

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

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

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.1.1 Monitor review process for children with complex needs <ul style="list-style-type: none"> ▪ Arizona Department of Health Services/Division of Behavioral Health Services (ADHS/DBHS) staff to attend 5% of total reviews ▪ ADHS/DBHS staff to audit 5% of completed practice review tools 	<u>Clinical Practice Improvement (CPI)</u> ¹ and Children's System of Care Network Development (CSOC)	10/15/09 and quarterly	Report of findings quarterly to Children's QM Committee
Task 1.1.2 Monitor the review process for children with standard needs <ul style="list-style-type: none"> ▪ ADHS/DBHS staff to audit 5% of completed standard needs interview tools 	<u>CPI</u> and CSOC	10/15/09 and quarterly	Report of findings quarterly to the Children's QM Committee
Task 1.1.3 Participate in all provider feedback sessions and provide technical assistance (TA) to practice improvement planning efforts.	<u>CSOC</u> and CPI	7/1/09 and monthly	Meeting minutes and attendance sheets
Task 1.1.4 Manage deliverables from practice review contractor.	Children's Medical Director	7/1/09 and monthly	Contract Deliverables
Task 1.1.5 Monitor the sampling methodology for review process.	Quality Management (QM)	7/1/09 and monthly	List of sample pulls
Task 1.1.6 Ensure the Practice Review Statewide Steering Committee and Local Task Forces maintain 25% family member participation.	CSOC	7/1/09 and ongoing	T/RBHA Quarterly CSOC Updates and Task Force sign in sheets
Task 1.1.7 Participate in Tribal/Regional Behavioral Health Authorities (T/RBHA) Practice Review Task Forces to provide technical assistance on practice improvement planning efforts.	CSOC	7/1/09 and ongoing	Meeting minutes and attendance sheets
Task 1.1.8 Provide the Statewide Family Committee with practice review results for recommendations to the Children's QM Committee.	<u>QM</u> and CSOC	7/20/09 and bi-monthly	Statewide Family Committee Meeting Minutes and Children's QM Power Point Presentation
Task 1.1.9 Monitor the development of T/RBHA practice improvement plans.	<u>CPI</u> and CSOC	7/1/09 and monthly	Completed T/RBHA and provider practice improvement plans

¹ Underlining designates the project lead, responsible for coordinating task completion and developing deliverables.

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

Task 1.1.10 Review and approve T/RBHA submitted written practice improvement plans.	CPI	7/1/09 and monthly	ADHS/DBHS approved T/RBHA/provider practice improvement plans
Task 1.1.11 Monitor the implementation of T/RBHA practice improvement plans.	<u>CSOC</u> and CPI	7/1/09 and monthly	Technical assistance meeting minutes and report of findings quarterly to Children's QM Committee and Children's T/RBHA Leadership Meetings

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.2.1 Evaluate T/RBHA performance on Children's System performance measures and functional outcomes.	<u>QM</u> , CPI, and CSOC	7/1/09 and monthly	Quarterly Performance Improvement Report
Task 1.2.2 Review all children's system performance measures in Children's QM Committee.	Children's Medical Director	7/1/09 and monthly	Children's QM Power Point Presentation
Task 1.2.3 Review children's system utilization measures in Utilization Management Committee.	<u>Medical Director</u> and Children's Medical Director	7/1/09 and monthly	UM Committee PowerPoint Presentation
Task 1.2.4 Monitor Out of Home utilization and length of stay through the Children's QM and Utilization Management Committees.	<u>Medical Director</u> and Children's Medical Director	7/1/09 and monthly	UM Committee and Children's QM Power Point Presentation
Task 1.2.5 Provide the Statewide Family Committee with Quality Management reports and other system information for review and feedback.	QM	7/20/09 and bi-monthly	Statewide Family Committee Meeting Minutes
Task 1.2.6 Review and utilize recommendations from the Statewide Family Committee in the Children's QM Committee.	Children's Medical Director	7/20/09 and ongoing	Children's QM Committee Power Point Presentation
Task 1.2.7 Utilize family participation in the development of the annual Quality Management Plan.	QM	10/01/09	ADHS/DBHS QM Plan

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

Task 1.2.8 Review and approve T/RBHA Quality Management and Utilization Management Plans to ensure incorporation of: <ul style="list-style-type: none"> ▪ practice improvement measures, ▪ practice protocol monitoring, ▪ service area monitoring, and; ▪ other required children's system performance measures. 	QM, CSOC, and CPI	2/15/10	T/RBHA QM/UM Plans
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Objective 1.3 – Publish and disseminate practice improvement review findings and quality management data to increase transparency.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.3.1 Post findings of practice improvement process and other quality management data to the ADHS/DBHS website.	QM	11/30/09 and quarterly	Quarterly Performance Improvement Report posted to website
Task 1.3.2 Develop minimum standards for T/RBHAs to publish and disseminate provider specific quality management and improvement information.	<u>Children's Medical Director</u> , CPI, and CSOC	9/1/09	Publishing and Dissemination Standards
Task 1.3.3 Monitor the T/RBHA's publishing and dissemination efforts, according to ADHS/DBHS developed minimum standards.	CSOC	10/1/09 and quarterly	T/RBHA Posted Reports

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

Objective 2.1 – Maintain a children's system of care planning and development process that: analyzes and monitors the network; manages network changes; and assures adequacy of the system for children and families.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.1.1 Finalize and approve T/RBHA FY2010 Children's System of Care Plans.	CSOC	7/15/09	T/RBHA Children's System of Care Plans

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

Task 2.1.2 Review quarterly progress on ADHS/DBHS and T/RBHA Children's System of Care Plans.	CSOC	10/15/09 and quarterly	T/RBHA Children's System of Care Progress Reports
Task 2.1.3 Monitor prescriber capacity to address network needs.	CSOC	10/15/09 and quarterly	T/RBHA Prescriber Sufficiency Analysis
Task 2.1.4 Monitor and oversee network components through site visits.	CSOC	7/1/09 and monthly	Documentation of Site Visits and technical assistance meetings
Task 2.1.5 Monitor material changes in the size, scope, or configuration of the network to minimize the impact to service delivery, availability or capacity within the provider network.	CSOC	Ad Hoc	Notifications of Network Changes
Task 2.1.6 Provide data for FY2011 network analysis including, appointment standards data, complaint resolution, grievance and appeal data, eligibility data, penetration rates, member satisfaction survey results, demographic data, and geographic access data.	QM and Grants Management	11/1/09	Data Reports
Task 2.1.7 Obtain input on the status of the network from family members, stakeholders, and providers, as part of the Annual Network Analysis.	CSOC	4/1/10	Report of feedback from family members, stakeholders, and providers
Task 2.1.8 Develop and prepare an analysis of the network to identify areas of improvement for FY2011.	CSOC	4/1/10	Children's System of Care Network Analysis
Task 2.1.9 Utilize the Children's System of Care Network Analysis to develop the Goals, Objectives, and Tasks for the FY2011 Children's System of Care Network Development Plan.	CSOC	5/28/10	FY2011 Children's System of Care Network Development Plan

Objective 2.2 –Monitor case manager expansion for children with complex behavioral health needs.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.2.1 Review bi-monthly T/RBHA Case Manager Inventories to monitor capacity.	CSOC	7/15/09 and bi-monthly	Case Manager Inventories
Task 2.2.2 Prepare encounter reports for review of case management utilization (Report- Encounter Value, Units by Category, JK Title XIX).	Grants Management	8/31/09 and quarterly	Encounter Value, Units by Category, JK Title XIX Report
Task 2.2.3 Monitor utilization trends for Case Management, Covered Services billing code T1016.	CSOC	7/31/09 and bi-monthly	Children's System of Care Monthly Monitoring Reports

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

Task 2.2.4 Monitor case manager ratios and organizational structures and identify opportunities for technical assistance through site visits.	CSOC	7/1/09 and monthly	Children's System of Care Monthly Monitoring Reports
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Objective 2.3 – Monitor the capacity and quality of Support and Rehabilitation Services – Generalist Type.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.3.1 Define and implement billing code modifier, "SE", to identify utilization of Support and Rehabilitation Services-Generalist Type services.	CSOC	7/1/09	Amendments to ADHS/DBHS Covered Services Guide and
Task 2.3.2 Prepare a report to assess Support and Rehabilitation Services – Generalist Type utilization.	Grants Management	10/15/09 and quarterly	Modifier code "SE" Utilization Reports
Task 2.3.3 Monitor new encounter code modifier to ensure implementation by providers.	CSOC	10/15/09 and quarterly	Children's System of Care Monitoring Reports
Task 2.3.4 Develop and prepare encounter reports for review of all Support and Rehabilitation services utilization, including Generalist Type providers. (Report- Encounter Value, Units by Category, JK Title XIX).	Grants Management	8/31/09 and quarterly	Encounter Value, Units by Category, JK Title XIX Report
Task 2.3.5 Monitor utilization trends for all Support and Rehabilitation services.	CSOC	7/31/09 and bi-monthly	Children's System of Care Monitoring Reports
Task 2.3.6 Monitor T/RBHA Support and Rehabilitation Services-Generalist Type providers, for agreed upon staffing levels.	CSOC	7/1/09 and ongoing	Children's System of Care Monitoring Reports, containing analysis of data and reports follow-up activities
Task 2.3.7 Develop strategies to utilize savings from Out of Home reductions to expand Support and Rehabilitation services.	CSOC	1/31/09	Strategies to expand Support and Rehabilitation Services
Task 2.3.8 Conduct quarterly Statewide MMWIA Steering Committee meetings to monitor capacity and quality of direct support services.	CPI	6/30/10	MMWIA Steering Committee Meeting Minutes
Task 2.3.9 Participate in T/RBHA Support and Rehabilitation Services-Generalist Type regional design teams.	CSOC	7/1/09 and monthly	Design Team Meeting Minutes

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

Task 2.3.10 Ensure the MMWIA Statewide Steering Committee and Local Task Forces maintain 25% family member participation, to guide expansion of support and rehabilitation services.	CSOC	7/1/09 and monthly	Design Team Meeting Minutes and Sign-in sheets
Task 2.3.11 Work with consultant to identify standards of practice for Support and Rehabilitation Services.	CPI	9/30/09	Report from Consultant
Task 2.3.12 Utilize standards of practice to design a review tool(s) to be used to carry out an assessment of current practice and identify systemic needs relating to Support and Rehabilitation Services across the state.	CPI	9/30/09	Completed Tool
Task 2.3.13 Work with consultant to conduct reviews of T/RBHA Support and Rehabilitation Services-Generalist Type providers.	CSOC	9/30/09	Review Reports
Task 2.3.14 Review and analyze results obtained by consultant after applying the tool(s) statewide.	CPI	12/31/09	Report and recommendations to the Statewide MMWIA Steering Committee

Objective 2.4 – Continue to increase capacity and quality of behavioral health services for children birth to five years of age.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.4.1 Provide training on the new birth-5 behavioral health assessment.	CPI	8/31/09	Sign-in sheets Training evaluations
Task 2.4.2 Review and approve T/RBHA birth-5 behavioral health assessment training curriculum.	CPI	9/30/09	Reviewed curricula
Task 2.4.3 Develop expectations around specialty clinician network capacity for birth-5.	<u>Children's Medical Director</u> , CPI, and CSOC	9/30/09	Analysis of birth-5 enrollment at agencies/GSAs and number of specialty clinicians
Task 2.4.4 Monitor T/RBHA workforce development activities related to Level 3 Endorsement for assessors.	CPI	10/15/09 and quarterly	Assessors with L3 Endorsement T/RBHA CSOC plan quarterly updates

Objective 2.5 – Monitor the quality and capacity of Substance Abuse Services for adolescents.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
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Title XIX Children's System of Care Network Development Plan
Arizona Department of Health Services
July 1, 2009 through June 30, 2010

Task 2.5.1 Define and implement a billing code modifier, "HF", to identify utilization of Substance Abuse treatment services.	CSOC	7/1/09	Amendments to ADHS/DBHS Covered Services Guide and
Task 2.5.2 Prepare a report to assess substance abuse treatment utilization.	Grants Management	10/15/09 and quarterly	Modifier code "HF" Utilization Reports
Task 2.5.3 Monitor new encounter code modifier to ensure implementation by providers.	CSOC	7/31/09 and bi-monthly	Children's System of Care Monthly Monitoring Reports
Task 2.5.4 Provide training on substance abuse treatment practice protocol to T/RBHA and provider staff.	CPI	12/31/09	Training sign-in sheets Completed training evaluations
Task 2.5.5 Ensure that T/RBHAs monitor substance abuse treatment practice protocol by reviewing each substance abuse agency with the ADHS/DBHS developed tool once during the year.	CPI	5/30/10	Completed assessments
Task 2.5.6 Review and aggregate completed T/RBHA reviews.	CPI	6/30/10	Summary report of assessments
Task 2.5.7 Support implementation of substance abuse evidence based practices, including Adolescent Community Reinforcement Approach (ACRA), 7 Challenges, Motivational Interviewing, and Matrix, through State Infrastructure Grant (SIG) and other T/RBHA initiatives.	CPI	7/1/09 and ongoing	Training sign-in sheets and SIG progress report
Task 2.5.8 Monitor T/RBHA Substance Abuse Prevention and Treatment (SAPT) Grant funded new initiatives for adolescent substance abuse treatment projects (serving Non-TXIX/XXI).	CPI	7/1/09 and ongoing	T/RBHA Reports

Objective 2.6 – Monitor implementation of the Child and Adolescent Service Intensity Instrument (CASII).			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.6.1 Monitor fidelity of CASII trainings at the T/RBHA level.	<u>CPI</u> and CSOC	7/1/09 and ongoing	Training attendance
Task 2.6.2 Monitor fidelity to CASII tool implementation.	CPI	7/1/09 and ongoing	Reports from practice reviews
Task 2.6.3 Continue to produce the CASII Utilization of Kids Enrolled at Least 55 Days Report.	Grants Management	7/1/09 and monthly	CASII Utilization of Kids Enrolled at Least 55 Days Report

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

Task 2.6.4 Review qualitative and quantitative CASII statewide data with feedback to T/RBHAs.	Children's Medical Director	7/1/09 and ongoing	Reviewed Reports Feedback to T/RBHA CEOs if necessary
Task 2.6.5 Provide training and technical assistance on CASII implementation with fidelity.	CPI	7/1/09 and ongoing	Documentation of technical assistance and Sign-in sheets

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.7.1 Continue Arizona Children's Executive Committee (ACEC) meetings.	Deputy Director	7/1/09 and bi-monthly	Minutes
Task 2.7.2 Continue to meet with MOU signatory agency representatives to resolve collaboration barriers.	Deputy Director	7/1/09 and bi-monthly	Meeting agendas
Task 2.7.3 ACEC subcommittees will meet to address assigned tasks from the ACEC.	Deputy Director	7/1/09 and monthly	ACEC Minutes
Task 2.7.4 Review and approve T/RBHA interagency collaboration protocols with Arizona Department of Corrections (ADJC), Administrative Office of the Court/Juvenile Probation (AOC), Division of Developmental Disabilities (DDD), and Division of Children, Youth and Families/Child Protective Services (DCYF).	Office Of Interagency Services	12/31/09	Approval of Annual written collaboration protocols from the T/RBHAs
Task 2.7.5 Develop curriculum targeted at educating the behavioral health system about educational processes and the role of educators on CFTs.	CPI	6/30/10	Training curriculum

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

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
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Title XIX Children's System of Care Network Development Plan
Arizona Department of Health Services
July 1, 2009 through June 30, 2010

Task 3.1.1 Develop tools for T/RBHAs to monitor practice protocols with required elements, including: <ul style="list-style-type: none"> ▪ Child and Family Team Practice/Child and Adolescent Service Intensity Instrument ▪ Substance Abuse Treatment in Children ▪ Psychotropic Medication Use in Children, Birth to Five ▪ Out of Home Services/Home Care Training to Home Care Client Services for Children ▪ Intake, Assessment and Service Planning 	CPI	9/30/09	Developed tools
Task 3.1.2 Participate in a sample of T/RBHA practice protocol and service area monitoring activities.	CSOC	9/30/09 and ongoing	Children's System of Care Monitoring Reports
Task 3.1.3 Provide training and technical assistance as needed for practice protocols with required elements.	CPI	6/30/10	Documentation of technical assistance efforts
Task 3.1.4 Continue to host tri-annual statewide CFT Coaches meetings to discuss and share training and mentoring approaches and provide technical assistance as identified by coaches and ADHS/DBHS staff.	CPI	6/30/10	Meeting agendas and sign-in sheets

Objective 3.2 – Provide training and technical assistance on the implementation of the revised intake, assessment, and service planning process.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 3.2.1 Provide training to T/RBHA and provider staff regarding changes to the assessment and service planning processes.	CPI	9/30/09	Training curriculum, Training attendance rosters, and Training evaluations
Task 3.2.2 Provide technical assistance and training as needed to T/RBHA to support the implementation of the revised processes.	CPI	10/1/09 and ongoing	Documentation of technical assistance efforts
Task 3.2.3 Review and approve T/RBHA Intake, Assessment, and Service Planning Training Curriculum.	CPI	12/31/09	Recommendations to T/RBHAs
Task 3.2.4 Monitor assessment and service plan quarterly results conducted by QM and determine when technical assistance may be needed.	CPI and QM	6/30/10	Data analysis report

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

Objective 3.3 –Provide technical assistance to expand the use of Functional Behavioral Assessment/Analysis and Positive Behavioral Support strategies using existing training modules and covered behavioral health services.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 3.3.1 Continue to promote the use of Module 3 of the "Meet Me Where I Am" Campaign to train direct support providers, case managers and other clinical staff.	CPI	7/1/09 and ongoing	Reports during Children's Leadership
Task 3.3.2 Monitor T/RBHAs to ensure sustainability of the Functional Behavioral Analysis and Positive Behavior Support initiatives started with the SIG grants.	CPI	6/30/10	Reports during Children's Leadership
Task 3.3.3 Work with the T/RBHA children's directors to identify additional initiatives to strengthen and expand the use of Functional Behavioral Analysis and Positive Behavioral Supports.	CPI	9/30/09	Report of results from T/RBHA Children's Leadership meetings

Objective 3.4– Monitor services for young adults 18 to 21 years of age in accordance with the Arizona 12 Principles.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 3.4.1 Provide technical assistance based on T/RBHA requests and/or ADHS/DBHS QM data indicating a technical assistance or training need.	CPI	7/1/09 and ongoing	Documentation of technical assistance
Task 3.4.2 Monitor adherence to the RBHA Transition Plans.	CPI	10/30/09 and quarterly	Feedback on T/RBHA CSOC Quarterly updates
Task 3.4.3 Continue to host tri-annual statewide transition meetings share training materials, discuss transition issues and provide technical assistance.	CPI	9/30/09 1/31/10 5/31/10	Meeting agendas and sign in sheets
Task 3.4.4 Participate in Transition Age Youth (TAY) Policy Academy.	CPI	6/30/10	TAY Meeting Minutes
Task 3.4.5 Participate as a Core Member of the Arizona Transition Leadership Team (ATLT) led by the Arizona Department of Education.	CPI	7/1/09 and ongoing	Meeting Minutes and agendas

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

Goal 4- Continue to increase youth and family involvement.			
Objective 4.1 – Expand and monitor the utilization of family involvement in advising/planning roles and as part of the behavioral health system workforce.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 4.1.1 Work with the Statewide Family Committee to recommend strategies to strengthen the role of family support in the behavioral health system, including how family support can be included in service planning.	Office of Individual & Family Affairs and CSOC	12/31/09	Written recommendations to T/RBHA Children's Leadership
Task 4.1.2 Work with the Statewide Family Committee to develop a recommended process, where every family member entering the behavioral health system will be given information about how to access family-run organizations.	Office of Individual & Family Affairs	12/31/09	Written recommendations to T/RBHA Children's Leadership
Task 4.1.3 As led by the Family-Driven Care Policy Academy Delegation, complete the four-pronged approach for incorporating family member and family-run organization involvement expectations into T/RBHA contracts, provider manual, ADHS/DBHS policy manual, and guidance protocol. Input will be solicited from the Statewide Family Committee.	<u>Special Project Administrator</u> and Office of Individual & Family Affairs	3/30/10	Roll-out of protocol, T/RBHA contracts amended, ADHS/DBHS policy approval, and procedures written for Provider Manual
Task 4.1.4 Conduct an inventory, in order to develop baseline data of existing family and youth roles, employment, and involvement at the State, T/RBHA, and provider levels, including peer to consumer ratios.	Office of Individual & Family Affairs and CSOC	4/1/10	Baseline inventory
Task 4.1.5 Develop a process for monitoring the implementation of the family involvement expectations of ADHS/DBHS.	Office of Individual & Family Affairs	4/30/10	Monitoring process developed and implemented
Task 4.1.6 Develop a curriculum and provide training to family members, youth, State, T/RBHA and provider staff regarding family-professional partnerships.	Office of Individual & Family Affairs	12/31/09	Training curriculum, training sign-in, and training evaluations
Task 4.1.7 Develop training and guidelines for coaching and mentoring of family members and youth who serve on state committees, council and boards.	Office of Individual & Family Affairs	12/31/09	Training curriculum
Task 4.1.8 Increase the number of family participants by maintaining a statewide e-list of family members, youth, stakeholders and professional staff and provide regular communication on opportunities to serve within the behavioral health system.	Office of Individual & Family Affairs	12/31/09	Recovery WORKS e-newsletter DBHS website postings

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

Task 4.1.9 Develop and maintain database of family and youth members of State level committees, councils and boards.	Office of Individual & Family Affairs	12/31/09	Baseline inventory
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Objective 4.2 – Expand and monitor the utilization of youth involvement in advising/planning roles

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 4.2.1 Work with the Statewide Family Committee and Youth Coordinators to develop meaningful ways for youth to become involved in the Children's System of Care.	Office of Individual & Family Affairs	7/1/09 and ongoing	Meeting minutes and sign in sheets
Task 4.2.2 Ensure the T/RBHAs develop and/or maintain youth involvement and advisory activities in their Children's System of Care Plans.	Office of Individual & Family Affairs	7/1/09	T/RBHA Children's System of Care Plan