

## Collaborative Protocol

### Between Magellan Health Services and Arizona Department of Juvenile Corrections (ADJC)

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#### Roles and Responsibilities in the Coordination of Child and Family Team Process

Regional Behavioral Health Authority (RBHA) and Arizona Department of Juvenile Corrections (ADJC),

The RBHA and ADJC agree to coordinate activities in the implementation of the Child and Family Team Process. The elements of the Child and Family Team Process and the roles and responsibilities of each agency are outlined below. The RBHA and ADJC recognize that family involvement is a parent/professional partnership and a central focus of their activities. This partnership:

- begins with the child and his or her family
- respects their preferences, interests, needs, culture, language, and belief system
- provides opportunities and mechanisms for families to identify their roles within the structure of the behavioral health system
- reflects the family's voice.

ADJC and the Facilitator work in partnership, on behalf of children for whom ADJC has involvement and the responsibility to:

- make a positive difference in the lives of children and the community
- assist the child to become a responsible citizen
- ensure that the victim is included in the process
- maintaining public safety.

The Parole Officer has the responsibility of monitoring the child's compliance with parole terms, and coordinating the child's social/emotional/and mental health needs. Collaboration with the child, family, RBHA, and ADJC is important so that all parties can work together to assess the family's strengths and needs, monitor progress, and provide appropriate services. The RBHA must consult ADJC, with legal consent, to ensure that the goals are consistent with the child's conditions of parole.

ADJC and the RBHA shall work in partnership to develop an integrated service plan for children and families. Whenever possible, this shall be done in the context of a Child and Family Team meeting.

#### A. Intake and Assessment

RBHA Responsibilities	ADJC Responsibilities
<p>RBHA Responsibilities for Children in Secure Care</p> <p>When Family Services Coordinator and Parole Officer submit a referral for services, with guardian's signature, this shall serve as authorization for initial coordination of care.</p> <ol style="list-style-type: none"><li>1. Upon receiving a referral from ADJC, the RBHA will notify the assigned Parole Officer and/or Family Service Coordinator by e-mail that they have received the referral within two working days.</li><li>2. Children who are anticipated to be AHCCCS eligible upon release will be</li></ol>	<p>ADJC Responsibilities for Children in Secure Care</p> <ol style="list-style-type: none"><li>1. If the Multi-Disciplinary Team (MDT) determines a child's need for behavioral health services, the Parole Officer or Family Services Coordinator shall complete the following tasks:<ul style="list-style-type: none"><li>⇒ Ensure the child/family has been prescreened through DES for AHCCCS/KidsCare eligibility</li><li>⇒ 30 – 60 days prior to the child's release if the plan is for return to home/community or 60 – 90 days prior to the child's release if</li></ul></li></ol>

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RBHA Responsibilities	ADJC Responsibilities
<p>enrolled as Non-Title 19. Upon referral, the RBHA Provider offers an appointment within <u>7 days</u> of the referral date and schedules an appointment with the parent/guardian to begin the screening and the assessment process. All necessary releases of information shall be signed by the parent/guardian. The assessment shall be completed while the child is in secure care by an assessor designated by the PNO to conduct assessments for ADJC children in secure care and shall be coordinated with the ADJC Secure Care assigned YPO III Caseworker.</p> <p>3. The RBHA Provider shall ask the Parole Officer whether there are any court orders (e.g., no contact orders) that affect the child or the establishment of a Child and Family Team. This information shall be part of the Criminal Justice Comprehensive Assessment addendum.</p> <p>4. The RBHA Provider shall enroll the child and complete a Screening and Comprehensive Assessment that shall focus on the immediate needs of the child and family and address safety and trauma issues.</p> <p>5. The RBHA Provider shall participate in monthly MDT meetings on an as-needed basis for children enrolled in behavioral health services, as invited by the YPO III, Family Services Coordinator, and/or Parole Officer. For children designated as “difficult to place” by ADJC, the RBHA provider shall participate in the MDT meeting that occurs 90 days prior to release from ADJC secure care.</p> <p>6. The RBHA Provider and Child and Family Team will mutually determine a Facilitator of the Child and Family Team process. The Facilitator is often the assigned Case Manager through the PNO or Qualified Service Provider (QSP), but may be another team member such as a therapist or family member.</p> <p>7. The assessment process is the first major operational element that will take place in the Child and Family Team Process. The Division of Behavioral Health Services’ Comprehensive Assessment Process (and related forms) shall be used. This process will provide information that includes:</p> <ul style="list-style-type: none"> <li>• Screening</li> <li>• Core Assessment</li> </ul>	<p>the child may be in need of out-of-home behavioral health treatment services, submit a Behavioral Health Referral form with the guardian’s signature to the selected RBHA Provider Network Organization (PNO) by fax for the purpose of involving the child and family in the screening and assessment process and to provide for adequate case planning. If ADJC and the child’s guardian do not have a preferred PNO, ADJC will make the referral directly to Magellan by contacting the Member Services Line at 1-800-564-5465, and Magellan will refer to a PNO for intake and assessment.</p> <p>2. When it is determined that the child is scheduled for an intake assessment in secure care, the assigned YPO III shall make arrangements to provide available reports, clinical, education/vocational assessments and share all information that would benefit the coordination of care within 7 days prior to the appointment.</p> <p>3. Once the parent/guardian has scheduled an intake appointment with the RBHA Provider, the Parole Officer shall assist the family in coordinating transportation to the RBHA Provider to complete the intake and assessment.</p> <p>4. YPO III, Family Services Coordinator, and/or Parole Officer shall invite the RBHA Provider to participate in monthly MDT meetings on an as-needed basis for children referred for behavioral health services. For children designated as “difficult to place”, an invitation will be extended to the RBHA Provider to participate in the MDT meeting that occurs 90 days prior to release.</p> <p>5. Prior to a child’s release from the institution, the ADJC psychiatrist or approved designee shall provide the RBHA Provider psychiatrist or approved designee information regarding the child’s current status, diagnosis, medications and recommended treatment.</p> <p>6. The YPO III shall be responsible for contacting the assigned RBHA Provider and canceling any appointments made with at least 24-hours notice if the child is not released from the institution on the anticipated date.</p> <p>7. Upon a child’s release from secure care, the ADJC psychiatrist shall provide the child with a 10-day supply of medications, if applicable.</p>

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RBHA Responsibilities	ADJC Responsibilities
<p>⇒ The core assessment includes: Presenting Concerns, Behavioral Health and Medical Questionnaire, Criminal Justice, Substance Related Disorders, Abuse/Sexual Risk Behavior, Risk Assessment, Mental Status Exam, Clinical Formulation and Diagnoses, Next Steps/Interim Service Plan, Exploring Natural Supports</p> <ul style="list-style-type: none"> <li>• Addenda                     <ul style="list-style-type: none"> <li>⇒ The addenda shall consist of: Living Environment, Family Community Involvement, Educational/Vocational Training, Employment (for those 16 years and older), Developmental History, Criminal Justice (for children with legal involvement only), Seriously Mentally Ill Determination (for people who request SMI determination), Juvenile Parole.</li> </ul> </li> </ul> <p>8. The Next Steps/Interim Service Plan is completed by the RBHA Provider in partnership with the child and family immediately after intake and before any other behavioral health service is provided. The Interim Service Plan is based on the initial assessment and identifies initial needs, any crisis situation requiring immediate attention, and next steps to be followed for meeting these needs. The child and family's participation in developing this plan is essential. Services to families at this point also will be helpful with the transition process.</p> <p>9. If a child is on psychotropic medications, prior to release from secure care, the RBHA Provider shall coordinate with the parent/guardian to schedule a psychiatric appointment for the child to occur no later than 7 days of release from the secure facility.</p> <p>10. If the child has been on psychotropic medications in secure care, the RBHA Provider will notify the Parole Officer and YPO III of the appointment date, time, and assigned psychiatrist.</p> <p>11. Once screening and assessment have been completed, the RBHA Provider shall notify the Parole Officer of the contact person assigned to the Child and Family Team.</p> <p>12. The Facilitator shall make early assessment information available to the Parole Officer (if release of information permits) as may be required for</p>	<p>ADJC psychiatrists who have undergone credentialing with the RBHA will consider writing refills for prescriptions for children who miss their initial psychiatric appointments with the behavioral health medical practitioner after release and who are at risk of running out of medication before a follow-up appointment with the BH medical practitioner can be arranged.</p>

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RBHA Responsibilities	ADJC Responsibilities
<p>court reporting or hearings.</p> <p>13. During the initial assessment, in collaboration with the Parole Officer, the RBHA Provider shall:</p> <ul style="list-style-type: none"> <li>⇒ determine the status of the family of origin, and understand its on-going role with the child</li> <li>⇒ coordinate communication with the Parole Officer related to the family , the court, and others as appropriate</li> <li>⇒ discuss with the Parole Officer any possible movement of the child within the first 5-7 days</li> <li>⇒ consult the Parole Officer as to family involvement and any restrictions or limitations that might affect development of the team.</li> </ul> <p>14. If the first appointment with the RBHA Provider medical practitioner is not kept, the RBHA Provider shall notify the Parole Officer or the Family Service Coordinator within 24 hours. The RBHA Provider shall continue efforts to contact the child and family to schedule another appointment with a RBHA Provider medical practitioner prior to the date that the child’s medications are expected to run out. ADJC psychiatrists who have undergone credentialing with the RBHA will consider writing refills for prescriptions for children who miss their initial psychiatric appointments with the behavioral health medical practitioner after release and who are at risk of running out of medication before a follow-up appointment with the RBHA Provider medical practitioner can be arranged.</p>	
<p><b>RBHA Responsibilities for Juveniles on Conditional Liberty Status (Intake)</b></p> <ol style="list-style-type: none"> <li>1. Upon receiving a referral from ADJC the RBHA Provider shall notify the assigned Parole Officer and/or Family Service Coordinator by e-mail of their receipt of the referral.</li> <li>2. When Juvenile Parole Officer or Family Service Coordinator shall submit a referral for services, with guardian’s signature; this shall serve as authorization for initial coordination of care.</li> </ol>	<p><b>ADJC Responsibilities for children currently on Conditional Liberty Status (Intake)</b></p> <ol style="list-style-type: none"> <li>1. Upon reviewing a case, the assigned Parole Officer or Family Service Coordinator shall work with DES to determine if the child/family is currently eligible for AHCCCS/Kids Care.</li> <li>2. If they are eligible but <i>not</i> enrolled, the Parole Officer or Family Service Coordinator shall provide the family with an AHCCCS/Kids Care application and assist them in applying for benefits.</li> <li>3. When a family is determined to be AHCCCS/Kids Care-eligible and in</li> </ol>

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<p>3. Upon Referral, the RBHA Provider schedules an appointment with the parent/guardian for the screening and assessment. An appointment shall be offered to occur within 7 days of referral.</p> <p>4. The RBHA Provider shall complete a Screening &amp; Comprehensive Assessment of the child that shall focus on immediate needs of the child and family as well as address safety and trauma. The assessment process shall be conducted as described in the section above.</p> <p>5. The Next Steps/Interim Service Plan shall be completed as described in the section above.</p> <p>6. If the intake appointment is not kept, the RBHA Provider shall notify the Parole Officer and/or Family Service Coordinator within 24 hours, and the appointment shall be rescheduled to occur <b>within two weeks</b>.</p> <p>7. The RBHA Provider and Child and Family Team will mutually determine a Facilitator of the Child and Family Team process. The Facilitator is often the assigned Case Manager through the PNO or Qualified Service Provider (QSP), but may be another team member such as a therapist or family member.</p> <p>8. Once screening and assessment has been completed, the RBHA Provider shall notify the Parole Officer of the contact person assigned to the Child and Family Team.</p> <p>9. The RBHA Representative will coordinate further psychiatric and other behavioral health services for the child. The RBHA Representative will also continue communications with the Parole Officer or Family Service Coordinator regarding the behavioral health treatment.</p> <p>10. The RBHA Provider shall ask the Parole Officer if there are any court orders (e.g., no contact orders) that affect the child or the establishment of a Child and Family Team. This should be part of the Criminal Justice (Comprehensive Assessment) addendum.</p> <p>11. The Facilitator makes early assessment information available to the Parole Officer (if release of information permits) as may be required for court reporting or hearings.</p> <p>12. During the initial assessment, in collaboration with the Parole Officer, the RBHA Provider shall:</p>	<p>need of behavioral health services, the Parole Officer or Family Service Coordinator shall submit a Behavioral Health Referral Form for services, with the guardian's signature, which shall serve as authorization for initial coordination of care.</p> <p>4. The Parole Officer or Family Service Coordinator shall assist the family in the coordination of transport to the scheduled intake appointment as needed.</p> <p>5. For the child's scheduled intake assessment, the assigned Parole Officer or Family Service Coordinator shall make arrangements to provide any information that will benefit the coordination of care by utilizing the Release of Information Form and Consent to Treat Form.</p> <p>6. To obtain crisis intervention, ADJC staff shall activate the services by contacting the Magellan Crisis Line at 800-564-5465. <i>Magellan</i> shall also notify the outlying county RBHA's crisis services if a child from another county is residing in Maricopa County.</p>

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<ul style="list-style-type: none"> <li>⇒ determine the status of the family of origin, and understand their on-going role with the child</li> <li>⇒ coordinate communication with the Parole Officer related to the family and others as appropriate</li> <li>⇒ discuss with the Parole Officer of any possible movement of the child within the first 5 to 7 days if out-of-home placement is indicated</li> <li>⇒ consult Parole Officer as to family involvement and any restrictions or parameters that would affect development of the team.</li> </ul>	

#### B. Child and Family Team Meeting, Preparation and Oversight of Service Provision

RBHA Responsibilities	ADJC Responsibilities
<p>1. Preparation for engagement with the family and other system stakeholders.</p> <ul style="list-style-type: none"> <li>• The Facilitator shall meet with the child and family on one or more occasions to gather information to develop a Strengths, Needs and Cultural Discovery (SNCD) assessment document. This document will be used throughout the treatment process to guide the child and family team in selecting relevant interventions and utilizing natural and informal supports to assist with meeting identified needs. The SNCD is frequently consulted and is updated by the Child and Family Team as family circumstances change and new strengths and resources are identified.</li> <li>• The Facilitator shall seek information from ADJC to incorporate into the assessment and service planning process, including:               <ul style="list-style-type: none"> <li>⇒ the child's current ADJC status and goals</li> <li>⇒ the outcome of previous treatment services</li> <li>⇒ suggestions on potential members for the Child and Family Team who may be helpful to the child and those who might be contrary to the child's best interest</li> </ul> </li> </ul>	<p>1. The Parole Officer, YPO III and/or Family Services Coordinator shall supply reports and information to the Facilitator with written authorization from the parent/guardian within 7 working days of the request from the family or RBHA provider. ADJC shall provide information, including but not be limited to the following:</p> <ul style="list-style-type: none"> <li>⇒ Risk/Need and Strengths Assessments</li> <li>⇒ Juvenile face sheet</li> <li>⇒ Any scheduled court hearings</li> <li>⇒ The current legal status of the child</li> <li>⇒ Written summary of the outcome of any previous treatment services used for the child.</li> <li>⇒ A description of placement options that have already been considered and ruled out as options to this point</li> <li>⇒ List of potential members for the Child and Family Team that may be helpful to the child, an explanation of those who might <u>not</u> be helpful, and those that are <u>not</u> options at the current time</li> </ul>

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RBHA Responsibilities	ADJC Responsibilities
<p>⇒ a description of what it would take to achieve release from parole</p> <p>⇒ potential risk and safety factors</p> <p>⇒ ADJC and RBHA Provider files or records that could be shared</p> <p>⇒ any other relevant information including potential barriers or mandates that pertain to the child.</p> <p><b>Note: Any documents obtained from the Arizona Department of Juvenile Corrections are not to be disseminated to the team or others by the RBHA.</b></p> <p>2. Preparation for the Child and Family Team Meeting:</p> <ul style="list-style-type: none"> <li>• Prior to the meeting, the Facilitator shall contact the family to obtain the child and family's preferences for meeting times and locations, ground rules, membership on the team, and priority topics for discussion.</li> <li>• Prior to the meeting, the Facilitator shall contact the Parole Officer to discuss the focus of the meeting, establish ground rules, and clarify roles and responsibilities.</li> <li>• The Facilitator shall secure a space for the Child and Family Team to meet that is convenient and comfortable for the family and shall ensure that transportation, child care, and interpreter services are available if needed.</li> <li>• The Facilitator shall invite members of the Child and Family Team, including informal supports and system partner representatives.</li> </ul> <p>3. The Child and Family Team shall carefully consider and give substantial weight to family preferences in formulating its views on the developing Service Plan, acknowledging the family's expert knowledge of their child.</p> <p>4. The agenda for Child and Family Team meetings typically includes the following:</p> <ul style="list-style-type: none"> <li>• Identification/review of ground rules and team membership</li> <li>• Identification/review of the Family Vision for the future</li> </ul>	<p>⇒ Any known risk or safety factors</p> <p>⇒ Any other important issues including potential barriers, concerns, and/or mandates that pertain to this case.</p> <p>A signed Release of Information is <b>required</b> for the following documents:</p> <ul style="list-style-type: none"> <li>⇒ Written documents such as psychological, psycho-sexual, or psychiatric evaluations</li> <li>⇒ Any counseling or discharge reports from other agencies</li> <li>⇒ Any educational information (pursuant to the Federal Education Right to Privacy Act)</li> </ul> <p>2. Preparation for the Child and Family Team Meeting:</p> <ul style="list-style-type: none"> <li>• The Parole Officer shall discuss with the Facilitator the focus of the meeting, ground rules, and roles and responsibilities within the Child and Family Team (CFT) process.</li> <li>• The Parole Office shall, whenever possible, provide any current information to the Child and Family Team prior to the scheduled meeting.</li> </ul> <p>3. Oversight of service provision, follow-up on assignments, identification of barriers and barrier resolution:</p> <ul style="list-style-type: none"> <li>• The Parole Officer shall assist and complete any identified tasks that are assigned and agreed upon at the Child and Family Team meeting and shall do so within agreed upon time frames.</li> <li>• The Parole Officer shall support the use of natural and informal Supports for the family within the guidelines of safety for the child and the community and any pertinent court orders or conditions of parole.</li> </ul> <p>4. The Parole Officer shall indicate other supports or interventions that are not Behavioral Health Covered Services that can be provided by the Arizona Department of Juvenile Corrections to support the safety of the child and the community. The Parole Officer shall utilize the Service</p>

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RBHA Responsibilities	ADJC Responsibilities
<ul style="list-style-type: none"> <li>• (Except at initial CFT meeting) Review of previous CFT notes and follow-up on task assignments</li> <li>• Review/update SNCD</li> <li>• Review/update Crisis and/or Safety Plan</li> <li>• Review/update Individual Service Plan (ISP)</li> <li>• Identification of natural and informal supports</li> <li>• Task assignments for team members to follow-up on between formal CFT meetings</li> </ul> <p>5. The Facilitator is responsible for ensuring that the child's and the family's voices are heard in team meetings. A Family Support Partner or similar family support role may also be assigned to support the family in expressing their views in meetings and in navigating the complexities of the behavioral health, juvenile justice, child welfare, and/or other service systems.</p> <p>6. Brainstorming is encouraged in CFT meetings as a means of identifying potential formal and informal resources and supports and of creatively resolving any barriers that may arise.</p> <p>7. Based on the recommendations of the Child and Family Team, the Facilitator shall make every reasonable effort to secure any and all covered services that will address the needs of the child and family with the following exceptions:</p> <ul style="list-style-type: none"> <li>• Services that must be prior-authorized in accordance with the Arizona Department of Health Services policy on prior authorization (See Magellan Provider Manual, section 3.14).</li> <li>• Service recommendations that are inconsistent with the Arizona 12 Principles. The Facilitator shall identify any such barriers and work with the Child and Family Team to reach consensus.</li> <li>• Services not covered by Title XIX and Title XXI funds. The Facilitator shall work with the Child and Family Team to identify community resources, natural and informal supports, and/or formal services that are relevant and included in the <i>ADHS/DBHS Covered</i></li> </ul>	<p>Authorization Request process to obtain approval from Community Services to fund services identified by the team. Those services could include:</p> <ul style="list-style-type: none"> <li>⇒ Post Adjudication Diversion Services</li> <li>⇒ Parole Programs and Supervision</li> <li>⇒ Day and Evening Reporting Center</li> <li>⇒ Urinalysis Testing</li> <li>⇒ Community Services Resources</li> <li>⇒ Educational Placement Assistance</li> <li>⇒ Vocational Rehabilitation Referral.</li> </ul> <p>5. If issues arise around the provision of covered service, including out-of-home services in a Level 1 Residential Treatment Center (RTC), Level II Therapeutic Group Home (TGH), Level III Group Home, or Home Care Training (HCTC), informal processes for resolution shall be attempted first before filing an appeal, beginning with the Parole Officer attempting to work with the Facilitator to achieve resolution. The Parole Officer may also request that additional consultation be provided by the Facilitator's clinical supervisor, the Provider Network Organization (PNO), and/or the RBHA Children's System of Care Coordinator. If informal mechanisms for resolution are not successful, the assigned Parole Officer or Family Services Coordinator in conjunction with Community Services staff may assist the family in filing an appeal.</p> <p>6. The Parole Officer shall participate in and support planning within the Child and Family Team and will advise the team to ensure that planning does not conflict with the safety needs of the child, family, and community or with the conditions of parole or any court orders.</p> <p>7. Upon change of physical location of a child, including incarceration, if it is known that the child is enrolled with the Regional Behavioral Health Authority, the Parole Officer shall contact the Facilitator to notify them of the incarceration within 24 hours.</p> <p>8. The Parole Officer shall notify the RBHA Representative of court hearings and ADJC hearings a minimum of 5 business days prior to the scheduled event when appropriate.</p>

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RBHA Responsibilities	ADJC Responsibilities
<p><i>Behavioral Health Services Guide.</i></p> <p>7. The Facilitator shall work with the Child and Family Team to explore appropriate alternatives to out-of-home treatment intervention prior to submitting an OOH request. If no viable alternatives can be identified, and upon request from the child's legal guardian, the Facilitator shall submit a request for out-of-home services to Magellan for review. The Facilitator shall call in to Magellan to request the prior-authorized OOH service immediately upon confirmation that the guardian wishes the request to be made. The Facilitator shall obtain any documentation supporting this request from stakeholders as needed, but shall not delay making the OOH request for the sole reason of obtaining supporting documentation.</p> <p><b><i>A RBHA REPRESENTATIVE SHALL ATTEND ADJC HEARINGS and/or ADJC meetings WHEN APPROPRIATE</i></b></p>	

**C. Engagement with the Child and Family**

RBHA Responsibilities	ADJC Responsibilities : Secure Care and Parole
<ol style="list-style-type: none"> <li>Engagement is the process of building a relationship with the child, family, and other team members. It also involves preparing the child, family, and other team members to work together in the Child and Family Team Process, including helping them be prepared to operate in a strengths-based manner, think creatively, and approach planning based on needs rather than services. When a team is properly engaged, the Team will know each member's perspective and will know that each person understands the process and feels valued.</li> <li>Engagement in the Child and Family Team process is a constantly evolving cycle and should continue during and after meetings. Successful Child and Family Team planning relates directly to the quality of engagement that has occurred.</li> <li>Engagement involves working with stakeholders and requires that there is a full understanding of the needs and parameters of all parties involved and that ongoing efforts are made to understand their concerns and</li> </ol>	<ol style="list-style-type: none"> <li>When a Parole Officer identifies that a child on his/her caseload is involved with a Child and Family Team, regardless if the child is a new commit or parole violator, the Parole Officer shall contact the Facilitator within 3 working days and to be included in the Child and Family Team process.</li> <li>When the child is in the institution and involved with a Child and Family Team, the YPO III shall contact the Facilitator within 3 working days and request to be included in the Child and Family Team process.</li> <li>The Parole Officer or YPO III shall collaborate with the Facilitator to support the team process.</li> <li>Engagement involves working with partner agencies such as the RBHA, the RBHA Provider, the Division for Developmental Disabilities, Child Protective Services, or the schools and requires that there is a full understanding of the needs of all agencies involved and that ongoing</li> </ol>

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RBHA Responsibilities	ADJC Responsibilities : Secure Care and Parole
<p>aspirations for the child and family.</p> <p>4. If the family denies involvement of ADJC in the CFT, it is the Facilitator's responsibility to discuss with the family the benefits and importance of ADJC's involvement and to continuously encourage the family to allow participation.</p>	<p>efforts are made to understand their concerns and aspirations for the child and family.</p>

**D. Team Member Identification and Engagement**

RBHA Responsibilities	ADJC Responsibilities: Secure Care and Parole
<p>1. Decision on Team Membership</p> <ul style="list-style-type: none"> <li>• The parent or guardian has the final decision on team members, except in the case where the State, through Child Protective Services, has legal custody of the child. If this is the case, the representative of the agency with legal custody has final decision-making authority, and this is shared with the parent to the extent desired by Child Protective Services. The Child Protective Services representative is encouraged to support the parents to make as many of the decisions as possible.</li> <li>• The RBHA Representative on the team shall ensure that any RBHA personnel, providers and all other team members involved are aware of the conditions of parole.</li> <li>• CFT membership is fluid and based on need and on a consensus of the team, if no safety issues or court orders preclude inclusion.</li> </ul> <p>2. Identifying Possible Team Members</p> <ul style="list-style-type: none"> <li>• The Facilitator and Family Support Partner (if applicable) shall discuss with the family the benefits of including additional people on the team.</li> <li>• The team should ideally include at least 50 percent informal support.</li> </ul> <p>3. Child's involvement on the Child and Family Team</p> <ul style="list-style-type: none"> <li>• A child whom the parents or legal guardian deem appropriate shall be included as a team member, and the team should not meet to plan for</li> </ul>	<p>The Parole Officer, YPO III and Family Services Coordinator shall assist the Facilitator in identifying any possible team members, and those members who may not be appropriate.</p>

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<p>the child without him or her present.</p> <ul style="list-style-type: none"> <li>• If the child is not able to fully participate on the team, the team shall identify alternative methods of gaining the child's input into the team.</li> </ul>	
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**E. Strengths, Needs, and Culture Discovery**

<p>RBHA Responsibilities</p>	<p>ADJC Responsibilities: Secure Care and Parole</p>
<ol style="list-style-type: none"> <li>1. The Strengths, Needs and Culture Discovery process:             <ul style="list-style-type: none"> <li>• may be split between multiple meetings</li> <li>• includes participation, whenever possible, by many family members and others who know the child and family well, including the Parole Officer and other involved stakeholders</li> <li>• is reviewed by and with the family in follow-up meetings and before distribution to other team members.</li> </ul> </li> <li>2. The Strengths, Needs, and Culture Discovery may be done at the family's home or other setting outside the agency location where the family may be more comfortable.</li> <li>3. In order to receive detailed information about the child and family's history that will be very important for the Strengths, Needs, and Culture Discovery, the Facilitator and/or Family Support Partner (if applicable) may need to contact key people who have been involved in the lives of the child and family. If a specific party is deemed inappropriate for membership on a team, the Family Support Partner and/or Facilitator shall contact the party to only gain historical data, not for inclusion on the team.</li> <li>4. The Strengths, Needs, and Culture Discovery may address the following Life Domain areas and identify strengths and needs in each: Independence; Family Living; Financial; Educational/Vocational; Social/Recreational; Behavioral/Emotional; Safety; Psychological; Health; Legal; and other areas important to the family.</li> <li>5. The Facilitator shall give a copy of the Strengths, Needs, and Culture</li> </ol>	<ol style="list-style-type: none"> <li>1. The Parole Officer, YPO III and Family Services Coordinator shall contribute to the Strengths, Needs, and Culture Discovery process and provide everything they can in describing the individual and family strengths as well as any current difficult issues involving the child and family.</li> </ol>

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<p>Needs Discovery to the child and family members who participated in its creation to ensure accuracy and completeness prior to distribution.</p> <p>6. The Facilitator shall distribute a copy of the Strengths, Needs, and Culture Discovery document to each Child and Family Team member prior to the next Child and Family Team meeting.</p>	
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**F. Facilitation of the Child and Family Team Process and Meetings**

RBHA Responsibilities	ADJC Responsibilities
<ol style="list-style-type: none"> <li>1. The Facilitator shall make a Family Support Partner available to the family at the earliest stages of their involvement with the system, when appropriate.</li> <li>2. The Facilitator guides the Child and Family Team Process. Some of the leadership functions of the Facilitator include: <ul style="list-style-type: none"> <li>♦ ensure that the child and family have a voice within the team, have choices for addressing needs, and have their opinions respected and documented</li> <li>♦ provide translation services as needed and appropriate</li> <li>♦ create a comfortable and “safe” team atmosphere for the family and other team members</li> <li>♦ actively move the team process along</li> <li>♦ actively lead the Child and Family Team to brainstorm a wide array of ideas and alternatives that can then be utilized in program planning</li> <li>♦ encourage and support the family to make decisions</li> <li>♦ ensure that the Arizona 12 Principles are followed by the team</li> <li>♦ complete the Individual Service Plan</li> <li>♦ fulfill commitments in a timely, responsive, and respectful manner</li> <li>♦ follow-up on the commitments made by other team members to ensure accountability</li> <li>♦ work with the team to identify and address barriers that arise, and work</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. The Parole Officer (for Parole Violators) or the Family Services Coordinator (for new commits) shall notify the Facilitator that the child has been placed in secure care as either a new commit or a parole violator within 14 days.</li> <li>2. At the next scheduled Child and Family Team meeting, the YPO III shall share pertinent information pertaining to the child’s adjudication. If the duration is 6 months or more, the Child and Family Team shall determine if it is in the child’s best interest to continue meeting.</li> <li>3. If the decision is to continue the Child and Family Team, the YPO III shall support and arrange meeting space to facilitate the Child and Family Team in the institution.</li> <li>4. The YPO III shall arrange through institution security the ability for the Child and Family Team member to be present.</li> <li>5. The YPO III shall notify the assigned Psychological Associate and any other need to-know-staff in the institution of the child’s continued involvement in the Child and Family Team.</li> </ol>

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RBHA Responsibilities	ADJC Responsibilities
<p>to overcome those barriers.</p> <p>3. The Facilitator Responsibilities include:</p> <ul style="list-style-type: none"> <li>♦ follow the Child and Family Team Meeting Format during the meeting;</li> <li>♦ welcome (Introduction, Attendance/Confidentiality sheet, ground rules), review strengths, progress, family story, follow-up on previously identified needs, specific objectives, action items and/or next steps, identify new or continuing needs and creative options to address needs</li> <li>♦ establish with the team ground rules at each meeting that include the length of meetings, frequency of meetings, and how to handle meetings when people do not come or have to leave early.</li> <li>♦ ensure that a Individual Service Plan is developed that includes specific objectives, action items or next steps, identification of who is responsible for accomplishing each, and when each step will be accomplished, develop the time and place for the next meeting, and close; review this plan verbally with the full team at the end of the meeting to ensure clarity and understanding of responsibilities.</li> </ul> <p>4. The Facilitator’s responsibility after the meeting entails the following:</p> <ul style="list-style-type: none"> <li>♦ call the family within 72 hours to follow-up.</li> <li>♦ complete the Individual Service Plan and Review of Progress</li> <li>♦ within 7 days of the Child and Family Team meeting or prior to the next Child and Family Team meeting, distribute copies of the Review of Progress write-up to the family, all other team members, supervisor, coach, and place a copy in the person’s file</li> <li>♦ contact the family and other team members in regard to their progress on the completion of action steps.</li> <li>♦ schedule emergency meetings as needed if any crisis occurs or any safety issue has arisen with the child or family</li> <li>♦ continue regular contact with the family and other team members.</li> </ul>	

**G. Individual Service Planning (individualized strengths-based plans for necessary supports and services)**

12/10/07 Revised 9/08/09

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RBHA Responsibilities	ADJC Responsibilities: Transition to Community
<p>1. Individual Service Planning Session</p> <ul style="list-style-type: none"> <li>• The Individual Service Plan is used to identify and document service-planning information.</li> <li>• The Individual Service Plans must be completed within 90 days of the child's or family's initial appointment. Services shall begin at the initial appointment and continue to occur as the Individual Service Plan is being developed. The Individual Service Plan shall incorporate the goals and objectives of the Continuous Case Plan.</li> <li>• The Individual Service Plan objectives are to be updated at each meeting of the Child and Family Team, and as newly identified needs and specific objectives are developed and added.</li> </ul> <p>2. The Facilitator shall accommodate the responsibilities of the Parole Officer in the development of the Individual Service Plan.</p> <p>3. Identified Needs and Specific Objectives</p> <ul style="list-style-type: none"> <li>• While the Facilitator or other team members may have suggestions for goals, the selection of goals is a decision made by the family or guardian.</li> <li>• When looking at goals, it may be helpful to review life domains such as housing, work/career, education, transportation, financial support, social and relational skills, leisure and recreation, activities of daily living, behavioral issues, health care, and other.</li> </ul> <p>4. Interventions to Meet Needs and Specific Objectives</p> <ul style="list-style-type: none"> <li>• The team shall describe how each of the service needs or specific objectives will be met</li> <li>• The team shall identify the method by which the specific objective will be measured so that it can be determined whether it was accomplished and develops the target date for completion</li> <li>• The team shall review the progress on meeting specific objectives</li> <li>• Emergency meetings may need to be called from time to time if any crises arise or if the child or family request that a meeting be held</li> </ul>	<p>1. Development of a Continuous Case Plan</p> <ul style="list-style-type: none"> <li>• The Parole Officer or YPO III shall use the Child and Family Team meeting and process to assist with the development or review of the case plan. The Continuous Case Plan shall incorporate the goals and objectives of the Individual Service Plan.</li> <li>• The Psychology Associate shall share results of the CAPFA Risk/Needs and Strengths assessment, psychiatric evaluation, Institution Crisis and Safety Plan, psychological evaluation, educational/vocational, and any other pertinent ADJC assessments tools with the Facilitator for the purpose of developing service and support plans.</li> <li>• The Parole Officer, YPO III and Family Services Coordinator shall ensure the child has an intake or psychiatric appointment in the community prior to release to the community.</li> <li>• The Parole Officer, YPO III and Family Services Coordinator shall ensure that any intake and/or psychiatric appointment scheduled prior to the child's release are provided to the Parole officer so that they may be documented in the child's case plan. The documentation will include the date, time, and location of the appointment.</li> <li>• The Parole Officer, YPO III and Family Services Coordinator shall verify appointment with the RBHA Provider and document the appointment date, time, and location in the child's case plan.</li> </ul> <p>2. The Parole Officer shall update the team with any modifications of parole or change in legal status including incarceration/release and warrant status so that this information can be incorporated into planning processes and team membership decisions.</p> <p>3. The Parole Officer, YPO III and Family Services Coordinator shall coordinate with the Child and Family Team to ensure compliance of the child and family in participating in the CFT process.</p> <p>4. If the Child and Family Team determine that a child needs services that are not approved or are not covered by the RBHA (RBHA Provider), the Parole Officer shall initiate a Service Authorization Request to the Community Services Division for approval of services.</p>

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<ul style="list-style-type: none"> <li>• The team shall consider service or support changes when no progress has been achieved on plan objectives.</li> </ul> <ol style="list-style-type: none"> <li>5. The Facilitator is responsible for creating an effective loop between the Individual Service Plan, its implementation, its effectiveness, and its modification when appropriate. The Facilitator shall contact team members, offer reminders and in other ways assist team members to follow-through on commitments.</li> <li>6. Adjustments shall be made to the Individual Service Plan as additional issues arise, progress is made, or new ideas are discovered. The Child and Family Team should continually monitor and adjust the Individual Service Plan as needed.</li> <li>7. The Facilitator is responsible for assisting adolescents in transitioning to the adult Behavioral Health system and for coordinating with the Child and Family Team to ensure all members are aware of change in status.</li> </ol>	
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**H. Support/Crisis Planning**

RBHA Responsibilities	ADJC Responsibilities: Community Parole
<ol style="list-style-type: none"> <li>1. All Child and Family Teams shall have a Support/Crisis Plan, which is to be developed at the beginning of the Child and Family Team process. There are generally three issues to be considered in crisis planning and they include:                             <ul style="list-style-type: none"> <li>• Predict – The team predicts what crises could occur and develops strength-based responses to the situations</li> <li>• Prevent – The team identifies strength-based and culturally sensitive options that could prevent the identified crises from happening</li> <li>• Plan – The team develops a plan for what will happen if the identified crisis occurs. Who calls who, what, when, and where?</li> </ul> </li> <li>2. Support/Crisis Plans shall include methods to predict crises; methods to prevent crises and plans to implement should crises occur.</li> <li>3. Support/Crisis Plans shall include a plan for calling and notifying team</li> </ol>	<ol style="list-style-type: none"> <li>1. The Parole Officer or Family Services Coordinator shall participate with the team in the development of a Support/Crisis Plan that is consistent with the child’s conditions of parole and court orders to help the child maintain stability.</li> </ol>

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<p>members and participating agencies when the Support/Crisis Plan does meet its objectives.4. Adjustments may need to be made to the Support/Crisis Plan as additional issues arise, progress is made, or new ideas are discovered. The Child and Family Team shall continually monitor and adjust the Support/Crisis Plan as needed.</p>	
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**I. Safety planning (when determined to be needed by the team or when the child is involved with Juvenile Parole)**

<p>RBHA Responsibilities</p>	<p>ADJC Responsibilities: Community Parole</p>
<ol style="list-style-type: none"> <li>1. Safety Plans are developed when solid evidence of past, unsafe behavior by the child exists, when the family feels that significant safety issues exist, or when there is evidence that unsafe behavior by others, including family members, relatives or people from the community, could be perpetrated on the child.</li> <li>2. Adjustments may need to be made to the Safety Plan as additional issues arise, progress is made, or additional needs and solutions are identified. The Child and Family Team shall continually monitor and adjust the Safety Plan as needed.</li> </ol>	<ol style="list-style-type: none"> <li>1. The Parole Officer or Family Services Coordinator shall review the current safety plan to ensure that they comply with parole conditions, other orders of the Court, and address factors that contribute to the safety of the child and community.</li> </ol>

**J. Resolution of Coordination Issues**

<p>RBHA Responsibilities</p>	<p>ADJC Responsibilities: Community Parole</p>
<ol style="list-style-type: none"> <li>1. The Facilitator shall coordinate with the Parole Officer/Family Services Coordinator in preparation for the Child and Family Team Meetings.</li> <li>2. If unable to reach a consensus, the Facilitator shall consult with their Supervisor in an attempt to seek resolution before using the formal chain of command.</li> <li>3. If barriers arise, the Facilitator shall utilize the following chain of command to positively resolve the issue:             <ul style="list-style-type: none"> <li>⇒ Facilitator to Parole Officer/Family Services Coordinator</li> <li>⇒ Facilitator QSP Supervisor to P.O. Supervisor</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. The Parole Officer or Family Services Coordinator shall make every attempt to attend Child and Family Team meetings to facilitate the coordination of care for the child. If the Parole Officer or Family Services Coordinator is unable to attend a meeting, he or she shall contact the assigned RBHA Provider prior to the meeting to inform them of any progress on assigned duties and updated case information.</li> <li>2. If conflict arises, ADJC shall utilize the following conflict resolution process in the following in order: YPO III or Parole Officer to the Family Services Coordinator; Family</li> </ol>

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<ul style="list-style-type: none"> <li>⇒ QSP Clinical/Program Director to P.O. Supervisor</li> <li>⇒ PNO Clinical Director to Community Corrections Administrator</li> <li>⇒ PNO CEO to Community Services Administrator</li> <li>⇒ RBHA Director of Child and Family Resiliency to the Community Services Administrator</li> <li>⇒ RBHA Chief Clinical Officer to Division Director of Community Corrections</li> </ul> <p>4. If the issue cannot be resolved through the RBHA Director of Child and Family Resiliency it will be elevated to the Magellan Chief of Recovery and Resiliency for discussion with the Assistant Director of Community Corrections and final decision.</p> <p>5. Time frames: 48 hours elevate to next level.</p> <p>6. Each PNO shall have one or a limited number of roles designated to serve as points of contact for ADJC and to fulfill liaison functions, including following up with behavioral health personnel to ensure timeliness of service delivery.</p>	<p>Services Coordinator to the Facilitator; Family Services Coordinator to Parole Supervisor; Family Services Coordinator and Parole Supervisor to the Facilitator QSP Supervisor or QSP Clinical/Program Director; Family Services Coordinator and Parole Supervisor to the Community Corrections Administrator; Community Corrections Administrator or Community Services Administrator to the PNO Clinical Director or PNO CEO; Community Services Administrator to the RBHA Director of Child and Family Resiliency*****ADJC employees from the Institution and Community Corrections are required to attend the monthly joint partnership meetings to discuss systems related issues, barriers, and needed program development.</p>
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**K. Identification of Unmet Needs**

<b>RBHA Responsibilities</b>	<b>ADJC Responsibilities: Community Parole</b>
<p>1. If issues are identified by the Child and Family Team relating to gaps in service, service availability, or timeliness of service access, the Facilitator shall communicate the unmet needs to the PNO. The PNO shall assist in obtaining needed services and shall notify the RBHA of systemic barriers such as lack of needed services or capacity.</p>	

\_\_\_\_\_  
Magellan Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
ADJC Authorized Signature

\_\_\_\_\_  
Date