

**DRAFT Adult SMI and GMH/SA System Of Care Network Development Plan  
Cenpatco Behavioral Health of Arizona – GSA 4  
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.**

<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
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, Cenpatco and provider network.	Emily Wetter	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.**

<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
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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:			

<b>Objective 1.3 – Enhance behavioral health workforce development.</b>			
<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion</b>	<b>Description of Deliverable</b>

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		<b>Date</b>	
Task 1.3.1 - Include Adult Case Managers in developed certification process and monitor number receiving certification.	Rodney Stagers	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 Gila Community College and Central Arizona Community College to expand curriculum to include a certification for a BHT.	Rodney Stagers	7/1/2009 and Ongoing	Communication logs
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

<b>Objective 1.4 – Increase stigma reduction efforts.</b>			
<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
Task 1.4.1 – Include and maintain information regarding stigma reduction on Cenpatco web site.	Tom Kelly	9/30/2009 and ongoing	Web site pages
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.4.2 – Assist Piurek & Associates in facilitating at least one Recovery Roundtable in DBHS-identified areas in our GSA.	Tom Kelly	6/30/2010	Summary of Roundtable

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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:			

<b>Objective 1.5 – Ensure that providers have an adequate system in place to address the needs of enrolled individuals.</b>			
<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
Task 1.5.1 – Develop and monitor utilization reports to analyze mix of services to adult participants.	Emily Wetter	12/31/2009 and ongoing	Quarterly reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.5.2 – Develop and monitor system for tracking High Needs participants.	Emily Wetter	12/31/2009 and ongoing	Monthly reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 1.5.3 – Maintain monitoring system for those individuals on Court-Ordered Treatment.	Andrea Hartwig	7/1/2009 and Ongoing	Quarterly COT Reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

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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.**

<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
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	7/1/2009 and Ongoing	Monthly Network Performance Reports
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
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:			

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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:			

<b>Objective 2.2 – Ensure that individuals with substance use disorder challenges have access to and receive appropriate services using best practices.</b>			
<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
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	6/30/2010	Tool results
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:			
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:			

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<b>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.</b>			
<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
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:			

<b>Objective 2.4 – Identify capacity needs and service delivery available for Sex Offender Services.</b>			
<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>

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Task 2.4.1 – Evaluate locations of participants with a SO primary diagnosis to determine any expansion needs.	Emily Wetter	12/31/2009	Analysis report
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			
Task 2.4.2 – Monitor number of trained sex offender clinicians meeting the DBHS criteria in Cenpatico network.	Emily Wetter	7/1/2009 and Ongoing	Monthly staff listings
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.**

<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
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:			
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:			

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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	Emily Wetter	7/1/2009 and Ongoing	Monthly Network Performance Reports.
Quarter 1 Updates:			
Quarter 2 Updates:			
Quarter 3 Updates:			
Quarter 4 Updates:			

<b>Objective 2.6 – Develop and expand employment opportunities and resources.</b>			
<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
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:			
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:			

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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
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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.	Heather Koch	7/1/2009 and Ongoing	Quarterly reports
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Quarter 1 Updates:

Quarter 2 Updates:

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
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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:			

<b>Objective 2.9</b> – Increase the efficiency of substance use disorder and suicide prevention programs targeting older adults and adults with physical disabilities.			
<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
Task 2.9.1 – Will implement prevention programs upon discovery of prevention funding received for FY2010.	Linda Weinberg	TBD	TBD

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Quarter 1 Updates:
Quarter 2 Updates:
Quarter 3 Updates:
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<b>Goal 3 – Increase individual/family participation in all aspects of the system</b>			
<b>Objective 3.1 – Assist in recruiting and utilizing individuals in recovery for participation in systemic development and operations.</b>			
<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
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 (in conjunction with Task 1.2.1) in planning for system development and increase participation in Council.	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:			

<b>Objective 3.2 – Increase the utilization of Peer/Family members as support and clinical staff.</b>			
<b>Tasks</b>	<b>Who is Responsible</b>	<b>Target Completion Date</b>	<b>Description of Deliverable</b>
Task 3.2.1 – Ensure Statewide Peer Support Training Standards are included in current Cenpatco 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:			

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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:			