

**Adult SMI and GMH/SA System Of Care Network Development Plan
Northern Arizona Regional Behavioral Health Authority
July 1, 2009 through June 30, 2010**

Goal 1 – Develop a Statewide Recovery and Resiliency Oriented System of Care			
Objective 1.1 – Promote greater statewide collaboration between state, regional, and local communities.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.1.1 Update interagency collaboration protocols with ADC, AOC (Adult Probation), RSA, DES/DDD and DES/DCYF and submit to DBHS.	Kelly Brown-Clinical Care Administrator	12/31/09	Submit Annual written collaboration protocols to DBHS
Task 1.1.2 Notify providers of updates to interagency collaboration protocols with ADC, AOC (Adult Probation), DES/DDD and DES/DCYF and require completion of update training on Essential Learning.	Kelly Brown-Clinical Care Administrator	02/15/10	Updated protocols posted to web and Essential Learning; Provider notification of training update requirement
Task 1.1.3 Continue collaboration meetings with System Partners (ADC, AOC (Adult Probation), RSA, and DES/DDD and DES/DCYF) to identify and prioritize coordination of care and service needs for dually served members.	Kelly Brown-Clinical Care Administrator	Quarterly	Meeting Agendas and Minutes
Task 1.1.4 Increase list-serve recipients by 15% for wider dissemination of <i>The Companion</i> to consumers, family members, and stakeholders.	Christina Mencuccini-Communications Manager	03/31/10	Increase in list-serve recipients

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Task 1.1.5 NARBHA will participate in at least 3 or more recovery-oriented celebrations in the NARBHA network.	Kevin Ferris- Individual and Family Affairs Coordinator	06/30/10	List of celebrations attended
Task 1.1.9 Fund Youth Advisory Council for community substance abuse coalition for under-age drinking in Mohave County.	Rachel Peterson- Prevention Program Manager	06/30/10	Quarterly report (annual submission to DBHS), semi-annual site visit

Objective 1.2 – Operationalize a Recovery Oriented System of Care across the entire service system			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.2.1 Develop written description and communication flow on the purpose and role of the new (NARBHA-region) Federation of Individual and Family Affairs and the Communities in Support of Wellness Council.	Kevin Ferris- Individual and Family Affairs Coordinator	10/31/09	Description and flow complete
Task 1.2.2 The Federation of Individual and Family Affairs will adopt and follow the DBHS guidelines on the purpose and role of peer and staff advisory councils (e.g. make-up, membership, recruitment strategies, etc.)	Kevin Ferris- Individual and Family Affairs Coordinator	10/31/09	Description and flow of Federation, meeting minutes

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Task 1.2.3 Roll-out Arizona Adult Principles and distribute to network providers, stakeholders, members and family members.	Bob Rehak – Adult Service Manager	12/31/09	Distribution list of recipients
Task 1.2.4 Participate in DBHS Roadmap Pilot focus group to review results and provide feedback on the Recovery Culture Roadmap.	Kevin Ferris- Individual and Family Affairs Coordinator	05/31/10	Participation in DBHS focus group
Task 1.2.5 Partner with NAZCARE, MIKID, and RIAz to support a dialogue through the Adult/Child-CEO meeting on the recovery philosophy and the role of peer and family support.	Kevin Ferris- Individual and Family Affairs Coordinator	06/30/10	Meeting minutes/pre-post test
Task 1.2.6 Develop and implement a segment of NARBHA New Employee Orientation focused on recovery oriented philosophy and practice as a guiding principle in the service delivery system.	Kevin Ferris- Individual and Family Affairs Coordinator	10/31/09	Completed orientation materials
Task 1.2.7 Require Responsible Agencies to develop and submit Recovery and Resiliency Competence Plan to NARBHA to highlight strategic development of recovery oriented care which supports the Arizona Adult Principles.	Kevin Ferris- Individual and Family Affairs Coordinator /	12/31/09 and quarterly updates	Completed RA plans and quarterly updates

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	Kelly Brown – Clinical Care Administrator		
Task 1.2.7 Implement recovery oriented leadership assessment within NARBHA and Responsible Agencies.	Kevin Ferris- Individual and Family Affairs Coordinator / Raymond Johnson – Chief Clinical Officer	03/31/10	Assessment data and analysis complete and reviewed in NARBHA QM Committee

Objective 1.3 – Enhance Behavioral Health Workforce Development			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.3.1 Develop speaker’s bureau of mental health professionals and individuals in recovery.	Christina Mencuccini- Communications Manager / Kevin Ferris- Individual and Family Affairs Coordinator	03/31/10	Completed recruitment announcement and recipient distribution list; Roster of members
Task 1.3.2 Develop and implement Speaker’s Bureau Orientation and identify key contacts	Christina Mencuccini-	12/31/09	Completed orientation materials and list of NARBHA

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within NARBHA who can serve as a mentor to Speaker's Bureau Representatives.	Communications Manager / Kevin Ferris Individual and Family Affairs Coordinator		mentors
Task 1.3.3 Disseminate information on the Speaker's Bureau through Communities in Support of Wellness, the Federation of Individuals/Family Affairs, the Northern Arizona Children's Council, and post on the NARBHA website.	Christina Mencuccini-Communications Manager / Kevin Ferris Individual and Family Affairs Coordinator	12/31/09	Distribution list and web-posting
Task 1.3.4 Identify baseline of current higher education partnerships (including internship opportunities) across northern Arizona.	Tessie Moate-Workforce Development Coordinator	12/31/09	Baseline inventory of partnerships
Task 1.3.5 Partner with local community colleges to discuss interest in expanding availability of behavioral health focused curriculums.	Tessie Moate-Workforce Development Coordinator	03/31/10	List of contacts and meeting dates
Task 1.3.6	Tessie Moate-	06/30/10	Written plan

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Develop plan based on baseline data and discussions with colleges and providers to target areas for development.	Workforce Development Coordinator		

Objective 1.4 – Increase Stigma Reduction Efforts			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.4.1 Assist in recruitment of people to complete DBHS facilitator training to present in the Arizona Dialogues for the Statewide Stigma Reduction Initiative.	Kevin Ferris - Individual and Family Affairs Coordinator	08/31/09	List of northern Arizona participants completing training
Task 1.4.2 Host (4) Arizona Dialogues/community presentations in northern Arizona using trained facilitators and Speaker's Bureau presenters.	Kevin Ferris - Individual and Family Affairs Coordinator	06/30/10	Training dates and sign-in sheets
Task 1.4.3 Sponsor and participate in northern Arizona NAMI Walk.	Rachel Peterson- Prevention Program Manager	12/31/09	Completion of NAMI Walk

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Task 1.4.4 Participate in DBHS Stigma Reduction Committee.	Kevin Ferris - Individual and Family Affairs Coordinator	Monthly	NARBHA attendance at DBHS meetings
Task 1.4.5 Disseminate Stigma Reduction Brochure / include on provider Resource Walls.	Kevin Ferris - Individual and Family Affairs Coordinator / Rachel Peterson- Prevention Program Manager	06/30/10	Brochures posted on Resource Walls; log of distribution
Task 1.4.4 Incorporate NAMI 'In Our Own Voice' presentation into NARBHA New Employee Orientation.	Catherine Coscia – HR Manager	10/31/09 and on-going	NEO Training outline and participant lists
Task 1.4.5 Participate in DBHS hosted Puirek & Associates Recovery Roundtables in Bullhead City and Flagstaff.	Kevin Ferris - Individual and Family Affairs Coordinator	06/30/10	NARBHA staff represented on DBHS sign-in sheets

Objective 1.5 – Ensure providers have an adequate system in place to address the needs of enrolled individuals.

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Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.5.1 Conduct analysis of Responsible Agency case management services for individuals with Serious Mental Illness, including case loads and types of practice used.	Bob Rehak – Adult Service Manager	12/31/09	Analysis complete and reviewed through QM Committee
Task 1.5.2 Submit data on NARBHA crisis system to DBHS on request.* This task is marked as pending until specific details regarding reporting guidelines have been finalized by DBHS.	Tamera Martens – Crisis System Network Coordinator	03/31/10	Data submitted to DBHS according to standards set.
Task 1.5.3 Complete updates to NARBHA Provider Manual Crisis Services Policy and roll-out training to providers.	Tamera Martens – Crisis System Network Coordinator	12/31/09	Policy updates complete, approved, and posted on website; documentation in Training Database

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

Objective 2.1 –All individuals who receive services will receive intake, assessments and service planning that assist them in resolving their behavioral health challenges and help achieve a higher quality of life and the highest degree of autonomy.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.1.1 Continue review of NARBHA Efficiency Committee recommendations to streamline/simplify assessment and enrollment process into a 'brief assessment' process specific to the needs of members receiving crisis services and Level IV stabilization.	Tamera Martens – Crisis System Network Coordinator / Kelly Brown – Clinical Care Administrator	12/31/09	Efficiency Committee updates and dissemination of new information to RAs
Task 2.1.2 NARBHA will gather information from Responsible Agencies on their Assessment and Service Planning training curriculum and will attend at least one provider training.	Tamera Martens – Crisis System Network Coordinator	12/31/09	Analysis of provider assessment/service plan training information
Task 2.1.3 NARBHA will pilot the new DBHS assessment tools and provide DBHS with feedback regarding the newly developed tools.	Tamera Martens – Crisis System Network Coordinator	10/31/09	Feedback from RAs provided to DBHS

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Task 2.1.4 Training and Coaching for all Responsible Agencies provided by NARBHA Team Coaches on Adult Recovery Team Practice.	Anitra Cruz; Angela Geshay; Ryan Kivela – Team Coaches	06/30/10	Include updates in monthly coaching reports; documentation in Training Database
Task 2.1.5 NARBHA will submit the 'Acute Health Plan and Provider Inquiry Monthly Log' to DBHS as required to demonstrate timeliness in coordination of care with health plans, PCPs and other treatment providers.	Veronica Wilson – Acute Health Plan and Provider Coordinator	Monthly starting 08/15/09	Monthly Log Submission

Objective 2.2 – Ensure that individuals with substance abuse challenges have access to and receive appropriate services using best practices.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.2.1 Complete 'Co-Occurring Program Review Tool' on provider's ability to meet the needs of individuals with co-occurring issues and submit data to DBHS.	Substance Abuse Projects Coordinator	12/31/09	Data submitted to DBHS
Task 2.2.2 Develop and submit performance improvement plans based on analysis of data.	Substance Abuse Projects Coordinator	03/31/10	Performance Improvement Plans developed

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Task 2.2.3 Host regional substance abuse meetings with participation from Responsible Agencies to ensure a shared vision and direction for improving services within the system.	Substance Abuse Projects Coordinator	Quarterly	Sign in sheets and meeting minutes
Task 2.2.4 Participate in bi-monthly DBHS Substance Abuse Meetings as an on-going forum to provide peer review, brainstorming, technical assistance, and identify and solve potential barriers.	Substance Abuse Projects Coordinator	Bi-monthly	NARBHA participation documented in DBHS meeting minutes
Task 2.2.5 Attend quarterly 'Women's Treatment and Practice Enhancement Workgroup' meeting to provide support and identify service gaps, best practice models and training needs in the behavioral health community to improve treatment services for women with substance use disorders.	Substance Abuse Projects Coordinator	06/30/10 and on-going	NARBHA participation documented in DBHS meeting minutes
Task 2.2.6 Inventory and provide technical assistance on current substance abuse best practices (i.e. ASAM, CIWA, Matrix, White Bison, IOP, CD-Residential, and Stabilization) in the NARBHA network.	Substance Abuse Projects Coordinator	03/31/10	Inventory of best practices; Documentation in Training Database
Task 2.2.7 Analyze SAPT Block Grant spending and service delivery for Responsible Agencies and initiate performance improvement and/or technical assistance based on wait list and spending reports as needed.	Substance Abuse Projects Coordinator	03/31/10	Performance Improvement Plans; Documentation in Training Database

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Task 2.2.8 Develop and implement a collaborative performance improvement plan with the VVGC Women's World program that addresses the areas identified as needing improvement in the 2008 SAPT HSAG review.	Substance Abuse Projects Coordinator/ Nora Evans- Network Management Administrator	12/31/09	Performance Improvement plan
Task 2.2.9 NARBHA will participate in DBHS web based trainings for prevention providers on early identification of behavioral health disorders, brief interventions, and referrals to treatment.	Rachel Peterson – Prevention Program Manager	06/30/10	Participation in DBHS Trainings
Task 2.2.10 Results from ICR 2009 will be used in the development of individual and network wide performance improvement plans to improve quality of service delivery system	NARBHA Care Management staff	6/30/10	Development and implementation of performance improvement plans

Objective 2.3 – Ensure that transition aged young adults (18-24) are provided sufficient age appropriate services and supports in order to achieve their independence and success.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable

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Task 2.3.1 Continue to expand use of Team Coaches into Adult Recovery Team Practice with particular focus on team practice for young adults 18-21.	Anitra Cruz; Angela Geshay; Ryan Kivela – Team Coaches	07/01/09 to ongoing	Monthly and Quarterly reports
Task 2.3.2 Continue implementation of regional plan to improve transition process for transition age youth. [Included in this implementation process is the provision of direct support and procedural oversight of team practice involving child/adult provider participation in transition age CFT/ART processes. *Special focus being paid in areas where new RAs have begun providing child or adult only services.]	Jason Carpenter – Youth and Young Adult Projects Coordinator	07/01/09 to ongoing	Documentation in Training Database
Task 2.3.3 Track fidelity to the DBHS Transition to Adulthood Practice Protocol through annual Case File Review (CFR) and initiate performance improvement for providers not meeting expectations.	Jason Carpenter – Youth and Young Adult Projects Coordinator	Annual 06/30/10	CFR results; performance improvement plans; documentation in Training Database
Task 2.3.4 Continue participating in tri-annual statewide transition meeting hosted by DBHS.	Jason Carpenter – Youth and Young Adult Projects Coordinator	07/1/09 as scheduled	Training database documentation
Task 2.3.5	Jason Carpenter	07/1/09 and	Annual Summary and

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Continue to support, evaluate, and enhance the young adult supported housing program (Emerald Program) [Support includes regular technical assistance on practice guidelines and any necessary coordination assistance with RAs. Evaluation includes providing annual overview of population services; reviewing types of services provided; establishing outcome measures and conducting an annual analysis of progress and barriers to outcomes. Enhancement requires the ongoing adaptation of program design needed to continue providing effective services]	– Youth and Young Adult Projects Coordinator	on-going	Training database documentation
Task 2.3.6 Develop and submit plan to DBHS regarding the capitation rate increase for case management and support and rehabilitation services for GMH/SA, ages 18-21 population and the capitation rate increase for SMI, 18-21 population for support and rehabilitation services	Kelly Brown – Clinical Care Administrator	07/17/09	Plan submitted to DBHS
Task 2.3.7 Monitor utilization and implementation of case management and support and rehabilitation service expansion for 18-21 population by providers and complete performance improvement for providers not meeting benchmarks.	Jason Carpenter – Youth and Young Adult Projects Coordinator / Nora Evans – Network Management Administrator	03/31/10	Quarterly monitoring data and performance improvement plans (if applicable)

Objective 2.4 – Identify capacity needs and service delivery availability for Sex Offender Services

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Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.4.1 Include information on network capacity for sex offender services in Network Inventory and include information in annual Network Analysis.	Laura Hartgroves – Network Development Administrator	4/10/09	Network Inventory and Network Analysis
Task 2.4.2 Review evidenced based models currently being used by providers within the NARBHA Network for sexual offenders with mental illness.	Bob Rehak – Adult Services Manager	6/30/10	Network analysis and summary of findings
Task 2.4.3 Evaluate current providers of Sex Offender services in the NARBHA network, including programming, outcomes, staff qualifications, etc.	Bob Rehak – Adult Services Manager	06/30/10	Summary of findings and recommendations incorporated into Network Analysis

Objective 2.5 – Quality of Clinical Supervision will be uniform and of high quality across the behavioral health system to ensure that individuals receive quality behavioral health services from competent staff.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.5.1 Gather information from providers about how clinical supervision (i.e., tools used, structure, process, and policies) is provided and monitored in the system to ensure	Catherine Coscia – HR Manager	11/30/09	Information collected from RAs and submitted to DBHS

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that quality clinical supervision is occurring.			
Task 2.5.2 Develop and implement a region-wide tracking tool for reporting to NARBHA the clinical supervision provided to staff at each agency. Tool will contain the type frequency and focus of supervision including any identified training needs.	Catherine Coscia – HR Manager	03/31/10	Tool drafted and implemented
Task 2.5.5 Disseminate updated Clinical Supervision Practice Protocol when available.	Catherine Coscia – HR Manager	06/30/2010	Distribution list
Task 2.5.6 NARBHA will continue to provide intensive training to provider clinical supervisors/managers annually to meet Az. Board of Behavioral Health Licensure requirements.	Catherine Coscia – HR Manager	06/30/2010	Training sign-in sheets

Objective 2.6 – Develop and expand employment opportunities and resources			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.6.1 Through partnership with RSA and DBHS, NARBHA will host training for each	Maria Esposito – Rehabilitation	06/30/10	Training sign-in sheets and evaluations

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Responsible Agency by Bill Kennard on the Boston University Psychiatric Rehabilitation Approach.	and Employment Coordinator		
Task 2.6.2 Roll-out DBHS Ticket to Work Program and Freedom to Work Program that will train case managers and employment specialists.	Maria Esposito – Rehabilitation and Employment Coordinator	06/30/10	Training sign-in sheet and evaluation forms
Task 2.6.3 Disseminate DBHS desk-top billing guide (when available) to highlight innovative ways to provide covered services in a community integrated and recovery oriented manner; including examples of culturally relevant services and holistic healing options.	Maria Esposito – Rehabilitation and Employment Coordinator	06/30/10	Distribution list of recipients
Task 2.6.4 Provide training and technical assistance to Responsible Agencies to increase utilization of covered service rehabilitation codes H2025 and H2027.	Maria Esposito – Rehabilitation and Employment Coordinator	06/30/10	Training and TA documented in Training Database; Baseline and quarterly utilization data
Task 2.6.5 Provide consultation to the Director of Hopi Vocational Services in their efforts to establish a consumer run artist’s co-op on the Hopi Reservation.	Maria Esposito – Rehabilitation and Employment Coordinator	06/30/10	Documentation of training and TA in Training Database

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Task 2.6.6 At least 40% of all Vocational Coordinators will receive their Certified Psychiatric Rehabilitation Practitioner (CPRP) Certification.	Maria Esposito – Rehabilitation and Employment Coordinator / Catherine Coscia – HR Manager	06/30/10	Copy of certificate in HR record; List of CPRP certified Voc Coordinators
Task 2.6.7 Provide scholarships to Peer Support Specialists to assist them in obtaining CPRP certifications. At least 50% of the scholarships will be awarded to peers from diverse cultural backgrounds.	Maria Esposito – Rehabilitation and Employment Coordinator / Catherine Coscia – HR Manager	06/30/10	List of CPRP certified Peer Support Specialists

Objective 2.7 – Individuals will live in settings that provide them with the highest degree of autonomy and quality of life			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task: 2.7.1 Implement prior authorization and concurrent review procedures for Level I, II, and III as criteria are received from ADHS/DBHS.	Robert Fleet – UM Administrator	07/01/09 for Level I and 10/01/09 for II, III or as are criteria received	UM Process implemented

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Task 2.7.2 Continue UM committee with family participation to review performance and utilization data.	Robert Fleet – UM Administrator	Monthly	Meeting Minutes and Agendas
Task 2.7.3 Develop provider performance improvement plans based upon UM/UR results. Monitor the implementation of Performance Improvement Plans and revise/update as appropriate.	Robert Fleet – UM Administrator / Nora Evans – Network Management Administrator	As needed	Performance Improvement Plans
Task 2.7.4 Monitor impact of prior authorization process by reviewing data that trends length of stay at each level of care by setting.	Robert Fleet – UM Administrator	Quarterly starting 01/15/10	Analysis of OOH/LOS Data
Task 2.7.5 Implement DBHS Residential Treatment Monitoring Tool (when available), which focuses on measuring services provided to assist individuals in stepping down to a lower level of care, presence of step-down plan, reasonable assessment of need prior to placement, etc.	Robert Fleet – UM Administrator / QM Case Reviewers	01/31/10 or as indicated by DBHS	Implementation of tool; summary of data analysis
Task 2.7.5 Submit quarterly report information to DBHS on Outpatient Commitments (COT) for SMI and non-SMI TXIX and non TXIX.	Robert Fleet – UM Administrator / Richard Hinkle – Data Manager	Quarterly	Quarterly reports to DBHS

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Objective 2.8 – Develop and expand housing opportunities and resources			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.8.1 Report utilization of affordable housing options of the Bridge Subsidy Pilot Program which will connect individuals to Section 8 vouchers or independence through self-sufficiency.	Jessa Mack – Housing Coordinator	Quarterly	Quarterly reports to DBHS Housing Unit
Task 2.8.2 Facilitate quarterly housing meetings with providers.	Jessa Mack – Housing Coordinator	Quarterly	Meeting minutes and agenda submitted to DBHS Housing Unit
Task 2.8.3 Update and maintain the Housing Inventory.	Jessa Mack – Housing Coordinator	Quarterly starting 12/31/09	Inventory submitted to DBHS Housing Unit
Task 2.8.4 Conduct trainer trainings for Responsible Agencies related to utilization of supportive housing.	Jessa Mack – Housing Coordinator	06/30/10	Training and TA documented in Training Database submitted to DBHS Housing Unit

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Task 2.8.5 Conduct at least (3) homeless outreach contacts/events to increase awareness of available services and supports and how to access them.	Christina Mencuccini – Communications Manager / Jessa Mack – Housing Coordinator	06/30/10	Summary of outreach activities submitted to DBHS Housing Unit
Task 2.8.6 Complete Annual Housing Spending Plan and submit Housing Spending Plan Reports to BHS Housing monthly.	Jessa Mack – Housing Coordinator	Monthly	Monthly Housing Acquisition Report and/or Contractor Expenditure Reports submitted to DBHS Housing
Task 2.8.7 Implement residential facilities monitoring tool in adult residential services and community living which focuses on measuring services provided to assist individual in stepping down to a lower level of care, presence of step-down plan, reasonable assessment of need prior to placement, quality and coordination of services and living condition	Jessa Mack – Housing Coordinator	12/01/09 and ongoing – ADHS not implementing until 1/15/10	Identify and correct deficiencies and submit results to DBHS Housing

Objective 2.9 – Increase awareness of substance abuse and suicide prevention programs targeting special populations

Tasks	Who is	Target	Description of Deliverable
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	Responsible	Completion Date	
Task 2.9.1 Host monthly Planning Circle through NASPAC (Native American Suicide Prevention and Awareness Coalition) focused on planning for annual MBrace Life-Suicide Prevention Summit.	Rachel Peterson- Prevention Program Manager	06/30/10 monthly and ongoing	Meeting minutes
Task 2.9.2 Host annual MBrace Life Planning Summit.	Rachel Peterson- Prevention Program Manager	06/30/10	Summit brochure; conference convened
Task 2.9.3 Provide (6) additional ASIST Trainings to Fort Mohave, Navajo, Havasupai, Hualapai, Kaibab-Paiute, and White Mountain Apache Tribes.	Rachel Peterson- Prevention Program Manager / Catherine Coscia – HR Manager/Cultural Liaison	06/30/10	Training sign-in sheets and evaluations
Task 2.9.4 Provide TA to Kaibab-Paiute, Havasupai, and Hualapai Tribes on program development and grant writing focused on three key areas: suicide, child abuse, and substance abuse.	Rachel Peterson- Prevention Program Manager	06/30/10	Quarterly report (annual submission to DBHS), semi-annual site visit
Task 2.9.5 Participate in DBHS web-based training on cost efficient evidence based practices in prevention of substance abuse and suicide in older adults.	Rachel Peterson- Prevention Program Manager	03/31/10	Participation in DBHS training

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	/ Bob Rehak – Adult Services Manager		
Task 2.9.6 Disseminate updated version of DBHS practice protocol on older adults when available.	Bob Rehak – Adult Services Manager	12/31/09	Distribution to providers
Task 2.9.7 Include informational materials on Responsible Agency Resource Walls related to substance abuse and suicide prevention in older adults and persons with physical health disabilities.	Rachel Peterson- Prevention Program Manager	03/31/10	Materials posted on RA resource walls
Task 2.9.8 Develop brochures/materials in Spanish on substance abuse and suicide prevention and disseminate through provider network and the Hispanic Advisory Council.	Catherine Coscia – HR Manager/Cultural Liaison	06/30/10	Materials developed; recipient distribution list
Task 2.9.9 Partner with a member of Cultural and Diversity Awareness Committee to conduct at least (2) outreach activities specific to reaching GLBT population within the NARBHA region.	Catherine Coscia – HR Manager/Cultural Liaison	06/30/10	Summary of outreach activities

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Goal 3 – Increase individual/family participation in all aspects of the system			
Objective 3.1 – Assist in recruiting and utilizing individuals in recovery for participation in systemic development and operations			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 3.1.1 Continue to participate in the Behavioral Health Planning Council and assist in getting other individual and family representatives to participate.	Kevin Ferris – Individual and Family Affairs Coordinator	Monthly	NARBHA and northern Arizona individual and family representation documented in BHPC minutes
Task 3.1.2 Identify NARBHA committees, workgroups and other processes which need individuals and family members and develop feedback loop and mentoring process.	Kevin Ferris – Individual and Family Affairs Coordinator	08/31/09	Committees and participant lists identified; Feedback loop and mentoring process outlined
Task 3.1.3 Identify individuals and family members who are able to participate in NARBHA and DBHS committees, workgroups, and other processes; and provide mentoring and support to facilitate their input.	Kevin Ferris – Individual and Family Affairs Coordinator	On-going through 06/30/10	List of individuals and family members who serve on committees, workgroups, and other processes
Task 3.1.4 Train internal committee leads/facilitators on their role in supporting individual and family participation, helping elicit feedback, and creating a safe environment.	Kevin Ferris – Individual and Family Affairs	12/31/09 and on-going	Documentation in Training Database

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	Coordinator		
Task 3.1.5 Evaluate participation level and satisfaction of individual and family members who are participating on NARBHA committees, workgroups, and other processes.	Kevin Ferris – Individual and Family Affairs Coordinator	06/10/10	Summary of satisfaction/participation data

Objective 3.2 – Increase the utilization of Peer/Family members as support and clinical staff

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 3.2.1 Include the total number and total FTEs of peer/family support on the Network Inventory (to include Behavioral Health Paraprofessional-BHPP; Behavioral Health Technician-BHT; and Behavioral Health Professional-BHP) by each level of care.	Richard Hinkle- Data Manager / Laura Hartgroves – Network Development Administrator / Kevin Ferris – Individual and Family Affairs Coordinator	11/30/09	FY10 Network Inventory
Task 3.2.2 NARBHA will develop and implement a plan for recruitment and retention of Peer Support Specialist and Family Support Partners amongst RAs and CSAs.	Kevin Ferris – Individual and Family Affairs	6/30/10	Plan developed and implemented

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	Coordinator/ Catherine Coscia – HR Manager		
Task 3.2.3 Collect and analyze data for peer/family support positions to consumer ratios. Develop plan to reach ratios of 1:100 for SMI / 1:200 for GMH-SA and 1:100 for Children.	Richard Hinkle- Data Manager / Laura Hartgroves – Network Development Administrator / Kevin Ferris – Individual and Family Affairs Coordinator	12/31/09	Baseline ratios; Development of plan
Task 3.2.4 Facilitate targeted discussions through the Communities in Support of Wellness meetings toward supervisor roles and peer employee supports/needs to address specific issues each group may experience.	Kevin Ferris – Individual and Family Affairs Coordinator / Catherine Coscia – HR Manager	06/30/10	Meeting minutes
Task 3.2.5 Host Employment Support group for peers and family members who are employed in the network.	Kevin Ferris – Individual and Family Affairs Coordinator	Quarterly	Sign-in sheet and summary of issues/topics

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Task 3.2.6 Implement Statewide Family Support Training Standards (when available from DBHS); and monitor credentialing of peer and family support staff.	Kevin Ferris – Individual and Family Affairs Coordinator	03/31/10	Credentialing/tracking/training database
Task 3.2.7 Provide training and technical assistance to providers on various roles peers and family members can fulfill and the integration with other services and processes such as case management services and Adult Teams.	Kevin Ferris – Individual and Family Affairs Coordinator	06/30/10	Documentation in Training Database