

Collaborative Protocol

Between Magellan Health Services and Maricopa County Juvenile Probation Department (MCJPD)

Initial Effective Date: 5/1/2008

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Roles and Responsibilities in the Coordination of Child and Family Team Process

Maricopa County Regional Behavioral Health Authority (RBHA) and Maricopa County Juvenile Probation Department (MCJPD)
For Title XIX and XXI Enrolled Children

The RBHA and MCJPD agree to coordinate activities in the implementation of the child and family team process*. The elements of the Child and Family Team process and the roles and responsibilities of each agency are outlined below. The RBHA and MCJPD recognize that family involvement is a parent/professional partnership and a central focus of their activities. This partnership:

- begins with the youth and his or her family
- respects their preferences, interests, needs, culture, language and belief system
- provides opportunities and mechanisms for families to identify their roles within the structure of the behavioral health system, and reflects the family's voice
- adheres to clinical best practices.

The RBHA and MCJPD shall work in collaboration to develop an integrated service plan for children and families. This shall be done in the context of a Child and Family Team meeting.

The RBHA and MCJPD work in collaboration on behalf of youth with whom MCJPD has involvement. MCJPD's Vision is: *Promoting public safety by making a positive difference in the lives of youth, families, victims and the community.* The Juvenile Probation Officer has the responsibility of monitoring the youth's compliance with probation conditions, and of working in collaboration with appropriate agencies to address the youth's social/emotional/and mental health needs. Collaboration with the youth, family, RBHA, and Probation is important so that all parties can work together to assess the family's strengths and needs, monitor progress, and provide appropriate services. The Juvenile Probation Officer must be consulted to ensure the goals are consistent with court-ordered mandates.

*This agreement pertains to any youth enrolled in and retains his/her Title XIX or XXI eligibility.

Screening and Access to Services:

<ol style="list-style-type: none">1. Upon receiving a referral for services, the assigned RBHA Provider shall determine if there is involvement with the MCJPD.2. When it is determined that a youth is involved with the MCJPD, the assigned RBHA Provider shall continuously make efforts to obtain an Authorization for Use or Disclosure of Protected Health Information from the family for the purpose of coordination of care.	<ol style="list-style-type: none">1. Upon receiving a case, the assigned Juvenile Probation Officer shall determine if the youth and/or family are currently enrolled with AHCCCS. If they are Title XIX or Title XXI eligible and not enrolled, the Juvenile Probation Officer can provide information to the family on applying for AHCCCS benefits.2. Requests for court-funded treatment documents located in the youth's Court Social File will require a Court Order for release. If appropriate, the Juvenile Probation Officer will
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<p>3. The assigned RBHA Provider shall verify Title XIX/XXI eligibility and RBHA enrollment.</p> <p>4. Upon receipt of a referral from Juvenile Probation, the assigned RBHA Provider shall review the referral and shall notify the referring Juvenile Probation Officer that the referral has been received and will request any additional information needed from the Juvenile Probation Officer in order to proceed with the referral. The RBHA provider shall schedule an intake appointment with the youth and legal guardian within seven (7) days of the date on the referral.</p>	<p>need to submit a request to the Court for authorization to release the document(s) to the RBHA provider for coordination of care efforts.</p> <p>3. When a family is determined Title XIX or Title XXI eligible and in need of behavioral health services, the Juvenile Probation Officer shall provide the family with the intake phone number to the RBHA customer service line and follow up with the guardian to inquire as to whether the family has called to initiate services. If the Juvenile Probation Officer submits a referral for services to the RBHA with the guardian's signature, this shall serve as consent to exchange information for coordination of care.</p>

Intake and Assessment:

Assigned RBHA Provider Responsibilities

1. Beginning with the initial intake appointment, the Assigned RBHA Provider shall complete an assessment of the youth and family's immediate health and safety needs. The RBHA Provider shall conduct a comprehensive behavioral health assessment of the youth and family's bio-psycho-social history and presenting conditions and concerns within 45 days of intake at the provider agency.
2. The assessment process is conducted with the youth, the youth's caregiver(s), other family members as available and appropriate, and other sources with permission from the youth's legal guardian. The assessment will include, at minimum, the following elements:
 - Presenting issues/concerns
 - History of presenting illness, including review of major psychiatric symptoms and frequency/duration of symptoms
 - Psychiatric history, including history of previous psychiatric

Juvenile Probation Responsibilities

1. When it is determined that the youth is scheduled for an assessment, and court-funded treatment documents are being requested, the following will apply: Requests for court-funded treatment documents located in the youth's Court Social File will require a Court Order for release. See Section A.2 above.
2. The Juvenile Probation Officer shall notify the Assigned RBHA Provider if there are any court orders (e.g., no contact orders) that affect the youth or the establishment of a Child and Family Team.
3. The Juvenile Probation Officer shall request any information that may be of assistance or required for a court report or hearing (if release of information permits) fifteen (15) business days prior to the scheduled court hearing whenever

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Assigned RBHA Provider Responsibilities	Juvenile Probation Responsibilities
<p>hospitalizations and medication trials</p> <ul style="list-style-type: none"> - Medical history - Current medications, including over-the-counter medications - Allergies and other adverse reactions - Developmental history - Family history - Educational history/status - Abuse history, including sexual abuse - Employment history/status - Housing status/living environment - Social history - Legal history, including custody/guardianship status, pending litigation, court-ordered evaluation/treatment history, criminal justice history, and any history of sex offender adjudication - Substance abuse history, including type of substance, duration, frequency, route of administration, longest period of sobriety, and previous treatment history - Standardized substance use screen for children age 11 to 18 - Labs/diagnostics, if applicable - Mental status examination - Risk assessment, including the potential risk of harm to self or others based on self-reports, clinical symptoms, personality factors, past history, substance abuse, criminogenic factors, etc. - Brief summary/ bio-psycho-social formulation - Axial diagnoses I-V - Date, begin and end time of the assessment, printed name and signature and professional credential of the provider completing the behavioral health assessment (and behavioral health professional signature if required). <p>3. If the Juvenile Probation Officer submits a referral for services to the RBHA, with the guardian's signature, this shall serve as consent to exchange information for coordination of care. Requests for court-</p>	<p>possible.</p> <p>4. The Juvenile Probation Officer shall arrange for transportation for youth that are detained per MCJPD policy and detention procedures. Transportation will only be provided for psychiatric appointments or medication updates/ assessments. Youth will not be transported for any other purpose. Youth will be transported in custody (i.e., secured in cuffs/shackles). Youth in custody must remain in sight of and accessible to the detention transportation officer at all times.</p>

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<p>funded treatment documents located in the juvenile's Court Social File will require a Court Order for release. If appropriate, the Juvenile Probation Officer will need to submit a request to the Court for authorization to release the document(s) to the RBHA provider.</p> <p>4. The assigned RBHA Provider will notify the assigned Juvenile Probation Officer of the provider contact person who will be coordinating services for the Child and Family Team. The provider contact person, usually the Case Manager or CFT Facilitator, will respond to requests from the Juvenile Probation Officer for information for a court report or hearing (if release of information permits) within seven (7) business days of the request.</p> <p>5. The RBHA Provider and the Child and Family Team need to determine who will facilitate the Child and Family Team process, with assistance from clinical input, as described in this protocol and the ADHS/DBHS Practice Protocol, <i>Child and Family Team Practice</i>. The responsibility of coordinating care via the Child and Family Team Process may rest with a Case Manager or Therapist from the RBHA provider agency, or other team member. Key members of a Child and Family Team may include :</p> <ul style="list-style-type: none">• Behavioral Health Representative - The Division of Behavioral Health Services requires that a Behavioral Health Representative be assigned to all child and family teams, to be the single point of contact with the behavioral health system. The Behavioral Health Representative may facilitate the Child and Family Team process.• Family - The family may choose to facilitate their own Child and Family Team Process. It will be important that the family, or their representative, coordinate all aspects of services development and oversight with the assigned RBHA Provider Designee. These families or their representative shall be provided the opportunity to participate in the training the RBHA provides for RBHA Providers and case managers.• Other Child and Family Team member - The family may choose another member of the Child and Family Team to facilitate their	

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<p>Child and Family Team meeting, or another agency such as Child Protective Services or the Division of Developmental Disabilities may be chosen to facilitate the Child and Family Team Process. These individuals shall be provided the opportunity to participate in the training RBHA provides for RBHA Providers and Case Managers.</p> <p>6. The RBHA Provider shall ask the assigned Juvenile Probation Officer if there are any court orders (e.g., no contact orders) that affect the youth or the establishment of a Child and Family Team. This should be part of the assessment. When Juvenile Probation is involved they shall be consulted as to any restrictions or parameters that would affect ongoing development of the team such as no longer qualifying for Title XIX/Title XXI funds.</p> <p>7. The RBHA Provider makes early assessment information available to the Juvenile Probation Officer (if release of information permits) as may be required for court reporting or hearings.</p> <p>8. The Magellan Juvenile Justice Engagement Team (JJET) serves as a liaison to the Maricopa County Juvenile Probation Department and assists with the coordination of care between behavioral health providers and juvenile probation personnel. JJET staff are co-located in MCJPD offices at Durango and SEF and work closely with MCJPD and behavioral health providers to identify detained youth who are enrolled in or eligible for behavioral health services.</p> <p>9. During the assessment, in collaboration with the Juvenile Probation Officer, the RBHA Provider shall:</p> <ul style="list-style-type: none"> • Determine the status of the family of origin, and understand their on-going role with the youth. • Coordinate communication with the Juvenile Probation Officer, the family, the court and others as appropriate. • Discuss with the Juvenile Probation Officer any possible changes in status of the youth within the first week. <p>10. If a detained youth needs to be transported by MCJPD transportation staff for the purposes of a psychiatric evaluation or medication</p>	

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<p>appointment only, the RBHA provider will provide notice to the assigned Juvenile Probation Officer at least three (3) business days prior to the scheduled appointment. Youth in custody must remain in sight of and accessible to the detention transportation officer at all times.</p>	

C. Child and Family Team Preparation and Oversight of Service Provision

Assigned RBHA Provider Responsibilities	Juvenile Probation Responsibilities
<p>1. Preparation for engagement with the family and other system stakeholders.</p> <ul style="list-style-type: none"> • Prior to engagement with the youth, family or other system stakeholders, the RBHA Provider shall review the youth's intake information to determine if there is Juvenile Probation involvement. • The RBHA Provider/Behavioral Health Representative shall verify involvement with Juvenile Probation via the JJET staff or court liaison. • If it is identified that Juvenile Probation is involved, the RBHA Provider shall continuously make efforts to obtain Authorization for Use or Disclosure of Protected Health Information from the legal guardian for the purpose of coordination of care. • It is important to provide the Juvenile Probation Officer with information regarding the prior history with behavioral health, including services and outcomes of those services. • The RBHA Provider shall then perform a number of information-gathering tasks to develop the working partnership with the Juvenile Probation Officer. This information includes (but is not limited to): • The current mental health and/or stabilization needs • The youth's current Juvenile Probation status and goals • The outcome of any previous placement options, if applicable • Suggestions on potential members for the Child and Family Team that may be helpful to the youth and those who might be contrary to the youth's best interest will need to be explored. 	<p>1. The assigned Juvenile Probation Officer shall provide information to the assigned RBHA Provider prior to or at the Child and Family Team meeting, including (but not limited to):</p> <ul style="list-style-type: none"> ▪ Needs Assessment, as available ▪ Juvenile Public Profile ▪ Any scheduled court hearing information (date/ location/ time) ▪ The current legal status of the youth ▪ Verbal or written summary of the outcome of any previous placement options for the youth ▪ A description of living arrangement options that have already been considered by the Court and ruled out as options to this point ▪ Suggestions on potential members for the Child and Family Team who may be helpful to the youth, an explanation of those who might not be helpful, and those who are not options at the current time ▪ Any known risk or safety factors ▪ Any other important issues including potential barriers, concerns and/or mandates that pertain to this case ▪ Relevant Court orders ▪ Any conditions of probation or other release conditions/ addendum terms

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<ul style="list-style-type: none"> • A description of what it would take to resolve delinquency matters and/or achieve release from probation • A summary of conclusions and recommendations • Potential risk and safety factors • A description of living arrangements that have already been considered through the Juvenile Court and ruled out as options to this point • Juvenile Probation and RBHA files or records that could be shared • Any other issues that are important to understand at this point in the case including potential barriers or mandates that pertain to this case <p>Note: All information obtained from the assigned Juvenile Probation Officer shall not be disseminated to the team or others by the assigned RBHA Provider.</p> <ol style="list-style-type: none"> 2. Oversight of service provision, follow-up on assignments, identification of barriers and barrier resolution: <ul style="list-style-type: none"> • The Facilitator of the Child and Family Team shall coordinate implementation of the Individual Service Plan and provide the leadership necessary to see that the behavioral health system provides the supports and services identified. • The RBHA Provider must encourage team members to complete their responsibilities and check that progress is being made on completion of identified tasks between meetings. 3. Based on the recommendations of the Child and Family Team, the RBHA Provider shall make every reasonable effort to secure any and all covered services that will address the needs of the youth and family with the following exceptions: <ul style="list-style-type: none"> • Services that must be prior authorized in accordance with the Arizona Department of Health Services policy on prior authorization. 	<p>Requests for court-funded <i>treatment</i> documents located in the juvenile's Court Social File will require a Court Order for release. If appropriate, the Juvenile Probation Officer will need to submit a request to the Court for authorization to release the document(s) to the RBHA provider for coordination of care.</p> <ol style="list-style-type: none"> 2. Oversight of service provision, follow-up on assignments, identification of barriers and barrier resolution: <ul style="list-style-type: none"> • The assigned Juvenile Probation Officer shall complete tasks they agree to complete at the Child and Family Team meeting and will do so in the mutually agreed upon timeframes. • The assigned Juvenile Probation Officer shall ensure that the plan abides by Court orders and addresses the community's safety. 3. The assigned Juvenile Probation Officer shall indicate other supports or interventions that are not covered services which may be provided by Juvenile Probation to support the safety of the youth and the community, and shall utilize the Maricopa County Juvenile Probation Department's protocol to obtain approval to procure the Administrative Office of the Courts funded services identified by the Juvenile Probation Officer. Those services could include: <ul style="list-style-type: none"> • Drug testing • Juvenile Electronic Technological Surveillance (JETS) or Global Positioning System (GPS). 4. If a youth is detained and is being considered by the Court for out-of-home treatment intervention, the assigned Juvenile Probation Officer will contact the CFT RBHA Provider to request a CFT meeting in order to discuss the Court's

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<ul style="list-style-type: none">• Service recommendations that the Behavioral Health Representative believes to be inconsistent with the Arizona 12 Principles. The Behavioral Health Representative shall provide a rationale for disagreement and work to reach consensus with the Child and Family Team• Services not covered by Title XIX/Title XXI funds. <ol style="list-style-type: none">4. The Child and Family Team is expected to carefully consider and give substantial weight to family preferences in formulating its views on the developing Service Plan, acknowledging the family's expert knowledge of their child, with the consideration of clinical input.5. When a youth is detained, if it is known that the youth is enrolled with a RBHA Provider, the JJET staff or court liaison shall contact the Provider Network Organization liaison. The Provider Network Organization liaison shall inform the RBHA Provider by the next business day to advise them of the youth's detention status.6. Upon notice of request for an out-of-home treatment intervention, the RBHA Provider shall convene a meeting of the Child and Family Team to discuss the request with the legal guardian and the rest of the team. If the legal guardian concludes that out-of-home treatment is needed, the RBHA Provider/CFT Facilitator shall submit a request for out-of-home treatment services to the RBHA for review. The CFT Facilitator shall request from Juvenile Probation any documentation necessary to support the request for an out-of-home treatment intervention.7. The assigned RBHA Provider shall send a representative who is prepared to discuss behavioral health services being provided to the youth and family to attend court hearings when appropriate.8. The Child and Family Team shall explore appropriate alternatives to out-of-home treatment intervention.	<p>consideration.</p> <ol style="list-style-type: none">5. The assigned Juvenile Probation Officer shall ensure the Child and Family Team plan supports community safety and is within the confines of the youth's conditions of probation and Court orders.6. The assigned Juvenile Probation Officer shall also follow departmental procedures to allow for intake services and continuity of care during the youth's stay in detention.7. The assigned Juvenile Probation Officer shall advise the assigned RBHA Provider Representative of court hearings when appropriate.

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D. Child and Family Team Process

Assigned RBHA Provider Responsibilities	Juvenile Probation Responsibilities
<p>1. <u>Strengths, Needs, and Culture Discovery:</u></p> <ul style="list-style-type: none"> • The RBHA Provider shall conduct a formal Strengths, Needs and Culture Discovery for all children with high needs, including youth involved with juvenile justice, and will incorporate information about the strengths, needs, and culture of the youth and family into the assessment process. Information gathering for the Strengths, Needs, and Culture Discovery may be split between multiple meetings and includes participation, whenever possible, by many family members and others who know the youth and family well, including the Juvenile Probation Officer. The assessment of strengths, needs, and culture is reviewed by and with the family in follow-up meetings, and before being distributed to other team members. • In order to receive detailed information about the youth and family's history that will be very important for the Strengths, Needs and Culture Discovery, the RBHA Provider may need to contact key people who have been involved in the lives of the youth and family. If an individual is not permitted direct contact with the youth per conditions of probation, the RBHA Provider shall only contact the individual with guardian permission and only to gather historical data, not for participation in CFT meetings. • Assessment of the child and family's strengths, needs and culture includes information regarding life domain areas such as: family life; financial, educational/vocational; social/recreational; behavioral/ emotional, safety; psychological, health, legal and other areas important to the child and family. • The RBHA Provider shall distribute copies of the Strengths, Needs and Culture Discovery for children with high needs to each Child and Family Team member prior to the next CFT meeting. 	<ol style="list-style-type: none"> 1. When a Juvenile Probation Officer identifies (via JJET, court liaison, parent or PNO) that a youth on his/her caseload is involved with a Child and Family Team, the Juvenile Probation Officer shall contact the RBHA Provider and request that he/she be included in the process. 2. The Juvenile Probation Officer shall collaborate with the RBHA Provider to support the team process and if unable to attend a CFT, the Juvenile Probation Officer will be responsible for communicating their perspective with the RBHA Provider via e-mail or verbal communication at least three (3) business days prior to the CFT whenever possible. 3. The Juvenile Probation Officer shall make ongoing efforts to understand the needs of all agencies involved, including the RBHA provider. 4. The Juvenile Probation Officer shall contribute to the Strengths, Needs, and Culture Discovery process and provide what s/he is able in describing the individual and family strengths, as well as any current difficult issues involving the youth and family. 5. The Juvenile Probation Officer shall request, if not received, a copy of the Strengths, Needs, and Culture Discovery document by the next Child and Family Team meeting. 6. The Juvenile Probation Officer shall notify the RBHA Provider if there are any court orders (e.g., no contact orders) that affect the youth or the establishment of a Child and Family Team within three (3) business days of the Juvenile Probation Officer's receipt of the order. 7. The Juvenile Probation Officer shall provide the RBHA

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<p>2. <u>Engagement of the Youth and Family:</u></p> <ul style="list-style-type: none">• Successful Child and Family Team planning relates directly to the quality of engagement that has occurred. Engagement is the process of building a relationship with the youth, family and other team members and preparing them to work together in the Child and Family Team Process, including helping them be prepared to operate in a strengths-based manner, think creatively, and approach planning based on needs rather than services. Engagement in the Child and Family Team process should continue during and in between meetings. The RBHA Provider shall make ongoing efforts to understand the needs of all agencies involved, including MCJPD.• If it is identified that Juvenile Probation is involved, the assigned RBHA Provider shall continuously make efforts via e-mail and/or phone calls to include the assigned Juvenile Probation Officer and his/her perspective in the Child and Family Team Process. The day and time of CFT meetings shall be coordinated with the assigned Juvenile Probation Officer along with other members of the Child and Family Team. If the youth is detained, CFT meetings in the detention center must be coordinated with the Juvenile Probation Officer to ensure that s/he is able to be present at the meetings.• If the family denies involvement of Juvenile Probation, it is the RBHA Provider's responsibility to discuss with the family the benefits and importance of Juvenile Probation's involvement and to continuously encourage the family to allow participation.• The assigned Juvenile Probation Officer must be included in all discussions surrounding legal issues, community safety issues, and conditions of probation. <p>3. <u>Decisions on Team Membership:</u></p> <ul style="list-style-type: none">• The parent or guardian has the final decision on team members. The RBHA Provider shall encourage legal guardians to support the	<p>Provider with a copy of any conditions of probation (to include addendum terms or Probation Safety Plans for Special Supervision youth.</p> <p>8. The Juvenile Probation Officer shall assist the RBHA Provider in identifying any possible team members and any individuals whose participation as members of the CFT may be discouraged or limited by Court orders or conditions of probation.</p>

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<p>youth and his or her family in making as many of the decisions regarding the youth and membership on the Child and Family Team as possible.</p> <ul style="list-style-type: none">• The RBHA Provider shall ensure that all CFT members have been made aware of the conditions of probation or court orders which may affect the CFT process or member participation.• Members can be added to the team at any time based on a consensus opinion of the team, if no safety issues or Court orders preclude inclusion. The team should ideally include at least 50% informal support.• The RBHA Provider shall make ongoing efforts to understand the needs of all agencies involved, including the Probation Department. <p>4. <u>Youth involvement on the Child and Family Team:</u></p> <ul style="list-style-type: none">• A youth whom the parents or legal guardian deem able to safely participate should be included as a team member, and the team should not meet to plan for the youth without him/her present except in unavoidable circumstances.• If the youth is not able to fully participate on the team, the team shall identify alternative methods of gaining the youth's input into the team. Children as young as age 6 may be engaged in contributing to the team process by using alternative methods.	

E. Facilitation of Child and Family Team Meetings

Assigned RBHA Provider Responsibilities	Juvenile Probation Responsibilities
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<p>1. The RBHA Provider assigns a primary staff member to act as the CFT Facilitator to guide the Child and Family Team process. The CFT Facilitator may be a case manager, therapist, or other behavioral health representative. Some of the functions of the CFT Facilitator include:</p> <ul style="list-style-type: none">• Ensuring that the youth and family have a voice within the team, have choices for addressing needs, and that the opinions of the youth and family are respected and documented• Creating a comfortable and "safe" team atmosphere for the family and other team members• Actively moving the team process along, and assisting in the identification of reasonable interventions to address needs• Actively leading the Child and Family Team to brainstorm a wide array of ideas and alternatives that can then be utilized in treatment and/or program planning• Encouraging and supporting the family to make decisions• Ensuring that the Arizona 12 Principles are followed by the team• Completing the Individual Service Plan• Reviewing family strengths and progress toward action steps and goals at each Child and Family Team meeting• Fulfilling commitments in a timely, responsive and respectful manner• Following up on the commitments made by other team members to ensure accountability• Working with the team to identify and address barriers that arise, and work to overcome those barriers• Secure a safe meeting space for the Child and Family Team meeting that is convenient and comfortable for the family• Ensure that transportation, childcare and interpreter services are available if needed. <p>2. RBHA Provider Responsibilities</p> <ul style="list-style-type: none">• Follow the Child and Family Team Meeting Format during the	<p>1. The assigned Juvenile Probation Officer shall collaborate with and support the Child and Family Team RBHA Provider in any way possible in order to successfully facilitate the team process.</p> <p>2. The assigned Juvenile Probation Officer shall support the RBHA Provider to:</p> <ul style="list-style-type: none">• Actively assist the RBHA Provider in moving the team process along, and assist in identifying reasonable interventions to address needs.• Follow the Arizona 12 Principles within the Child and Family Team process.• Fulfill commitments in a timely, responsive and respectful manner. <p>3. Probation input should support community safety, adhering to Court Orders while acknowledging the needs of the youth and family.</p> <p>4. Any tasks agreed upon by the Juvenile Probation Officer within the team shall be completed in the agreed-upon timeframes.</p> <p>5. For detained youth, the assigned Juvenile Probation Officer or representative shall arrange meeting space within the detention facility, attend Child and Family Team meetings, and participate in the release/treatment planning. Only core members of the CFT should attend due to space limitations in the detention facilities. Detention safety policies must be adhered to when CFTs are held in detention.</p> <p>6. The assigned Juvenile Probation Officer and the RBHA Provider shall ensure that Child and Family Team meetings are conducted in the detention facility is detained. CFT meetings in detention must be coordinated with the assigned Juvenile Probation Officer and should take place during</p>

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<p>meeting:</p> <ul style="list-style-type: none"> • Welcome (Introduction, Attendance/Confidentiality sheet, Ground rules), review of strengths, progress family story, follow up on previously identified needs, specific objectives, action items and/or next steps, and identify new or continuing needs and creative options to address needs. • At each meeting the team shall establish/review ground rules, which include the length of meetings, frequency of meetings and how to handle meetings when people don't come or have to leave early. • Ensure that a Individual Service Plan is developed that includes specific objectives, action items or next steps, and that identifies who is responsible for accomplishing each and when it will be accomplished; develop the time and place for the next meeting, and close. Review this plan verbally with the full team at the end of the meeting to ensure clarity and understanding of responsibilities. • Facilitate discussion regarding the frequency of meetings, as appropriate, based on acuity of the child's needs. <p>After the Meeting</p> <ul style="list-style-type: none"> • Call the family within 72 hours to follow up. • Revise the Individual Service Plan as needed and complete the Review of Progress. • Within 7 days of the Child and Family Team meeting, distribute copies of the Individual Service Plan and/or Review of Progress to the family and all other team members and place a copy in the person's file. • Contact the family and other team members in regard to their progress on the completion of action steps. • If any crisis occurs or any safety issue arises with the child or family, schedule emergency meetings as needed. • Continue regular contact with the family and other team members. <p>3. When a youth is detained, if it is known that the youth is enrolled with</p>	<p>business hours and be no more than one (1) hour in duration whenever possible. If there is a barrier to coordinating the CFT meeting, the process outlined in Section K should be followed.</p>

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<p>an assigned RBHA Provider, the RBHA JJET liaison shall contact the Provider Network Organization liaison. The Provider Network Organization liaison shall inform the RBHA Provider by the next business day to advise them of the youth's detention status .</p> <p>4. When a youth who's AHCCCS is not suspended is in detention, the RBHA Provider will set up an Emergency Child and Family Team meeting and will coordinate with the Juvenile Probation Officer for a CFT meeting in detention. When a youth enters detention, the Child and Family Team shall establish a plan that identifies services and supports necessary for the youth to successfully return to the community.</p>	

Crisis and Safety Planning:

Assigned RBHA Provider Responsibilities	Juvenile Probation Responsibilities
<p>1. All youth determined to have high needs, including all youth involved with juvenile justice, shall have a written Crisis Plan. Crisis Plans are to be developed early in the process of the Child and Family Team and revised as needed based on their effectiveness in preventing and/or addressing crisis situations.</p> <p>2. Crisis Plans include a plan for calling and notifying team members and participating agencies when the Crisis Plan is implemented, either successfully or without success.</p> <p>3. Adjustments may need to be made to the Crisis Plan as additional issues arise and progress is made. The Child and Family Team should continually monitor and adjust the Crisis Plan as needed.</p> <p>4. Safety Plans are developed when evidence of past unsafe behavior of the youth exists, when the family feels that significant safety issues exist or when there is evidence that unsafe behavior by others, including family members, relatives or people from the community, could be perpetrated on the youth.</p> <p>5. Adjustments may need to be made to the Safety Plan as additional</p>	<p>1. The assigned Juvenile Probation Officer shall participate with the team in the development of a Crisis Plan that is consistent with the youth's conditions of probation and Court orders, and helps the youth maintain stability.</p> <p>2. The assigned Juvenile Probation Officer shall review the current safety plans to ensure that they comply with conditions of probation and other orders of the Court, and address factors that contribute to the safety of the youth and community.</p> <p>3. The assigned Juvenile Probation Officer shall make suggestions for improvements to the Safety Plan as deemed necessary.</p>

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<p>issues arise, progress is made, or new ideas are discovered. The Child and Family Team should continually monitor and adjust the Safely Plan as needed.</p>	
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G. Individual Service Planning (individualized strengths-based plans for necessary supports and services)

Assigned RBHA Provider Responsibilities	Juvenile Probation Responsibilities
<ol style="list-style-type: none"> 1. Support and Service Planning <ul style="list-style-type: none"> • The Individual Service Plan is used to identify and document service planning information. • The Individual Service Plan objectives are to be updated at each meeting of the Child and Family Team, and newly identified needs and specific objectives are developed and added. • An Interim Service Plan is developed at the point of the initial intake and assessment. The Interim Service Plan addresses immediate behavioral health needs and identifies next steps, including formation of the CFT and any supports and/or services, such as a psychiatric evaluation, which will be initiated during the 45 day assessment period. • An ongoing individual Service Plan is completed within 45 days of the assessment period, and within 90 days of the youth and family's initial appointment. 2. The RBHA Provider shall incorporate the Probation Case Plan, when available, in the development of the Individual Service Plan. 3. Identified Needs and Specific Objectives <ul style="list-style-type: none"> • The selection of goals is a decision made by the family or guardian in consensus with the team members. • When identifying goals, it may be helpful to review life domains such as Housing, Work/Career, Education, Transportation, Financial Support, Social and Relational Skills, Leisure and Recreation, Activities of Daily Living, Behavioral Issues, Health Care, and Other. 	<ol style="list-style-type: none"> 1. The assigned Juvenile Probation Officer will share the results of the Risk and Needs Assessment, when available, with the RBHA Provider for the purpose of developing service and support plans. 2. The assigned Juvenile Probation Officer will update the team with any modifications of probation or change in legal status within three (3) business days, including detain/release and warrant status, so that this information can be incorporated into planning processes and team membership decisions. 3. For detained youth, the assigned Juvenile Probation Officer will notify the RBHA Provider of significant events and other pertinent information as needed. 4. For detained youth, the assigned Juvenile Probation Officer or representative shall arrange meeting space within the detention facility, attend Child and Family Team meetings, and participate in the release/treatment planning. Meetings in detention must be coordinated with the assigned Juvenile Probation Officer and should be no more than one (1) hour in duration whenever possible. 5. The assigned Juvenile Probation Officer shall provide release terms or Conditions of Probation (to include any addendum terms), as appropriate. 6. The assigned Juvenile Probation Officer shall encourage the

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Assigned RBHA Provider Responsibilities	Juvenile Probation Responsibilities
<p>4. Interventions to Meet Needs and Specific Objectives</p> <ul style="list-style-type: none"> • Natural and Informal Supports shall be identified and developed with the family, and be used in the way the family desires, with the consideration of clinical input as appropriate. • The team shall describe how each of the service needs or specific objectives will be met. • The team identifies the method by which the specific objective will be measured so that it can be determined whether it was accomplished, and develops the target date for completion. • The team shall review the progress and meeting of specific objectives. • Emergency meetings may need to be called from time to time if any crises arise, or if the youth or family request that a meeting be held. • The team shall consider service or support changes when insufficient progress has been reached toward plan objectives. <p>5. The RBHA Provider is responsible for creating an effective loop between the Behavioral Health Services Plan, its implementation, its effectiveness and its modification when appropriate. The RBHA Provider will contact team members, offer reminders and in other ways assist team members to follow-through on commitments.</p> <p>6. Adjustments shall be made to the Service Plan as additional issues arise, progress is made, or needs and solutions are identified. The Child and Family Team shall continually monitor and adjust the Service Plan as needed.</p> <p>7. When a youth with active AHCCCS enters detention, the Child and Family Team shall establish a plan that identifies services and supports necessary for the youth to successfully return to the community and shall continue those services that are necessary to facilitate transition planning and coordination of follow-up services.</p>	<p>use of appropriate Natural and Informal Supports for the family if they are within the guidelines of the Conditions of Probation or release terms to support community safety.</p> <p>7. When a youth enters detention, the assigned Juvenile Probation Officer shall participate in a Child and Family Team meeting to assist in establishing a plan which identifies services and support.</p>

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8. The RBHA Provider is responsible for assisting youth in transitioning to the adult system and coordinating with the Child and Family Team to ensure all members are aware of a change in status.	

H. Cross-System Staff Training

RBHA Responsibilities	Juvenile Probation Responsibilities
<ol style="list-style-type: none"> 1. The RBHA (Magellan) will outreach Maricopa County Juvenile Probation (MCJPD) to participate in the development and implementation of trainings for behavioral health and/or MCJPD personnel as training needs are identified by either system partner. 2. Magellan will make online and classroom trainings available for community members, including MCJPD personnel, to register and participate in free of charge. 3. Magellan will encourage and support family members as training participants and/or co-trainers. 4. Magellan's co-located Juvenile Justice Engagement Team (JJET) will work with MCJPD and Maricopa County detention personnel at Durango and the Southeast Facility (SEF) to organize and/or participate in training opportunities for the Juvenile Court judges/ hearing officers and other court personnel on topics selected to enhance the court's knowledge and understanding of the behavioral health system. 	<ol style="list-style-type: none"> 1. MCJPD may invite/include RBHA (Magellan) and RBHA provider personnel as appropriate to participate in trainings offered by MCJPD to enhance knowledge and skills related to working with the population of youth and families involved with the juvenile justice system. 2. MCJPD and Maricopa County detention personnel at Durango and the Southeast Facility (SEF) may work with Magellan's JJET co-located staff to organize and/or participate in training opportunities for the Juvenile Court judges/ hearing officers and other court personnel on topics selected to enhance the court's knowledge and understanding of the behavioral health system. 3. MCJPD provides information to families of youth involved with juvenile probation regarding community resources.

I. Mental Health/ Drug Courts and SAPT Services

RBHA Responsibilities	Juvenile Probation Responsibilities
<ol style="list-style-type: none"> 1. Magellan allocates Substance Abuse Prevention and Treatment (SAPT) funding to select community-based provider agencies with established evidence-based programs to provide outpatient or intensive outpatient 	<ol style="list-style-type: none"> 1. The Juvenile Probation Officers will refer youth to the SAPT grant services as appropriate. 2. The Juvenile Probation Department Program Services Unit will

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RBHA Responsibilities	Juvenile Probation Responsibilities
<p>substance abuse treatment services to youth who are not Title XIX (AHCCCS) eligible.</p> <p>2. SAPT services through RBHA providers are prioritized to youth in the following populations: pregnant and parenting females, IV drug users. Magellan has also prioritized the use of SAPT-funded services for youth who are involved in the juvenile justice system.</p> <p>3. Magellan provides up-to-date contact information and referral procedures for each of the SAPT agencies to MCJPD for their use in referring Non-Title XIX-eligible youth for substance abuse treatment services.</p> <p>4. RBHA Provider personnel, such as High Needs Case Managers and clinicians associated with the SAPT treatment programs, will provide monthly summary reports to the Juvenile Probation Officer on progress toward treatment goals for youth referred by MCJPD.</p> <p>5. RBHA Provider personnel will attend juvenile court hearings (including drug court or other specialty courts) when feasible and appropriate to provide information to the court on a youth's progress. JJET personnel will also attend juvenile court hearings when appropriate to provide information to the court (including drug court and other specialty courts) regarding behavioral health services.</p>	<p>continue to provide updated information on SAPT services to the Juvenile Probation Department, including any changes in referral criteria or available service providers.</p> <p>3. For youth currently receiving behavioral health services at the time they enter into Drug Court, MCJPD will coordinate care and transition planning with the behavioral health service provider(s) as appropriate.</p>

K. Resolution of Coordination Issues

Assigned RBHA Provider Responsibilities	Juvenile Probation Responsibilities
<p>1. The RBHA Provider shall coordinate with the Probation Officer in preparation for the Child and Family Team Meetings.</p> <p>2. If unable to reach a consensus, the RBHA Provider shall consult with their Supervisor in an attempt to seek resolution before using the formal chain of command.</p>	<p>1. The assigned Juvenile Probation Officer will make reasonable efforts to attend Child and Family Team meetings when issues pertaining to Court orders or Conditions of Probation may be impacted by or impact other services related to the CFT plan(s). If the assigned Juvenile Probation Officer is unable to attend a meeting, he or she shall contact the RBHA Provider</p>

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Assigned RBHA Provider Responsibilities	Juvenile Probation Responsibilities
<p>3. If barriers arise, the RBHA Provider shall utilize the following chain of command to positively resolve the issue:</p> <ul style="list-style-type: none"> ⇒ RBHA Provider to Probation Officer ⇒ RBHA Provider Supervisor to Probation Officer Supervisor ⇒ PNO Stakeholder Liaisons to Program Services Unit ⇒ PNO CEO to Program Services Supervisor ⇒ RBHA Director of Child and Youth Services to Treatment Services Division Director <p>4. If the issue cannot be resolved through the RBHA Director of Child and Youth Services it will be elevated to the Magellan Senior Director of Child/Youth Services and Prevention for discussion with the Community Supervision Bureau Deputy Chief and final decision.</p> <p>5. Time frames: 48 hours elevate to next level.</p>	<p>to inform the team of any progress on Juvenile Probation Officer's assigned tasks or pertinent case information three (3) business days prior to the scheduled CFT meeting, whenever possible.</p> <p>2. If barriers arise, the assigned Juvenile Probation Officer shall utilize his/her agency's internal procedures for resolving issues. Probation Officer to RBHA Provider</p> <ul style="list-style-type: none"> ⇒ Probation Officer Supervisor to RBHA Provider Supervisor ⇒ Probation Program Services Unit Staff to PNO Stakeholder Liaisons or RBHA JJET Liaisons ⇒ Program Services Supervisor to PNO CEO ⇒ Probation Treatment Services Division Director to RBHA Director of Child and Youth Services <p>3. If the issue cannot be resolved through the Probation Treatment Services Division Director, it will be elevated to the Probation Community Supervision Bureau Deputy Chief and/or Chief Probation Officer for discussion with the RBHA (Magellan) Senior Director of Child/Youth Services and Prevention.</p> <p>4. Time frames: 48 hours to elevate to next level for each of the above barrier resolution process.</p>
<p>Addendum: Detention Roster Protocol: Identifying and Providing Services to Youth in Detention (attachment)</p>	

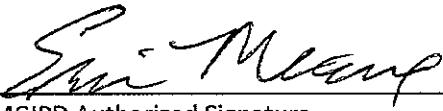
The Collaborative Protocol between Magellan Health Services and the Maricopa County Juvenile Probation Department (MCJPD) shall remain in effect until the Magellan Health Services contract is terminated.

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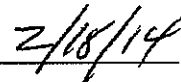
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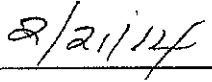
MCJPD Authorized Signature



Date



Magellan Authorized Signature



Date

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Detention Roster Protocol Identification and Servicing Youth in Detention

1. The Magellan Juvenile Justice Engagement Team (JJET) Liaison will receive notification of all Title XIX or Title XXI enrolled youth who have been detained at the Durango and Southeast Facilities via a comprehensive roster within 72 hours of the youth being detained.
2. Any youth who is not Title XIX or XXI enrolled will be excluded from this roster.
3. The Magellan JJET Liaison will check the roster on a daily basis and identify all youth who are assigned to a Children's Provider Network Organization (PNO) by checking their status in the Integrated Product system and the Magellan provider website.
4. If it is determined that the youth is enrolled with a Children's PNO, the Children's PNO Detention Liaison or designee will receive notification via email from the Magellan JJET liaison by the next business day that a youth enrolled with their network organization has been detained. The email will indicate important information pertaining to the youth and the assigned Juvenile Probation Officer (JPO). The notification will include the youth's name, date of birth, assigned JPO's name, telephone number, and email address.
5. The Magellan JJET Liaison will also notify the assigned JPO that the youth is enrolled with the PNO. (per 45 CFR 164.512(k)(5)). If there is not already a Release of Information for the Qualified Service Provider (QSP) or PNO, then the JPO will contact the legal guardian and instruct her/him to work with the QSP or PNO to complete the necessary Release.
6. The Children's PNO Detention Liaison or designee will notify the QSP or PNO high needs case manager, if one exists, by the next business day of the youth's detainment status.
7. The QSP or PNO will contact the JPO, within 1 business day of receiving notification that a youth enrolled with their agency has been detained. The purpose of this correspondence is to address detainment status, identify upcoming court hearing dates and times, and to arrange a Child and Family Team (CFT) meeting if the youth will maintain their Title XIX or Title XXI benefits.

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8. If a Release of Information does not exist, the QSP or PNO will utilize their agency Release of Information form and request that it is signed by the legal guardian prior to collaborating with the JPO. A signed Release of Information generated by the Maricopa County Probation Department cannot be utilized as a substitute since their releases are not HIPAA compliant.
9. If a functioning CFT exists and if the youth will maintain their Title XIX or Title XXI benefits, a meeting must be scheduled within 7 business days from the time the QSP or PNO is notified of the youth being detained. The JJET liaison will be notified via email regarding the details of the CFT.
10. In the event that a functioning CFT does not exist and if the youth will maintain their Title XIX or XXI benefits, the QSP or PNO will coordinate the development of a CFT to minimally include the youth, legal guardian, JPO, and CFT facilitator to ensure the individual service plan is created/revised to meet the current level of need within 7 business days.
11. When a CFT meeting is held at the detention facility, arrangements must be made through the detained youth's JPO in order to ensure adequate supervision occurs.
12. If a youth remains detained for 30 or more days, it is strongly advised that the CFT, for youth who will maintain their Title XIX or Title XXI benefits, meet at a minimum of once every two weeks to ensure proper planning continues to occur.
13. In the event that barriers or challenges exist with adherence to this protocol, including timely service delivery or participation in the CFT meetings, the JPO may make a referral to the Magellan JJET liaisons for additional support and assistance.