

**Collaborative Protocol
Between Magellan Health Services and Arizona Department of Corrections (ADC)**

Effective 1/1/2014

Page 1 of 9

**Roles and Responsibilities in the Coordination Between
Maricopa County Regional Behavioral Health Authority and Arizona Department of Corrections
for the Delivery of Behavioral Health Services to the Serious Mentally Ill and the General Mental Health/Substance Abuse Population**

The Maricopa County Regional Behavioral Health Authority (RBHA) will work with Arizona Department of Corrections (ADC) in coordinating the delivery of behavioral health services to persons served by both organizations, provide mechanisms for resolving problems, develop standardized information sharing processes, address the resources each contributes to the care and support of persons mutually served, arrange for co-location of services, if applicable, and identify and address joint training needs.

The Arizona Department of Corrections and the Maricopa County Regional Behavioral Health Authority work in partnership on behalf of persons for whom Arizona Department of Corrections has involvement. Specialized Adult Community Corrections Officers connect seriously mentally ill (SMI) persons under ADC Community Supervision with psychiatric treatment and services while providing opportunities for successful completion of Community Corrections through close supervision, timely case management, education, training, advocacy, and collaboration with the mental health community. The Community Corrections Officer has the responsibility of monitoring the person under ADC Community Supervision/behavioral health recipient's compliance with conditions of Community Corrections and addressing the person under ADC Community Supervision/behavioral health recipient's social, emotional, and mental health needs. Collaboration among the person under ADC Community Supervision/behavioral health recipient, family, Maricopa County RBHA and the Arizona Department of Corrections is important to ensure all parties work together to assess the person under ADC Community Supervision/behavioral health recipient's strengths and needs, monitor progress, and provide appropriate services. The Community Corrections Officer will be consulted as part of the assessment and service planning process in order to ensure the goals are consistent with court ordered mandates.

A. Screening

Maricopa County Regional Behavioral Health Authority (RBHA) Responsibilities	Arizona Department of Corrections (ADC) Responsibilities
	<p>ADC initiates an assessment process for all persons under community supervision.</p> <ol style="list-style-type: none"> 1. ADC staff will conduct a baseline assessment using the Re-Assessment Offender Screening Tool (FROST) which includes a mental health risk category. 2. If it is determined that the person under ADC community supervision falls into a mental health risk category (FROST score of 50% or higher) or Drug/Alcohol risk of 60% or higher, or at any time during community supervision it appears a person under ADC community supervision is in need of treatment, the Supervising Community Corrections Officer shall develop a Case Management Plan to include additional screenings for mental health services and <ul style="list-style-type: none"> - Meet with person under ADC Community Supervision - Obtain Consent to Release Protected Health Information (PHI)

Collaborative Protocol

Between Magellan Behavioral Health Services and Arizona Department of Corrections (ADC)
 Effective 1/1/2014

Maricopa County Regional Behavioral Health Authority (RBHA) Responsibilities	Arizona Department of Corrections (ADC) Responsibilities
	<ul style="list-style-type: none"> - allowing the RBHA/PNO to provide information to ADC. - Along with the person under ADC community supervision, call the Maricopa County RBHA Customer Service Line (1-800-564-5465) to obtain person's current RBHA enrollment status.
<p><u>Behavioral Health Recipient is enrolled with Maricopa County RBHA</u></p> <ol style="list-style-type: none"> 1. Maricopa County RBHA Customer Service Line receives a call from ADC asking for information about a Behavioral Health Recipient. If the BHR is not on the line with the Community Corrections officer, then the Customer Service Representative will request the consent to release Protected Health Information (PHI) be faxed before providing information about the person's enrollment status. 2. The Maricopa County RBHA Customer Service Representative will check and ensure that the Consent to Release PHI is valid. 3. The Maricopa County RBHA Customer Service Representative shall verify Title XIX/XXI eligibility and RBHA involvement. The Maricopa County RBHA representative will provide the ADC the following: <ul style="list-style-type: none"> - Enrollment Status - Program indicator - Case Manager and/or Clinical Liaison - Provider/Agency Contact Information 4. The Maricopa County RBHA Customer Service Representative shall enter a note into Integrated Product including the Supervising Community Corrections Officer's name and phone number 5. When it is determined by the Maricopa County RBHA treatment team that a consumer is involved with ADC Community Supervision, the Case Manager (for ACT or Supportive) or Case Coordinator (for Connective) will request a Consent to Release PHI from the BHR for the purpose of coordination of care. 	<p><u>Person under ADC community supervision is enrolled with Maricopa County RBHA</u></p> <ol style="list-style-type: none"> 1. If it is determined in the call with the person to the RBHA customer service line that the person under community supervision is enrolled with the Maricopa County RBHA, then the Supervising Community Corrections Officer will fax the consent to release Protected Health Information (PHI) in order to obtain the following information. <ul style="list-style-type: none"> - Enrollment Status - Program Indicator - SMI Case Manager and/or GMH/SA Clinical Single Point of Contact - Provider/Agency Information 2. If the Supervising Community Corrections Officer knows the clinical site where the person is receiving services, the officer can bypass customer service and communicate directly with the clinical team.
<p><u>Behavioral Health Recipient (BHR) is not enrolled with Maricopa County RBHA</u></p> <ol style="list-style-type: none"> 1. If the person is in the community, the Maricopa County RBHA Customer Service Line will schedule an SMI evaluation within 7 days 	<p><u>Person under Community Supervision is not enrolled with Maricopa County RBHA</u></p> <ol style="list-style-type: none"> 1. If it is determined that the person under community supervision is not enrolled with the Maricopa County RBHA, the Supervising Community

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 Effective 1/1/2014

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<p>At a PNO Clinic.</p> <p>2. If the person is an inmate at the Arizona Department of Corrections, SMI evaluation will be scheduled at the prison within 3 months of release if not previously SMI. (within 4 months of release from prison if previously SMI)</p> <ul style="list-style-type: none"> - Evaluations in prison will occur at ADC corridor facilities (Phoenix, Perryville, Lewis, Florence, and Tucson). If inmate is housed in other facilities, then evaluation will be scheduled within 3 days after release. 	<p>Corrections Officer on the call with the person under ADC community supervision to request an SMI evaluation be scheduled.</p> <p>2. The Supervising Community Supervision Officer will facilitate the assessment process:</p> <ul style="list-style-type: none"> - Accompany person to assessment (optional). - Encourage family member(s) to accompany the person. - Prior to the scheduled assessment, the Supervising Community Corrections Officer will provide a Designated Representative Form and all available supporting documentation to the Crisis Response Network (CRN). <p align="right"> Fax to: 1 888 656 2659 Crisis Response Network Evaluation Department In the subject line state "Information to Assist with Determination" Include the person's name, DOB, and last 4 digits of the social security number. </p> <p>The Supervising Community Corrections Officer will provide the person under ADC community supervision via written directive of the date, time, and location of the evaluation. Any questions regarding status of an SMI determination should be directed to the SMI determination administrative assistant at CRN 602 845 3574</p>
<p><u>Evaluation Process</u></p> <ol style="list-style-type: none"> 1. The Crisis Response Network determines a consumer's SMI eligibility 2. If there is insufficient information to make a determination due to co-occurring substance abuse, the consumer may be referred to the Extended Evaluation Program (if released within 30 days) or the determination may be pended for up to 20 days in order to obtain records from past treatment providers. In either case, the consumer must consent to a waiver of the timelines. During the Extended Evaluation Program, a Clinical Point of Contact will be assigned to the person through the Maricopa County RBHA Eligibility Department and will be available to coordinate interim services with the Supervising Community Corrections Officer. 	

Maricopa County Regional Behavioral Health Authority (RBHA) Responsibilities	Arizona Department of Corrections (ADC) Responsibilities
<p>3. If the consumer is:</p> <ul style="list-style-type: none"> a. <u>SMI or TXIX on Court Ordered Treatment</u> the consumer is assigned to a Provider Network Organization (PNO) Clinic. b. <u>Non-SMI Title XIX</u> the BHR will be assigned to a GMH/SA provider. c. <u>Non-SMI IV Drug User</u> the BHR will be assigned to a GMH/SA provider if SAPT grant funding is available. d. <u>Non-SMI Pregnancy and Addiction</u> the BHR will be assigned to a GMH/SA provider Pregnancy and Addiction Team if SAPT grant funding is available. e. <u>Non-SMI Non- Title XIX</u> the BHR is provided with a list of agencies that provide mental health and/or substance abuse services on a sliding fee scale. <p>5. The Maricopa County RBHA sends a determination letter to notify the consumer of the following status:</p> <ul style="list-style-type: none"> a. BHR is SMI – PNO information is provided or b. BHR not SMI – Appeal information is provided. <ul style="list-style-type: none"> - BHR is Title XIX GMH/SA – Contact information for the assigned Provider Agency is listed. - BHR is not TXIX – Sliding Fee Provider information is provided. <p>This letter can be sent to the Designated Representative instead of the BHR when:</p> <ul style="list-style-type: none"> - The Maricopa County RBHA has the Designated Representative form containing the name and mailing address of the Supervising Community Corrections Officer. - There is a signed Consent to Release PHI to the ADC. 	

B. Intake and Assessment

Maricopa County RBHA Responsibilities	Arizona Department of Corrections (ADC)
<p>1. At the time of intake/assessment, a core assessment is completed. This assessment is the same for both SMI and GMH/SA populations.</p> <p>2. The Arizona Department of Health Services/Division of Behavioral Health Services' Comprehensive Assessment Process (and related forms) shall be used. This process includes gathering information and completing of: :</p> <ul style="list-style-type: none"> • Core Assessment The core assessment includes: Presenting Concerns, Behavioral Health and Medical Questionnaire, Criminal Justice, Substance Related Disorders, Abuse/Sexual Risk Behavior, Risk Assessment, Mental Status Exam, Clinical Formulation and Diagnoses, Next Steps/Interim Service Plan • Addenda The addenda include; Living Environment, Family Community Involvement, Education at Vocational Training, Employment, Developmental History, Criminal Justice (for people with legal involvement only), Problem Gambling Screen, Seriously Mentally Ill Determination (for people who request SMI determination or have an SMI qualifying diagnosis and a GAF score 50 or lower). <p>3. If it is identified that ADC is involved, the Maricopa County RBHA shall make every effort to obtain a Consent to Release PHI from the BHR for the purpose of coordination of care.</p>	

C. Crisis Services All Adult Populations

Maricopa County Regional Behavioral Health Authority (RBHA) Responsibilities	Arizona Department of Corrections (ADC)
<p>Crisis Services/Response (All Populations)</p> <p>The Maricopa County Crisis Line will:</p> <ol style="list-style-type: none"> 1. Answer the call and forward call to the Supervisor queue. 2. The Supervisor will ask a series of questions to triage the crisis situation. 3. Obtain individual's personal information from the Supervising Community Corrections Officer. <ul style="list-style-type: none"> - Name, Date of Birth and Social Security Number. 	<p>Crisis Services/Response (All Populations)</p> <p>Persons under community corrections supervision may exhibit behaviors that are consistent with a psychiatric or substance abuse emergency including, but not limited to:</p> <ul style="list-style-type: none"> ▪ Behavior that, as a result of a mental disorder or substance abuse, constitutes a danger of inflicting serious physical harm upon oneself or others. ▪ Behavior in which a person, as a result of a mental disorder or

Collaborative Protocol

Between Magellan Behavioral Health Services and Arizona Department of Corrections (ADC)

Effective 1/1/2014

4. If the individual is currently case managed by a PNO Clinic.
 - The Supervising Community Corrections Officer will be warm transferred to the assigned site and connected to the Clinical team prior to releasing the call.
6. If the individual is not enrolled at a PNO or it is not during PNO office hours, the Crisis Supervisor will:
 - Ask a series of risk assessment questions to the individual to further assess the risk level.
7. If a mobile team is requested and there are none available the Crisis Supervisor will:
 - Assist the Supervising Community Corrections Officer with the direction of appropriate services; or
 - Telephone conference the UPC or RRC West or Community Bridges to alert them that the individual will be brought to one of the Urgent Psychiatric Centers to be fully assessed.
8. Continue to assist the Supervising Community Corrections Officer until the crisis situation has been resolved.

substance abuse is likely to lead to serious physical harm or serious illness because he/she is unable to provide for basic physical needs.

If the person under ADC Community Supervision is exhibiting behaviors consistent with criteria above the Supervising Community Corrections Officer will contact the Maricopa County Crisis Line 1-800-631-1314 or 602.222.9444. (The Supervising Community Corrections Officer can call the person's Direct Care Clinic if during business hours).

- Identify yourself as the Supervising Community Corrections Officer, provide your location, and call back phone number in case the call is disconnected.
- Crisis Supervisor will ask to speak to the person in crisis.
- If the Supervising Community Corrections Officer wants information regarding the final disposition of the person after the crisis situation is resolved, then a Consent to Release PHI will need to be faxed to the Maricopa County Crisis Line at 602.279.6429.

D. Treatment (SMI)

Maricopa County RBHA Responsibilities

1. PNO Case Manager (ACT and Supportive levels of care), Treatment Coordinator (Connective level of care) will request a Consent to Release PHI from the BHR in order for the Supervising Community Corrections Officer to receive pertinent treatment information from the PNO. The Case Manager will make a note in the consumer's At Risk Crisis Plan (ARCP) indicating that there is a release of information for Maricopa County Adult Community Corrections.
2. If the consumer is enrolled with Magellan SMI program, a Functional Assessment and Individual Service Plan (ISP) and At Risk Crisis Plan (ARCP) shall include notation of the Supervising Community Corrections Officer's name and contact information.
3. Once a Consent to Release PHI is obtained, the PNO Case Manager shall interview the Supervising Community Corrections Officer in order to gather input during the development of the ISP and should ask the Officer to review and sign the completed ISP. Terms of Community

Arizona Department of Corrections (ADC) Responsibilities

1. When it is determined that the person under ADC community supervision is scheduled for a site appointment to develop the Individual Service Plan or Core Assessment and after securing a Consent to Release information from ADC to the RBHA and PNO, the Supervising Community Corrections Officer will provide the Maricopa County RBHA/PNO with any collateral information relevant to the person's psychiatric history including any available self-reported hospitalizations, medications, prior psychiatric interventions and any other pertinent supporting documentation (presentence report excluding criminal history and psychological evaluation, conditions of Community Corrections).
2. The Supervising Community Corrections Officer will provide input to the clinical team into the Individual Service Plan (ISP) and become an integral part of treatment planning.
3. The Supervising Community Corrections Officer will be informed of

Collaborative Protocol
Between Magellan Behavioral Health Services and Arizona Department of Corrections (ADC)
 Effective 1/1/2014

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<p>Corrections as well as any recommendations from the Supervising Community Corrections Officer will be included in the Functional Assessment and ISP. Copies of the Core Assessment, Functional Assessment, and ISP shall be provided to the Supervising Community Corrections Officer once the Consent to Release PHI has been obtained.</p> <p>4. The ISP and Functional Assessment will be reviewed at least once every year. The Case Manager will contact the Supervising Community Corrections Officer for input whenever the ISP and Functional Assessments are reviewed.</p> <p>5. The ISP and Functional Assessment will also be reviewed when there is any change in service or significant event (such as psychiatric hospital admission or booking into jail). The Case Manager will involve the Supervising Community Corrections Officer in the discharge/release planning process.</p> <p>6. A copy of current medication sheet will be provided to the Supervising Community Corrections Officer. Any changes in medication regimen will be provided to the Supervising Community Corrections Officer.</p>	<p>any changes in the treatment plan including medication changes so that compliance with medication and interventions can be monitored.</p> <p>4. The Supervising Community Corrections Officer is encouraged to attend (in person or by teleconference) staffing, appointments with the Case Manager, and appointments with the psychiatrist in order to better coordinate care.</p>

E. Treatment (GMH/SA)

Maricopa County RBHA Responsibilities	Arizona Department of Corrections (ADC)
<p>1. Maricopa County RBHA contracted GMH/SA provider will request a Consent to Release PHI from the BHR in order for the Supervising Community Corrections Officer to receive pertinent treatment information from the GMH/SA provider</p> <p>2. The GMH/SA Clinical Point of Contact will invite the Supervising Community Corrections Officer into the service planning process.</p> <p>3. A copy of the current medication sheet will be provide to the Supervising Community Corrections officer.</p> <p>4. The GMH/SA Clinical Point of Contact will inform the Supervising Community Corrections Officer of any changes in the treatment plan including medication changes so that compliance with medication and interventions can be monitored by the Court.</p>	<p>1. When it is determined that the person under ADC community supervision is scheduled for an assessment or ISP development, the assigned Supervising Community Corrections Officer shall make arrangements to provide available reports and share information with the Maricopa County RBHA that would benefit the coordination of care.</p> <p>2. After securing a release of information, the Supervising Community Corrections Officer will provide the Maricopa County RBHA with any collateral information relevant to the Community person's psychiatric status including the FROST and any available psychological evaluations, self-reported hospitalizations, medications, prior psychiatric interventions and any other pertinent supporting documentation (pre-sentence report- excluding criminal history, and conditions of Community Corrections...)</p>

Collaborative Protocol
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 Effective 1/1/2014

	3. The Supervising Community Corrections Officer will provide input to the clinical team as part of the service planning process.
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F. People Civilly Committed (SMI/GMH TXIX/SA TXIX)

Maricopa County RBHA Responsibilities	Arizona Department of Corrections (ADC) Responsibilities
<p>1. If a BHR is under Court Ordered Treatment (COT) with the Maricopa County RBHA as DTS/DTO/PAD/GD and is also supervised through ADC, then the PNO clinical team will coordinate a discharge plan with the inpatient team and the Supervising Community Corrections Officer. If any of the parties disagree as to a plan for community placement and treatment, the matter shall be brought to the attention of the Desert Vista CMHC.</p> <p>2. Prior to submitting the Desert Vista CMHC Status Reports, the PNO Case Manager will seek input from the Supervising Community Corrections Officer.</p>	<p>The Supervising Community Corrections Officer shall participate:</p> <ol style="list-style-type: none"> In all staffing at Desert Vista related to Discharge Planning and any decisions related to the care of the Community Corrections. In all status reports ordered by the court. (The Community Corrections officer can request a copy of the status report that was filed with the court.)

G. Re-Entry for persons from Az Dept of Corrections

Maricopa County RBHA Responsibilities	Arizona Department of Corrections (ADC) Responsibilities
<ol style="list-style-type: none"> Customer Service Associate (CSA) receives a call from the ADC release planner who states that a person who may be eligible for RBHA services is being released to Maricopa County. CSA researches the case to see if the person is Previously SMI or not and if Pre-SMI and closed less than a year, refers the release planner to the PNO site Clinical Director to be re-opened. If person is not Pre-SMI or SMI closed more than one-year, then CSA completes ADC referral to Crisis Preparation and Recovery and submits form by e-mail to Magellan Court Liaison. Evaluator is dispatched for Prison Eval. If person is determined SMI he/she is assigned to a PNO site. <ul style="list-style-type: none"> - PNO CM works with ADC release planner to coordinate a release Plan and will visit person in prison at a corridor facility is there is time for security clearance. - PNO CM arranges for person to have an appointment with the PNO Behavioral Health Medical Professional within 3-days of release from ADC. 	<ol style="list-style-type: none"> The ADC contracted provider will provide a central point of contact at each facility to coordinate releases of SMI inmates. The central point of contact will call Magellan Customer Service 1 800 564 5465 requesting SMI prison eval for inmate with MH score of 3 or above or who was identified through DBHS data feed as being SMI in the community. CPR receives referral and coordinates with ADC contracted provider to come to the prison complex and meet with inmate. <p>Defendants with Sex Offender Terms of Community Corrections/Community Corrections will be assigned to a special Sex Offender Unit within ADC Community Supervision.</p> <ul style="list-style-type: none"> - The Supervising Community Corrections Officer of the Sex Offender Unit will coordinate care with the RBHA, PNO, and providers as outlined in sections C, D, E, and F above. (referrals)

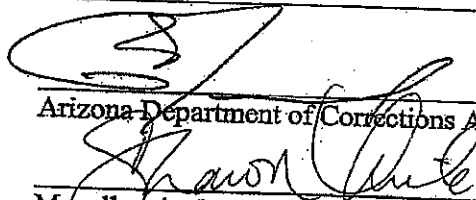
Collaborative Protocol

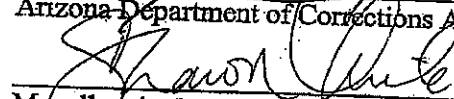
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 Effective 1/1/2014

Maricopa County RBHA Responsibilities	Arizona Department of Corrections (ADC) Responsibilities
<p>6. If person is determined Not SMI, then AHCCCS is verified and person is assigned to a GMH/SA provider.</p> <ul style="list-style-type: none"> - ADC Release planner is notified of the GMH/SA provider assignment and coordinates an intake appointment to occur within 3 days of release and for a BMHP appointment to occur within 30 days of release. <p>7. The Magellan Court Liaison will begin tracking after notification from the CSA. The Court Liaison will check weekly to be sure that the process is moving and will follow the person until his/her first appointment with the BMHP.</p>	<p>for evaluation for those in custody at Az Dept of Corrections will be made by the ADC release planner)</p> <ul style="list-style-type: none"> - If the Supervising Community Corrections Officer experiences any difficulty with coordination of a release for an inmate leaving prison, he/she will contact the Magellan Director of Court Advocacy for assistance. - If the defendant is not in prison, then, the Supervising Community Corrections Officer will follow section A to refer to the RBHA for services.

H. Training

Maricopa County RBHA Responsibilities	Arizona Department of Corrections (ADC) Responsibilities
<ol style="list-style-type: none"> 1. Magellan Learning Center class room and on-line instruction is available to all ADC staff through the Achieve web-site. 2. As needed, ADC will coordinate with Magellan Director of Court Advocacy to coordinate group trainings in Mental Health First Aid, Trauma Informed Care, and ASSIST. 3. Magellan Learning Center Staff will provide an overview of mental health diagnosis, treatment, and available services as part of the ADC new employee orientation for Community Corrections Officers working in Maricopa county. 	<ol style="list-style-type: none"> 1. ADC Community Supervision SMI Unit Supervisors will conduct an introduction to SMI Community Corrections as part of the Magellan Learning Center Quarterly Training Calendar. This will include an introduction to the risk/needs/responsivity principal in relation to assessment and case planning around criminogenic risks and needs of persons under Community Corrections supervision.



 Arizona Department of Corrections Authorized Signature


 Magellan Authorized Signature

 Date 12/30/13

 Date 12/30/13

 Date