

Title XIX Children's System of Care Plan
Magellan Health Services
July 1, 2010 through June 30, 2011

Goal 1			
<i>Develop Youth and Family Roles¹ within the Children's System of Care</i>			
Objective 1.1			
<i>Work to develop and maintain family roles and involvement in the System of Care</i>			
Measurement / Resource			
<i>DBHS Practice Protocol, Family and Youth Involvement in the Children's Behavioral Health System</i>			
<i>Family & Youth Roles Inventory</i>			
<i>Quick Guide for Self-Assessment of Family Run Organizations²</i>			
<i>Examining the Relationship Between Family-Run Organizations & Non-Family Organization Partners in System of Care³</i>			
<i>Practice Reviews (System of Care Practice Review (SOC-PR) & Standard Needs)</i>			
Tasks	Responsible Person	Target Completion Date	Deliverable
Task 1.1.1 Connect family members to the Family Run Organization through Magellan Customer Service referral at the point of entering the behavioral health system.	Magellan Customer Service; Children's System of Care Coordinator	Ongoing through 6/30/11	Data collected quarterly on referrals to FIC from Customer Service.
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 1.1.2 Establish minimum expectations for training and supervision of family support roles, including access to coaching by other family members/ peers and access to family-run organizations for support and training.	Chief of Child and Youth Services; Children's System of Care Coordinator	1/31/11	Family Support Workgroup minutes; written minimum standards
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			

¹ Youth and Family Roles are defined in the DBHS Practice Protocol, Family and Youth Involvement in the Children's Behavioral Health System

² Lazear, K., Anderson, R., & Boterf, E. (February 2007). Quick Guide for Self-Assessment of Family Run Organizations in Systems of Care. The Research & Training Center for Children's Mental Health, Louis de la Parte Florida Mental Health Institute, University of South Florida.

³ Lazear, K., & Anderson, R. (Winter 2008). Examining the Relationship Between Family-Run Organizations & Non-Family Organization Partners in System of Care. The Research & Training Center for Children's Mental Health, Louis de la Parte Florida Mental Health Institute, University of South Florida.

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<p>Task 1.1.3 Make training opportunities available quarterly to Magellan and provider staff, family members, and stakeholders on the ADHS/DBHS Practice Protocol, <i>Family and Youth Involvement in the Children's Behavioral Health System</i>.</p>	Magellan Learning Department; Family-run organizations	10/31/10	Training curriculum; training schedule; attendance reports
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 1.1.4 Continue to invite 25% family member participation in Magellan workgroups and advisory committees and provide stipends to family members to support their participation. Partner with family-run organizations to prepare family members for committee membership.</p>	Magellan QM/QI; Ombudsman; family-run organizations	Ongoing through 6/30/11	Committee membership and attendance documentation; stipend forms
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 1.1.5 Build and support opportunities for family involvement in advisory committees, policy development, quality assurance activities, and planning at all levels of the system of care (provider agency, PNO, and RBHA).</p>	Chief of Child and Youth Services; PNO Leadership	Ongoing through 6/30/11	Documentation of family involvement opportunities at the PNOs and Magellan
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 1.1.6 Maintain family roles throughout the PNOs and QSPs in accordance with enrollment need and available funding. Follow up with PNOs who experience a decrease in available family support roles to ensure capacity is re-established.</p>	Chief of Child and Youth Services; PNO and Development Director	Quarterly tracking through 6/30/11	Inventory of family roles; documentation of follow-up as needed
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			

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<p>Task 1.1.7 Collaborate with family-run organization to collect and analyze data on requests for assistance from family members, and the follow-up/outcomes of these requests, through Targeted Parent Assistance.</p>	<p>Chief of Child and Youth Services; Family Involvement Center</p>	<p>Monthly reports through 6/30/11</p>	<p>TPA data and analysis</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			

<p>Objective 1.2 <i>Work to develop and maintain youth involvement in the System of Care</i></p>			
<p>Measurement / Resource <i>Family & Youth Roles Inventory</i> <i>Ladder of Young Peoples Involvement⁴</i> <i>Youth Involvement in Systems of Care: A Guide to Empowerment⁵</i> <i>Quick Guide for Self-Assessment of Family Run Organizations</i> <i>Practice Reviews (SOC-PR & Standard Needs)</i></p>			
<p>Tasks</p>	<p>Responsible Person</p>	<p>Target Completion Date</p>	<p>Deliverable</p>
<p>Task 1.2.1 Disseminate and provide quarterly training to Magellan and provider personnel, family members, and stakeholders on the Youth Involvement Practice Protocol.</p>	<p>Magellan Learning Department; Development Manager; MY LIFE/ youth leaders</p>	<p>90 days from release of final Protocol</p>	<p>Training schedule and attendance reports</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 1.2.2 Inventory existing youth roles and identify goals for expansion/development of authentic youth/ peer roles in the system of care. Monitor progress toward established goals.</p>	<p>Magellan Development Manager</p>	<p>1/31/11</p>	<p>Inventory of youth roles; youth role development goals; quarterly reporting from PNOs</p>

⁴ Innovation Center for Community and Youth Development. Adapted from "Hart's Ladder" from "Youth Participation in Community Planning", a report of the American Planning Association

⁵ Matarese, M., McGinnis, L., Mora, M. (January 2005). Youth Involvement in Systems of Care: A Guide to Empowerment. Technical Assistance Partnership, Washington, DC.

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<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 1.2.3 Establish a standing practice/process for youth and young adult service recipients to advise other youth care systems and community stakeholders, including juvenile justice, child welfare, and education systems, on behavioral health issues and youth involvement.	Magellan Development Manager; Manager of Special Populations	Ongoing through 6/30/11	Presentations as agenda items; meeting minutes; conference materials
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 1.2.4 Build and support (including availability of stipends) opportunities for youth involvement in advisory committees, policy development, quality assurance activities, and planning at all levels of the system of care (provider agency, PNO, and RBHA).	Chief of Child and Youth Services; Magellan Development Manager; PNO leadership	Ongoing through 6/30/11	Documentation of youth involvement opportunities at the PNOs and Magellan
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 1.2.5 Participate in workgroup targeting development and implementation of a youth involvement protocol and strategize ways to enhance and expand involvement and peer support opportunities for youth and young adults in the behavioral health system.	Magellan Development Manager	1/31/11	Youth Protocol; implementation strategies
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 1.2.6 Strengthen the sustainability of MY LIFE via the development of a formal Logic Model and Implementation Modules.	Magellan Development Manager	9/30/10	Logic Model and Modules

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Quarterly Updates

Quarter 1:
Quarter 2:
Quarter 3:
Quarter 4:

Goal 2

Develop and deliver resources for children with the most complex needs to increase stability, sustain residence in home and community, achieve success in school, avoid delinquency, and ensure progress toward a self-sufficiency in adulthood

Objective 2.1

Maintain fidelity to Meet Me Where I Am (MMWIA) principles (per ADHS/DBHS Practice Protocol Support and Rehabilitation Services for Children, Adolescents and Young Adults)

Measurement / Resource

DBHS Practice Protocol, Support and Rehabilitation Services for Children, Adolescents and Youth Adults

'SE' Modifier Utilization Reports

MMWIA Practice Reviews

MMWIA Annual Reports⁶

Year One Annual Report, November 2008

2009 Statewide Practice Reviews: Summary Report and Recommendations

Magellan "Meet Me Where I Am" Campaign 2009 Statewide Practice Review Analysis and Plan, December, 2009

Tasks	Responsible Person	Target Completion Date	Deliverable
<p>Task 2.1.1 Continue to make training and technical assistance available to provider staff on Positive Behavior Support and Functional Behavioral Assessment.</p>	<p>Magellan Learning Department; Director of Child and Youth Services</p>	<p>Through 6/30/11</p>	<p>Training curriculum; training schedule; attendance reports</p>

Quarterly Updates

Quarter 1:
Quarter 2:
Quarter 3:
Quarter 4:

⁶ By Tim Penrod, Consultant for MMWIA
Children's System of Care Plan
Magellan Health Services Approved 8/16/10

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<p>Task 2.1.2 Continue semi-annual monitoring of "Meet Me Where I Am" providers, led by RBHA staff in accordance with the Design Team, with emphasis on achieving outcomes for children with complex needs, including reducing out-of-home utilization.</p>	<p>Magellan Director of Child and Youth Services; MMWIA Design Team</p>	<p>10/01/10 and 4/01/11</p>	<p>MMWIA site monitoring visit reports; semi-annual MMWIA report cards</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 2.1.3 Through the "SE" billing code modifier, measure utilization of support and rehabilitation services.</p>	<p>Magellan PNO and Service Development Director</p>	<p>Quarterly through 6/30/11</p>	<p>"SE" Utilization Reports</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 2.1.4 Track referrals to "Meet Me Where I Am" programs and monitor prioritization of referrals for children with complex needs and responsiveness of services when a referral is accepted.</p>	<p>Magellan Director of Child and Youth Services; MMWIA Design Team</p>	<p>Ongoing through 6/30/11</p>	<p>Referral Prioritization forms and procedure; referral tracking spreadsheets</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 2.1.5 Develop direct support providers interested in becoming generalists, through training and guidance from the "Meet Me Where I Am" Design Team, and according to available funding.</p>	<p>Magellan Director of Child and Youth Services; MMWIA Design Team</p>	<p>6/30/11</p>	<p>Training and TA documentation; MMWIA Design Team minutes</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			

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<p>Task 2.1.6 Build and support opportunities for family involvement in generalist direct support programs and connections to family support roles within the generalist agency/network or by referral to the family-run organization.</p>	<p>Magellan Director of Child and Youth Services; MMWIA Design Team</p>	<p>Ongoing through 6/30/11</p>	<p>MMWIA site monitoring reports; Design Team minutes</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 2.1.7 Establish mechanism(s) for measuring "Meet Me Where I Am" service capacity/availability of services for acceptance of new referrals.</p>	<p>Magellan Chief of Child and Youth Services; Director of Child and Youth Services; PNO leadership; MMWIA Design Team</p>	<p>1/31/11</p>	<p>Measurement tool/process</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 2.1.8 Continue to implement Magellan "Meet Me Where I Am" Campaign 2009 Statewide Practice Review Analysis and Plan elements in response to the statewide practice review for generalist direct support.</p>	<p>Magellan Director of Child and Youth Services; MMWIA Design Team</p>	<p>Ongoing through 6/30/11</p>	<p>Design Team agendas and minutes; MMWIA site monitoring reports</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			

Objective 2.2

Maintain established levels of High-Complexity Case Managers and verify that they have the resources / skills to assist families and children with complex needs

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Measurement / Resource			
<i>DBHS Practice Protocol, The Unique Behavioral Health Service Needs of Children, Youth and Families Involved with Child Protective Services</i> <i>DBHS Practice Protocol, Providing Services to Children in Detention</i> <i>DBHS Practice Protocol, Pervasive Developmental Disorders and Developmental Disabilities</i> <i>Bi-Monthly Case Manager Inventory and verification reviews</i> <i>Practice Reviews (SOC-PR)</i>			
Tasks	Responsible Person	Target Completion Date	Deliverable
Task 2.2.1 Establish a model for High Complexity Case Manager FTEs according to enrollment growth and percentage of established need (i.e., 12-15% of total enrolled).	Chief of Child and Youth Services; Children's PNO and Development Director	1/31/11	Case Manager FTE model
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.2.2 Monitor adherence to established High Complexity Case Manager FTE requirements and caseload ratios. Require corrective action on the part of PNOs who fall below the FTE requirement for three consecutive months.	Magellan Children's PNO and Development Director	Bi-monthly through 6/30/11	Bi-monthly Case Manager Inventories
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.2.3 Establish standards for hiring, training, and supervision of High Complexity Case Managers to ensure adequate skills for CFT facilitation and coordination of care.	Magellan Director of Child and Youth Services; PNO and Development Director; Case Manager Task Force	1/31/11	Written standards
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3:			

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Quarter 4:			
Task 2.2.4 Identify opportunities for partnership between High Complexity Case Managers and Family Support Roles, such as cross-training, CFT co-facilitation, and referral to the family-run organization.	Magellan PNO and Development Director; Director of Child and Youth Services; System of Care Coordinator; CM Task Force; Family Support Workgroup	1/31/11	Meeting minutes; documentation of partnership activities
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.2.5 Provide quality of care oversight regarding service delivery to children with complex needs at the Qualified Service Provider level, including periodic review of the service array matched to the child's intensity of need.	Magellan QM/QI; Director of Child and Youth Services; GSA 6 Task Force; CM Task Force	Ongoing through 6/30/11	SOCPR and Standard Needs Reviews and PIPs, as warranted; QM/UM Plan
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.2.6 Monitor and analyze utilization of case management services by PNO through Encounter Reports and review analysis with PNO leaders through the Case Manager Task Force.	Magellan Children's PNO and Development Director; CM Task Force	Quarterly through 6/30/11	Encounter Reports; CM service utilization analysis; CM Task Force minutes
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			

Objective 2.3

Maximize opportunities for community-based alternatives to Out of Home (OOH) Placements

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Measurement / Resource <i>DBHS Practice Protocol, Children's Out of Home Services OOH Utilization Length of Stay Reports MMWIA Practice Reviews CASII Practice Reviews (SOC-PR)</i>			
Tasks	Responsible Person	Target Completion Date	Deliverable
Task 2.3.1 Create a plan to make use of the information and support available through the SAMHSA Building Bridges Initiative (www.Buildingbridges4youth.org) toward bridging the gap between residential and community-based services and maintaining children in their homes and communities.	Magellan Chief of Child and Youth Services; OOH Community Integration Task Force; Family-run organizations	1/31/11	Meeting minutes; written description of Building Bridges initiative and assessment tools
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.3.2 Continue participation in Service Review Collaborative meetings with child welfare and juvenile justice representatives toward collaborative service planning for children in out-of-home settings or at risk to be placed out of the home.	Magellan Chief of Child and Youth Services; Director of Child and Youth Services	Ongoing through 6/30/11	SRC meeting schedules; data on number of cases reviewed and their outcomes
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.3.3 Monitor utilization of out-of-home treatment interventions to identify trends of over and under utilization by PNOs/QSPs and facility providers for all out-of-home requests and lengths of stay. Follow up with providers with identified increased/under utilization to clearly delineate gaps in training or utilization of community-based resources based on best practice.	Magellan Chief of Child and Youth Services; Children's Medical Director; Children's Clinical Practice Supervisor; PNO and Development Director	Ongoing through 6/30/11	Structural Elements Report; UM data; documentation of follow-up with providers

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<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.3.4 Provide technical assistance to PNOs, QSPs, family-run organizations, and facility providers that will aid in their ability to identify treatment needs and match necessary intensity of services.	Children's Medical Director; Children's Clinical Practice Supervisor	Ongoing through 6/30/11	Documentation of TA
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.3.5 Identify and implement strategies for early identification of children at risk for out-of-home intervention.	Magellan Children's Team; PNO leadership	1/31/11	Written strategies and evidence of implementation
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.3.6 For children identified as at risk for out-of-home intervention, monitor to ensure referrals have been offered to the family-run organization, high complexity case management, and generalist direct support, as outlined in the <i>Front End and Back End Flowcharts</i> .	Magellan Children's Team and QM/QI	4/30/11	Monitoring activities: Practice Protocol reviews, UM care mgmt data; Front End and Back End Flowcharts
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			

Objective 2.4

Verify that children birth to six with complex needs are properly identified and are being provided with the appropriate array of services and supports

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Measurement / Resource			
<i>DBHS Practice Protocol, Psychiatric Best Practice Guidelines for Children: Birth to Five Years of Age</i> <i>DBHS Practice Protocol, Working with the Birth to Five Population</i> <i>OOH Utilization</i> <i>Pharmacy Utilization</i> <i>National Outcome Measures (NOMs)</i> <i>Practice Reviews (SOC-PR & Standard Needs)</i>			
Tasks	Responsible Person	Target Completion Date	Deliverable
Task 2.4.1 Continue to develop infant and early childhood mental health specialists, and track progress through the Birth to 5 Levels of Staff Competency Matrix.	Magellan Manager of Special Populations	Quarterly competency matrix through 6/30/11	Birth to 5 Competency Matrix
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.4.2 Track the number of children birth to 5 with complex needs (as defined by ADHS/DBHS criteria) being served by an Infant and Early Childhood Mental Health Specialist.	Magellan Manager of Special Populations	30 days after ADHS criteria is released	Quarterly tracking reports
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.4.3 Utilize results of quality monitoring of ADHS Practice Protocol, <i>Psychiatric Best Practice Guidelines for Children: Birth to Five Years of Age</i> to identify prevalent opportunities for improvement and provide recommendations to the Magellan Learning Department to enhance training curriculum to address identified practice deficiencies.	Magellan QM/QI; Learning Department; Children's Medical Director; Manager of Special Populations	Ongoing through 6/30/11	Quality monitoring reports; performance improvement plans; training curricula

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<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.4.4 Based on results of quality monitoring of ADHS Practice Protocol, <i>Psychiatric Best Practice Guidelines for Children: Birth to Five Years of Age</i> , collaborate with PNOs/QSPs to implement strategies to address improvement opportunities.	Magellan Children's Medical Director; PNOs/ QSPs	Ongoing through 6/30/11	Performance Improvement Plans; PNO/QSO meeting minutes
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.4.5 Identify and develop educational and program development opportunities for meeting the needs of transition-aged youth with infants and toddlers.	Magellan Manager of Special Populations; Development Manager; Youth and Family members	6/30/11	Documentation of planned/ implemented development activities; meeting minutes
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.4.6 Partner with family-run organizations to identify services and supports for parents of children age birth to five who are involved with child welfare (CPS) and the behavioral health system.	Magellan Chief of Child and Youth Services; Manager of Special Populations; Family-run organizations	6/30/11	Family Support Workgroup meeting minutes; documentation of collaborative activities
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			

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<p>Task 2.4.7 Disseminate DC: 0-3 Manuals to PNOs and QSPs and coordinate with DBHS regarding process for training on the material.</p>	<p>Magellan Manager of Special Populations; Learning Department</p>	<p>60 days following dissemination of manuals</p>	<p>DC: 0-3 Manual Dissemination Log; training attendance reports</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 2.4.8 Discuss prescribing trends and deficits in psychiatric evaluations discovered by means of QI Protocol audits with Children's PNO Medical Directors, and as needed directly with psychiatric providers.</p>	<p>Magellan Children's Medical Director</p>	<p>Ongoing through 6/30/11</p>	<p>PNO Medical Director meeting minutes</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 2.4.9 Explore utilizing Magellan's EnhanceMed program to identify children birth to 5 who are started on two or more psychotropic medications simultaneously. (EnhanceMed provides education directly to psychiatric providers.)</p>	<p>Magellan Children's Medical Director; Chief Medical Officer; Pharmacy Director</p>	<p>6/30/11</p>	<p>EnhanceMed reports</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			
<p>Task 2.4.10 Collaborate with ADHS contractor for SOCPR practice reviews to break down samples by age category and to trend outcomes and opportunities for improvement for children age birth to 5.</p>	<p>Magellan QM/QI</p>	<p>1/31/11</p>	<p>SOCPR outcome reports</p>
<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>			

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Objective 2.5			
<i>Develop the necessary resources and structures for the identification and support of transition-age youth, to maximize success and independence</i>			
Measurement / Resource			
<i>DBHS Practice Protocol, Transition to Adulthood Transition Age Youth monitoring Bi-Monthly Transition Age Youth Case Manager Inventories Agendas/Minutes/Sign-in Sheets from Technical Assistance Meetings</i>			
Tasks	Responsible Person	Target Completion Date	Deliverable
Task 2.5.1 Conduct quality monitoring of adherence to the ADHS Practice Protocol, <i>Transition to Adulthood</i> and Provider Manual, Magellan Edition, Section 3.17, <i>Transition of Persons</i> . Identify agency-level and system-level opportunities for improvement based on quality monitoring outcomes.	Magellan QM/QI; Children's Team; Manager of Special Populations; Adult Services Team	Ongoing through 6/30/11	TAY tracking reports; Practice Protocol quality monitoring reports; PIPs, as warranted
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.5.2 Continue to build capacity of transition facilitators for SMI and GMH/SA transition age youth via the Network Sufficiency Analysis and Reporting, as funding is available. Track number of youth and young adults participating in TIP programming.	Magellan Manager of Special Populations; Adult Services Team	Ongoing through 6/30/11	Network Analysis; quarterly tracking reports; workgroup minutes; TA documentation
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.5.3 Develop transition age youth services that meet the needs of youth with developmental disabilities.	Magellan Manager of Special Populations; Adult Services Team	1/31/11 and ongoing	Meeting minutes; documentation of plans and activities

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Task 2.5.4 Collaborate with family run organizations to develop strategies for GMH/SA transition age youth providers to involve family members in transition age youth services.	Magellan Manager of Special Populations; Development Manager; Family-run Organizations; Adult Services Team	1/31/11 and ongoing	Written strategies; documentation of implementation
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.5.5 Provide training to adult and children's service provider personnel on Provider Manual section 3.17, <i>Transition of Persons</i> , including Attachment 3.17.1, <i>Magellan Youth Transition to Adulthood Planning Checklist Reference Guide</i> .	Magellan Learning Department; Manager of Special Populations; Development Manager	Quarterly through 6/30/11	Training schedules and attendance reports
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.5.6 Implement procedures for monitoring the ability of transition age youth and their families to retain their child and family team as the youth transitions to the adult system, including continuation of the CFT when the child-serving agency does not hold an adult contract.	Magellan Manager of Special Populations; Adult Services	3/31/11	Monitoring procedures and documentation of implementation; data on CFTs continuing beyond age 18
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Objective 2.6
Develop and strengthen specialty services and staff competencies to meet the unique needs of children in special populations and of diverse cultures.

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Measurement / Resource			
<i>Magellan Cultural Competency Plan</i>			
<i>Magellan Problematic Sexual Behavior Workgroup Agendas/Minutes</i>			
<i>Magellan Tribal Relations Workgroup Agendas/Minutes</i>			
Tasks	Responsible Person	Target Completion Date	Deliverable
Task 2.6.1 Explore research, best practice guidelines, and legal requirements relating to children who act out sexually and identify system improvements based on an increased understanding of this population.	Magellan Manager of Special Populations; Children's Clinical Practice Supervisor; Children's Medical Director	1/31/11	Documentation of development activities
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.6.2 Provide training opportunities to increase knowledge and skills of provider staff who serve children who act out sexually and their families.	Magellan Manager of Special Populations; Learning Department	6/30/11	Training curriculum and attendance reports
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 2.6.3 Collaborate with local tribal entities to achieve optimal accessibility of behavioral health services and enrollment penetration for Native American children and families.	Magellan Tribal Liaison Manager; Manager of Special Populations	Ongoing through 6/30/11	Documentation of development activities
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Goal 3			
<i>Build the capacity of the System of Care and enhance the key competencies of the workforce in order to effectively serve children and families with behavioral health needs</i>			
Objective 3.1			
<i>Establish and maintain a sufficient cadre of qualified professionals to readily meet the needs of enrolled members at each of the T/RBHA's</i>			
Measurement / Resource			
<i>Network Inventory</i>			
<i>Quarterly T/RBHA CSOC Plan Updates</i>			
Tasks	Responsible Person	Target Completion Date	Deliverable
Task 3.1.1 Compare current staffing levels of BHPPs, BHTs, BHPs, BHMPs, and Family/Youth peer roles to Minimum Network Standards adopted by ADHS/DBHS and to service needs identified through Network Analysis.	Magellan Children's Team; Children's PNO and Service Development Director; Network	90 days following release of standards by ADHS/DBHS	Network inventory data and analysis; written comparison
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 3.1.2 Establish strategy/strategies for managing capacity of specialty therapies and individual and family therapy to increase availability of the services for children and families with specialized and/or complex needs.	Magellan Children's Team; Children's PNO and Service Development Director; PNO leadership	1/31/11	Written strategy/strategies; documentation of implementation
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 3.1.3 At the PNO level, develop and monitor for effectiveness plans for hiring and retention of clinical staff, including attention to training and supervision/coaching needs of clinicians.	Magellan Children's Team; PNO leadership	1/31/11	Written staff hiring and retention plans

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<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:
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Objective 3.2 <i>Strengthen the skills of CFT Facilitators and Coaches within the System of Care</i>
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Measurement / Resource <i>DBHS Practice Protocol, Child and Family Team Practice</i> <i>Practice Reviews (SOC-PR & Standard Needs)</i> <i>Agendas/Minutes/Sign-in Sheets from Technical Assistance Meetings</i>

Tasks	Responsible Person	Target Completion Date	Deliverable
Task 3.2.1 Incorporate the domains and sub-domains of the SOCPR practice review tool and focus areas of the Standard Needs review tool into staff supervision plans for case managers/ CFT facilitators at the PNO level.	Magellan Children's Team; PNO leadership	1/31/11	Staff supervision plans

<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:
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Task 3.2.2 Continue quarterly Coaches Meetings at Magellan and promote participation by provider coaching personnel in statewide coaches meetings.	Magellan Children's System of Care Coordinator	Quarterly through 6/30/11	Meeting agendas and minutes
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<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:
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Task 3.2.3 Collaborate with CFT Coaches to support workforce development, training, and technical assistance needs, such as for increased knowledge of the IEP process, as identified in the quarterly Coaches Meeting.	Magellan Learning Department; Children's System of Care Coordinator	Ongoing through 6/30/11	Meeting minutes; documentation of training and TA
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<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 3.2.4 Utilize Practice Review (SOCPR, Standard Needs, CFT Practice Protocol) outcomes to inform and evolve training curriculum for CFT facilitation.	Magellan Learning Department; QM/QI	Ongoing through 6/30/11	SOCPR, Standard Needs Review, and CFT Practice Protocol review outcome reports; training curriculum
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 3.2.5 Develop accountable care processes for case manager/ CFT facilitator ongoing development, including direct observation and field-based coaching and supervision and a strength-based approach to enhance fidelity to the 12 Principles and the Arizona Vision.	Magellan Children's Team; PNO leadership	1/31/11	Magellan Accountable Care initiative documents; Case Manager Task Force meeting minutes
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 3.2.6 Collaborate with the family-run organization to implement strategies to increase case manager/ CFT facilitator knowledge of informal supports and community resources.	Magellan Children's Team; PNO leadership; FIC	1/31/11	Written strategies; documentation of implementation
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			

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<p>Task 3.2.7 Identify and target themes for practice improvement through ongoing SOCPR and Standard Needs reviews and Interim Monitoring of agency Practice Improvement Plans.</p>	<p>Magellan QM/QI; Magellan Children's Team; GSA 6 Task Force</p>	<p>Ongoing through 6/30/11</p>	<p>SOCPR and Standard Needs Review provider feedback sessions, outcome reports, interim monitoring reports, and PIPs</p>
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<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>

<p>Objective 3.3 <i>Monitor Utilization of the Child and Adolescent Service Intensity Instrument (CASII)</i></p>
<p>Measurement / Resource <i>DBHS Practice Protocol, Child and Family Team Practice CASII Fidelity Reviews CASII Utilization of Kids Enrolled at Least 55 Days Report</i></p>

Tasks	Responsible Person	Target Completion Date	Deliverable
<p>Task 3.3.1 Continue to provide quarterly training on the CASII assessment tool and technical assistance upon request.</p>	<p>Magellan Learning Department</p>	<p>Quarterly through 6/30/11</p>	<p>Training schedules; attendance reports</p>

<p><u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:</p>

<p>Task 3.3.2 Monitor compliance with initial CASII assessment and re-assessment expectations and follow-up with PNOs/providers who fall below thresholds.</p>	<p>Magellan Children's Team and QM/QI; PNO leadership</p>	<p>Ongoing through 6/30/11</p>	<p>CASII Reports; quality monitoring reports; documentation of follow-up</p>
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<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 3.3.3 Enhance reliability of CASII assessments through quarterly cross-PNO inter-rater reliability comparison scoring activities using fictitious/ HIPAA compliant case examples in order to increase fidelity to CASII scoring instructions.	Magellan Children's Team; PNO leadership	Semi-annually through 6/30/11	Meeting agendas and minutes; case examples; attendance reports
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 3.3.4 Establish expectations for family involvement in the CASII assessment process, including, at minimum, discussion of the scoring process with families within the CFT and education of families on the meaning and implications of the CASII score.	Magellan Children's Team; PNO leadership; QM/QI	1/31/11 and ongoing	Written expectations; Treatment Record Reviews; evidence in the clinical record of communication with families re: CASII
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 3.3.5 Monitor and assess scoring of the CASII against documented level of need and intensity in the clinical record of enrolled children through Treatment Record Reviews. Require provider performance improvement plans as needed.	Magellan QM/QI	Ongoing through 6/30/11	Treatment Record Reviews; Provider performance improvement plans
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			

Goal 4
Enhance evidence-based substance use disorder prevention, screening, assessment and treatment within the System of Care to meet the needs of children and their families and to improve outcomes

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Objective 4.1			
<i>Improve capacity of substance abuse prevention coalitions</i>			
Measurement / Resource			
<i>Annual Prevention Evaluation Report</i>			
<i>Quarterly Site Visits</i>			
Tasks	Responsible Person	Target Completion Date	Deliverable
Task 4.1.1 Through quarterly reports and provider monitoring, ensure that all prevention providers assess, plan, implement, and evaluate substance abuse prevention programs in partnership with a substance abuse prevention coalition.	Magellan Prevention Team	Ongoing through 6/30/11	Quarterly reports; documentation of provider monitoring
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 4.1.2 Create an individual evaluation plan and individual strategic plan per prevention project based on assessment data. Report on implementation activities quarterly.	Magellan Prevention Team	Quarterly reporting through 6/30/11	Quarterly reports
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 4.1.3 Ensure every prevention project belongs to a Substance Abuse Prevention Coalition.	Magellan Prevention Team	1/31/11	Documentation of coalition membership/ attendance at related activities
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			

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Task 4.1.4 Offer opportunities for coalitions to receive training on strategic planning, needs assessment, and sustainability.	Magellan Prevention Team; Prevention Providers	Ongoing through 6/30/11	Agendas; training attendance reports
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			

Objective 4.2 <i>Serve all children and adolescents according to the required elements in the ADHS/DBHS Practice Protocol, Comprehensive Assessment and Treatment of Substance Use Disorders in Children and Adolescents</i>			
Measurement / Resource <i>DBHS Practice Reviews, Comprehensive Assessment and Treatment for Substance Use Disorders in Children and Adolescents</i> <i>NOMs</i> <i>CASII</i> <i>Mental Health Statistics Improvement Program (MHSIP)</i> <i>Practice Reviews (SOC-PR & Standard Needs)</i> <i>Substance Abuse Program Reviews</i>			
Tasks	Responsible Person	Target Completion Date	Deliverable
Task 4.2.1 Participate in ASAM Training of the Trainer to roll out systemwide ASAM training to provider personnel.	Magellan Adult and Children's Teams; Learning Department	As scheduled by ADHS	Documentation of completion of TOT
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 4.2.2 Collaborate with ADHS/DBHS to develop a plan to offer sufficient training opportunities to meet the needs of provider personnel to participate in ASAM training.	Magellan Learning Department	Within 90 days of completion of TOT	Training schedules; attendance reports

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<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 4.2.3 Conduct quality monitoring of provider adherence to the ADHS Practice Protocol, <i>Comprehensive Assessment and Treatment of Substance Use Disorders in Children and Adolescents</i> , and monitor performance improvement activities by providers who fall below thresholds.	Magellan QM/QI; Director of Child and Youth Services	Ongoing through 6/30/11	Quality monitoring reports; PIPs
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 4.2.4 Communicate trends and opportunities for improvement to the substance abuse provider community through the quarterly SA Provider Meeting.	Magellan Director of Child and Youth Services	Quarterly through 6/30/11	Meeting minutes
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 4.2.5 Monitor implementation and completion of SIG-grant funded projects to enhance staff competency and evidence-based substance abuse treatment practices.	Magellan Director of Child and Youth Services	10/31/10	Quarterly and final SIG project reports
<u>Quarterly Updates</u> Quarter 1: Quarter 2: Quarter 3: Quarter 4:			
Task 4.2.6 Conduct quality monitoring of provider adherence to the service expectation that a standardized substance use disorder screening instrument is utilized for all applicable children and adolescents per the ADHS Practice Protocol, <i>Comprehensive Assessment and Treatment of Substance Use Disorders in Children and Adolescents</i> .	Magellan QM/QI	Ongoing through 6/30/11	Quality monitoring reports; PIPs

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Quarterly Updates

Quarter 1:

Quarter 2:

Quarter 3:

Quarter 4: