

**Adult* System Of Care Network Development Plan
Community Partnership of Southern Arizona – GSA 3
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 Continue to facilitate regular meetings between GSA 3 system partners (AOC, DDD and DES) and the Network to identify and prioritize behavioral health needs of adults involved with state systems.	CPSA Adult Services and SEABHS	7/1/09 and ongoing	Meeting Agendas and Minutes
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.2 Ensure that ADHS/DBHS staff are invited to CPSA recovery celebrations.	CPSA Recovery Services	6/30/10	Invitations, flyers and other materials.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.1.3 Collaborate with ADHS/DBHS and members of the Underage Drinking Prevention Committee to acquire grant resources to fund prevention efforts.	CPSA Community Development and Prevention	6/30/10	Names of grants for which committee members applied and dates submitted.

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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 Distribute finalized ADHS/DBHS peer and staff advisory council guidelines to the Network in GSA 3.	CPSA Recovery Services	1/31/10	Distribution date and list of recipients
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.2.2 Participate in the development of the Arizona Principles and ensure that input is obtained from CPSA staff, Networks, stakeholders, members and family members.	CPSA Recovery Services and CPSA Adult Services	8/15/09	Submission of input to ADHS/DBHS.
Quarter 1			
Quarter 2			
Quarter 3			

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Quarter 4			
Task 1.2.3 Distribute the finalized Arizona Adult Principles to the Adult Networks, Stakeholders, Consumers, and family members.	CPSA Adult Services and CPSA Recovery Services	9/30/09	Distribution date and list of recipients.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.2.4 Collaborate with ADHS/DBHS in piloting the Recovery Culture Roadmap with 3 outpatient facilities in GSA 3.	CPSA Recovery Services and CPSA Adult Services	3/31/10	Copy of completed Roadmap and list of Outpatient facilities.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.2.5 Participate in ADHS/DBHS facilitated focus groups with each outpatient facility identified in Task 1.2.4 to review the results of the Recovery Culture Roadmaps.	CPSA Recovery Services and CPSA Adult Services	5/31/10	Summary of focus groups and sign in sheets
Quarter 1			
Quarter 2			

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Objective 1.3 – Enhance behavioral health workforce development.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.3.1 Continue to meet with the Networks and Higher Education partners through the CPSA Academic Initiative Committee.	CPSA Training	Quarterly	Meeting minutes and attendance sheets
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.3.2 Distribute brochure of careers in the behavioral health field to support workforce recruitment with Networks and Higher Education partners.	CPSA Training	10/31/09	Behavioral Health Careers brochure
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.3.3 Continue to sponsor unpaid internships for college students pursuing careers in	CPSA Workforce Development	7/1/09 and ongoing	List of institutions, number of students who completed

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behavioral health.			internships and their area of study during the internship.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

Objective 1.4 – Increase stigma reduction efforts			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.4.1 Provide names of interested facilitators to assist in identifying topics and coordinate locations for the AZ Dialogues held in GSA 3.	CPSA Recovery Services	6/30/10	Submission of names and locations for dialogue(s).
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.4.2 Participate in coordination of the Recovery Roundtables initiative as requested and assist in disseminating information within GSA 3.	CPSA Recovery Services	6/30/10	Flyers and coordination materials.
Quarter 1			
Quarter 2			

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Objective 1.5 – Ensure that the GSA 3 Network has an adequate system in place to address the needs of enrolled individuals.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 1.5.1 Collect data from the Network around case management services for individuals with serious mental illness, including case loads and types of practice used.	CPSA Adult Services	11/30/09	Submission of a report of findings to Katie Jebraail of ADHS/DBHS Clinical Practice Improvement.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 1.5.2 Submit data requested by ADHS/DBHS about CPSA crisis system. *Pending receipt of reporting guidelines from ADHS/DBHS.	CPSA Adult Services	TBD	CPSA Crisis system data.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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Goal 2 – Promote the highest degree of autonomy and quality of life for all individuals in the behavioral health 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 Identify volunteer clinicians and supervisors from GSA 3 to participate in the ADHS/DBHS pilot of the new assessment tool.	CPSA Adult Services and SEABHS	7/31/09	List of volunteers.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.2 Submit training curriculum around assessment and service planning to ADHS/DBHS for review and approval.	CPSA Training	TBD by DBHS	ADHS/DBHS approval of assessment and service planning training curriculum.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.3 Provide training to Network staff regarding changes to the assessment and	CPSA Training and CPSA Adult	TBD by DBHS	Training curriculum and training sign-in sheets.

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service planning process as outlined in the Intake, Assessment and Service Planning Protocol.	Services		
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.4 Provide on-site technical assistance and training for intake, assessments and service planning as needed, based on results of QM Quarterly Reports.	CPSA Adult Services	TBD by DBHS	Documentation of technical assistance and training efforts.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.5 Continue to monitor assessment and service planning at the Networks, produce quarterly reports and implement corrective actions as needed.	CPSA Quality Management (QM) and CPSA Adult Services	Quarterly	Quarterly QM reports and corrective actions as needed.
Quarter 1			
Quarter 2			
Quarter 3			
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Task 2.1.6 Collaborate with RSA to conduct first round of Boston University Psychiatric Rehabilitation Approach (BUPRA) trainings for designated Network, CPSA and RSA staff in order to develop a training plan for direct service staff in FY2011.	CPSA Recovery Services and CPSA Training	6/30/10	BUPRA training plan.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.7 Deliver a minimum of 4 web based trainings for treatment providers on common co-occurring physical and behavioral health conditions upon receipt of ADHS/DBHS developed trainings.	CPSA Training	6/30/10	Training flyers and sign-in sheets.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.1.8 Distribute ADHS/DBHS fact/guidance sheets on co-occurring physical health disorders to treatment providers.	CPSA Prevention and Community Development	6/30/10	Distribution list.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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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 Attend and participate in the bi-monthly Substance Abuse Meetings hosted by ADHS/DBHS to share ideas, problem-solve and discuss best practices.	CPSA Adult Services	7/1/09 and ongoing	ADHS/DBHS meeting minutes and sign-in sheets.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.2 Complete the reviews on co-occurring outpatient programs using ADHS/DBHS Co-occurring Program Review Tool.	CPSA Adult Services	12/31/09	Completed Co-occurring Program Review Tools.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.3 Analyze the Networks ability to meet the needs of individuals with co-occurring issues and provide data to ADHS/DBHS, including any corrective actions issued.	CPSA Adult Services	3/31/10	Results of review and corrective actions if needed.
Quarter 1			

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Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.4 Attend ADHS/DBHS Quarterly Women's Treatment and Practice Enhancement workgroup meeting to share ideas, identify service gaps, best practice models and identify any training needs to improve treatment services for women with substance abuse disorders.	CPSA Adult Services and SEABHS	7/1/09 and ongoing	ADHS/DBHS meeting minutes and sign-in sheet.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.5 Integrate data gleaned from the 2009 SAPT Bock grant case review as disseminated by ADHS/DBHS to address identified deficiencies.	CPSA Adult Services	2/1/10	Technical assistance summary.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.6 Submit summary of SFY 2009 prevention referrals by contracted provider to ADHS/DBHS for analysis.	CPSA Prevention and Community Development	9/10/09	Referral summaries.
Quarter 1			

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Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.7 Continue to offer trainings on early identification of behavioral health disorders, brief interventions, and referrals to treatment to prevention providers	CPSA Training and CPSA Prevention and Community Development	6/30/10	Training flyers and sign-in sheets.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.2.8 Participate in ADHS/DBHS developed web-based trainings on early identification of behavioral health disorders, brief interventions and referrals to treatment.	CPSA Prevention and Community Development	6/30/10	Confirmation of attendance.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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	Target	Description of Deliverable

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	Responsible	Completion Date	
Task 2.3.1 Continue to provide technical assistance and training on vocational resources and employment-related covered services to Network staff working with young adults.	CPSA Recovery Services	7/1/09 and ongoing	Meeting agendas and sign-in sheets.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.2 Monitor the sufficiency of age-appropriate services for 18-24 year olds through the GSA 3 Transitioning Youth Workgroup and related venues.	CPSA Adult Services and SEABHS	7/1/09 and ongoing	Meeting agendas and minutes.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.3 Monitor Network and Service Provider adherence to Transitioning Youth Protocol as outlined in the CPSA Provider Manual, Section 10.6	CPSA Adult Services and SEABHS	7/1/09 and ongoing	18-18 ½ Transition checklist.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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Task 2.3.4 Develop and submit a plan to ADHS/DBHS for the implementation of case management and support and rehabilitation service expansion for the GMH/SA 18-21 year old population and the SMI, 18 to 21 year old population, based upon the capitation rate increase.	CPSA Adult Services	7/30/09	Completed plan and approval letter from ADHS/DBHS.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.3.5 Continue to attend and participate in ADHS/DBHS-hosted tri-annual Transition to Adulthood meetings.	CPSA Adult Services and SEABHS	6/30/10	ADHS/DBHS Transition to Adulthood meeting sign-in sheets.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

Objective 2.4 – Identify capacity needs and service delivery availability for Sex Offender Services			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.4.1 Modify CPSA's Network Inventory collection process to ensure the inclusion of treatment professionals available to provide services to sex offenders. This listing will include names, credentials held by the treatment provider as well as the number of	CPSA Network Development, CPSA System Development &	12/31/09	2010 Network Inventory

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years treating this population.	Evaluation and SEABHS		
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.4.2 Participate in the Sexual Offender Workgroup with a focus on developing a partnership with law enforcement agencies in GSA 3 and GSA 5 to determine treatment needs for sexual offenders with mental illness.	CPSA Network Development, CPSA Adult Services, CPSA Criminal Justice and SEABHS	9/30/09, ongoing	Sexual Offender workgroup agendas and meeting minutes.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.4.3 Collect and submit to ADHS/DBHS descriptions of evidenced-based models used in treatment programs for sexual offenders with mental illness.	CPSA Network Development and CPSA Adult Services	10/31/09	Program Descriptions
Quarter 1			
Quarter 2			
Quarter 3			

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Quarter 4			
Task 2.4.4 Participate in ADHS/DBHS research and development of benchmarks for sex offender services and treatment providers.	CPSA Network Development and CPSA Adult Services	12/31/09	Identified benchmarks for specialized sexual offender treatment providers
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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 Collect and review Adult Network policies on clinical supervision including any tools, tracking systems, etc. to ensure ADHS Practice Protocol for Clinical Supervision is being used as a guideline.	CPSA Adult Services, CPSA QM and SEABHS	10/31/09	Network policies and tools used.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.2	CPSA Adult	12/31/09	Summary of findings.

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Conduct random reviews of Clinical Supervision tools and notes from each Adult Network to determine if quality clinical supervision is occurring. Follow up will be determined based upon the results of the findings.	Services and CPSA QM		
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.3 Continue to provide clinical supervision training to Networks to ensure that quality clinical supervision is occurring.	CPSA Training	Quarterly	Training sign-in sheets.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.5.4 Participate in discussions regarding best methods for ensuring that quality clinical supervision is occurring with ADHS/DBHS.	CPSA Adult Services and CPSA QM	12/31/09	ADHS/DBHS T/RBHA Leadership meeting minutes.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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Task 2.5.5 Monitor and provide technical assistance as needed to the Networks to ensure that quality clinical supervision is occurring.	CPSA Adult Services and CPSA QM	6/30/10	Technical assistance documents.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

Objective 2.6 - Develop and expand member employment options and opportunities for meaningful activity.			
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.6.1 Develop, implement and monitor FY2010 Annual Regional Vocational Plan in collaboration with RSA.	CPSA Recovery Services	7/31/09; quarterly	FY2010 Annual Regional Vocational Plan and quarterly updates.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.6.2 Upon receipt of desk-top billing guide from ADHS/DBHS, compare to CPSA's Rehabilitation/Employment Codes Quick Reference Guide and update as needed.	CPSA Recovery Services	4/30/10 and ongoing	Revised CPSA Rehabilitation/Employment Codes Quick Reference Guide.
Quarter 1			

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Quarter 2			
Quarter 3			
Quarter 4			
Task 2.6.3 Continue to provide technical assistance and support to Networks regarding Ticket to Work and AZ Freedom to Work programs.	CPSA Recovery Services	7/1/09 and ongoing	Meeting agendas and technical assistance reports.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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 ADHS/DBHS prior authorization and concurrent review mechanisms for Residential settings (i.e. Level I, Level II and III and Home Care Training Client).	CPSA Utilization Management	Level I 7/1/09; Level II, III and HCTC upon receipt of ADHS/DBHS dissemination of criteria	CPSA process in place.
Quarter 1			
Quarter 2			

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Quarter 3			
Quarter 4			
Task 2.7.2 Submit data that trends length of stay at each level of care by setting to ADHS/DBHS for analysis.	CPSA Utilization Management	6/30/10 ongoing	Submission of length of stay data to ADHS/DBHS.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task: 2.7.3 Participate in ADHS/DBHS research to determine benchmark figures for average length of stay in level I and II.	CPSA Utilization Management	8/31/09	Summary of findings.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.7.4 Participate in ADHS/DBHS discussions regarding the Residential Facilities Monitoring tool.	CPSA Utilization Management	11/11/09	ADHS/DBHS T/RBHA Lead Meeting minutes.
Quarter 1			
Quarter 2			
Quarter 3			

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Quarter 4			
Task 2.7.5 Implement the finalized Residential Facilities Monitoring tool, 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, etc...	CPSA Utilization Management	12/1/09	Finalized Residential Facilities Tool.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.7.6 Submit the Residential Facilities Monitoring Tool to ADHS/DBHS.	CPSA Utilization Management	1/15/10 and ongoing	Completed monitoring tools
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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 to recruit young adult members with a SMI designation for occupancy of the Douglas House.	CPSA Adult Services and SEABHS	6/30/10	List of three young adult occupants.

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Quarter 2			
Quarter 3			
Quarter 4			
Task 2.8.2 Collaborate with ADHS/DBHS, HUD, the HUD Continuum of Care and other stakeholder funders to identify additional housing resources and leveraging.	CPSA Housing	6/30/10	Housing meeting agendas and minutes. List of additional housing resources.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.8.3 Monitor and track Project Opportunity a 1 year program that will provide rental assistance, security deposits, and start-up costs to 42 eligible adult members in GSA 3.	CPSA Housing	Quarterly	Completed monitoring tool and quarterly update
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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

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Tasks	Who is Responsible	Target Completion Date	Description of Deliverable
Task 2.9.1 Assist ADHS/DBHS in coordinating web based training on cost efficient evidence based practices in prevention of substance abuse and suicide in older adults	CPSA Training and CPSA Prevention and Community Development	6/30/10	Training flyers and sign-in sheets.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 2.9.2 Continue to offer trainings on cost efficient evidence based practices in prevention programs for gatekeepers and caretakers of older adults.	CPSA Prevention and Community Development	6/30/10	Training dates, training flyers and training records in Prevention Accountability System database.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
TASK 2.9.3 Submit outcomes of CPSA's suicide prevention programs for gatekeepers and caretakers of older adults.	CPSA Prevention and Community Development	9/1/09	Annual Outcome Report.
Quarter 1			

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Quarter 2			
Quarter 3			
Quarter 4			
Task 2.9.4 Participate as requested by ADHS/DBHS in the annual review and update of practice protocol on older adults.	CPSA Prevention and Community Development	12/31/09	Updated protocol.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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 Identify an individual or individuals in recovery from GSA 3 to participate in the subcommittees of the ADHS/DBHS Behavioral Health Planning Council and in ADHS/DBHS development activities.	CPSA Recovery Services, CPSA Adult Services and SEABHS	6/30/10 and ongoing	List of GSA 3 representative(s), meeting minutes
Quarter 1			

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Quarter 2			
Quarter 3			
Quarter 4			
Task 3.1.2 Continue to facilitate Prevention Coalitions throughout Cochise, Graham, Greenlee and Santa Cruz Counties.	SEABHS	7/1/09 and ongoing	Report of coalition meeting dates by county.
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			

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 Obtain baseline data for peer/family support positions to member ratio for GSA 3.	CPSA System Development & Evaluation, CPSA Network Development and CPSA Recovery Services	6/30/10	Peer/family support position to Consumer ratio
Quarter 1			
Quarter 2			

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Quarter 3			
Quarter 4			
Task 3.2.2 Develop a plan to increase peer/family support positions and strategies to retain peer/family support positions.	CPSA Recovery Services CPSA Adult Services and SEABHS	2/28/2010	Peer/Family Support Workforce Plan
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.2.3 Provide input into final Statewide Peer Support Training Standards and assist ADHS/DBHS in disseminating information.	CPSA Recovery Services	12/31/2009	Finalized Statewide Peer Support Training Standards
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.2.4 Continue to participate in the ADHS/DBHS Statewide Peer Support Training Standards, evaluate the peer training curriculum and provide feedback.	CPSA Recovery Services	12/31/2009	Meeting minutes and documents.
Quarter 1			
Quarter 2			

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Quarter 3			
Quarter 4			
Task 3.2.5 Provide one Recovery Support Specialists Institutes in GSA 3 and train a minimum of 10 participants and certify a minimum of 5 peer staff members.	CPSA Recovery Services	6/30/2010	List of RSS Institute participants, list of RSS certified graduates
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			
Task 3.2.6 Provide Advanced Recovery Support Specialist trainings in GSA 3.	CPSA Recovery Services and CPSA Training	Quarterly	Sign-in sheets
Quarter 1			
Quarter 2			
Quarter 3			
Quarter 4			