

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Goal 1 – Develop a Statewide Recovery-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 – Include pages on web site with a focus on recovery in our communities.	Tom Kelly	12/31/2009	Web site pages
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.1.2 – Establish a minimum of one recovery-oriented celebration in each county to be held on an annual basis.	Melinda Vasquez	6/30/2010	Schedule of celebrations
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.1.3 – Continued work with various stakeholder agencies to increase collaboration between state agencies, Cenpatico and provider network. Stakeholders include but not limited to: ADOC, Adult Probation and Parole, Adult Protective Services, Acute Care Hospital ER, First Responders in each service area of Cenpatico.	Laurel Rettle	7/1/2009 and Ongoing	Communication logs
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

Objective 1.2 – Operationalize a Recovery-Oriented System of Care across the entire service system.			
Tasks	Who is	Target	Description of Deliverable

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

	Responsible	Completion Date	
Task 1.2.1 – Upon receipt of peer and staff advisory council guidelines from DBHS, ensure that all guidelines are incorporated into current Peer and Family Advisory Council structure.	Diane Taylor	One quarter after receipt from DBHS	Reviewed/Revised PFAC Structure
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.2.2 – Determine Adult Outpatient agencies to pilot Recovery Culture Roadmap program	Michele Flatbush	One month after receipt of the Roadmap program.	Agencies for pilot
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.2.3 - Monitor results from Recovery Culture Roadmap Program pilot programs.	Michele Flatbush	One month after implementation of pilot to 5/31/10	Monthly reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.2.4 – Participate in focus groups reviewing results of pilot Recovery Culture Roadmap.	Michele Flatbush	5/31/2010	Meeting Minutes
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Objective 1.3 – Enhance behavioral health workforce development.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.3.1 - Include Adult Case Managers in developed certification process and monitor number receiving certification.	Rodney Staggers	7/1/2009 and Ongoing	Monthly reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.3.2 – Continue Clinical Supervision training and certification process.	Emily Wetter	7/1/2009 and Ongoing	Monthly reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.3.3 – Continue working with Arizona Western Community College to expand curriculum to include a certification for a BHT.	Rodney Staggers	7/1/2009 and Ongoing	Communication logs
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

Objective 1.4 – Increase stigma reduction efforts.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.4.1 – Include and maintain information regarding stigma reduction on Cenpatico web site in collaboration with advocacy groups in the communities such as NAMI. Reference other supportive agencies in the communities on the web site with links to community supports for stigma reduction for the mentally ill.	Tom Kelly	9/30/2009 and ongoing	Web site pages

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.4.3 – Conduct two stigma reduction presentations during course of contract year in each GSA for the communities of Yuma and Casa Grande. Outreach will be conducted to invite the medical community and advocacy groups.	Tom Kelly	6/30/2010	Summary of Roundtable
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.4.3 – Conduct two stigma reduction presentations during course of contract year in each GSA.	Tom Kelly	6/30/2010	Copy of presentation and dates
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

Objective 1.5 – Ensure that providers have an adequate system in place to address the needs of enrolled individuals.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
1.5.1-Submit data requested by ADHS/DBHS about Cenpatico crisis system.	Laurel Rettle	Pending	Report determined by DBHS
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
1.5.2-Develop and monitor additional reporting on the sufficiency of case managers for enrolled participants with a Serious Mental Illness.	Renee Waterstradt	12/31/09 and ongoing	Report of CM/SMI participant ratios
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

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 – Develop and conduct training on new behavioral health assessment.	Rodney Staggers	120 days after release of new assessment	Training curriculum
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.1.2 – Incorporate the role of empowering participants in Self-Directed service planning into current Peer Support Specialist training.	Tom Kelly	12/31/2009	Self-Directed Service Plan document
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.1.3 – Continued monitoring of number of participants per independently licensed practitioners (excluding BHMPs). Standard is 50:1	Emily Wetter	Q1 Baseline of ratios Q2: Ratios Q3 Ratios Q4 Ratios	Monthly Network Performance Reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Task 2.1.4 – Continue to coordinate attendance of the BUPRA trainings by Cenpatico Providers Employment Coordinators and RSA staff.	Anthony Carrillo	8/2009 – 6/2010	Sign in sheets
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.1.5 – Finalize certification process for WRAP training. Once complete and rolled out to providers Cenpatico will issue certificates of completion and monitor numbers trained.	Rodney Staggers	10/30/09 – 6/30/2010	Certificates issued
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

Objective 2.2 – Ensure that individuals with substance use disorder 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 – Begin utilizing the Co-Occurring Program Review tool developed by DBHS and trend results of review to guide technical assistance to provider network.	Kevin Hoy	12/31/09	Tools completed and results of the reviews
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.2.2 – Conduct inventory of gender-specific substance use disorder treatment programs and determine any plans for expansion.	Emily Wetter	6/30/2010	Program description
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Task 2.2.3 - Continue monitoring of SAPT funding and services to priority populations.	Kevin Hoy	7/1/2009 and Ongoing	Quarterly reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.2.4- Cenpatico will participate in the following workgroup: T/RBHA Substance Abuse meetings	Kevin Hoy	Current - 6/30/10	Communication Logs
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.2.5- Cenpatico will participate in the following workgroup: Women’s Treatment and Practice Enhancement Workgroup	Kevin Hoy	Current- 6/30/10	Communication Logs
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.2.6-ICR 2009 information will be disseminated to Cenpatico providers to strengthen the system by implementing and monitoring practice improvement plans for agencies involved.	Kevin Hoy	1/1/10- 6/30/10	PIP work plans and progress of improvements needed
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.2.7-Cenpatico will capture the monthly Substance Abuse meeting that Cenpatico facilitates with provider agencies.	Kevin Hoy	7/1/09- 6/30/10	Minutes and agenda of meeting
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			



**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

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
Task 2.3.1 – Work with Cenpatico IT Team to develop reports designed to capture utilization mix by age bands, especially young adults age 18-24.	Michele Flatbush	12/31/2009	Report Template
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.3.2 – Use reports developed in Task 2.3.2 to ensure provision of employment services and supportive services to transition age youth.	Michele Flatbush	Beginning 12/31/2009 and ongoing	Monthly reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.3.3 – Continue working with provider network to create joint child-adult teams as young adults transition into the adult system.	Michele Flatbush	7/1/2009 and Ongoing	Monthly reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

Objective 2.4 – Identify capacity needs and service delivery available for Sex Offender Services.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.4.1 – Evaluate locations of participants with a SO primary diagnosis to determine any expansion needs. Diagnosis to be included in the data report: 302.71, 302.81, 302.82, 302.83, 302.84, 302.89, 302.9, 302.9, 302.4, 302.2 (modifications may be made once report is analyzed) Report will be compared to those participants with involvement in the legal system.	Emily Wetter	12/31/2009	Analysis report

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.4.2 – Monitor number of trained sex offender clinicians in Cenpatico network to include certified and those practicing under supervision for certification.	Emily Wetter	7/1/2009 and Ongoing	Monthly staff listings
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.4.3-Cenpatico will seek qualified providers for SO services if a lack of capacity is found in the analysis either by number of participants or lack of resource geographically	Emily Wetter	10/1/09-6/30/10	List of needed contracts and areas, copies of needed contracts as executed
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

Objective 2.5 – Quality of 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 – Conduct survey of all provider agencies collecting information regarding how clinical supervision is conducted at their agency	Emily Wetter	10/31/2009	Survey results
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatco Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Task 2.5.2 – Development and ongoing monitoring of certification process for Clinical Supervisors.	Emily Wetter	Development – 12/31/2009 Ongoing monitoring to follow	Certification process and monthly reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.5.3 – Continued monitoring of ratios of BHTs and BHPPs per independently licensed Clinical Supervisors at each provider agency. Goal is ratio of 8:1 Current Baseline: GSA 2=7:1, GSA 4=3:1	Emily Wetter	7/1/2009 and Ongoing	Monthly Network Performance Reports.
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

Objective 2.6 – Develop and expand employment opportunities and resources.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.6.1 – Disseminate DBHS desktop billing guide, highlighting new ways to provide Rehabilitation services.	Anthony Carrillo	Quarter following receipt from DBHS	Provider Meeting minutes
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.6.2 – Roll out of Ticket to Work Program and AZ Freedom to Work Program training curriculums after receipt from DBHS	Rodney Stagers	Quarter following receipt from DBHS	Attendance reports
Quarter 1 Updates:			

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.6.3 – Provide technical assistance to provider agencies to aid in response to RFPs issued by RSA.	Anthony Carrillo	7/1/2009 and Ongoing	Meeting minutes
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

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 Residential Facilities Monitoring tool developed by DBHS.	Lorraine Harrington	Quarter following release by DBHS	Tool results
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.7.2 – Implement an Adult version of the MMWIA Campaign focused on supportive and rehabilitative services, enabling adults to remain in the least restrictive level of care in their communities.	Michele Flatbush	6/30/2010	Provider work plans
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.7.3 – Trend and analyze length of stay data related to Prior and Continued Stay Authorization (excluding Level I) process and address trends with provider agencies in UM Committee meetings.	Heather Koch	10/1/09-6/30/10	Quarterly reports/UM Committee Agendas
Quarter 1 Updates:			
Quarter 2 Updates:			

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Quarter 3 Updates:
Quarter 4 Updates:

Objective 2.8 – Develop and expand housing opportunities and resources.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.8.1 – Continue quarterly housing inventory with providers, including units specified for young adults, age 18-21.	Cheryl Fanning	7/1/2009 and Ongoing	Quarterly housing inventory
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.8.2 – Collaborate with other state agencies and funders of housing to leverage funding and maximize the number of units developed.	Cheryl Fanning	7/1/2009 and Ongoing	Matching funds obtained and reported to the housing administrator
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.8.3 – Work with providers to monitor progress and provide technical assistance as properties are purchased and renovated as necessary.	Cheryl Fanning	7/1/2009 and Ongoing	Provider Reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.8.4 – Continue research of available funding for housing projects and work with providers to submit proposals for available grants.	Cheryl Fanning	7/1/2009 and Ongoing	Listing of available grant opportunities
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Objective 2.9 – Increase the efficiency of substance use disorder and suicide prevention programs targeting older adults and adults with physical disabilities.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.9.1 – Will implement prevention programs upon discovery of prevention funding received for FY2010. This plan will reflect funding upon FY 10 finalization.	Linda Weinberg	30 days from approved budget	Executed Contracts
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

Goal 3 – Increase individual/family participation in all aspects of the system			
Objective 3.1 – Assist in recruiting and utilizing individuals in recovery for participation in systemic development and operations.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 3.1.1 – Work with various QIC Sub-Committees to ensure Peer/Family Support representation on selected committees.	Tom Kelly	9/30/2009	QIC Sub-Committee meeting minutes
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 3.1.2 – Enhance role of Peer and Family Advisory Council to focus on system development within the Cenpatico network of providers and service delivery.	Diane Taylor	One quarter following the completion of Task 1.2.1	Peer and Family Advisory Council meeting minutes
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 3.1.3- Increase participation in the Peer and Family Advisory Councils.	Tom Kelly	7/1/09-6/30/10	Baseline of attendees and quarterly reports of additional attendees
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan
Cenpatico Behavioral Health of Arizona – GSA 2
July 1, 2009 through June 30, 2010**

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 – Ensure Statewide Peer Support Training Standards are included in current Cenpatico curriculum for Peer Support Partners.	Tom Kelly	One quarter after release from DBHS	Reviewed/Revised Peer Support Training curriculum.
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 3.2.2 – Work with providers to obtain a ratio of 50 participants per Peer Support Partner (unless DBHS establishes different ratio in their Task 3.2.4)	Tom Kelly	6/30/2010	Monthly Network Performance Reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 3.2.3 – Conduct training for a Train-the-Trainer for Peer Support training at least once per contract year.	Tom Kelly	6/30/2010	Certificates of completion for attendees
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			