

Arizona's Children's Behavioral Health Services

Statewide Arizona American Indian Health Forum III

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Arizona Department of Health Services
Division of Behavioral Health Services

Bob Crouse, Implementation Manager
System of Care Office



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Topics We'll Cover

- Organizational Structure
- JK Settlement Agreement/MOU
- Arizona Vision and 12 Principles
- Child and Family Team (CFT) Practice
- Covered Services Available
- Collaborative efforts
- Addressing Barriers
- Eligibility and Referral
- T/RBHA Contact Information



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Arizona Department of Health Services Division of Behavioral Health Services

- Created in 1986, the ADHS/DBHS serves as the single state authority to provide coordination, planning, administration, regulation and monitoring of all facets of the state public behavioral health system.



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Service Delivery Structure

- The Division contracts with Regional Behavioral Health Authorities (RBHAs), and Tribal Regional Behavioral Health Authorities (TRBHAs), to administer integrated managed care delivery services in six distinct geographic service areas (GSAs) throughout the State. This regionalized system allows local communities to provide services in a manner appropriate to meet the unique needs of individuals and families.



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Who do the T/RBHAs Serve?

The Division requires the T/RBHAs to maintain a comprehensive network of behavioral health providers that deliver prevention, intervention, treatment and rehabilitative services to a variety of populations, including:

- Children and Adolescents
- Adults with a Serious Mental Illness (SMI)
- Adults with General Mental Health Disorders(GMH)
- Adults with Substance Use Disorders(SUD/SA)



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Which T/RBHA Serves my Area?



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RBHA Structure

GSA	Counties Served	RBHA
1	Mohave, Yavapai, Coconino, Navajo and Apache	Northern Arizona Regional Behavioral Health Authority (NARBHA)
2	Yuma and LaPaz	Cenpatico
3	Santa Cruz, Cochise, Graham and Greenlee	Cenpatico
4	Pinal and Gila	Cenpatico
5	Pima	Community Partnership of Southern Arizona [CPSA]
6	Maricopa	Magellan/Mercy Maricopa Integrated Care



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Five (5) Tribal Regional Behavioral Health Authorities (TRBHAs) and Tribal Contractors

- **Tribal RBHAs:** Gila River Indian Community, Pascua Yaqui Tribe and White Mountain Apache Tribe
- **Tribal Contractors:** Navajo Nation and Colorado River Indian Tribes



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Where can tribal members receive behavioral health services

- Indian Health Services
 - 638 Programs/Facilities including tribal behavioral health programs
- TRBHAs
 - Pascua Yaqui, White Mountain Apache, Gila River Indian Community
- RBHAs
 - NARBHA, Cenpatico, Magellan (Mercy Maricopa Integrated Care), CPSA



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Services to Children and Adolescents

The J.K. Settlement Agreement and the Interagency Memorandum of Understanding

While ADHS and AHCCCS were named as defendants in the JK lawsuit, Arizona's remaining child-serving agencies (DES, ADJC, AOC and ADE) signed a Memorandum of Understanding (04/02, re-signed in 2006), voluntarily and collectively embracing the Arizona Vision and its 12 Principles



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The Arizona Vision:

In collaboration with the child and family and others, Arizona will provide accessible behavioral health services designed to aid children to:

1. Achieve success in school
2. Live with their families
3. Avoid delinquency
4. Become stable and productive adults

Services will be tailored to the child and family and provided in:

1. The most appropriate setting
2. A timely fashion
3. Accordance with best practices
4. Respecting the child's and family's cultural heritage



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The 12 Arizona Principles:

- Collaboration with the Child and Family
- Functional Outcomes
- Collaboration with Others
- Accessible Array of B.H. Services
- Best Practices
- Most Appropriate Setting
- Timeliness ("Assess and serve promptly")



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The 12 Arizona Principles:

- Services Tailored to Child and Family
- Stability
- Respect for the Child and Family's Unique Cultural Heritage
- Independence
- Connection to Natural Supports



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Child and Family Team Practice (CFT):

- Based on “wraparound” process (congruent with Family-Group Decision-Making/Team Decision-Making [CPS], Person-Centered Planning [DDD], Individual Family Service Plan [AZ-EIP]).
- Each enrolled child/youth is required to have a CFT but the structure of the team may vary depending on the complexity of needs
- CFT Practice guidelines are described in the ADHS/DBHS “Child and Family Team Practice Protocol” which can be found on the DBHS website.



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Child and Family Teams

- Comprised of the family and the people who know them best
- Ideally no more than half professionals
- Family chooses team unless there are custody issues
- Systems partner to help the child and family



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Key Elements of Child and Family Teams

- Strengths and needs based planning
- Family as partner
- Informal supports
- Collaboration
- Creative approaches to treatment
- Promote positive connections instead of reliance
- Customize services
- Offer treatment in home or community if possible



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Child and Family Team Practice

- Engage the family and stabilize crisis
- Discover strengths and culture within the family, youth and community
- Create a Child and Family Team
- Select goal areas and establish goals
- Identify and work through barriers
- Plan for crisis and safety
- Meet as often as needed



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Covered BH Services:

Crisis Intervention Services

- Mobile Team Services
- Telephone
- Urgent Care

Inpatient Services

- Hospital
- Sub acute Facility
- Level I Residential Treatment Center

• **Residential Services**

- Level II Behavioral Health Residential
- Level III Behavioral Health Residential



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Covered BH Services:

- **Behavioral Health Day Programs**
 - Supervised Day
 - Therapeutic Day
 - Medical Day
- **Prevention Services**



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Covered BH Services:

Rehabilitation Services

- Living Skills Training
- Cognitive Rehabilitation
- Health Promotion
- Supported Employment Services

Medical Services

- Medication
- Laboratory, Radiology and Medical Imaging
- Medical Management

Treatment Services

- Counseling
- Consultation, Assessment and Specialized Testing
- Other Professional



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Covered BH Services:

Support Services

- Case Management
- Personal Assistance
- Family Support
- Peer Support
- Therapeutic Foster Care Services
- Respite Care
- Housing Support
- Interpreter Services
- Flex Fund Services
- Transportation



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Protocols for Collaboration

- Each RBHA is required to have Collaborative Protocols with the following agencies:
 1. Arizona Department of Juvenile Correction
 2. Arizona Office of the Courts
 3. Child Protective Services
 4. Division of Developmental Disabilities



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Collaboration with Family Run Organizations

- DBHS collaborates with two very strong Family Run Organizations:
 - Family Involvement Center in Maricopa County: 602-288-0155; <http://www.familyinvolvementcenter.org/index.html>
 - MIKID in the rest of the state: 1-800-35MIKID; <http://www.mikid.org/>
- Both organizations engage in a variety of activities that range from supporting individual families to working on shaping behavioral health policies.



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What to do
When It's Not Working!

- Discuss your concerns immediately with the CFT
- Consult with the CFT Coach and/or Supervisor
- Meet with the agency's Clinical Director
- Call Member Services at the T/RBHA
- Call Customer Service at DBHS



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Eligibility and Referral

- To begin the referral process please call the Customer Service Number. The RBHA will refer you to a provider agency.
- Class Members – all persons under age 21 who are eligible for Title XIX/XXI services and identified as needing behavioral health services .



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How to Contact the T/RBHA

- NARBHA: Member Services 1-800-640-2123
- Cenpatico: Customer Service 1-866-495-6738
- CPSA: Member Services 1-800-771-9889, option 2
- Magellan: Member Services 1-800-564-5465
- White Mountain Apache TRBHA/Apache Behavioral Health Services: Member Services at 928-338-4811
- Gila River TRBHA: 1-888-484-8526
- Pascua Yaqui TRBHA: 520-879-6060:
- ADHS/DBHS Office of Human Rights at 602-364-4585 or 1-800-421-2124



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Important website

- <http://www.azdhs.gov/bhs/>
- Links to each Regional Behavioral Health Authority (RBHA)
- On left side quick links, click on "for providers" it takes you to various documents that may be of interest, such as:
 - DBHS Clinical Guidance documents.
 - Covered Service Guide
 - ADHS/DBHS Provider Manuals



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Questions?

- Bob Crouse, 602-364-4854
- crouser@azdhs.gov



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