

Title XIX Children's System of Care Network Development Plan
 Cenpatico Behavioral Health of Arizona – GSA 02
 July 1, 2009 through June 30, 2010

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

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 1.1.1 – Develop and maintain working relationship with new state contractor for CFT Practice Review Process	Emily Wetter	Beginning 10/1/09 through 6/30/10	Communication logs	
Task 1.1.2 – Develop Performance Improvement Plans as appropriate based on case review results	Emily Wetter	7/1/09 through 6/30/10	Agency Performance Improvement Plans	
Task 1.1.3 – Submit practice improvement plans to DBHS for approval	Emily Wetter	7/1/09 through 6/30/10	Performance Improvement Plans	
Task 1.1.4 – CFT Coaches to work with providers on monthly basis regarding PIPs and other performance activities.	Emily Wetter	7/1/09 through 6/30/10	Provider Contact Logs	
Task 1.1.5 – Attend training on the new complex needs practice review tool to gain an understanding of how to implement the practice review process	Emily Wetter	As training is available	Training session sign in sheets	
Task 1.1.6 – Conduct provider feedback sessions	Emily Wetter	7/1/09 through 6/30/10	Minutes	

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 1.2.1 – Informal medical record reviews for CFT documentation completed on a monthly basis to check for CFT Note, Crisis Plans and SNCs to validate self-reported information submitted to Cenpatico.	Emily Wetter	7/1/09 through 6/30/10	Trended results of providers' documentation for CFT Practice	
Task 1.2.2 – Monitor ratios of CFT Facilitators to ensure network capacity	Emily Wetter	7/1/09 through 6/30/10	CFT Facilitator Ratio report	

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Task 1.2.3 – Utilize TOMs to trend data to direct CFT Coaching	Emily Wetter	7/1/09 through 6/30/10	Quarterly TOM Trending Reports	
Task 1.2.4 – Track frequency of CFT meetings by Clinical Operations to direct CFT Coaching activities.	Emily Wetter	7/1/09 through 6/30/10	Monthly Reports	
Task 1.2.5 – Track and trend Out of Home and Length of Stay data to monitor use of congregate care.	Michele Flatbush	7/1/09 through 6/30/10	Monthly Reports	
Task 1.2.6 – Track and trend utilization of Direct Support and Rehab Services	Michele Flatbush	7/1/09 through 6/30/10	Monthly Reports	

Objective 1.3 – Publish and disseminate practice improvement review findings and quality management data to increase transparency.				
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Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 1.3.1 – Ensure CFT Practice Improvement Task Force maintains minimum of 25% family participation	Diane Taylor	7/1/09 through 6/30/10	Sign in sheets	
Task 1.3.2 – Continue conducting CFT Practice Improvement Task Force in each area. Information is disseminated regarding CFT Reviews and results.	Emily Wetter	7/1/09 through 6/30/10	Minutes	
Task 1.3.3 – Identify, implement and maintain a strategy to provide progressively more comprehensive information on providers and services to families.	Diane Taylor	Determination of strategy – 9/30/2009	Policy and Procedure	
Task 1.3.4 – Identify, implement and maintain a strategy to provide progressively more comprehensive information on providers and services to stakeholders.	Michele Flatbush	Determination of strategy – 9/30/2009	Policy and Procedure	
Task 1.3.5 – Complete provider report cards to be posted on web site and disseminated at community councils	Michele Flatbush	9/30/2009	Provider Report Card Template and URL	

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

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.1.1 – Develop and use methodology related to target populations to develop needed programming using best practices Target populations to include children/adolescents with a substance use disorder , and children/adolescents with trauma disorders.	Emily Wetter	Development of methodology – 9/30/2009	Methodology and results	
Task 2.1.2 – Identify baselines and develop targets for levels of BHPs, BHTs, and certified assessors.	Emily Wetter	Baselines – 7/31/2009 Targets – 9/30/2009	Monthly Reports	
Task 2.1.3 – Continue implementation of joint child and adult teams working on the transition for the 6 months prior to the youth turning 18 years of age. Cenpatico will continue to monitor these young adults for no less than 6 months after they have turned 18.	Michele Flatbush	Baseline – 7/31/2009 Targets – 9/30/2009	Monthly Reports	
Task 2.1.4 – Identify baseline and develop target for an increase of Development Disability specialty providers (as defined by DBHS Specialty Provider Criteria)	Mary Beardsley	Baselines – 7/31/2009 Targets – 9/30/2009 Goal – 6/30/10	Monthly Reports	
Task 2.1.5 – Identify, implement and maintain a plan that focuses on coordination of all components and resources of RBHAs, Case Management and Direct Support providers and Stakeholder organizations to develop community-based alternatives to OOH placements.	Yvette Tucker	9/30/2009	Work Plan	
Task 2.1.6 – Continue working with tribes on any behavioral health needs identified Tribes served – Cocopah, Fort Yuma-Quechan, CRIT	Sheina Yellowhair	7/1/09 through 6/30/10	Tribal work plans	

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Objective 2.2 – Monitor case manager expansion for children with complex behavioral health needs.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.2.1 – Fidelity audits to review charts of children to ensure appropriateness of services provided to children deemed “complex” at monthly provider visits.	Yvette Tucker	7/1/09 through 6/30/10	Audit Results	
Task 2.2.2 – Continue monthly CM Inventory Reporting from providers and monitor additional FTE's hired with FY10 Cap Rate increase. ACTS to increase the number of DCM's by 2 and CIA by 1.5.	Michele Flatbush	7/1/09 through 6/30/10	Monthly CM Report	
Task 2.2.3 – Monitor fidelity to DCM client ratios to ensure adherence to a 1:15 ratio.	Michele Flatbush	Develop tool 9/30/09 Monitor providers 10/1/09 – 6/30/10	Fidelity Results	

Objective 2.3 – Monitor the capacity and quality of Support and Rehabilitation Services – Generalist Type.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.3.1 – Continue regional MMWIA design teams bi-monthly meetings	Yvette Tucker	7/1/09 through 6/30/10	Meeting minutes	
Task 2.3.2 – Ensure no less than 25% family member participation in the local Support and Rehabilitation Design Teams. If difficulty arises in meeting the 25% threshold for family members, work with the Peer and Family Advisory Councils to both encourage more family participation in the process and to provide an additional avenue for families to receive information as well as pass information back to the Design Teams.	Yvette Tucker	7/1/09 through 6/30/10	Sign in sheets	

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Task 2.3.3 – Implement billing code modifier and trend data as it becomes available	Yvette Tucker	Implementatio n of billing code within 90 days after release	Trending reports	
Task 2.3.4 – Utilize findings from DBHS/Consultant reviews to develop improvement/expansion efforts	Yvette Tucker	To begin upon receipt of report from DBHS Consultant	Fidelity audit revisions	
Task 2.3.5 – Establish utilization markers for support and rehab services goals in line with MMWIA fidelity and monitor trends of services utilized.	Yvette Tucker	Development of utilization markers – 9/30/2009	Trending reports	

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.4.1 – Identify baseline and develop target for an increase of Birth-Five specialty providers (as defined by DBHS Specialty Provider Criteria)	Michele Flatbush	Baselines – 7/31/2009 Targets – 9/30/2009 Goal – 6/30/10	Monthly Reports	
Task 2.4.2 – Conduct Infant Toddler Mental Health Endorsement training as funding becomes available	Michele Flatbush	6/30/2010	Sign in Sheets	
Task 2.4.3 – Conduct training on Birth-Five behavioral health assessment	Rodney Staggers	120 days after release of new assessment	Sign in sheets	
Task 2.4.4 – Ongoing monitoring of number of trained Birth – Five assessors in network.	Michele Flatbush	7/1/09 through 6/30/10	Monitoring reports	

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

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Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.5.1 – Implement billing code modifier and trend data as it becomes available	Laurel Rettle	Implementation of billing code within 90 days after release	Trending reports	
Task 2.5.2 – Develop and maintain a plan for implementing the use of SAPT funding for adolescents that includes provisions for ongoing monitoring.	Kevin Hoy	Plan development – 9/30/2009	SAPT Reports	
Task 2.5.3 – Identify baseline and develop target for an increase of Substance Use Disorder Treatment specialty providers (as defined by DBHS Specialty Provider Criteria)	Kevin Hoy	Baselines – 7/31/2009 Targets – 9/30/2009 Goal – 6/30/10	Monthly Reports	
Task 2.5.4 – Seek funding for additional ACRA training	Michele Flatbush	TBD	Proposal	
Task 2.5.5 – Utilization of evaluation tool developed by DHS/DBHS and submit reports to ADHS/DBHS annually for any IOP or Residential programs in out geographic area. Use results to direct Technical Assistance efforts.	Kevin Hoy	Within 120 days of release of tool/training	Tool results	
Task 2.5.6 – Identify baseline and develop target for an increase of Adolescent Substance Use Disorder Treatment specialty providers (as defined by DBHS Specialty Provider Criteria).	Kevin Hoy	Baselines – 7/31/2009 Targets – 9/30/2009 Goal – 6/30/10	Monthly reports	
Task 2.5.7 – Continue conducting meetings with Substance Use Disorder Treatment providers to share practice information and provide technical assistance.	Kevin Hoy	7/1/09 through 6/30/10	Meeting minutes	
Task 2.5.8 – Provide training on the revised DBHS Substance Abuse Treatment Practice Protocol	Rodney Stagers	120 Days after release of protocol through 6/30/2010	Essential Learning Reports	

Objective 2.6 – Monitor implementation of the Child and Adolescent Service Intensity Instrument (CASII).

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Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.6.1 – Ensure 100% of children have a completed CASII as documented in the demographic	Emily Wetter	12/31/2009	Monthly Reports	
Task 2.6.2 – CFT Coaches/Provider Mentors to check fidelity of CASII scores during monthly provider visits. CFT Coaches evaluate 2-5 medical records monthly.	Emily Wetter	7/1/09 through 6/30/10	Communication logs	
Task 2.6.3 – CFT Coaches/Provider Mentors to monitor CASII scores for children in Out of Home Placement.	Emily Wetter	7/1/09 through 6/30/10	Communication logs	
Task 2.6.4 – Provide technical assistance based on reviews of monthly CASII Reviews	Emily Wetter	7/1/09 through 6/30/10	Communication logs	

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

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 2.7.1 – Participate in model dependency court workgroups (CPS, DDD, AOC)	Michele Flatbush	7/1/09 through 6/30/10	Communication logs	
Task 2.7.2 – Participate in model delinquency court workgroups (CPS, AOC)	Michele Flatbush	7/1/09 through 6/30/10	Communication logs	
Task 2.7.3 – Develop an annual survey to be given to providers and stakeholders regarding collaboration efforts.	Michele Flatbush	Survey developed 12/31/2009 Results – 3/31/2009	Survey template and results	
Task 2.7.4 – Contribute to the development of ADHS curriculum targeted at educating the behavioral health system about educational processes and the role of educators on CFTs.	Yvette Tucker	7/1/09 through 6/30/10	DBHS sign in sheet	
Task 2.7.5 – Develop and maintain collaborative protocols with stakeholder agencies on annual basis.	Michele Flatbush	12/31/09	Signed Protocols	

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

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Objective 3.1 – Provide training, technical assistance and monitoring of selected ADHS/DBHS practice protocols.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 3.1.1 – Implement fidelity monitoring tool as prescribed by DBHS for the SUD Treatment in Children practice protocol and implement fidelity audit	Lorraine Harrington	Within 90 days of release of tool	Audit results	
Task 3.1.2 – Implement fidelity monitoring tool as prescribed by DBHS for the Psychotropic Medication Use in Children, Birth-Five practice protocol and implement fidelity audit	Lorraine Harrington	Within 90 days of release of tool	Audit tools and results	
Task 3.1.3 – Implement fidelity monitoring tool as prescribed by DBHS for the Out of Home Services/HCTC practice protocol and implement fidelity audit	Lorraine Harrington	Within 90 days of release of tool	Audit tools and results	
Task 3.1.4 – Implement fidelity monitoring tool as prescribed by DBHS for the Intake Assessment and Services Planning practice protocol and implement fidelity audit	Lorraine Harrington	Within 90 days of release of tool	Audit tools and results	
Task 3.1.5 – CFT Coaches to participate in statewide CFT Coaches Meetings	Emily Wetter	7/1/09 through 6/30/10	Communication logs	
Task 3.1.6 – Use results of above fidelity monitoring to direct technical assistance with providers not meeting standards.	Emily Wetter	Within 120 days of release of tool through 6/30/10	Communication logs	

Objective 3.2 – Provide training and technical assistance on the implementation of the revised intake, assessment, and service planning process.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 3.2.1 –Cenpatico staff will participate in trainings regarding the changes to intake, assessment, and service planning processes.	Rodney Staggers	Beginning 120 days after release of revised processes and ongoing thereafter	Essential Learning Compliance Reports	

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Task 3.2.2 – Provider staff will participate in trainings regarding the changes to intake, assessment, and service planning processes.	Rodney Staggers	Beginning 120 days after release of revised processes and ongoing thereafter	Essential Learning Compliance Reports	
Task 3.2.3 – Upon completion of training, Cenpatico will provide ongoing technical assistance and coaching on intake and assessment process	Emily Wetter	After completion of Task 3.2.1	Communication logs	
Task 3.2.4 – Cenpatico will revise current guide on assessment and treatment plan development to aid providers on ongoing basis.	Lorraine Harrington	After completion of Task 3.2.1/2	Guide	

Objective 3.3 –Provide technical assistance to expand the use of Functional Behavioral Assessment/Analysis and Positive Behavioral Support strategies using existing training modules and covered behavioral health services.

Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 3.3.1 – Cenpatico will provide technical assistance and coaching on Functional Behavioral Analysis and PBS strategies. Both items will be a standing agenda item for all Generalist meetings and monthly Design Team meetings.	Michele Flatbush	7/1/09 through 6/30/10	Agenda Meeting Minutes	
Task 3.3.2 – Develop certification process for FBA/PBS providers, identify baseline and develop target for an increase of FBA/PBS certified providers	Michele Flatbush	Certification process – 9/30/2009 Baselines – 12/31/2009 Targets – 12/31/2009 Goal – 6/30/10	Monthly Reports	
Task 3.3.3 – Creation and implementation of trainings designed for combative behavior and/or power struggles.	Michele Flatbush	Training developed – 12/31/2009	Curriculum and training reports	

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Objective 3.4– Monitor services for young adults 18 to 21 years of age in accordance with the Arizona 12 Principles.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 3.4.1 – Develop utilization reporting methodology specific to transition youth (age 18-21) to monitor mix of services offered to this specific subset of the adult population. Emphasis on support and rehab services utilized.	Renee Waterstradt	9/30/2009	Utilization reports	
Task 3.4.2 – Monitor housing inventory and programs specific to young adults 18 to 21 years of age and develop additional units, as funding is available.	Cheryl Fanning	7/1/09 through 6/30/10	Inventories	
Task 3.4.3 – Develop certification process for Transition Age Youth providers, identify baseline and develop target for an increase of Transition Age Youth certified providers	Michele Flatbush	Certification process – 9/30/2009 Baselines – 12/31/2009 Targets – 12/31/2009 Goal – 6/30/10	Monthly Reports	
Task 3.4.4 – Develop baseline of employment data (demographic and claims) and set target for expansion of services to young adults 18-21 years of age.	Cheryl Fanning	Baseline - 9/30/2009 Targets 12/31/2009	Monthly Reports	
Task 3.4.5 – Participate in tri-annual transition meetings with DBHS.	Michele Flatbush	7/1/09 through 6/30/10	DBHS Sign in sheets	

Goal 4– Continue to increase youth and family involvement.				
Objective 4.1 – Expand and monitor the utilization of family involvement in advising/planning roles and as part of the behavioral health system workforce.				
Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 4.1.1 – Providers will be monitored to ensure they are employing Family Support Partners as part of their Direct Care staff. Target goal is 50 enrolled participants per FSP.	Renee Waterstradt	7/1/09 through 6/30/10	Monthly Report	

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Task 4.1.2 – Provide stipends to family/youth who participate in meetings as outlined in Cenpatico Policy & Procedure	Michele Flatbush	7/1/09 through 6/30/10	Budget reports	
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Objective 4.2 – Expand and monitor the utilization of youth involvement in advising/planning roles				
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Tasks	Who is Responsible	Target Completion Date	Description of Deliverable	Quarterly Update
Task 4.2.1 – Local Youth Advisory Councils will meet on a monthly basis.	Melinda Vasquez	7/1/09 through 6/30/10	Meeting minutes	