing guide to highlight new ways to provide Rehabilitation services (i.e. Psychoeducational Services and Ongoing Support to Maintain Employment) in a community integrated and recovery oriented manner; including examples of culturally relevant services and holistic healing options.	Director of Employment and Rehabilitation	6/30/10	Training reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

Objective 2.7 – Individuals will live in settings that provide them with the highest degree of autonomy and quality of life. (Any service development or addition of resources is contingent upon available funding)

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.7.1 Develop a comprehensive transition process for those living in supported residential settings.	Employment and Rehabilitation Department Housing and Residential Services Department	3/31/10	Process identified
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.7.2 Implement transition process to include life skills and rehabilitation readiness assessments, to help predict readiness for progressive moves.	Employment and Rehabilitation Department Housing and Residential Services Department	6/30/10	Completed Implementation
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.7.3 Implement prior authorization and concurrent review mechanisms for level I, II and III services.	Clinical Department, Residential Services Department, Utilization Management	30 Days post ADHS/DBHS protocol approval	Completed Implementation
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.7.4	Utilization	Quarterly	Quarterly data trends

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Monitor impact of prior authorization process by reviewing data that trends length of stay at each level of care by setting.	Management Housing and Residential Services Department	post implementation of prior authorization process	
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.7.5 Implement the Life Skills Strengths and Needs Assessment (LSSNA) for each recipient requesting residential services to assist clinical teams in matching clients with the most appropriate level of services.	Residential Services	7/1/09	Completed Life Skills Strengths and Needs Assessment
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.7.6 Provide technical assistance to clinical teams regarding selecting the least restrictive level of services as needed	Residential Services Social Worker	Ongoing	Technical Assistance Reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.7.7 Implement residential facilities monitoring tool in adult residential services and community living which focuses on measuring services provided to assist individual in stepping down to a lower level of care, presence of step-down plan, reasonable assessment of need prior to placement, quality and coordination of services and living condition	Residential Services, Clinical Operations, Recovery and Resiliency, Quality Management	1/15/10	Meeting minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.7.7 Analyze results of provider Residential Facilities Monitoring Tools.	Residential Services	6/30/10	Written Analysis
Quarter 1			
Quarter 2			

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 3
Quarter 4

Objective 2.8 – Develop and expand housing opportunities and resources. (Any service development or addition of resources is contingent upon available funding)

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.8.1 Attend training on Housing Stock Matrix Inventory once developed by ADHS/DBHS	Residential Services	6/30/2010	Training materials
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.8.2 Complete Annual Housing Spending Plan for FY2010	Residential Services, Clinical Operations	6/30/10	Monthly Housing Acquisition Report and/or Contractor Expenditure Reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.8.3 Develop and identify housing opportunities Housing and Urban Development, State, City and other Community Resources to expand housing capacity for SMI enrolled adults	Residential Services, Clinical Operations, Networks, Finance, Recovery and Resiliency	Ongoing through 6/30/10	Collaborate with local non-profit organizations and other stakeholders to identify additional housing resources and Submit to ADHS Housing
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.8.4 Submit monthly matrix that identifies Maricopa County housing inventory and programs.	Residential Services	Monthly	Monthly housing matrix of stock/capacity in Maricopa County

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.8.5 Develop and monitor a pilot Bridge Subsidy Program with a Public Housing Authority or approved housing providers which will connect SMI enrolled individuals to Section 8 vouchers or independence through employment.	Residential Services, Networks, Finance, Clinical Operations	6/30/10 ongoing	Quarterly Reports, Requisition Support Checklist
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

Objective 2.9 – Increase the efficiency of substance abuse and suicide prevention programs targeting older adults and adults with physical disabilities. (Any service development or addition of resources is contingent upon available funding)

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.9.1 Identify one provider to target suicide and substance abuse issues with older adults.	Prevention Department	7/31/09	Contract
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.9.2 Identify one provider to target suicide and substance abuse issues for adults with disabilities.	Prevention Department	7/31/09	Contract
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.9.3 Magellan Health Services will provide one Applied Suicide Intervention Skills Training (ASIST) Training Of Trainers suicide training to gatekeepers working with	Prevention Department	9/25/09	Contract with Living Works and training roster

Magellan Adult System of Care Network Development Plan FY 2010-DRAFT-August 7, 2009

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

older adults and people with disabilities.			
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.9.4 Area Agency on Aging to provide 5 cycles (8 classes each) of ElderVention classes to persons age 55+ on common mental health issues in older adults.	Prevention Department	6/30/10	Number of presentations in Maricopa County, attendance rosters, pre-post test results
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.9.5 Area Agency on Aging will deliver 4 ASIST trainings to gatekeepers working with the older adult populations.	Prevention Department	6/30/10	Serve 100 participants as evidenced by staff reports, post test data, participant data
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.9.6 Area Agency on Aging will deliver 4 Safe Talk trainings to gatekeepers working with the older adult populations.	Prevention Department	6/30/10	60 Community members trained as evidenced by staff reports, progress notes, post test data, participant data.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.9.7 YMCA will assess community capacity to identify and respond to substance abuse and suicide related issues by completing a community assessment report.	Prevention Department	7/15/09	Needs and Resource assessment report
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.9.8 YMCA will identify a plan to improve community capacity to respond to substance abuse and suicide related issues by completing a strategic plan informed by a community needs assessment and community input.	Prevention Department	9/4/09	Strategic Plan report

* includes Serious Mental Illness, General Mental Health, and Substance Abuse populations

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 1
Quarter 2
Quarter 3
Quarter 4

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Goal 3 – Increase individual/family participation in all aspects of the system.

Objective 3.1 – Assist in recruiting and utilizing individuals in recovery for participation in systemic development and operations. (Any service development or addition of resources is contingent upon available funding)

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 3.1.1 PNOs to establish volunteer programs to engage individuals and their families in working within the behavioral health system.	Recovery & Resiliency Department	3/31/10	One Volunteer Program established at each PNO
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.1.2 Design a “Tell Me Your Story” campaign focused on celebrating success, reducing stigma, and highlighting that recipients are more than their diagnosis and symptoms.	Recovery & Resiliency Department, Communications Department	4/30/10	Campaign design
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.1.3 Implement the “Tell Me Your Story” campaign at a forum for family members and recipients.	Recovery & Resiliency Department, Communications Department	6/30/10	Date of forum and sign-in sheet
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.1.4	Recovery &	12/31/09	List of Council Members

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Establish a Recovery and Resiliency Council to include service recipients, family members, and representatives from the community at large to ensure that recipient and community voice is heard and to assist in implementing the Recovery & Resiliency Strategic Plan.	Resiliency Department		
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.1.5 Work with provider community to develop a community goal/consensus to include service recipients on their boards.	Recovery & Resiliency Department	12/31/09	Meeting agendas/minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.1.6 Convene a monthly Adult System of Care Community Council to solicit feedback and participation from recipients and family members on systemic development.	Recovery & Resiliency Department	9/30/09	Meeting Dates
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.1.7 Implement and support monthly recipient councils at all 25 direct care clinics	Recovery & Resiliency Department	12/31/09	List of Council Members by Clinic, Monthly Clinic Council Meeting and Activity Calendar
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.1.8 Implement and support a cross-clinic Maricopa-wide recipient council of representatives that would meet quarterly to share ideas, network and brainstorm.	Recovery & Resiliency Department	3/31/09	List of Council Members, Dates of Meetings
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Objective 3.2 – Increase the utilization of Peer/Family members as support and clinical staff. (Any service development or addition of resources is contingent upon available funding)			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 3.2.1 Work with ADHS/DBHS to establish benchmarks for Peer/Family support positions to consumer ratios.	Recovery & Resiliency Department, Quality Improvement Department	10/31/09	Baseline
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.2.2 Provide technical assistance to providers for recruiting and increasing Peer/Family staff.	Recovery & Resiliency Department	6/30/10	Technical Assistance Reports
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.3.3 Utilize the FY2010 Network Inventory to capture total number of FTEs of peer/family support staff.	Network Department	4/01/10	Completed Network Inventory
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.3.4 Retain and increase the number of peer/family support positions throughout the RBHA.	Recovery & Resiliency Department	4/01/10	Network Inventory Data showing increase
Quarter 1			
Quarter 2			

**Adult* System Of Care Network Development Plan
Magellan Health Services (GSA 6)
July 1, 2009 through June 30, 2010**

Quarter 3
Quarter 4